



NSW NORTHERN SYDNEY AGEING STRATEGY



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Foreword



There will be more than one in six people aged 65 and over in Northern Sydney and the Northern Beaches by 2031. In response to this important demographic change, the Northern Sydney Ageing Strategy has been developed.

The NSW Government recognises the importance of the ageing population in its state plan **NSW 2021**, and has made a commitment to work with private and community organisations to ensure services delivered meet the needs of older people in the community.

In 2012, the NSW Government launched the **NSW Ageing Strategy** which is now being implemented as a whole-of-government, whole-of-community response to the challenges and benefits of the state's growing ageing population.

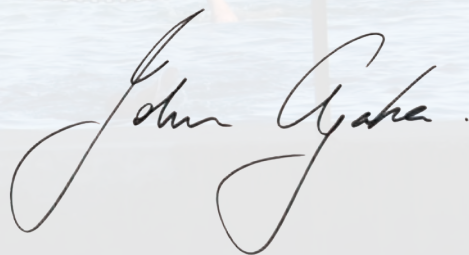
The NSW Government committed in its **Northern Sydney and Northern Beaches regional action plans** to: 'Work with local government, community organisations and other stakeholders to develop a shared approach to support older residents of Northern Sydney to experience the benefits of living longer.'

Community feedback for the plans emphasised people wanted the ability to 'age in place' – to remain where they now live as they age; and communities wanted better planning for an ageing population, including access to acute and community health services, and housing and residential care options.

The NSW Department of Family and Community Services (FACS) is proud to deliver the Northern Sydney Ageing Strategy. The strategy builds on the considerable work already undertaken to support older people in Northern Sydney, and identifies a range of actions to be achieved by the NSW Government and its partners in the coming years.

While many of the actions in the Northern Sydney Ageing Strategy are unique to the Northern Sydney and Northern Beaches regions, others are state-wide actions from the NSW Ageing Strategy. These include actions relating to supporting people to plan for their older age, and providing opportunities for people to connect with their communities.

We are pleased at the way in which the regions' local community organisations and businesses, local councils, and government departments have all worked together to develop the strategy. We look forward to working together to make sure we meet the needs of our older residents through the Northern Sydney Ageing Strategy.

A handwritten signature in black ink, reading "John Ajaka". The signature is fluid and cursive, with a period at the end. It is positioned above the printed name and title.

The Hon. John Ajaka MLC
Minister for Ageing

Introduction

The proportion of people aged 65 years and over in Northern Sydney is forecast to increase from 15 per cent in 2011 to 18 per cent in 2031. In response to this important demographic change, the Northern Sydney Ageing Strategy was developed. It identifies population ageing issues impacting on Sydney's northern suburbs and details a joint plan of action that will involve the efforts of Commonwealth, state and local governments in partnership with non-government organisations and the private sector.

The strategy will:

- build upon existing local initiatives, structures and processes in place to support older people
- improve local coordination and information sharing to better respond to the needs of the ageing population
- provide a framework to align regional ageing priorities with other current policy and planning initiatives
- promote a collective approach to identify and implement local and innovative solutions to population ageing.

The Northern Sydney Ageing Strategy covers two regions, Northern Sydney and the Northern Beaches.

This strategy has been developed in the context of, and is linked to, national, state and local ageing initiatives.

National response to population ageing

The Australian Government is responsible for important issues affecting older people including pensions, superannuation, tax policy, primary health care and aged care.

The government has embarked on a 10-year process to reform the aged care system. The reforms aim to build an integrated system of supports that offers more choice and control to older people, has a greater emphasis on restorative and preventative care, and addresses the needs of the ageing population. The national reform agenda is set to change the way services and supports for older people are delivered.

It will be important to monitor the impacts of these reforms over time, particularly how the reforms may impact on older people in the Northern Sydney regions.

More information on the reforms is available on the My Aged Care website www.myagedcare.gov.au.

NSW response to population ageing

The NSW Government is responsible for the core services and infrastructure that people need to live in the community such as hospitals and health care, transport, policing and justice, and the planning system.

The Northern Sydney Ageing Strategy has links to various NSW state plans and strategies. Specifically it is linked to **NSW 2021** – the NSW Government’s 10-year plan of priority actions – and the **NSW Ageing Strategy**.

A NSW 2021 goal is to ‘increase opportunities for seniors in NSW to fully participate in community life’.

The NSW Ageing Strategy outlines the vision that more people will enjoy later life if:

- seniors lead active and rewarding lives, and are valued members of the community
- adults make decisions that support their independence and wellbeing later in life
- NSW responds effectively to the challenges and opportunities of population ageing.

There are also a number of principles to underpin the NSW Ageing Strategy. They are:

- local decision-making and partnerships
- older people’s rights and autonomy
- personal responsibility
- high quality, timely and equitable services
- engagement and accountability.

Information on the NSW Ageing Strategy and progress with implementation can be viewed at the FACS Office for Ageing website www.ageing.nsw.gov.au.

Regional response to population ageing

Regional Action Plans localise NSW 2021 and focus on the most important actions the NSW Government can take to improve outcomes in each region and locality.

There are 19 Regional Action Plans across the state. The Northern Sydney and the Northern Beaches Regional Action Plans both include actions to develop a regional ageing strategy.

The Northern Sydney Ageing Strategy takes the same approach to ageing as the NSW Ageing Strategy, describing how government, non-government and private sectors will work with people at different life stages to help them remain healthy and independent for as long as possible. The strategy identifies what can be done at the regional and local levels to support population ageing, and how regional issues and solutions can inform and support state-wide strategies.

Local government response to population ageing

The role of local government is critical in planning and delivering local infrastructure and services for older people. Councils in Northern Sydney have a range of strategies and plans in place that recognise the importance of ageing. Some councils have chosen to include ageing objectives in their community strategic plans, which identify the community's main priorities and aspirations for the future, while other councils have separate ageing strategies.

The Northern Sydney Regional Organisation of Councils has also produced the Regional Priorities Paper on Ageing to identify the key policy priorities for ageing in the region. The key recommendations of the paper and council plans and strategies have been considered in developing the Northern Sydney Ageing Strategy.



