



NSROC Regional Ageing Priorities

Towards a Regional Strategy on Ageing

FINAL REPORT

By Gillian McFee

20 November 2013

Contents

Executive Summary	1
1 Introduction and Context.....	3
1.1 Background to this report.....	3
1.2 Project Purpose	4
1.3 How this project fits with other planning initiatives	4
1.4 How this project has come together	5
2 Ageing is an opportunity	6
2.1 Ageing as a social and economic issue	6
2.2 Using demographic trends to tell a story and to guide action	8
2.3 NSW Government Directions on Ageing	14
2.4 Commonwealth Living Longer Living Better Reforms	15
2.5 NSROC Regional Priorities.....	16
3 How NSROC Councils operate on Ageing.....	16
3.1 Understanding who does what	16
3.2 Typology of current service models	18
3.3 Council snapshots show diversity as well as many similarities	19
3.4 Towards a Regional Budget on Ageing	20
3.5 Implications for taking a regional approach on ageing	20
4 Issues raised by NSROC Councils and by other important stakeholders	21
5 Regional Priorities on Ageing	29
5.1 How these issues were identified	29
5.2 The Four Regional Priorities on Ageing	32
5.3 The Role of Local Government in “Place Making” – Age-Friendly Cities....	36
5.4 Reducing Social Isolation	37
6 Bringing the four regional issues into a NSROC Strategy on Ageing.....	39
7 Recommendations	40
7.1 For the Region.....	40
7.2 For NSW Government’s Regional Ageing Plan	40
7.3 For the Commonwealth Government	42
7.4 For Providers and Community Organisations.....	43
7.5 For Business	43
8 Bibliography	44
Appendix 1 Snapshots for each NSROC Council	49
Appendix 2 Functional Typology of Services provided in ageing by NSROC Councils ...	65
Appendix 3 Workshop Feedback	68
Appendix 4 NSROC Council maps	73

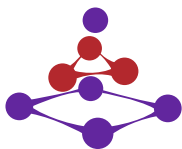


The tangram

The tangram, literally "seven boards of skill" is a dissection puzzle consisting of seven flat shapes, called tans, which are put together to form shapes. The objective of the puzzle is to form a specific shape (given only an outline or silhouette) using all seven pieces, which may not overlap. It is reputed to have been invented in China during the Song Dynasty, and then carried over to Europe by trading ships in the early 19th century. It is one of the most popular dissection puzzles in the world.

(Source: Jiannong Shi (2 February 2004). Robert J. Sternberg, ed.
International Handbook of Intelligence. Cambridge University Press.)

The concept of the tangram has been used in this report representing the 7 Councils working as one. Although the seven parts are different in size, shape and colour, they work as a whole.



Acknowledgements

Gillian McFee acknowledges the contribution of Jason Anderson from MacroPlanDimasi who helped with the demographic data and maps for this report and to Cristian Rojas from Red Box Communication Design for graphic design and layout. A special thanks also to the many people across all of the NSROC Councils and NSROC for their time and information in contributing to this report.



Executive Summary

In the NSROC region, by 2031, almost one in five people will be over the age of 65. From 2011 to 2031 the numbers of people aged 65 and over will grow by 56% or 45,850 people to be 18% of the population. In recognition of this, Ageing is one of NSROC's seven regional priorities.

Ageing will affect every part of Local Government's role. This is because older people in the future expect to be able to grow old in their communities, preferably in their own home. Future generations of older people will have different expectations about the services that enable their independence and control.

This report has been prepared to position NSROC to proactively respond to the opportunities and challenges of an ageing population. This will be achieved by doing more as a region as well as with other levels of Government and the community. This report comes at a time when all levels of Government are considering what needs to be done to realize the full economic and social participation of growing numbers of older people.

This report highlights four priorities where shared responsibility would change the lives of older people, making it easier for them to live healthy and active lives in their local community. These are big issues and need collaboration at all levels:

- Better transport and mobility so people can get around and stay connected
- More housing choice and affordability
- Building community capacity to provide social and home support services to people wherever they live and
- Better information that connects people in local communities and increases their participation in healthy ageing choices

Ageing in Australia

Australian society is experiencing major change.

Our population is ageing, with a larger share on Australians in older age groups.

Australians, on average, are living much longer lives and choosing to have fewer children.

Australians born in 1950 will live, on average, almost 10 years longer than those born in 1910.

Now, 14% of Australia's population is 65 and over, up from 8% in 1970; 3,700 people are aged 100 and over.

Around 23% of Australia's population will be 65 and over by 2050; 50,000 people will be aged 100 and over.*

* Source: Australian Government, 2010; ABS, 2010d



NSROC | Towards a Regional Strategy on Ageing

The report presents key recommendations to be considered by NSROC on how to move forward with a regional approach to ageing around these four issues.

Section 1 provides a context for the report.

Section 2 positions ageing as a social and economic opportunity and presents important demographic and other data that sets the scene to inform the selection of regional ageing priorities.

Section 3 shows how NSROC member Councils currently operate on ageing and presents a typology of current service models with snapshots from each Council to show diversity and areas of commonality.

Section 4 discusses the issues around ageing that were raised during this report, classifies them around issues for consumers, service providers and governments and aligns them to Government reforms.

Section 5 introduces the regional ageing priorities and explains the opportunity for NSROC and why they were selected.

Section 6 positions the regional ageing priorities within a draft NSROC Regional Ageing Strategy on a page.

Section 7 presents recommendations for consideration of the NSROC General Managers and Board.



1 Introduction and Context

1.1 Background to this report

Providing for ageing in the region is NSROC's third regional priority.

The NSROC Regional Priorities highlights the ageing of the population as an opportunity for NSROC Councils to collaborate and use their planning and community services responsibilities to improve the lives of older people and enable them to realise their full social and economic potential. An important focus for NSROC Councils is in alleviating social isolation so that older people can be fully included in all aspects of community life.

Ageing is a demographic trend affecting everyone. That people are living longer is a success story. However, it presents great opportunities along with challenges for all levels of Government to have the right policy settings that enable people to lead full and independent lives. In Australia, when people are aged 65+ they are considered to be ageing as this determines eligibility for the age pension and aged care.

In the NSROC Region, 15% of the population is 65 and over (2011). This is forecast to increase by 55% to 123,509 people (to 18%) by 2026. By comparison, the proportion of people 65+ in Greater Sydney is lower (13%) however this is projected to increase at a higher rate (+66%) than for the NSROC Region (55%).¹

In recognition of the important economic and social impact of an ageing population, there are significant reforms underway in or by State and Commonwealth Governments. These reforms provide opportunities for Local Government to be more influential in planning and service delivery for older people, especially around healthy ageing and enabling independence.

The NSW Government released the NSW Ageing Strategy and the Northern Sydney Regional Action Plan in 2012. Both documents envisage an important role for Local Government collaborating on a regional basis, to harness the potential of an ageing population.

At the Commonwealth level, the "Living Longer Living Better" aged care reforms are being implemented. This is a ten-year strategy marked by increasing options for people to be supported at home, more residential care places, a focus on palliative and dementia care, a new Aged Care

¹ NSW Office on Ageing – Northern Sydney Ageing Strategy Issues Paper (2013)



Gateway and increasing consumer co-payments. These reforms also involve new models of consumer-directed care where consumers, including carers, choose who provides their services and what services are provided to meet their individual needs. This is challenging many existing providers because it means they have to be more proactive in marketing their services and have the systems in place to be more responsive and accountable to the people using their services.

This report contains information provided by NSROC Councils as well as wider evidence, to position NSROC to have a proactive and strategic role in responding to the needs of an ageing population and to do this on the local, regional, state and national stage.

1.2 Project Purpose

This project is happening at the right time. There are very clear opportunities for NSROC to demonstrate how a regional approach to Ageing can make a difference in tackling some of the big policy issues facing all levels of Government especially in the area of health, housing and aged care. The NSW Government is committed to developing a Regional Ageing Strategy for Northern Sydney (NSROC and SHOROC) presenting an immediate opportunity to demonstrate how effective regional collaboration can work in this important policy area.

The purpose of this project is to:

- Shape NSROC's response to the NSW Government's Ageing Strategy and the Northern Sydney Regional Action Plan and
- Articulate the priority action areas for NSROC Councils to enable independence and healthy ageing

1.3 How this project fits with other planning initiatives

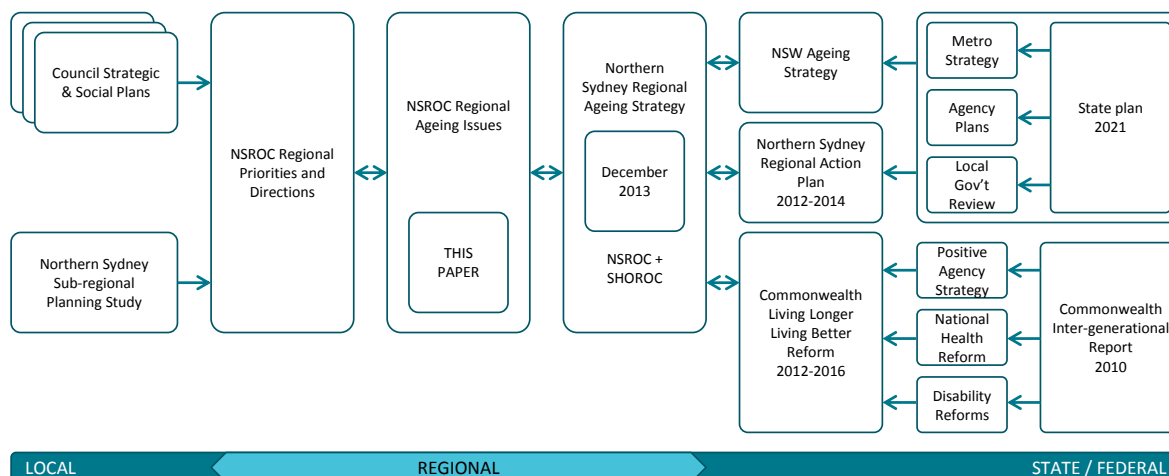
NSROC will be more effective in demonstrating its unique contribution on ageing to other levels of Government if it aligns its regional ageing priorities with other current policy and planning initiatives.

People's experience of how ageing affects their independence and choice is usually most apparent in the communities where they live. It is very difficult for State and Commonwealth Governments to effectively deliver policy reforms at the local level and this is where Local Government is well positioned.

Table 1 shows how the NSROC Regional Ageing Priorities project fits with other reforms at the local, state and national levels of Government.



Table 1: Northern Sydney Regional Ageing Strategy – Relationships



1.4 How this project has come together

Table 2: This project has been undertaken in three stages.

Phase 1	Phase 2	Phase 3
Confirm project context	Confirm opportunities with selected General Managers	Conduct workshop with selected NSROC and Council staff
Conduct interviews with each NSROC Council	Prepare framework for Regional Ageing budget	Confirm regional priorities and opportunities
Confirm Regional priorities with external stakeholders	Test initial directions and regional priorities with NSROC Board	Meet with General Managers
Agree framework for Regional Ageing budget	Prepare draft report	Finalise Report
Deliverable	Deliverable	Deliverable
Preliminary Findings	Draft Report	Final Report



2 Ageing is an opportunity

2.1 Ageing as a social and economic issue

Australia's ageing population brings real opportunities, including for the nation, for citizens, governments, business and the communities where people live.

Australia is experiencing a major demographic and societal transformation as a result of ageing. In 2011, the first baby boomers reached 65. This has focused the attention of Governments around the world on what needs to be done to meet the economic and social implications of an ageing population.

The Commonwealth Government's Intergenerational Report of 2010 positions the policy debate succinctly. By 2050, almost a quarter of the population will be aged over 65 compared to 14 per cent now (Australian Government 2010). The question for Australia is "how can the nation best adapt to capitalise on this change?"²

The best response to realising the opportunity of an ageing population will be one that involves everyone. Strategies are needed at all levels to overcome the barriers that get in the way of older people realising their full potential including:

- Scrapping out-dated stereotypes about what it means to be old and discriminatory attitudes to older people
- Addressing the constraints of the built environment that limit older people (as well as others with disabilities and mobility issues) from getting around and contributing to more efficient use of housing
- Capturing the potential of older people by creating more flexible and responsive workplaces and enabling volunteering
- The potential of poor lifestyle and health choices that contribute to chronic illness such as obesity, diabetes and increase the costs of health and aged care
- Providing information that is accessible to older people through a range of media that enables them to make informed choices about all aspects of planning through the transitions of ageing
- Recognising that good ageing is inevitably a shared responsibility involving people and governments and
- The importance of sustaining the economic conditions and policy settings that give older people financial security and certainty.

² Advisory Panel on the Economic Potential of Senior Australians (2011) Realising the economic potential of senior Australians: Turning Grey to Gold. Commonwealth of Australia.



A common theme that emerged throughout this report was for NSROC to recognise the diverse needs of people, regardless of age. This requires an integrated approach to planning and policy development on ageing where older people are not viewed as an homogenous group with needs that are different to others just because of their age. This was also a key outcome from the stakeholder's consultation conducted by the NSW Department of Family and Community Services in developing the Ageing Strategy for Northern Sydney.³

This requires an integrated approach to planning where the overall goal is to include older people rather than view ageing as a condition to be treated, which inevitably results in older people being segregated from society.

More often than not, older people and ageing are portrayed as a burden producing added costs especially in health care and income security.

The NSW Government's Long Term Fiscal Pressures Report (2011-12) begins:⁴

“With the first baby boomers turning 65 in 2011, this year marks the start of 18 years when they will move into traditional retirement age. This ageing trend will have both economic and fiscal consequences. The fiscal pressures imposed by ageing and other growth factors are expected to result in a fiscal gap of 2.8 per cent of gross state product (GSP) by 2050-51”.

Regarding ageing as an opportunity means policy action must shift from treating ageing as a condition and a burden to one that promotes good health and wellbeing and truly empowers older people (and their carers) to live independently and be connected to their family and friends in the local communities where they live.

The Productivity Commission (2011) reported that by 2030 older Australians would own 47% of total household wealth, although they will only make up around 19% of the total population.⁵ Three important points are drawn from this projection. Firstly, the capacity of older Australians to contribute to their health and care costs and secondly, inter-generational equity considerations about where responsibility lies to fund the costs associated with an ageing population. A third

³ NSW Department of Family and Community Services (2013) Ageing Strategy for Northern Sydney Consultation Summary Report prepared by KPMG

⁴ NSW Treasury (2011-12) NSW Long Term Fiscal Pressures Report NSW Intergenerational Report Budget Paper No. 6 page 1.

⁵ Productivity Commission (28 June 2011) Caring for Older Australians Inquiry Report Volume 2 No. 53 p79.



consideration and one that is important for Local Government is that older people are a potential market for the right goods and services provided by local businesses and community organisations. Because most of their wealth is in their family home, there are also very significant opportunities to have more housing choice for older people and improve the efficiency of current housing stock.

Each NSROC member Council has a published ten-year Community Strategy supported by a four-year delivery plan and one-year operational plan. In reviewing these plans for this project, it was evident Councils recognise the importance of ageing as a social and economic issue because all plans make reference to healthy ageing and social engagement. Some give additional priority to directions that enable people to age in their community with a more integrated approach to creating liveable age-friendly communities. Notwithstanding this, a number of the stakeholder interviews conducted with NSROC Councils highlighted the opportunity for their Councils to have a more strategic and integrated view of ageing beyond offering services to people who are ageing.

2.2 Using demographic trends to tell a story and to guide action

Demographic information tells a story about the characteristics of a community and how it will change in the future. In the case of ageing, this poses an obvious question – Who is aged? In Australia, the pension age has been used to define someone who is aged. In 2013, that is 65 and over, however Government policy is for this to increase incrementally from 2017 to reach 67 by 2023.

Throughout the consultation with stakeholders, many people expressed the view that using a set age does not adequately describe the diversity amongst older people. They preferred a lifespan approach where life stage is the basis for segmentation. This approach has been used in the NSW Government's Strategy on Ageing.

Through its Liveable Cities Program, COTA Australia uses five archetypes to describe older people beginning from 55+ to 95+. ⁶These archetypes are useful for appreciating how interests and needs change through these age transitions. However, how people experience ageing is usually influenced by factors such as life experience, attitudes, lifestyle and genetics suggesting that age is a less than perfect paradigm through which to consider ageing.

For ease of comparison, in this report 65+ has been used to define an aged person. However where it helps to demonstrate a particular need, a more targeted age segmentation has been used.

⁶ COTA (2012) Age Friendly Planning and Implementation. Final Report involving collaboration between Hunters Hill Ryde Councils under the Age Friendly Community Grants Program.



2.2.1 Age profile – a traditional view of ageing

The 2011 Census shows the total population for the NSROC Region is 579,928 persons and of these, 14.8% are over 65 years compared to 14.9% for NSW.

Table 3: Age Profile NSROC and NSW comparison

Age	NSROC		NSW	
0-54	74.1%	429,664	73.6%	5,370,716
55-64	11.2%	64,662	11.5%	841,329
65-74	7.6%	44,169	8.1%	591,905
75-84	4.7%	27,134	4.8%	349,361
85+	2.5%	14,299	2.0%	147,823
Total	100%	579,928	100%	7,301,134

The number of people 65 years and over in the NSROC Region is projected to grow by 56% (45,850 people) by 2031 at which time people aged 65 and over will be 18% of the total NSROC population. This compares to NSW where people 65 and over will grow by 41% between 2011 and 2031 at which time they will be 20% of the total NSW population by 2031.⁷

Table 4: NSROC - Growth projected 2011, 2021, 2031

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

Table 5: NSW - Growth projected 2011, 2021, 2031

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%

⁷ NSW Planning and Infrastructure (August 2013) NSW in the future: Preliminary 2031 population projections. Special release of NSW State and local government area population projections.



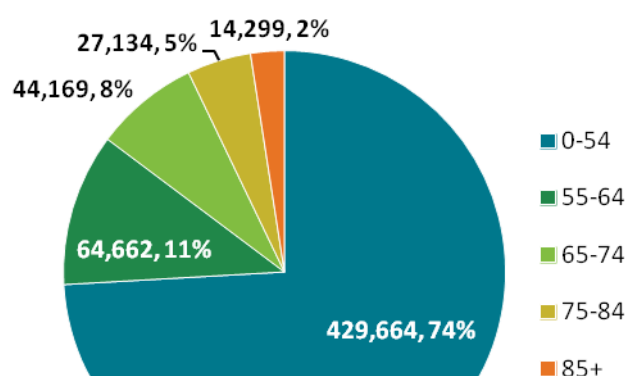
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

2.2.2 Taking a broader view – introducing the 55+ archetype

In its Experience+ program, the Commonwealth Government defines an older worker as 45+ because older people face discrimination in work as early as 45.⁸ This highlights how different opportunities and life experience can impact on how people experience ageing. Using age 65+ is therefore a simplistic way to define ageing. It inevitably masks the diversity among people. It also underscores the importance of planning for ageing which needs to begin well before people reach the age of 65. In response to these shortcomings, COTA Australia defines the 55-year-old archetypes as people starting to plan for their ageing while living independent and active lives and often still in the workforce.⁹ Including the 55+ age cohort also demonstrates the size of a wider population group affected by policy issues on ageing.

In 2011, there were 150,264 people aged 55 and over comprising 26% of the total NSROC population. This compares to NSW, where 26.40% of the population was over 55 in 2011.

