

Attachment 2

Objective One: Social Connections

Description of Strategy

Fostering community engagement and participation, a strong sense of belonging, and intergenerational contact.

Ensuring older people have access to a wide range of opportunities for all aspects of healthy living – physical, mental, emotional and social.

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
1.1. Work with lead advocacy agencies to develop best approach to recognize and promote different stages of ageing.	Aged & Disability Services AAAG; COTA	On-Going	Greater understanding of different needs across the age ranges and reduction in 'aged' as one stereotype.	Within available resources.
1.2. Initiate a Community Ambassadors program and encourage community representatives to engage with older persons groups, including CALD groups, to improve knowledge of and access to community services.	Aged & Disability Services	2014 - 2015	Community ambassadors, speaking community languages, are resourced and supported to attend and provide community groups with information on community services and local community activities.	New Initiative proposed in 2014-15 budget.
1.3. Collaborate with Yarra's LGBTI community to develop a photo library to support inclusive practice within Council's communications, service information and pamphlets.	Aged & Disability Services Communications & Customer Service LGBTI representatives	2015 - 2016	Positive identification of LGBTI community through use of inclusive language and images within Council publications.	Within available resources.

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
1.4 Expand the term 'Diversity' where used in publications and planning documents to be more explicit in identifying LGBTI community.	Aged & Disability Services	Oct 2014	Clear recognition of LGBTI community within Diversity framework.	Within available resources.
1.5 Complete the National LGBTI Inclusive Practice Standards for Aged Care Services (Val's Café Audit Tool) and implement findings to drive improved practice.	Aged & Disability Services	Dec 2014	Aged Care services reflect needs of and are inclusive of LGBTI service users, irrespective of whether or not they disclose their sexual orientation or gender identity.	Within available resources.
1.6 Provide information, directed towards grandparents who are caring for young children, to assist in accessing pre-school aged activities (Flyers; website information).	Family, Youth & Children Services	Sept 2014	Older people are aware of and encouraged to access community activities for young children under their care. Information is available in community languages.	Within available resources.
1.7 Improve communications to CALD and older persons – including consideration of a Communications Register and improvement to language services.	Communications & Customer Service	2014 – 2015	In recognition of specific communication needs, develop register for self-nomination of preferred communication methods from Council and improve language services.	New Initiative proposed in 2014-15 budget
1.8 Undertake Arts based research project into diverse lives of older people, potentially leading to creative performance.	Arts, Culture & Venues	2014 - 2015	Recognition and expression of Yarra's diversity through performing arts.	Within available resources
1.9 Continue to support CALD groups and particularly emerging older communities in accessing services and assisting their own efforts to provide community based support.	Aged & Disability Services Local community agencies	On-Going	Council continues to support local groups to provide programs at the local level that meet specific needs and build community resilience	Within available resources and subject to specific projects and proposals

Objective Two: Active Healthy Living

Description of Strategy

Ensuring older people have access to a wide range of opportunities for all aspects of healthy living-physical, mental, emotional and social.

Actions	Responsibility	Timelines	Community Aspiration	Resource Implications
2.1 Investigate options to further target community and neighbourhood grants towards activities for older people within neighbourhoods.	Community & Corporate Planning	2014-2017 Across annual grant cycle	Increased range of activities available within local neighbourhoods, supporting safety, walking and accessing local community.	Within available resources – Community Grants program and Neighbourhood House program.
2.2 Promote free swimming pool access at Leisure Centres for Yarra residents with aged pension card.	Leisure Services	2014 - 2015	Current free swim access is well publicised and promoted via range of methods.	Within available resources
2.3 Develop physical and sports activity programs that encourage older people to participate. <ul style="list-style-type: none"> • additional Walk groups • Table Tennis • Remedial activities • Skill development • Community Partnership program options 	Recreation & Open Space Aged & Disability Services Community Sports Groups and Sporting Bodies Leisure Services	On-Going	Greater awareness and encouragement of older people to join in organised sports and physical activity programs.	Both within available resources and seek additional resources as proposals identified.
2.4 Reduce safety concerns and fears associated with shared pedestrian and bicycle routes by:- <ul style="list-style-type: none"> • promotion of “Sharing Yarra’s 	Recreation & Open Space Sustainability & Strategic Transport	On-Going	Increased sense of safety and greater awareness of impact of bike traffic on older people using shared routes	Within available resources – subject to annual capital works program.