Key facts for the region

The two Regional Action Plan (RAP) regions combined cover approximately 900 square kilometres.

There were 125,800 people aged 65 years and over living in the regions in 2011, which made up 15 per cent of the total population (852,600).

By 2031, this number is expected to grow to 191,000 and older people will make up 18 per cent of the total population.

There is a relatively high proportion of the population aged 65 years and over who participate in the workforce (16 per cent) compared to the Sydney Metropolitan region (12 per cent). (See the definition of the Sydney Metropolitan region in Appendix 3).

The proportion of all properties that are lone-person households is 25 per cent, compared to 22 per cent for the Sydney Metropolitan region.

The proportion of lone person households that are occupied by people aged 65 years and over is 39 per cent, similar to the 40 per cent for the Sydney Metropolitan region.

The Northern Sydney RAP region covers 637 square kilometres.

The local government areas covered by the Northern Sydney RAP region are Hornsby Shire, Hunters Hill, Ku-ring-gai, Lane Cove, North Sydney, Ryde and Willoughby.

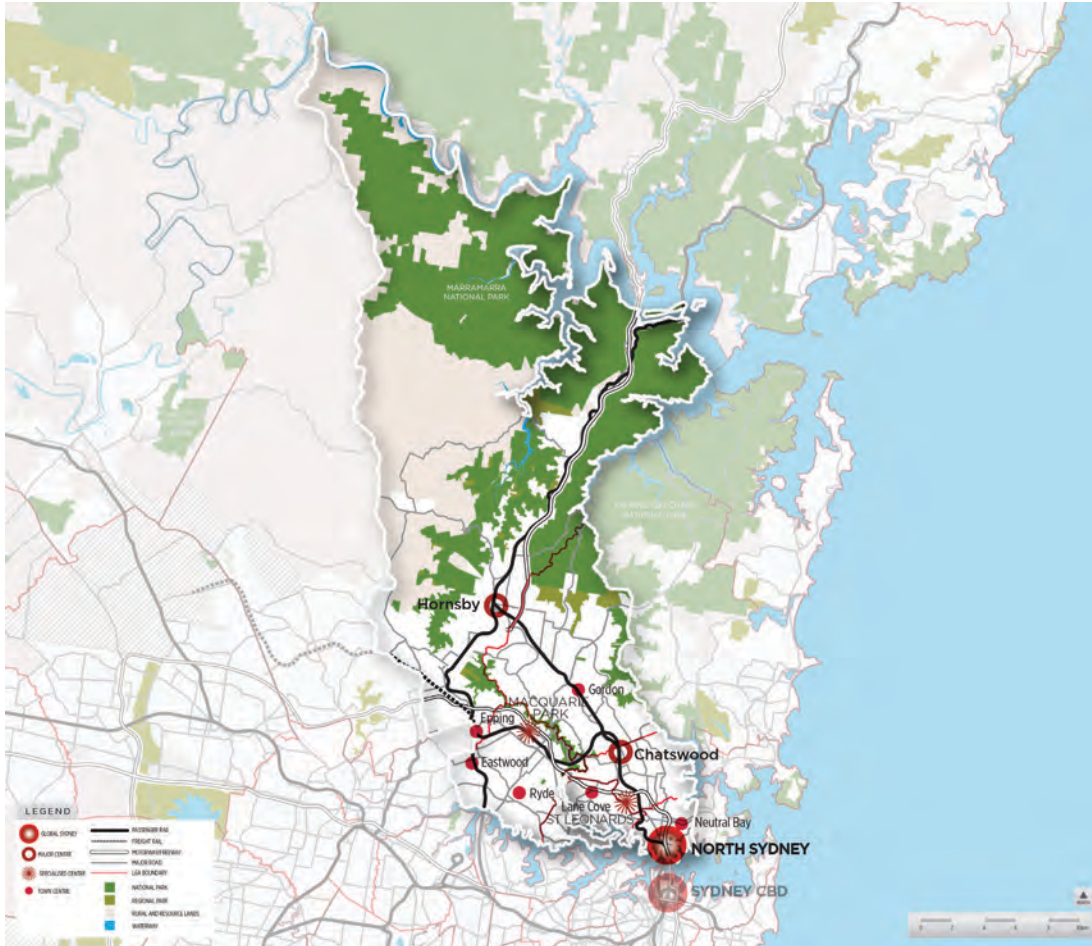
It has a substantial road network and access to a mix of public transport services, including trains and buses.

There are relatively higher concentrations of older Aboriginal people living in Hornsby than in other areas in the region.

There are relatively higher concentrations of older people from culturally and linguistically diverse backgrounds than in the Northern Beaches RAP region, particularly in Chatswood and Ryde.

NSW Northern Sydney Ageing Strategy

The map of the Northern Sydney RAP region is shown below.



- The Northern Beaches RAP region covers 263 square kilometres.
- The local government areas covered by the Northern Beaches RAP region are Manly, Mosman, Pittwater and Warringah.
- Public transport is limited to buses and ferries, and residents rely heavily on private vehicles.
- There are relatively higher concentrations of older Aboriginal people living in Pittwater and Warringah than in other areas in the region.

The map of the Northern Beaches RAP region is shown below.



Data sources:

Australian Bureau of Statistics, 2012, 2011 Census of Population and Housing, ABS, Canberra.

Department of Planning and Infrastructure, 2013, *New South Wales in the future: Preliminary 2013 Population Projections*, NSW DP&I, Sydney.

Local Government NSW's Resource for Ageing Population Planning (complete source)

Priority areas for population ageing in Northern Sydney

To develop this strategy, the Office of Ageing has consulted with state government agencies, local governments, community organisations and other stakeholders. Seven key priorities areas were identified for inclusion in the strategy:

- 1 providing community information and making referrals
- 2 collaborating across sectors on planning for population ageing
- 3 supporting people to plan for their older age
- 4 increasing the supply of housing for older people and essential workers
- 5 improving the accessibility of transport for older people
- 6 supporting the community to be healthy and active
- 7 providing opportunities for older people to connect with their communities.