Table 6: Proportion of total NSROC population who are 55+



⁸ Commonwealth Government Department of Education and Workplace Relations Experience + program

⁹ COTA Australia (2012) Final Report on Liveable Communities provided by Ryde Council

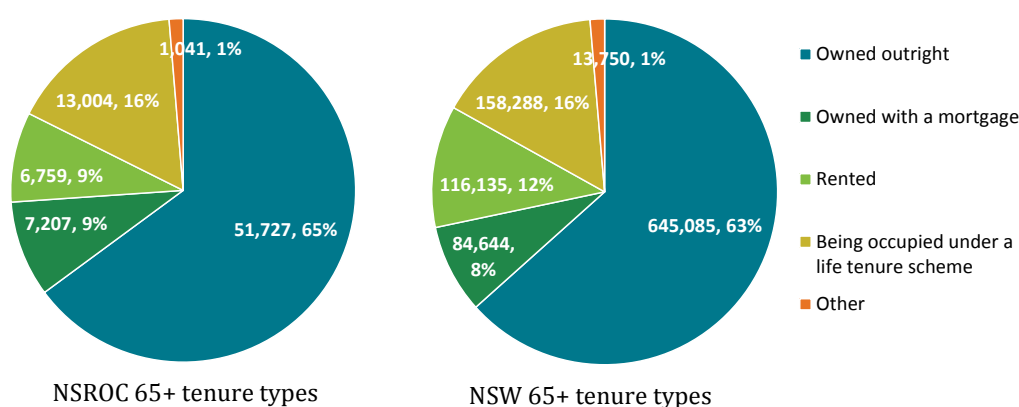


2.2.3 Housing tenure shows high home ownership

There are high rates of home ownership among the NSROC 65+ population with 65% of 65+ households (51,727 households) owning their homes outright. This is potentially an opportunity when older people look to “right size” to more appropriate and affordable housing. However the charts below also show that 9% of NSROC 65+ households (7,207 households) still have a mortgage and 8% (6,759 households) are renting. This suggests in some parts of the NSROC Region there is potential for housing stress. This potential was described in a recent report to North Sydney Council on affordable housing.¹⁰

This data also shows that 16% of NSROC 65+ households (13,004 households) occupy housing under a life tenure scheme indicating the significance of retirement villages and other aged care residential services in providing housing choice for an ageing population.

Table 7: Comparison of NSROC and NSW 65+ households by tenure type.



2.2.4 Persons living in each dwelling can indicate potential for social isolation especially at older ages

Single person households especially at older ages are an indicator of potential for social isolation. There is growing evidence when people have social connections they live longer and more healthy lives.¹¹ The table below shows household size for 65+ households in three age brackets and compares this to NSW. This data is helpful for understanding how to target interventions for addressing the potential for social isolation, especially at older ages.

¹⁰ Judith Stubbs & Associates (July 2013) North Sydney Affordable Housing: DCP Review and Recommendations.

¹¹ Cacioppo, J T and Patrick, W (2008) Loneliness: Human Nature and the need for social connection. New York, W.W Norton & Co in Social Cities by the Grattan Institute (2012) p4-6.



Table 8: Comparison of number or persons per dwelling in NSROC and NSW

	NSROC			NSW		
	65-74	75-84	85+	65-74	75-84	85+
One person	7,183	6,879	4,375	105,009	94,086	46,070
Two persons	21,097	12,395	3,538	290,177	157,358	37,143
Other	8,894	4,039	1,318	102,811	47,200	14,527
Total	37,174	23,313	9,231	541,438	336,788	139,676

2.2.5 Significant numbers of people aged 65 and over are providing unpaid assistance to a person with a disability

People aged 65+ provide unpaid assistance as carers to another person with a disability. It is widely accepted that through this informal assistance, carers are the backbone of the formal aged care system.¹² This table shows that in the NSROC Region in 2011 there were 8,368 households where a person aged 65-84 was providing unpaid assistance to a person with a disability and 782 where unpaid care was being given, similar to the profile for NSW.

Table 9: Unpaid assistance for NSROC and New South Wales.

	NSROC		NSW	
	65-84	85+	65-84	85+
No unpaid assistance provided	51,008	10,602	660,955	104,193
Provided unpaid assistance	8,368	782	101,993	7,257
Other	6,477	2,500	115,276	28,228
Total	65,853	13,884	878,224	139,678

2.2.6 Region of birth

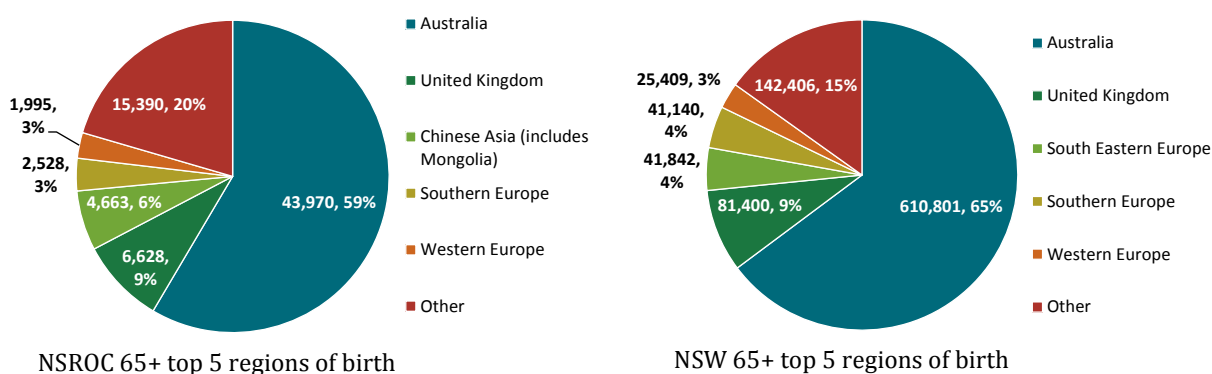
The top five regions of birth for 65+ households in the NSROC region are Australia, United Kingdom, Chinese Asia (including Mongolia), Southern Europe and Western Europe. A comparison with NSW data shows the importance of Chinese Asia for the NSROC Region.

¹² Productivity Commission (2011) Caring for older Australians Volume 2 p326



However, the snapshots for each NSROC Council (Appendix 1) show some diversity to this pattern especially in Ryde (Middle Eastern), Ku-ring-gai (Southern and East Africa) and Hornsby (Southern Asia).

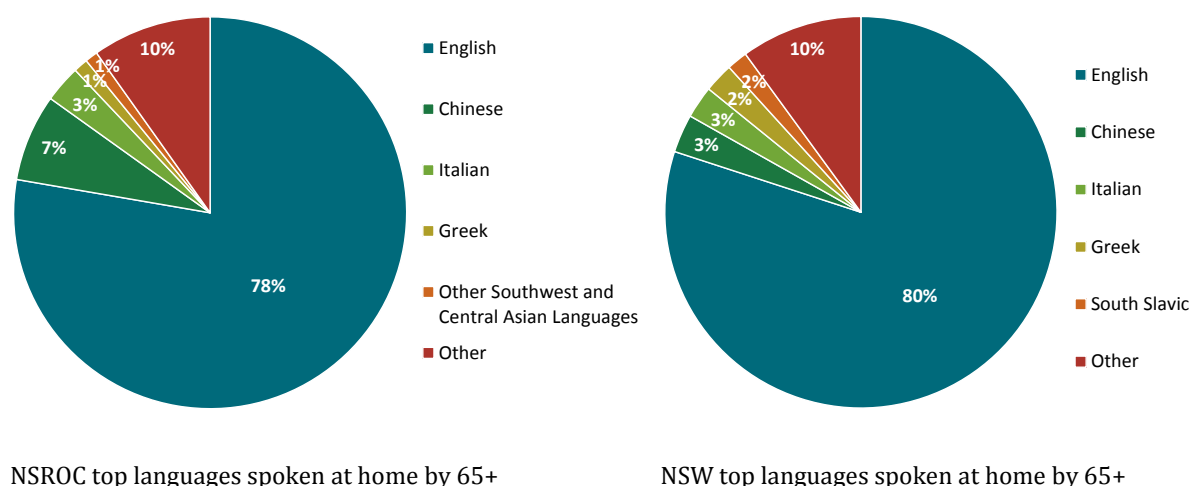
Table 10: Comparison of % of total NSROC and NSW 65+ top 5 regions of birth.



2.2.7 Language spoken at home

For most people in NSROC 65+ households the main language spoken at home is English. After this, the top four languages spoken are Chinese, Italian, Greek and other southwest and central Asian languages. This is a similar profile for NSW except for Southern Slavic. However, the snapshots for each NSROC Council (Appendix 1) demonstrate the diversity across the NSROC Region. This particularly applies to Hornsby (Middle Eastern Semitic), Hunters Hill (East Slavic), Ku-ring-gai (Indonesian and German) and North Sydney (Hungarian).

Table 11: Comparison of % of top 5 languages spoken at home in NSROC and NSW 65+ households





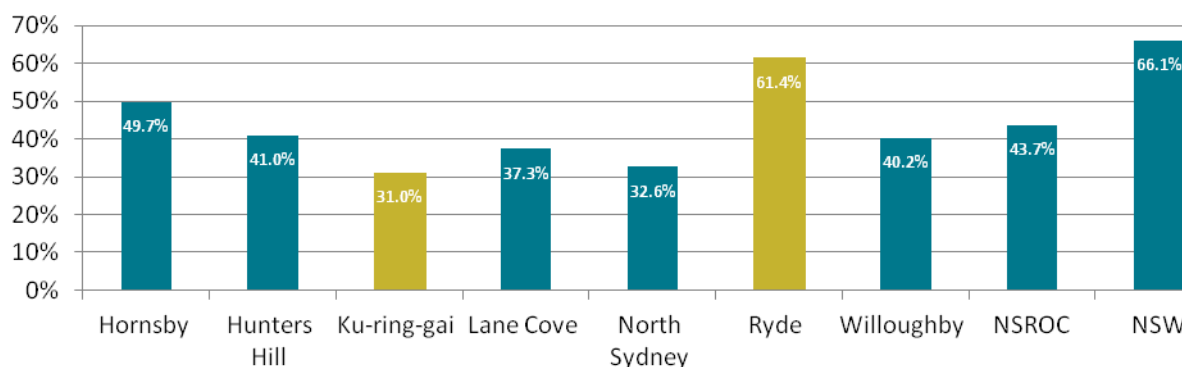
2.2.8 Reliance on the aged pension

In 2011, 43.7% of the NSROC 65+ population were reliant on either a full or part age pension as their main source of income compared to 66.1% for NSW. However, across the NSROC Councils, this ranges from the lowest reliance in Ku-ring-gai (31.0%) to the highest in Ryde (61.4%) suggesting affordability will be more important in some parts of the region.

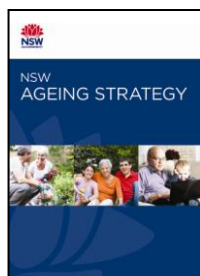
Table 12: Numbers and percentage of people 65+ on aged pension in NSROC Councils

2011	Hornsby	Hunters Hill	Ku-ring-gai	Lane Cove	North Sydney	Ryde	Willoughby	NSROC	NSW
Persons on aged pension	11,995	1,105	6,347	1,744	2,825	9,630	3,749	37,395	720,078
Population aged over 65	24,116	2,693	20,468	4,672	8,654	15,680	9,319	85,602	1,089,089
Proportion	49.7%	41.0%	31.0%	37.3%	32.6%	61.4%	40.2%	43.7%	66.1%

Source: ERP Population data generated from 2011 Census includes full and part pension



2.3 NSW Government Directions on Ageing



In 2012, the NSW Department of Family and Community Services released the NSW Government's Strategy on Ageing.¹³

The strategy involved extensive consultation including an Ageing Strategy Roundtable, 33 public consultations conducted across NSW covering metro, outer-metro, regional and remote communities and 80 formal submissions.

¹³ NSW Department of Family and Community Services (2012) NSW Ageing Strategy.



Each NSW Government Minister included five priority initiatives for each of their respective portfolios that were signed off by Directors-General.

The strategy considers ageing from a life-span approach and focused on three broad themes, which were participation, liveable communities and discrimination security and dignity. These issues are explored in more detail in section 4.

The NSW Ageing Strategy commits the NSW Government to developing a Regional Ageing Strategy and for Northern Sydney, and this includes NSROC and SHOROC sub-regions.

2.4 Commonwealth Living Longer Living Better Reforms

In April 2012, the Commonwealth Government released its Living Longer Living Better reforms, which include aged care reform as well as new steps to realise the potential of senior Australians.¹⁴

These reforms are being implemented over five years from 2013 as part of a ten-year strategy and involve a \$3.7 billion investment in the first five years.

The main changes are:

- More home care packages to help for people to stay at home including two new levels of care and additional supplements in areas like dementia, palliative care and veterans.
- A new Home Support Program (replacing the aged component of what was previously known as the Home and Community Care Program)
- Fairer means testing and consistency around what people pay for services
- Help for Carers
- More residential care places
- Workforce initiatives¹⁵
- A new Aged Care Gateway for central referral and assessment supported by a MyAgedCare website providing more transparent information
- An new Aged Care Financing Authority to advise the Government on financial issues and
- Better connections with the health system.

An important issue for NSROC Councils is the potential impact from splitting the Home and Community Care Program into a new aged care Home Support program (65+ and 50+ for Aboriginal and Torres Strait Islanders). Younger people with disabilities will be covered by the NSW Government and after 2016, the new National Disability Insurance Scheme.

¹⁴ Commonwealth of Australia (2012) Living Longer Living Better

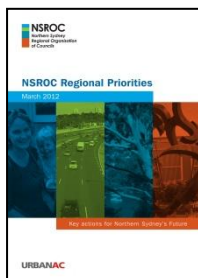
¹⁵ The proposed Workforce Compact has been reversed by the new Coalition Government to be re-negotiated with the industry.



NSROC | Towards a Regional Strategy on Ageing

In addition to these aged care reforms, the Commonwealth Government has also introduced new Positive Ageing initiatives with a particular focus on promoting opportunities for mature-age workers and addressing age discrimination especially in employment.¹⁶

2.5 NSROC Regional Priorities



NSROC has adopted seven regional priorities and five regional directions. Each regional priority represents a critical and urgent issue for the region.¹⁷

Provide for ageing in the region is Priority 3 of 7 Regional NSROC Priorities

In recognition of the impact of an ageing population for the region, NSROC has included ageing as its third priority. However, in recognition that ageing impacts on all areas of Local Government's role, each of the other six priorities involve special considerations around ageing.

These reports combined with the demographic trends around ageing present a vital opportunity for NSROC to take a proactive position in helping to shape Commonwealth and NSW Government on ageing policy as well as to identify areas where NSROC as a region and individual Councils can do more to create liveable communities for growing numbers of older people.

3 How NSROC Councils operate on Ageing

3.1 Understanding who does what

A typology of functions for ageing was prepared using information provided by each of the NSROC member Councils. This included information provided in stakeholder interviews, a review of each Council's Community Strategy, Delivery and Operational Plans and where available, the Council's Ageing Strategy or Social Plan. Information was also provided by NSROC on the role of each Council in ageing.

There is diversity across NSROC Councils in relation to service planning and delivery for older people. Whilst the resources vary, the typology shows extensive involvement across all

¹⁶ These initiatives are informed by the final report from the Advisory Panel on the Potential of Senior Australians.

¹⁷ NSROC (March 2012) NSROC Regional Priorities – Key Actions for Northern Sydney's Future



functional areas with a primary focus on Community Capacity Building and Engagement and Promoting Healthy Ageing.

Table 13: Council Functions on Ageing

Functional Area	Description
1. Information and Referral	Information and referral to people requesting information on services and advocacy to key stakeholders to improve services.
2. Research and Planning	Consistent integrated planning across each NSROC Council including specific reports and plan on Ageing and related issues.
3. Promoting Healthy Ageing	Activities, courses, special celebrations, events and workshops arranged either directly by Councils or with other stakeholders to promote healthy ageing.
4. Community Capacity building and Engagement	A range of activities where Councils use its human, capital and other financial resources to support community organisations to build their capacity to provide services including support to volunteers.
5. Direct Service delivery	Councils use their own resources and/or Government grants to plan and directly deliver services such as through the Home and Community Care program.
6. Access and Mobility	Access Committees, enabling physical access to buildings, public and open spaces, access awards and direct transport services and having an active role on local community transport services.
7. Housing Choice and affordability	This describes Council activities in using its planning controls to introduce housing choice and diversity for an ageing population. It includes being able to require adaptable housing to be provided in new developments as well as opportunities that some Councils have to use Council owned assets for housing developments that may include joint ventures.
8. Concessions and Revenue foregone	Policy decisions that influence how Council uses its assets and collects revenue to improve access to services by specified groups and individuals.

This typology is consistent with the typology developed for the NSW Department of Family and Community Services on Local Government and Ageing.¹⁸

It was very difficult to assemble this information because it was not always clear from Councils' plans what priority was given to older people and the importance for ageing beyond viewing ageing through the lens of Community Services. For those Councils with dedicated Ageing Strategies and/or Social Plans, it was much easier to see which functional areas had prioritised ageing.

¹⁸ O'Brien, Elizabeth & Phibbs, Peter (March 2011) Local Government and Ageing. Final Report



Without exception, the interviews with Council stakeholders demonstrated that ageing is most often viewed by the Council as being about caring for older people and providing support and healthy ageing activities to them, rather than having a strategic and long term focus on ageing that embraces all Council functions. This finding was also consistent with the report prepared by Elizabeth O’Brien and Peter Phibbs for the NSW Government. This means Councils are taking a very narrow approach to ageing. This can undermine an integrated approach to planning and underscores the Council’s investment in ageing. It also fails to recognise the importance of enabling social and economic inclusion for all people in the context of well-designed age-friendly cities.

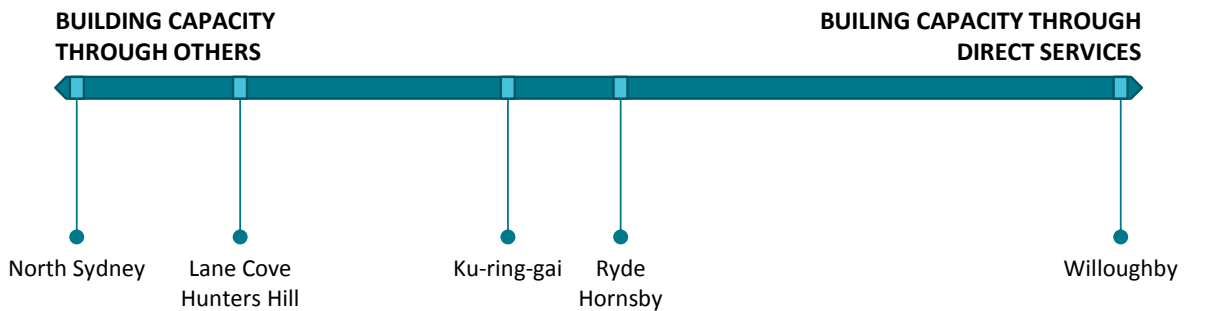
Appendix 2 is a breakdown of the services and activities provided by NSROC Councils.

3.2 Typology of current service models

What was different between each of the NSROC Councils was the service model they used to give focus to ageing. A service model usually describes the services provided to people in a defined community and the extent to which partnerships are used.

