Age-Friendly Communities Strategy
2022-2026

Bayside Council
Serving Our Community

Acknowledgement of Country

Bayside Council acknowledges the Traditional Custodians,
the Gadigal/Bidjigal people of the Eora Nation.

The people of the Eora Nation, their spirit and ancestors will always
remain with our waterways and the land – our Mother Earth.

Contents

Introduction

The Age-friendly Communities Strategy 2022-2026 will set out Council's four-year plan to ensure all people in Bayside experience the benefits of living longer, safer and healthier and continue to enjoy opportunities to participate in community life.

By 2036, there will be an estimated 66,127 people aged 50 and over living in Bayside. This will represent 31% of the population.[1] Council aims to create an age-friendly community that will ensure the health and wellbeing of this population well into the future.

Council is committed to supporting older people to remain living at home for longer and access services and activities that support their health, wellbeing independence and continued participation in, and contribution to, the social and economic life of the community.

While the Bayside Community Strategic Plan reflects the community's desire to value and support the wellbeing of older people in Bayside, this Strategy sets the strategic framework and actions Council will take to achieve this goal.

The Strategy has been informed by a comprehensive community engagement program and guided by strong evidence-based approaches to enhance the quality of life of Bayside's community members as they grow older.

1. Australian Bureau of Statistics, Census of Population and Housing, 2016.

Definition of older people

The idea of someone being an 'older' person is a relative concept. The World Health Organisation defines an older person as anyone who is aged 60 and over. In Australia, you can access a Seniors Card from age 60, and government-funded supports at home from age 65. If you are an Aboriginal or Torres Strait Islander person, you can access these supports from age 50.

Council will be adopting an early intervention and prevention approach to planning, which means we will be developing strategies to support people from the age of 50. Therefore, for the purposes of this Strategy, the definition of older people will encompass anyone with a connection to the Bayside area aged 50 and over.

While many people in their 50s and 60s may not identify as 'old', what we do now can help create a community where older people can age independently at home, avoid the need to move away from friends and family, continue to work or volunteer, enjoy retirement years to the fullest and reduce reliance on the health system.

While genetic factors can impact on a person's health as they age, the physical and social environment and lifestyle choices can play a significant role in the ageing process. By creating an age-friendly community, Council can support people to experience additional years of life in good health.

Relevant legislation

The Age Discrimination Act 2004 protects people from age discrimination in employment, the provision of goods and services, education and the administration of Commonwealth laws and programs.

Planning context

INTERNATIONAL

United Nations:
Principles for Older Persons (1991)

The United Nations Principles for Older Persons advocate for the creation of opportunities for older people to participate and contribute fully within society, whilst ensuring that basic human rights such as shelter, safety and care are provided for. The principles encourage governments to support older people to have independence, participation, care, dignity and self-fulfilment.

World Health Organization:
Global Strategy and Action Plan on Ageing and Health (2017–2030)

"Healthy Ageing is about creating the environments and opportunities that enable people to be and do what they value throughout their lives. Everybody can experience Healthy Ageing. Being free of disease or infirmity is not a requirement for Healthy Ageing as many older adults have one or more health conditions that, when well controlled, have little influence on their wellbeing."

World Health Organization:
Global Age-Friendly Cities: A Guide (2007)

"An age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.

NATIONAL

Aged Care Reform (2012) Living Longer. Living Better.

In 2012, responsibility for aged care services for people aged 65 and over transitioned from State to Commonwealth Government under the Living Longer. Living Better. Aged Care reform. The aim was to build a nationally consistent and sustainable aged care system that promotes greater choice and control for older people in determining their individual care needs.

In 2013, the Commonwealth launched My Aged Care, a single access point for all older people to access government funded aged care supports, including help at home, short term care and aged care homes. The Commonwealth Government also has responsibility for the Aged Care Quality and Safety Commission and the Aged Care Quality Standards.

NEW SOUTH WALES

Ageing Well in NSW: Seniors Strategy 2021–2031

At the State level, the Ageing Well in NSW: Seniors Strategy 2021–2031 sets out the NSW Government's ten-year plan to support positive ageing and achieve improved outcomes for older people in NSW. The Strategy includes a range of strategies and actions under the following focus areas:

1. Living in age-friendly environments
2. Participating in inclusive communities
3. Staying safe, active, and healthy
4. Being resilient and informed

Councils are identified as key stakeholders in implementing a range of actions contained in the Strategy. For example, Councils are encouraged to develop and deliver programs to support local communities that establish ongoing connections between older people to promote inclusion and combat isolation and loneliness. To deliver on this goal, Council organises events and activities in recognition of NSW Seniors Festival and offers the Tech Savvy Seniors program. The Ageing Well Strategy has informed Council's Age-friendly Communities Strategy.

Integrated Age-friendly Toolkit for Local Government in NSW

Local Government NSW (LGNSW) developed the Integrated Age-Friendly Planning Toolkit for Local Government in NSW to help councils plan for an ageing population and link their Ageing Strategies to the broader council Community Strategic Plan, Delivery Program and Operational Plan, in addition to the State Government's NSW Ageing Strategy 2016-2020.

