

POSITIVE AGEING STRATEGY *2011 - 2014*

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****The Positive Ageing Strategy Background Report (May 2010) contains the results of the detailed consultation and research that forms the basis of this strategy. The Background Report will be referred to throughout this strategy and should be accessed for more detailed information.**

EXECUTIVE SUMMARY

The concept of getting older is changing; not only do the demographics show that the proportion of the population over 55 years of age is increasing, they also have very different expectations, social needs, political perspective and lifestyles than previous generations. The ageing population is a consequence of many things such as low fertility, increased longevity, medical breakthroughs and better management of previously fatal chronic diseases. People are enjoying better health, allowing them to work longer, enjoy their retirement, participate in, and contribute to the community.

Older people come from diverse social and cultural backgrounds. The health and support needs of a 65 year old are often very different from an 85 year old person. This diversity in age, health, social and economic backgrounds means that older people have a wide range of and varying levels of health and wellbeing requirements to be addressed in this Strategy. The local impact of the forecast growth in the number of older people is likely to result in a rise in demand for aged and community care services and increased use of local infrastructure such as community and cultural facilities, footpaths, trails and public spaces. It is important that Council plan for and respond to the needs of older people.

The Positive Ageing Strategy (2011-2014) clearly articulates to the community, stakeholders and to other government agencies and departments, the range and scope of actions that are required to address the diverse needs of older people in the municipality. Positive Ageing, to enhance the quality of life as people age, is the guiding approach for this strategy.

The development of this strategy was based on community consultation and engagement with older residents and relevant service providers, and extensive research relating to older people. The governance of the project included a community based Positive Ageing Advisory Group, which comprised a balanced mixture of professionals from the community sector and residents.

Community consultation for this strategy indicated that health and library services, the range of organisations and social life were all good features about ageing in Greater Bendigo. Five interconnected areas or themes were prioritised from the community consultations. A range of key needs and key actions were developed using the community consultation to address these desired futures. The desired futures and the key needs are:

1. **Social Connections,**

Older people will have a sense of belonging and safety because they are socially connected to their community, friends and neighbours.

- Places to meet
- Information that facilitates access.
- A range of regular and local opportunities for social interaction.
- Opportunities for intergenerational interaction.

2. **Healthy Mind and Body,**

Older people will have the environment, facilities, services and programs that enable and encourage them to maintain healthy bodies and minds.

- Access to health checks and screenings.
- Fitness programs.
- Activities and programs that stimulate the mind.

3. **Housing,**

Older people will have access to affordable and appropriate housing and will be supported in their accommodation choices.

- Diverse range of affordable housing.
- All housing developments meet universal design principles.
- Alternative housing options for older people.
- Information on housing options for older people.

4. **Physical Environment,**

Older people will be able to access and feel safe in public spaces that encourage visitation and social interaction.

- Public amenities accord with universal design principles.
- Outdoor spaces are safe and friendly.
- Good pedestrian access.

5. **Transport,**

Older people will have access to suitable and flexible transport to enable them to lead active and fulfilled lives.

- Information on all available transport options.
- Flexible community based transport.
- Public transport that meets changing local needs.

In actioning these, the following five principles will be taken into account:

- Access; (ensure access for all : this includes physical access, cost and availability)
- Plan for different age cohorts within the older population;
- Think about impacts and opportunities from technology;
- Promote Equity; and
- Make sure actions are achievable.

In actioning the Positive Ageing Strategy the CoGB may conduct many activities around its role of advocate, facilitator and planner, the undertaking of some activities in its role of service provider or funding body may require approval and resource allocations through Council's annual budget process.

The Positive Ageing Strategy recommends the establishment of a community based advisory group to provide ongoing support and guidance for the implementation of this strategy. The advisory group can be composed of older people, representatives from partner and stakeholder agencies and council staff. In addition to progress reports to Council, the Action Plan can be fully evaluated in 2014 as the basis for the review and update of this strategy.

INTRODUCTION

The City of Greater Bendigo has developed the Positive Ageing Strategy to clearly outline to the community, stakeholders and to other government departments and agencies its multifaceted role in facilitating a high quality of life for older people. This involves planning, direct service and facility provision, partnerships and collaboration with local and regional service providers, and advocacy to other tiers of government to address current and emerging needs for older people.

The City of Greater Bendigo can contribute to positive ageing through its roles:

- as a regulator of public health;
- as a planner, designer and regulator of the built environment (public & private realm);
- as a provider of community facilities, public amenities and community;
- as a provider of support services;
- as a partner in community building; and
- as a leader and advocate for resources to support the growing community of Greater Bendigo.

The City of Greater Bendigo has a significant role in the delivery of aged care. City of Greater Bendigo aged care services are predominately provided through Home and Community Care (HACC), with an annual expenditure of \$9,285,150 in 2009/2010. In Greater Bendigo 17.8% of the population over 65 years receive HACC services.

In addition to the direct service provision of HACC, the City of Greater Bendigo has a range of other functions that directly and indirectly have a positive impact on the wellbeing of older adults such as statutory planning, design of public space and arts and cultural events. Therefore, an integrated approach to planning will mean that this Strategy includes the roles and functions that council has in contributing to positive ageing.

Current literature refers to both 'active ageing' and 'positive ageing'. The World Health Organisation (WHO) defines active ageing as, "the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age."

Positive Ageing aims to enable a better quality of life for older people by providing opportunities to stay active and engaged in the community through active recreation, volunteering, and a wide range of social and community events and activities.