Whilst there was significant alignment in the services provided by each Council, what was different, was the extent to which Councils directly deliver those services or build the capacity of others to deliver services through various means such as providing funding, staff support and co-ordination and subsidised access to Council buildings. This is illustrated in the following diagram.

Table 14: Typology of Current Service Models



This analysis is open to interpretation and is relative to each of the seven Councils. However, generally speaking, North Sydney Council’s approach is most highly focussed on building capacity through others. In contrast, Willoughby Council’s approach contains more direct service delivery where the Council has applied for and administers grants and uses its own funds to directly provide services, especially in the Home and Community Care (HACC) program. Both Ryde and Hornsby Councils also directly provide HACC services through their home maintenance and



modifications services. Hunters Hill and Lane Cove Councils directly provide healthy ageing and other programs for older people, as does Ku-ring-gai, however at a larger scale.

3.3 Council snapshots show diversity as well as many similarities

A challenge in preparing a report on NSROC regional priorities based on information provided by each of the seven individual member Councils is that the differences between these Councils is masked by the regional perspective. Appendix 1 contains a snapshot for each Council of key demographic trends on ageing along with information provided by each Council on services provided and a brief overview of their various plans prepared under the Integrated Planning and Reporting required under the NSW Local Government Act. These snapshots become very important in devising a NSROC regional approach to ageing because they highlight where there are special considerations, especially around disadvantage and cultural diversity.

However these snapshots also confirm observations already made that most Councils are delivering the same services through slightly different service models.

Housing and transport are worthy of special comment.

Some Councils (Willoughby, North Sydney and Ryde) provide a form of micro or community transport either through Council cabs or small buses. In recognition of the importance of transport and mobility for older people, there was evidence of other Councils considering similar initiatives, subject to finding a sustainable business model. All NSROC Councils provide support and co-ordination to local community transport services.

In housing, North Sydney Council is probably the most advanced, where the Council has commissioned an excellent report on how to facilitate the provision of more affordable housing through its development control plan¹⁹. North Sydney Council also uses developer contributions to deliver affordable community housing through a local community housing provider²⁰. The James Milson Retirement Village is built on Council owned land and receives ongoing support. Willoughby Council also uses developer contributions to facilitate the provision of affordable housing and has demonstrated leadership in establishing a joint venture to build the Dougherty

¹⁹ Stubbs, Judith (July 2013) North Sydney Affordable Housing: DCP Review and Recommendations.

²⁰ These contributions collected for affordable housing now must be paid to the NSW Government where they are distributed according to need across NSW.



Apartments on Council land. The Dougherty Apartments was funded by NSW Housing and the Commonwealth Government to provide mixed tenure housing and care services for older people and is built above the Dougherty Community Centre. Interviews with Lane Cove and Ku-ring-gai Councils also highlighted the importance of housing choice and affordability and opportunities for Councils to include more seniors housing in their asset management plans. Appendix 3 shows the opportunities NSROC Councils have to influence the supply of appropriate and affordable housing in the community, including for older people by showing the approvals for medium and high density housing in major centres.

3.4 Towards a Regional Budget on Ageing

Because Councils take a whole of community approach to planning and service delivery, it is very difficult to compile an accurate budget on what each Council spends on ageing. However, it is problematic to mount an argument to other levels of Government about the value of Local Government's contribution on ageing, if Councils can't put a value on this. Inevitably, the real value of Councils contribution to ageing is in a Social Return on Investment (SROI)²¹

Developing a regional ageing budget was out of scope for this report. However, using the typology of functions on ageing in Appendix 2, a regional ageing budget template was developed as part of this project. This template can now be applied to each of the NSROC Councils to provide a regional budget on ageing. This is an important exercise to complete because it provides a baseline for the current investment NSROC Councils make in enabling Healthy Ageing. However, more importantly, a Regional Plan on Ageing will inevitably include a range of input, output and outcome measures against which this investment can be assessed.

3.5 Implications for taking a regional approach on ageing

The information provided through this project has highlighted there is an appetite from each of the NSROC Councils to take a regional approach on ageing. All stakeholders interviewed saw that if NSROC Councils worked collaboratively, it would be possible to tackle some of the big issues about ageing as well as improve the efficiency and effectiveness of what is done now. The focus of this regional collaboration is discussed in section 5 although how this is done and over what timeframe is beyond the scope of this project.

This report has found that:

²¹ SROI is a recognized accounting methodology for measuring the social return on financial investments and takes account of capacity building in local communities. SROI is recognized by the UNSW Centre for Social Impact and is widely used in the UK. The NSW Government has commenced two pilots of Social Benefit Bonds to fund early intervention programs for children.



- The policy and planning settings are right for NSROC to collaborate on a strategic issue such as ageing and doing this would enable greater efficiency and effectiveness in current and future service delivery.
- NSROC Councils contribute significantly to enabling health and well-being in local communities and in building the capacity of local community organisations to deliver services and promote healthy ageing
- There is an appetite for NSROC Councils to identify some priority areas where they can collaborate on a regional level to improve outcomes for older people
- This collaboration will be more effective when it includes advocacy and partnerships that involve all levels of Government, community and business working together
- Given the extent to which ageing impacts so deeply on all areas of Local Government's role, the current NSROC structure and approach may require change to support further action on some of the regional priorities and opportunities raised and
- It will be important to take a strategic approach to implementation including good project management and in identifying "early wins" where individual Councils are willing to lead particular initiatives.

4 Issues raised by NSROC Councils and by other important stakeholders

The mapping of issues raised on ageing was informed by interviews with Council staff, attendance at a consultation of external stakeholders on the Northern Sydney Regional Strategy on Ageing, (sponsored by the NSW Department of Family and Community Services) Councils' plans, the NSROC Regional priorities, other research and reports.

There was significant alignment about the most important issues that need to be addressed if Governments, communities and individuals are to make the most of ageing and turn "Grey to Gold".²²

There was a sense of disempowerment among some NSROC Councils, that largely due to lack of resources, an unwillingness for other levels of Government to take Local Government seriously in this area, traditional views on ageing and a lack of leadership meant that some of the big issues would be hard to solve. For example, smaller NSROC Councils commented on how difficult it was to have a more strategic approach on ageing. The stakeholder interviews also included comments from a number of Councils suggesting that other levels of Government do not take Local Government seriously enough. The NSW Government envisages an important role for Local Government collaborating on a regional basis. This is mentioned in both the NSW Strategy on

²² Advisory Panel on the Economic Potential of Senior Australians (2011) Realising the economic potential of Senior Australians. Final Report: Turning grey to gold.



NSROC | Towards a Regional Strategy on Ageing

Ageing and the Northern Sydney Regional Action Plan. The challenge therefore for NSROC is to build and sustain this regional approach in what is an important area of public policy for all levels of Government.

There seemed to be strong support for taking a regional approach, especially on strategy and planning. Everyone accepts the issues are so substantial that collaboration and partnerships are needed at all levels.

Most stakeholders emphasised how important it was that services are delivered locally whilst agreeing that functions such as strategy, planning and oversight of flagship projects are better done regionally. Some stakeholders referred to how home support services could be more efficient and effective by sharing “back office” systems such as care management and scheduling.

The issues raised most frequently during this project have been mapped against relevant NSW Government and Commonwealth Government reforms. A summary table then maps these issues to stakeholders who need to be influenced for advocacy and change management. This has been done to demonstrate which issues are most closely aligned to important Government reforms and therefore more likely to result in positive engagement with NSROC and inclusion in the Northern Sydney Regional Plan on Ageing.



Table 15: Issues raised during the NSROC Regional Ageing Priorities Project

Issue	Discussion	NSW Government	Commonwealth Aged Care Reforms (LLLB)
1. A new paradigm is needed on ageing	The focus should be on taking Healthy Ageing and an inclusive approach that debunks myths and stereotypes. Ageing as an opportunity not as a burden.	Ageing strategy takes a lifespan approach with a focus on healthy ageing and empowerment The Northern Sydney Regional Strategy on Ageing is an opportunity for NSROC to be proactive about supporting implementation in some of the big issues	Some recognition of ageing being broader than aged care, however a more integrated approach is needed across all portfolios
2. Social Isolation and loneliness	The focus of Government policy to keep people at home means many people are at risk of becoming socially isolated. There are insufficient well-co-ordinated services that give people real choices to remain at home and still live a good life. When people become isolated this can trigger poor health and use of more expensive services	One of three priority themes in the NSW Ageing Strategy	Could be an unintended consequence of reforms and an opportunity to re-position aged care beyond health to the new Social Services Minister with responsibility for ageing.
3. Access and Mobility	There are inadequate accessible transport options for people who no longer drive and have disabilities. Transport modes are not well connected and integrated planning around access is not evident. Bus stops are a real issue. Councils have access plans however there are no transparent plans to improve access and create liveable communities with universal design and no consistent framework for doing this.	Liveable communities including transport, mobility and access are primary themes in the NSW Strategy. The NSW Ageing strategy includes strategies to establish a grants program to help Councils meet the needs of an ageing population particularly in identifying local solutions to issues such as the accessibility of town centres The NSW Ageing strategy also includes planning for an ageing population to be part of Local Government's Integrated Planning including accessibility upgrades.	The new Home Support program involves a review of Community Transport. NSROC Councils need to get involved in this.



Issue	Discussion	NSW Government	Commonwealth Aged Care Reforms (LLLB)
4. Housing Choice	New medium density housing is not affordable and some Councils are resistant to including a wider range of housing choice so that older people can “age in their community”. There is also a shortage of workers and they need affordable housing to be able to sustain the growth needed in health and aged care services.	Significant alignment with NSW State Plan 2021 Goals – build liveable cities, features prominently in NSW Ageing Strategy and is consistent with Planning for NSW policy to increase housing choice and diversity especially under the Housing Affordability SEPP and Seniors Housing SEPP and as part of Metropolitan Strategy NSW Ageing Strategy includes specific action to partner with Local Government to deliver greater housing choices in urban renewal areas	All housing and care models now are age segregated which is reinforced by current regulation. New models of age integratedage-integrated housing are needed that enable people to age in place.
5. Information & Referral	Great resistance to the new Aged Care Gateway and a view that not enough has been done to involve Local Government in providing information more widely beyond aged care. Concerns also rose about the inefficient way information is provided and the need to use technology to reach more people.	NSW Government has One Stop Shop customer service centres and information across a range of ageing issues. Making information across a wide range of issues easily accessible for older people is part of the NSW Ageing Strategy	The new Aged Care Gateway is very centralised and only includes Commonwealth aged care services. There is disquiet in the community about this.
6. Personal Planning	There are not enough independent services or information that encourage people to plan for ageing and what is available tends to be about financial matters, mostly where people are trying to sell products. There was very significant interest in the community about advanced care planning and end of life care.	Included in the NSW Ageing Strategy including a range of actions to place downward pressure on the cost of living in later years e.g. financial planning checklists, advice about moving home, home design, health and lifestyle issues and increasing the number of people making financial plans, especially women.	Not addressed



Issue	Discussion	NSW Government	Commonwealth Aged Care Reforms (LLLB)
7. Supporting Carers	Most aged care is provided by informal carers many of who are ageing. Increasing rates of dementia and chronic disease make the burden of care very hard. Without carers, more residential care and health services are needed. Carers need support and also need to be considered as having a view in new consumer directed care policy.	Specific actions in the NSW Ageing Strategy to monitor implementation of the Carer (Recognition) Act 2010 and to implement strategies to support grandparents who care for children and ageing carers caring for a person with a disability.	Increased funding to improve access to carer respite and counselling services with more choice and flexibility on services they use.
8. Affordability and certainty on retirement income	Concern that many older people are asset rich and income poor. Many changes to income support and superannuation lead to uncertainty. Concern Northern Sydney is seen as a wealthy area and insufficient recognition given to areas of disadvantage.	Actions in the NSW Ageing Strategy include a \$5K payment to help older people purchase newly constructed homes; promoting availability of energy assistance; review the impact of older people's cost of living as a result of the Seniors Card and Government concessions; maintain transport concessions for eligible people through the Seniors Card and provide \$76m to eligible pensioners under the pensioner Council Rebate Scheme.	Streamlined income and asset tests and consistent fees across Residential Care and Home Care. Introduces new payment options for residential care that give people the choice of paying a refundable deposit or rent. Introduces a new \$60K lifetime cap on care fees in aged care
9. Sustaining community capacity	Many service providers are small community based and run by ageing volunteers. Many don't have the capability or interest to adapt to the changes happening in aged care and disability reform. New collaborative models that build capacity and enable local services to continue are needed.	Not specifically addressed	Not specifically addressed – no industry support package other than through Provider Peak and Consumer organisations.



Issue	Discussion	NSW Government	Commonwealth Aged Care Reforms (LLB)
10. Workforce shortages	This affects Councils differently (e.g. Hornsby and Ku-ring-gai attract staff from the Central Coast). Lower paid workers in aged care cannot afford to live in Northern Sydney. Affordable housing is needed to sustain the supply of key workers and to provide for a more inclusive and diverse community. Many aged care workers are about to retire and HR strategies are needed to ensure there will be enough staff to meet current and future need.	NSW Ageing Strategy has targeted actions to strengthen the skills base of people aged 45+ including improved access to subsidised training and in removing barriers to workforce participation	\$1.2b Aged Care Workforce Compact to increase the wages of low-paid staff. This has been withdrawn by the new Government to be re-negotiated with the aged care industry New initiatives to expand the Experience+ program including subsidies to employers hiring mature age workers, advice and support for mature age workers and review of Commonwealth laws to ensure adequate protection for volunteers.
11. Uncertainty on impact of aged care reforms	The changes with HACC have produced great uncertainty because no one knows whether block funded HACC services will continue to be funded in the new Home Support program that will be consumer directed. Some providers are taking action to re-design their business models to be aligned to a more market-driven environment, however many HACC services seem to be struggling.	Not addressed	A new Commonwealth Home Support program (replaces the aged component of HACC) will be integrated with Consumer Directed home care packages No specific strategies in LLB to address community concerns however extensive consultative forums and reviews in place of existing HACC services and how they fit into the new Home Support Program.
12. Enabling liveable age-friendly local communities	The WHO Global Liveable Cities initiative was mentioned often. It is virtually impossible to get all levels of Government aligned around universal design and adopting an inclusive rather than segregated approach to ageing. There is also a need to consider ageing more broadly and address all areas of discrimination that limit the potential of older people.	NSW Ageing Strategy devotes a section to creating age-friendly local communities including specific actions to work with Local Government to do this, as well as a grants program.	The Positive Ageing Committee will continue its work following their reports on Realising the Potential of Senior Australians



Issue	Discussion	NSW Government	Commonwealth Aged Care Reforms (LLB)
13. The financial impact of an ageing population	All levels of government are concerned about the financial impact of an ageing population and are looking for new funding models and productivity gains to manage the demand. The Commonwealth and NSW Governments have inter-generational reports outlining the impact of an ageing population on Government budgets, younger generations and taxpayers.	The NSW Ageing Strategy proposes including fiscal gap issues in Cabinet proposals and linking this to the NSW Long Term Fiscal Pressures Report	The LLB reforms have been designed to help Government manage the fiscal pressures associated with an ageing population and to have certainty about Government outlays.
14. Keeping people out of hospitals and other more expensive services by enabling them to be independent and supported appropriately in their communities	The Commonwealth and NSW Government have invested significantly in primary health care (Medicare Locals and hospital avoidance programs) that rely on primary and allied health working with local service providers.	The NSW Ageing Strategy has significant actions for promoting healthy lifestyles and hospital avoidance programs with the focus of all health services being to enable older people, especially the frail, to remain living in their communities.	The LLB reforms include new funding to build better connections between aged care and the health sector with a focus on palliative care (\$21.7m) and promoting better practice partnerships (\$58.5m)



NSROC | Towards a Regional Strategy on Ageing

Table 16: Summary of issues raised by NSROC Council interviews and primary stakeholders to be influenced in advocacy by NSROC

Issue No.	Local Govt NSW	NSW Govt	Comm. Govt	Business	Aged Care providers	Consumers and Carers	Small community home support services
1.	✓	✓	✓	✓	✓	✓	✓
2.	✓	✓	✓	✗	✗	✓	✓
3.	✗	✓	✓	✗	✗	✗	✗
4.	✗	✓	✗	✓	✓	✓	✗
5.	✓	✓	✓	✗	✗	✓	✓
6.	✗	✓	✗	✓	✗	✓	✗
7.	✗	✓	✓	✗	✓	✓	✗
8.	✗	✓	✓	✗	✗	✗	✗
9.	✓	✗	✓	✗	✗	✓	✓
10.	✓	✓	✓	✓	✓	✗	✗
11.	✓	✓	✓	✗	✗	✗	✗
12.	✓	✓	✗	✓	✗	✗	✗
13.	✗	✓	✓	✗	✗	✗	✗
14.	✗	✓	✓	✗	✓	✗	✗



5 Regional Priorities on Ageing

This Report proposes NSROC develops and implements a Regional Plan on Ageing where the vision is for it to be possible for people to age well in their community.

The four priority issues are:

Priority 1: Access and mobility so people can get around

Priority 2: Housing choice and affordability in communities

Priority 3: Building community capacity to provide social and home support in local communities

Priority 4: Connecting people through technology information and awareness

5.1 How these issues were identified

The selection of these issues evolved throughout the project and was informed by the following:

- Each issue was raised repeatedly in stakeholder interviews
- Research and other evidence supports there is a need for further focus
- Each initiative is aligned to NSW State Plan 2021 Goals, the NSW Ageing Strategy and Commonwealth Living Longer Living Better reforms.
- Each of the issues requires a collaborative approach between all levels of Government, business and the community to make a real difference and
- NSROC Councils are currently involved in each of these issues

Additionally, during each of the stakeholder interviews, Council representatives participated in a strategic exercise to consider how changes to the external environment were likely to impact on how they currently operate in respect of ageing. A PEST framework was used for this exercise – Political, Economic, Social and Technology. This was then considered alongside a SWOT – Strengths, Weaknesses, Opportunities and Threat to factor in how the current internal environment could affect the ability of Councils to appropriately respond to the challenges of an ageing population.



NSROC | Towards a Regional Strategy on Ageing

A consolidation of these two strategic exercises is in the tables below.