Implementation

Implementation of the Northern Sydney Ageing Strategy will involve all levels of government (Commonwealth, state and local), non-government organisations and the private sector.

The strategy contains a series of implementation tables which outline actions, lead responsibility, partner agencies and the outcomes to be achieved under each priority area. The NSW Department of Family and Community Services (FACS) – Northern Sydney District will manage the strategy's implementation, liaise with relevant partners to either obtain information about relevant or associated programs and initiatives and/or to consult to ensure effective input is provided.

Implementation of the strategy will be overseen by a Northern Sydney Ageing Strategy Group comprising representatives from key agencies. The Chairperson for the group will be drawn from FACS and will report to the NSW Government's Sydney East Regional Leadership Group (RLG). The RLG will foster cross-agency involvement in the implementation of the strategy and seek to resolve any issues impacting successful implementation of the strategy. Progress reports will also be made to the Minister for Ageing, as required.

The strategy will be reviewed at the end of 2015 to measure progress against the outcomes and determine a future plan of action.

Any queries regarding the strategy can be directed to the NSW Office for Ageing, call 1800 729 368 or email info@facs.nsw.gov.au.



Issue 1: Providing community information and making referrals

Access to good information helps people manage major changes in their lives. Information about services, lifestyle issues and community activities can assist people as they become seniors, particularly if they choose to retire.

(NSW Ageing Strategy – Seniors)

Current challenges in Northern Sydney

Responsibility for providing services to older people is divided across a range of different sectors, including the three tiers of government, non-government, private sectors and community. Consequently, information management and provision is fragmented, and the community can have difficulty in identifying and accessing services from a number of different sources.

Other factors identified during the development of the strategy include:

- some government websites and call centres provide limited local information
- the community's preference for a range of information channels
- waiting lists for some services, particularly community aged care
- relatively higher concentrations of older people from culturally and linguistically diverse backgrounds living in the Northern Sydney RAP region
- difficulty in identifying the needs of small and dispersed groups of older Aboriginal people
- a lack of information and referrals to services for carers.



Goals:

To improve community information and referrals, the goals will be to:

- develop an integrated regional information strategy through multiple channels, by:
 - ◆ establishing links between information gateways, for example, My Aged Care and Service NSW, and local service providers
 - ◆ improving the provision of local information, for example, through general practitioners, allied health and council libraries and community centres
 - ◆ using new media, for example, websites, social media and apps, as well as traditional media, such as brochures and fact sheets.
- develop a regional content management system, subject to feasibility and availability of funding, by:
 - ◆ providing opportunities for service providers to upload information, and for clients to access it.



Actions

Actions:	Timeframe:
1.1 Develop an integrated regional information strategy through multiple channels, and assess the case for a regional content management system	2014-15
1.2 Implement an integrated regional information strategy through multiple channels, and a regional content management system subject to feasibility and availability of funding	2015-16

Delivery lead: Regional Organisations of Councils (NSROC and SHOROC)

Delivery partners: Australian Department of Social Services (Aged Care Branch); Medicare Locals/Primary Health Network; non-government organisations (e.g. COTA NSW); NSW Department of Premier and Cabinet - Service NSW; councils of Northern Sydney; Northern Sydney Local Health District; Transport for NSW (Accessible and Inclusive Transport)

Outcomes:

- Older people and their carers have improved access to information and referrals for services in Northern Sydney.
- Older Aboriginal people and older people from culturally and linguistically diverse backgrounds have increased access to translated and culturally appropriate information.

Outputs:

- Integrated regional information strategy developed.
- Links created between information gateways, e.g. My Aged Care and Service NSW, and with local service providers.
- Improvements made to provision of local information.
- Information provided through new and traditional media.
- Regional content management system developed, subject to feasibility.

These actions build upon existing work being undertaken such as the Local Information Network for Community Services (LINCS) **searchable database initiative** and the **Seniors and Care Guide for Sydney Metro North** which can be viewed at www.data.diction.com.au and www.sydney seniors.com.au respectively.

Issue 2: Collaborating across sectors on planning for population ageing

Australia's population is ageing. This presents both challenges and opportunities that will lead to changes for individuals and communities. This significant demographic shift will affect the way we deliver services; design our homes, cities and towns; plan our transport; and develop our workforces. The NSW Government understands that we must plan for this together.
(NSW Ageing Strategy - Foreword)

Current challenges in Northern Sydney

Population ageing will have a significant impact on the planning and delivery of services and infrastructure, including health and aged care, housing and transport. The government, non-government and private sectors will need to collaborate to meet the changing preferences and needs of older people, and to maximise the limited resources available.

All sectors undertake regular consultation with the community, and have intelligence about the local supply and demand for services. An opportunity exists to coordinate planning and delivery, increase community access to services and infrastructure, and develop capacity across sectors.



Goals:

To strengthen local planning and collaboration our goals will be to:

- establish a Northern Sydney Ageing Strategy Group to coordinate the implementation of the strategy, share information, and identify and address emerging issues relating to population ageing by:
 - ◆ overseeing cross-sector planning for service delivery, infrastructure development, and sector enhancement to reduce risk of overlap and duplication and maximise the impact of available resources
 - ◆ developing regional strategies to increase community access to a range of services and infrastructure, e.g. developing community awareness and understanding of services facilities and programs that are available in the Northern Sydney area
 - ◆ supporting skill development of staff, e.g. providing professional development opportunities, student placements, cross sector training etc.
 - ◆ identifying emerging issues that will impact upon population ageing in Northern Sydney, e.g. due to demographic shifts, changes in government policy, the growing prevalence of dementia etc.
 - ◆ sharing information between government, non-government and private sectors in relation to population ageing in Northern Sydney e.g. sharing research, operational experience and consultation feedback.



