

Ageing Plan 2018-2022



Involved Connected Valued

Acknowledgement of Country

Wollongong City Council would like to show their respect and acknowledge the Traditional Custodians of the Land, Elders past and present and to extend that respect to other Aboriginal and Torres Strait Islander people.

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Message from the Lord Mayor

It is my pleasure to present Council's second Ageing Plan. The Ageing Plan 2018-2022 sets out how Council will work towards making Wollongong a place where our City's older residents are supported to remain involved, connected and valued in their communities. We're looking forward to building on the great work of our first Plan.

Like many other communities in Australia, Wollongong has an ageing population. In 2006 there were 28,726 people 65 and over and by 2016 this number grew to 35,934. Over the next 20 years we're expecting this number to grow by a further 38.5%.

This Plan has been informed by research and consultation with our community. It's really pleasing to see that 82% of the older people we surveyed said that "Wollongong is a good place for older people to live".

I would like to thank everyone who took the time to share their ideas for making Wollongong an even better place for older people to live and be involved, connected and valued.

This Plan will guide Council in making sure that the needs and aspirations of our older residents are considered as part of our decision making now and into the future.

We're really proud to be making Wollongong a great city for all people.

Lord Mayor
Councillor Gordon Bradbery AM



Background

In 2011 population ageing was raised as an issue of concern at a community summit held in Wollongong. In response, Council developed and delivered the first Wollongong Positive Ageing Plan 2013 - 2017. As we moved towards the end of the life of this Plan, Council agreed that ageing remained an important consideration, and developed this new Ageing Plan.

Our population is continuing to age because people are living longer, not having as many children, and the baby boomer generation is reaching retirement age. In response, all levels of government in Australia have developed policies focused on population ageing and recommending ways forward. These policies have one common theme - Australian, State and Local Governments all need to work together to improve people's experience of ageing.

The number of people living in Wollongong aged 65 years and over will increase from 35,934 (17.3% of the population) in 2016 to 50,753 people (19.9% percent of the population) by 2036.¹ At that point, there will be more people aged 65 years and over than there will be under the age of 15. Our City's fastest growing population group is those aged 70 to 84. This group is expected to increase by 46.7% from 20,711 in 2016 to 30,398 in 2036.¹

We recognise that it's important to hear from older residents about their experiences of ageing in Wollongong. That's why, between February and May 2017, Council asked people 65 years and over, and Aboriginal people aged 50 years and over, to share their thoughts about ageing in Wollongong.

This Plan talks about what Council learned from the consultation and how we will support our City's older people over the next four years.

1. Source: 2016 Australian Bureau of Statistics, Census of Population and Housing. Compiled and presented by .id the population experts.

Data: People 65 and over



35,934 people are aged 65 and over ¹



There are 911 Aboriginal people aged 50 and over ¹



34,389 or 16.8% speak a language other than English at home, compared to 25.2% in NSW ¹



5,750 or 16% volunteer, compared to 17.3% in NSW ¹



5,266 or 10.8% provide unpaid childcare, compared to 9.2% in NSW ¹



4,562 or 20.5% provide unpaid assistance to a person with disability, compared to 19.9% in NSW ¹



20.7% identified as needing assistance, compared to 18.1% in NSW ¹



70.2% live in low income households, on less than \$650/week, compared to 64.5% in NSW ¹



8,425 or 26.8% live in lone person households, compared to 25.2% in NSW ¹



63.2% own their own homes, compared to 60.1% in NSW ¹



In 2017 there were 1,772 people living with dementia in the Wollongong LGA. This is expected to increase to 3,364 by 2050 (growth of 90%) ²

1. Source: 2016 Australian Bureau of Statistics, Census of Population and Housing. Compiled and presented by .id the population experts.

2. Source: Alzheimer's Australia 2017

Purpose

The Ageing Plan's purpose is to describe the key priorities for making our City a great place for older people.