Who is old? The World Health Organisation Active Ageing Policy Framework uses the United Nations standard of age 60 to describe "older people". However, as many participants pointed out in the community discussions for this strategy, 'older people' is not just a single cohort. There is a wide range of age groups within this cohort with differing needs and expectations, and levels of health and disability also vary. For example, the support and care needs of the 80 years and older population are generally different from the support and social needs of people in their mid 60s. It is this diversity and range of needs of older people that presents challenges and opportunities for the City of Greater Bendigo in the development of this strategy.

Central in addressing the priorities of older people in Greater Bendigo is the requirement for collaboration and partnerships across a number of agencies. The City of Greater Bendigo has a pivotal role in addressing the needs of older people in the municipality however it requires the active support and participation of residents, agencies and stakeholders to work towards the objectives of this strategy.

The objectives of developing a Positive Ageing Strategy for the City of Greater Bendigo are to:

- Respond to issues raised by members of the ageing population in Greater Bendigo, including changing expectations of the ageing population;
- Meet the challenges of increasing service demand and how to best use available resources;
- Continue to support ageing in place and independent living;
- Demonstrate leadership from the City of Greater Bendigo in promoting positive ageing;
- Determine and prioritise actions to promote positive ageing in line with the World Health Organisation's Active Ageing Policy Framework.

The Positive Ageing Strategy is based on participation from older people in the City of Greater Bendigo. An Action Plan has been developed that sets out measurable strategies and actions for a three year period and documents how the City of Greater Bendigo will work with relevant service providers, community organisations and government departments. This strategy proposes that the City of Greater Bendigo establish a community based advisory group to provide ongoing support and guidance to the implementation of this strategy.

A full list of relevant service providers and community organisations is available from the Council's website www.bendigo.vic.gov.au under 'Directories' or by phoning CoGB on 03 5434 6000.

DEVELOPMENT OF THE STRATEGY

The development of this strategy is based on community consultation and engagement with older residents and relevant service providers, and extensive research relating to older people.

The governance of the project has included a community based Positive Ageing Advisory Group. The Positive Ageing Advisory Group has included a balanced mixture of professionals from the community sector and residents.

The Positive Ageing Advisory Group has:

- Provided information and strategic advice to the Positive Ageing Strategy Steering Group on matters affecting the needs, interests and wellbeing of older residents.
- Provided advice for and assistance with the consultation process.

The research and consultation for this strategy has been based on the following steps:

- Production of background paper and fact sheets with demographic information, policy and service context and discussion questions.
- A survey which was based on a series of statements that addressed the dimensions of positive ageing under the headings health, participation and security.
- Consultations with a range of community members and groups to validate research, and identify issues and ideas.
- Consultations and interviews with service providers and government departments to validate research, and identify issues and ideas.

Communication with the wider community occurred through media releases and project bulletins as well as the City of Greater Bendigo website. Consultations with older residents, as well as those over 50, occurred through forums and focus groups, and a survey. Consultations with service providers occurred through interviews and opportunity for written responses to the Positive Ageing Discussion Paper. **The Positive Ageing Strategy Background Report (May 2010) contains the results of the detailed consultation and research that forms the basis of this strategy. The Background Report will be referred to throughout this strategy and should be accessed for more detailed information.**

THE POLICY AND SOCIAL CONTEXT

The following is a summary of the key issues for this strategy to consider and respond based on the research and consultation that is detailed in the Background Report (May 2010).

Policy Context

Responding to the needs and opportunities for an ageing population is a world wide issue. In recognition of this, the World Health Organisation promotes active ageing policies and programs that enhance the health, participation, and security of older citizens. The following is a brief overview of the relevant policies and strategies that a positive ageing strategy for the City of Greater Bendigo should take into account ranging from the international to the local level.

International

Active Ageing: A Policy Framework, World Health Organisation 2002.

The World Health Organisation's *Active Ageing: A Policy Framework* (2002) recognises that old age dependency ratios will change as the population ages but focuses on policy responses to enhance the health, participation (which is not just workforce participation) and security of older people. This is the policy framework that sets the scene for the City of Greater Bendigo Positive Ageing Strategy.

Madrid Plan of Action on Ageing, 2002. Australia, through its membership of the UN's Economic and Social Commission for Asia and the Pacific, is implementing the three priority directions of the Madrid Plan.

National

Ageing and Aged Care in Australia, Department of Health and Ageing, 2008.

National Partnership on Preventative Health, COAG, 2008.

A Healthier Future for all Australians, National Health and Hospitals Reform Commission Report, 2009.

There are several different perspectives on the phenomenon of an ageing population. Major themes from the Australian Government are productivity and economic impacts of how the ageing population will decrease the ratio of working age people to retired people. The recently released Intergenerational Report 2010 concluded that the two long term risks for the economy and the sustainability of government finances are the ageing population and climate change.

State

Positive Ageing: A Strategy for current and future Senior Victorians, DPCD, 2005.

A Fairer Victoria, 2009.

Action for Victoria's Future, Victorian Government's current priorities in four areas crucial to Victoria's future, 2009.

Ageing in Victoria Policy Framework (release in May 2010 during the drafting of this document).