Actions

Actions:	Timeframe:
2.1 Establish a Northern Sydney Ageing Strategy Group to coordinate the implementation of the strategy, share information, and identify and address emerging issues relating to population ageing	2014

Delivery lead: FACS - Carers, Ageing and Disability Inclusion

Delivery partners: Aged care providers; Australian Department of Social Services (Aged Care Branch); Medicare Locals/Primary Health Network; councils of Northern Sydney; NSW Department of Planning and Environment; Northern Sydney Local Health District; Regional Organisations of Councils (NSROC and SHOROC); other stakeholders as required

Outcomes:

- Sectors incorporate population ageing objectives into their planning for Northern Sydney.
- Older people and their carers have increased access to services and infrastructure in Northern Sydney.
- Sectors have increased capacity to address population ageing issues in Northern Sydney.
- Regular consultation between NSW Government agencies and local organisations about implications of changes in service delivery and infrastructure for all agencies to identify and address emerging issues.

Outputs:

- Group establishes a cross-sectoral perspective of service provision and infrastructure as it impacts older people, e.g. sharing research and consultation feedback).
- Sector development e.g. group generates professional learning and development opportunities.
- Information about population ageing is shared between sectors.
- Group meets quarterly.

Issue 3: Supporting people to plan for their older age

Financial security in older age, particularly after retirement, increases the number of options available to people... Legal planning for later in life ensures that people's wishes are respected... Many people make decisions about their health and lifestyle in their forties and fifties that significantly benefit their health and wellbeing later on. Financial planning supports greater financial security.

(NSW Ageing Strategy - Middle Years)

Current challenges in Northern Sydney

Planning ahead can have an important influence on the quality of people's lives as they age. Many people do not know about financial, health and aged care, housing and legal plans, and have difficulty in accessing the complexity and range of services and products.

There is a need to raise awareness about the benefits of planning and to increase knowledge about options available, so that people can make plans and choose the services and products that meet their needs and preferences. This will require a joint approach between the government, non-government and private sectors.

Other factors raised during the development of the strategy include:

- Significant numbers of older people in Northern Sydney are ineligible for services, have high levels of debt, insufficient funds, or have experienced downturns in investments.
- Relatively higher concentrations of older people from culturally and linguistically diverse backgrounds live in the Northern Sydney RAP region.
- There is difficulty in identifying the needs of small and dispersed groups of older Aboriginal people.



Goals:

To assist people to plan for later life, our goal is to:

- deliver local community seminars and initiatives including:
 - ◆ local awareness activities to support the NSW Government's Get it in Black and White planning ahead tools, covering legal documents such as wills, powers of attorney and guardianship
 - ◆ community seminars covering creating wealth, understanding superannuation, accommodation options in retirement, aged care fees and charges
 - ◆ awareness raising campaign about the development and management of health care plans and advance care planning
 - ◆ appropriate resources distributed to help older people plan and make decisions.



Actions

Actions:	Timeframe:
<p>3.1 Raise awareness about planning for later life: financial, health, aged care, housing and legal planning</p>	<p>2014-15</p>
<p>Delivery lead: Finances:</p> <p>FACS - Carers, Ageing and Disability Inclusion (NSW Ageing Strategy – financial literacy)</p>	<p>Delivery partners:</p> <ul style="list-style-type: none"> ● Australian Department of Human Services - Financial Information Service (community seminars on creating wealth, understanding superannuation) ● NSW Department of Justice - Trustee and Guardian ● Australian and Securities Investment Commission ● NSW Finance and Services - Office of Fair Trading ● Finance, superannuation and banking sectors ● Regional Organisations of Councils (NSROC and SHOROC) – venues for community seminars)
<p>Delivery lead: Health:</p> <p>Medicare Locals/Primary Health Network (health care plans and advance care plans)</p>	<p>Delivery partners:</p> <ul style="list-style-type: none"> ● Northern Sydney Local Health District (health care plans and advance care plans) ● Private health insurers and health care providers
<p>Delivery lead: Aged care and other forms of accommodation:</p> <p>Australian Department of Human Services - Financial Information Service (community seminars on aged care fees and charges, accommodation options in retirement)</p>	<p>Delivery partners:</p> <ul style="list-style-type: none"> ● Regional Organisations of Councils (NSROC and SHOROC) – venues for community seminars

Delivery lead: Legal:

FACS - Carers, Ageing and Disability Inclusion (NSW Ageing Strategy - powers of attorney and guardianship)

Delivery partners:

- NSW Department of Justice - Trustee and Guardian
- Australian and Securities Investment Commission
- NSW Finance and Services - Office of Fair Trading
- NSW Law Society
- Non-government organisations assisting with legal planning

Outcomes:

- Older people and people in their middle years have improved understanding of financial, health and aged care, housing and legal planning.
- Older Aboriginal people and older people from culturally and linguistically diverse backgrounds have improved understanding of financial, health and aged care, housing and legal planning.

Outputs:

- Get it in Black and White program delivered by FACS about planning ahead tools, covering legal documents e.g. wills, powers of attorney and guardianship.
 - Community seminars delivered by Australian Department of Human Services e.g. creating wealth, understanding superannuation, accommodation options in retirement, aged care fees and charges.
 - Awareness raising campaign delivered by Medicare Locals/Primary Health Network about the development and management of health care plans and advance care plans.
 - Resources distributed to help older people plan and make decisions.
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Issue 4: Increasing the supply of housing for older people and essential workers

Population ageing will have an impact on housing issues. Many older people will age in their family homes and will need strategies to help make their homes safer. Over the coming years it is expected that more people will reach 65 not owning their own home and more people will be long-term renters. Older people wanting to move house will be looking for a mix of retirement living, smaller housing in their own community that is located close to transport and services, and homes in coastal and rural parts of NSW that offer an excellent lifestyle. All of these trends are issues that need to be considered in planning for land use and development.

(NSW Ageing Strategy – Population Ageing)

Current challenges in Northern Sydney

As more people choose to age in their communities, it is important to provide a range of housing options, and to ensure there is affordable housing for workers that provide essential services, especially aged care workers.