The Plan has 16 priorities that come under the following five focus areas:

1. Create liveable communities
2. Celebrate older people and promote positive community attitudes and behaviour
3. Improve access to services and support
4. Support use of technology and access to information
5. Enable participation in community life

The priorities in this Plan reflect current research and what older people said would make Wollongong a great place to live. This Plan lists the things we will do and will guide our work over the next four years. Whilst Council isn't responsible for all of the priorities in this Plan, we will share it with other organisations to make them aware of what is important to our City's older people.

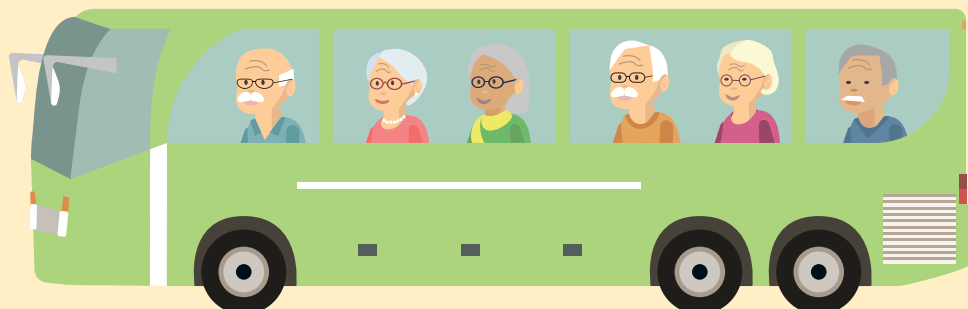


Council's role

Council has a role in providing a range of services and facilities for our community in the Wollongong Local Government Area (LGA).

These include:

- Public spaces
- Public toilets
- Community facilities – libraries, community centres, halls
- Public pools and beaches
- Leisure centres, sports fields, gardens, parks, playgrounds and outdoor fitness equipment
- Waste services
- Assessing development applications and land use planning
- Crematorium and cemeteries
- Transport infrastructure and road safety including transport and traffic management, bus stops, local roads, shared pathways, footpaths, cycle ways and parking
- Community Transport and Social Support Services (subject to external funding)
- Information and support to the aged care sector
- Events and cultural activities



Participation of older people

Many residents aged 65 and over use Council services and facilities.

Examples include:

Leisure Centres and Outdoor Fitness Equipment

Across our two leisure centres members can use a variety of facilities such as pools, tennis courts, squash courts, athletics field, gym equipment and group exercise classes.

At Beaton Park 43% and at Lakeside 25% of members are aged 65 and over. Our centres offer 15 physical activity programs for seniors each week.

Aged Care Services (funded by the Australian Government)

Community Transport: Wollongong-Shellharbour provides taxi vouchers and individual and group transport to eligible older residents. These programs currently provide service to 5100 people across the Wollongong and Shellharbour LGA's.

Social Support Services offers a range of respite options, activities and social outings for eligible older people and their carers. 308 residents currently use these services.

Library Services

Council operates 7 libraries across the LGA. 11,330 or 13.7% of our library members are 65 and over.

Home Library Service

This service delivers books to 275 residents who are housebound, most of whom are older.

Tech Savvy for You

In 2016-2017, more than 835 people participated in this program which provides free training on smartphones, tablets, computers, social media, internet, shopping and banking online and cyber safety.

Volunteering Opportunities

Council run a number of programs which support people to give back to the community through volunteering. In 2016-2017 more than 1,000 older people volunteered for the following:

- Volunteering Illawarra
- Bushcare
- Community Transport and Social Support
- Home Library Service
- Friends of Wollongong Botanic Garden
- Friends of Wollongong Art Gallery
- Friends of the Library
- Events, festivals and programs



Botanic Garden

Friends of the Botanic Garden provide 45-minute tours of the Garden each week. They also have two mobility scooters available for hire free of charge every weekday. Both the guided tours and the mobility scooters are well used by older visitors.

Community Development Worker Aged and Disability

This position provides information and advice across Council on matters affecting older people. The position provides support to the aged care sector and delivers projects that engage, recognise and celebrate our City's older people.

Many older residents also participate in many of our programs and projects.

Examples include:

Seniors Festival

Each year Council celebrates NSW Seniors Festival. In 2017 the Festival had 87 activities which ran across 10 days.