LOCAL GOVERNMENT

Bayside Community Strategic Plan

On the local level, Council is well placed to work with community partners to develop and deliver targeted initiatives that meet the needs of our local community. The Bayside Community Strategic Plan identifies the community's vision for the future, long term goals and strategies to get there. The Age-friendly Communities Strategy builds on this direction by detailing the strategies and actions Council will take to improve outcomes for older people in Bayside.

Good practice from across the globe

Since the World Health Organization (WHO) released its guide to age-friendly communities in 2007, many government agencies across the world have adopted the age-friendly framework to improve their community for older people. Ireland and Canada have made a national commitment to supporting and encouraging states and counties to take an age-friendly approach to planning for an ageing population.

In Australia, in Western Australia and South Australia, age-friendly strategies have been integrated with the state-based framework. Below are some examples of evidence-based, best practice approaches that have informed this Strategy.

GLOBAL

World Health Organization: Active Ageing Framework

WHO defines active ageing as "the process of optimising opportunities for health, participation and security in order to enhance quality of life as people age." It applies to both individuals and population groups. Active ageing allows people to reach their potential for physical, social, and mental wellbeing throughout their life-course and to participate fully in society. Active ageing aims to extend healthy life expectancy and quality of life for all people as they age.[2]

WHO also defines healthy ageing as 'the process of developing and maintaining the functional ability that enables wellbeing in older age,' where 'functional ability comprises the health-related attributes that enable people to be and to do what they have reason to value.'

In 2002, WHO developed an Active Ageing policy framework to inform discussion and planning that promotes healthy, active ageing. It explores the elements of active ageing, the challenges of an ageing population and identifies potential policy responses to address the needs of older people and promote active ageing into the future.

2. Active Ageing: A Policy Framework, WHO, 2002.

World Health Organization: Age-friendly communities guide

The concept of age-friendly communities is a growing global movement. According to WHO, "an age-friendly city encourages active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age".[3]

The Global Age-friendly Cities Guide proposes eight interconnected domains that can help identify and address barriers to the well-being and participation of older people, and they are:

- ▶ Outdoor spaces and buildings
- ▶ Social participation
- ▶ Respect and social inclusion
- ▶ Civic participation and employment
- ▶ Transportation
- ▶ Housing
- ▶ Communication support and information
- ▶ Community and health care

Bayside Council has adopted the WHO Age-friendly Communities approach and model for this Strategy by identifying local needs and opportunities across the eight domains.

INTERNATIONAL

Age-friendly New York City

The City of New York partnered with the New York Academy of Medicine to undertake a comprehensive assessment of the age-friendliness of New York City using the WHO Global Age-friendly Cities Guide. In 2009, the City published the Age-friendly NYC Report which included 59 innovative intersectoral initiatives to help make the city age-friendly, including:

Innovative Senior Centres: Ten Seniors Centres were transformed into Innovative Centres, providing wellness programs, arts and cultural programs, skills development programs, additional access to healthcare services, as well as new volunteer opportunities.

Seniors partnering with artists citywide: Placed artists in residence in the Seniors Centres to enhance arts programming for older people.

Support of naturally occurring retirement communities: Where older residents make up a substantial portion of the local community due to ageing in place. The City provides targeted supports and services to 28 of these communities across New York.

Accessible dispatch: Compensates drivers for their travel to a pickup location so passengers only pay for the metered taxi fare. All drivers of accessible taxis are required to participate in the program.

Market ride: Uses school buses outside of school pick-up and drop-off hours to take older people from Seniors Centres to supermarkets and farmers markets.

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3. Global Age-friendly Cities: A Guide, WHO, 2007.

NATIONAL

Dementia friendly communities – Australia

Dementia Australia's award-winning Dementia-Friendly Communities Program is a grassroots community engagement program that aims to make a difference to the lives of people living with dementia, their families and carers. The program plays an important role in empowering and supporting individuals and communities to undertake initiatives to improve knowledge and awareness about dementia, reduce stigma and discrimination and promote social engagement.

Dementia Alliances are local initiatives developed under the guidance of the Dementia Friendly Communities program. They are generally open to people living with dementia, carers, local businesses, schools, local government representatives and other interested parties.

Long Live You – City of Albany and Shire of Denmark and Shire of Plantagenet

The Long Live You program is a partnership initiative of the City of Albany, Shire of Denmark and Shire of Plantagenet, offering a unique and innovative collection of programs, community education initiatives and organisational training designed to enable older people to lead more active and healthy lifestyles.

The range of programs are designed to accommodate people of all levels of fitness and mobility, including chair yoga sessions, aqua classes, Zumba and much more. The aim is to create a welcoming environment that encourages and supports older people to remain active and socially connected. All activities are offered at subsidised rates for people on a pension.

STATE

The Integrated Age-friendly Toolkit for Local Government in NSW

In 2012, LGNSW developed The Integrated Age-friendly Toolkit for Local Government in New South Wales to encourage and guide Councils to adopt a multi-disciplinary approach to addressing the needs of an ageing population. The Toolkit provides information on key issues and approaches that can be considered across all functions of Council to inform plans and policies and create an age-friendly community.