Key factors influencing the supply of housing for older people and essential workers in Northern Sydney include:

- high land and housing costs presenting a barrier for aged care workers and older people to live in the local area
- a limited supply of housing to accommodate the changing needs of older people, including independent living and supported care environments
- community resistance to medium density and social housing, and the subsequent impact on the supply of suitable housing.

The NSW Government is developing a planning system that supports the delivery of more housing and to ensure that the housing that is delivered better meets the needs of the community. Given our ageing population and a preference by many to age in place, this will mean the new planning system will need to support the delivery of more housing for older people.

A New Planning System for NSW White Paper proposes moving towards a more strategic approach to planning, including through regional growth plans and sub-regional delivery plans. Development of these plans will be subject to early and effective community participation. A partnership between the state, the community, local councils, agencies and the private sector will develop a shared vision for regions, sub-regions and local government areas.

Changes to the NSW Planning System will impact on the way housing for older people and essential workers is addressed. It is important older people and the services sector are better informed about opportunities that can achieve improved housing choices by the time the regional housing delivery plans are completed under the new planning system found on www.planning.nsw.gov.au.

Housing needs for older people and essential workers can be divided into five main types:

- Housing designed specifically for older people, including aged care facilities and retirement villages.
- Affordable housing for people on moderate and low incomes
- Housing for essential workers.
- Housing that is accessible for people of all ages and abilities.
- Housing that can be adapted or modified to suit the needs of people as they age.





Goals:

To improve the supply of and range of housing choice in Northern Sydney, our goals are to:

- raise awareness in the community about the importance of housing for older people and essential workers
- facilitate the delivery of housing for older people and essential workers in the region.

Actions

Actions:	Timeframe:
4.1 Raise awareness in the community through the new planning system about the importance of housing for older people and essential workers	2014-15
Delivery lead: NSW Department of Planning and Environment	
Delivery partners: Councils of Northern Sydney; FACS – Land and Housing Corporation, Carers, Ageing and Disability Inclusion, NSW Housing and community housing providers	
Outcomes:	
<ul style="list-style-type: none">• There is increased support in the community for housing for older people and essential workers.	
Outputs:	
<ul style="list-style-type: none">• Community engagement undertaken and presented to key planning agencies on rezoning of land to house older people and essential workers and the location of that housing.	

Actions:	Timeframe:
4.2 Facilitate the delivery of housing for older people and essential workers	2014-15
Delivery lead: NSW Department of Planning and Environment	
Delivery partners: Councils of Northern Sydney; FACS – Land and Housing Corporation, Carers, Ageing and Disability Inclusion, NSW Housing; other stakeholders as required	
Outcomes:	
<ul style="list-style-type: none">● Older people have increased access to a range of housing options in Northern Sydney.● Essential workers, especially aged care workers, have increased access to affordable housing in Northern Sydney.	
Outputs:	
<ul style="list-style-type: none">● Land use and development parameters in sub-regional delivery plans and local plans support the delivery of housing for older people and essential workers.● Options are considered for joint housing projects.	



Issue 5: Improving the accessibility of transport for older people

Encouraging older drivers and passengers to drive safer cars, maintain an Older Driver Licensing Scheme, and promoting safe travel for older pedestrians, all support active lifestyles while decreasing the risk of crashes and resulting costs. Helping seniors find alternative transport as they begin to drive less often also supports independence... Seniors are more likely to need non-commuter services that connect local communities across cities and between regional centres.

(NSW Ageing Strategy - Seniors)

Current challenges in Northern Sydney

As people age, their car usage declines. To keep older people healthy and active, it is important to assist them to transition to greater use of public and community transport, and to ensure such transport enables them to reach the services they require, for example, shops, general practitioners and community facilities.

Key factors influencing provision of transport for older people in Northern Sydney include:

- a lack of availability of micro transport routes
- service provision constraints and funding for community transport that restrict the development of new local transport options
- reduced services during off-peak periods when older people more typically use transport
- reliance on buses and private vehicles in the Northern Beaches RAP region
- topography of parts of Northern Sydney, which has implications for the size of vehicles that can be used
- limitations of council resources for replacing and upgrading ageing infrastructure, including improving accessibility around bus stops.



Goals:

To improve transport options, our goals are to:

- Identify and Implement recommendations for developing more flexible and integrated transport (subject to feasibility and availability of funding)
- Assist older people to transition from car usage to public and other transport available in the local community
- Improve accessibility at bus stops to meet the Disability Standards for Accessible Public Transport.



Actions

Actions:	Timeframe:
<p>5.1 Following the NSW Government’s response to the Review of the NSW Passenger Transport Legislation, identify options for developing more flexible and integrated transport.</p> <p>5.2 Implement recommendations for developing more flexible and integrated transport (subject to feasibility and availability of funding).</p> <p>5.3 Assist older people to transition from car usage to public and other transport available in the local community.</p>	<p>2014-15</p>
<p>Delivery lead: Transport for NSW (Accessible and Inclusive Transport)</p>	
<p>Delivery partners: Australian Department of Social Services - Aged Care Branch; Northern Sydney Local Health District - Health Promotion; FACS – Carers, Ageing and Disability Inclusion; Regional Organisations of Councils – NSROC and SHOROC; primary health care and non-government organisations</p>	
<p>Outcomes:</p> <ul style="list-style-type: none"> ● Older people have increased access to a range of transport services in Northern Sydney. ● Transport services in Northern Sydney are more flexible and integrated. 	
<p>Outputs:</p> <ul style="list-style-type: none"> ● Options paper on flexible transport developed. ● Recommendations of options paper on flexible transport implemented, subject to feasibility and availability of funding. ● New travel training materials developed and training provided to assist older people to use public transport. 	

Actions:	Timeframe:
5.4 Deliver a program to improve accessibility at bus stops	2014-20
Delivery lead: Councils of Northern Sydney	
Delivery partners: Regional Organisations of Councils – NSROC and SHOROC; Transport for NSW – Accessible and Inclusive Transport	
Outcomes: <ul style="list-style-type: none">● Bus stops meet Disability Standards for Accessible Public Transport.	
Outputs: <ul style="list-style-type: none">● Improvements in bus stop accessibility.	