Golden Oldies: Screen Dreams in Pictures

This positive ageing project was supported by funding from the Office for Ageing, Family and Community Services, and Local Government NSW. Local seniors recreated scenes from their favorite movies and television shows. Photographs of the scenes were displayed across the City and uploaded to social media.

Keep it Clear!

This was a partnership project with people in our community who are blind or have low vision, Vision Australia and TAFE Illawarra Institute. They worked together to create a poster campaign to raise awareness about the access challenges people with disability face when getting around our City.



Council's planning process

Council has one Vision, one Program and one Plan. This is the Community Strategic Plan, Delivery Program and Annual Plan. The Ageing Plan is a supporting document that will inform the actions in our Annual Plan.



Community Strategic Plan



Supporting Documents

- Council has two types of supporting documents:
- Strategy level documents
 - Implementation Plan proposals



Delivery Program

The outcome of the decision making process is the Resourcing Strategy Delivery Program and Annual Plan



Decision Making

- What are the priorities
- What will we do
- How will we make it happen

Implementation

- Construction
- Service
- Achieving goals



Aged and Disability Directory



Viva la Gong Festival



Construction of Puckey's shared pathway

Developing the Plan

Research

- Reviewed current research and policy
- Analysed demographic data
- Collected and analysed data for use of Council services by people 65 and over
- Prepared a Discussion Paper

Consultation

Community Survey

- 389 people responded to the survey either online or in hard copy

Community Conversation

- 93 people participated in a community conversation

Focus Groups

- 45 older people participated in five targeted focus groups

Workshops

- 34 people participated in two workshops

Strategy Development

Draft strategies and actions were prepared based on what the community told us was important.

Endorsement

The Draft Ageing Plan was placed on public exhibition and the community provided feedback before the Plan was adopted by Council.

Consultation: What did our City's older people say?

Council consulted the community between February and May 2017:

Key Survey Results

- 79% of respondents had lived in Wollongong for more than 20 years
- 82% said "Wollongong is a good place for older people to live"
- 76% said they "feel part of their local community"
- 93% said they "feel safe in their neighbourhood during the day"
- 71% said they "feel safe in their neighbourhood at night"
- 85% said they were physically active either daily or more than once a week
- 69% said they had "access to all of the services they currently need"
- 24% said they "were full time carers"
- 85% were retired

Our older residents said they like to walk, swim, garden, cycle, catch up with friends and family and volunteer.

They liked living in Wollongong because of the:

- Beaches and mountains
- Access to services
- Opportunities to meet with family and friends
- Short distance to Sydney
- Places and spaces to connect with people in their community

They would like:

- A more linked and connected public transport system (buses and trains)
- Better access to key services
- Better footpaths and public toilets
- More accessible buildings
- To be valued and respected more
- More affordable events and recreation opportunities
- Better access to information in print and plain English
- More outdoor fitness equipment

Information Technology

Information technology was a strong theme during the consultation.

17% of survey respondents were confident using technology.

Many experienced challenges with getting information. They said:

- The internet is confusing
- Having a computer is expensive
- Going online to search for information is difficult

73% would like to learn more about computers, smartphones, internet, iPads and tablets, Skype and social media.

10% were not interested in learning about information technologies.

Priorities for making Wollongong a better place for older people to live were:

84% said “positive community attitudes towards older people”

81% said “more accessible, user friendly information” was a priority

78% said “upgraded accessible and age friendly community facilities”

78% said “more aged friendly, affordable housing options”

77% would like “more involvement in community decision making”

77% said the need for “better public transport”

73% said they would like to learn more about using information technology

72% would like “more age friendly health and fitness programs”

64% said “more social activities”



Focus Groups

We held five targeted focus groups with older people we don't often hear from. Below is a summary of what they told us:

Aboriginal Elders: Women

- More information about affordable community transport options
- Better footpaths and more accessible parking close to services and the hospital
- More information about services that can support with caring for grandchildren
- Someone to come to their group to teach them how to use mobile phones, internet and Facebook
- Council to report back to the group about the progress of the Ageing Plan