The HACC Active Service Model will inform the way all HACC Services are provided. It is based on the premise that all clients of Home and Community Care services have the potential to make

gains in their wellbeing and that Home and Community Care services can support improvement. While this model focuses on service delivery to people requiring care in the home, the principles underpinning the Active Service Model are consistent with the themes and ideas that have been raised during consultations for the City of Greater Bendigo Positive Ageing Strategy.

The principles underpinning the Active Service Model are:

- People wish to remain autonomous
- People have the potential to improve their capacity
- People's need should be viewed in an holistic way
- HACC services should be organised around the person and his or her carer, that is, the person should not be simply slotted into existing services, and
- A person's needs are best met where there are strong partnerships and collaborative working relationships between the person; their carers and family; support workers and between service providers.

Local government - City of Greater Bendigo

Council Plan 2009-2013 (2010 update).

Health and Wellbeing Strategy 2009-2013.

Greater Bendigo Community Plan +25.

The Australian Local Government Association has developed a resource: *Age-friendly built environments Opportunities for Local Governments*. In designing age friendly built environments, local government can benefit individuals through improved health and overall wellbeing, increase independence and greater social interaction. Age friendly built environments can make neighbourhoods more liveable for all ages, reduce costs associated with health and aged care and yield a range of social and economic benefits by extending and expanding seniors' contributions to community life.

The Environments for Health Framework provides a useful way for local government planning to consider how all of its functions can have an impact on the health and wellbeing of the community. The Environments for Health Framework incorporates an awareness of the social, economic, natural and built environments and their impacts on health and wellbeing.

In addition to its use in developing Municipal Public Health Plans, the framework has been adopted by a range of other local government areas including the Municipal Early Years Plan, neighbourhood renewal and emergency management. It encourages a greater understanding of the social impacts of decisions made in land use planning and urban design. The Environments for Health Framework can be used by the City of Greater Bendigo to ensure that the Positive Ageing Strategy identifies actions for all areas and functions of the City of Greater Bendigo.

Social and Demographic Context

The number of people 65 years and older in Greater Bendigo has increased from 10,817 persons (13.2% of the total population) in 1996 to 13,243 persons (14.3% of the total population) by 2006. It is forecast that by 2029 there will be 24,214 persons aged 65 years and older residing in Greater Bendigo (17.9% of total population).

In 2006, people 65 years and older consisted of 5,745 males (43% of age group) and 7,498 females (57% of age group). Of the population aged 85 years and older, there were 1,262 females compared to 555 males. More detailed demographic data on older people in Greater Bendigo is provided in the Background Report (May 2010).

The increasing size of the very old population, persons 85 years and over means that more older people, particularly women, will be living alone in private dwellings. Home based community care services, such as HACC, is able to address the physical care needs of the frail aged to a degree but are limited in their capacity to counteract loneliness and social isolation.

Strategic Implications

Based on the demographic profile of older people and the social and policy context highlighted in the Background Report, the strategic and service implications for the City of Greater Bendigo and partner agencies to plan for and be responsive to older people include the following:

Home and Community Care (HACC)

- Community expectations of high quality home and community care services placing considerable demands on the skills and professional training of home care staff;
- Importance of sustainable community transport model.

Community Information and Library Services

- Rising demand for outreach, home library service;
- Demand for large print and audio books collection across all branches;
- Computer awareness, skills training and access to computers – information and communication strategy for older residents, lifelong learning at Libraries, Neighbourhood Houses and Community Centres.

Community Support

- Continued support for older persons groups to access community halls and venues for socialisation and recreation activities.

Arts and Culture

- Accessibility to cultural venues and activities across the municipality;
- Importance of locally based arts and cultural activities;
- Opportunities for increased participation at major events and festivals.

Recreation and Leisure

- Opportunities to participate in and scheduled programs for older people at Recreation Centres;
- Importance of passive recreation activities, such as walking, bike paths and trails and excellent signage to promote these. Raises expectations on the quality of local infrastructure, particularly footpaths and trails. This is linked to a continued emphasis and profile on health promotion and prevention programs and activities for older people.

Health

- Growing community awareness, participation and interest in illness prevention and promotion services and activities;

- Increasing community expectations of expanded local government role in health promotion;
- Advocacy to Commonwealth and State Governments for equitable allocation of health resources and to address identified needs in health service provision.

Transport

- Advocate for improved public transport in Bendigo CBD and for connections to townships across the municipality;

Housing

- Rising demand for affordable and accessible housing for older people;
- Options for Ageing in place.

CONSULTATION

Consultation for this strategy was conducted in two phases. The first phase was conducted with community members and this was followed in the second phase by consultations with service providers.

Phase I - Community Consultations

A total of six community discussions were held across the municipality in Elmore, Heathcote, Bendigo CBD, Long Gully, Kangaroo Flat and Eaglehawk between 23 March and 4 May 2010. Additional community input was also provided by 55 attendees at the University of the Third Age Annual General Meeting, 80 people at the Probus Club of Sandhurst and members of the Bendigo and District Branch of National Seniors Victoria. These discussions were promoted as an opportunity to provide thoughts and ideas on positive ageing by working through the following questions:

- What does positive ageing mean for you?
- What's good about ageing in Greater Bendigo?
- What needs to change to make ageing a more positive experience and what are some ideas?

When asked what's good about ageing in Greater Bendigo, comments mainly related to:

- Good health services,
- Good library service,
- Good range of organisations and groups,
- Good social life.

One difference reflected in the comments from the two smaller towns of Elmore and Heathcote was that in small towns people were quick to point out the value of friendships and community support whereas in the consultations in Bendigo people commented on the loss of community connections.

