NSW AGEING STRATEGY 2016–2020
Year One Progress Report

A whole-of-government strategy
and a whole-of-community approach

NSW Ageing Strategy 2016–2020 at a glance

Priority	Objective	Action area
Health and wellbeing	Older people in NSW are encouraged to live active and healthy lives through improved physical and mental wellbeing.	Staying physically active and healthy Maintaining health and wellbeing for older people at risk of falls Supporting health services to respond
Working and retiring	Older people in NSW have opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.	Staying or re-entering the workforce Financial independence and planning ahead
Housing choices	Older people in NSW live in affordable, accessible, adaptable and stable housing.	Accessible and adaptable housing information Retirement living Exploring affordable housing options and pathways
Getting around	Older people in NSW travel safely and appropriately to participate in social and economic life and access services.	Public and community options Getting around the community Exploring new options
Inclusive communities	Older people in NSW stay connected and contribute to their communities.	Social engagement and staying connected Perceptions of ageing and older people Creative ageing Keeping older people safe

Unless otherwise noted, the photographs in this report are from The Art of Ageing, a photographic project that FACS commissioned of the photographer Louise Hawson. The photographic exhibition was delivered as part of the NSW Ageing Strategy 2016–2020 Year One Implementation Plan.

Contents

Foreword

Older people have long been the bedrock of our society. They forge the way for younger generations, care for grandchildren and pass on their wisdom. They are increasingly important to our economy, particularly through their continued participation in paid and unpaid work.

I am delighted to have the important issue of ageing in my portfolios.

In my first year as Minister for Ageing, I have met with so many older people who have shared with me their hopes and concerns, and their priorities for the future. I've been privileged to visit organisations across the state that focus on services for older people. I've been honoured to meet with Australia's Age Discrimination Commissioner, the Hon Dr Kay Patterson, who was generous in sharing her observations and insights, and is a strong advocate for older people.

I've particularly benefited from the advice of the Ministerial Advisory Council on Ageing (MACA). The MACA has been ready to advocate fearlessly for the initiatives they think will further our priorities.

Being Minister for Ageing has been made easier by having the NSW Ageing Strategy 2016–2020, which established clear priorities, informed by what older people said mattered to them. I am determined to deliver on these priorities. In this report, you will find an honest assessment of performance against the targets set for year one. I plan to continue this approach, setting and delivering on clear targets for the NSW Government.

Ageing should be a time of participation in civic and family life, of productive work, of adventure, and of growth. Yet, as recent research by the Benevolent Society shows, it can also be a time of fear and discrimination. If we all—government, employers, community—work together, we can change attitudes so we all can experience the benefits of living longer.

The projects you will read about in this report are an important step in continuing to create a positive future for older people. I am looking forward to further progress in this area. I will particularly be strengthening our response to elder abuse, changing the dialogue we have through the Liveable Communities grants, and growing programs like Grandparents Day. Collectively, these programs help to create the intergenerational connections that have benefited me personally, and are so important in combatting ageism and creating truly inclusive communities.

Tanya Davies MP

Minister for Ageing

Introduction

The NSW Ageing Strategy 2016–2020 set out five priority areas: health and wellbeing, working and retiring, housing choices, getting around, and inclusive communities. These priorities emerged from consultation with older people in NSW, who told us of their hopes, their concerns and their lives. We translated these five priority areas into the *Year One Implementation Plan*, a commitment to action.

This report sets out how well we performed against those actions. We've included every action and graded our performance.

Working together, the NSW Government and the community have delivered a successful year of action

Overall, year one has been a real success. Projects are largely on track or completed. This means we are doing a lot right.

Some of the big investment areas are health and transport infrastructure. Improvements in these areas benefit the whole community, but are particularly important for older people for whom access to healthcare and transport is important. We can be confident that at the end of year one, public infrastructure in NSW is in better shape. Older people have told us that they appreciate the improvements. These projects will continue into the future, tackling ageing and unsuitable infrastructure site by site.

Smaller projects with a wider target have also benefited older people. For example, access to business coaching can support older people to create success in their business and learn how to build their digital presence. Other programs have helped to boost housing affordability, improve community transport services and provide travel training to help people learn how to use public transport to increase their mobility.

The overwhelming majority of the projects tailored to older people and their needs were also delivered successfully. More older people had access to health coaching and exercise programs, people contemplating a move to a retirement village can now easily compare the costs of different options, and more people have prepared wills and other legal documents and have received free or low-cost legal advice. We have also made great strides in building communities that support older people through funding innovative local projects, providing training in how to use new technology and promoting positive ageing.

Learning for the future

Four of the fifty-eight projects are delayed while two projects are being re-designed. We've taken a flexible approach with these projects and also learned some valuable lessons for future implementation.

Building genuine partnerships takes time. We think that for these projects the extra time and lessons learned will translate to better results for older people in NSW. Strong partnerships always deliver better results. For example, 60,000 older people have now been trained through the Tech Savvy Seniors partnership that brings together longstanding partners Family and Community Services, the State Library of NSW and Telstra with more recent partners Transport for NSW and the Commonwealth Bank.

A whole of community approach

The NSW Government can't do it alone. The NSW Ageing Strategy 2016–2020 relies on a whole of community approach. In addition to the Tech Savvy Seniors program, not-for-profit organisations, local councils, private sector organisations and more have been critical in delivering the huge number of projects for older people.

The highlights in each section give a sense of just how many older people have participated in or been affected by our actions. The case studies delve a little deeper into some projects to give a sense of how each action has impacted on individuals and their communities.

About this report

A guide to acronyms

CALD	Culturally and linguistically diverse
COTA	Council on the Ageing
DISRD	Department of Industry, Skills and Regional Development
DPE	Department of Planning and Environment
EAHRU	Elder Abuse Helpline and Resource Unit
FACS	Department of Family and Community Services
GAP	Global Access Partners
MACA	Ministerial Advisory Council on Ageing
NSW CRS	NSW Centre for Road Safety
NSW SIRA	NSW State Insurance Regulatory Authority
OSBC	Office of the NSW Small Business Commissioner
TfNSW	Transport for NSW

Key to status colours

	Project is on track or completed
	Project is behind schedule
	Project has stopped
	Project has been redesigned

Priority 1| Health and wellbeing

Objective
Older people in NSW are encouraged to live active and healthy lives through improved physical and mental wellbeing.

Older people want to live healthy and independent lives. Not surprisingly, people in NSW approaching later life say that some of their key concerns centre on health and wellbeing.

One of the most important actions people can take is to prepare for future health and care needs. While some people start early, others wait until crisis. Older people consistently told us that maintaining their health supports them to achieve other life goals.

This priority focuses on projects that prepare people for ageing and support older people to have active and healthy lifestyles; with a particular focus on people at risk of falls. The priority also continues ongoing work to shape up health services so they can best support older people into the future.

In year one, this priority showed strong achievement, with a major expansion in the opportunities available for older people to get healthy and active. Continuing this success in the future will be key to the healthy lifespan of the whole population.