LOCAL

The Waverton Hub – Sydney

The Waverton Hub is a community-led hub of residents from Waverton, Wollstonecraft and neighbouring areas in Sydney. The members of the Hub aim to help each other to enjoy their lives, stay in their own homes for as long as possible, and be healthy and active. The Hub has over 300 members and continues to grow. A core group of around 80 older people work together to design and deliver a range of activities and events for older people in the area, including a walking group, social tours, mural projects and more.

St George and Sutherland Dementia Alliance

Dementia Friendly Communities project funding was awarded to 3Bridges Community in 2018 to start a Dementia Alliance in the St George and Sutherland Shire areas. The Dementia Alliance is made up of community service representatives, local businesses, local government representatives, as well as people living with dementia and carers. The work of the Alliance is guided by the Dementia Advisory Group; a group of people living with dementia and their carers. This group meets four times per year at the 3Bridges Community Carss Park office. 3Bridges supports the administration of the Alliance.

Strategy development

COMMUNITY ENGAGEMENT

Council engaged with the community to better understand the needs and aspirations of older people in Bayside and to inform the planning of services, programs and public infrastructure that will support positive and healthy ageing. Council also reviewed feedback from older people who participated in Council's Community Satisfaction Survey in 2019 and in the review of the Community Strategic Plan in 2022.

DESKTOP REVIEW

In addition to community engagement, the Strategy has been informed by a comprehensive review of international, national and local evidence-based approaches and literature on age-friendly communities; the Bayside Community Strategic Plan; demographic trends and an understanding of existing services and programs in place for older people in Bayside.

Implementation, monitoring and review

The Integrated Planning and Reporting Framework allows NSW Councils to draw their various plans together, to understand how they interact and to ensure all functions of Council deliver on strategic directions.

The Age-friendly Communities Strategy will guide Council's work to improve the quality of life for older people in Bayside over the next four years.
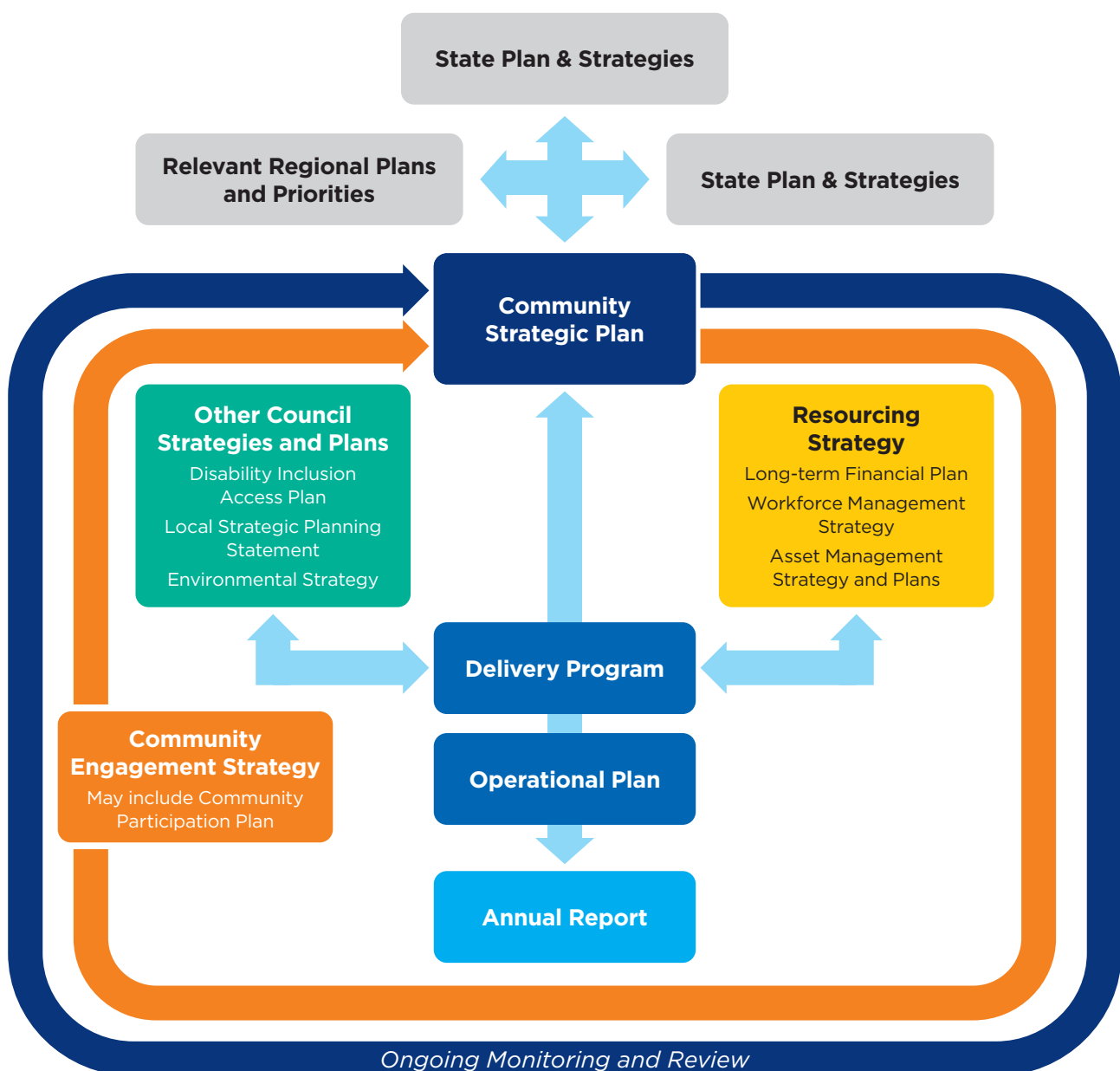

Figure 1:   Office of Local Government Integrated Planning and Reporting Framework.