Issue 6: Supporting the community to be healthy and active

Regular exercise lowers the risk of falls and other serious health issues. Active participation in cultural and creative activities supports better physical and mental wellbeing among older people... An ageing population will increase the demand for both specialist and basic health services for people aged 65 years and over. Rising costs and the prevalence of dementia and the higher support associated with ageing will create future challenges for health service delivery, particularly over 80 years of age.
(NSW Ageing Strategy – Seniors)

Current challenges in Northern Sydney

As people age they are more likely to experience health problems, particularly after the age of eighty. Encouraging people to be healthy and active during their middle years and retirement can help prevent health problems in later life.

Key factors influencing the delivery of health services to older people in Northern Sydney include the:

- significant proportion of older people consuming health services
- growing number of older people with complex and multiple health conditions
- increasing prevalence of chronic disease and dementia among older people
- large number of hospitalisations of older people due to falls
- demand for end of life care.

Other factors raised during the development of the strategy include:

- relatively higher concentrations of older people from culturally and linguistically diverse backgrounds living in the Northern Sydney RAP region
- difficulty in identifying the needs of small and dispersed groups of older Aboriginal people.

Recognising the need for improvements in formalised health services, the NSW Government has invested significantly in the redevelopment of local hospitals and community health services. Such work includes:

- Emergency Medical Unit and Palliative Care Day Centre at Mona Vale Hospital
- Graythwaite rehabilitation unit at Ryde Hospital
- 26 additional rehabilitation beds at Mona Vale Hospital
- 423 beds at the new Northern Beaches Hospital in Frenchs Forest.



Goals:

To support the community to be healthy and active, our goals are to:

- increase access to preventative health programs that increase physical activity, improve social inclusion, improve diet and lifestyle, and reduce harmful behaviour such as smoking and excessive alcohol intake
- improve the delivery of health care to people with dementia by work undertaken through the Northern Sydney Health District. Such work will include working with a range of existing programs to build the capacity of general practitioners and nurses, family and carers, and community services workers
- consider the needs and preferences of older people, including older Aboriginal people and older people from culturally and linguistically diverse backgrounds, in the redevelopment of hospitals and community health services.



Actions

Actions:	Timeframe:
<p>6.1 Deliver health promotion strategies that increase physical activity and social inclusion, and reduce harmful behaviour.</p> <p>6.2 Develop dementia friendly communities.</p> <p>6.3 Consider the needs and preferences of older people in the redevelopment of hospitals and community health services.</p>	<p>2014-15</p>
<p>Delivery lead: Northern Sydney Local Health District</p>	
<p>Delivery partners: Medicare Locals/Primary Health Network; National Health and Medical Research Council (NHMRC) Cognitive Decline Partnership Centre; non-government organisations e.g. Alzheimer’s Australia, Community Care - Northern Beaches, Catholic Healthcare; councils of Northern Sydney; FACS – Carers, Ageing and Disability Inclusion</p>	
<p>Outcomes:</p>	
<ul style="list-style-type: none"> ● The Northern Sydney environment enables older people to live a more active and healthy lifestyle. ● People with dementia receive improved services in Northern Sydney. ● New hospitals and community health services in Northern Sydney meet the needs and preferences of older people. ● Older Aboriginal people and older people from culturally and linguistically diverse backgrounds are supported to be healthy and active. 	
<p>Outputs:</p>	
<ul style="list-style-type: none"> ● A range of preventative health programs (physical activity, social inclusion, tobacco and falls prevention) are delivered to older people including older Aboriginal people and older people from culturally and linguistically diverse backgrounds. ● Training is delivered to general practitioners and nurses about supporting people with dementia. ● NSW Government continues to engage with community and other stakeholders regarding the redevelopment of hospitals and community health services. 	



Issue 7: Providing opportunities for older people to connect with their communities

Maintaining social connections supports the good health and wellbeing of all people. Efforts to reach isolated or disadvantaged seniors extend those benefits to more people. Increasing the number of seniors who use new technology opens up new methods of social interaction.

(NSW Ageing Strategy - Seniors)

Current challenges for Northern Sydney

Regular social contact has a positive impact on people's health and wellbeing. Social isolation, which can arise from reduced levels of contact with the community or from feelings such as loneliness, can lead to poor health and mental health problems, such as anxiety or depression.

Contributing factors to social isolation in Northern Sydney include the:

- number of lone-person households
- distance from or time spent with friends and relatives
- degree of migration in and out of the region
- lower mobility as car use declines with age
- the number of carers.

Other factors raised during the development of the strategy include:

- the need to encourage volunteering
- the need to encourage participation in the workforce
- the need to encourage the take-up of online services.



Goals:

To increase participation of older people, our goals are to:

- deliver local programs to enhance cultural, creative, sporting and recreational opportunities for older people
- facilitate projects to support people to connect to their communities, including socially isolated older people and those at risk
- build the capacity of workers and volunteers to support socially isolated older people and those at risk.

Actions

Actions:	Timeframe:
<p>7.1 Deliver a range of programs to enhance cultural, creative, sporting and recreational opportunities for older people.</p>	<p>2014-15</p>
<p>Delivery lead: FACS – Carers, Ageing and Disability Inclusion (NSW Ageing Strategy)</p>	
<p>Delivery partners: Councils of Northern Sydney; Arts NSW; Local Government NSW; Medicare Locals/Primary Health Network; NSW Department of Education and Communities – Sport and Recreation; non-government organisations; Northern Sydney Local Health District – Health Promotion; other stakeholders as required</p>	
<p>Outcomes:</p> <ul style="list-style-type: none"> ● Cultural, creative, sporting and recreational programs delivered. 	
<p>Outputs:</p> <ul style="list-style-type: none"> ● Increased rates of participation by older people in cultural, creative, sporting and recreational events and activities. 	