Highlights include:

- Over 16,000 workers aged 45 years and over completed "Brief Health Checks" through the *Get Healthy at Work* program, a partnership between NSW Health, Safework NSW and iCare. These workers received advice on simple changes to improve their health and reduce their risk of developing type 2 diabetes and heart disease. Around 2,540 businesses have registered since the program launched in July 2014.

- Over 1,000 people aged 50 years and above enrolled in the *Get Healthy Information and Coaching Service* between January to June 2017. This free telephone-based coaching service supports them to make sustained healthy lifestyle changes relating to their diets, physical activity, alcohol intake and weight management via tailored advice and motivation. Telephone-based coaching makes the service easily accessible to older people, particularly those living in rural and regional areas.

- 4,678 people aged 65 and over decreased their risk of falls by participating in the *Stepping On* program, which equips individuals with the knowledge, strength and confidence to prevent falls, stay active and remain independent.

- Partnerships were formed with Football NSW, Netball NSW and Gymnastics NSW to support up to 500 older people to participate in sports through the *Getting Active* plan.

- There were around 60,000 visits to a *Staying Active* exercise program group by people aged over 50 years. Fifteen of the 23 sites were regional/rural and eight were metropolitan facilities. 71% of participants saw an improvement in strength and flexibility resulting from their participation. In addition, we are expanding exercise access as 23 fitness instructors received nationally recognised training in delivering fitness classes specifically for older people.

Status	Project	Lead	Comment
STAYING PHYSICALLY ACTIVE AND HEALTHY			
1.1	*Good Living: Healthy Eating* program	FACS	This program relies on developing a partnership with the private sector to develop a health and nutrition program. It is running behind schedule, because it has taken time to build such a partnership. We are confident it can be delivered in year two.
1.2	*Make Healthy Normal* initiative	NSW Health	A large-scale media campaign and website initiative encouraged people to use the *Make Healthy Normal* website, a resource to make healthier food and lifestyle decisions, which will in turn reduce chronic health issues associated with overweight and obesity like Type 2 diabetes, stroke and heart disease. The focus was evaluating the effectiveness of phase one and the phase two media campaign, launched in May 2017. The evaluation will cast light on how relevant people of different age groups and backgrounds find the *Make Healthy Normal* message, particularly looking for what makes for higher engagement with target cohorts. While *Make Healthy Normal* is open to the whole population, there is a filter on the website supporting those over 50 years to identify local initiatives.

Status	Project	Lead	Comment
1.3	Get Healthy Information and Coaching Service	NSW Health	While this free telephone-based coaching service is open to all NSW residents aged 16 years and above, it targets people with one or more risk factors for chronic disease and, through early intervention, reduces the onset of disease and increase healthy life expectancy. Over 1,000 people aged over 50 years enrolled in the program between January and June 2017. The service has reviewed its promotional resources and coaching support materials to enhance useability and legibility for all age groups, including those over 50 years.
1.4	Get Healthy at Work	NSW Health	This free program, a partnership between NSW Health, Safe Work NSW and iCare, has provided 39,000 "Brief Health Checks" to 16,000 workers and tailored Workplace Health Programs to support businesses to develop and implement plans to create healthy workplaces. Over 40% of workers were older. 9,250 were aged 45-54 years, 5,848 were 55-64 years, and 821 were 65 and over.
1.5	Aboriginal Knockout Challenge	NSW Health	This primary prevention program aims to engage Aboriginal communities around nutrition, physical activity and obesity prevention. The Challenge is a biannual community-led weight loss and healthy lifestyle event for Aboriginal people and communities across NSW. The first challenge for the 2016/17 period, which ran from March to June, had 853 participants from 31 teams. The average weight loss at the end of the program was 2.3 kg and there was an increase in vegetable consumption by 0.5 serves.
1.6	Getting active plan	FACS	This program builds partnerships with sporting organisations to encourage older people to make exercise a normal part of their routine. New partnerships with Football NSW, Netball NSW and Gymnastics NSW will support up to 500 program participants in 2017. In year two we will be able to report on progress in the programs and its evaluation.

Status	Project	Lead	Comment
MAINTAINING HEALTH AND WELLBEING FOR OLDER PEOPLE AT RISK OF FALLS			
1.7	*Active and Healthy* website	NSW Health	Physical activity plays an important role in protecting older people against a range of chronic diseases and substantially reduces fall risk. The Active and Healthy website is an online directory of physical activity programs and particularly targets preventing falls. In 2016/17, the website was updated to include physical activity programs and improve user access. The result is an up-to-date directory, with printable searches and other user features. Over 35,000 people accessed the website, an increase of 82% in users, 72% of whom were new users.
1.8	*Stepping On* program	NSW Health	This seven-week program has been shown to reduce participants' risk of falls by 31% through weekly two-hour group sessions that share information on strength and balance exercises, medication management, vision, reducing home hazards and other topics. In 2016/17, 4,678 participants aged 65 and over completed 423 programs across NSW. The program has been reviewed and refreshed, with an increased focus on CALD communities (41 programs) and Aboriginal communities (six programs) as well as better connection with other services and with carers.
1.9	*Active Ageing* Project	NSW Health	Now known as Staying Active, this program provides physical activity for people aged 50 and over through water and land-based exercise classes. A joint initiative with the NSW Office of Preventive Health and the Aquatic and Recreation Institute, the program reduces entry costs and increases access by older people. The number of new classes increased by 170% to 101, including 74 aquatic and 27 land-based classes across 23 sites. There were over 5,000 monthly visits to Staying Active classes.

Status	Project	Lead	Comment
SUPPORTING HEALTH SERVICES TO RESPOND			
1.10	NSW Integrated Care Strategy	NSW Health	In its fourth year, this Strategy continues to implement innovative initiatives through strengthened relationships across the acute, primary and social sector to transform models of care, particularly for those with chronic disease. The new models are being tested, with the intent to scale successful models across the state.
1.11	Planning future health services	NSW Health	Almost $1.6 billion was allocated in 2016/17 to develop new and upgrade existing health infrastructure. Service planning considers future population needs, particularly important with the ageing population. Post Occupancy Evaluations will inform future projects.
1.12	Health Infrastructure NSW Capital infrastructure program	NSW Health	
1.13	NSW Dementia Services Framework	NSW Health	An Integrated Care Framework is under development, which will outline how patient centred care can be provided through strengthened relationships across the acute, primary and social care sector. This Framework will be applicable to a range of health conditions including dementia.

1 Case studies: **Health and wellbeing**

Get Healthy Information and Coaching Service | NSW Health

Many people want to be healthier but just don't know where to start. Others need some motivation along the way.

The Get Healthy Information and Coaching Service (Get Healthy) is a free telephone-based health coaching service that supports people to make sustained improvements in their eating choices, physical activity, weight management and alcohol intake.

Although it is open to NSW residents aged 16 or over, Get Healthy targets people with one or more risk factors for chronic disease and aims to reduce the onset of disease and increase chances of a healthy life expectancy through early action. Nearly a quarter of the participants enrolled in Get Healthy between January and June 2017 were aged 50 years and over.