The strategies and actions contained in the document are aligned with the Bayside Community Strategic Plan and will be integrated into Council's Delivery and Operational Plans. Progress of the Strategy and key achievements will be reported upon annually in Council's Annual Plan. The Strategy will be reviewed in 2026.

WHOLE OF COMMUNITY APPROACH

The Strategy acknowledges the importance of strong partnerships and collaborations in creating age-friendly environments and communities. The not-for-profit sector will continue to play a valuable role in supporting older people in Bayside, particularly those who are at risk and/or experiencing disadvantage.

Council responsibility

Council does not maintain direct responsibility for all the domains that work together to create an age-friendly community, for example, public transport and health services, however, there is a role to advocate on behalf of the Bayside community to influence how these services are delivered.

Council is also a Commonwealth Home Support (CHSP) provider, which means it receives funding from the Australian Government to support the development and delivery of the home support service system to ensure it is operating effectively and meeting the needs of the community.

This Strategy sets out commitments over which Council has direct control or where it has a role to influence other agencies to improve outcomes for Bayside.

Profile of older people

	Bayside	Greater Sydney
Population		
Aged 50 and over	**30.3%**	**31.1%**
Aged 65 and over	**14.6%**	**13.9%**
Aged 85 and over	**2.3%**	**2%**

Service age groups

	Bayside	Greater Sydney
Older workers and pre-retirees aged 50–59 years	**11.1%**	**12.2%**
Empty nesters and retirees aged 60–69 years	**8.8%**	**9.5%**
Older people aged 70–84 years	**8.2%**	**7.5%**
Elderly aged 85 years and over	**2.3%**	**2%**

Birthplace (aged 50 and over)

	Bayside	Greater Sydney
Born overseas	**59%**	**46.4%**

Language spoken at home other than English (aged 50 and over)

	Bayside	Greater Sydney
Greek	**11%**	**2.4%**
Mandarin	**5%**	**3.5%**
Arabic	**4.9%**	**3.2%**
Cantonese	**4.9%**	**3.8%**
Macedonian	**4.7%**	**0.5%**

Work and income (aged 50 and over)

	Bayside	Greater Sydney
Employed	**95.3%**	**95.4%**
Unemployed	**4.6%**	**4.6%**
Providing unpaid assistance to a person (disability, illness, age)	**14.1%**	**14.8%**
Providing unpaid childcare	**16.6%**	**18.5%**
Household income high (more than $2,500 per week)	**21.2%**	**27%**
Household income low (less than $650 per week)	**19.2%**	**15.6%**

Households and housing (aged 50 and over)

	Bayside	Greater Sydney
Lone person	**18.7%**	**16.6%**
Internet connection	**73.1%**	**79.5%**

Strengths, challenges and opportunities for Bayside

STRENGTHS

Council Programs: Council is currently reviewing and building on its annual program of events and activities for older people in Bayside.

Council Specialist Officers: Council employs a Positive Ageing Specialist and an Aged and Disability Specialist to support older people in Bayside through:

▶ Social research, planning and policy development
▶ Community capacity building and CHSP sector support and development
▶ Advocacy
▶ Information provision and referral to support services
▶ Events and programs to support positive ageing

Council Community Grants: Council supports the local community through the provision of financial assistance to not-for-profit organisations, community groups and individuals.

Community-led Programs: There is a good mix and supply of programs and activities that support healthy and active ageing in Bayside; many of which are organised by older residents.

CHALLENGES

CHSP and Aged Care Package: Assessment processes and lengthy wait times can be a barrier to accessing the supports needed to age in place.

Complex Case Coordination: Council is often called upon to assist community members with complex needs that aren't being adequately supported by the aged-care system.

People with Low or No Proficiency in English: In 2016, 52% of people aged 50 and over spoke a language other than English at home and 29.8% did not speak English at all (that is 24,657 non-English speakers in Bayside).

Low-income Communities: Almost one-fifth of people aged 50 and over live in a low-income household (earns $650 or less).

Need for Assistance: 64.3% of people aged 65 years and over reported they needed assistance with day-to-day activities, which is a much higher proportion compared with Greater Sydney (56.3%).

Social Isolation: 18.7% of people aged 50 and over live alone, which can increase the risk of social isolation.

Digital Disadvantage: One in five people aged 50 and over live in a household without an internet connection.

The Impact of the COVID-19 Pandemic: Older people have been disproportionately impacted by the pandemic in many ways, including through COVID related illness and death, isolation and the negative impact of lockdowns on overall health and wellbeing. Council has worked with community organisations to ensure we continue to meet the needs of the community as they change in response to the pandemic and in ways that are COVID safe.

OPPORTUNITIES

No Current Strategy for Older People: The Strategy is Council's first short-term plan for older people in Bayside.