Actions	Responsibility	Timelines	Community Aspiration	Resource Implications
<p>Roads and Paths” information booklet; and</p> <ul style="list-style-type: none"> developing Courtesy Strategy utilizing creative signage. 	Aged & Disability Services			
2.5 Utilise Active Service Model as part of the HACC program to increase flexibility and develop new options for people using community care services to engage in new activity and life-long interests.	Aged & Disability Services	On-Going	Community care services (Willowview, Home Care) are flexible and enable residents to set goals and explore options to maintain healthy and active lives.	Within available resources
2.6 Investigate options to provide warm water exercise pool within Yarra or within inner city area.	Leisure Services	2015 - 2016	Request for access to local hydrotherapy pool to support people with chronic health concerns, rehabilitation and restorative health.	Subject to resourcing of master planning process.
2.7 Continue to work with local agencies in identifying ‘hard to reach’, vulnerable or socially isolated residents to encourage participation in mainstream and targeted activities (i.e. Yarra Space and Healthy Living program).	Aged & Disability Services Neighbourhood House PAG programs	On-Going	Vulnerable and isolated residents are supported to access services and activities that meet their needs.	Within available resources

Objective Three: Supportive Environments

Description of Strategy				
<i>Ensuring accessibility and mobility for older people throughout the municipality. Providing access to open space and parks. Supporting increased safety and security.</i>				
<p>3.1 Advocate for the provision of exercise equipment and seats that are accessible for all ages in open spaces and Department of Housing public areas. Plans underway for installation of equipment in Citizens Park and Kevin Bartlett Reserve.</p>	<p>Recreation & Open Space Aged & Disability Services</p>	<p>Nov 2016</p>	<p>Creation of recreation spaces that enable older people to access and use open spaces for passive and active enjoyment. Increased feeling of safety through greater use of public spaces.</p>	<p>Additional resources will be required for implementation.</p>
<p>3.2. Improve safety, access and useability of key public walk-ways and activity centres through:</p> <ul style="list-style-type: none"> • enforcement of existing footpath trading laws • develop guidelines (based on research of best practice) for positioning, installation and design of street seats • installation of appropriately located seats (aligned to shelter, water fountains) where appropriate 	<p>Urban Design Aged & Disability Services Infrastructure Compliance Branch</p>	<p>On-Going</p>	<p>Structure Plans, Street-Scape Improvement Plans and Public Domain Manual address this issue. Existing controls and infrastructure maintained.</p> <p>Yarra’s streets leading to key activity areas provide seats, shade, lighting and good access for all.</p>	<p>Within available resources.</p>
<p>3.3 Continue to install accessible toilets across municipality in accordance with Council’s Public Toilet Strategy.</p>	<p>Building and Property Management</p>	<p>On-Going</p>	<p>Increase in the number of accessible toilets across the municipality.</p>	<p>Existing capital works program</p>

<p>3.4 Ensure planning and development of new Council facilities encompasses specific needs of older people while at the same time creating opportunities for intergenerational and interest-specific activity.</p>	<p>Across Council Branches</p>	<p>On-Going</p>	<p>New buildings are multi-purpose / flexible plan while integrating age friendly design.</p>	<p>Within available resources.</p>
<p>3.5 Support older residents groups to maintain current connections through:</p> <ul style="list-style-type: none"> • direct care support where possible • modifications and improvements to community venues • improved community transport arrangements • introduction to existing services 	<p>Aged & Disability Services Arts, Culture & Venues</p>	<p>On-Going</p>	<p>Traditional groups seeking support to maintain long standing connections – and in need of additional assistance due to reduced members, capacity or existing arrangements.</p> <p>Encourage residents to engage with existing services – libraries, leisure centres etc. through introductory sessions.</p>	<p>Within available resources.</p>
<p>3.6 Advocate for continued implementation of DDA compliance program:-</p> <ul style="list-style-type: none"> • at tram stops to improve safety and useability; and • improved pedestrian amenity at signalised Pedestrian Crossings, including an increase in crossing time and sound signals. 	<p>Aged & Disability Services Sustainability & Strategic Transport</p>	<p>On-Going</p>	<p>Increased sense of safety and confidence in using public transport services and pedestrian crossings.</p>	<p>Within available resources</p>

Objective Four: Ageing in Place

Description of Strategy

Supporting residents to live well and age successfully within their local Yarra community through accessible and responsive services and facilities.

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
4.1 Raise issue of service providers being available to support CALD people and utilize range of communication methods to promote information and access. Refer issue to Primary Care Partnership and Medicare Local for consideration.	Aged & Disability Services Medicare Locals; PCP Community Health Centres	2015 - 2016	Bi-lingual doctors and health care professionals are accessible for older residents.	Within available resources
4.2 Promote Council and non-council services through website links, Yarra News, Ambassador program, festivals and open days.	Aged & Disability Services Communications	On-Going	Greater prominence given to older persons services through publications and other awareness raising opportunities.	Within available resources
4.3 Engage with Department of Housing on improvements to public housing for older people – including removal of baths / easy access showers; air conditioning.	Aged & Disability Services Community & Corporate Planning	July 2015	Current housing modified to address accessibility issues and provide appropriate standards.	Within available resources
4.4 Facilitate seminars on topics of interest: <ul style="list-style-type: none"> • elder abuse • financial planning • housing options 	Aged & Disability Services COTA AAAG	Annual Forum	Opportunity for engagement and discussion of key issues – supporting individuals and planning for the future, including living in Yarra.	Within available resources

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
<ul style="list-style-type: none"> • health and well-being • dying with dignity <p>4.5 Undertake research and analysis of housing options for older people, including access to residential care, to support ageing in place and explore opportunities to integrate within other developments (housing; health; leisure).</p>	<p>Aged & Disability Services</p> <p>Local community agencies</p>	June 2015	Issue of housing for older people in Yarra is articulated and models for providing supported housing in Yarra pursued.	New Initiative proposed in 2014-15 budget.