The community discussions focussed on what needs to improve and ideas for improvements. The ideas are summarised below according to common themes that emerged:

- Transport
- Provision of information
- Safety
- Health
- Social support and connections
- Volunteering
- Housing
- Keeping the mind active
- Public spaces
- Intergenerational interactions
- Input from older people and making the plan happen

Specific comments for each of the above themes can be accessed through the Positive Ageing Strategy Background Report in the Consultation section (May 2010).

Community Surveys

A survey for people over the age of 50 was developed, based on a series of statements that addressed the dimensions of positive ageing under the headings of health, participation and security.

A total of 287 surveys were returned. Survey details can be accessed in the Background Report (May 2010). Items with the highest amount of people saying “Strongly agree” were:

- I can always get where I want to go using private or public transport.
- There are lots of different opportunities if I want to volunteer.
- I can access the Internet when I want.

The item with the highest amount of people saying “Unsure” was:

- Affordable and suitable housing will be available for me in the future.

Items with the highest amount of people saying “Strongly disagree” were:

- I can get paid work if I want it.
- I feel safe going out at night.

Phase 2 - Service Provider Consultations

A range of service providers were interviewed across the spectrum of residential, community care, health and community support services. This included local and regional service providers from high care, low care and independent living units.

There is a wide range of services for older adults available in the City of Greater Bendigo. Services are provided through the private sector, the public sector and civil society which includes voluntary organisations as well as mission driven not-for-profit organisations. Services can be considered along a continuum of care ranging from services for those who are active and independent through to older adults who require assistance with daily living and medical attention.

The interviews with service providers indicated that demand is increasing across all service areas for older persons and that this will continue in light of our ageing population. A list of priorities for the City of Greater Bendigo Positive Ageing Strategy from service providers were the following:

Healthy minds and bodies

- Increase the access to activities and programs that promote balance, strength and mobility.
- Increase the availability of walking groups based on the Bendigo Community Health Services walking lifestyle model,
- Provide more workplace health assessments with follow up health coaching,
- Provide opportunities for physical and mental stimulation.

Support for older people in the community and keeping people active

- Carer support,
- More social options,
- Transport options for frail older people,

- Health monitoring at home,
- Expand bus routes,
- More aged and disability friendly public places,
- Information to assist people planning to move into retirement villages or nursing homes.

Improving the way organisations work

- More communication with GPs,
- Flexibility for outreach services,
- Structures for better relationships between Community Support Organisations,
- Better links between community care and residential care,
- More communication between the ageing community and organisations.

Planning Workshop May 2010 – Setting Priorities and Key Actions

Purpose

The purpose of the workshop was to identify the vision, strategic directions and major initiatives for the City of Greater Bendigo Positive Ageing Strategy. There were a total of 29 participants at the workshop, comprising older persons, service providers, staff and councillors of the City of Greater Bendigo.

Based on and informed by the research and consultation carried out as part of the strategy, the workshop identified **5 interconnected areas for the strategy to focus on. They are:**

Social connections

Facilitating social connections through the provision of services and facilities is one of the key ways that councils can help to create strong and resilient communities. Libraries, community, cultural and recreation centres provide safe venues for social interaction and lifelong learning. Volunteers will continue to have a pivotal role in addressing social isolation for older people and are very important in community strengthening strategies for older people.

Healthy mind and body

Active promotion and facilitation of healthy lifestyles has been identified as a key requirement to support older people. Access to medical and health information and services will help to ensure that older people enjoy a good quality of life. The provision of health services is carried out by a number of agencies and the collaboration of these agencies and partnerships where applicable, is required to ensure equitable access to health services.

Housing

The housing in which people live and access to affordable housing can have a major impact on the health and wellbeing of older people. There are opportunities to expand the range of housing options that can provide safe and suitable housing for older people.

Physical environment

The physical environment in which older people live and socialise can have a significant impact on their activities and interaction. Improving community safety in public spaces through better design

and promoting sustainable environmental policies are two actions that are important for community wellbeing.

Transport

Ensuring the provision of a range of ways to travel about the municipality will help to ensure that older people can access services, facilities and programs. Adequate transport to visit family, friends or access services can help to counteract isolation for many older people and provide the means for positive ageing.

These five priority areas form the basis of the Action Plan. The priority areas are supported by a number of principles.

Principles

1. Access (this includes: affordability, physical accessibility, accessibility for all age groups, local options)
2. Plan for different age cohorts within the older population
3. Think about impacts and opportunities from technology
4. Equity
5. Make sure actions are achievable

Key Ideas for each priority action area were also provided at this workshop. For more detail on these please refer to the Background Report (May 2010). The ideas have been incorporated into the Action Plan.

GOVERNANCE, IMPLEMENTATION AND EVALUATION

The success of any strategy depends on clear, adequately resourced and accountable structures for its implementation and evaluation. Council staff will have the primary responsibility for the implementation of the Positive Ageing Strategy and providing progress reports to Council.

It is proposed that the City of Greater Bendigo will establish a community based advisory group to provide ongoing support and guidance for the implementation and evaluation of this strategy. The advisory group can be composed of older people, representatives from partner and stakeholder agencies and council staff. Roles and responsibilities for the advisory group can be established through a Terms of Reference.