The coaching within the Get Healthy service is based around motivational interviewing. As part of the screening and assessment during the registration call, the university-qualified health coaches take time to find out the participant's individual circumstances and medical conditions. They then provide tailored support and motivation to meet the needs of each individual over 10 coaching calls, all organised at a date and time that suits the participant.

Telephone-based health coaching makes the service easily accessible to older people, particularly those in rural and remote areas.

Get Healthy is also involved in a randomised control trial on healthy ageing led by The George Institute for Global Health. The trial is currently recruiting participants and expects to report its findings in mid-2018.

"Since joining the program, I have lost 6 kilograms"

"I have gone from being an overweight guy who didn't exercise, to now where I consider myself very fit, very healthy. This has turned my life around!"

Ian, 58

Stepping On | NSW Health

Staying physically active is the single most important thing we can do to stay fit and independent as we get older. Physical activity is good for our bodies and our minds, and helps us get the most out of life. There is strong evidence that exercise programs that improve strength and balance can reduce the risk of falls.

Falls are a major cause of harm to older people and fall-related injuries impose a substantial burden on the health care and aged care systems. NSW Health is implementing a number of initiatives to prevent falls and harm from falls among older people. One such initiative is *Stepping On.*

Stepping On is a seven-week program that has been found to reduce participants' risk of falling by 31%. It gives older people the knowledge, strength and confidence to prevent falls, stay active and remain independent. Participants attend weekly two-hour group sessions where they learn strength and balance exercises, medication management, vision, nutrition, moving safely in the community and reducing hazards in the home environment.

The program is now run in all Local Health Districts. During 2016/17, over 4,500 participants completed the program, which encourages participants to join a local class to continue with their exercises.

We've reviewed and refreshed the program, increasing the focus on CALD and Aboriginal communities, clearer follow-up processes and referrals to appropriate services such as *Get Healthy Information* and *Coaching Service* and more deliberate inclusion of carers. *Stepping On* is now delivered in 15 languages, including all participant handouts.

We've also worked with Aboriginal groups to develop brochures tailored to local content and language. One program location changed the marketing to *Stepping on—move with the groove*, which resonated more effectively with the local community.

A team at Sydney University is tracking the long-term outcomes of the project and findings from the research are expected in mid 2018.

Courtesy of NSW Health

"We…learned such a lot of useful information. Everyone our age should have an opportunity for this course."
Jocelyn and David

"My sincere thanks for Stepping On and the excellent way it was presented. The very easy exercises and all the little gems of advice to help keep us old girls and boys upright are greatly appreciated!"
Carol

Priority 2 | Working and retiring

Objective

Older people in NSW have the opportunities to remain in the workforce, are financially secure and independent in retirement, and plan their finances based on their circumstances and needs.

As we are living longer: work is more important than ever, both as a means of social engagement and financial support. The economy also benefits when older people stay in the workforce.

Year one projects focused on employment in the public service, small business and not-for-profits.

Older people also told us that they are concerned about their income and financial security leading up to retirement. Year one included a range of projects that built on existing successful approaches such as the *Get it in Black and White* campaign, about planning for end of life decision making, and the successful *Older Persons Legal Education* program. These programs were very successful in reaching new audiences and extending their impact.

Highlights include:

- 8,339 seniors participated in 142 seminars on scam awareness and 101 seminars on shopping rights delivered by NSW Fair Trading.

- The Older Persons Legal and Education program provided advice for 11,217 people aged 55 years or older, assistance for 5,399 people and grants to 163 people as well as delivering 221 community legal education sessions, including 61 for CALD communities. The most common issues were state debt and fines, property and financial issues and consumer law.

- 80,000 copies of the Legal topics for older people diaries were printed and distributed. This informative publication offers detailed information about legal rights for older people and receives universally positive feedback.

- 601 advice services and 738 minor assistances provided to veterans aged over 55 years, including 80 and 107 respectively to veterans over 85 years, about their rights and entitlements as veterans.

- The Work Injury Screening and Early Intervention (WISE) protocol which was rolled out in all public hospitals as the first stage in helping people with injuries or pain to manage their symptoms and return to work.

- Providing advice to 700 callers about wills, enduring guardianship and enduring power of attorney through a partnership between COTA and Legal Aid NSW.

Status	Project	Lead	Comment
STAYING OR RE-ENTERING THE WORKFORCE			
2.1	Part-time public service recruitment program for older workers	FACS	This project aims to support the recruitment of older workers to the public sector. More time is needed to build new approaches, but we are confident this project will be delivered in year two.
2.2	Accident and insurance coverage for older workers	DISRD + NSW SIRA	Discussions are being undertaken across government in relation to this initiative.
2.3	*Small Biz* Connect program	DISRD OSBC	Now titled Business Connect, this program assisted 5,200 small businesses between its start on 1 January and 30 June 2017. Support was evenly split between metro and regional clients. 25% of clients were aged 45-54 years, 16% were 55-64 years and 4% were 65 and over. Over a third (36%) of the businesses helped by Business Connect said they were likely to increase their employee numbers in the next five years.
2.4	*Small Biz* Connect—How to use technology service	DISRD OSBC	Now titled Business Connect—how to use technology, this program kicked off on 1 January 2017, offering subsidised support and business coaching to small businesses. In the six months to June 2017, the digital support specialist, one of the 10 support organisations, supported 390 businesses with digital presence, marketing and social media. There is no data at this time on the number of older people assisted.
2.5	Older Workers think tank: Global Access Partners (GAP) taskforce	FACS	This partnership with GAP delivers innovative projects to retain workers aged 45-64 at risk of early retirement due to health concerns in the workforce. A second round table on Recovery at work: Engaging employers in best practice was delivered in May 2017 that explored how to help people with injuries or pain to manage their symptoms and return to work. The Work Injury Screening and Early Intervention protocol is now rolled out in all public hospitals and being promoted by roundtable participants.

Status	Project	Lead	Comment
2.6	Jobs for the Future: reducing barriers to employment	Jobs for NSW DPC	This exploratory project expanded the evidence base for employment barriers and how to overcome them. The project collected information on the work practices of older employees and developed an implementation plan to guide further exploration of the barriers to workforce participation for over 65 year olds.
FINANCIAL INDEPENDENCE AND PLANNING AHEAD			
2.7	*Get it in black & white* campaign	NSW Trustee & Guardian	This campaign raises awareness of the need for legal wills, powers of attorney and enduring guardianships. Backed by the Planning Ahead tools website and YouTube channel, this program is showing strong results in increasing awareness. In 2016/17, we increased the number of additional languages the information is available in and tested and confirmed the effectiveness of the messages.
2.8	*Taking Care of Business— Planning ahead for Aboriginal people in NSW*	NSW Trustee & Guardian Legal Aid NSW	This tailored community education publication, developed with Aboriginal communities, is available as a hard copy and online resource. At September 2017, more than 15,000 copies had been distributed to the community. We have actively sought opportunities for direct engagement with Aboriginal communities and their service providers, including participating in the Justice Law Expo in Wagga Wagga.
2.9	Older Persons' Legal and Education Program	Legal Aid NSW	This service for people over 60, particularly those socially or economically disadvantaged, provided civil law advice and assistance to around 16,500 people, as well as delivering 221 community legal education seminars to older people, including 61 CALD communities. We have also updated our legal information on current topics including adult children living at home and grandparents raising grandchildren.
2.10	*Borrowers Beware* radio campaign	Legal Aid NSW	This campaign has previously provided information to older persons from targeted CALD communities to highlight the risks associated with using their homes as loan security for family members. Planning for a refreshed program commenced in September 2017.