Places and Spaces: There are a wide range of opportunities to establish varied social, leisure, recreational and cultural activities for older people within the Bayside area, including at local beaches, parks, libraries, leisure centres and community halls.

An Engaged Community: There is potential to improve how aware, informed and engaged the older community is with Council's planning and decision-making processes.

Build Organisational Capacity: There is an opportunity to work with Council employees to improve awareness and understanding of the needs and desires of older people. Through the provision of information and training, we can aim to achieve improved outcomes for older people across all functions of Council.

Post Pandemic Recovery: Council is well placed to take the lead in working with the community to emerge stronger post COVID and build resilience and preparedness for future emergency events.

Local services and programs

There are several services and programs available to older people in Bayside that support positive ageing, including leisure, recreation, social and cultural actives, as well as home support services and specialised services for First Nations people and people from culturally and linguistically diverse backgrounds.

Visit Council's website for more information on the programs and services available to Bayside residents **www.bayside.nsw.gov.au/community/services-seniors**

Council currently adopts a multi-layered approach to ensuring an appropriate mix of accessible and affordable programs for older people in Bayside. Some programs are Council-led, some are delivered in partnership with other organisations and government departments and others are community-led with financial or in-kind support from Council.

In 2022, Council undertook an audit of programs and services available to older people in Bayside (Attachment 1). The audit presents a snapshot of what was identified at the time and is not intended to be a complete list of programs and services operating in the area.

The audit will help Council identify gaps in service provision and inform work with community partners to ensure an appropriate mix of programs and services for older people that support healthy ageing in Bayside.

Vision for an age-friendly Bayside

"Council is committed to ensuring all people in Bayside experience the benefits of living longer, safer and healthier and continue to enjoy opportunities to participate in community life."
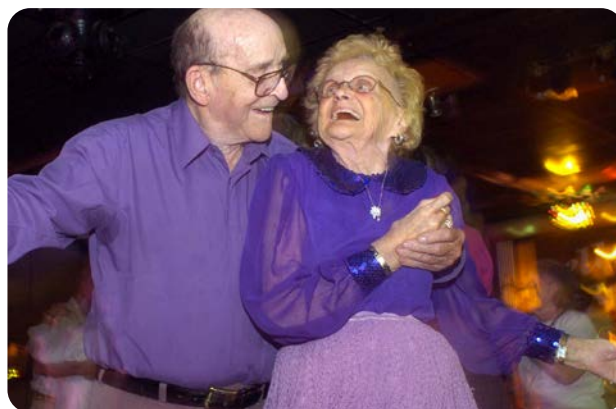
Objectives and strategies

OUTDOOR SPACES AND BUILDINGS

Objective: Older people have access to well-maintained outdoor spaces and facilities that consider their needs.

Objective: Council's land use planning controls encourage provision of affordable housing options that support older people to remain living independently in their community as they grow older.

Strategic Outcome	Strategies	Partner/s	Internal Lead
Bayside's open spaces are accessible, provide a range of active and passive recreation opportunities and encourage social interaction.	Adopt an enhanced level of Universal Design principles when upgrading or renewing parks, beaches and open spaces. Engage older people in the design of open spaces. Consider the needs of older people when developing master plans, management plans and public domain plans. Ensure the provision of accessible and legible paths of travel for a range of ages and abilities.		City Futures City Projects

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Strategic Outcome	Strategies	Partner/s	Internal Lead
Bayside's public buildings and facilities are accessible and support a range of opportunities for recreation and social interaction.	Go beyond minimum standards of access through an enhanced level of universal design to ensure indoor and outdoor facilities are accessible and can accommodate programs run for older people. Ensure an adequate supply of well-maintained and accessible public toilets that are conveniently located.		City Futures City Projects
Outdoor infrastructure is in place to support healthy and active lifestyles.	Ensure the provision of outdoor infrastructure that supports healthy lifestyles, such as outdoor gyms that enable physical activity, rehabilitation and support social connections.		City Projects
Public domain infrastructure is designed to support older people out and about in the community.	Ensure infrastructure is in place to support the comfortable use of public spaces, such as shade, age-friendly seating at regular intervals, drinking fountains and accessible toilets.		City Projects
Bayside's public places and spaces are clean and well maintained.	Continue to implement regular cleansing and asset maintenance schedules that uphold the visual amenity and safety of the area.		City Presentation
Council is committed to making Bayside dementia friendly.	Review the Dementia Australia toolkit and checklists and consider how these can be integrated into Council's systems and processes to improve the environment for people with dementia.		City Life
Older people feel safe in the community.	Implement strategies contained in the Bayside Community Safety Strategy 2022-2026.	NSW Police	City Life
There is an adequate supply and mix of housing options that support ageing in place.	Ensure Council's land use planning controls encourage an adequate supply and mix of housing options that are accessible and affordable and support ageing in place. Housing for older people is located near to town centres, health services and public transport options.		City Futures

RESPECT, PARTICIPATION AND INCLUSION

Objective: Older people are respected and included in community life.

Objective: Older people have access to a range of programs and activities that recognise diverse interests and needs.

Objective: Older people's contribution through employment and volunteering is recognised and supported.

