

# Living and Ageing Well

## ANNUAL REPORT

Living and Ageing Well Action Plan Annual Report 2023-24

August 2024



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# Executive Summary

The [Living and Ageing Well Action Plan](#) (the Plan or L+AW) outlines the strategic direction for creating a more age-friendly Casey, to support the community to live and age well. A key feature of the Plan's implementation involves regular monitoring and evaluation to measure the progress of actions and identify areas for improvement, learning opportunities and successes. This report outlines the progress of the Plan after one year of implementation, along with key achievements and evaluation results.

Overall, the delivery of the Action Plan is progressing well, with 58% of actions underway and 14% completed. Some of the achievements in the 2023/24 financial year include:

- Establishment of a Living and Ageing Well team and the development of an evaluation framework for the Plan.
- The delivery of the Warm, Safe Home project, to educate the community on elder abuse.
- The [Open Space Strategy](#) review which included provisions to make open spaces safer, and more accessible, foster cultural connection, and provide opportunities for passive and active recreation for older people.
- The delivery of ageism training to 48 Casey staff members and ageism pop-up stalls at Bunjil Place, the Casey Kids Carnival and the Federation University Carnivale, to raise awareness of ageism within Council and the community.

The action owner (those directly delivering actions within the Plan) and the Council Reference Group (internal body advising on the Plan as a whole) evaluation results showed positive sentiment towards the progress of actions and the Plan overall, particularly in areas such as support from the Living and Ageing Well staff, progress on the delivery of actions, cross-council collaboration and monitoring and evaluation. Additional support or enhancement that action owners identified included areas such as internal and external promotion, advocacy, resourcing and staffing capacity.

In the Community Reference Group (external advisory group) evaluation, members stated Council should prioritise areas such as safety, information on services, health and wellbeing support and providing opportunities to 'have a say'. Members stated Council need to enhance work to increase communications but provided positive feedback on efforts to involve the community in decisions.

Going forward, based on the feedback received and the identified priority areas, Council will be focusing on:

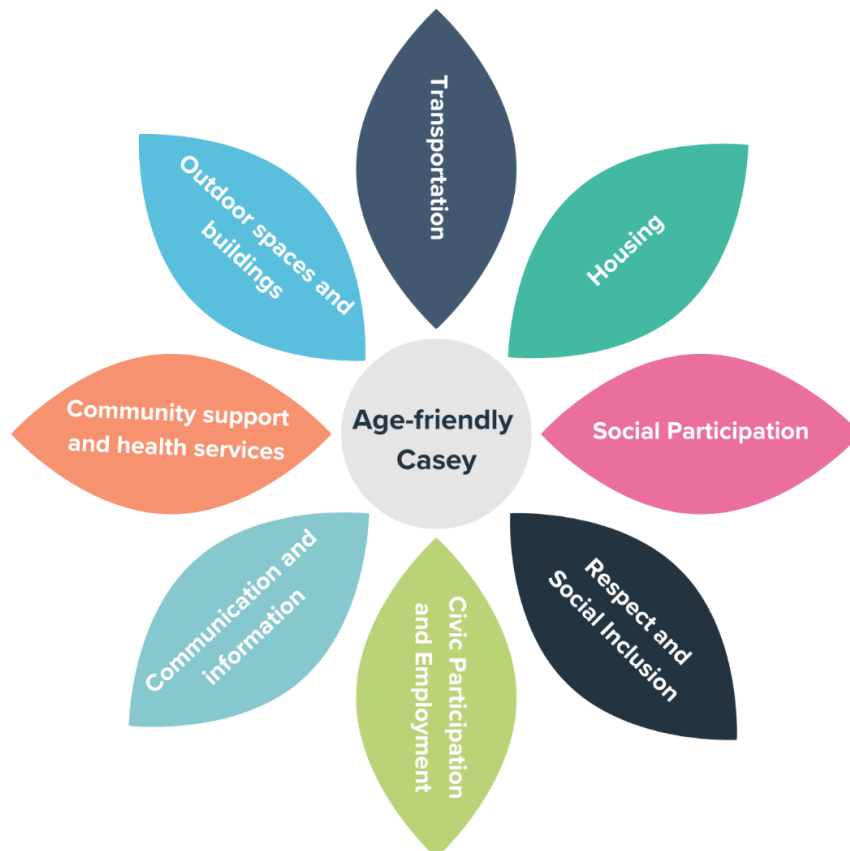
- Reviewing the scope of actions that have barriers to delivery and prioritising actions that have maximum community benefit.
- Building capacity by developing the knowledge and ability of staff to integrate age-friendly practices into their work.
- Enhancing external communications and promotion to increase community awareness of the Plan, its goals, and achievements and promote available services and programs.
- Developing and piloting community programs to improve the health and wellbeing of older people, with a particular focus on groups with poorer health outcomes.
- Increasing opportunities for sharing knowledge internally and externally, to enhance project outcomes, and identify and respond to support needs, gaps and opportunities.

# Background

In response to the Commonwealth Aged and Disability reforms, which were expected to impact the funding and regulation of Aged Care services, Casey City Council endorsed a recommendation to proactively exit traditional aged and disability services (except thin market services such as Delivered Meals and Community Transport). Alongside this decision Council committed to reinvesting in creating a more age-friendly Casey where people of all ages are supported to live and age well.

It was determined that an action plan would be developed to realise the vision of an age-friendly Casey. The *Living and Ageing Well Action Plan* (the Plan) would guide all work in the age-friendly space. Throughout 2022 extensive engagement took place to shape the development of the Plan. The *Living and Ageing Well Action Plan* (the Plan) would guide all work in the age-friendly space. Throughout 2022 extensive engagement took place to shape the development of the Plan. The engagement occurred via surveys and focus groups with the over-55 community, community service organisations and Council Staff.

The engagement was informed by the World Health Organisation’s Age Friendly Cities Framework, which includes eight interconnected domains (figure 1) that support the health, wellbeing, and quality of life of older adults. The framework encourages cities to adapt their structures and services to be more inclusive of ageing populations, to make cities more liveable for people of all ages, promoting active ageing and enhancing the independence of older adults.



**Figure 1:** Age-Friendly Cities Topic Areas (World Health Organisation 2007)

Findings illustrated that older residents in Casey want to feel safe, respected, connected, supported and have more opportunities to engage with Council, as well as be able to travel throughout the community safely and independently, with access to paths and public transport. 49 actions were identified through this process, many of which are enhancements of current practices across Council.

These actions were separated into the themed areas of:

- 1 Natural and Built Environment (17 actions)
- 2 Social Environment (12 actions)
- 3 Service Environment (10 actions)
- 4 Council Environment (10 actions)

To support the delivery of the Plan, resourcing was secured through the aged and disability 10-year transformation reinvestment plan. This plan was endorsed as part of Council's commitment to reinvesting in creating a more age-friendly Casey. Governance structures involving internal and external stakeholders were established to assist with overseeing the monitoring and implementation of the Plan, with the provision of four limited tenure roles to lead the evaluation and action delivery.

## Governance

### Governance structure

The following structure supports the delivery, monitoring, and evaluation of the Plan. It includes ongoing engagement with internal and external groups to ensure the Plan is meeting key milestones and addressing community needs.



## Council reference group

The Living and Ageing Well Council Reference Group was established as an advisory body to bring specialist skills together from across the organisation to support the implementation and evaluation of the Living and Ageing Well Action Plan. The group has 17 members from across Council and meets quarterly to discuss the delivery of the Plan and provide advice on current projects.

## Community reference group

The Living and Ageing Well Community Reference Group is a diverse group of Casey residents over the age of 55. The reference group provides feedback to Council on the Plan and associated projects with consideration to the liveability and wellbeing needs and interests of people aged 55 years and over. The group currently has 16 members and meets monthly to provide advice on current projects and support with the promotion of the Plan to the community.

## Action owners

Action owners are Council officers who are responsible, or play a role, in the delivery or implementation of actions within the Plan.

## Living and Ageing Well Staff

The Living and Ageing Well team includes four project officers responsible for delivering a subset of actions within the Plan and providing support and expertise to other teams within Council. The roles include:

### Capacity Development Project Officer

The Capacity Development role is responsible for leading the project management and the development and implementation of the Plan's evaluation framework. In addition, they will work collaboratively with teams to assist in achieving the Plan's objectives build organisational capabilities and enhance community outcomes.

### Social Inclusion Project Officer

The Social Inclusion role is responsible for promoting access and inclusion for people over 55 in Casey, focusing on the areas of ageism, affordable housing, homelessness, elder abuse and social isolation. They will seek to facilitate partnerships and education initiatives to enhance community understanding of social determinants of healthy ageing.

### Communications and Engagement Officer

The Communications and Engagement role is responsible for developing and implementing a strategic communications plan to promote the Living and Ageing Well Action Plan and Council's achievements. Additionally, they will be undertaking community engagement to actively seek feedback on projects and identify the needs of Casey's older residents.

### Intervention and Prevention Project Officer

The Intervention and Prevention role is responsible for supporting people over 55 in the community with healthy ageing, focusing on physical activity, falls prevention, and prevention of chronic conditions. They will do this by working with community groups and organisations to increase knowledge of healthy ageing and implement or enhance existing initiatives and programs.

## Evaluation Framework

To measure the success of the Action Plan a monitoring and evaluation framework was developed, with a focus on driving continuous improvement, and measuring the outcomes and impacts of the actions on the community. The framework focuses on three key areas of evaluation:

1

### Process and Capacity Development Evaluation

Six-monthly questionnaires for action owners, Council Reference Group and Community Reference Group to assess how well the delivery of actions is progressing, identify any barriers to progressing the work, further support that is required and areas for enhancement.

2

### Outcome evaluation

To measure short and medium-term outcomes, measures will be taken at an action level to understand the direct impact of the project on the community. In addition, case studies will be implemented at an action or action sub-group level to determine if our natural, built, social, service and council environments are more age-friendly.

3

### Impact evaluation

Measuring longer-term changes at a population level, to determine if the goals of older people being supported, connected, respected, connected and heard have been achieved. Data sources will include the Census, Victorian Health and Wellbeing Survey, Casey Health and Wellbeing Household Survey, Casey Safety Survey and State Government Agency data for measures including mental health, physical activity, perception of safety, discrimination and financial stress. The impact evaluation will occur after the completion of the Action Plan.

The following three sections of the report will discuss the results from the process and capacity development evaluation for action owners, the Community Reference Group and Council Reference Group. In addition, case studies have been provided to show the impact of key actions or projects that have been delivered.

## Process and Capacity Development Evaluation

### Community Reference Group Evaluation

The Living and Ageing Well Community Reference Group is a diverse group of Casey residents over the age of 55. As part of the process and capacity development evaluation the Living and Ageing Well Community Reference Group were asked to complete a survey to determine community priorities, emerging barriers to living and ageing well that are not currently being addressed by the Plan and to explore whether there are areas that need to be enhanced or prioritised to meet emerging needs.