Aboriginal Elders: Men

- Better public and community transport to get to community events and services
- More support with accessing My Aged Care and more affordable services
- More toilets across Wollongong that are wheelchair friendly
- To acknowledge the history of racism towards Aboriginal people and promote positive community attitudes towards older Aboriginal people

Lesbians and Women who identify with the Lesbian Gay Bisexual Transgender Intersex (LGBTI) Community

- More services that are LGBTI friendly and sensitive to their identity and needs
- To be recognised and respected as both a woman and a lesbian
- Women only housing that is affordable and age friendly
- Creation of a social support group that connects older lesbians

Men who identify with the Lesbian Gay Bisexual Transgender Intersex (LGBTI) Community

- To improve community attitudes so they can feel more connected to the wider community
- Development of an information directory of general practitioners and allied health professionals that are LGBTI friendly
- Council facilities to become LGBTI 'Safe Place', so they feel acknowledged, welcome and safe

Older Men

- More affordable internet packages so they can use the internet and find information
- More flexible work arrangements
- Services to be located in one place connected to transport
- Better promotion of opportunities to volunteer



Workshops

We held two workshops with local aged care service providers and Council Officers.

Dementia-Friendly Communities Workshop

Council Officers participated in a workshop about 'Dementia-Friendly Communities' to look at how the principles could be included in their work.

Some ideas included:

- Raising community awareness about dementia
- Creating spaces that are dementia-friendly
- Include dementia-friendly principles in the design of public spaces and facilities
- Provide dementia awareness training to Council Officers

Wollongong Home and Community Support Network Workshop

Local service providers and Council Officers participated in a workshop to discuss how their services could better support older people.

Some ideas included:

- Provide more information to older people and their carers seeking aged care services
- Training in how to deliver service to older people from diverse backgrounds
- Assist and support clients wanting to learn more about information technology



Focus Areas: What Council will do

1. Create Liveable Communities

Liveable communities are places where people can move about easily to access services and facilities and participate in community life. Our older residents indicated a well-connected and accessible public transport system is vital to maintain independence and stay involved in community life.

Priorities

Older people have access to a variety of public, private and community transport options that are affordable, accessible and connected

- Advocate for a shuttle bus route in the south of Wollongong
- Consult Transport NSW about improving public transport options that link older people to services and facilities
- Continue to deliver Community Transport services in line with the funding agreement

Older people can easily and independently move around the community to access services and facilities

- Increase the number of accessible bus stops that have seating, shelter and links to paths of travel
- Improve footpaths that link important places like town centres, parks, railway stations and bus stops
- Have seating and shade at regular points along paths of travel
- Continue to advocate for access upgrades to train stations
- Increase the number of designated accessible parking spaces across the LGA

Older people can access and use buildings and community facilities

- Continue to undertake access appraisals of our buildings and upgrade them
- Design our buildings and facilities so they are accessible for everyone
- Implement a program to improve public toilets in key locations across the LGA

Older people have access to a range of affordable housing options that consider their needs

- Continue to require and look to increase the number of adaptable units in new residential development
- Consult services who assist older homeless people to identify opportunities for Council to better support their work
- Continue the preparation of the housing study

Work towards creating age and dementia-friendly communities

- Raise community awareness about dementia
- Incorporate dementia-friendly communities principles into our work
- Provide dementia awareness training for Council Officers
- Incorporate age and dementia-friendly design principles and solutions into urban renewal projects
- Support age and dementia-friendly initiatives such as 'Age Friendly Illawarra'





“I come down to the outdoor gym equipment most mornings. Even though the recovery from my stroke has been slow, using the equipment has helped ”.

I still clearly remember I had my stroke about 7 years ago, it was Easter Sunday. It was a shock because I exercise regularly.

Health is important, without it life is frustrating. Exercising and not overeating are important to watch and keeping in touch with friends is also important.

John

2. Celebrate Older People and Promote Positive Community Attitudes and Behaviour

People's attitudes impact all aspects of community life. Older people want to feel valued and recognised for the contribution they make to their communities, to be an active and visible part of the community, and to connect with young people.