Strategic Outcome	Strategies	Partner/s	Internal Lead
Older people have access to a range of affordable and accessible programs and events that support healthy and active ageing.	Work with the community to develop and deliver an annual program of events and activities for older people that support healthy and active ageing. Activities may include local events, intergenerational programs and/or lifelong learning activities.	Community services, associations and groups	City Life
Older people can easily access Council services and programs and are treated with respect.	Implement the Library and Customer Service Strategy 2022-2026. Provide training and resources to Council employees to improve understanding and awareness of the needs of older people.		City Life
Older people are socially connected.	Ensure the provision of welcoming community meeting places that provide opportunities for older people to build social connections and relationships, such as Seniors Centres and libraries. Deliver an annual program of activities to encourage social connection in local neighbourhoods where older people live. Explore strategies to engage with and support older people who may be socially isolated. Investigate whether older people form culturally, and linguistically diverse (CALD) communities are more likely to experience social isolation.	Community organisations that work with CALD communities	City Futures Comm's and Events City Life

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Strategic Outcome	Strategies	Partner/s	Internal Lead
The value and contributions of older people are recognised and celebrated.	Increase the representation of older people in Council's publications. Recognise the contribution of older people through events and Council's communications.		Comm's and Events City Life
People with dementia are respected and included in community life.	Deliver information sessions and community education campaigns to raise awareness and understanding of dementia. Become a member of the St George Sutherland Dementia Alliance.	St George Sutherland Dementia Alliance	City Life
Events and programs celebrate Bayside's diverse community and create a stronger sense of cultural identity and connectedness throughout Bayside.	Continue to create opportunities for cultural connectedness by acknowledging cultural days of significance such as NAIDOC Week, Reconciliation Week and Harmony Day. Investigate ways to support older, isolated residents to attend these events. Continue to support local community groups and organisations to run culturally appropriate events and programs through Council's community grants program and the subsidised use of Council facilities.		Comm's and Events City Life
Lives are enriched through intergenerational relationships and experiences.	Promote and support opportunities for intergenerational participation and connection.		City Life
Older people are informed about how to lead healthy, active and connected lives.	Deliver a program of information sessions on a range of topics of interest and relevance to older people that support healthy and active ageing.		City Life

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Strategic Outcome	Strategies	Partner/s	Internal Lead
First Nations older people have culturally appropriate opportunities to participate in the community, connect socially and lead healthy and active lives.	Implement Council's Reconciliation Action Plan 2022- 2026.	Metropolitan and La Perouse Local Aboriginal Land Councils	City Life
Older people who identify as LGBTIQA+ are respected and included in community life.	Engage with the older LGBTIQA+ community to inform Council planning and programs. Continue to support organisations that support the LGBIQA+ community through the Community Development team and Council grants and subsidies.	Community organisations	City Life
Older people can access and retain meaningful employment opportunities in Bayside.	Promote the benefits of employing and retaining older workers to local employers through the provision of information and resources. Promote employment services that specialise in connecting older workers with age-friendly jobs. Council's Equal Employment Policy and Plan ensures recruitment practices are inclusive of older people and details strategies to retain the older workforce.	Local Chambers of Commerce	City Life General Manager's Unit
Older people have opportunities to engage in life-long learning and volunteering.	Continue to provide and/or facilitate the delivery of opportunities for older people to build on their knowledge and skills. Work with community organisations to map and develop a range of volunteering opportunities for older people and promote them to the community.	NSW Gov TAFE NSW University of the Third Age (U3A) Local community services Community gardens	City Life

GETTING AROUND

Objective: Older people have access to a range of transport options that are appropriate to their needs and support their access to the community.

Strategic Outcome	Strategies	Partner/s	Internal Lead
Infrastructure is in place to support access to key destinations across Bayside, including shopping and medical precincts and public transport interchanges.	Review and ensure the adequate supply of appropriately located mobility parking spaces across Bayside. Review and ensure the adequate supply of well-located and accessible pick-up and drop-off sites (PUDO's) for use by community transport services and people with limited mobility.	Transport for NSW	City Futures
Town centres and key locations across Bayside are pedestrian and age-friendly.	Prioritise safe and accessible pedestrian access to and around town centres and other key locations.		City Futures
Infrastructure is in place to support active transport.	Master-planning provides an integrated network of cycleways that are safe and connect key destinations across Bayside.		City Futures
Public transport meets the needs of the Bayside community.	Advocate for improvements to the accessibility, affordability and reliability of public transport options servicing the area.	Transport for NSW	City Futures
Older people have access to affordable, flexible and reliable community transport.	Continue to work with community transport providers to ensure reliable and affordable services are available to older people in Bayside.	Community transport providers	City Life

COMMUNITY SUPPORT AND HEALTH

Objective: Older people have access to appropriate services that supporting healthy ageing, independence and ageing in place.