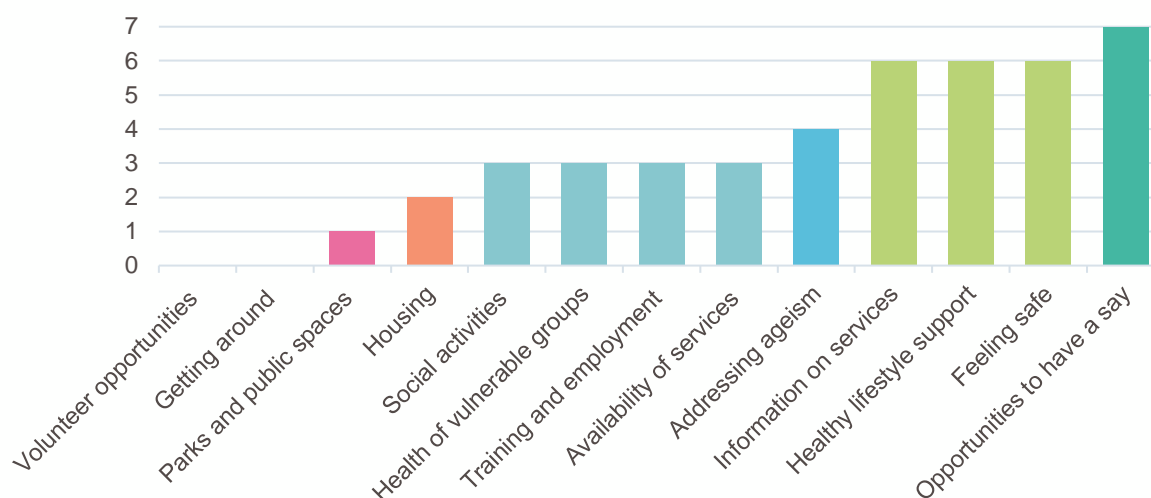
#### Number of respondents

Of the 16 members, 11 completed the evaluation which posed the following key questions:

#### What four areas of the L+AW Plan are the most important for Council to focus on?

The four most frequently selected priority areas were 'opportunities to have a say', 'feeling safe', 'healthy lifestyle support', and 'information on services'. These priorities likely reflect the make-up of the reference group as local advocates as well as recent reference group discussions focussing on these areas. For comparison, the three priority areas selected by the community in the initial consultation for the Plan were safety, suitability of parks and public spaces and having a range of social activities available.

## Living and Ageing Well Priority Areas



### What is Council doing well in relation to the Plan?

Members cited that Council are doing well involving the community in the process and seeking feedback on community needs (\*n=3), the Link Worker Program (n=2), increasing accessibility of parks and providing seniors exercise equipment (n=2) and delivering community programs (n=1).

### What areas or programs could Council improve on?

Members cited areas for improvement as communication (n=2), safety and elder abuse (n=2), supporting access to aged services (n=1), disability access/toilets (n=1) health education (n=1), scam education (n=2), road and pathway maintenance (n=2) and improved signage (n=1). With the exception of scam education, which can be explored, all of these areas are being addressed by current projects within the Plan.

Responses to the evaluation survey provided valuable insights into the group's understanding of the L+AW Plan and the areas of health and wellbeing they are concerned about. Going forward, further work is required to upskill the group and increase their knowledge of the Plan as well as promoting what Council are currently doing, particularly in areas such as safety, services, and health education.

\*N = number of people

## Council Reference Group Evaluation

The Living and Ageing Well Council Reference Group is a group of staff from across the organisation who support the implementation and evaluation of the Living and Ageing Well Action Plan. The group were asked to complete an evaluation, considering the Plan as a whole to understand the general sentiment on the delivery, structure, and resourcing of the Plan. Overall, people felt that the delivery of the Plan was going well with a few key areas for improvement, further monitoring or evaluation identified.

## Number of respondents

Of the 17 reference group members, 10 completed the evaluation form which posed the following key questions:

### How well do you think the delivery of the L+AW Action Plan is going?

Overall, people rated the delivery of the Plan well, with a mean score of 8 out of 10, which is an increase from the last evaluation in November 2023.

### What is working well with the Plan?

Members were mostly positive about the Plan, citing the strengths as: collaboration/buy-in (n=3), the delivery of the Plan, including the number of actions underway (n=4), the monitoring and evaluation (n=2), internal awareness and buy-in (n=2) and the growing community awareness of the work (n=2).

### Are there ways the resourcing/staffing/structure of the Plan could be improved?

The majority of members did not identify any areas for improvement (n=6). Others suggested further communications campaigns with a focus on alternative communication methods, as commonly used methods may not reach a large amount of the older community (n=2). Members also cited the need for additional resourcing (n=1) and the need to revisit actions where the teams have little capacity to deliver (n=2).

### Are you aware of any emerging community needs not currently being addressed by the Plan, or that would require enhancement or modifications to be made?

Most members were not aware of emerging community needs (n=6). Areas that were identified included:

*‘Casey’s rise in homelessness (for many reasons) and no solutions or not enough funding for this systemic problem.’*

*‘Support for people under 65 such as delivered meals, domestic assistance, and assistance at home due to disability and not being eligible for the NDIS.’*

*‘The overall community climate has probably shifted somewhat since the engagement took place, which is to be expected. The way in which we communicate with community... needs to shift... e.g. solid engagement efforts such as Living & Ageing Well roadshows.’*

*‘Cultural Diversity; there is a lack of understanding about what this is amongst older people. It would be great to see an event that showcases cultural traditions, led by older people. Passing on knowledge and/or customs to younger people and other older people.’*

*‘End of Life Planning; there is a lack of information and support given to older people to consider things like wills, power of attorneys and advanced care planning. It would be great to see this feature somewhere down the track.’*

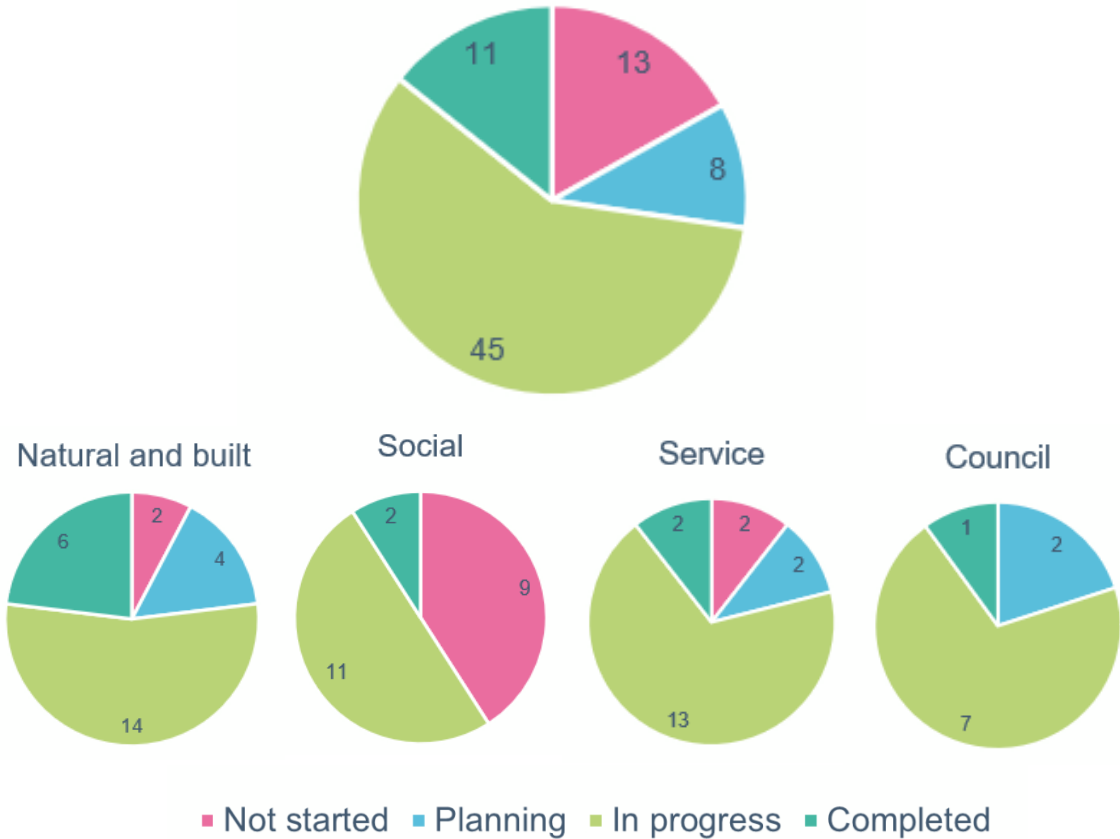
# Action Owner Evaluation

For the action owner process and capacity development evaluation, action owners were asked to provide an update on the progress of their action in the first 12 months of the Plan, what is planned for the next six months, how the action is tracking against key criteria and where support is required to progress the action. Feedback varied across action owners, but the majority were positive about their progress and capacity to deliver the action.

## Action progress

In total, there are 77 actions (49 actions and an additional 28 sub-actions) spread across approximately 30 action owners. In total, 58% or 45 actions are 'in progress' and 14% or 11 actions are already completed. Progress varies by action area.

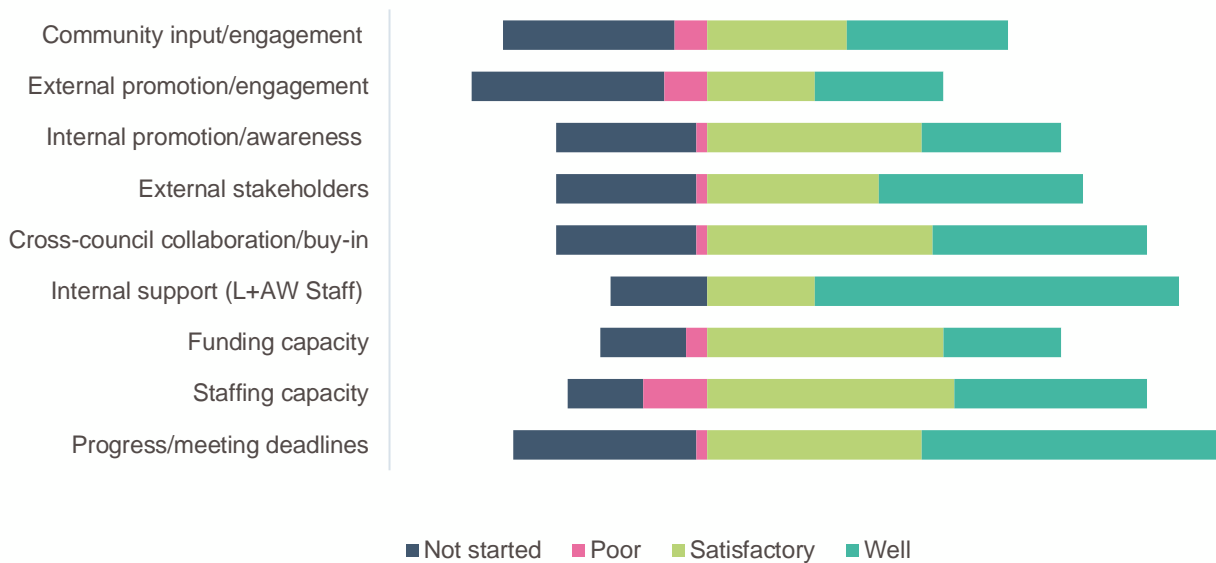
### Overall action progress



## Evaluation of action delivery areas

Action owners were asked to rate the delivery of their respective actions against the following criteria, to provide insights into areas where additional support or capacity development may be required. Action owners were the most positive about support from the Living and Ageing Well staff, their progress, cross-council collaboration and relationships with external stakeholders. Action owners rated areas such as staffing capacity, external promotion and community engagement/input more poorly.