Priorities

Older people are recognised for the valuable contribution they make to our community

- Support events and programs that recognise the lives, diversity and achievements of older people
- Continue to support a category that recognises the achievements of older people as part of our Australia Day celebrations
- Continue to deliver a program of events to celebrate NSW Seniors Festival that reflects the diversity of our community

Older people would like the broader community to show positive attitudes towards them, and respect and value their diversity, contribution and wisdom

- Develop and implement projects that promote and raise awareness of the positive contribution older people make to our community
- Support intergenerational projects that bring older and younger people together

Older people would like to be more involved in making decisions about their community

- Continue to support older people to have their say about Council plans, strategies and projects
- Report back to the Aboriginal Elders Women's group about the progress of the Ageing Plan



“I feel that with the blessings I have had in life comes responsibility to the world around me, for instance righting injustices and volunteering”.

I have amazing grandchildren whose insight and wisdom always surprise me, they tell me I'm unconventional and maybe I am because I don't like 'boring'. I have many interests that keep me happy and I believe keeping physically active is important because as you get older it gets more difficult to bounce back. I believe and live by the motto 'the key to your happiness is in your own pocket'.

Franki

3. Improve Access to Services and Support

Access to health and aged care services is essential in supporting our older residents to stay well. Many people receive help with daily tasks such as cooking and cleaning, or getting out and about to enable them to live independently. During the consultation most older people indicated they were happy with the aged care services in our community.

Priorities

Older people have access to appropriate health and aged care services to support them to live independently

- Participate in planning activities to improve services for older people
- Resource and support aged care services to deliver high quality services and activities for older people
- Continue to promote and deliver Community Transport, Social Support Services and the Travel Training program in line with funding agreements
- Investigate the possibility of providing a social support group to connect older lesbians





“You need to plan for your future, the government isn’t always going to be there to look after you”.

My family has lived in the Wollongong area for some generations. I worked at John Lysaght Australia, Research Department in an admin role for 29 years. Today I volunteer at a local Salvos Store, I like the people there...

Sharing your life with someone is one of the greatest joys, very few people are happy to live alone. Also not being afraid to be yourself and being comfortable within yourself is important, especially when you’re young.

Alan

4. Support Use of Technology and Access to Information

Whether it's online, in person or in hard copy, older people need a variety of information sources to make choices and manage change in their lives. Since the development of Council's first Plan there has been a big increase in the number of older people who use and would like to learn more about information technologies.

Priorities

Older people can easily and independently access information to support them to make choices, and stay connected and involved in their communities

- Keep our Aged and Disability Directory up-to-date in print and online
- Continue to promote and improve our online Community Information Directory
- Provide information and communications in a printed format using plain English and a large clear font
- Continue to tell people about helplines and government services that support and protect older people
- Promote 'My Aged Care' and how to access it

Older people are supported to learn more about information technologies including internet, email, social media computers, smart phones and tablets

- Continue to run the 'Tech Savvy for You' program at our libraries
- Support programs that help older people to use information technology



“I’m 71 and have an interest in how older people can be supported through the use of technology to stay engaged”.

I taught myself programming which I also eventually taught. Technology has enabled women to do many of the things that only men once did.

I’m a ‘greenie’; we should look ahead, not just 10 years but 150 years. We have a responsibility to generations that come after us. I find most satisfying the people whose lives I’ve influenced, be it my family, the students I’ve taught or the women who have been encouraged by my example.

Helen

5. Enable Participation in Community Life

Participating in community life supports social interaction and feelings of involvement, and contributes to a sense of self-worth.