The Action Plan will be fully evaluated in 2013 as the basis for the review and update of this strategy. The evaluation can be based on the level of achievement or progress towards the measures specified for each Key Action. It could also include other achievements or measures not specified in the Action Plan but have contributed to addressing a key need.

Recommendation

Establish a Positive Ageing Advisory Group comprising older people, representatives from the City of Greater Bendigo and service providers, to:

- Oversee the implementation of the Positive Ageing Strategy
- Provide information and strategic advice to the City of Greater Bendigo on matter affecting the needs, interests and wellbeing of older people with the Municipality.
- Act as a point of referral for the exchange of information and views between community and the City of Greater on issues of interest to older people.

Additional staff resourcing would be required to coordinate and facilitate the Positive Ageing Advisory Group to:

- Administer and support the Advisory Group;
- Co-ordinate the implementation of the Plan
- Co-ordinate external agencies.

ACTION PLAN

Purpose of Action Plan

This Action Plan outlines the priority areas and actions for the City of Greater Bendigo and partner organisations for the Positive Ageing Strategy. The Plan is based on community discussions that occurred across the municipality in March–May 2010, a survey of older persons, detailed discussions with local and regional service providers and thorough research on key policies and trends in ageing.

From the process outlined above, five priority areas were highlighted:

- Social Connections
- Healthy Minds and Bodies
- Housing
- Physical Environment and Public Domain
- Transport

The Action Plan is based on these priority areas, and for each a desired future is indicated. A number of key needs and key actions are then specified in order to achieve the desired future. As indicated in the Governance section above, it is also recommended that a community based Positive Ageing Advisory Group, comprising older people, representatives from the City of Greater Bendigo and service providers, be established to provide support and guidance to Council for the implementation and evaluation of this Action Plan.

Principles of Action Plan

A number of principles have formed through the development of this strategy. The principles underpin the Action Plan and they include the following:

- Access (this includes affordability, physical accessibility, accessibility for all age groups and local options)
- Planning for different age cohorts within the older population
- Thinking about impacts and opportunities from technology
- Equity
- Actions that are achievable and measurable

Key Area	Desired Future	Key Needs
Social Connections	<i>Older People will have a sense of belonging and safety because they are socially connected to their community, friends and neighbours.</i>	<ul style="list-style-type: none"> • Places to meet • Information that facilitates access to events and groups. • A range of regular and local opportunities for social interaction. • Opportunities for intergenerational interaction.
Healthy Minds and Bodies	<i>Older people will have the environment, facilities, services and programs that enable and encourage them to maintain healthy bodies and minds.</i>	<ul style="list-style-type: none"> • Access to health checks and screenings. • Fitness programs e.g. walking, strength training • Activities and programs that stimulate the mind.
Housing	<i>Older People will have access to affordable, adaptable and appropriate housing and will be supported in their accommodation choices.</i>	<ul style="list-style-type: none"> • Diverse range of affordable housing. • Housing developments meet universal design principles. • Alternative housing options for older people. • Information on housing options for older people.
Physical Environment and Public Domain	<i>Older people will be able to access and feel safe in public spaces that encourage visitation and social interaction.</i>	<ul style="list-style-type: none"> • Public amenities accord with universal design principles. • Outdoor spaces are safe and friendly. • Good pedestrian access.
Transport	<i>Older people will have access to suitable and flexible transport to enable them to lead active and fulfilled lives.</i>	<ul style="list-style-type: none"> • Information on all available transport options. • Flexible community based transport. • Public transport that meets changing local needs.

Note: the reference to years 1, 2 & 3 in the Action Plan refer to the CoGB's Financial Year i.e. Year 1 - 2011/2012, Year 2 - 2012/2013 and Year 3 - 2013/2014.

I. Social Connections

Key Needs	Key action	Responsible Council Department	Partners	Measures
I.1 Places to meet	I.1.1 Implement the Senior Citizens Review in all CoGB Centres in consultation with the relevant Groups. <ul style="list-style-type: none"> ▪ create community hubs at seniors centres which provide a range of activities that promote healthy lifestyles for older people, ▪ provide services such as allied health services and ▪ internet kiosks, ▪ increase utilisation of the centres. ▪ Support infrastructure and operational needs of community groups i.e. assist U3A find a venue. 	Aged & Disability Services Years 1, 2 & 3	Building and Property Senior Citizens Clubs (10) Community Groups Bendigo Community Health Services	Key recommendations of the Seniors Review implemented
	I.1.2 Provide opportunities for neighbours to interact - eg. Street BBQ.	Community & Cultural Development Years 1, 2 & 3	Neighbourhood Houses Bendigo Safe Community Forum Inc	Number of events organised
	I.1.3 Support and promote volunteering to aid and assist positive ageing. I.1.3.1 Support the Golden Guru's program being undertaken by the Bendigo Volunteer resource Centre.	Aged & Disability Community & Cultural Development Years 1, 2 & 3	Bendigo Volunteer Resource Centre	Number of volunteers New volunteers recruited