### Rating of action delivery

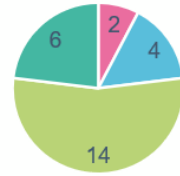


## Support

For 10 of the actions, action owners identified they needed support from the Living and Ageing Well team. Areas where support was requested were:

- Internal or external promotion (n=4)
- Subject matter expertise (n=4)
- Embedding tools (n=1)
- Advocacy (n=1)

# Outcome Evaluation



## The Natural and Built Environment

Recent achievements in the natural and built environment domain include:

- The review and endorsement of the Open Space Strategy progressing seven actions. The review took an age-friendly lens and included provisions to make open spaces more accessible, reduce crime, provide more opportunities for active and passive recreation, and a dedicated section regarding Traditional Owners,
- Development of the Ready, Set, Connect toolkit in partnership with Swinburn Uni to support the community to start new social groups
- Provision of wheelchair-accessible and raised garden beds in Community Gardens, and a mobility scooter at Wilson Botanic Park Berwick to meet diverse access requirements,
- Delivery of a heatwave focus group with 25 older adults, to understand community awareness of heatwaves and explore ideas to increase community resilience,
- Purchase of a home energy efficiency kit that will be used by Casey's Link Workers to support older people to assess their homes and access a reimbursement to make minor modifications to improve energy efficiency.

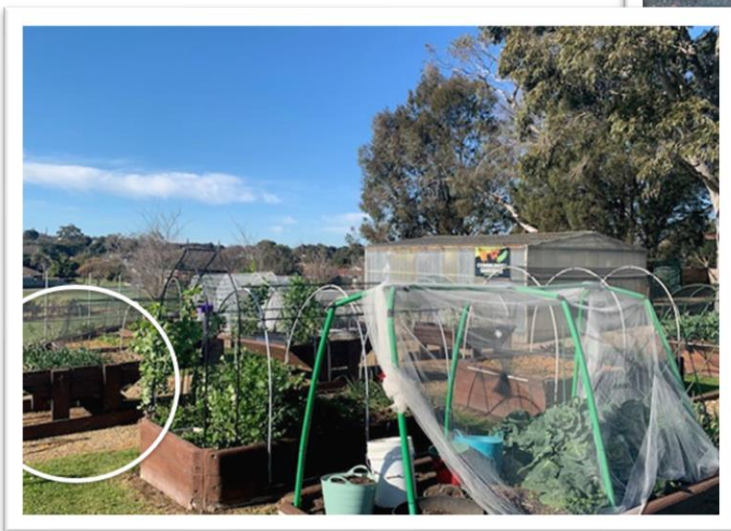


Image: Wheelchair-accessible community garden bed (bottom left)



Image: Mobility Scooter at Wilson Botanic Park

## Ray Bastin Reserve Case Study

**Action link:** 1.1.2 - In consultation with older people and other stakeholders, embed an intersectional, age friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements by:

- a. applying crime prevention through environmental design principles to address actual and perceived safety concerns;
- b. considering access needs related to pathways and footpaths, seating, toilet facilities, signage, and lighting
- d. ensuring intergenerational and multi-use / flexible spaces for older people to support wellbeing.
- e. Providing active and passive recreation and exercise spaces for older people to support wellbeing.
- f. considering the needs of specific groups such as those with dementia, vision and hearing impairments and mobility needs.

**Action link:** 1.2.1 - Promote year-round accessibility for people of all ages to landscaped, green and other outdoor spaces by planning for solar, glare and wind protection, effective weed and grass management, and provision and signage, seating and path connectivity.

**Action link:** 1.2.4 - Explore options to ensure Aboriginal cultural knowledge for retaining County is sought and considered when developing and renewing outdoor spaces.

Public open spaces are an important feature of the built environment that supports the communities' physical, social and mental health, through increased opportunities for exercise and social connection. Open Spaces that integrate age-friendly principles, ensure that spaces are accessible for older people, supporting healthy ageing in the community and improved health outcomes later in life.

The City of Casey's Open Space Strategy provides a framework to guide the planning, design, development and management of open space in Casey. In 2023 a new Open Space Strategy was endorsed, which took an age-friendly lens and included provisions to make open spaces more accessible and safer, provide more opportunities for active and passive recreation, and help to foster social and cultural connection. This was a major piece of work that progressed seven L+AW actions.

The new Open Space Strategy was used to inform the redevelopment plans for the Ray Bastin Reserve in Narre Warren. The following case study demonstrates how these principles were integrated into the design of the reserve. In addition, the L+AW Community Reference Group was consulted on the proposed plans and provided feedback that led to key changes to make the space more accessible for older people.

The reserve will be the first site in Casey to have a dedicated senior's exercise park, supporting older people to remain active. The design and placement of the equipment have taken into consideration the needs of people with poor mobility such as proximity to parking, toilets, drinking fountains, rest areas and shade.

The site features several multi-use, intergenerational spaces, including several exercise nodes, social gathering spaces and lawns. The integrated path network ensures all spaces are easily accessible, ample rest areas, shade sails and trees help people stay cool on warmer days. Additional signs have also been added to the reserve to support wayfinding.

To deter crime and increase the feeling of safety, the site plans incorporated Crime Prevention Through Environmental Design (CPTED) principles, such as clear visibility of all areas from within and from outside the park. This will allow users of the park to form natural surveillance of the area. The team are also advocating for additional funding for lighting to improve safety at night and the Community Safety team will be completing a CPTED audit in the near future to provide additional recommendations.

The park celebrates Australia's rich Aboriginal and Torres Strait Islander culture. Traditional owners provided advice on the project, such as the use of Indigenous plants throughout the space, the social area being shaped to reflect a yarning circle and named the 'Weaving Space' after plants traditionally used for weaving and the use of Aboriginal star mapping in the park line with its space theme.

Once the redevelopment of the park is complete the use of key areas will be monitored to evaluate the impact of the redevelopment on the community.

## Climate Resilience Case Study

**Action Link:** 1.2.2 - Continue to strengthen Council's response to the impacts of climate change, including by partnering on emergency preparedness programs that prioritise older, vulnerable and isolated people.

Heatwaves are a serious health risk and kill more Australians than any other natural disaster. Global warming and climate change are expected to pose a significant risk to community health, with the frequency and severity of heatwaves increasing. People over 65 and people are particularly vulnerable to health events during heatwaves.

To support older people, who may be at risk during heatwaves, Casey piloted a Heatwave Check-in Program in the summer of 2023/24. The 'Buddy Program' was designed to have younger people check in on an older person daily by phone before, and during heatwaves to ensure they were prepared and managing in the heat. The project was designed to engage youth groups or school classes in the program, with the support of supervisors or teachers. Unfortunately, the pilot project was not successful due to challenges with recruiting both younger and older participants.

There were, however, some key learnings that can be used to inform future projects:

- Younger people may not be the easiest cohort to recruit and use as volunteers due to complexities in engaging with schools and youth groups (particularly throughout the summer period), the elevated compliance element and risks of working with children, and the additional level of support they would require throughout the program.
- Identifying older people who are at risk during heatwaves requires targeted recruitment, making it more difficult to engage a large enough cohort in the program.
- Community engagement insights shared by a partner agency indicate that check-ins during heatwaves may already be happening in the community less formally. This suggests people are willing to check in on those within their networks, without participating in a formal program.

While a check-in program is likely an effective means of supporting some older people during heatwaves, future projects of this kind require greater consideration of various planning elements prior to

implementation such as:

- More robust needs assessments (i.e. *is the program needed and for whom?*)
  - Longer lead time to adequately engage and plan for prospective participants
- Engaging the target groups in the design process to ensure the project is feasible for the community concerned.

Further work beyond the Buddy Program is currently being undertaken to build climate resilience. See action 1.2.2 in the Natural and Built Environment summary table for further details.

## Natural and Built Environment Summary Table

ACTION ITEM	PROGRESS	UPDATE/NOTES
<p><b>1.1.1</b> - Apply a 20-minute neighbourhood planning approach to all community facility planning to support equity of access across the municipality as it continues to grow</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Desktop research into the 20-minute planning principles.</li> <li>• Applied approach to community facility provision assessment to identify gaps.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Review CFP Functional Guidelines to explore the inclusion of 20-minute principles.</li> </ul>
<p><b>1.1.2a</b> - In consultation with older people and other stakeholders, embed an intersectional, age-friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements by:</p> <p><b>a.</b> applying crime prevention through environmental design principles to address actual and perceived safety concerns;</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Open Space Strategy endorsed.</li> <li>• Monthly CPTED community of practice.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Creation of a technical manual, with further information to support embedding of CPTED in open space planning, design and delivery.</li> <li>• Public toilet framework, maximising CPTED.</li> <li>• Max Pawsey Reserve Master Plan includes additional path and carpark lighting and maintenance of trees and vegetation to improve sight lines.</li> </ul>
<p><b>1.1.2b</b> – In consultation with older people and other stakeholders, embed an intersectional, age-friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people’s diverse access requirements:</p> <p><b>b.</b> considering access needs related to pathways and footpaths, seating, toilet facilities, signage, and lighting</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Open Space Strategy endorsed.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Development of public toilet framework.</li> <li>• Development of accessibility assessment tool to guide infrastructure development and renewal.</li> </ul>
<p><b>1.1.2c</b> - In consultation with older people and other stakeholders, embed an intersectional, age-friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements:</p> <p><b>c.</b> providing emergency buttons and defibrillators in public spaces frequented by older people</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Identification of facilities without defibrillators.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Review and select facilities to install defibrillators at.</li> </ul>