Table 17: PEST analysis

Political	Economy
Changes to policy from change of Government Government policy reforms – aged care & planning Different views in Councils on amalgamations Policy debates on urban sustainability, housing affordability and inter-generational equity	Fiscal impacts of an ageing population Older people are asset rich and income poor Health costs rising bring incentives to support people at home Inefficiency of current housing stock Limited revenue base for Local Government constrains activity on Ageing Having a sustainable workforce

Social	Technology
New global influences on Ageing e.g. WHO Age-Friendly cities; Apartments for Life Age discrimination and negative attitudes on ageing Home ownership rates declining – more older people with mortgages or renting More social isolation among older people Diminishing supply of carers and volunteers Increasing diversity affects service delivery Local communities not well designed for ageing Communicating more through digital and online media	More use of technology everywhere Increased use of online and social media Enables services to be more efficient Technology can support more people to stay home longer New entrants in ageing market – Telstra Health, Google Health etc. NBN Roll-out will make e-technology faster and easier to access Digital divide can exclude some older people Rapid adoption of iPads by older people

Table 18: SWOT analysis

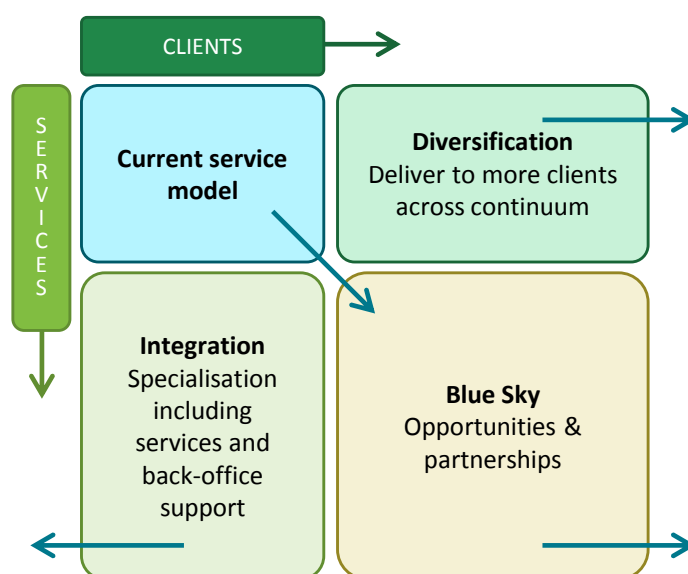
Strengths	Weaknesses
Current investment in ageing is good foundation Councils have land and buildings Councils planning responsibilities can influence urban design and access Growing population in some centres Existing culture of collaboration in NSROC	Silo mentality Councils see ageing as just about the frail aged Lack of good data and evidence base Financial resources not available



Opportunities	Threats
Partnerships and regional collaboration Leverage Council role and assets where available to do joint ventures on housing Build on existing services to develop digital information strategy Volunteers Council staff are interacting in local communities and more able to see social isolation Examples of good practice to build on e.g. transport, housing etc. Ageing population	Forced Council amalgamations Relationship between Local Government and NSW Government is not strong Lack of resources and capped funding base Adoption to technology is a generational issue and still requires a multi-media approach Larger new entrants in aged care may make it hard for smaller community organisations to survive Reliance of community based services on volunteers many of whom are ageing

Following this consideration of the external and internal environment, the Council representatives interviewed considered options for how their current service models on ageing could evolve, so that Councils – either individually or collectively – could better meet the needs of an ageing population. The model used included 3 options along with a base case of no change.

Table 19: Opportunities to adapt current service models



Using these simple and well-known strategic frameworks was a useful way to draw people out about where they thought NSROC could be more effective in ageing rather than individual Councils continuing to work alone on such a big issue.

The final selection of these issues was then informed by a workshop held with representatives from each of the NSROC Councils to review the draft report.



The following section builds on the information obtained from these strategic exercises with a brief discussion of each of the four issues.

5.2 The Four Regional Priorities on Ageing

Four regional priority issues on ageing were identified from this project. These issues form a basis for NSROC collaborating on a regional approach to ageing. This could be done for NSROC as it is now, or alternatively as a contribution to the Northern Sydney Regional Plan on Ageing.

The four issues were tested with a group of around 35 NSROC Council staff at a Workshop conducted on 11 October 2013. The purpose of this workshop was to review the draft report on NSROC Regional Ageing Priorities and to confirm whether these four issues should be confirmed for inclusion in the final report.

The workshop subsequently confirmed these to be the four NSROC Regional Ageing Priorities. In the workshop, small groups then considered each of the four issues and addressed:

- General feedback on the issue
- High level actions to inform a regional approach and
- Who needs to be involved

Appendix 3 summarises the contribution of the workshop on each of the four identified regional ageing priorities.

The tables below draw on the workshop feedback to highlight opportunities for further actions by NSROC on each of the four regional ageing priorities.



5.2.1 Access and Mobility so people can get around

What's the issue?	Why it's an issue?	Opportunity for NSROC
There are many barriers that limit the ability of older people to move around their local community including access to public spaces and transport, which reduces their ability to be connected to their community, especially when they no longer drive or have a restricted driver's licence.	When people are not mobile and able to get around they become isolated and this contributes to poor health outcomes and loss of social and economic contribution by the person involved.	<p>Work with Transport for NSW and the NSW Office for Disability, Ageing Carers and Inclusion to build a sustainable business model for micro-transport services.</p> <p>Build on the experience of some NSROC Councils in operating micro-transport services such as Council cabs and "Hail and Ride buses" and position NSROC for some pilot projects.</p> <p>Establish a consistent approach to age-friendly integrated transport and mobility plans for NSROC and sub-regions in collaboration with Transport for NSW and commence with improving access to bus stops.</p> <p>Establish age-friendly places where appropriate and affordable housing is located close to services and transport nodes.</p>

5.2.2 Housing Choice and Affordability in communities

What's the issue?	Why it's an issue?	Opportunity for NSROC
There is insufficient appropriate and affordable housing in the NSROC Region.	The shortage of affordable housing in NSROC region means older people whose circumstances place them in or at risk of housing stress are unable to remain in the area.	Build on examples where NSROC Councils been involved in joint ventures and other policy initiatives to increase the supply of affordable housing. E.g. Dougherty Model; partnerships with Community Housing providers.
There are different targets for affordable and adaptable housing used by NSROC Councils with some Councils more interested than others.	Developers are able to play one Council off against the other because the targets are different.	<p>Identify 2-3 potential sites for possible joint ventures to provide a mix of affordable and private housing suitable for older people. E.g. Town Centre sites where opportunities to locate housing at transport hubs.</p> <p>Adopt consistent targets for affordable and adaptable housing across the region. Where there is justification for differences, support that with evidence.</p>



What's the issue?	Why it's an issue?	Opportunity for NSROC
Local Government collects levies for affordable housing however this is paid to the NSW Government.	NSROC Councils have no influence on how the levies they collect for affordable housing are spent and usually, this is not in the areas where the funds were levied.	Advocate for a change to the approach for collecting levies for affordable housing so the funds are allocated to projects in the region where they are collected.
When people do decide to age in place, sometimes it is help with practical home maintenance (including gardening) and modifications that makes it difficult for them to realise this choice.	Without this practical home support provided by trusted providers, older people are at risk of inappropriate institutionalisation and of being overwhelmed by the physical requirements of maintaining their home, affecting their mental health and exacerbating them becoming socially isolated.	Use the experience some Councils have in home maintenance and modifications (including easy gardening) to develop a more viable regional model on home maintenance and modifications.

5.2.3 Building community capacity to provide social and home support in local communities

What's the issue?	Why it's an issue?	Opportunity for NSROC
There is widespread concern across NSROC Councils that the aged care reforms will threaten the viability of local HACC providers and without them, the only choice will be larger (mostly) private providers.	Reduced choice for home support and HACC services.	Review current involvement in home support (HACC) services and establish a more viable regional service model that may also include local community based services. Collaboration could include centralising "back office" systems and planning whilst enabling services to be delivered at the local level.
Many HACC services are delivered by small not for profit organisations relying on volunteers. These organisations often do not have the systems or strategic capacity to adapt to new consumer directed policies now part of aged care and the National Disability Insurance Scheme (NDIS).	Without support to develop more sustainable service and business models, there is a risk these smaller providers will no longer be viable.	These new approaches could be done with existing NSROC Councils or could include those community-based organisations interested in becoming part of a new service model.



What's the issue?	Why it's an issue?	Opportunity for NSROC
Local Government has experience in many aspects of the aged care reforms and can make a special contribution on how to integrate information and services around people in local communities. However, Local Government does not seem to be formally involved in the aged care reforms. For example, there is a forum for Commonwealth/State negotiations (COAG) and for the aged care industry (NACA – providers, consumers and unions) however Local Government is not included in these.	Local Government does not have a voice at the negotiating table and this means the opportunity for Local Government to contribute in areas such as healthy ageing, co-ordinated information in local communities and helping smaller community based organisations is overlooked from the reforms.	Advocate for Local Government to be formally recognised in providing advice on the Commonwealth aged care reforms. This could either be done through the Council of Australian Governments (COAG) or the National Aged Care Alliance (NACA).

5.2.4 Connecting people through technology information and awareness

What's the issue?	Why it's an issue?	Opportunity for NSROC
There is a lot of information produced by each Council about their programs, however much duplication in doing this and no digital strategy that enables information to be better targeted.	Without up to date, accessible information in a range of media people become isolated. The same people tend to attend programs rather than those who may benefit more when communication is effective.	<p>Develop a specialist NSROC Regional Information Strategy on Healthy Ageing by:</p> <ul style="list-style-type: none"> • Building on the NSROC Library networks • Considering ways to better utilise Council's existing Call Centres • Including wider use of online and social media. • Enable people to access information online including through iPads. • Supporting wider accessibility to and use of online information and use of computers/iPads by older people. <p>Consider ways in which this strategy could improve existing information services currently in use by NSW and Commonwealth Governments (e.g. Aged Care Gateway and NSW One Stop Shops).</p>



5.3 The Role of Local Government in “Place Making” – Age-Friendly Cities



The World Health Organisation (WHO) has adopted Age-Friendly Cities' guidelines. Thirty-five cities have contributed to developing “age-friendly city” checklists for eight core topics that collectively, contribute to their citizens experiencing active ageing.²³

The workshop participants referred frequently to this program, expressing their collective view that it provides an appropriate framework for a regional approach to Healthy Ageing. In particular, workshop participants referred to the role of Local Government in “effective place-making” where all people can experience well-being and inclusion.

Significantly, possibly with one exception, all four of the NSROC regional ageing priorities align with the eight topic areas of the WHO Global Age-Friendly Cities program. That exception is Civic Participation and Employment. The workshop discussed employment from two perspectives. First, age discrimination that affects older people at work and when trying to get work. Second, doing what can be done to have a balanced population so that key workers are available to meet the needs of ageing communities. The workshop agreed not to include employment in the NSROC regional ageing priorities at this early stage, preferring to focus on getting early results in each of the four priorities selected. North Sydney Council is doing work on mature age employment and this may form a basis for further regional collaboration in the future.

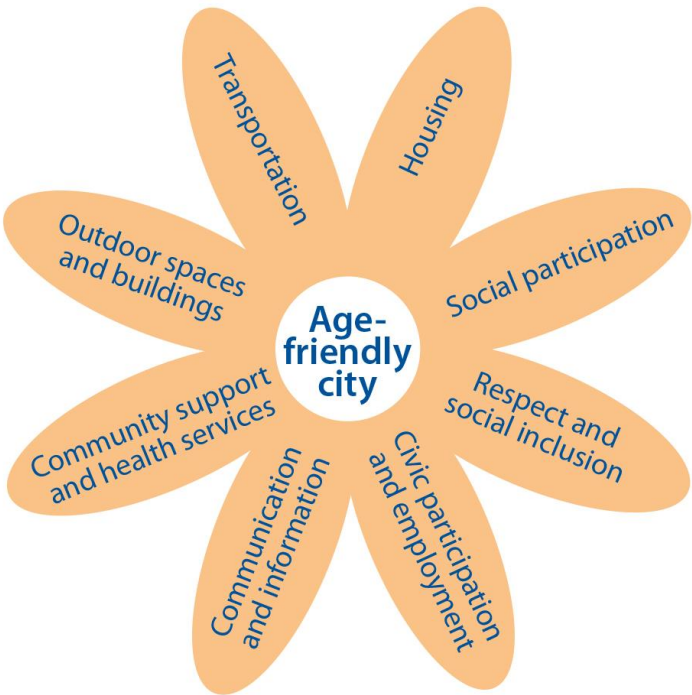
The WHO Age-Friendly Global Cities program provides a suitable framework for beginning the journey to achieving “effective place making” for people of all ages. It could be used to further develop desired actions as part of a Regional Plan on Ageing, taking a strategic approach to ageing in the Northern Sydney region.

²³ WHO (2007) Global Age-Friendly Cities: A Guide. Ageing and Life Course, Family and Community Health, Geneva.



The table below shows the eight Age-Friendly City topic areas

Table 20: Age-friendly City topic areas



5.4 Reducing Social Isolation

Following its review of the NSROC Regional Ageing Priorities Draft Report, the NSROC Board expressed an interest in the focus of this regional effort on ageing being to reduce social isolation that from their perspective was increasingly evident in their local communities.

This interest also formed a key part of a report by the Grattan Institute (2012) on Social Cities.²⁴ There is growing evidence that people with strong social connections live longer. The Social Cities report attributes this to having strong social relationships, which is associated with health benefits such as increased exercise and improved mental health.²⁵

²⁴ Grattan Institute (2012) Social Cities page 5

²⁵ Holt-Lunstad. Et al (2010) in Social Cities (p5) refers to a meta study that looked at morbidity data for more than 300,000 people over 7.5 years and found a "50% increase in odds of survival as a function of social relationships".



NSROC | Towards a Regional Strategy on Ageing

The report also notes that fewer people died in neighbourhoods where people knew and trusted their neighbours, than in nearby areas with weak social connections.²⁶ Other Australian research supports this finding that older people with stronger networks of friends live longer.²⁷

Framing the NSROC Regional Ageing Priorities around the principle of “Respect and Social Inclusion”²⁸ would further align and focus future NSROC work on Ageing around this important policy area and align with expectations expressed by the NSROC Board.

²⁶ Giles et al (2005) in Social Cities (p5)

²⁷ Cacioppo and Patric (2008) op cit in Social Cities (P5)

²⁸ WHO (2007) Global Age-Friendly Cities: A Guide. This is one of the eight topic areas.



6 Bringing the four regional issues into a NSROC Strategy on Ageing

The four issues should be incorporated into a NSROC Strategy on Ageing. The Strategy should include a “Strategy on a Page”, as shown in draft form below.

Table 21: Draft NSROC Strategy on a Page

VISION	People in Northern Sydney region are able to age well in age-friendly places					
PURPOSE	To support and facilitate local communities where all older people are connected and able to age well					
OUR SHARED VALUES	Respect and social inclusion	TBD	TBD	TBD	TBD	TBD
THREE YEAR OUTCOMES	<ul style="list-style-type: none"> ✓ All regional and town centres have consistent pedestrian access and mobility plans with 25% fully implemented ✓ There is a sustainable business model for regional community transport and implementation has commenced ✓ There are 2-3 flagship projects demonstrating wider housing choice and affordability that are sustainable to commence implementation ✓ A viable regional and sub-regional network of social and home support services is in place ✓ More people participating in healthy ageing and social home support programs have been reached through a regional information strategy ✓ The foundations are laid for participation in the WHO Age Friendly cities program 					
REGIONAL PRIORITIES	Access and mobility	Housing choice and affordability	Building capacity in home and social support	Connecting people through information	Good execution	



7 Recommendations

These recommendations are classified around the different stakeholders with whom NSROC needs to have positive influence in taking a more strategic approach to ageing.

7.1 For the Region

NSROC and member Councils:

1. Incorporate the WHO Age-Friendly Cities framework and guide as part of a Regional Plan on Ageing with an initial focus on the four Regional Ageing Priorities. (This can be done either for the NSROC Region or applied more broadly to the Northern Sydney Regional Plan on Ageing)
2. Discuss and adopt guiding principles for this Strategy so that policies, plans and service delivery on Ageing realizes a shared vision to enable people to age well in their community
3. Prepare consistent Council strategies on ageing and align these to the Regional Plan on Ageing.
4. Discuss and implement a second stage to the Regional Ageing Priorities project to prepare enable the Regional Plan on Ageing to be developed including a plan for implementation and resourcing.
5. Identify lead Councils for each of the four regional priority issues on ageing
6. Test the strategic framework and regional priority issues with key external stakeholders to build a coalition of support and identify potential partnerships
7. Engage with respected research organization(s) having an interest in ageing to become involved in evaluating the process and outcomes of the Regional Ageing Plan.
8. Continue work to prepare a Regional Ageing Budget and approach the Centre for Social Impact about its interest in preparing a Social Return on Investment case study to demonstrate the social capital and value of Local Government's role in ageing.

7.2 For NSW Government's Regional Ageing Plan

NSROC uses the Regional Ageing Priorities Project to inform its response to the NSW Government's Northern Sydney Regional Ageing Plan including:

1. Confirm the regional priority issues to be a focus for the Northern Sydney Regional Ageing Plan
2. Express NSROC's willingness to work with the NSW Government to develop innovative approaches on each of the four issues including the following actions.



Access and Mobility

- a. Establish an age-friendly integrated transport and mobility plan for NSROC and sub-regions in collaboration with Transport for NSW
- b. Use the frameworks in place for Pedestrian Access and Mobility Plans (PAMP) and work with Planning NSW and Transport for NSW to systematically apply to all regional and town centres across the region and sub-region
- c. Work in a structured way with Transport for NSW and the NSW Office for Disability, Ageing Carers and Inclusion to develop a sustainable business and funding model for micro-transport services (e.g. Hail and Ride buses and Council cabs). This should include the removal of any current legislative impediments.
- d. Subject to feasibility being established, position the Region to implement these micro-transport options as a proof of concept for evaluation.

Housing choice and affordability

- a. Identify potential sites across the Northern Sydney region for developing age-friendly housing.
- b. Prepare a sustainable business and funding model for joint venture age integrated housing and support including all levels of Government and the private sector
- c. Implement 2-3 flagship joint venture housing projects where a business case supports feasibility and an opportunity for early success.
- d. Work with the NSW Government (Housing NSW, Department of Planning) to establish this feasibility of these joint ventures including alignment with NSW 2021 Goals.
- e. Developing an affordable housing policy for the Northern Sydney region, which is inclusive, attracts key workers and makes it possible for older people to age in their community. This policy should include consistent regional targets for affordable housing. (Or where differences are justified, the evidence for this).
- f. Embed the capacity for developer contributions to be directed to affordable housing in the areas where those contributions are levied and as part of implementing new planning legislation. Build on existing capability and experience in NSROC member Councils around Home Maintenance and Modifications by recommending a new regional model including a wider supply of accredited tradespeople across subsidized and user pay services
- g. Prepare and distribute information materials on “Right sizing your home” to guide older people across the region about housing choice and the services available to help them plan and aid decision-making.

Building community capacity to provide social and home support in local communities

- a. Explore what changes, if any, to the NSW Local Government Act could provide better recognition and clearer scope for Local Government’s role in building and sustaining age-friendly liveable communities including how this may improve Council’s revenue base..



NSROC | Towards a Regional Strategy on Ageing

- b. Review the role of Local Government in Victoria to build an understanding of how Councils in that state are more involved in delivering and supporting home support services
- c. Explore establishing a new community owned and operated regional organization that brings together existing Council social and home support services so that policy, planning and back-office support is done regionally and services are delivered locally.
- d. Test the interest of community organisations and local home support service providers opt-in to this new organization.

Connecting people through technology information and awareness

- a. Develop an integrated regional information strategy on services available to enable people to age well in their local communities. This strategy could be developed initially for NSROC and then broadened to the wider Northern Sydney Planning Region once it has been evaluated.
- b. Include a digital strategy into this information strategy including the use of applications, portals and social media to create more awareness about healthy ageing, services and events available
- c. Work with the NSW Government to link this strategy to actions in the NSW Strategy on Ageing to combine the Seniors Card Directory with the Seniors Information Line including a new web environment with improved functionality and integration.
- d. Explore ways that this strategy could improve the effectiveness of current Commonwealth and NSW Government initiatives including the Aged Care Gateway and the NSW One Stop Shops.