Strategic Outcome	Strategies	Partner/s	Internal Lead
Aged care services operating in the Bayside area meet the needs of the community.	Continue to partner with services funded through the Commonwealth Home Support Program (CHSP) to ensure Bayside's older residents receive the aged care services they need. Participate in and contribute to local aged care interagency meetings.	CHSP Funded services	City Life
Bayside community is resilient and can respond to future emergency events.	Lead post-pandemic recovery responses and plan to build resilience to better respond to future emergencies and crisis situations.	Community services	City Life
Council has access to the information it needs to understand and address community needs.	Continue to strengthen relationships with key government agencies to ensure integrated information across partners to identify vulnerable populations and inform targeted responses.	NSW Health Department of Communities and Justice	City Life
Older people experience improved health outcomes through information and programs.	Continue to work in partnership with NSW Health to improve health literacy through health promotion activities and programs that support older people to remain well and independent. Deliver an annual program of activities that fosters health and wellbeing for older people.	NSW Health	City Life
Older people are safe from elder abuse and family violence.	Educate older people and the wider community on what constitutes elder abuse, how to identify it and where to go to report it and seek assistance.	Community services	City Life

ENGAGEMENT, COMMUNICATION AND INFORMATION

Objective: Council's policies, plans and initiatives are informed by older people.

Objective: Older people have access to information that is important and relevant to them.

Strategic Outcome	Strategies	Partner/s	Internal Lead
Older people are engaged in Council's decision-making processes and their input is valued.	Continue to engage older people and the Seniors Network to inform Council planning and services. A range of engagement methods are employed to ensure older people can have a say. Partner with specialist community services to engage in a culturally sensitive way with First Nations, CALD and LGBTIQ+ older people. Encourage older people to sign up for the Your Say Bayside e-newsletter.	Seniors Group Network	City Life
Council information is accessible to older people.	Continue to ensure Council's websites meets WCAG 2.1 accessibility standards. Ensure key information is available in a range of formats and communicated in an age-friendly style; acknowledging that printed material is still an important method of communicating with older people and the use of larger fonts, contrasting colours, less dense text and straightforward language can improve readability.		Comm's and Events City Life City Performance
Council supports older people experiencing digital disadvantage.	Promote the availability of public computers at Council's Libraries. Continue to deliver the Tech Savvy Seniors workshops in English and other languages. Support services that help older people to access online services such as My aged care and the Home Support Program.	Community services that support people experiencing digital disadvantage	City Life

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Strategic Outcome	Strategies	Partner/s	Internal Lead
Older people from CALD backgrounds who speak a language other than English are aware of and can access Council information and services.	Continue to deliver information sessions in-language for migrants and refugees to learn about Council's services and how to access any supports they may need. Continue to promote the translation option on Council's website. Continue to translate printed material into community languages as appropriate. Engage interpreters for events and information sessions where appropriate. Continue to promote the Translation and Interpreting Service (TIS).		City Life

References

Australian Bureau of Statistics, Census of Population and Housing, 2016. Compiled and presented by .id (informed decisions).

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Attachment 1

Audit of programs and services for older people in Bayside

In 2022, Council undertook an audit of programs and services available to older people in Bayside. The below table is a snapshot of what was identified at the time of the audit and is not intended to be a complete list of programs and services operating in the area.

This information is intended as a guide only, to help identify gaps in service provision and inform work with community partners to ensure an appropriate mix of programs and services for older people that support healthy ageing.

COUNCIL-LED PROGRAMS

Program Name	Partner/s	Location	When	Outcomes
Bayside Council Home Library Service	N/A	From our Libraries to your home	Ongoing program Contact your local branch for more order and delivery information	People with disability or reduced mobility No access to transport Leisure - reading Life-long learning Mind wellbeing
Dance that Walk – Seniors exercise group	N/A	Alfred Kaye Community Centre	Ongoing program Friday mornings	Low impact, dance-based exercise class for older people
NSW Seniors Festival events and programs	Various community groups and organisations	Various council and community facilities and open spaces	NSW Seniors Festival usually falls in March/April each year Annual, ongoing program	Celebrate the contribution of older people in our community Respect and social inclusion

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Program Name	Partner/s	Location	When	Outcomes
Tech Savvy Seniors	NSW Gov and Telstra	Bayside Libraries	Ongoing program during School terms	Digital inclusion Skills development Life-long learning
Tech Savvy Seniors CALD	NSW Gov and Telstra	Bayside Libraries	Ongoing program during School terms	CALD / LOTE older people Skills development Life-long learning Digital inclusion
Tech Savvy Seniors YouTube videos in community Languages	NSW Gov and Telstra	Online	Access at any time	LOTE older people Skills development Life-long learning Digital inclusion

PARTNERSHIP PROGRAMS

Program Name	Partner/s	Location	When	Outcomes
Stepping On	South East Sydney Local Health District Council	Rockdale Library	Monday mornings during school terms	Falls prevention Social connection
Yarn Ups	Kinchela Boys Home Aboriginal Corporation (KBHAC) Council South East Sydney Local Health District (SESLHD) -Community Health	Council Libraries	Contact for details	Social group to address intergenerational trauma