Key Needs	Key action	Responsible Council Department	Partners	Measures
1.2 Information that facilitate access to events and groups.	1.2.1 Publish regular events and activities updates in print media.	Marketing & Major Events Years 1, 2 & 3	Aged & Disability Services Community and Cultural Development Customer Service Unit	Regular publication of events
	1.2.2 Use the council web site better to promote facilities and events.	Marketing and Event Years 1, 2 & 3	Customer Service Aged & Disability Service Community and Cultural Development	CoGB and Aged & Disability Services websites promote events.
	1.2.3 Maintain an up to date CoGB data base for all community groups, ensuring that hard copies can be printed and made available to the community if and when required.	Customer Service Years 1, 2 & 3	Community and Cultural Development	Database maintained and up to date.
	1.2.4 Promote State Government concession booklet	Customer Service Years 1, 2 & 3	Commonwealth Carelink Aged & Disability Services Unit	Number of distribution points and booklets distributed.
	1.2.5 Investigate opportunities and resources require to develop and distribute an 'older peoples' information newsletter.	Community Wellbeing Year 1	Positive Ageing Advisory Group U3A Loddon – Campaspe Multicultural Service (LCMS) National Seniors	Information newsletter published regularly.
	1.2.6 Review how the City of Greater Bendigo provides information to its older residents to ensure that it delivers a relevant mix of face	Marketing & Major Events	Positive Ageing Advisory Group Seniors Information	Information published is in large print, relevant and well

Key Needs	Key action	Responsible Council Department	Partners	Measures
	to face, phone, print-based and internet options.	Year 1	Victoria Customer Service	presented.
	1.2.7 Ensure that 'New Residents Kits' have up to date and relevant information for older residents.	Marketing & Major Events Years 1, 2 & 3	Customer Services Unit Bendigo Newcomers Group	Number of kits issued.
	1.2.8 Promote services and accessibility of the Commonwealth Respite and CareLink Centre to CoGB Older Residents.	Aged & Disability Services Years 1, 2 & 3	Commonwealth Carelink	Number of referrals to Commonwealth Carelink.
1.3 A range of regular and local opportunities for social interaction. (cost and accessibility across the municipality needs to be considered)	1.3.1 Use the Victorian Seniors Festival as a way to introduce and link people to community groups and activities.	Aged & Disability Services Years 1, 2 & 3	CoGB Seniors Festival Committee National Seniors Community and Cultural Development Commonwealth Carelink U3A Positive Ageing Advisory Group	The scope and number of events that provide opportunities for people to link to community groups.
	1.3.2 Support older people to plan for social transition into retirement.	Community Wellbeing Year 2	Positive Ageing Advisory Group Centrelink Commonwealth Carelink	Number of information sessions.
1.4 Opportunities for intergenerational interaction.	1.4.1 Promote internet kiosk training (roll out Kangaroo Flat model with High School students teaching older people)	Aged & Disability Services Years 1, 2 & 3	Secondary Colleges Bendigo Volunteer Resource Centre NEC Australia Information Systems LaTrobe University	Number of attendees.

Key Needs	Key action	Responsible Council Department	Partners	Measures
	<p>1.4.2 Explore and promote opportunities for intergenerational activities and interaction eg. programs in the Planned Activity Group service which involve older and younger people.</p>	<p>Community and Cultural Development Aged & Disability Services Year 1</p>	<p>BRIT Secondary and Primary Schools Senior Citizens Clubs Safe Community Forum LaTrobe University BRIT</p>	<p>Number of events.</p>

2. Healthy Minds and Bodies

Key Needs	Key action	Responsible Council Department	Partners	Measures
2.1 Access to health checks and screenings.	2.1.1 Advocate for increased access to screening and health checks: <ul style="list-style-type: none"> ▪ Workplace health assessments for people over 50 years. ▪ Promote/report on the benefits of health checks to the whole organisation and externally. 	People & Learning Risk Management Year 1	Risk Management Bendigo Community Health Services	Number of health checks.
	2.1.2 Provide age relevant Health information through a range of outlets.	Aged and Disability Years 1, 2 & 3	Customer Service Central Victorian General Practice (CVGP) Network Commonwealth Carelink Bendigo Community Health Services, Medical and health Services and Chemists Veterans Affairs Network Bendigo Health	Number of outlets providing information.
2.2 Fitness programs eg walking, strength training	2.2.1 Support the Bendigo Community Health Service Walking Groups model. By developing programs that increase physical fitness of older people.	Recreation Aged and Disability Year 1	Bendigo Community Health Services Bendigo Health	Number of walking groups established.

Key Needs	Key action	Responsible Council Department	Partners	Measures
	2.2.2 Support the Bendigo Loddon Primary Care Partnership implement the Strength Training Development Plan.	Aged and Disability Year 1	Recreation Parks Bendigo Loddon PCP	Number of strength training groups established.
	2.2.3 Develop programs and/or activities to increase participation in Recreation for older people.	Recreation Year 1	Aged and Disability	1 program developed in 2011/12.
	2.2.4 Implement the HACC Active Service Model through the CoGB.	Aged & Disability Services Years 1, 2 & 3	Department of Health BRIT Department of Human Services	Number of clients with an ASM (Active Service Model) Care Plan.
2.3 Activities and programs that stimulate the mind	2.3.1 Promote lifelong learning opportunities for older adults <ul style="list-style-type: none"> ○ Neighbourhood Houses ○ Expand the number of Internet Kiosks eg either at Senior citizens centres or Neighbourhood Houses 	Aged & Disability Services Year 1	Community & Cultural Development U3A Continuing Education National Seniors Library	Number of learning opportunities available and the number of attendees.
	2.3.2 Find creative ways to keep people connected to and using library services.	Aged & Disability Services Year 2	Building and Property Community and Cultural Development Central Goldfields Library Service	Number of clients connected to the service.
	2.3.3 Bring services that work with older people together every 6 months to determine how to promote and support their work.	Community Wellbeing Year 1	Positive Ageing Advisory Group	
	2.3.4 Provide information on and access to services (web based and other mediums).	Aged & Disability Services	Commonwealth Carelink Broadband Internet	Websites current and informative.