7.3 For the Commonwealth Government

NSROC:

- a. Advise the NSW Government that a mechanism is needed that enables effective consultation and engagement between all three levels of Government on aged care (and disability) reforms.
- b. Formally approach the Department of Social Services (Aged Care re-located from the Department of Health and Ageing) to be involved in the development of the Commonwealth Home Support program, in particular around community transport, home maintenance and modifications, social support and food services
- c. With the NSW Government, identify opportunities for the Commonwealth Government to fund NSROC to explore the feasibility of a new regional approach that brings together existing Council and community-based social and home support services so that policy, planning and back-office support is done regionally and services are delivered locally with existing community organisations being able to opt-in.



7.4 For Providers and Community Organisations

NSROC:

- a. Work with individual Councils to map providers of social and home support services to identify where there may be opportunities to collaborate and build capacity and develop sustainable business and funding models fit for purpose in the new policy environment for aged care and disability.
- b. As a second stage to this project, develop a stakeholder engagement and consultation strategy with early adopter organisations interested in participating in a new community-owned and operated regional entity around the delivery of social and home support.

7.5 For Business

- a. As a second stage to this project, when the NSROC Regional Plan on Ageing is developed, engage with the business community to identify opportunities for business support and involvement.
- b. Include the NSW Government in developing a Local Government plan for engaging with business around ageing including building on the NSW Government initiatives in this area..



8 Bibliography

Advisory Panel on the Economic Potential of Senior Australians (2011) Realising the economic potential of senior Australians: Enabling Opportunity

Advisory Panel on the Economic Potential of Senior Australians (2011) Realising the economic potential of senior Australians: Changing face of society

Advisory Panel on the Economic Potential of Senior Australians (2011) Realising the economic potential of senior Australians: Turning grey to gold

Annard, K (September 2013) KGAge newsletter The Retirement Revolution

Australian School of Business (June 2011) Aged Care Revolution: The Next Generation of Stay-At-Home Grannies

Badger, Emily (June 2013) The Next Big Infrastructure Crisis? Age-Proofing Our Streets in the Atlantic Cities Place Matters

Cacioppo, J T and Patrick, W (2008) Loneliness: Human nature and the need for social connection. New York. WW Norton & Co.

Commonwealth of Australia (2012) Living Longer Living Better

COTA Australia (October 2013) Seniors in the city: the future we want and what older people are saying. Consumer Conversations

COTA Victoria (March 2012) Older Victorians Online – Research Report

Fallick, Kaye (Sept 2013) Money Never Ages in The Age

Giles, L, Glonek, G, Luszcz, M and Andrews, G (2005) Effect of Social Networks on 10 year Survival in Very Old Australians: the Australian longitudinal study on ageing. Journal of Epidemiology and Community Health 59; p574-579.



GTA Consultants (2011) Lane Cove Pedestrian Access and Mobility Study Final Report prepared for Lane Cove Council

Harris, Anne and Tapsas, Dimitra (May 2006) Transport and Mobility: Challenges, innovations and improvements for RACV

Hornsby Council (2013) Integrated Community Plans

Hornsby Council (2013/13) Community Development Service plan 2010-2014

Howard, Eric (February 2013) Report on the review of older driver licensing in NSW for the Older Drivers Task Force

Hunters Hill Council (2010) Social Plan 2010-2013

Hunters Hill Council (2013) Community Profile 2011 Census

Hunters Hill Council (2013) Integrated Community Plans

Kelly, Jane-Frances (2010) Social Cities. Grattan Institute Report No. 2012-4 March 2012

Kenyan, Peter (June 2013) Asset based community driven Facilitator Training Workshops Part 1 for NSW Ageing Disability and Home Care 17-20 June 2013

KPMG (2013) Ageing Strategy for Northern Sydney – Consultation Summary Report prepared for the NSW Department of Family and Community Services

KPMG (2013) Ageing Strategy for Northern Sydney – Issues Paper prepared for NSW Department of Family and Community Services

Ku-ring-gai Council (2010) development Contributions Plan Parts A & B

Ku-ring-gai Council (2010) Town Centres Public Domain Plan – 2010 Introduction

Ku-ring-gai Council (2013) Control Plan and Regulations for Town Planning Local Centres Development

Ku-ring-gai Council (2013) Integrated Community Plans



NSROC | Towards a Regional Strategy on Ageing

Ku-ring-gai Council (2013) Local Environmental Plan Local Centres Written Instruction

Ku-ring-gai Council (August 2013) Draft Ageing Strategy

Lane Cove Council (2013) The Lane Cove Connection – Connecting Seniors in Lane Cove

Lane Cove Council (June 2010) Seniors Social Plan 2010-2014 prepared by BBC Consulting Planners Pty Ltd

Liberal National Party Coalition (September 2013) Policy on Ageing for Health Life and Better Ageing

McKinsey & Co (September 2013) Doing well by doing good: A Leaders Guide: addressing community problems through co-operation among private, public and not-for-profit sectors – the Itasca Model

Miller, Dr Fiona (November 2012) Social vulnerability to heat stress and community level responses Macquarie/Ryde Futures partnership series Macquarie University

MIT Age Lab (July 2013) Does Age predict Technology Adoption?

Moran, Nicola et al (2013) Older people's experiences of cash-for-care schemes: evidence from the English Individual Budget pilot projects

Moroika, Simon (September 2013) Councils need to build on their successes in integrated health care – Health and wellbeing boards will fix the gaps between shared objectives and separate structures in health and social care in the Guardian Professional 4 September 2013.

National Aged Care Alliance (2013) Home Support Design Paper

National Seniors Australia (September 2011) Older Australians and the Internet – bridging the digital divide

North Sydney Council (2013) Integrated Community Plans

North Sydney Council (2013) Older Persons Strategy

Northern Sydney Local Health District (12 March 2013) Ageing Issues: Summary Report of the



Community Forum

NSROC (February 2012) Interim Submission to NSW Whole of Government Ageing Strategy

NSROC (March 2012) NSROC Regional Priorities

NSROC (May 2013) NSROC Regional Ageing Issues Snapshots

NSROC (undated) Information on Ageing and Disability Services that each Council provides in the NSROC area – provided by Janine Ricketts, Acting Executive Officer, NSROC

NSW Government (2011-12) NSW Long-Term Fiscal Pressures Report NSW Intergenerational Report

NSW Government (2012) NSW Ageing Strategy

NSW Government (December 2011) Towards a NSW Whole of Government Ageing Strategy

NSW Government (December 2012) Northern Sydney Regional Action Plan

NSW Planning and Infrastructure (August 2013) New South Wales in the future: Preliminary 2013 Population Projections

O'Brien Elizabeth and Phibbs Peter (March 2011) Local Government and Ageing Final Report

Productivity Commission (June 2011) Caring for older Australians Inquiry Report Volumes 1 and 2

Ridley, Kathryn (October 2012) for Local Government NSW Integrated Planning and Reporting Preparing for an Ageing Population Age-Friendly Community Workshops

Ryan, Susan (March 2012) Age Discrimination: a waste of human resources. Speech to the Australian Human Resources Institute by Age Discrimination Commissioner, Susan Ryan AO

Ryde City Council (2013) Integrated Community Plans

Ryde City Council (April 2013) Building Inclusive Communities Ryde – Project Outline using ABCD approach place based whole of community



NSROC | Towards a Regional Strategy on Ageing

Ryde City Council (June 2013) Pedestrian Access and Mobility Plan Macquarie Park

Ryde Council (December 2012) Liveable Communities Ryde Hunters Hill Final Report

Sadler, Paul (April 2013) From HACC to Home Support Northern Sydney HACC Regional Forum, Crows Nest.

Stubbs, Judith & Associates (July 2013) Affordable Housing: DCP Review and Recommendations prepared for North Sydney Council

Sydney Morning Herald (September 2013) The Village People: love thy neighbour in retirement

UK Communities & Local Government (2011) A Plain English Guide to the UK Local Government Act

University of Sydney (March 2013) Social Media decreases loneliness in the DPS News

Waverton Hub (July 2013) Hubbub

WHO (2007) Global Age-Friendly Cities: A Guide. World Health Organisation. Ageing and life Course, Family and Community Health, Geneva.

Willoughby City Council (2013) draft needs analysis older people

Willoughby City Council (2013) Integrated Community Plans



Appendix 1 Snapshots for each NSROC Council



Council snapshot – Lane Cove

Projections for no. of people, age distribution and growth

LANE COVE

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	6,100	7,600	8,600	18%	20%	20%	2,550	42%
15-64	22,700	24,550	27,700	68%	66%	65%	5,000	22%
65+	4,400	5,200	6,400	13%	14%	15%	2,000	45%
All ages	33,200	37,400	42,700	100%	100%	100%	9,500	29%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

Direct services

- Monthly Seniors Seminars (eye health, hearing, safe medication use, driver safety, continence etc.)
- Monthly Health eating and cooking demonstrations
- Seniors Week – a month of almost daily activities
- Monthly Lane Cove Connection Newsletters for Seniors
- Information and referral on seniors issues and aged care
- Services funded from grants e.g. falls prevention programs
- Represented on Committee of LNS Community Transport
- Pedestrian Mobility and Access Plan (PMAP)

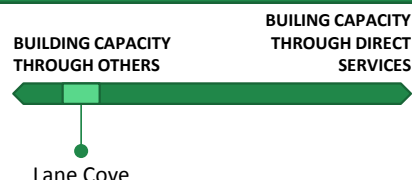
Indirect services

- Fund Lane Cove Community Aid, Recreation rendezvous and LNS Community Transport
- Council initiated seniors developments Pottery Green and other sites identified in Asset Plan

Seniors' social plan

- Information and Awareness
- Keeping seniors well and active
- Overcoming social isolation
- Support for people needing care
- Enabling Independent Living
- Support for Carers and Grandparents
- Volunteering

Service model continuum



Planning highlights

Community Strategic Plan – 2025

- Our Society
- Our Built Environment
- Our Natural Environment
- Our Culture
- Our Local Economy
- Our Council

Delivery Plan – 2013-2017 – Highlights from Our Society and Our Built Environment

- An inclusive interconnected and active community
 - Community Connections
 - Community Well-being
 - Community Services & Facilities
- A well-designed, liveable connected area
 - Housing
 - Transport & Mobility

Operational Plan - 2013/14 – Highlights from Our Society and Our Built Environment

- Educate staff to reduce barriers to participation in Council events and programs
- Provide funding that encourages diverse community interaction and social cohesion
- Develop programs that strengthen inter-generational relationships
- Increase number of volunteer opportunities
- Encourage community organisations to be involved in Seniors Week
- Develop effective well-being indicators
- Provide a variety of activities that encourage social interaction and everyday wellbeing
- Map existing social activities across all age groups
- Develop strong partnerships with key service providers to reduce gaps in service
- Develop and implement library service for Seniors
- Provide workshops and talks about using emerging technologies to connect with others
- Undertake access audit of all community facilities
- Work with Medicare Local to identify health care needs
- Support the development of programs on active living in over 55's
- Support and promote community learning programs such as Computer Pals and U3A
- Ongoing design assessment of 'Seniors Living' developments
- Promote Floor Space Bonus available to encourage Seniors Living
- Implement actions in the PAMP
- Investigate options for a low cost shuttle service to connect with existing bus routes



Council snapshot – Lane Cove

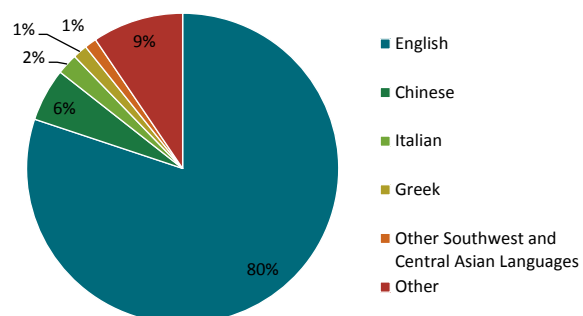
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	2,698	599
Provided unpaid assistance	476	50
Other	323	129
Total	3,497	778

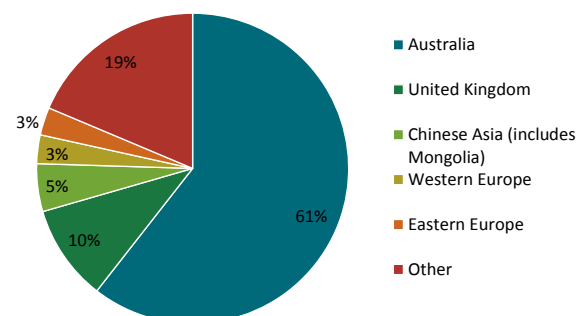
What this means

- Slower ageing growth and lower ageing profile than NSROC
- Largely English speaking
- 65+ are unpaid carers
- High home ownership with potential for housing stress in 65+ paying rent and mortgages
- Housing in life tenure is important for 65+
- Small 65+ household size
- Almost 40% rely on age pension

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	2,753	64%
Owned with a mortgage	348	8%
Rented	430	10%
Being occupied under a life tenure scheme	706	16%
Other	42	1%

Age Pension (full and part)

Persons on aged pension	1,744
Population aged over 65	4,672
Proportion	37.3%

Persons per dwelling

	65-74	75-84	85+
One person	521	406	259
Two persons	1,126	566	196
Other	395	183	64
Total	2,042	1,155	519

Source: 2013 ABS (2011)





NSROC | Towards a Regional Strategy on Ageing



Council snapshot - Hornsby

Projections for no. of people, age distribution and growth

HORNSBY

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	31,050	34,800	37,800	19%	19%	19%	6,750	22%
15-64	109,550	115,500	124,100	67%	64%	62%	14,550	13%
65+	23,250	30,750	39,250	14%	17%	20%	15,950	69%
All ages	163,850	181,050	201,100	100%	100%	100%	37,250	23%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

Direct services

- NSW Government funded position on Community Services Team for Over 55's
- Community Services team members take age integrated approach and work on Ageing including the HACC target group
- Information and referral for Seniors programs and HACC services
- Auspices the Hornsby/Ku-ring-gai Home Maintenance & Modifications service
- Seniors Week Festival
- Community grants program
- Leisure & Recreational activities for over 55's (cost recovery)
- Healthy Living Festival
- Mobile Library service
- Community information directory through Library
- Support Groups for Carers and Grandparents
- HACC funded Volunteer programs & celebrate Volunteers Day
- Support HACC services e.g. 50% HACC funded Aboriginal HACC Development Officer; Easy Care Gardening
- Community Access Bus (donated after Olympics)

Indirect services

- Donations program to community groups to establish innovative programs
- Council represented on HACC Hornsby/Ku-ring-gai Community Transport
- Healthy Lifestyle seminars e.g. men's cooking, first aid, Cancer Council, "Be Safe be Prepared", Chinese Calligraphy.
- Provide venues for community events
- Support to Leisure & Learning Centres (Seniors centres until 2006)

Planning highlights

Community Strategic Plan – 10 years+

- My Environment
- My Community
- My Lifestyle
- My Council

Delivery Plan – 4 years

- Deliver programs with NSW Health & community groups
- Obtain grants to expand community services
- Provide community support programs that promote social justice, access and equity
- Provide Library and information services
- Deliver events
- Co-ordinate use of Community centres
- Provide flexible programs in safe healthy and stimulating environments
- Partner with State Government on transport needs
- Provide strategic land use planning & urban design

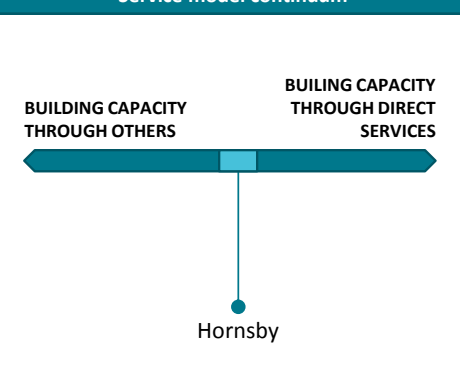
Operational Plan – 1 year

- Implement annual Community Development Services Plan
- Deliver Healthy Living Festival
- Implement services funded by grants
- Operate a referral service to local support organisations
- Review and implement Library Strategic Plan
- Develop an Events Strategy
- Plan and deliver social and cultural activities
- Review and implement Community Facilities Plan
- Assist people get support through Home Maintenance & Modifications (approx. 1,200/year)

Seniors' social plan

- Support Healthy Interactive Communities
- Create a Sense of Belonging
- Meet our Diverse Community Needs

Service model continuum



Council snapshot - **Hornsby**

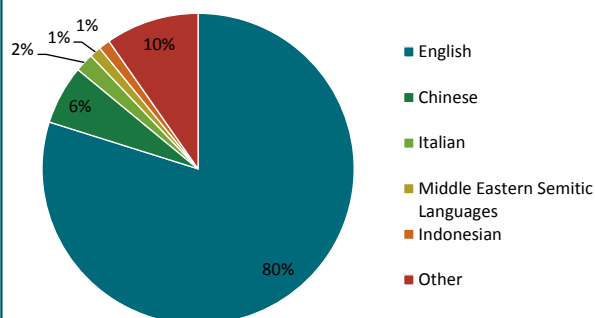
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	14,638	2,869
Provided unpaid assistance	2,388	218
Other	1,654	723
Total	18,680	3,810

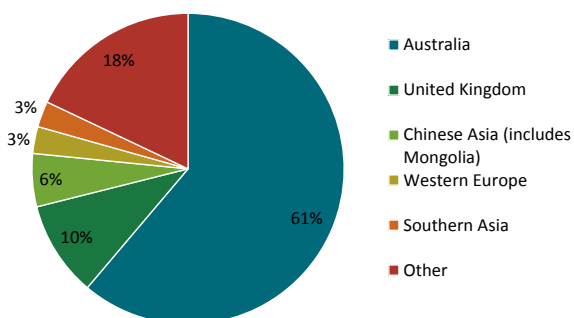
What this means

- Ageing faster than NSROC and NSW
- High home ownership but potential for housing stress with rental and mortgages in 65+
- Culturally diverse within English-speaking majority
- 65+ are unpaid carers
- One in five 65+ rely on the age pension
- Small household size for 65+

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	14,520	65%
Owned with a mortgage	2,333	10%
Rented	1,556	7%
Being occupied under a life tenure scheme	3,779	17%
Other	303	1%

Age Pension (full and part)

Persons on aged pension	11,995
Population aged over 65	24,116
Proportion	49.7%

Persons per dwelling

	65-74	75-84	85+
One person	1,795	1,676	1,074
Two persons	6,357	3,490	857
Other	2,842	1,239	425
Total	10,994	6,405	2,356

Source: 2013 ABS (2011)



NSROC | Towards a Regional Strategy on Ageing



Council snapshot – Hunters Hill

Projections for no. of people, age distribution and growth

HUNTERS HILL

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	2,600	2,850	3,150	19%	18%	18%	550	22%
15-64	8,650	9,500	10,500	62%	62%	60%	1,850	22%
65+	2,650	3,150	3,750	19%	20%	22%	1,100	42%
All ages	13,900	15,450	17,450	100%	100%	100%	3,550	26%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