COMMUNITY-LED PROGRAMS

Program Name	Partner/s	Location	When	Outcomes
Active and Healthy NSW – online directory	NSW Health	Various locations	Various times	Online directory of programs Provides information, advice and a service that helps you find local health activities
Ageless Aquatics	Healthstin	Angelo Anestis Aquatic Centre (Bexley Aquatic)	Thursday 10am to 11am	Therapeutic exercise Improve balance Reduce joint pain and other chronic issues Available in Greek, Mandarin and Cantonese
Aim for Fitness	NSW Health	Daceyville Eastlakes	Program runs to school terms	A community-based programme that promotes good health and wellbeing for older people through exercises and the sharing of information.
Bayside Mens Shed	Mens Shed Committee	Kyeemagh	Monday, Wednesday and Friday	Social connection Skills development Community projects
Be Connected E safety - online learning	Be Connected	Online	On demand	Digital inclusion Skills development Life-long learning Safety
Eastlakes Probus	Eastlakes Probus Committee	Eastlakes	4th Thursday of the month: 10am – 12pm	Social connection
Fix It Sister Shed	Fix it Sister Committee	Kyeemagh	Contact for details	Social connection Leisure Skills development Learning

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Program Name	Partner/s	Location	When	Outcomes
Kogarah West Seniors Centre program	Kogarah West Seniors Committee	Kogarah	Contact for program details	A range of social and physical activities for older people
Maloney Street Community Garden	Community members	Maloney Street, Eastlakes	Contact for details	Social connection Leisure Learning
Mascot Seniors Centre program	Mascot Seniors Centre Committee	Mascot	Contact for program details	A range of social and physical activities for older people
Mature Men's Group	Community members	Alf Kay Eastlakes Community Centre 16 Florence Avenue, Eastlakes	1st and 3rd Wednesday of the month: 10am – 12pm	Social connection
Pagewood Seniors Centre program	Pagewood Seniors Centre Committee	Pagewood	Contact for program details	A range of social and physical activities for older people.
Ramsgate Bay Walkers	Individual	Various locations	Monday and Thursday at 7:30am	Low impact aerobic exercise Social connection
Ramsgate Medium to Fast Walking Group	Individual	Various locations	7:30am everyday	Low impact aerobic exercise Social connection
Ramsgate Seniors Centre program	Ramsgate Seniors Centre Committee	Ramsgate	Contact for program details	A range programs for the mind and body
Rock and Wool	Community member	Rockdale Library	3rd Monday of the month in the morning 1st Wednesday of the month in the evening	Social connection Skills development Arts/creative
Rockdale Adult Leisure Learning program	Rockdale Adult Leisure Learning	Rockdale	Tuesday and Thursday: 10am – 1pm during school term	Programs include dance, yoga, tai chi, exercise, craft and music

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Program Name	Partner/s	Location	When	Outcomes
Rockdale Garden Club	Community members	Rockdale Seniors, 36 George Street	1st Friday of the month: 10am - 12pm	Social connection Leisure Learning
Rockdale Probus	Probus committee	Ramsgate RSL, Cnr Ramsgate Road and Chuter Avenue	4th Thursday of the month	Social connection
SHARE Walking Buddies Walking group	SHARE	Various locations	Paused	Low impact aerobic exercise Social connection
SHARE Exercise classes and information provision	SHARE	Locations across Bayside	Visit website for times	Improve muscle and bone strength Increase mobility and balance Support mental wellbeing Reduce stress and anxiety Boost mood Improve concentration Social connection
Sing your heart out Choir	Choir leader	Kingsgrove Bexley North Community Centre	Thursdays: 10am – 12pm during school term	Social connection Mental wellbeing Skills development Arts and culture
Touring Old Farts	Community members	Various locations	Contact for details.	Social connection Walks Outings

SERVICES FOR OLDER PEOPLE – CHSP FUNDED

Organisation	Website	Location	Services provided to older people
3Bridges	3bridges.org.au	Carrs Park	Help to navigate the aged care system to get information on aged care Home modifications and maintenance Individual and group transport Centre based respite Flexible respite Domestic assistance Dementia support Cottage respite
Access Sydney Community Transport	accesssydney.org.au	Homebush	Community transport
Advance diversity	www.advancediversity.org.au/services/aged-care-services	Hurstville / Rockdale/ Bexley Sutherland	Individual support Social outings Centre-based seniors day programs Social support groups
Anglicare at Home	www.anglicare.org.au	Covers all Bayside	Personal care Therapy services Dementia support Domestic assistance Social support Group social support Respite Centre based respite
Better Connected Community Services	betterconnected.org.au	Rockdale	Social support groups and outings Individual support Flexible respite Home maintenance Individual and group support

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Organisation	Website	Location	Services provided to older people
COA Sydney	www.coasydney.org	Woollahra	Jewish focus In-language services Meals Centre based meals Social support Support groups
Greenwood Cottage/ Benevolent Society	N/A	Bexley	Dementia support group
Holdsworth	holdsworth.org.au	Maroubra	Lawn mowing service Homeshare – intergenerational living program Meal delivery service Food services Junction Neighbourhood Centre
Junction Neighbourhood Centre	www.jnc.org.au	Maroubra	Individual and group social support Flexible respite
Randwick Meals on Wheels	randwickmealsonwheels.com.au	Covers all Bayside	Meal delivery service
South Eastern Community Connect	www.secc.sydney	Mascot	Home support Social outings Respite Dementia day care
Sydney Multicultural Community Services	www.sydneymcs.org.au	Daceyville	Culturally appropriate support In language social groups Centre based respite Centre based day care CHSP packages

Bayside
Council
Serving Our Community