<p><b>1.1.2d</b> - In consultation with older people and other stakeholders, embed an intersectional, age friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements:</p> <p><b>d.</b> ensuring intergenerational and multi-use / flexible spaces for older people to support wellbeing all year round;</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Research into functional guidelines and best practice.</li> <li>• Open space strategy endorsed.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Implementation of Open Space standards in the redevelopment of spaces (e.g., Ray Bastin Reserve).</li> <li>• Refine Community Facility Planning Functional Guidelines where feasible to support universal design.</li> </ul>
<p><b>1.1.2e</b> - In consultation with older people and other stakeholders, embed an intersectional, age friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements:</p> <p><b>e.</b> Providing active and passive recreation and exercise spaces for older people to support wellbeing all year round;</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Open space strategy endorsed.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Implementation of Open Space standards in the redevelopment of spaces (e.g., Ray Bastin Reserve and Doveton Pool).</li> </ul>
<p><b>1.1.2f</b> - In consultation with older people and other stakeholders, embed an intersectional, age friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements:</p> <p><b>f.</b> considering the needs of specific groups such as those with dementia, vision and hearing impairments and mobility needs.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Open space strategy endorsed.</li> <li>• Provision of wheelchair-accessible and raised garden beds in Community Gardens, to meet diverse access requirements.</li> <li>• Addition of a mobility scooter at Wilson Botanic Park.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Implementation of Open Space standards in the redevelopment of spaces (e.g., Ray Bastin Reserve which will include seniors' exercise equipment).</li> <li>• Disability Inclusion Action Plan.</li> </ul>
<p><b>1.1.3</b> - Develop co-designed tools and resources to support older people's social connection within community facilities as part of Council's Activating Social Connections research partnership with Swinburne University.</p>	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• The <i>Ready, Set, Connect</i> toolkit was developed in partnership with Swinburn Uni to support the community to start new social groups.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Support the community to use toolkit to start their own groups, with a particular focus on diverse groups.</li> </ul>
<p><b>1.1.4</b> - Continue regular programming audits to identify and respond to older people's needs in Council owned and managed facilities, especially for underrepresented groups.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Most recent audit showed 7% of programs are exclusively for older people with 33% of all groups and programs available to older people to participate in.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to audit senior-specific programs and groups and address any gaps.</li> </ul>
<p><b>1.1.5</b> - Assess Casey's walking and shared user path connectivity and support for older people's physical activity to guide capital works, developer-funded works and transport advocacy.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Gaps in path networks identified under walk and walk-and-ride strategy and linking paths program.</li> <li>• Funding secured under GAIC program to deliver two shared path links in the growth areas.</li> </ul>

		<p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Delivery of two paths with GAIC funding.</li> <li>• Continue to seek external funding to deliver paths.</li> </ul>
<p><b>1.2.1</b> - Promote year-round accessibility for people of all ages to landscaped, green and other outdoor spaces by planning for solar, glare and wind protection, effective weed and grass management, and provision and signage, seating and path connectivity.</p>	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Open Space strategy endorsed.</li> </ul>
<p><b>1.2.2</b> - Continue to strengthen Council's response to the impacts of climate change, including by partnering on emergency preparedness programs that prioritise older, vulnerable and isolated people.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Handing out 400 emergency show bags at events, providing emergency booklets to community centres, running educational sessions for diverse communities</li> <li>• Delivery of Emergency Planning Advice Service program pilot program.</li> <li>• Intergenerational heatwave check-in pilot program trialled and put on hold due to lack of participants.</li> <li>• Distribution of cooling towels and heatwave checklist to 450 vulnerable community members.</li> <li>• Delivery of a heatwave focus group with 25 older adults, to understand community awareness of heatwaves and explore ideas to increase resilience</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Delivery of a project to co-design a heatwave resource with 10 diverse community members, to build climate resilience of vulnerable populations.</li> <li>• Continue to deliver emergency preparedness sessions.</li> </ul>
<p><b>1.2.3</b> - Promote options that support climate change adaptation and resilience for older people including through reviews of housing environmental ratings and support to access energy efficiency replacement and discount schemes.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Purchase of a home energy efficiency kit that will be used by Casey's Link Workers to support older people to assess and improve the energy efficiency of their home.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Delivery of a Solar/Split system subsidy pilot program to support vulnerable community members to access affordable heating and cooling.</li> <li>• Continue to support older people to assess the energy efficiency of their homes.</li> <li>• Delivery of co-designed, place-based, co-designed, community resilience initiative.</li> </ul>
<p><b>1.2.4</b> - Explore options to ensure Aboriginal cultural knowledge for retaining County is sought and considered when developing and renewing outdoor spaces.</p>	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Open Space strategy endorsed.</li> <li>• Updated naming guidelines prioritising aboriginal names</li> <li>• Engagement with Elders on Ray Bastin Reserve Redevelopment.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continued implementation of Open Space Standards and consultation with Elders on redevelopment projects.</li> </ul>
<p><b>1.3.1</b> - Undertake research to better understand the specific concerns and lived experience of older people in relation to housing, homelessness and</p>	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Two focus groups and an Affordable, Alternative &amp; Appropriate Housing survey delivered to understand</li> </ul>

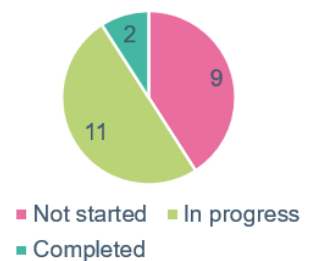
associated service systems within Casey.		<p>community perspectives on alternative affordable housing models.</p> <ul style="list-style-type: none"> <li>Results from engagements collated into a report.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Present results from engagement to key stakeholders.</li> </ul>
<b>1.3.2</b> - Explore the viability of national and international housing and service system models (e.g. homeshare, tiny houses, etc.) that have responded effectively to the specific accessibility and cultural needs of older priority subpopulations, including Aboriginal and Torres Strait Islanders, women, LGBTI and culturally diverse older people.	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Completed through research and engagement for action 1.3.1.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Present results from engagement to key stakeholders.</li> </ul>
<b>1.3.3</b> - Embed explicit consideration of the findings taken from 1.3.1 and 1.3.2 into Casey's advocacy, partnerships, and facilitation of housing outcomes as part of delivery of the Affordable Housing Strategy.	Not started	<p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Consider findings from 1.3.1 and 1.3.2 in the review of the Casey's Affordable Housing Strategy.</li> </ul>
<p><b>1.4.1a</b> - Review and enhance the accessibility of Council's Community Transport program by:</p> <p><b>a.</b> Incorporating places of need (medical and activity precincts) at points of interest (libraries, community hubs, outdoor spaces) not currently supported by the public transport system;</p>	Planning	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Participated in 6 Innovation consulting sessions to explore how the program could be enhanced.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Stakeholder consultation, review of program and development of plan to resolve challenges and further enhance service delivery.</li> </ul>
<p><b>1.4.1b</b> - Review and enhance the accessibility of Council's Community Transport program by:</p> <p><b>b.</b> Providing the Connect-a-Bus program to socially disadvantaged community members with a concession of seniors card;</p>	Planning	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Falls within planned actions for 1.4.1a.</li> </ul>
<p><b>1.4.1c</b> - Review and enhance the accessibility of Council's Community Transport program by:</p> <p><b>c.</b> Enhancing the volunteer transport program to include transport for social appointments;</p>	Planning	<p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Application for funding to expand program.</li> <li>Targeted volunteer recruitment to increase capacity of service, with particular focus on CALD and gender specific recruitment to meet demographics of users.</li> </ul>
<p><b>1.4.1d</b> - Review and enhance the accessibility of Council's Community Transport program by:</p> <p><b>d.</b> Working in partnership to address service gaps including for rural and coastal areas of the municipality, and on weekends and after hours;</p>	Not started	
<p><b>1.4.1e</b> - Review and enhance the accessibility of Council's Community Transport program by:</p> <p><b>e.</b> Diversifying the community transport fleet to cater for all abilities, including those with mobility aids.</p>	Not started	
<b>1.4.2</b> - Increase disability and seniors parking spaces across the municipality and strengthen	Planning	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Upgraded some disabled parking spaces. Loss of funding</li> </ul>

monitoring of their inappropriate use.		for further work.  <u>Planned:</u> <ul style="list-style-type: none"> <li>Explore seniors parking pilot.</li> </ul>
<b>1.4.3</b> - Advocate for improvements to public transport services, timetables and access to transport information for people with diverse communication needs.	In progress	<u>Completed:</u> <ul style="list-style-type: none"> <li>Identified short-, medium- and long-term priority bus routes, with a specific focus on growth areas and shared with DTP.</li> <li>Successful GAIC funding for bus route extensions.</li> </ul> <u>Planned:</u> <ul style="list-style-type: none"> <li>Continued transport advocacy through Local, State and Federal MPs.</li> <li>Delivery of bus route extensions by DTP.</li> </ul>
<b>1.4.4</b> - Improve pedestrian safety and amenity at road locations with large numbers of older and vulnerable users.	Completed	<u>Completed:</u> <ul style="list-style-type: none"> <li>Review of how guidelines consider needs of older residents.</li> <li>Continue to make improvements in line with BAU practice.</li> </ul>
<b>1.4.5</b> - Support older people to remain connected and independent through partnerships delivering driver education and public transport training initiatives.	In progress	<u>Completed:</u> <ul style="list-style-type: none"> <li>Applied for the VicRoads Safer Driver and Passenger Innovation Grant.</li> </ul> <u>Planned:</u> <ul style="list-style-type: none"> <li>Deliver two Wiser Driver pilot programs in 24/25.</li> </ul>

## The Social Environment

Recent achievements in the social environment domain include:

- Delivery of the Ageing Positively Festival, which hosted 107 low and no-cost events with an estimated 2,700 attendances,
- The initiation of aged care tours at Wilson Botanic Park,
- The development and ongoing delivery of the community reference group as a feedback mechanism for the Plan,
- Promotion of ‘hiring outside the box’ through newsletters and educational sessions for local employers, to encourage employment of older people and other disadvantaged jobseekers,
- Ageism pop-ups held at the Casey Kids Carnival, Federation University and Bunjil Place to raise awareness of unconscious bias towards older people,
- Educational sessions on elder abuse held for World Elder Abuse Awareness Day, focusing on a ‘warm, safe home’ theme.
- Promotion of community grants to senior’s groups through the Ageing Positively newsletter and delivery of grant writing workshops, with 16% of applicants in the 2024 grant round being senior’s groups (the largest organisation type to apply) and 20% of projects being targeted towards over 55’s, and
- Completed a two-week community facilities data collection blitz, of people attending programs. The data showed older people in Casey are participating in a range of social activities and



programs. In total, 45% of attendees were over 55, with exercise programs, cultural groups, social groups and games being the most popular activities for this age group.