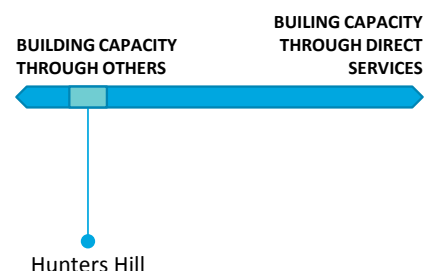
Direct services

- Aged and Disability worker (P/T)
- Runs events – Active Mind Active Body
- Seniors Week
- Seniors Information Guide
- Information and support through brochures and Customer Service staff
- Computer/iPad classes
- Home Library Service

Indirect services

- Grants to local organisations, mostly HACC services
- Subsidised lease of premises to Ryde Hunters Hill Community Transport
- Annual subsidy to Ryde Hunters Hill Community Services

Service model continuum



Planning highlights

Community Strategic Plan – 10 years+

- Heritage & Built Environment
- Community & Lifestyle
- Our Environment
- Moving Around
- Our Council

Delivery Plan – 4 years

- Maximise participation
- Enhanced NESB access to services
- Promote and recognize volunteering
- Support local organisations to improve services
- Provide information and advocate to Government on local needs
- Improve access to aged and disability services
- Provide information on community services
- Upgrades to improve access
- Encourage active and healthy lifestyle

Operational Plan – 1 year

- Organise events e.g. Seniors Week
- Reduce social isolation
- Regional support for NESB services
- Marketing strategy to promote volunteering
- Organise volunteer recognition events
- Support Ryde-Hunters Hill Community Services as referral point for aged & disability services
- Participate in regional and sub-regional forums
- Facilitate Seniors Advisory Group
- Work with Community Transport providers
- Provide input to Government plans for ageing & disability
- Produce and distribute brochures
- Update knowledge on community services
- Conduct access audit of Council facilities
- Produce disability mobility map
- Facilitate healthy lifestyle activities
- Support life-long learning



Council snapshot – **Hunters Hill**

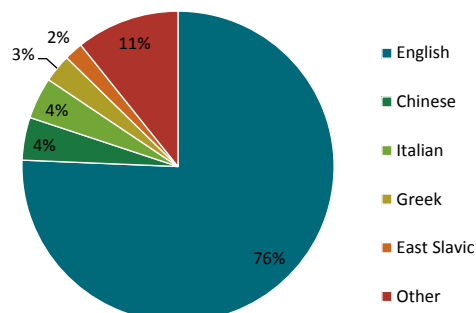
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	1,474	539
Provided unpaid assistance	238	24
Other	152	73
Total	1,864	636

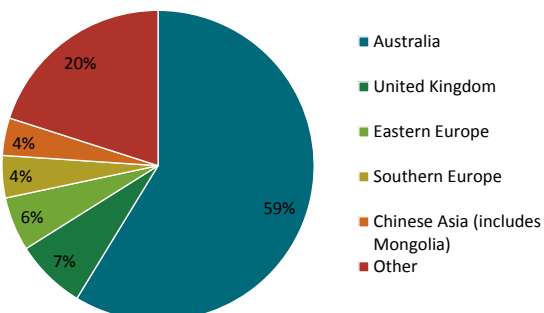
What this means

- Older age profile than NSROC and NSW
- Just over half 65+ own home outright
- Potential for housing stress with 65+ paying rent and mortgages
- Housing in life tenure schemes important for 65+
- 65+ are unpaid carers
- Some cultural diversity within mostly English-speaking majority
- 40% rely on age pension
- Small 65+ household size

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	1,335	53%
Owned with a mortgage	165	7%
Rented	285	11%
Being occupied under a life tenure scheme	691	28%
Other	24	1%

Age Pension (full and part)

Persons on aged pension	1,105
Population aged over 65	2,693
Proportion	41.0%

Persons per dwelling

	65-74	75-84	85+
One person	214	216	155
Two persons	565	358	107
Other	193	77	45
Total	972	651	307

Source: 2013 ABS (2011)





Council snapshot – North Sydney

Projections for no. of people, age distribution and growth

NORTH SYDNEY

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	7,350	10,300	11,300	11%	13%	14%	4,000	54%
15-64	51,400	56,950	60,600	77%	74%	72%	9,200	18%
65+	8,300	10,250	11,950	12%	13%	14%	3,650	44%
All ages	67,050	77,450	83,850	100%	100%	100%	16,800	25%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

Direct services

- Employ an Ageing & Disability Development officer with brief to build capacity of local community groups and individuals
- Council does not deliver any direct services to older people, rather provides funding and support through a network of Community centres run by community organisations
- Universal Access Charter for Access and Access Committee
- Some information and referral on case by case basis
- Easy Rider bus service and Flexi-ride Cab service
- Home Library Service
- Seniors Week programs
- North Sydney Affordable Housing Strategy

Indirect services

- Provide operational funding to a network of Community centres, HACC services, recreation activities, Men's Shed etc.
- Arts and Cultural team run age and disability specific recreation and therapeutic programs
- Wellbeing programs are run with Mental Health groups
- Provide Community Housing through LINK Community Housing

Seniors' social plan

- Celebrating Diversity
- Access & Mobility
- Housing choice and affordability
- Health and Wellbeing
- Information and Inclusion
- Employment and Volunteers
- Community Safety
- Access and mobility

Planning highlights

5 Themes: Community Strategic Plan – 2013-2023

Our Living Environment; Our Built Environment; Our Economic Vitality; Our Social Vitality; Our Civic Leadership

Operational Plan – 1 year - Our Social Vitality – selected actions

- Consult and measure community connectedness
- Develop and deliver activities that promote social inclusion
- Celebrate key events
- Support and promote adult education through Community Centres
- Support employment and volunteering for older people (through social enterprises)
- Implement Older Person's Strategy
- Develop and implement healthy lifestyle programs for older people
- Support HACC services
- Support and promote LNS Community Transport
- Provide 'door to door' flexible taxi service
- Investigate alternative options for community transport services to villages
- Update and distribute information in hard copy and through Online Local Information Network for Community Services (LINC)
- Administer Council grants and subsidies program
- Develop framework for social procurement to derive social benefits from Council's purchasing
- Promote Council Universal Charter for Access
- Promote falls prevention resources
- Implement and review Affordable Housing strategy
- Develop strategic partnerships to increase affordable housing stock
- Provide information and referral to aged care providers
- Provide housing and accommodation assistance and referral service

Delivery Plan – 4 years - Our Social Vitality – selected strategies

- Community is connected
- Community is diverse
- Life-long learning and volunteering is encouraged
- Library services meet information, learning and leisure needs
- Community is healthy and active
- Enhanced community facilities, information and services
- Enhanced community safety and accessibility
- Improved affordable housing and accommodation

Service model continuum

BUILDING CAPACITY
THROUGH OTHERS

BUILDING CAPACITY
THROUGH DIRECT
SERVICES





Council snapshot – North Sydney

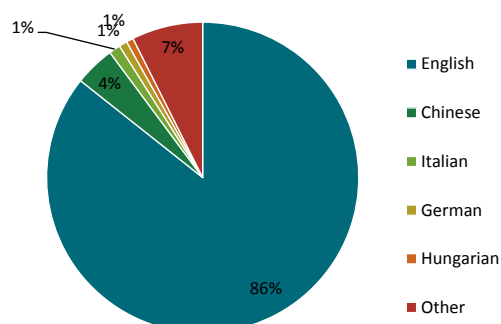
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	5,050	796
Provided unpaid assistance	781	41
Other	955	219
Total	6,786	1,056

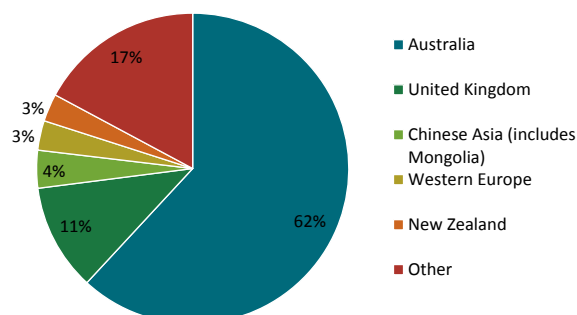
What this means

- Lower ageing profile than NSROC and NSW
- Culturally diverse in largely English speaking majority
- 65+ are unpaid carers
- High home ownership with potential for housing stress in 65+ paying rent and mortgages
- Housing in life tenure schemes important for 65+
- Small 65+ household size
- Over a third of 65+ rely on age pension

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	4,805	61%
Owned with a mortgage	644	8%
Rented	1,015	13%
Being occupied under a life tenure scheme	1,284	16%
Other	99	1%

Age Pension (full and part)

Persons on aged pension	2,825
Population aged over 65	8,654
Proportion	32.6%

Persons per dwelling

	65-74	75-84	85+
One person	1,337	873	476
Two persons	2,231	900	284
Other	467	161	57
Total	4,035	1,934	817

Source: 2013 ABS (2011)



Council snapshot – Ryde

Projections for no. of people, age distribution and growth

RYDE

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	17,550	22,650	25,100	16%	17%	17%	7,550	43%
15-64	75,650	87,300	94,050	70%	67%	65%	18,400	24%
65+	15,200	20,000	24,800	14%	15%	17%	9,650	63%
All ages	108,350	129,950	143,950	100%	100%	100%	35,550	33%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

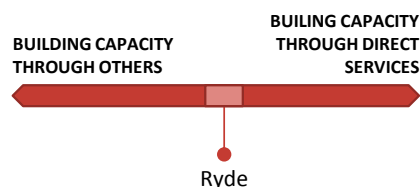
Direct services

- Employ Access & Equity co-ordinator and Age & Disability Development Officer (part grant funded)
- Broader Community Services team involved in Ageing as is Planning especially around access and age-friendly planning
- Deliver 2 HACC services for Ryde/Hunters Hill – Home Maintenance & Modifications and Community volunteers (staff HACC funded)
- Library Services including Online information, use of social media and Home library
- Publishes Community Information Directory
- Top Ryde Community Buses
- Volunteer opportunities on website through Do Something Near You
- Activities for Seniors including Music, Book Clubs, Seminars, Technology

Indirect services

- Ryde Community Grants program with local Clubs (>\$100K p.a)
- Co-ordination and support to HACC services and participation on inter-agency groups
- Sponsored Age-Friendly Planning Project in Ryde/Hunter's Hill/Gladesville (grant funded)

Service model continuum



Planning highlights

Community Strategic Plan – 2025

Plan has 7 outcomes that respond to these challenges and opportunities:

- Growing population
- Changing population
- Suitable housing options
- Strong economy & employment close to home
- Pressures of population growth on amenity
- Adapting to Climate Change
- Remaining competitive

Delivery Plan – 4 years

- Neighbourhoods that grow through sustainable design and planning that reflects community needs
- Residents encouraged and supported to live healthy and active lives
- All residents feel supported and cared for in their community through the provision of ample services and facilities
- Residents feel secure and included in an environment where they can connect socially and are supported by their neighbours
- Our community has the option to safely and conveniently drive, park, cycle or walk around their city
- Our residents are proud of their diverse community celebrating their similarities and differences
- Our community is able to learn and grow through a wealth of art, culture and lifelong learning opportunities

Operational Plan – 1 year

- Pedestrian Accessibility and Mobility Plans e.g. Macquarie Park
- Macquarie Park – way finding signage
- Library laptops for community training
- Digital enhancements for libraries
- Web content management system
- Lets talk community engagement
- Market segmentation study
- Live neighbourhood project
- Community garden and nursery
- Grants management software
- Implications for Ageing population plan
- Social inclusion in Libraries
- Community buildings renewal



Council snapshot – Ryde

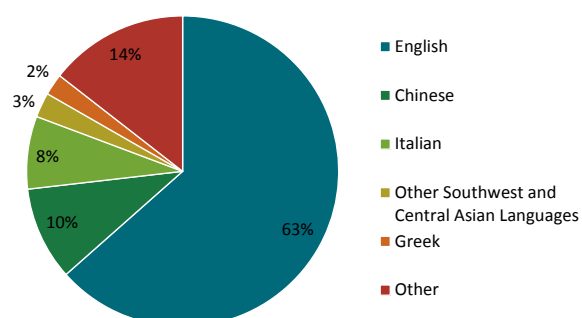
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	9,478	1,884
Provided unpaid assistance	1,462	127
Other	1,371	476
Total	12,311	2,487

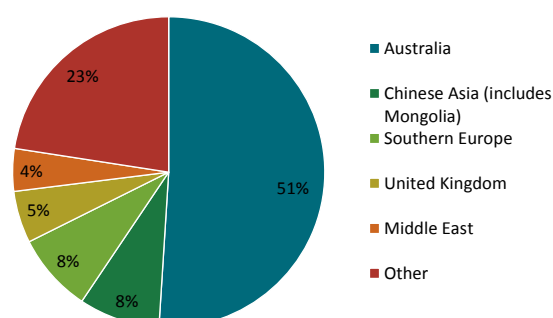
What this means

- Higher ageing growth and lower ageing profile than NSROC and NSW
- More culturally diverse than other NSROC Councils
- 65+ are unpaid carers
- High home ownership but potential for housing stress with 65+ paying rent and mortgages
- Housing in life tenure is important for 65+
- Small 65+ household size
- Nearly two thirds 65+ rely on age pension

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	9,183	62%
Owned with a mortgage	1,228	8%
Rented	1,890	13%
Being occupied under a life tenure scheme	2,264	15%
Other	232	2%

Age Pension (full and part)

Persons on aged pension	9,630
Population aged over 65	15,680
Proportion	61.4%

Persons per dwelling

	65-74	75-84	85+
One person	1,415	1,473	824
Two persons	3,274	2,288	635
Other	1,900	1,018	286
Total	6,589	4,779	1,745

Source: 2013 ABS (2011)



Council snapshot – Ku-ring-gai

Projections for no. of people, age distribution and growth

KU-RING-GAI

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	22,900	27,350	29,000	20%	20%	20%	6,100	27%
15-64	72,050	83,100	89,750	63%	62%	61%	17,700	25%
65+	19,750	23,750	28,900	17%	18%	20%	9,150	46%
All ages	114,700	134,200	147,650	100%	100%	100%	32,950	29%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

Direct services

- Seminar program for Seniors
- Seniors Festival (coincides with Seniors Week)
- Information and referral for aged care services
- Grants program including for healthy lifestyles
- Exercise and falls prevention programs
- Participate in management of Hornsby/Ku-ring-gai Community Transport
- Auspice for HACC Volunteer Referral Service
- "Spring into Action" leisure program for seniors
- Home library service
- Operates Community Art Centre

Indirect services

- Subsidised rentals and subsidies to community organisations including meals on wheels, Community Transport, Easy are Gardening and Men's Shed
- Participate in network meetings especially for social isolation and disability.
- Annual grants program to community organisations
- Provide land to KOPWA for aged care hostel units in Lindfield

Seniors' social plan

"The quality of life, health and wellbeing of Ku-ring-gai's older people aged 65+ will be enhanced through opportunities for active ageing, community contribution and social connections within an age friendly environment".

- Ageing in Ku-ring-gai
- Socially connected, engaged and informed
- Able to get around with accessible and affordable transport
- Healthy happy and active
- Able to enjoy accessible and quality public spaces and places

Planning highlights

Community Strategy – 2030

- Community People & Culture
- Natural Environment
- Places Spaces & Infrastructure
- Access Traffic & Transport
- Local Economy & Employment
- Leadership & Governance

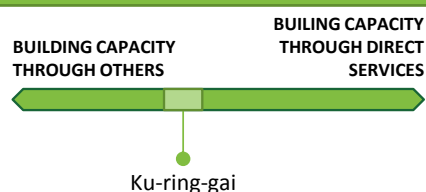
Delivery Plan – 4 years

- Review, evaluate & update plans, policies & services
- Address accessibility issues and alleviate social isolation
- Enhance Community Facilities
- Volunteers supported and recognized
- Collaborative programs to promote healthy lifestyles
- Investigate options to provide housing choices
- Identify partnerships for affordable housing
- Plans encourage adaptability for ageing in place
- Improvement plan for access improvement e.g. bus stops, shelters, footpaths
- Integrated transport
- Respond flexibly and proactively to changes in Government policy & reforms
- Master Plans for St Ives, Gordon and Lindfield Town centres

Operational Plan – 1 year

- Home Library & Library bus service
- Develop Access Policy and Disability Discrimination Action Plan
- Facilitate opportunities to support volunteering
- Develop and implement Active Ku-ring-gai programs
- Review Council properties to provide alternative housing choices
- Identify locations and commence pre-feasibility of suitable sites
- Identify stakeholders for potential partnerships on housing choice
- Incorporate principles of housing adaptability in residential development
- Prepare pedestrian access and mobility plan
- Investigate flexible delivery of shuttle bus services and community transport

Service model continuum





Council snapshot – Ku-ring-gai

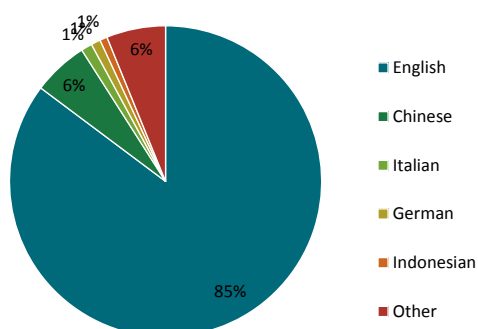
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	12,102	2,633
Provided unpaid assistance	2,115	241
Other	1,203	644
Total	15,420	3,518

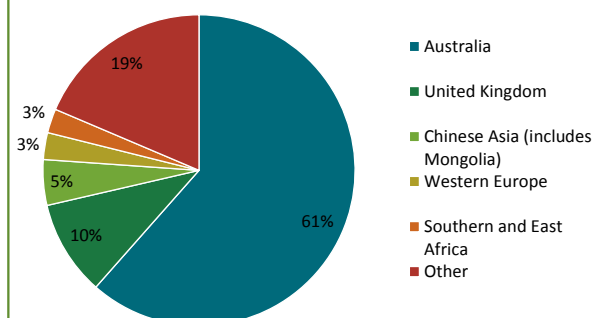
What this means

- One in 5 60+ by 2031 same as NSW
- Slower rate of ageing than NSROC
- Very high 65+ home ownership
- Some potential for housing stress through 65+ renting and paying mortgages
- Housing in life tenure is important for 65+
- Largely English speaking
- 65+ are unpaid carers
- Largely English speaking with some Chinese
- About one third rely on age pension
- Small 65+ household size

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	13,420	71%
Owned with a mortgage	1,740	9%
Rented	785	4%
Being occupied under a life tenure scheme	2,753	15%
Other	234	1%

Age Pension (full and part)

Persons on aged pension	6,347
Population aged over 65	20,468
Proportion	31.0%

Persons per dwelling

	65-74	75-84	85+
One person	1,102	1,493	1,071
Two persons	5,468	3,439	1,046
Other	1,973	883	284
Total	8,543	5,815	2,401

Source: 2013 ABS (2011)



Council snapshot – Willoughby

Projections for no. of people, age distribution and growth

WILLOUGHBY

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	13,200	16,500	18,300	18%	20%	20%	5,150	39%
15-64	49,400	54,600	60,000	69%	67%	65%	10,550	21%
65+	9,050	10,950	13,400	13%	13%	15%	4,400	49%
All ages	71,650	82,050	91,700	100%	100%	100%	20,100	28%

NSROC

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	100,750	122,050	133,250	18%	19%	18%	32,500	32%
15-64	389,400	431,500	466,700	68%	66%	64%	77,300	20%
65+	82,600	104,050	128,450	14%	16%	18%	45,850	56%
All ages	572,700	657,550	728,400	100%	100%	100%	155,700	27%