Status	Project	Lead	Comment
2.11	Veterans' Advocacy Service	Legal Aid NSW	This specialist service provides free legal advice, assistance and representation to veterans and dependents. As well as directly supporting 601 people through advice services and 738 minor assistance services, the service also held outreach advice clinics outside the Sydney CBD and represented clients at the Veterans' Review Board in appeals.
2.12	Legal topics for older people diary	Legal Aid NSW	Legal Aid provided its informative free diary to 80,000 people. An additional 30,000 copies were produced for 2017, but demand still exceeded supply. This is Legal Aid's most popular publication and feedback is universally positive. Planning is underway for the 2018 edition.
2.13	*Shopping and Scams program*	NSW Fair Trading	This face-to-face engagement program delivered 243 information seminars to over 8,300 seniors on shopping rights and scam awareness. The aim is to empower them with the skills and knowledge to deal more confidently with the marketplace.

2 Case studies: **Working and retiring**

Legal topics for older people diary | Legal Aid NSW

What happens to pets when their owner dies? How do you resolve problems with your neighbours?

Over five years ago, older people were telling Legal Aid NSW that they needed a way to get accessible information about the law. Law and Justice Foundation of NSW research also pointed to people not understanding when their problems were legal issues, and how the law could help.

Legal Aid NSW produced the highly successful annual diary in response to these issues. The *Legal topics for older people* free diary contains information on a range of legal topics alongside a 'week to a view' diary. Each month covers broad topics. Recent topics include consumer issues, housing, wills and other ways to plan ahead as well as how to protect yourself from scams.

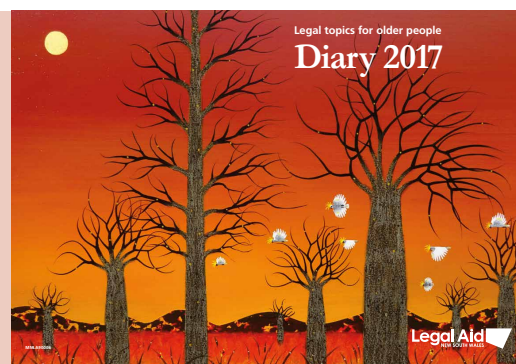Early information can prevent issues from escalating and requiring greater intervention.

For example, raising awareness about elder abuse and links to support might prevent an older person being abused or needing to go to court, which can be expensive and distressing.

There are always more requests for the diary than can be met. Of the 50,000 copies initially printed in 2017, 90% were pre-ordered before the printing was complete. Legal Aid NSW's outreach services say that the diary is in demand in Aboriginal communities and that it is also useful for carers of older people

"Thank you very much for this marvellous, informative publication that pulls together a lot of useful information that stimulated the formation of a lot of questions that I need to answer. I have just ordered a copy of the 2017 diary for my use" Paul

"What a brilliant and wonderful idea putting a diary with all that information together. Reading through it, I have found some very interesting and relevant information that I am grateful for!" Chrissy

"I liked that you included the chapter on elder abuse and the information in the 'on the road' section." Anon

Courtesy Legal Aid NSW

"It's great how you gave general/interesting information, then where to find out more. I particularly loved the 'Did you know' bubbles." Anon

Get it in black and white
| NSW Trustee & Guardian

Getting older raises a host of questions about legal and other issues. Who will inherit your belongings? Who will make decisions if you become incapacitated? For many people, these are difficult questions and they put off acting on them.

The *Get it in black and white* campaign aimed to increase the awareness of the general public, particularly older people, of the need for a will and other planning documents (Power of Attorney and Enduring Guardianship) and to convert that awareness into action in setting up these documents.

In 2016/17, the project focused on two activities:

- **Broadening the reach to other community groups**—extending existing language groups, the brochure was printed in Arabic, Chinese (simplified and Traditional), Dari, Italian, Hindi, Greek, Macedonian, Vietnamese, Greek, Filipino and Croatian.

- **Reviewing the relevance of the campaign material**—reviewing the campaign material to make sure it was still relevant to the target audience and was generating the desired response. The review found that the material is still effective and is meaningful for the multiple audiences.

An independent review found that the material really seems to have hit the mark. Most of the target audience has seen the advertising and materials. Other states and organisations have now used the material developed for *Get it in Black and White* and on the *Planning Ahead* website to develop their own localised material.

For example, the New Zealand Motor Neurone Disease Association has taken the *Planning Ahead* website and modified it to align with the requirements of the New Zealand legal system.

Courtesy of NSW Trustee and Guardian

Priority 3 | Housing choices

Objective

Older people in NSW live in affordable, accessible, adaptable and stable housing.

Older people tell us they want the flexibility to be able to make decisions appropriate to them about their housing needs, whether it's staying in their own home as long as possible, or moving to new and more appropriate accommodation. The affordability and adaptability of housing is a concern to older people, some of whom are in tight rental markets, or whose houses are just no longer suitable.

The first suite of projects in this priority focus on making information on suitable housing more accessible. The second suite of projects aim to make it easier for people considering retirement village living to understand the costs involved. The final suite of projects starts to take steps towards new approaches that might help increase the number of older people living in safe, appropriate and affordable accommodation.

The housing market is complex, but we have made good progress with this priority, particularly with the most practical of our actions. We have also laid the groundwork for better choices for seniors in the future.

Highlights include:

- Release of the *Retirement Village Calculator* in September 2017, a tool to cut through the confusion of cost for those thinking of moving into a retirement village.

- Directly supporting 585 older people needing assistance with enforcing their rights in supported accommodation, as well as educating 36,614 participants in 1,318 training sessions on rights and responsibilities under the *Retirement Villages Act 1999* and the *Residential Tenancies Act 2010*.

- Bringing information directly to people through the *Healthy Homes* information series that is being piloted with Bunnings hardware store. Bunnings hosted sessions across Sydney on practical ways to create healthy homes.