Image: Ageism Pop-up at the Federation University Carnivale in Berwick

## Elder Abuse Case Study

**Action Link:** 2.3.4 - Advocate, undertake awareness-raising activities and apply for funding for activities through Council's broader gender equality work to prevent and respond to older people experiencing family violence, violence against women and elder abuse.

**Action Link:** 3.1.1c - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on family violence and elder abuse.

Elder abuse is any act that causes harm to an older person and is carried out by someone they know and trust. Elder abuse can take many forms, including psychological, financial and physical abuse. It is estimated one in six older Australians experience elder abuse and over 60% of cases go unreported (AIHW 2024).

To raise awareness about elder abuse Council delivered educational sessions to community groups, for World Elder Abuse Awareness Day. This year's theme was *Warm, Safe Home* and aimed to improve awareness and promote the rights of older people to live safely within the community, through consideration of what makes a warm, safe home for an older person.

Six community education sessions were delivered to over 200 community members in Dari, Hindi and English. The community education sessions included information about the types of elder abuse and risk factors. During discussions, participants opened up and shared personal examples and some acknowledged experiencing or witnessing abuse within their circles. Many stated that they were initially unaware of available support services.

As part of these discussions, participants were asked to consider some of the reasons elder abuse often goes unreported. Responses included:

- Shame/ dishonour to the family or the victim
- Many people would try to resolve the matter within the family first
- The victim may be dependent on their family
- Concerns about privacy and others in the community finding out
- It can be hard to recognise abuse
- The victim may be unaware of the services and supports available
- Concern over the ramifications to both the victim and the abuser
- Concerns about being dismissed or ignored if they seek help from police or other services

58%

Rated their knowledge of elder abuse as low prior to the session

83%

Rated their knowledge of elder abuse as high after the session

Given the diverse representation at the community sessions, cultural differences were highlighted as possible contributing factors in the reporting of elder abuse: for example, participants highlighted that behaviours and family dynamics that may be considered acceptable and normal in their culture and country of origin, may not be acceptable in Australia.

**Participants said:**

*“It is important for children to connect with their parents, fostering a sense of understanding, empathy, and support within the family unit.”*

*“Being an elder does not negate our need for privacy, personal space or boundaries.”*

*“As elders, we encourage you to embrace your own journey in life while allowing us the space to live ours.”*

*“Take respect and give respect.”*



As part of the sessions participants constructed and decorated their own model homes. In addition, 14 playgroups and early education centres participated in the awareness-raising initiative, creating their own warm safe home – with an estimated reach of over 1,000 people – and helping to foster respect and awareness between generations.

Using the houses created by the community and playgroups, the Warm Safe Village was launched in Bunjil Place Library with a presentation by Elder Rights Advocacy. The village was featured as an art installation in the library for over a month.



ABS (Australian Bureau of Statistics) (2024) [Family, domestic and sexual violence - Older people](#), ABS website, accessed 1 July 2024.

## Social Environment Summary Table

ACTION ITEM	PROGRESS	UPDATE/NOTES
<p><b>2.1.1a</b> - Work in partnership to deliver and innovate the range of social and educational programs, activities and events responsive to older people's diverse interests by:</p> <p><b>a.</b> Expanding the range of social opportunities available year-round at Casey libraries, community hubs and other facilities through the Positive Ageing program (including sports, pet-friendly, family friendly, cohort-specific, cross-cultural and intergenerational activities)</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Delivery of: Digital literacy pilot program, World Elder Abuse Day, Crochet for a Cause, Dementia Friendly Event.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to develop and deliver events through Council facilities and libraries.</li> </ul>
<p><b>2.1.1b</b> - Work in partnership to deliver and innovate the range of social and educational programs, activities and events responsive to older people's diverse interests by:</p> <p><b>b.</b> embedding within leisure, sports, events and inclusion policies and frameworks a focus on partnerships with groups and organisations within and outside of Casey</p>	In progress^	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• New leisure facilities contract developed including provision to improve service delivery for older adults.</li> <li>• New leisure facilities provider engaged.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Evaluation of new contract on programming.</li> <li>• Review of Council Function Policy with consideration of the needs of older people during the design of events.</li> <li>• Continue to engage with sheltered accommodation, aged care facilities and community groups such as probus and rotary in event design and delivery.</li> </ul>
<p><b>2.1.1c</b> - Work in partnership to deliver and innovate the range of social and educational programs, activities and events responsive to older people's diverse interests by:</p> <p><b>c.</b> Encouraging older residents to lead new groups and activities by promoting access to establishment funding training.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Delivery of regular grant information and support sessions.</li> <li>• Promotion of grants to community and organisations via the Ageing Positively Newsletter.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to promote grant opportunities.</li> <li>• Grants team to present to L+AW Community Reference Group.</li> </ul>
<p><b>2.1.2a</b> - Support improved access to programs, groups and activities delivered at Council facilities for those with specific barriers to participation, through:</p> <p><b>a.</b> Community-led buddy initiatives that help address social barriers / social isolation;</p>	Not started	
<p><b>2.1.2b</b> - Support improved access to programs, groups and activities delivered at Council facilities for those with specific barriers to participation, through:</p> <p><b>b.</b> Communication about access information (access keys) for Council facilities and hubs;</p>	Not started	
<p><b>2.1.2c</b> - Support improved access to programs, groups and activities delivered at Council facilities for those with specific barriers to participation,</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Ageing Positively Festival hosted 107 low and no-cost</li> </ul>

through:  c. Provision of low and no cost-events and activities.		<p>events.</p> <ul style="list-style-type: none"> <li>The initiation of aged care tours at Wilson Botanic Park.</li> </ul>
2.1.3 - Work with older people to identify their volunteer interests and co-design initiatives that support their participation in Casey facilities programs and services.	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>Connection made with South East Volunteers and Casey Community Facilities. A volunteer has been advertised that invites older residents to work with Casey officers to initiate programs in community facilities.</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Connect with older volunteers from the community and assist them to co-design activities.</li> <li>Meeting with Community Reference Group to discuss promotion of initiative.</li> </ul>
2.1.4 - Facilitate the relationships between industry, employment providers and training services to create programs that provide work opportunities for disadvantaged jobseekers in Casey (including multicultural people, young people, long time unemployed and older people).	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>Hosted 4 'Learn from a Local Employer' sessions targeted to introduce employers to local disadvantaged job seekers. Eight employers and 114 job seekers participated.</li> <li>Hosted employer forum on inclusive hiring with 8 organisations attending.</li> <li>Providing information on inclusive hiring via the Backing Business in Casey newsletter, which has over 15,000 subscribers.</li> <li>Promotion of School Crossing Supervisor roles in the Ageing Positively Newsletter.</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Delivery of a work expo.</li> </ul>
2.2.1 - Deliver the Casey Community Reference Group and other advisory structures at a Council, service and program level to enable older people and their families and carers to identify and advocate for their needs, and participate in the codesign of policy, programs, services and facilities intended for them.	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>Extended duration of the reference group until the end of the Action Plan.</li> <li>Increased the number of members.</li> <li>Delivery of monthly meetings and a site visit to Casey coastal suburbs and community facilities.</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Continue to deliver reference group monthly.</li> </ul>
2.2.2 - Regularly engage with older people in places where they gather (for example residential facilities, senior citizen's clubs, neighbourhood houses, libraries, and community centres) to seek their feedback on Council policies, plans and strategies, develop local age-friendly initiatives responsive to their diverse needs, experiences and interests, and report back on how their feedback was considered.	Not started	
2.2.3a - Harness and develop older people's diverse skills, knowledge and experience by:  a. Developing leadership opportunities such as participation in Council community, advisory and planning reference groups, and delivering leadership training and support.	Completed	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>L+AW community reference group established, and training provided to assist them in engaging with community.</li> <li>Community leadership program, with 4 over 60 people participating in 23/24.</li> </ul>

<p><b>2.2.3b</b> - Harness and develop older people’s diverse skills, knowledge and experience by:</p> <p><b>b.</b> Supporting older people’s contributions to intergenerational education and mentoring</p>	Not started	
<p><b>2.2.3c</b> - Harness and develop older people’s diverse skills, knowledge and experience by:</p> <p><b>c.</b> Working with partners to promote and support older people’s participation in life-long learning</p>	In progress	<p>Completed:</p> <ul style="list-style-type: none"> <li>Seniors digital literacy program.</li> <li>Educational programs delivered via Council Community Facilities and Connected Libraries.</li> </ul>
<p><b>2.3.1</b> - Encourage intergenerational and cross-cultural initiatives that strengthen community understanding of Casey’s diversity and the different needs across the lifespan and all abilities.</p>	In progress	<p>Completed:</p> <ul style="list-style-type: none"> <li>Ageism pop up at Fed Uni and the Casey Kids Carnival.</li> <li>World Elder Abuse Day - Warm Safe Home Projects.</li> </ul> <p>Planned:</p> <ul style="list-style-type: none"> <li>Explore feasibility and community interest in intergenerational programs including a gardening program.</li> </ul>
<p><b>2.3.2</b> - Partner on initiatives and research to prevent and respond to the impacts of ageism in the Casey community, including how it intersects with other forms of discrimination experienced by particular cohorts of older people (racism, sexism, homophobia, transphobia).</p>	In progress	<p>Completed:</p> <ul style="list-style-type: none"> <li>Ageism pop-up stalls at Bunjil Place, Fed Uni and the Casey Kids Carnival.</li> <li>Offered ageism training to community organisations, but session was cancelled due to lack of uptake.</li> </ul> <p>Planned:</p> <ul style="list-style-type: none"> <li>Explore adding an age inclusion section to the Council Accessibility Project.</li> <li>Undertake innovation sessions to explore solutions to combating ageism in Casey.</li> </ul>
<p><b>2.3.3a</b> - Promote good access and inclusion practice for diverse older people internally and externally by:</p> <p><b>a.</b> Exploring options for age-friendly and other diversity inclusion criteria in service provider agreements, contracts, leases and funding guidelines for purchased services and programs, where appropriate;</p>	Not started	
<p><b>2.3.3b</b> - Promote good access and inclusion practice for diverse older people internally and externally by:</p> <p><b>b.</b> Supporting access to diversity training for clubs, services and groups in receipt of Council funding;</p>	In progress	<p>Planned:</p> <ul style="list-style-type: none"> <li>Offered ageism training to community organisations but due to timing and capacity constraints there was a lack of uptake, and the session was cancelled, despite organisations being interested in the opportunity.</li> </ul> <p>Completed:</p> <ul style="list-style-type: none"> <li>Explore delivering training at a different time of year, or in a condensed format.</li> <li>Deliver talk to sporting clubs at a forum in 2025.</li> </ul>
<p><b>2.3.3c</b> - Promote good access and inclusion practice for diverse older people internally and externally by:</p> <p><b>c.</b> Strengthening links with specialist organisations, peak bodies, advocacy groups</p>	Not started	