Actions:	Timeframe:
<p>7.2 Facilitate projects to support people to connect to their communities, including socially isolated older people and those at risk</p>	<p>2014-15</p>
<p>Delivery lead: Councils of Northern Sydney</p>	
<p>Delivery partners: Aged care providers; Australian Department of Social Services - Aged Care Branch; Macquarie University; Medicare Locals/Primary Health Network; non-government organisations e.g. Catholic Health Care; Northern Sydney Local Health District - Health Promotion</p>	
<p>Outcomes:</p> <ul style="list-style-type: none"> Older people have increased access to support services, programs and activities. 	
<p>Outputs:</p> <ul style="list-style-type: none"> Projects facilitated for socially isolated older people and those at risk. 	
Actions:	Timeframe:
<p>7.3 Build the capacity of workers and volunteers to support socially isolated older people and those at risk.</p>	<p>2014-15</p>
<p>Delivery lead: FACS – Carers, Ageing and Disability Inclusion (in this instance, given that the Department is not a training provider, delivery lead refers to bringing stakeholders together to achieve outcomes)</p>	
<p>Delivery partners: Macquarie University; aged care providers; Australian Department of Social Services - Aged Care Branch; Medicare Locals/Primary Health Network; non-government organisations e.g. Catholic Health Care; Northern Sydney Local Health District – Health Promotion</p>	
<p>Outcomes:</p> <ul style="list-style-type: none"> General practitioners, service providers and community volunteers have increased knowledge and skills in supporting socially isolated older people and those at risk. 	
<p>Outputs:</p> <ul style="list-style-type: none"> Targeted training delivered to workers and volunteers about how to support socially isolated older people and those at risk. 	

Appendix 1 - Background

A Task Group was established in April 2013 under the NSW Department of Premier and Cabinet's Sydney East Regional Leadership Group (RLG) to oversee the development of the strategy. The Task Group is an interagency group comprising representatives from different levels of government, including:

- Department of Family and Community Services:
 - ◆ Ageing Disability and Home Care
 - ◆ Housing NSW
 - ◆ Carers, Ageing and Disability Inclusion – facilitator.
- Department of Planning and Environment
- Department of Premier and Cabinet:
 - ◆ Regional Coordination
- Northern Sydney Regional Organisation of Councils
- Northern Sydney Local Health District
- Shore Regional Organisation of Councils
- Department of Education and Communities
- Transport for NSW.

The Task Group agreed the following methodology and time frame:

Action(s)	Date(s)
Scoping exercise undertaken	May 2013
Draft issues paper developed	June 2013
Workshop invitations distributed	June 2013
Issues paper distributed	July 2013
Workshop held	August 2013
Workshop feedback collated	August 2013
Draft strategy completed	January 2014
Final strategy completed	August 2014
Final strategy presented to the Sydney East RLG	August 2014

The first stage of the methodology was to undertake a scoping exercise in May 2013 into the following:

- key issues
- evidence for these
- actions currently being undertaken
- any known gaps or duplication in delivery.

The findings of the scoping exercise were used to develop an issues paper. The purpose of the paper was to provide background information for the stakeholder workshop that took place on 1 August 2013. The workshop, which was attended by approximately 80 stakeholders, included a plenary session, plus two working sessions – the first on the issues and the second on potential actions.

The feedback from the workshop is contained in *Northern Sydney Ageing Strategy – Consultation Summary Report*, and is available upon request from the Carers, Ageing and Disability Inclusion via phone: (02) 9377 6000 or email: info@facs.nsw.gov.au.



Appendix 2 – Alignment between the Northern Sydney Ageing Strategy and the NSW Ageing Strategy

Northern Sydney Ageing Strategy	NSW Ageing Strategy
Issue 1: Providing community information and making referrals	<ul style="list-style-type: none"> ● Provide up-to-date information to seniors, including information about government-funded services.
Issue 2: Collaborating across sectors on planning for population ageing	<ul style="list-style-type: none"> ● Establish an interdepartmental committee at deputy secretary level to meet twice a year, with the involvement of representatives from the non-government sector, private sector, local government and the Ministerial Advisory Committee on Ageing. ● Develop a detailed implementation plan that clearly allocates responsibility to government departments. ● Develop a population ageing report card incorporating key indicators of NSW's progress in responding to population ageing. ● Establish working groups as required to progress policy development, including partnering with non-government organisations to design the highlights and other action measures.
Issue 3: Supporting people to plan for their older age	<ul style="list-style-type: none"> ● Place downward pressure on the cost of living in later years, and increase planning for retirement. ● Increase the number of people completing legal instruments. ● Plan for the impact of population ageing, particularly on state finances.
Issue 4: Increasing the supply of housing for older people and essential workers	<ul style="list-style-type: none"> ● Improve housing affordability and accessibility.

Northern Sydney Ageing Strategy	NSW Ageing Strategy
Issue 5: Improving the accessibility of transport for older people	<ul style="list-style-type: none"> ● Respond to the transport challenges of the ageing population Public transport.
Issue 6: Supporting the community to be healthy and active	<ul style="list-style-type: none"> ● Enhance cultural, creative, sporting and recreational opportunities for seniors. ● Increase opportunities for seniors to be involved in their communities and neighbourhoods. ● Keep people healthy and out of hospital.
Issue 7: Providing opportunities for older people to connect with their communities	<ul style="list-style-type: none"> ● Enhance cultural, creative, sporting and recreational opportunities for seniors. ● Increase opportunities for seniors to be involved in their communities and neighbourhoods. ● Keep people healthy and out of hospital.



Appendix 3 – Snapshot of Population Ageing in Northern Sydney

A summary of the key statistics for Northern Sydney is provided in the table below, with comparisons to the Sydney Metropolitan region.