Status	Project	Lead	Comment
ACCESSIBLE AND ADAPTABLE HOUSING INFORMATION			
3.1	Healthy Homes information series	FACS	This project delivers a series of information sessions designed to help older people make decisions about renovating or modifying their homes. Bunnings piloted the sessions across four Sydney stores -Lidcombe, Bankstown, Kingsgrove and Alexandria- on themes such as bathrooms and safety and security. Bunnings will roll out the workshops more broadly in 2018.
3.2	Find your home	FACS	This project aims to deliver better visibility of accessible housing features in online real estate searches. These are detailed partnerships that take time to build but we are confident the project can be delivered in year two.
RETIREMENT LIVING			
3.3	Retirement villages calculator	NSW Fair Trading	The Retirement Village Calculator was successfully launched in September 2017. It enables prospective retirement village residents to better understand the costs of retirement village living. We will track its use over the coming year.
EXPLORING AFFORDABLE HOUSING OPTIONS AND PATHWAYS			
3.4	Housing choices review	DPE	DPE held preliminary consultations with industry, councils, government agencies and other key stakeholders to understand how the State Environmental Planning Policy (Housing for Seniors and People with a Disability) 2004 (the SEPP) is functioning and gather views on how it could be changed to best reflect the current and future needs of NSW's ageing population.
3.5	Rental options roundtable	FACS	A roundtable in April 2017 brought together government agencies, and the private and not-for-profit sectors. Participants explored opportunities for innovation. The roundtable suggested action to develop a whole-of-government strategy on housing affordability, increase universally designed stock and improve the rental market.

Status	Project	Lead	Comment
3.6	The Aged Care Supported Accommodation program	NSW Fair Trading	This project supports older residents or prospective residents of supported accommodation to understand their rights and responsibilities and provides information, advice and advocacy. 585 people were assisted directly, alongside almost 37,000 people who participated in over 1,300 educational activities.
3.7	Future Directions for Social Housing in NSW	FACS	The first phase of the Social and Affordable Housing Fund (SAHF) procurement was completed. Phase one is expected to provide access to a minimum of 2,200 dwellings with 919 of these intended for people aged 55 and over. To date, 33 homes have been tenanted by people aged 55 and over. Phase two procurement of the SAHF program was announced in September 2017. Phase two will seek to deliver an additional 1,200 homes, and will encourage proposals aimed at supporting older women.

3 Case studies: **Housing choices**

Retirement Village calculator | NSW Fair Trading

Moving into a retirement village can be a difficult undertaking for many older people. The many fees and charges used in the industry can make it difficult for prospective residents to understand the full cost. NSW Fair Trading has developed an online tool that quickly calculates an estimate of the entry, ongoing and exit costs associated with retirement village living. It's been a game changer for many people, and NSW is the first Government to have developed such a calculator. The 55,000 residents who live in around 650 retirement villages (an estimated 3,300 of whom are new residents), and the many more who consider moving there each year could benefit from this calculator. This demand is likely to increase over time as the population ages.
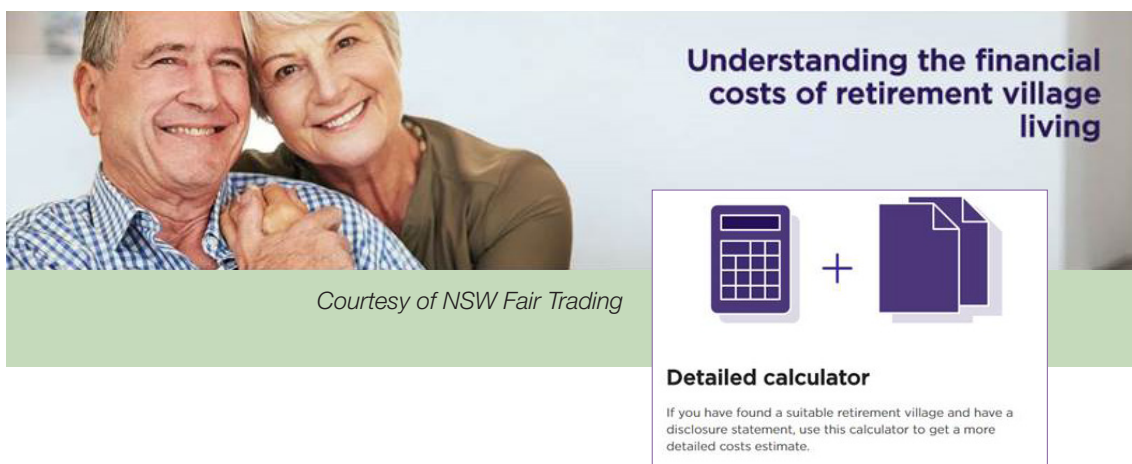
The online tool is designed for people who are thinking about moving in to a retirement village. Current residents can also use the tool to get an understanding of their estimated exit costs.

Trials showed it worked for most people in the target group (aged 55-75) as they were connected online and familiar with web-based tools; service providers and potential users informed the approach.

Retirement village operators have supported the development of the calculator and believe it will improve transparency in the market.

NSW Fair Trading invested around $250,000 in the project over two years. The next steps include further enhancements to the calculator to improve the usability and exploring options for partnering with a phone-based information service to assist people who can not access the internet.

The calculator is part of a comprehensive suite of retirement village information provided by NSW Fair Trading and is available at www.rvcalculator.fairtrading.nsw.gov.au

Courtesy of NSW Fair Trading

Understanding the financial costs of retirement village living

Detailed calculator

If you have found a suitable retirement village and have a disclosure statement, use this calculator to get a more detailed costs estimate.

Priority 4 | Getting around

Objective

Older people in NSW travel safely and appropriately to participate in social and economic life and access services.

Being able to get around is key to accessing health, community and other areas important for quality of life. Older people tell us that not having transport options in their community is a major barrier to their participation in social and economic life.

Year one projects built on previous approaches to invest heavily in improving access. For example, the ongoing Transport Access Program, the large-scale infrastructure program upgrading public transport facilities, made good progress. Many transport projects aiming to improve accessibility benefit a wide range of people in the community, as well as improving compliance with the *Commonwealth Disability Discrimination Act 1992* and the *NSW Disability Inclusion Act 2014*. Older people will really benefit from this investment.

We achieved strong performance for this priority. Investment in infrastructure is making public transport more accessible, while other activities are assisting more people to be public transport ready.

Highlights include:

- Major infrastructure upgrades, including $280 million investment in 2016/17 in improvements to stations, wharves and interchanges under the *Transport Access Program*. Projects delivered lifts, stairways, ramps, weather protection, lighting and security, hearing loops, accessible parking and toilets and rest areas.

- A $42.1 million investment through the *Active Transport* Program in walking and cycling programs in partnership with local councils to improve accessibility of access pathways to transport hubs, improving walking and cycling infrastructure such as 16 pedestrian refuge/islands in the Sydney region and 44 in regional NSW areas.

- 275 individuals and 175 groups completed travel training across NSW, in a total of 2,912 hours of training in the *First Stop Transport* program.

- A better sense of the challenges and opportunities for older drivers from research for the older persons transport and mobility plan. While most older people drive regularly, they are also regular public transport users, particularly of buses. They wanted to improve safety, frequency, reliability, facilities and connections in public transport.

Consultation with experts in the development of the *Road Safety Plan,* which reinforced the need for a safe systems approach to older road user safety, including not just licensing requirements but also safer road and intersection design, speed limits reflecting survivable impact speeds, mobility support programs and access to the safest affordable cars.