Key Needs	Key action	Responsible Council Department	Partners	Measures
		Year 2	Kiosk Information Systems	
	2.3.5 Maintain and develop facilities that are 'fit for purpose' to maintain or increase recreation participation levels in older people.	Recreation Unit Years 1, 2 & 3	Presentation & Assets Unit Building and Property	1 capital project addressing older persons implemented as part of the Strategic resource Plan.

3. Housing

Key Needs	Key action	Responsible Council Department	Partners	Measures
3.1 Diverse range of affordable housing.	3.1.1 Develop a CoGB Housing Needs Assessment/Strategy that includes provisions for a range of housing needs and options for older people.	Strategy Year 2	Statutory Planning Building & Property	Housing Strategy developed.
	3.1.2 When undertaking detailed Structure Planning for areas consider the housing needs of older people.	Strategy Years 1, 2 & 3	Planning Building & Property	
	3.1.3 Investigate and quantify predicted demand for future housing needs in relation to: <ul style="list-style-type: none"> ○ Independent living units ○ Social housing stock ○ Retirement village that allow for ageing in place ○ Residential care facilities 	Strategy Years 1, 2 & 3	Statutory Planning Community & Cultural Dev Aged & Disability Services Loddon Mallee Housing Community Housing Limited	
	3.1.4 Advocate for increased availability of housing in relation to: <ul style="list-style-type: none"> ○ Independent living units ○ Social housing stock ○ Retirement village that allow for ageing in place ○ Residential care facilities 	Community Wellbeing Years 1, 2 & 3	Positive Ageing Advisory Group	

Key Needs	Key action	Responsible Council Department	Partners	Measures
3.2 Housing developments to meet universal design principles	3.2.1 Advocate for more age-friendly design to be incorporated into mainstream design of private housing and other buildings.	Building & Property Years 1, 2 & 3	Statutory Planning Masters Builders Association	Design standards appropriate.
	3.2.2 Continue to educate and inform local developers and designers on 'universal access principles'.	Building & Property Years 1, 2 & 3	Master Builders Association	Design standards promoted.
3.3 Alternative housing options for older people.	3.3.1 Explore housing co-ops and communal housing.	Community Wellbeing Years 1, 2 & 3	Positive Ageing Advisory Group Statutory Planning Loddon Mallee Housing	Alternative housing options available.
	3.3.2 Encourage developers to consider individual needs of older people in housing eg. pet friendly, two bedroom for family to visit.	Building & Property Years 1, 2 & 3	Statutory Planning	Appropriate housing options available.
	3.3.3 Advocate to State Government for Public Housing Providers to consider the individual needs of older people in housing.	Community Wellbeing Years 1, 2 & 3	Positive Ageing Advisory Group Loddon Mallee Housing Department of Human Services	
3.4 Information on housing options for older people.	3.4.1 Promote and make available information to older residents on housing options (rental and ownership) within the municipality.	Aged & Disability Services Year 1	Customers Service Commonwealth Carelink	Information available.
	3.4.2 Provide and promote information sessions for people considering a move to independent living, retirement villages or downsizing.	Aged & Disability Services Year 1	Commonwealth Carelink	Number of information sessions provided.
	3.4.3 Produce and print an information brochure on 'Bendigo residential facilities. Retirement Villages and Community Care Programs for Seniors' within the CoGB.	Aged & Disability Services Year 1		Brochure widely used.

4. Physical Environment and Public Domain

Key Needs	Key action	Responsible Council Department	Partners	Measures
4.1 Public amenities accord with universal design principles (all ages and all abilities).	4.1.1 Develop a checklist using the World Health Organisation (WHO) checklist for Essential Features of Age-Friendly Cities as a guide.	Community Wellbeing Year 1	Strategic Planning Statutory Planning Presentation & Assets Building & Property Parks & Natural Reserves Recreation, Aged & Disability	Checklist developed and promoted.
4.2 Outdoor spaces are safe and friendly.	4.2.1 Consider how Crime Prevention through Environmental Design (CPTED) principles can be implemented in the Greater Bendigo Planning Scheme and other CoGB practises.	Strategy Year 1	Statutory Planning Marketing and Major Events Presentation and Assets Parks & Natural Reserves Unit Recreation	CPTED principles implemented.
4.3 Good pedestrian access.	4.3.1 Ensure current and future CoGB facilities and events are accessible to all.	Community Wellbeing Years 1, 2 & 3	Building and Property Statutory Planning Presentation & Assets Marketing and Major Events Community & Cultural Development Recreation Rural Access	Appropriate access provided.

Key Needs	Key action	Responsible Council Department	Partners	Measures
	4.3.2 Ensure that infrastructure and services are age-friendly and that create supportive pedestrian and cycling environments for older people.	Presentation & Assets Years 1, 2 & 3	Statutory Planning Parks and Natural Environment Recreation Rural Access	Pedestrian access suitable.
	4.3.3 Investigate ways to make 'sharing' of pedestrian space is safe for all.	Presentation & Assets Years 1, 2 & 3	Statutory Planning Rural Access	Safe pedestrian space provided.