Statistical theme	Northern Sydney	Northern Sydney RAP region	Northern Beaches RAP region	Sydney Metropolitan
Total population (2011)	852,600	572,700	279,900	4,284,200
Number and proportion of population aged 65 years and over (2011)	125,800 (15%)	82,600 (14%)	43,200 (15%)	524,800 (12%)
Projected total population (2031)	1,069,500	728,400	341,200	5,815,400
Number and proportion of projected population aged 65 years and over (2031)	191,000 (18%)	128,400 (18%)	62,500 (18%)	995,500 (17%)
Number and proportion of Aboriginal and Torres Strait Islander People aged 50 years and over (2011)	484 (20%)	274 (19%)	210 (21%)	7,019 (15%)

NSW Northern Sydney Ageing Strategy

Statistical theme	Northern Sydney	Northern Sydney RAP region	Northern Beaches RAP region	Sydney Metropolitan
Proportion of population aged 65 years and over, born in Australia (2011)	62%	59%	66%	51%
Proportion of population aged 65 years and over, born overseas (2011)	38%	41%	34%	49%
Top 10 countries of birth for population aged 65 years and over, born overseas (proportion of population aged 65 years and over (2011))	<ol style="list-style-type: none"> 1. England (8%) 2. China (excluding Special Administrative Region (SARS) and Taiwan) (3%) 3. Italy (3%) 4. New Zealand (2%) 5. Germany (1%) 6. Scotland (1%) 7. South Africa (1%) 8. India (1%) 9. Netherlands (1%) 10. Hong Kong (1%) 	<ol style="list-style-type: none"> 1. England (7%) 2. China (excluding SARS and Taiwan) (4%) 3. Italy (3%) 4. New Zealand (2%) 5. India (1%) 6. South Africa (1%) 7. Germany (1%) 8. Scotland (1%) 9. Hong Kong (1%) 10. Malaysia (1%) 	<ol style="list-style-type: none"> 1. England (10%) 2. Italy (3%) 3. New Zealand (2%) 4. Netherlands (1%) 5. Scotland (1%) 6. Germany (1%) 7. China (excluding SARS and Taiwan) (1%) 8. Croatia (1%) 9. South Africa (1%) 10. Egypt (1%) 	<ol style="list-style-type: none"> 1. England (6%) 2. Italy (5%) 3. China (excluding SARS and Taiwan) (4%) 4. Greece (3%) 5. Lebanon (2%) 6. Malta (1%) 7. Vietnam (1%) 8. Germany (1%) 9. New Zealand (1%) 10. Croatia (1%)

Statistical theme	Northern Sydney	Northern Sydney RAP region	Northern Beaches RAP region	Sydney Metropolitan
Proportion of population aged 65 years and over that speak a language other than English at home	19%	22%	12%	33%
Top 10 languages other than English spoken at home by population aged 65 years or over (proportion of population aged 65 years and over)	<ol style="list-style-type: none"> 1. Cantonese (3%) 2. Italian (3%) 3. Mandarin (2%) 4. Greek (1%) 5. Armenian (1%) 6. German (1%) 7. Arabic (1%) 8. Korean (1%) 9. Croatian (1%) 10. Spanish (0.5%) 	<ol style="list-style-type: none"> 1. Cantonese (4%) 2. Italian (3%) 3. Mandarin (2%) 4. Greek (1%) 5. Armenian (1%) 6. Korean (1%) 7. Arabic (1%) 8. German (1%) 9. Spanish (0.5%) 10. Croatian (0.5%) 	<ol style="list-style-type: none"> 1. Italian (3%) 2. German (1%) 3. Cantonese (1%) 4. Dutch (1%) 5. Croatian (1%) 6. Greek (1%) 7. Armenian (1%) 8. Serbian (0.5%) 9. Spanish (0.4%) 10. French (0.4%) 	<ol style="list-style-type: none"> 1. Italian (5%) 2. Greek (4%) 3. Cantonese (3%) 4. Arabic (3%) 5. Mandarin (2%) 6. Spanish (1%) 7. Croatian (1%) 8. Vietnamese (1%) 9. Maltese (1%) 10. German (1%)
Number and proportion of population aged 65 years and over with disability (2011)	18,825 (16%)	12,800 (16%)	6,024 (15%)	98,394 (19%)

NSW Northern Sydney Ageing Strategy

Statistical theme	Northern Sydney	Northern Sydney RAP region	Northern Beaches RAP region	Sydney Metropolitan
Number and proportion of population aged 65 years and over that provide assistance to a person with disability (2011)	13,905 (12%)	9,222 (12%)	4,683 (12%)	54,533 (11%)
Proportion of all properties that are lone person households (2011)	25%	25%	25%	22%
Proportion of lone person households that are occupied by people aged 65 years and over (2011)	39%	38%	42%	40%
Median personal weekly income for population aged 65 years and over (2011)	\$400-\$599	\$400-\$599	\$400-\$599	\$300-\$399
Workforce participation rate for population aged 65 years and over (2011)	16%	16%	16%	12%

NSW Northern Sydney Ageing Strategy

Statistical theme	Northern Sydney	Northern Sydney RAP region	Northern Beaches RAP region	Sydney Metropolitan
Proportion aged 65 years and over who volunteer (2011)	22%	23%	21%	16%
Proportion aged 65 years and over that are renting (2011)	10%	11%	9%	15%
Proportion aged 65 years and over that are paying a mortgage (2011)	11%	11%	10%	12%

Sydney Metropolitan region includes the local government areas of Ashfield, Auburn, Bankstown, Blacktown, Blue Mountains, Botany Bay, Burwood, Camden, Campbelltown, Canada Bay, Canterbury, Fairfield, Hawkesbury, Holroyd, Hornsby, Hunters Hill, Hurstville, Kogarah, Ku-ring-gai, Lane Cove, Leichhardt, Liverpool, Manly, Marrickville, Mosman, North Sydney, Parramatta, Penrith, Pittwater, Randwick, Rockdale, Ryde, Strathfield, Sutherland Shire, Sydney, The Hills Shire, Warringah, Waverley, Willoughby, Wollondilly and Woollahra.

Data Sources:

Australian Bureau of Statistics, 2012, 2011 Census of Population and Housing, ABS, Canberra.

Department of Planning and Infrastructure, 2013, New South Wales in the future: Preliminary 2013 Population Projections, NSW DP&I, Sydney.

Local Government NSW's Resource for Ageing Population Planning (complete source).