NSW

Age	Number of people			Age distribution (% of total population)			Growth 2011-31	
	2011	2021	2031	2011	2021	2031	No.	%
<15	1,360,400	1,566,300	1,707,500	19%	19%	19%	347,100	18%
15-64	4,806,900	5,225,100	5,624,700	67%	64%	61%	817,800	41%
65+	1,044,300	1,432,500	1,861,800	14%	17%	20%	817,500	41%
All ages	7,211,600	8,223,900	9,194,000	100%	100%	100%	1,982,400	100%

Source: 2013 NSW Preliminary Population Projections, NSW Planning and Infrastructure

Service highlights

Direct services

- Ageing & Disability Development officer has brief to build capacity of local community groups and individuals
- Aged and Disability Co-ordinator
- Volunteer Co-ordinator

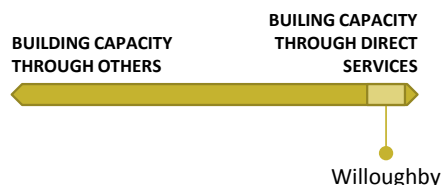
Indirect services

- Free and subsidized rent to DARTS, Men's Shed, Baptist Long Day Care, Catholic Services dementia Day Care
- Willoughby Seniors Grants to 11 aged and disability services
- Provided land and grant funding for Dougherty Centre and aged care apartments

Seniors' social plan

- More Home Support so people can stay home
- Transport
- Streamlined local information
- Healthy Ageing programs
- Alleviation of social isolation
- Housing choice
- Safety

Service model continuum



Planning highlights

City Strategy – 2029

- Facilitate support for those who are disadvantaged and their carers
- Promote and assist community and charitable organisations
- Provide for access and mobility in all new developments and the public domain
- Support initiatives for older people with a disability
- Encourage community engagement with multi-cultural communities
- Promote and support for CALD groups including inter-agencies
- Plan for housing choice
- Housing strategies to meet changing demographics and inter-generational needs
- Transport and Mobility to improve local accessibility and transport options between suburbs

Delivery Plan – 4 years

- Representing and advocating for older people and people with disabilities
- Promoting and providing services for most disadvantaged
- Multi-Cultural programs for older people
- Meals-on-Wheels
- Community engagement, needs analysis and review of service delivery
- Willoughby Community Aid
- Constant Companion 24 hour personal monitoring service
- Volunteer co-ordination and referral to support HACC volunteers
- Transport and Road safety initiatives including Council's Shuttle bus
- Additional funding for accessible footpath program

Operational Plan – 1 year

- Aged and Disability Co-ordinator consultation and service reviews
- Committees for HACC Advisory, Access and Seniors concert
- Information services including Home Library
- Community Learning Centres – supporting community wellness and learning
- Access awards
- Special events e.g. Carers, Seniors Week
- Seniors Lifestyle Choices Information Day
- Falls Prevention program
- Seniors Internet Kiosk
- MOSIAC Multi-Cultural information centre
- Multi-cultural Aged Day Centre
- Services and support to Dougherty Centre and food services
- Meals-on-wheels
- HACC linen service, social support, information and advocacy service delivery through Willoughby Community Aid
- Regional delivery of Constant Companion Personal 24 hr. alarm service
- Volunteer support and Referral service
- Community grants program including for local clubs
- Hiring of Council venues and community spaces
- The Loop Bus and Council Cab



NSROC | Towards a Regional Strategy on Ageing



Council snapshot – Willoughby

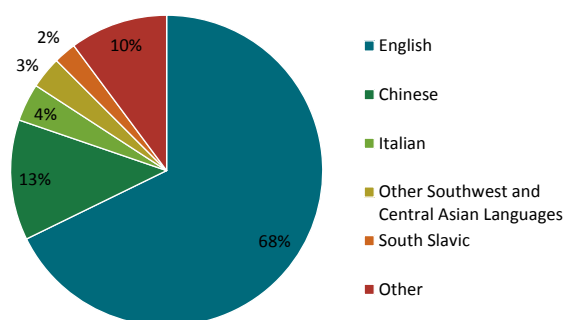
Unpaid assistance to a person with a disability - Age 65+, 2011

	65-84 years	85+ years
No unpaid assistance provided	5,568	1,282
Provided unpaid assistance	908	81
Other	819	236
Total	7,295	1,599

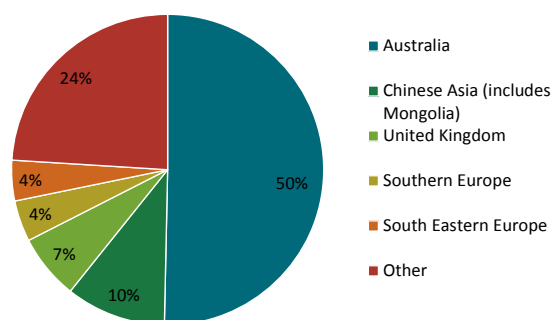
What this means

- Lower ageing profile and growth than NSROC
- Largely English speaking with large Chinese population in 65+
- 65+ are unpaid carers
- High home ownership with potential for housing stress in 65+ paying rent and mortgages
- Housing in life tenure scheme is important for 65+
- Small 65+ household size
- About a third of 65+ rely on age pension

Language spoken at home - Age 65+



Region of birth - Age 65+



Tenure 65+

Owned outright	5,711	64%
Owned with a mortgage	749	8%
Rented	798	9%
Being occupied under a life tenure scheme	1,527	17%
Other	107	1%

Age Pension (full and part)

Persons on aged pension	3,749
Population aged over 65	9,319
Proportion	40.2%

Persons per dwelling

	65-74	75-84	85+
One person	799	742	516
Two persons	2,076	1,354	413
Other	1,124	478	157
Total	3,999	2,574	1,086

Source: 2013 ABS (2011)



Appendix 2 Functional Typology of Services provided in ageing by NSROC Councils

	W	HH	R	LC	K	H	NS
Information and Referral							
Customer service	✓	✓	✓	✓	✓	✓	✓
Information	✓	✓	✓	✓	✓	✓	✓
Referral	✓	✓	✓	✓	✓	✓	✓
Home Library service	✓	?	✓	✓	✓	✓	✓
Research and Planning							
Integrated Planning & Reporting	✓	✓	✓	✓	✓	✓	✓
Dedicated Strategy or Social Plan on Ageing	✓	✓	✗	✗	✓	✓ SP	✓
University/research partnerships	?	?	?	✗	?	?	?
Promoting Healthy Ageing							
Activities & Lifestyle programs	✓	✓	✓	✓	✓	✓	✗
Special celebrations	✓	✓	✓	✓	✓	✓	✗
Seniors Clubs	✓	✓	✓	✓	✓	Leisure Learning centres	✗
Educational workshops e.g. computers	✓	✓	✓	✓	✓	✓	✗
Recreation e.g. swimming, aquarobics, outings	?	?	?	✓	?	?	✗
Manages Volunteers	✓	?	✗	✗	✓	✗	✗
Supports volunteer recruitment e.g. HACC	✓	✓	✓	✓	✓	?	✗



	W	HH	R	LC	K	H	NS
Community Capacity Building and engagement							
Staff Support to local organisations & groups	✓	✓	✓	✓	✓	✓	✓
Grants	✓	✓	✓	✓	✓	✓	✓
Advocacy	✓	✓	✓	✓	✓	✓	✓
Direct Service Delivery							
Home maintenance and Modification	✗	✗	✗	✓	✗	✓	✗
Social Support	✓	✗	✗	✗	✗	✓	✗
Day Care	✓		✗	✗	✗	✗	✗
Domestic Assistance	✓	✗	✗	✗	✗	✗	✗
Linen Service	✓	✗	✗	✗	✗	✗	✗
Respite	✗	✗	✗	✗	✗	✗	✗
Personal Care	✗	✗	✗	✗	✗	✗	✗
Meals on Wheels	✗	?	?	?	✓	✗	✗
Other HACC e.g gardening						✓	✗
Housing Choice and Affordability							
Direct provision	✗	?	✗	✗	✗	✗	✗
Supports direct provision e.g. land, governance, funding	✓	✓	✗	✓	✓	?	✓
Affordable Housing strategy & contributions	✓	?	✗	✗	?	?	✓



	W	HH	R	LC	K	H	NS
Access and Mobility							
Transport - direct	✓	✗	✗	✗	✗	✗	✓
Transport - support	✓	✓	✓	✓	✓	✓	✓
Access Committee and advice	✓	✓	?	✓	✓	?	✓
Recreation e.g. swimming, aquarobics, outings	?	?	?	✓	?	?	✗
Manages Volunteers	✓	?	✗	✗	✓	✗	✗
Supports volunteer recruitment e.g. HACC	✓	✓	✓	✓	✓	?	✗
Access and Mobility plans for ageing/disability e.g. footpaths, public spaces, open space	✗	✗	✗	✓	?	?	✓
Dedicated plans to improve access to public services e.g. waste, libraries, bus stops, pools, community centres and cultural spaces	✗	✗	✗	✓	?	?	✓
Concessions and revenue foregone							
Rate concessions	✓	✓	✓	✓	✓	✓	✓
Other e.g venue hire, use of Council buildings	✓	✓	✓	✓	✓	✓	✓

Scale

- ✓ information provided or available on website to confirm Council involvement
- ✗ Information provided or available on website suggests Council does not provide
- ? Uncertain and needs to be clarified by Council as no information provided to confirm
- * Operates a service on behalf of other Councils in the region or sub-region



Appendix 3 Workshop Feedback

A workshop was held on 11 October with participants from each of the NSROC Member Councils. Representation included from Community Services, Strategic Planning and broader planning and transport divisions of each Council

The purpose of the workshop was to review the draft report on the NSROC Regional Ageing Priorities and provide a forum for feedback.

After discussing the issues and opportunities for NSROC on ageing, the workshop assembled in four groups around each of the four recommended regional ageing priorities included in the draft report.

The following tables summarise what was said from each group on each of the four regional ageing priorities. Each group reported back on three questions.

Housing Choice and Affordability
1. General feedback
Consider this issue within the framework proposed under the revisions to the NSW Planning legislation including for Affordable Housing
Sub –regional plans are envisaged and this is an opportunity for NSROC to work as a region
This is an opportunity and the scope of what is presented in the draft report is realistic and achievable
2. High-level actions for regional approach
Focus on opportunities for high and medium density housing to improve housing choice and affordability
Adopt the same standards for adaptable and affordable housing across NSROC region to strengthen position with developers
Advocacy needed to Commonwealth Government to reform taxation and means testing for age pension to encourage older people to downsize and use some of the sale proceeds without financial penalty.
Important to clarify what is meant by demonstration projects and that this does not necessarily mean housing projects done by Local Government. Local Government has two avenues to achieve demonstration projects: Use their land and work with joint venture partners e.g. community housing or aged care providers and Use planning controls to achieve affordable and adaptable housing. It will be important to have consistent models for how this is done rather than every Council doing it a different way.



Housing Choice and Affordability
Invest in earlier planning and do research on overseas and Australian models including from Scandinavian countries where age-integrated models are done.
3. Who needs to be involved?
<p>All NSROC Councils including local planning forums</p> <p>Commonwealth government (taxation/pension eligibility)</p> <p>State Government (Planning legislation, Ageing strategy, Housing NSW)</p> <p>Potential partners for joint ventures (Aged Care providers, community housing providers, affordable (NRAS) housing providers, developers)</p> <p>Willoughby Council – NSROC Councils need to understand how the Dougherty Apartments joint venture model works and if this can be replicated.</p>

Access and Mobility
1. General feedback
Reduce the need to travel through better urban design. It is important to provide appropriate housing close to transport and other service infrastructure. Doing this well enables people to downsize in their own community and have better access to services.
2. High-level actions
Develop a sustainable business model for “Hail and Ride” micro-transport services. The issue to be fixed is that these micro-transport services are not allowed to replicate existing bus routes and operators (Councils) can’t charge for the service. These are the two barriers than need to be addressed and then it will be feasible for Councils to consider micro-transport services on a regional basis.
Micro-transport services need to operate where there are gaps in the current network and what research shows about desired destinations.
Community Transport options need to be considered as possible providers of micro-transport services. E.g. NSROC Councils could tender on a regional basis for operators including community transport providers. Ku-ring-gai Council said they had been approached by a private operator to operate a Hail and Ride micro-transport service.
Use opportunities across NSROC Councils where town centres are planned to integrate housing with transport and other services.
Draw on best practice examples of “place-making” in creating environments where everyone can have access to services near where they live. This reduces people’s need to travel.
Develop an NSROC Access and Mobility committee to guide this work. The NSROC Transport Committee is inactive.



NSROC | Towards a Regional Strategy on Ageing

Access and Mobility

Find ways to keep the communication going between responsible staff across all of the NSROC Councils to encourage collaboration and working together

3. Who needs to be involved?

Transport for NSW (regulator)

Current providers

Community Transport providers

NSW Urban Planning (Planning review and Urban Consolidation)

Responsible officers from NSROC Councils where there are examples of good practice

Building capacity in home and social support

1. General feedback

Local Government does not have a voice in the Commonwealth aged care reforms and what is happening around the re-design of the Home and Community care program and the new Home Support Program (HACC). This is causing a great deal of concern in each of the NSROC Council areas because current providers face uncertainty about what they need to do to adapt to new consumer-directed policies. A number of Council representatives spoke of reviewing their role in HACC and how they were allocating grants however there does not seem to be a consistent approach across NSROC.

2. High-level actions

Re-align current service delivery models to Living Longer Living Better (LLLBB). If we don't do this now we won't be there in the future. Doing this on a regional basis may be more effective.

Assist smaller community organisations to adjust to the LLLBB reforms otherwise they won't be there in the future.

Understand more about the role of Local Government in HACC in Victoria and adopt the good parts of their approach. Victoria has been more effective than other States in advocating for the preservation of HACC in their state.

Review what subsidies are given to community service providers of home and social support. This happens in various ways across NSROC Councils e.g. Ku-ring-gai representative said that Council providers 500K-600K per annum in rental subsidies. Some participants questioned why Local Government continues to support "business like" charities with subsidies when so many smaller community organisations are struggling.

Review and re-align the role of Local Government in home and social support and agree what is the most appropriate level of involvement for Local Government. We need to do this on a regional level and develop more sustainable service delivery and business models.

Map all home and social support services across the NSROC region to identify gaps and opportunities for working more effectively together across the NSROC region.



Building capacity in home and social support
Get a seat for Local Government at the LLLB Reforms. The NSW Local Government Association is the best placed to do this.
Establish an NSROC Regional One Stop Shop for information on home and social support services. We all have this information however it is not always visible at a regional level. NSROC could arrange to support the “back office side to this”.
Re-align all of the sub-regional planning forums for HACC to a regional approach.
Create and promote accessible and interesting public spaces where people can congregate and come together
3. Who needs to be involved?
NSW Government Commonwealth Government Whole of Council Get buy-in from elected representatives Aged and Community Care providers

Connecting people through information
1. General feedback
There is an opportunity to pick up on the NSW Government “One Stop Shop” information strategy and the Commonwealth Government’s Aged Care Gateway to agree what is the role of Local Government in information provision. A Regional information Hub should be explored. All Councils have rich information and this needs to be brought together at a regional level enabled by a digital strategy including apps, social media, Facebook page, online etc.
2. High-level actions
Use social media to get followers and provide updates on Community Events
Bring information together at a regional level. The information is there but people don’t know how to access it. We want a locally connected community.
Segment the population and have information available that is relevant for different segments. Don’t treat the 65+ populations all the same.
Offer training on how to use digital information and applications.
Become more effective in advocacy around the design and operation of the Commonwealth’s aged care Gateway and make sure there are ways in which information can be provided to people in local communities rather than through one central phone line.



Connecting people through information

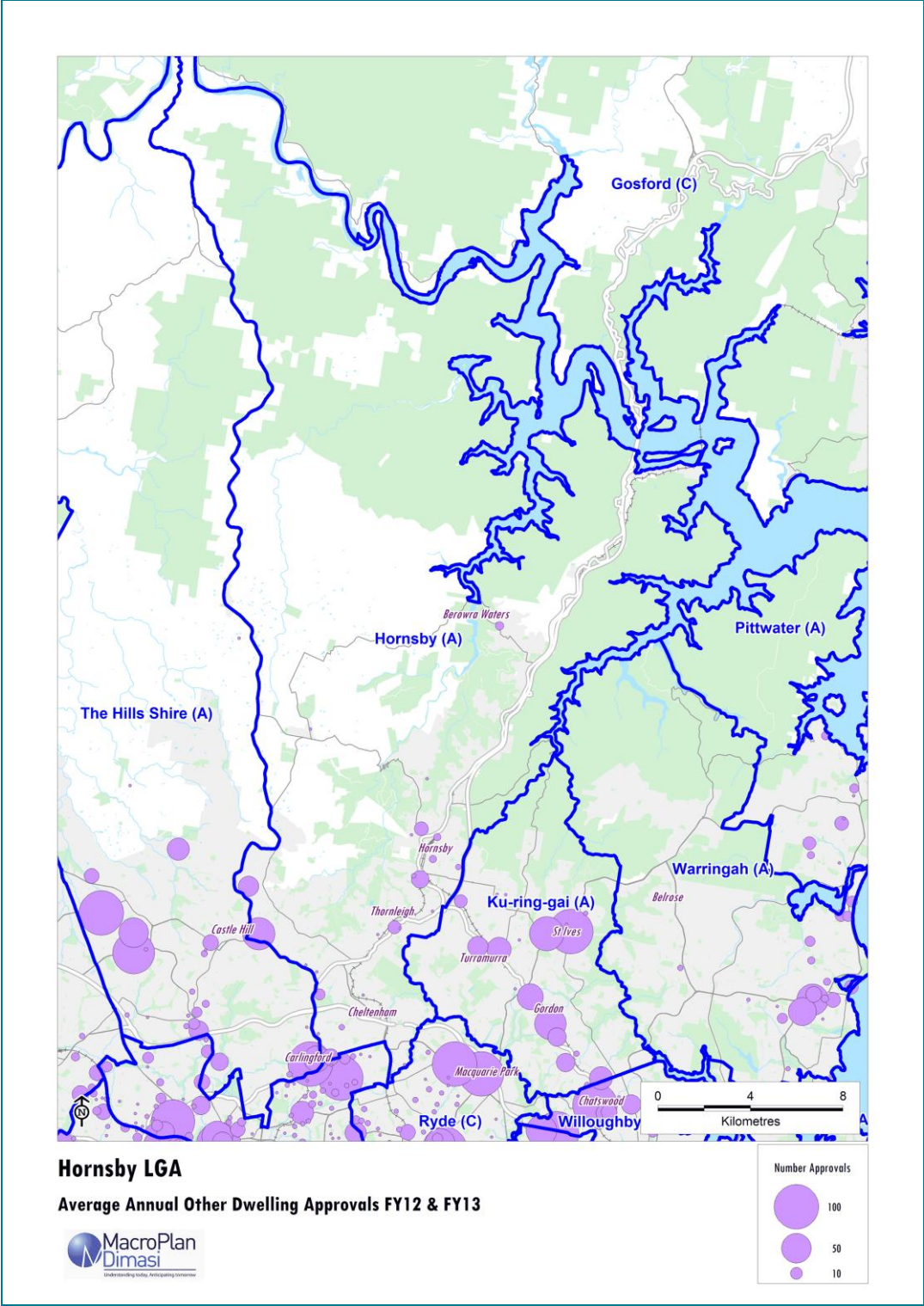
Make sure all NSROC Councils use the same system for compiling and disseminating information. E.g. Ryde Council has effectively used the Do Something Near You site or a Community Council Portal could be built. Shore Links is a community information system and could be used for this.