and community leaders with inclusion and cultural safety expertise relevant to specific groups;		
<b>2.3.3d</b> - Promote good access and inclusion practice for diverse older people internally and externally by:  <b>d.</b> Seeking to achieve minimum accreditation service standards for diverse older people (such as Rainbow Tick / Silver Rainbow) in key Council programs and encouraging partners to do the same;	Not started	
<b>2.3.3e</b> - Promote good access and inclusion practice for diverse older people internally and externally by:  <b>e.</b> Recognising and promoting age-friendly and inclusive local businesses, services, leaders and grant recipients by using Council's available communication channels.	Not started	
<b>2.3.4</b> - Advocate, undertake awareness raising activities and apply for funding for activities through Council's broader gender equality work to prevent and respond to older people experiencing family violence, violence against women and elder abuse.	Completed	<b>Completed:</b> <ul style="list-style-type: none"> <li>6 elder abuse sessions delivered to the community, in three languages, with 200 participants in sessions, 100 building a Warm Safe Home Model and a further reach of approximately 1500 community members.</li> <li>Display of Warm Safe Homes in Bunjil Library.</li> </ul> <b>Planned:</b> <ul style="list-style-type: none"> <li>The gender equality taskforce will continue to deliver sessions to the community.</li> <li>Elder Rights Advocacy delivering sessions to community groups.</li> </ul>
<b>2.3.5</b> - Partner with police, local traders, and community groups through Council community safety mechanisms to identify and proactively respond to experiences, fear and perceptions of crime among older Casey residents to strengthen social cohesion, perceptions of, and actual safety	Not started	

## The Service Environment

Recent achievements in the service environment domain include:

- Delivery of LGBTIQ+ training for aged care services with 12 attendees representing five providers,
- Development of an emergency food relief mapping tool to support those experiencing food insecurity,
- Promotion of elder abuse support services and referral pathways to community groups,
- Establishment of an Ageing Well Network to increase knowledge sharing and collaboration between



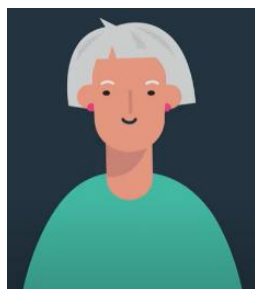
local councils, not-for-profits and peak bodies in the Healthy Ageing sector,

- Delivery of small group digital literacy classes and one-on-one tech support sessions by Connected Libraries, to support older people to remain digitally connected. 81% of participants rated the classes as a 4 or 5/5 for improving their confidence with technology, and,
- Development of a strategic communications plan with a focus on raising awareness of healthy ageing and improving social participation by engaging with seniors groups and networks to spread information through appropriate communication methods.

## Social Prescribing Case Study

**Action link:** 3.1.3 - Strengthen positive and healthy ageing by enhancing the interface between the broader health care system and community services through Council's Ageing Positively and Social Prescribing programs.

Social prescribing is a new concept where social activities and services, as opposed to clinical pathways, are suggested or 'prescribed' to clients or patients to improve their wellbeing. Casey's Link Worker program does this by prescribing local services and activities, such as aged and disability services, community support organisations health and social and health programs. The following case study provides a common example of the support the Link Workers provide to older residents.



**Edna\*** a 65+ woman living in Casey, experiencing loneliness.



**Susan\*** one of the City of Casey's Link Workers.

*\*All names have been changed to maintain privacy*

The Casey Link Worker team received a referral from a local GP clinic for Edna\* to support her with accessing social groups as she reported feeling lonely.

Link Worker Susan\* contacted Edna to talk about her circumstances and discuss what support she may need. Edna explained she lost her husband recently and that she is feeling lonely. Her husband John\* used to make all the plans to go out and assist with paying the bills and doing the shopping and gardening. Edna explained that since he had passed away, she had been struggling to keep up with it all and finds she doesn't have anyone to talk to.

Susan suggested to Edna that she could help by providing her with suggestions of social groups operating at her local community centre and, if Edna wanted, she could arrange a review through My Aged Care to discuss gaps in her daily supports and assess what services may help her with day-to-day tasks such as home maintenance and shopping. Edna agreed with this suggested approach.

Susan made a referral to My Aged Care, as well as to Services Australia to discuss finances and arrange

direct debits, and sourced local social groups and events that Edna could attend to meet people and have more social interaction. Susan, after speaking with Edna, also made a referral for grief counselling as Edna identified this would help her with the grief of losing her husband, John.

Susan checked in on Edna after 6 weeks and was glad to hear she had an appointment for an aged care assessment soon and her grief counselling was going well. She had also met with Services Australia who helped arrange her finances so that her bills are deducted automatically from her account. As a result, Edna was feeling much more confident. Edna had also joined the local cuppa and chat group and meets weekly with the other participants, Edna said she is very pleased with how she is feeling now.

The Link Workers are an important resource to help connect people with the support they need. This year the team spent over 2,200 hours helping people like Edna to access services and activities.

## Service Environment Summary Table

ACTION ITEM	PROGRESS	UPDATE/NOTES
<p><b>3.1.1a</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p>a. mental health (including social isolation, loneliness, suicide prevention, grief and loss, end of life planning);</p>	Planning	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Initial research and stakeholder mapping and engagement.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Promote existing social groups.</li> <li>Provide education and support information on mental health at the Women's Health series (action 3.1.1b).</li> </ul>
<p><b>3.1.1b</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p>b. sexual health;</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Supported key stakeholders to promote cervical cancer screening for First Nations women.</li> <li>Research on sexual health and older adults, including groups that experience poorer health outcomes and barriers to health education and healthcare.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Three women's health events to be delivered in 2024 for Afghan women, with a focus on menopause/perimenopause, cancer (including cervical, breast and bowel), nutrition and falls.</li> </ul>
<p><b>3.1.1c</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p>c. family violence and elder abuse;</p>	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>6 elder abuse sessions delivered to the community, in three languages, with 200 participants in sessions, 100 building a Warm Safe Home Model and a further reach of approximately 1500 community members.</li> <li>Display of Warm Safe Homes in Bunjil Library.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>The gender equality taskforce will continue to deliver sessions to the community.</li> </ul>

		<ul style="list-style-type: none"> <li>Elder Rights Advocacy delivering sessions to community groups.</li> </ul>
<p><b>3.1.1d</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p><b>d.</b> safe and affordable housing;</p>	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>Housing engagement project (see actions 1.3.1 and 1.3.2).</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Presenting engagement findings to Social Planning Steering Committee, Affordable Housing Working Group and in a Homelessness Week Webinar.</li> </ul>
<p><b>3.1.1e</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p><b>e.</b> capacity to ‘age in place’ including for example through community led models for home and garden maintenance, pet walking, shopping assistance, etc;</p>	Not started	
<p><b>3.1.1f</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p><b>f.</b> harms associated with gambling and electronic gambling machines (EGMs)</p>	Not started	<p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Gambling harm minimisation policy to be endorsed.</li> </ul>
<p><b>3.1.1g</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p><b>g.</b> financial and food security;</p>	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>Emergency food relief mapping <a href="#">tool</a>.</li> <li>Redistributed meals funding allocation to increase delivered meals capacity by an additional 17,398 in the 24/25FY.</li> </ul>
<p><b>3.1.1h</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p><b>h.</b> participation in sport and recreation / physical activity;</p>	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>Engaged two community groups to co-design a physical activity program.</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Complete physical activity intervention and evaluate the success of the program with each group.</li> </ul>
<p><b>3.1.1i</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p><b>i.</b> culturally appropriate and safe services for diverse older people, particularly Aboriginal and Torres Strait Islander, LGBTI, CALD, women, people with a disability, and other potentially vulnerable cohorts;</p>	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>LGBTI training for aged care providers.</li> <li>Ongoing advertising of culturally safe services in Ageing Positively Newsletter.</li> <li>Link Workers and Case Managers support older people to advocate their needs to service providers.</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>Continue engaging with diverse community members to understand their needs.</li> <li>Continue to promote culturally safe services.</li> </ul>

<p><b>3.1.1j</b> - Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:</p> <p>j. the information and support needs of families and carers (including young and older people in caring roles).</p>	<p>Planning</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Research to identify resources and supports available to carers.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Development of a carer support page on the Casey Website.</li> </ul>
<p><b>3.1.2</b> - Develop engagement, education and other capacity building initiatives to strengthen community understanding of aged care sector reforms, older people’s eligibility for, and entry points to available services (My Aged Care and other).</p>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Communication to the community about aged care reforms via newsletters and link workers.</li> <li>• Delivered an information session on the aged care sector.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Translating materials for CALD communities.</li> <li>• Further communications via reference group and newsletters.</li> </ul>
<p><b>3.1.3</b> - Strengthen positive and healthy ageing by enhancing the interface between the broader health care system and community services through Council’s Ageing Positively and Social Prescribing programs.</p>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Working with stakeholders to create referrals between residents, community health services and social support programs.</li> <li>• Delivering presentations to community groups and organisations to build awareness.</li> <li>• Development of <a href="#">promotional video</a> to increase referrals into the program.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to attend groups and promote service to the community and providers.</li> <li>• Review gaps and barriers within the sector and focus on areas of need such as homelessness and CHSP services.</li> <li>• 500 Link Worker flyers to be posted out.</li> </ul>
<p><b>3.1.4</b> - Support the implementation of the Community Services Organisations Growth and Attraction Framework by strengthening partnerships with specialist aged care providers and assist with building their capacity to provide services which respond to the needs of older people including:</p> <ul style="list-style-type: none"> <li>• Meals services;</li> <li>• Volunteer and community transport;</li> <li>• Dementia specific services;</li> <li>• End of life planning;</li> <li>• Carer support;</li> <li>• Older person mental health services;</li> <li>• Elder abuse and prevention</li> </ul>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Applied for Commonwealth grant for meals program.</li> <li>• CSO Growth and Attraction Framework adopted in June.</li> <li>• Transition of the CSO Relief and Recovery Network to the Casey Futures Partnership (CFP).</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Service mapping project to identify which services are engaged in CFP and which are missing.</li> <li>• Use CFP to help aged care providers to build their capacity to deliver services.</li> <li>• CFP to launch in 2025.</li> </ul>
<p><b>3.1.5</b> - Establish an older people’s planning network to:</p>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Ageing Well Network was established in February 2024</li> </ul>