5. Transport

Key Needs	Key action	Responsible Council Department	Partners	Measures
	5.1.1 Improve access to and quality of transport information and resources.	Community & Cultural Development Year 1	Positive Ageing Advisory Group Department of Transport	Information provided Accessible transport services provided.
	5.1.2 Support people in transitioning to public transport use through education, awareness and support and assistance programs.		V Line Department of Transport	Promotion of transport services Increase in usage of transport services.
	5.1.3 Provide convenient access to official online public transport information websites on the City of Greater Bendigo website. 5.1.3.1 Advocate for free timetables on Bendigo buses (timetables are free in metro areas). 5.1.3.2 Advocate for a simplification of Bendigo Transit timetables, ie single service timetables that are easy to use and understand. 5.1.3.3 Make these timetables available at relevant council locations.	Information Systems Community & Cultural Development Year 1	Marketing and Events Unit V Line	Information readily accessible. Free provision of timetables. Single service timetables developed. Timetables distributed through council offices.
	5.1.4 Determine the feasibility and level of community support for establishing a 'Traveller's Aid' service at the Bendigo railway Station, including provision of timetables,	Community & Cultural Development	V Line B-Line (CCD) Travellers Aid Aged & Disability	Progress on developing Travellers aids in Bendigo.

Key Needs	Key action	Responsible Council Department	Partners	Measures
	access and mobility services, accessible toilets etc.	Year 1	Services	
	5.1.5 Review, update and reprint Universal Access maps as stock runs out.	Community & Cultural Development Years 1, 2 & 3	Presentation and Assets	No of groups map distributed to.
	5.1.6 Use Universal Access Map content to develop an accessible online, profile based version.	Community & Cultural Development Years 2 & 3	Information Systems	
	5.1.7 Maximise opportunities for safe usage of scooters for older people.	Aged & Disability Services Rural Access Year 1	Presentation & Assets Aust Competition & Consumer Commission Vic Roads Bendigo Bank Commonwealth Carelink	No of booklets distributed Reduction of accidents involving scooters.
	5.1.8 Gain a better understanding of and responding to safety issues regarding motorised scooter and wheelchair use for users and other pedestrians. Promote safe use of motorised scooters and wheelchairs.	Aged & Disability Services Year 1	Children and Family Aust Competition & Consumer Com Commonwealth Carelink Bendigo Bank BUFS Pharmacy Vic Roads	No of booklets distributed. Usage of recharge points.
	5.1.9 Parking - review the existing supply of disabled parking around facilities frequented by older people eg around hospital and library.	Presentation & Assets Unit Years 1, 2 & 3	Parking Control Unit	Availability of disabled parking bays.
	5.1.10 Ensure that new CoGB community facilities	Presentation &	Building a Property	Availability of

Key Needs	Key action	Responsible Council Department	Partners	Measures
	have disabled parking and access.	Assets Years 1, 2 & 3	Respective CoGB Project Managers	disabled parking bays.
	<p>5.1.11 Advocate for the improvement of existing options and opportunities for alternative transport connection to the Bendigo Hospital and Public Library.</p> <p>5.1.11.1 Three buses travel past the Bendigo Hospital already with about 4 services travelling to the hospital during business hours on weekdays. The distribution of arrival times could perhaps be improved (eg between 3.00 pm and 4.00 p.m. buses arrive at the hospital at 18, 42, 43 and 48 minutes past the hour).</p> <p>5.1.11.2 There could be consideration for negotiating a set taxi fare from the station to the Bendigo Hospital (Country Taxi Review, must be lower than the metered fare).</p>	Community & Cultural Development Years 1, 2 & 3	Department of Transport Bendigo Hospital	
	5.1.12 Advocate for continued improvement of accessibility of Bendigo bus stops and buses.	Community & Cultural Development Years 1, 2 & 3	Department of Transport	
5.2 Flexible community based transport	5.2.1 Develop an understanding of what Community Transport currently operates in the City of Greater Bendigo.	Community & Cultural Development Year 1	Department of Transport	
	5.2.2 Identify opportunities for supporting existing community transport resources.	Community & Cultural Development	Department of Transport	

Key Needs	Key action	Responsible Council Department	Partners	Measures
		Year 1		
	5.2.3 Identify opportunities for sharing of community transport resources, coordination, and maintenance.	Community & Cultural Development Year 1	Department of Transport	
	5.2.4 Identify opportunities for new community transport services where need is identified.	Community & Cultural Development Year 1	Department of Transport	
5.3 Public transport that meets changing local needs.	5.3.1 Advocate to state government regarding changing community trends and associated community transport needs within the City of Greater Bendigo.	Community & Cultural Development Years 2 & 3		
	5.3.2 Develop an understanding of the upcoming changes to transport accreditation requirements, the potential impacts for community transport providers and supporting them through transition to the new requirements.	Community & Cultural Development Years 2 & 3	Department of Transport	
	5.3.3 Review the need for some extended Sunday public transport options.	Community & Cultural Development Years 1, 2 & 3	Department of Transport	
	5.3.4 Ensure taxi ranks are accessible to all.	Presentation and Assets Year 1	Bendigo Taxis Association	
	5.3.5 Advocate for a more appropriate criteria for the Taxi Service Card.	Community Wellbeing Year 1	Positive Ageing Advisory Group	
	5.3.6 Advocate for all railway stations to be well lit and safe.	Presentation and Assets	V Line	

Key Needs	Key action	Responsible Council Department	Partners	Measures
		Years 1, 2 & 3		

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