Status	Project	Lead	Comment
PUBLIC AND COMMUNITY OPTIONS			
4.1	Tech Savvy *Seniors travel app* training	TfNSW FACS	The *Tech Savvy Seniors* Transport App (NSW) module is near completion. It will be available in 2018 to the 93 libraries and 100 community colleges that offer *Tech Savvy* Seniors training.
4.2	*First Stop Transport*	TfNSW	*First Stop Transport* is an online training resource that makes it easier for older people to use public transport. In 2016/17, we allocated funding to eight community transport providers. Travel training was available across the Sydney Metro area, Central Coast/Lower Hunter, Inner West, Northern Sydney, South East Sydney, South West Sydney, Western Sydney, Nepean and Northern Rivers regions, and became available in Wollongong and Shellharbour in August 2017. 275 individuals and 175 groups participated in a total of 2,992 hours of training.
4.3	Transport Access Program	TfNSW	The Transport Access Program provides a better experience for public transport customers by improving accessibility infrastructure. As at September 2017 in the greater Sydney metropolitan area, 12 accessibility upgrades and two station upgrades were in construction and a further two accessibility upgrades are in planning. Ten accessibility upgrades were completed in 2016/17. A further five ferry wharf upgrades are in planning or detailed design, with one wharf expansion in construction and three wharf upgrades completed as at September 2017. Work on interchanges has also progressed, with upgrades at Byron Bay in planning and Hornsby in construction, and 11 interchange upgrades completed across NSW.

Status	Project	Lead	Comment
4.4	Country Passenger Transport Infrastructure Grant Scheme	TfNSW	This Scheme provides subsidies to support the construction or upgrade of bus stop infrastructure generally owned by local councils across regional NSW. The 2015-17 funding round provided $3.252 million for disability accessible and compliant facilities, resulting in 78 applications from 47 organisations, and ultimately in 622 projects comprising 389 upgrades and 233 new shelters. A further two Special Infrastructure Projects were also funded, allocating $3.022 million by June 2017. Expressions of Interest for the 2017-19 funding round were opened on August 2017.
4.5	Community Transport Automated Booking System project	TfNSW	This automated booking and scheduling system has commenced a two-year rollout for all government funded community transport service providers across NSW providing transport for older people as well as people with disability. Five of 10 waves of rollout were completed in 2016-17, including in metro, regional and rural locations. In the first two waves of rollout, 74% of trips were taken by older people, almost 40% for health-related trips and 21% for social outings.
4.6	Community transport customer value proposition research	TfNSW	To understand the travel preferences and priorities for current and potential community transport customers, we surveyed 536 people (402 existing and 99 potential customers), 89% of whom were 65 years or older. Using a combination of phone and face-to-face surveys with focus groups and field work in Armidale and Wagga Wagga, we found that customers valued availability, driver service and reliability, yet had a relatively low (37%) awareness of who is and isn't eligible for community transport.
GETTING AROUND THE COMMUNITY			
4.7	Qualitative research with mobility device users and retailers	NSW CRS	The research report was completed in February 2017. A key finding was that retailers, health professionals, customers, their families and carers could all benefit from improved knowledge and awareness of road rules and regulations governing mobility device usage. We will develop resources to support this as part of project 4.9.

Status	Project	Lead	Comment
4.8	Active Transport Program	TfNSW	Walking and cycling programs build on partnerships with local council to construct and improve local walkways and cycle routes. The 2016/17 program was successfully completed, spending $42.1 million across metropolitan and regional NSW. For example, the program delivered 16 pedestrian refuge/islands in the Sydney region and 44 in regional NSW.
4.9	Monitor and enhance road safety and mobility for older road users	NSW CRS	This project builds on regular monitoring and reporting, and evaluation and research activities to enhance road safety for older road users. For example, we are finalising an evaluation of the licensing system for older drivers and a review of support programs, technological solutions and tools which could assist older drivers, their families and medical practitioners to promote safe mobility. We use the results of research to inform future initiatives enhancing safe mobility of older users.
EXPLORING NEW OPTIONS			
4.10	Uber Partnership	Seniors Card NSW	The first year of the partnership between Uber and Seniors Card did not have the level of impact anticipated. NSW Seniors Card remains committed to promoting the benefits of ride sharing and will revisit partnership opportunities in the future.
4.11	Older persons transport and mobility plan	TfNSW	The research report that underpins the Plan surveying 2,132 people from across the greater Sydney metropolitan area. It was finalised in 2016. Key findings include that most older people drive regularly, yet most older people are also users of public transport. Women over 70 are the greatest users of community transport, while only a small percentage of older people use subsidised taxi services. The plan itself is being prepared for consultation and will be released in 2018.

4 Case studies: **Getting around**

Active Transport Program | Transport for NSW

Older people tell us that getting about is a big concern. Having access to transport is critical to increasing their mobility.

The Active Transport Program delivers improvements to walking and cycling infrastructure across NSW. The program aims to make walking and cycling trips safe, more convenient and connected to major centres and public transport hubs. We continue to work with councils to prioritise our investments to encourage more people to walk and cycle for everyday transport trips. The Active Transport Program is a key component to bring to life the priority areas for walking and cycling improvements in Sydney set out in Sydney Walking Future and Sydney Cycling Future and in the 10 Regional Transport Plans for the rest of NSW.
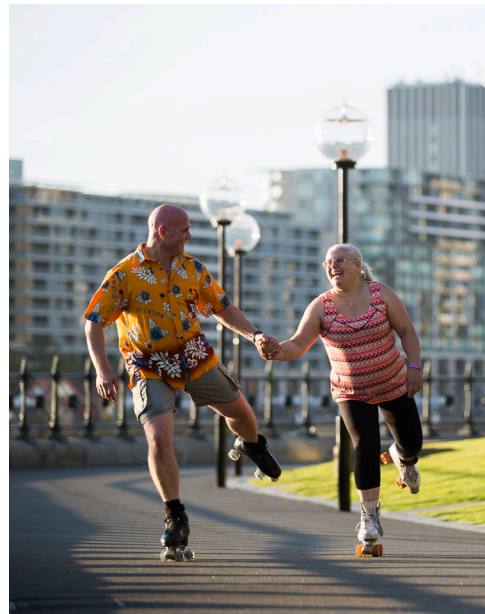
In 2016/17 the program invested $42.1 million to help deliver more than 290 walking and cycling improvement projects across NSW (an additional 39 km of cycleway and 74 walking infrastructure improvements). The projects ranged from construction of pedestrian refuges, improved pedestrian access at intersections, kerb ramps, construction of shared pathways and cycleways through to funding for Pedestrian Access and Mobility Plans. For example, Parramatta City Council installed pedestrian refuges and signalised pedestrian phasing at several intersections, and Port Stephens Council delivered five kerb ramps, five pedestrian ramps and one Pedestrian Access and Mobility Plan.

Although these projects benefit the whole community, improved pedestrian access makes it easier for older people to move around safely, walk around their local area, and walk to, from and around public transport interchanges. Encouraging more people to walk will connect communities and also provide travel and health benefits.

Transport for NSW will continue to provide a transport system that is fully accessible for all people.