<ul style="list-style-type: none"> <li>• Identify and respond to support needs, gaps and opportunities;</li> <li>• Address known service gaps arising from municipal growth, an ageing population and reform disruptions (especially waitlists and response times);</li> <li>• Identify and address the continuing impacts of COVID-19 on older people’s physical and mental health and social inclusion;</li> <li>• Share local knowledge, information, data, tools, and other resources;</li> <li>• Improve service quality and access responsive to intersectional need and experience, including by pursuing and encouraging workforce development and quality accreditation initiatives;</li> <li>• Identify opportunities for improved system integration and shared referral pathways</li> </ul>		<p>with two network meetings delivered.</p> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Review focus and develop an action plan with specific outcomes.</li> <li>• Continue to deliver Network.</li> </ul>
<p><b>3.2.1</b> - Develop a strategic communications plan to educate the community about the value and benefit of age-friendly practices including through proactive campaigns, materials and community education over the life of the Action Plan.</p>	Completed	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Strategic communications plan developed.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to implement the comms plan.</li> </ul>
<p><b>3.2.2</b> - Promote local services, programs, events and activities for older people delivered by Council and other businesses, clubs, groups, and organisations, including through the distribution of hard copy newsletters, fliers, service directories, what’s-on guides, face-to-face promotion, on noticeboards, and in local newspapers.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Promotion of age-friendly clubs, activities and programs in Ageing Positively Newsletter.</li> <li>• Promotional video of walking football club via Casey's social media.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to promote groups within Casey.</li> </ul>
<p><b>3.2.3</b> - Enhance the accessibility and visibility of age-friendly programs, events, relevant information and resources on Council’s website.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Review other councils' aged services tabs.</li> <li>• Reviewed website for outdated information, areas for improvement and map proposed changes.</li> <li>• Met with Community Reference Group for feedback on the website and proposed changes.</li> <li>• Updated information on existing pages.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Further changes and new pages/structure to be added to website.</li> </ul>
<p><b>3.2.4</b> - Partner to develop and implement a range of accessible digital literacy initiatives which build older people’s confidence and capacity to access digital information.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Partnered with NBN, U3A and Connected Libraries to deliver a digital literacy program for older people.</li> <li>• Connected Libraries delivered 81 small group digital literacy classes and 445 tech times (one-on-one support) sessions, reaching over 1000 people.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Connected Libraries to continue to deliver digital literacy</li> </ul>

		programs.
3.2.5 - Design a checklist to support Council's capacity to develop age-friendly communication collateral with a focus on embedding simplified and inclusive language, inclusive imagery and accessible font and size.	In progress	<p><b>Completed:</b></p> <ul style="list-style-type: none"> <li>• Draft checklist developed.</li> <li>• Contributed age-friendly principles to writing and tone of voice guide.</li> </ul> <p><b>Planned:</b></p> <ul style="list-style-type: none"> <li>• Seek feedback, refine, and finalise checklist.</li> </ul>

## The Council Environment

Recent achievements in the Council environment include:

- Recruitment and commencement of the four Living and Ageing Well staff,
- Formation of the Council Reference Group,
- Delivery of two Age Perspectives workshops to educate staff on ageism and how it impacts older people,
- Provided advice to a variety of internal and external stakeholder on age-friendly approaches and,
- Development of a monitoring and evaluation framework to measure the success of the L+AW Action Plan and guide future policy and program development.



## Age Perspectives Training Case Study

**Action Link:** 4.2.1 - Deliver age-friendly training for Councillors and staff at all levels to build understanding and capacity in cultural awareness, intersectionality, inclusive practice / language, unconscious bias, as well as targeted content for specific program areas

Ageism is stereotyping, discrimination and mistreatment based solely on a person's age. Ageism towards older people is especially detrimental and is a result of negative attitudes and beliefs about what it means to be older.

Ageism may include assumptions about what a person is like, what they can do or what they are good at. It may also include negative attitudes and assumptions about what it means to be older. It affects people's self-confidence, quality of life, job prospects and health. More broadly, ageism contributes to elder abuse.

In February, the Australian Human Rights Commission delivered two Age Perspectives workshops to Casey staff, to raise awareness about ageism and how it impacts older people. Providing training to staff will support Council to combat ageism in the community, through community engagement, respectful and empowering communications including language and imagery and the delivery of age-friendly programs.

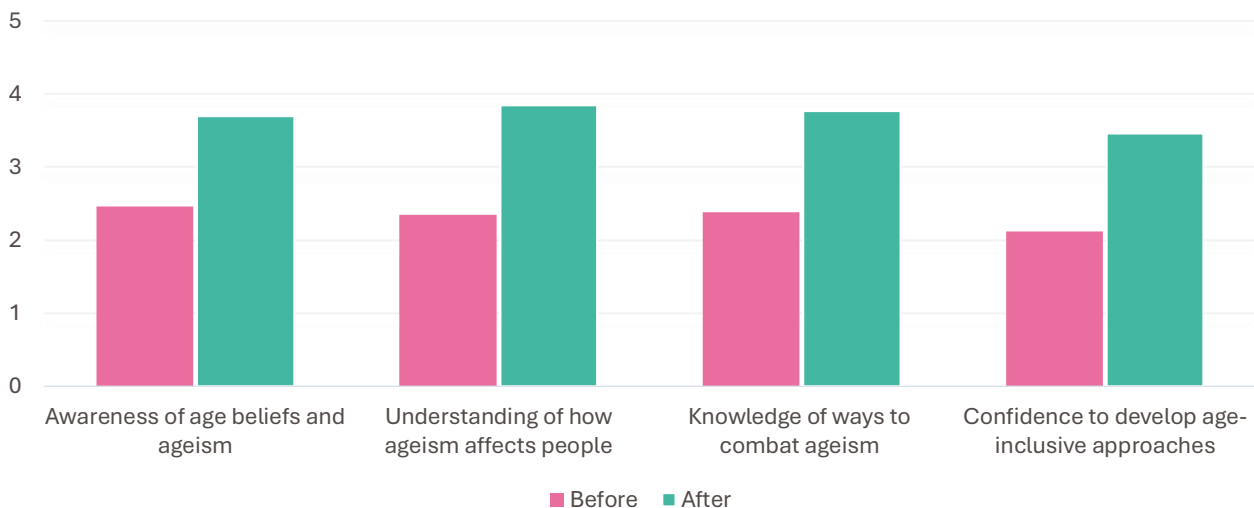
In total, 48 staff members participated, representing 11 departments across Council. Of the participants who completed the post-session evaluation (n=26), 100% agreed they benefitted from attending the session and there were large increases in attendee's understanding of ageism, its impacts and how to

combat it. When asked how they would integrate the learnings from the workshop into their work, survey respondents reported they would be more conscious of the language and imagery they use when representing older adults (n=16), they would challenge ageist remarks when they hear them (4) and they would share the learnings with colleagues (n=2).

# 100%

of participants agreed they benefitted from attending the session

### Understanding of Ageism Before and After Workshop



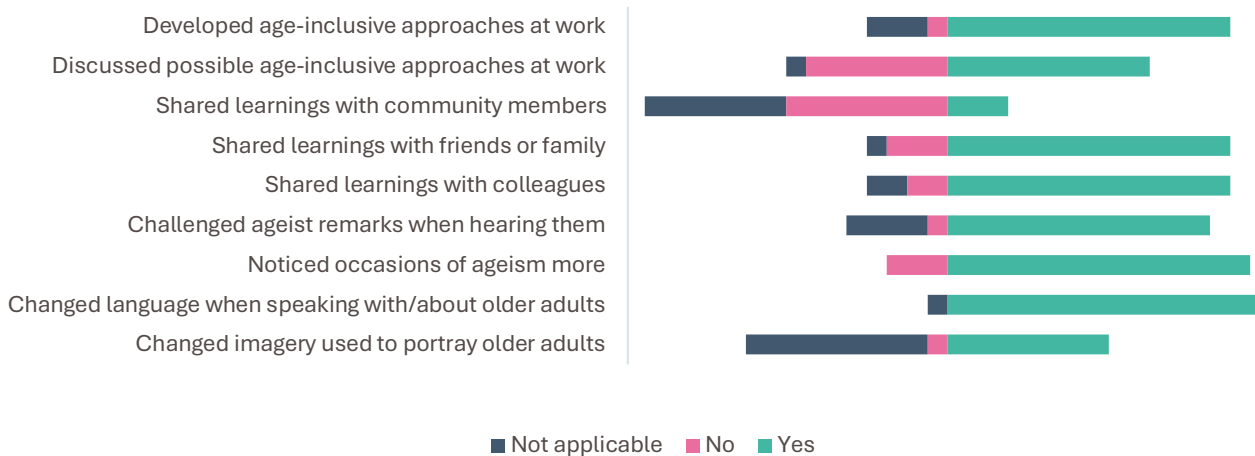
I LEARNT A LOT ABOUT AGEISM... AND HOW THINGS THAT ARE COMMONLY ACCEPTED MAY BE AGEIST, FOR EXAMPLE, BIRTHDAY CARDS THAT MAKE JOKES ABOUT AGE OR ANTIWRINKLE CREAMS.

### 3-month follow-up evaluation

Post-training, participants were asked to complete a 3-month follow-up survey to evaluate how they had integrated the learnings into their work. In total 20 participants completed the evaluation. Results from the survey showed 95% of people agreed that they viewed ageing and older people more positively since attending the training.

Participants said they had implemented a variety of changes to their daily work or conversations with colleagues. The most common change reported was the language used when talking with, or about, older adults (94%), sharing the learnings with colleagues, friends and family (78%), developing age-inclusive approaches at work (78%) and challenging ageist remarks (72%).

#### Change in practices since attending the workshop



#### Participants said they had:

*“Stopped telling my mum/ others “Hey I’ll grab this for you, or I’ll carry this - because you’re old” (heavy groceries etc.). She’s 51, very capable and definitely not old. It was meant in jest and more like in comparison to myself, but I didn’t realise how that narrative might affect her... I should offer to hold something just because I want to help. Age doesn’t need to be a factor that is addressed in this or similar conversations.”*

*“By calling out an ageist remark that someone said about themselves, that person has now pulled themselves up about a similar remark in front of others and said, no I shouldn’t say that because it’s not about my age ...”*

*“I have made changes where I can - especially in language and have talked to friends and family about ageist comments that are made which most people don’t even realise are ageist!”*

#### Overall:

94.5% of people agreed that their team and Council more broadly usually incorporate age-inclusive practices, which is a great result. However, further work can still be done to raise awareness and embed age-friendly principles in our work.