Priorities

Older people would like opportunities to learn and remain connected and involved in their communities

- Continue to support older people to be involved in activities at the IPAC, Art Gallery and Libraries
- Continue to run the Home Library Service
- Continue to support older people to be involved in environmental programs
- Involve older people in the development of Local Studies projects
- Promote activities in our community facilities and halls
- Promote accessible tourism opportunities at our three tourist parks
- Continue to make our pools more accessible and tell people about them

Older people would like to give back to their communities by using their skills and experience to volunteer

- Continue to support volunteering by delivering the Volunteering Illawarra service in line with the funding agreement
- Promote opportunities for older people to volunteer with Bush Care, Friends of the Library, Friends of the Art Gallery, Friends of the Botanic Garden, and community services and community events

Older people feel safe at home and in their communities

- Continue to deliver road safety and pedestrian campaigns
- Raise awareness about elder abuse and ways to respond
- Provide inclusivity training for our libraries and community facilities staff

Older workers have more flexible work hours and opportunities to learn new skills that will help them stay in the workforce

- Host conversations about age in the workforce and how to support older worker participation
- Support ideas and programs that attract and retain workers in the aged care sector

Older people would like more opportunities to access affordable physical activity programs for seniors

- Pursue funding opportunities to install more outdoor exercise equipment
- Continue to provide and promote programs for seniors at Council's leisure centres





“Helping others and volunteering is important and keeping a healthy mind, body and spirit as I age, keeps me positive. I have learned a lot and now is the time to give back”.

Over many years, I worked for the Department of Immigration, Department of Education, and for 21 years with the Department of Health. Our life in Australia has provided many opportunities which I have greatly appreciated.

I am happiest when my family is happy and other people are happy.

Quan

Delivering the Plan

Integration

The actions in this Plan will become part of our Delivery Program and Annual Plan and will help us to deliver Wollongong's Community Strategic Plan.

Implementation

A detailed Implementation Plan that includes timeframes, priorities, resources, and responsibilities has been developed to help with the delivery of the Plan.

Evaluation

Measures have been developed to record our progress towards delivering this Plan. Data will be collected throughout the implementation of the Plan.

Reporting

Our progress towards delivering this Plan will be reported as part of Council's annual reporting processes.

Resourcing the Plan

This Plan will be used to help Council make decisions:

- Actions that need funding will be considered as part of Council's annual budget planning processes
- Actions that do not cost additional money to deliver will be included in Council's Annual Plan and Delivery Program
- Council may apply for external funding to help deliver actions in this Plan

Measuring our progress

Indicators to show progress towards meeting the priorities in the Plan are shown below.

Create Liveable Communities

Indicator	Measure
↑ % of older people who are satisfied with Council's public toilets	1. Community Survey 2. Customer satisfaction measure for newly installed toilets
↑ % of older people who are satisfied with footpaths	1. Community Survey 2. Customer satisfaction measure for newly installed footpaths
↑ number of accessible bus stops and shelters ↑ number of older people who are satisfied with bus stops and shelters	1. Council data 2. Community Survey
↑ number of accessible parking spaces in key locations	Council data
↑ accessibility of recreation services, community facilities and libraries	Council data

Enable Participation in Community Life

Indicator	Measure
Number of older people participating in and satisfied with Council events	1. Community Survey 2. Customer satisfaction measure
% of older people who feel safe in their neighbourhood and the community	Perceptions of Safety Survey
Number of older people who are contributing to their communities by volunteering and are satisfied with volunteering opportunities	1. ABS Data 2. Council data

Celebrating and Promoting Positive Community Attitudes and Behaviour

Indicator	Measure
Number of community projects and campaigns that raise awareness of the positive contribution older people make to the community	Council data
Number of older people participating in the Seniors Festival who are satisfied with the festival	1. Community Survey 2. Customer satisfaction measure
Number of community development project partnerships, and community satisfaction with these partnerships	1. Council data 2. Customer satisfaction measure
Number of older people who have participated in Council's community engagement activities	Community Survey

Improve Access to Services and Supports

Indicator	Measure
Meet service outputs for Community Transport and Social Support Services in line with funding agreements	Council data

Support Use of Technology and Access to Information

Indicator	Measure
Number of older people who participate in and are satisfied with the Wollongong City Libraries' 'Tech Savvy for You' classes	1. Council data 2. Customer satisfaction measure
Number of partnerships created to support access to information technology for older people	Council data
% of older people who can easily find the Council information they are looking for	Community Survey



Involved Connected Valued