Courtesy of Transport for NSW

Transport Access Program | Transport for NSW

"I just had a call from a lady living in McMahons Point asking about buses to the wharf… …she wasn't able to use the old wharf because she couldn't manage the tidal stairs and is very excited to be able to use the wharf now and is heading into the city on her first ferry trip from McMahons tomorrow morning."

Customer feedback received following the McMahons Point Ferry Wharf upgrade

The Transport Access Program is helping all customers, including the less mobile, access key transport services across NSW. This substantial investment is being progressively rolled out and covers a range of infrastructure upgrades at stations, interchanges and ferry wharves. This includes provision of lifts and accessible ramps, upgraded lighting, hearing loops, and disabled parking – all of which make travelling easier and safer.

The Transport Access Program is one way in which the Government is working to improve access to transport and increase compliance with the Commonwealth *Disability Discrimination Act 1992* and accompanying disability standards.

Projects are delivered when and where they are needed most, with investment benefiting all customers. Older people benefit through the provision of modern and integrated infrastructure, allowing improved access, communication, and security.

Importantly, the team leading the work views these much-needed upgrades as 'place making' projects. The team involve each local community as much as possible in the planning and delivery of the infrastructure.

Since 2012, 450 projects have been completed or are underway. In 2016/17, the NSW Government allocated $280.3 million towards the program. The NSW Government remains committed to improving public transport services and providing a world-class transport system people want to use.

Museum Station

Museum Station is a key hub for accessing the Sydney CBD on the City Circle. The station had no lifts and access requires using long staircases from street level to the platform. The project installed three new lifts (street level to concourse and then concourse to the two platforms), access ramps, upgraded lighting, hearing loops at ticket/information booths, and new accessible toilets. The improvements to the station make it easier for older people to access the eastern side of the Sydney CBD.

Broadmeadow Station

Broadmeadow Station is a major hub for Newcastle and a connecting point for train, bus and regional coach services. The program has installed three new lifts, extended the canopy to improve protection from rain, security features (lighting and CCTV), hearing loops; and better wayfinding. These improvements make it easier for older people to make connections and to move through the station.

Priority 5 | Inclusive communities

Objective

Older people in NSW stay connected and contribute to their communities

An inclusive community is one in which older people are included, respected and recognised. It supports older people to participate fully in community and social life whether in person or by using technology. It protects older people from abuse, and it promotes acceptance and inclusion of people from all walks of life.

The year one projects focused on four areas: supporting a diversity of older people to stay connected in a changing world, building positive perceptions of ageing across the community, developing and supporting creativity as a key means of creating wellbeing, and keeping older people safe.

The Inclusive Communities priority delivered almost all its projects and reached older people right across NSW.

Year one highlights include:

■ Since January 2015 more than 4,000 new businesses have joined the Seniors Card program, more than doubling the total. More than 1.5 million Seniors Card holders can now access almost 8,000 business offers from more than 5,600 unique businesses. More than 78% of members use their cards at least monthly.

■ Nearly 20,000 *Tech Savvy Seniors* training places have been delivered across 196 training locations to seniors 60 years and older in eight community languages, English and Auslan.

■ The *Art of Ageing* exhibition has reached thousands of people, including over 700 people attending the exhibition at Town Hall in Sydney, with thousands more estimated to have seen the exhibition on tour in the Sydney CBD (Deloitte and Swisse Re), Blacktown, Port Macquarie and at the NSW Seniors Expo.

■ Hearing from more than 2,200 older people across NSW about their participation in creative pursuits, and what helps and hinders them, as a basis for a creative ageing strategy.

■ High participation in the NSW Seniors Festival, including the Premier's Gala Concert (30,000), NSW Seniors Festival Expo (17,000) and Comedy Debate (1,100). This was supported by 164 grants for events and activities across NSW.

■ A comprehensive response to the Legislative Council Inquiry into Elder Abuse in NSW. This included a new Steering Committee for the Prevention of Elder Abuse, which is overseeing a review of NSW Government policy. We also conducted policy review consultations with stakeholders, and contributed to the establishment of the National Elder Abuse Research Agenda, Stage 1. We funded a two-year project by Justice Connect using a Health Justice Partnership model of integrating a lawyer in health-care teams as well as a pilot project by the University of Newcastle to develop an early detection and intervention protocol for elder abuse of older people with dementia.

Status	Project	Lead	Comment
SOCIAL ENGAGEMENT AND STAYING CONNECTED			
5.1	*Liveable Communities Grants* program	FACS	Twenty-one out of 25 funded projects for funding round one (2016), valued at $1.8 million, are now completed. Round two (2017) funded 19 innovative projects valued at around $1 million that are currently in operation.
5.2	Creating opportunities for older people to connect	FACS	This program aimed to create partnerships to promote social engagement for older people. This work is still in the design phase but we are confident it can be delivered in year two.
5.3	Grandparent's Day	FACS	Grandparent's Day was successful in October 2016, with 100 organisations receiving funding to host events across NSW attracting thousands of people in total. 40% of events had more than 100 people attend. FACS hosted a headline "Family Fun Fair" in Parramatta attended by people of all ages.
5.4	Tech Savvy Seniors	FACS	*Tech Savvy Seniors* is now in its fifth year of delivering tech-literacy training to older people. There are currently over 93 libraries and 100 community college locations in the program. For 2016/17, the program delivered 19,945 training places to seniors across NSW in 196 locations in nine languages, as well as introducing an online banking module and holding a regional roadshow across 10 regional locations.

Status	Project	Lead	Comment
5.5	Seniors Card NSW	FACS	Between 8,000 and 9,000 new Seniors Cards are issued monthly, with now more than 1.5 million members—around 90% of NSW seniors. A focus on new partners has dramatically increased business partners, with a total of almost 8,000 participating business offers from more than 5,600 unique businesses.
PERCEPTIONS OF AGEING AND OLDER PEOPLE			
5.6	Ministerial Advisory Council on Ageing (MACA) Media Awards	FACS	The inaugural MACA Media Awards were successfully held in October 2016. 101 nominations were received across five categories, with four awards presented in the categories of news, current affairs, lifestyle and health and advertising.
5.7	*Years Ahead* project	FACS	*The Art of Ageing*, an exhibition of photos commissioned by FACS, toured to the Sydney CBD, Blacktown and Port Macquarie as well as the NSW Seniors Expo, with more locations planned for 2017/18. The next exhibition in March will showcase regional photographers.
5.8	Seniors' stories	FACS	Seniors' Stories Volume Three, containing 100 stories from the Seniors' Stories Writing Competition, was released in October 2017. Planning for Seniors' Stories Volume Four is already underway.
CREATIVE AGEING			
5.9	Creative ageing strategy	FACS	We completed the groundwork for a creative ageing strategy, through research reports on the evidence base for creative ageing and consultation on older peoples' interest and participation in creative pursuits. More consultation is currently taking place around NSW and the work will be delivered in year two.
5.10	Singing program for older people	FACS	FACS commissioned the Australian National Choral Association to manage $150,000 in grants to support community groups delivering singing programs for older people across NSW. 30 organisations were awarded funding for projects in 2017.