## Council Environment Summary Table

ACTION ITEM	PROGRESS	UPDATE/NOTES
<p><b>4.1.1</b> - Continue to publicly promote and affirm the Age-friendly Victoria Declaration, and embed its core commitments through the delivery of the Action Plan.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Promoted via a recent media release outlining the progress of the Plan in the Berwick Star and online.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Continue to publicly promote the declaration.</li> </ul>
<p><b>4.1.2</b> - Embed an age-friendly lens as integrated core business in the development, review and evaluation of Council strategies, plans, programs and initiatives, by strengthening internal understanding and awareness of Council's age-friendly commitment, including it's benefits</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Reviewed and tested the Gender Impact Assessment to see how successful the tool is in supporting people to consider how policies and programs may impact older people and other disadvantaged groups.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Develop a supporting document to assist people completing GIA to understand what factors may impact older people's ability to access services or programs, or how policies may impact them.</li> </ul>
<p><b>4.1.3</b> - Undertake research with partners, developers and universities, and promote best practice collection, dissemination and use of intersectional age-disaggregated data to support planning and advocacy.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Ensuring data collection for key pieces of work (H&amp;W survey, CSO data model) are disaggregated and reports highlight findings across the lifespan.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Household survey to be completed and age disaggregated data shared within the organisation to support people to take a lifespan approach.</li> </ul>
<p><b>4.1.4</b> - Provide leading advice, expertise, access to networks, policy information, education and other capacity building supports to internal and external partners.</p>	In progress	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>Advice to external partners (aged care sector, CFA, Swinburne, Sweltering Cities).</li> <li>Supported inclusive planning in the Climate Resilience Plan.</li> <li>Facilitated project engagements for other departments with the Community Reference Group.</li> <li>Coordinated the merge of City of Greater Dandenong's and City of Casey's aged care networks to establish the South East Commonwealth Home Support Programme (CHSP) Practice Network.</li> <li>Consulted with City of Hume on the work undertaken by Casey to develop the age-friendly Action Plan.</li> <li>Contributed to the development of Communications Voice + Tone guidelines by adding an age-friendly lens.</li> <li>Establishment of Ageing Well Network.</li> </ul>
<p><b>4.1.5</b> - Undertake advocacy on issues of importance to older people, and with specific consideration of older people's needs and experiences on issues relevant to the wider Casey community.</p>	Planning	<p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>Synthesise L &amp; AW and Ageing Sector and Support engagement findings concerning current issues facing older people.</li> </ul>

<p><b>4.2.1</b> - Deliver age-friendly training for Councillors and staff at all levels to build understanding and capacity in cultural awareness, intersectionality, inclusive practice / language, unconscious bias, as well as targeted content for specific program areas</p>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Delivery of two Age Perspectives workshops, by the Australian Human Rights Commission, for Casey staff.</li> <li>• Delivery of four ageism pop-up's at Bunjil Place for Casey staff.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Plan and schedule training sessions for other groups within Council.</li> </ul>
<p><b>4.2.2</b> - Develop an older person's workforce attraction, recruitment and retention strategy to grow the ageing workforce, understand workforce experience, model best practice and position as an employer of choice</p>	<p>Planning</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Reviewed workforce age breakdown and age-disaggregated employee experience survey results.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Embed unconscious bias education and awareness raising into Casey's recruitment process.</li> <li>• Monitor workforce data, implement a phased retirement program and develop a wellbeing program to support an ageing workforce, through Casey's Workforce Plan.</li> </ul>
<p><b>4.3.1</b> - Resource the effective delivery of the Action Plan, including to provide expert support and advice on older people's inclusion and age-friendly approaches across the organisation, and engagement with older people and other stakeholders within the community.</p>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• L+AW staff onboarded.</li> <li>• Consultation on age-friendly practices within Council.</li> <li>• Ageism workshops and pop-ups in Bunjil Place.</li> <li>• L+AW newsletter and internal promotion to raise awareness about work and age-friendly approaches.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to build capacity and knowledge of age-friendly practices within Council.</li> </ul>
<p><b>4.3.2</b> - Continue to deliver and evolve the Living and Ageing Well Council Reference Group to provide guidance, oversight, for the delivery of the Living and Ageing Well Action Plan and champion initiatives across the organisation.</p>	<p>In progress</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Formation of the Council Reference Group and delivery of quarterly meetings to provide updates on work and consult group about projects of significance.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to deliver quarterly meetings and review method of delivery to improve outcomes.</li> </ul>
<p><b>4.3.3</b> - Develop a Living and Ageing Well Action Plan monitoring and evaluation learning framework that supports:</p> <ul style="list-style-type: none"> <li>• Embedded data collection;</li> <li>• Ongoing monitoring and review of progress toward meeting the plan's outcomes;</li> <li>• Capture of learning and continuous improvement opportunities;</li> <li>• Annual reporting of progress and key learnings for internal and external audiences</li> </ul>	<p>Completed</p>	<p><u>Completed:</u></p> <ul style="list-style-type: none"> <li>• Evaluation framework developed.</li> </ul> <p><u>Planned:</u></p> <ul style="list-style-type: none"> <li>• Continue to review and adapt the framework to include new programs.</li> <li>• Continual data collection and evaluation.</li> </ul>

# Impact Evaluation

The impact evaluation will be completed at the end of the Plan to determine the impact of the collective actions on community wellbeing outcomes. Given the short timeframe of the Plan, the length of time it takes to see change at a population level, and the influence of other external factors on population health, overall change may be minimal or not occur at all. Impact measures will continue to be tracked over time after the completion of the Plan.

This table outlines the measures and data sources that will be used in the impact evaluation.

Indicator	Measures	Source
<b>Mental health</b>	<i>% of 55+ population with a long-term mental health condition</i>	Census
	<i>% of 55+ population satisfaction with mental health is fair to poor</i>	Casey Household Survey
<b>Physical health</b>	<i>% of 55+ population with one or more long-term health condition</i>	Census
	<i>% of 55+ population satisfaction with physical health is fair to poor</i>	Casey Household Survey
<b>Physical activity</b>	<i>% of 55+ population who exercise</i>	Casey Household Survey
<b>Injuries</b>	<i>Emergency department presentations for injury, poisoning and certain other consequences of causes</i>	PHIDU
<b>Elder abuse</b>	<i>Rate of reports per 10,000 of family violence in 55+ population</i>	Crime Statistics Agency
<b>Ageism</b>	<i>Rate of age discrimination in Casey</i>	VPHS
<b>Social and cultural participation</b>	<i>% of 55+ population are satisfied with the amount they participate in community, social and cultural activities and events</i>	Casey Household Survey
<b>Social connection</b>	<i>% of 55+ population who are satisfied with their overall level of social connection</i>	Casey Household Survey
<b>Sense of efficacy</b>	<i>No data available</i>	No data available
<b>Unemployment</b>	<i>55+ unemployment rate</i>	Census
<b>Volunteering</b>	<i>% of 55+ population who volunteer</i>	Census Casey Household Survey
<b>Safety</b>	<i>% of 55+ population who feel safe</i>	Casey Safety Survey, Casey Household Survey, Crime Statistics Agency

<b>Facility use</b>	<i>% of 55+ population who visit local social infrastructure monthly or more</i>	Casey Household Survey
<b>Homelessness and housing</b>	<i>Rate of 55+ population accessing homelessness services % of rentals affordable to low income households</i>	SHSC Housing Monitor (.id)
<b>Emergency Preparedness</b>	<i>% of 55+ population who feel household is prepared for extreme weather events such as bushfires, floods, storms and heatwaves</i>	Casey Household Survey

VPHS = Victorian Population Health Survey, PHIDU = Population Health Information Development Unit, SHSC = Specialist Homelessness Services Collection

## Conclusion

The first year of delivery of the Living and Ageing Well Action Plan progressed well, with 11 actions completed and a further 45 actions in progress. Various programs and initiatives have been delivered across the four focus areas of the Plan, with a large amount of work planned for the 24/25 financial year.

Overall, both action owners and the Council Reference Group were positive about the delivery of the Plan particularly in areas such as the progress being made, internal collaboration and buy-in and partnerships with external stakeholders, while additional resourcing, external promotion and community engagement/input were viewed as areas for improvement. Some Council Reference Group members also emphasised the need to revisit actions where the teams have little capacity to deliver, to explore other options to progress the work in those areas.

The Community Reference Group evaluation showed members were positive about some aspects of delivery, providing positive feedback on some of the programs and services that had recently been discussed in the meetings, but indicated there were areas where the work could be enhanced. The group stated that the areas they wanted to be prioritised within the Plan were ‘opportunities to have a say’, ‘feeling safe’, ‘healthy lifestyle support’, and ‘information on services’.

### Next steps

Based on the feedback received through the evaluation, priority areas of the Plan and an assessment of community and Council needs, the following areas will be the focus for the second year of the Plan.

#### Reviewing and prioritising actions

Ensuring actions are on track to be delivered by the end of the Plan and that projects are prioritised in a way that provides maximum community benefit by:

- Reviewing actions where there are challenges with delivery and adjusting the scope or putting them on hold where required.
- Reviewing work plans and prioritising urgent actions or actions that will have a larger community impact earlier in the Plan’s implementation.

## **External communications and promotion**

Increase community awareness of the Plan, its goals, and achievements by:

- Implementing the strategic communications plan.
- Recruiting additional Community Reference Group members to increase the diversity and representation, as well as the reach of the group.
- Improving the accessibility and visibility of information on positive ageing, services and support for older people on the Council website.
- Increasing the frequency and reach of communications regarding the Plan, with a particular focus on social activities, safety, services and supports.

## **Building capacity and engagement internally**

Increasing awareness of the Plan and developing the knowledge and capabilities of staff to integrate age-friendly practices into their work by:

- Delivering further ageism training sessions for staff and Councillors to increase knowledge on interpersonal and institutional age bias.
- Integrating the needs and voice of older people within the next Council Plan and Municipal Public Health and Wellbeing Plan (MPHWP) 2025-29.
- Integration of an age-friendly lens in the Gender Impact Assessment and supporting documents to assist staff with reviewing how policies or programs may impact older people.

## **Community programs**

Developing and piloting programs to improve the health and wellbeing of older people including:

- Physical activity – piloting a community co-designed solution to improving physical activity with diverse groups of people over 55 (e.g., multicultural, people with a disability, LGBTI).
- Heatwave preparation – delivering a community co-design program to develop a resource to support people to stay safe during a heatwave.
- Driver education – piloting a driver education program to develop older people’s road skills and increase confidence when driving.
- Exploring options to increase reporting pathways into the Community Safety Through Environmental Design Community of Practice group, to address community safety concerns.

## **Partnerships and collaboration**

Increasing opportunities for sharing knowledge internally and externally, to enhance project outcomes, and identify and respond to support needs, gaps and opportunities by:

- Connecting teams internally to promote knowledge sharing and collaboration.
- Continuing to deliver and evolve the Planning Network and Living and Ageing Well Council Reference Group to connect internal teams, local councils, peak bodies and community groups within the South East Victoria Region.