Objective Five: Lifelong Learning

Description of Strategy

To provide opportunities for older people to be involved in lifelong learning activities and engage in active roles in the community

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
5.1 Undertake analysis of older people's participation in volunteering in Yarra (as part of Strategy Development) and assess how they can be supported in this role.	Community & Corporate Planning	2014-2015	Older people's skills and knowledge identified and opportunities for intergenerational volunteering developed.	Subject to New Initiative 2014 - 2015.
5.2 Ensure older residents are recognized and acknowledged for their support of:- <ul style="list-style-type: none"> • CALD groups • working within the community 	Aged & Disability Services	On-Going	Promotion of role models and positive ageing. Acknowledgement of individual contribution to Yarra and broader community.	Within available resources. Utilise existing awards programs.

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
<ul style="list-style-type: none"> • leadership roles • volunteering. 				
<p>5.3 Develop a program (Community Cuppa) that encourages residents and groups to participate in library activities – come and try style days that are tailored to CALD / other specific groups.</p>	Library Services Aged & Disability Services	2014 - 2015	Many older people do not engage with Library Services and may be encouraged to participate if induction / come and try sessions organized.	Within available resources
<p>5.4 Conduct a series of ‘Inspiring Stories’ in nine community languages to showcase the lives of older residents.</p>	Library Services Aged & Disability Services	2015 - 2017	Capture the diversity of Yarra as seen through the lives of residents from many cultures.	Within available resources
<p>5.5 Continue to support the Yarra U3A through access to community venues and assist the proposed Chinese Yarra U3A through in kind support during formative stages – and assisting with access to suitable venues.</p>	Aged & Disability Services	On-Going	Yarra residents are able to access U3A based programs locally and diversity is supported and recognized.	Within available resources
<p>5.6 Utilise a range of communication and learning methodologies to engage people with limited literacy in learning opportunities within libraries:</p> <ul style="list-style-type: none"> • accessible, free classes • community languages • large font materials • simple English 	Library Services	2015 - 2016	Hosting of sessions that reflect cultural diversity, different ways of learning and obtaining information – and engage people in meaningful ways.	Within available resources
<p>5.7 Reinforce the merits of lifelong learning to business operators and the local</p>	Economic Development	On-Going	Life-long learning is understood and supported by business sector to retain	Within available resources

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
workforce through the provision of an affordable and inclusive business training program.			valuable skills within community.	
5.8 Support older Council employees to transition to retirement through flexible working arrangements and maintenance of employment conditions	People and Culture Branch	2015 - 2017	Opportunity to continue participating in work-force is encouraged and facilitated through flexible approaches while also transitioning to retirement.	Within available resources

Objective Six: Community Planning and Partnerships

Description of Strategy

Encouraging and establishing opportunities for older people and organizations to work together and participate in community planning and decision making.

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
6.1 Refresh the membership of the Active Ageing Advisory Group (AAAG) and seek greater participation of residents from CALD background.	Aged & Disability Services	July 2014	AAAG reflects diversity of Yarra with stronger membership from CALD community. Council supports members to actively participate in AAAG meetings and relevant state and regional forums.	Within available resources.
6.2 Improve the role of AAAG in providing advice and advocacy on draft Council policies and strategic plans.	Aged & Disability Services	On-Going	AAAG takes a stronger role in providing advice and advocating for older people and seen as key group in consultation process towards achieving an age friendly city.	Within available resources.
6.3 Advocate for and with local residents to	Aged & Disability	2014 - 2017	Ensure that resident's views are heard and	Within available resources.

Actions	Responsibility	Timelines	Community Aspirations	Resource Implications
<p>support their needs through the roll-out of new Home and Community Care program and Disability Care Australia.</p> <p>6.4 Continue to work in partnership with local agencies and groups to provide targeted programs that support social connections and independence.</p> <ul style="list-style-type: none"> • Participation Grants for Older Persons Groups • Companion Animals Support Program • Men’s Shed • Neighbourhood House (HACC) Groups • Activities in Seniors Hubs 	<p>Services AAAG DAC</p> <p>Aged & Disability Services</p> <p>Local community agencies</p>	<p>On-Going</p>	<p>advocated for as part of the roll-out of the new disability and aged care service systems.</p> <p>Council continues to support local agencies and groups to provide programs at the local level that meet specific needs and build community resilience, connections and help maintain independence.</p>	<p>With existing Council and HACC funded programs.</p>