Status	Project	Lead	Comment
5.11	Seniors Festival	FACS	The 2017 Seniors Festival was very successful with the most attended event being the Premier's Gala Concert, with over 30,000 participants. Website visits increased from around 340,000 to over 400,000 backed by real interest on YouTube and Facebook (around 18,000 video views). Planning is well advanced for 2018. 164 local events were supported with grants.
KEEPING OLDER PEOPLE SAFE			
5.12	Elder Abuse Helpline and Resource Unit (EAHRU)	FACS	In 2016/17 the EAHRU, an advice, referral and support service operated by Catholic Healthcare Ltd, received 2,120 calls for assistance. Calls came from older people experiencing abuse and those concerned about older people. The service also delivered 24 information and education sessions to 886 participants from government, social and community groups.
5.13	Train-the-trainer elder abuse program	FACS	The EAHRU also delivers train-the-trainer sessions for frontline staff to recognise elder abuse and better support the prevention and response to such abuse. In 2016/17 EAHRU delivered seven train-the-trainer sessions, with a total of 153 participants.
5.14	Response to the Legislative Council General Purpose Standing Committee No 2 Inquiry into Elder abuse in NSW	FACS	FACS has led a comprehensive response to the Inquiry, including: leading a new Steering Committee for the Prevention of Elder Abuse, funding projects including a new model integrating a lawyer with health-care teams, national research, a CALD project aiming to understand and overcome barriers for CALD clients, legal training for EAHRU staff by Justice Connect as well as commencing a review of NSW Government policy with stakeholders.

5 Case studies: **Inclusive communities**

Tech Savvy Seniors | FACS

Phones, internet, home computers, social networks, security mobile devices: our world is becoming increasingly digital. So many services are delivered through digital media. And over 60,000 older people are now part of the digital world due to the *Tech Savvy Seniors* program.

Tech Savvy Seniors supports older people improve their digital literacy through training courses and online resources on core topics for using new technology. Free or low-cost face-to-face training is delivered in community colleges and NSW public libraries as a result of an innovative partnership with Telstra. Since 2012 Telstra and FACS have brought together the skills and resources of a technology provider with access to community facilities to provide the training, which has continued to grow under the NSW Ageing Strategy 2016–2020 .

In 2016/17, 19,500 training places were offered across 196 locations. The courses are available in eight community languages and signed in Auslan. The program continues to expand its reach and range with a new training module on online banking launched in March 2017, which has relied on a partnership with the Commonwealth Bank.

The program hit the road with a regional roadshow in May 2017. We visited 10 sites around NSW including Guyra, Barraba, Wagga Wagga and Temora. The roadshow bus offered a mobile drop-in centre for older people to ask for help and advice about their computer and technology needs. A total of 201 people visited the bus.

We've also extended the approach to Aboriginal communities through the *Tech Savvy Elders* program. This partnership with the NSW Aboriginal Education Consultative Group trains children to work with Aboriginal Elders in their community to show them how to use smartphones, tablets and other technologies, including using them to record their stories. The Elders program is rolling out to 10 Aboriginal communities in 2017.

The program has been an outstanding lesson on partnerships, particularly the ongoing partnership with Telstra. The model has now been copied more widely and *Tech Savvy Seniors* is being rolled out in Victoria and Queensland.

"When I'm home alone and there is no-one to ask, I can 'ask the computer'" (ie do a Google search)—Mandarin participant.

Liveable Communities | FACS

No matter what our age, our quality of life is affected by how liveable our community is. This is particularly true for older people.

In 2015, the Government committed $4 million over four years to support organisations to explore new possibilities and innovative approaches to create liveable communities for older people in NSW. Liveable communities enable all people, regardless of age or ability, to lead active, independent lives and access their community freely and safely. Everyone, including the government, non-government organisations, the private sector, and the community itself, plays a role in creating liveable communities.

FACS called for projects aligning with the NSW Ageing Strategy priorities of health and well-being, working and retiring, housing choices, getting around, and inclusive communities.

Of the 25 projects funded in the first round, 21 were successfully completed by June 2017.

The second round of funding attracted 186 applications and 19 projects were funded for a total of around $1 million. These projects were funded from March 2017 and we can report on their success in the next annual progress report.

Feros Care, an aged care service provider, developed a Virtual Seniors Centre for housebound older people. The project built an easy-to-use online live video platform for group conversations supporting people in different sites to participate in live events, like a virtual exercise class, in which class participants improved their mobility (20% of all participants), strength (15%) and balance (10%). The project also reported that carers of people with dementia used the platform to build social connections, reducing isolation and stress for the carers.

Blacktown City Council established the 'Blacktown Memories' project, in which older people recorded their life stories which were then published on a web site and as podcasts. Almost 60 older people, often accompanied by grandchildren, talked with a facilitator while their conversation was documented. Interviews in languages other than English are currently being translated. An evaluation found deeper relationships between staff and residents at aged care centres and improved well-being of the participants, including pride in having their stories contribute to local knowledge.

Supporting implementation

Keeping our approach for older people current relies on learning. So, in addition to the five priorities, the *Year One Implementation Plan* also included learning activities to support implementation. These included creating opportunities to listen to older people about their priorities, research into older people's concerns and funding advocacy organisations to be able to dig deeper than governments can.

Continuing consultation

The Minister for Ageing announced more than $3 million in new funding agreements for four key NSW ageing advocacy organisations in April 2017. The Council on the Ageing NSW, the Seniors Rights Service, the Combined Pensioners and Superannuants Association and the Older Women's Network are an important voice for older people and provide information, through newsletters, their online presence, and in person. They work across the priority areas of the Strategy to develop and inform responses to the challenges and opportunities of an ageing population, including in relation to housing, social inclusion and elder abuse.

FACS is also developing a communication and engagement strategy which will reflect the commitment to work in partnership with non-government and government partners, capitalising on existing resources and opportunities.

Ongoing research on ageing

The *45 and Up* study is Australia's largest cohort study into the healthy ageing of 267,000 men and women aged 45 and over (approximately 10% of the NSW population) who are residents in NSW. Led by the Sax Institute, FACS has been a study partner since 2007.

This open source resource is available to researchers and policy agencies and collects longitudinal data focusing on factors that influence healthy ageing in the population. Recent insights include the impact of childhood sun exposure on basal cell carcinoma and better ways to manage breast cancer.

FACS also conducts an annual survey of older people. The 2016/17 research, by Ipsos, is completed and the report will be released in late 2017. 1,960 people engaged in the survey, which informs the implementation of the NSW Ageing Strategy.

Governance and reporting

The NSW Ageing Strategy is governed by an Interdepartmental Committee that meets twice a year. A key achievement by the Interdepartmental Committee was the delivery of an Evaluation and Monitoring Plan, consistent with the NSW Government Evaluation Guidelines and linking with the outcomes in the NSW Human Services Outcomes Framework. We will conduct an outcomes review using population level data as part of the Strategy evaluation. This review, coupled with program level data, will inform future decision making.

For more information visit
www.facs.nsw.gov.au/ageingstrategy

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