Have one number to call for information rather than to every Council

NSROC Councils have significant opportunities to use their planning responsibilities to increase the choice of appropriate and affordable housing for older people.

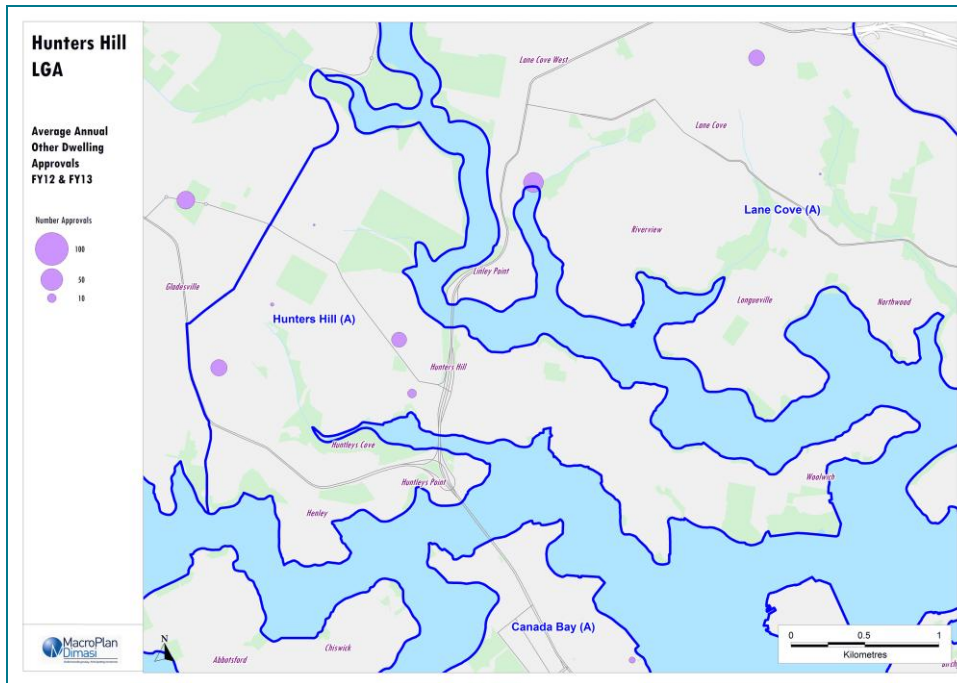


Hornsby

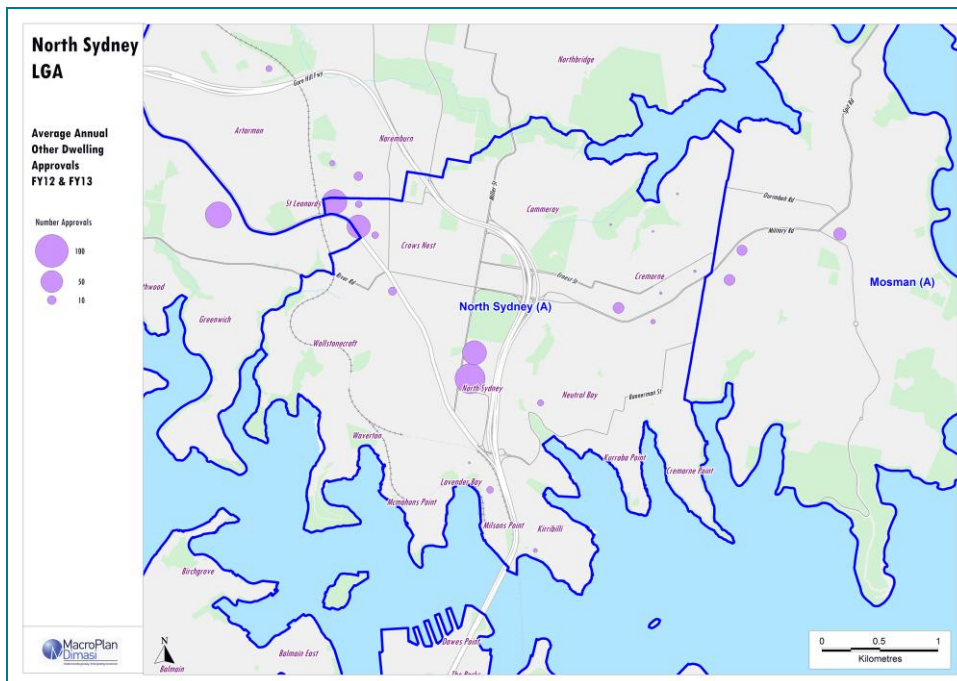




Hunters Hill

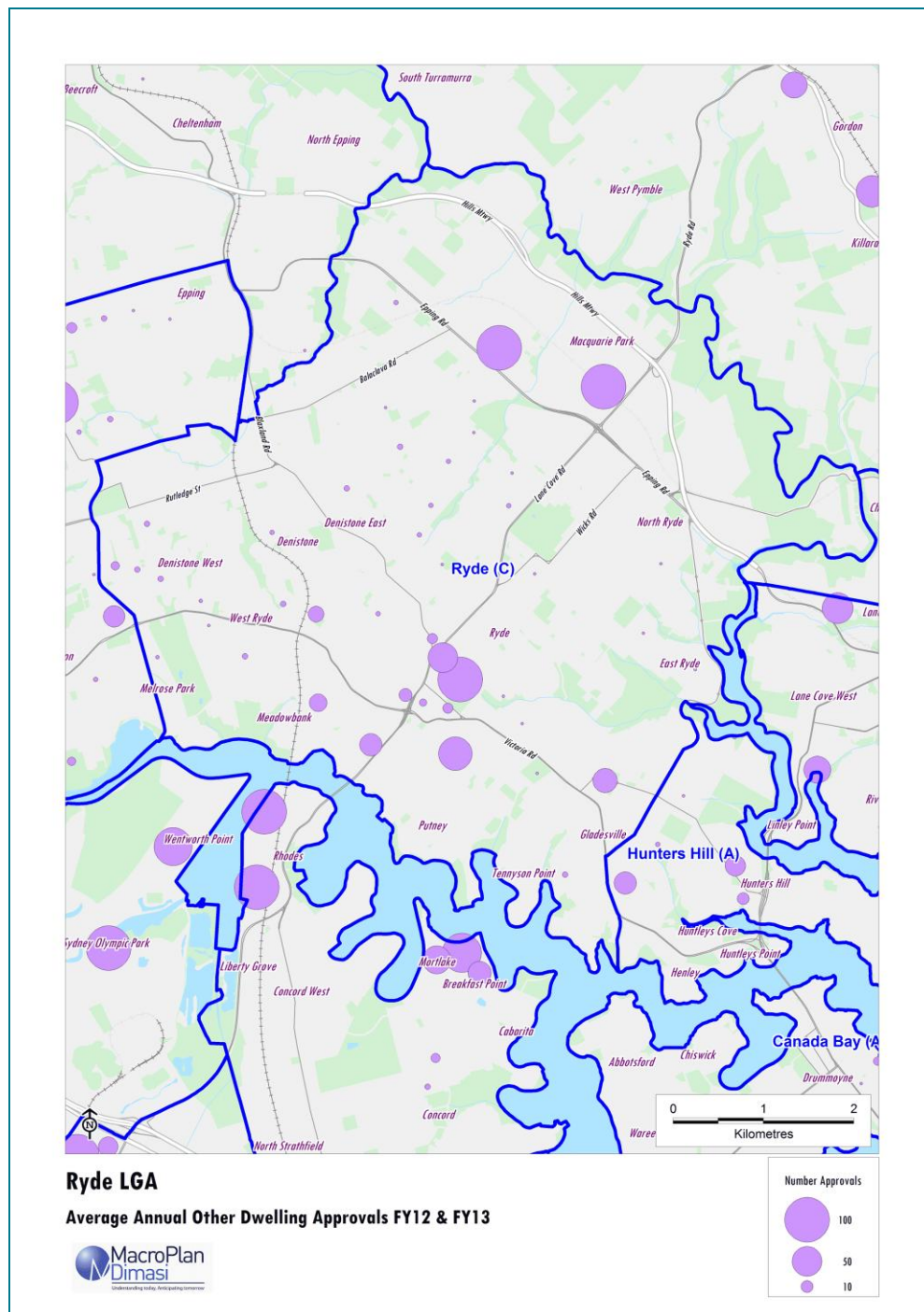


North Sydney



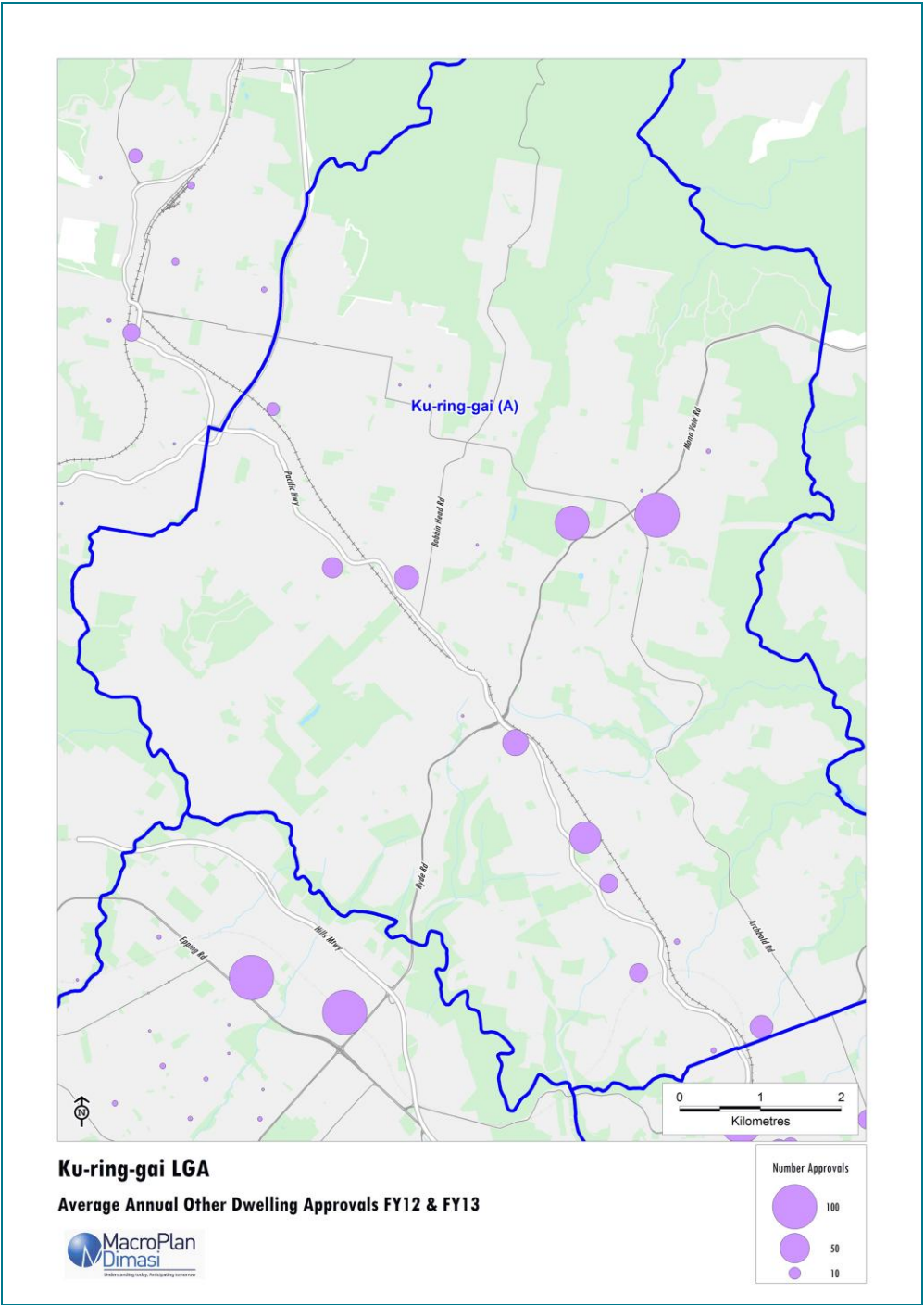


Ryde



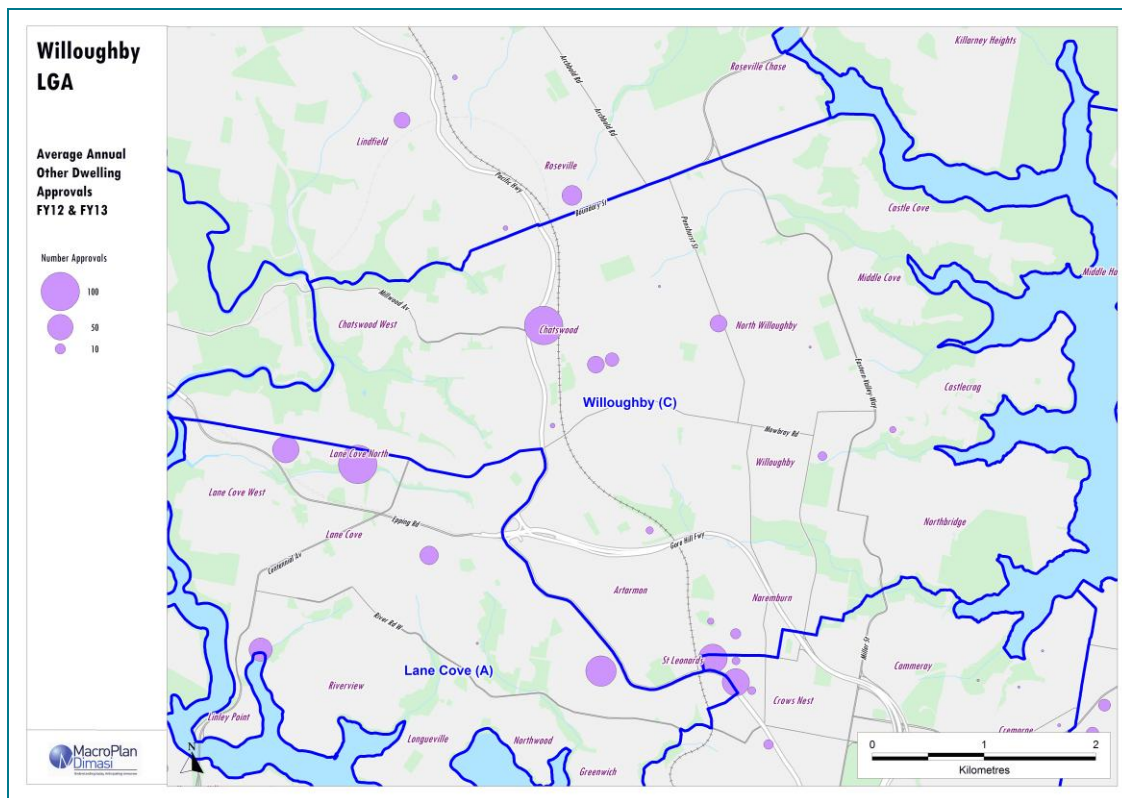


Ku-ring-gai



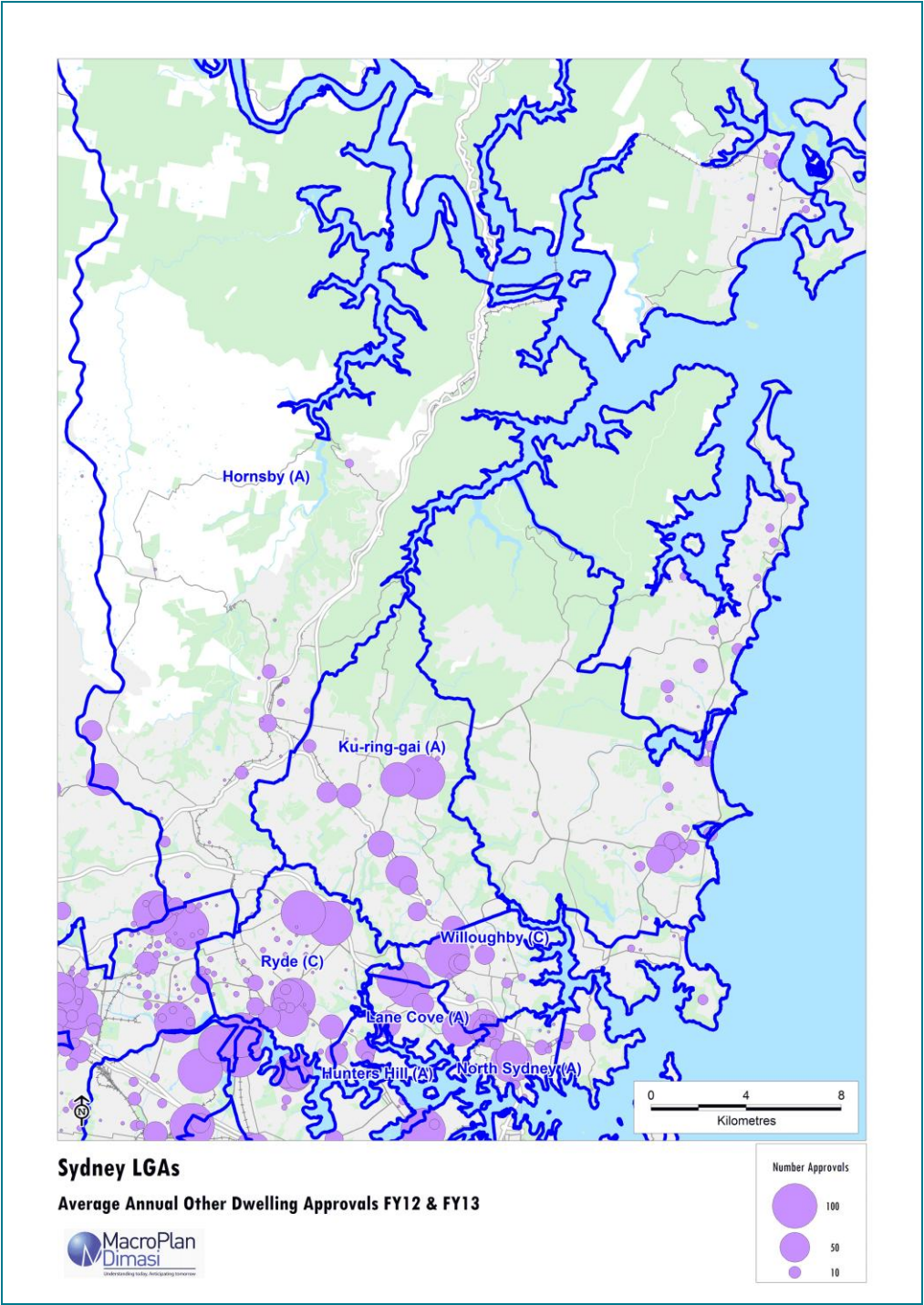


Willoughby





Sydney LGAs





Gillian McFee
& associates