## Contents

Message from the mayor 3
Our vision 4
Our commitment to Active and Healthy Ageing 6
Ageing is everyone’s business 10
Older people in the City of Yarra 11
Ageing at home 12
My Aged Care 13
Bringing our strategies together 14
How we made the Active and Healthy Ageing Strategy 15
Key goals and Strategies 20
Strategies and Action Plan 22

## Acknowledgement

Yarra City Council acknowledges the Wurundjeri as the Traditional Owners of this country, pays tribute to all Aboriginal and Torres Strait Islander people in Yarra and gives respect to Elders past and present.
The City of Yarra Council wants to make our community a place where everyone of every age can live well. Living well means feeling included, being active and able to connect with other people, and taking part in everyday life.

This document is our Active and Healthy Ageing Strategy. The Strategy will guide our work over the next six years to support people aged over 50 to live well in our community. From the Strategy, there will be three, two-year Action Plans that list what we will do and when to support older people in our community.

The Active and Healthy Ageing Strategy and Action Plans are based on the goals, needs and dreams of our community. To make the Strategy and Action Plans, we talked with and listened to older people, carers, families, community groups and service providers.

We asked people who live, work and visit our community to share their thoughts and ideas about what it means to ‘live well’. To collect people’s ideas we:

- ran an online survey
- talked with people at community workshops and events
- spoke to our staff and held a Council-wide workshop.

The Active Ageing Advisory Group (AAAG) supported every part of this project. The AAAG supported the Council to write the Background and Issues Paper and Project Plan.

I would like to say thank you to:

- the AAAG for their work to start and support this project
- older people, carers, families, community groups and service providers who shared their ideas through our survey and workshops
- everyone who helped us to create this Strategy.

Cr Daniel Nguyen
Mayor, Yarra City Council
October 2018
Our vision

The City of Yarra is an Age Friendly City; a welcoming and inclusive community for people of all ages, race, culture, gender, sexual orientation and lifestyles.

We respect the strong voices of older people in our community, value their continuing contribution to civic life; and their right to make decisions on their own behalf. Our environments and public spaces are safe and supportive and our programs, services and policies are responsive to the needs of older residents, with benefits to all ages.
Our commitment to active and healthy ageing

At the City of Yarra, we choose to focus on the positive aspects of growing older, both for older people and the whole community. Some academics now say ‘middle age’ starts at 50 and goes to the age of 75. There is a big opportunity to support older people to stay connected to their community, work and volunteering.

People aged over 50 are part of our diverse community and make an important contribution to our local area. The Council creates policies and provides services that support older people to live well in our community.

The Council is committed to making our area age-friendly by making sure older people can access information, places, spaces, support and health care.

In 2006, we created the River of Life Positive Ageing Strategy 2007-2016 with a five-year action plan from 2007 to 2012.

In 2014, we worked with the community again to achieve our vision of ‘A City for All Ages’ and we created a Stage Two Action Plan 2014 – 2017.

Active Ageing Advisory Group (AAAG)

The Council started the Active Ageing Advisory Group (AAAG) in 2007. Creating the AAAG was one of the ideas from the River of Life Positive Ageing Strategy 2007-2016.

The AAAG support the Council by:

• providing advice on the needs, interests and wellbeing of older people in the local community
• sharing the views and experiences of older people, carers and organisations who support older people
• raising awareness of the issues faced by older people.

There are eight members on the AAAG. The members live across the City of Yarra and have a diverse range of interests and cultural backgrounds.

The AAAG will keep supporting the Council to implement this Strategy and the Action Plans.

1www.patriciaedgaranddonedgar.com
The Age-Friendly Victoria Declaration

In 2016, the Council signed to support the Municipal Association of Victoria (MAV) Age-Friendly Victoria Declaration. The Age-Friendly Victoria Declaration is based on the World Health Organisation (WHO) Global Age-Friendly Cities Guide, which names eight domains that affect the quality of life and wellbeing of older people.

Helping to shape local communities across all of the life stages is core business of local government.
Age-friendly embraces much of what councils already do.
Age-Friendly Cities domains

An age-friendly community sees the value older people add to the community and supports them to get involved. In particular, being age-friendly means making sure there are no age-related barriers that stop older people from taking part in their community.

Age-friendly cities give older people opportunities to:
• socialise and connect with others
• work or volunteer
• support their health and wellbeing
• feel part of and give back to their community.

Age-friendly cities are possible when older people, governments, organisations, businesses and services work together.

Under the Local Government Act 2010, the Council has an important role in supporting community wellbeing and creating healthy, fair and inclusive communities.

The way we work as a Council, and the decisions, policies and actions we take, impact people of all ages. Over the years, we have helped older people by providing or supporting:
• senior citizens centres
• community transport
• meals
• assistance at home
• social activities
• recreation facilities and programs
• clubs and organisations.

The eight Age-Friendly Cities domains can be used to show the range of support available for older people across the Council. We have used the eight domains to create this Strategy.

Through our Strategy, we want to create an age-friendly community that welcomes and includes people of all ages. By using the eight Age-Friendly Cities domains to guide our work, we aim to make policies, services and decisions that support older people to feel safe and included, enjoy good health and stay involved.

The Strategy will be supported by three Action Plans that each run for two years. The Action Plans will be based on the views, goals and needs of older people, the community, the Council and other organisations.
Connecting our work
To create an age-friendly city, different areas of the Council need to work together. By connecting and coordinating our work, we can achieve better outcomes.

There are six key themes that will enable us to connect our work:

The work of the Council to support older people is assisted by a range of services including:

- community health centres
- neighbourhood houses
- disability support services
- housing services
- mental health agencies
- hospitals
- drug and alcohol agencies
- churches
- material and financial support agencies.

By working together with these services, we can better support older people in our community.

Being age-friendly means:

- focusing on human rights
- working together with the government and community to support older people
- creating a community where people of all ages and abilities are included and respected
- valuing the support older people provide to their local area and their families through work, volunteering and friendships
- promoting independence, wellbeing and quality of life for all people as they age.
In 2016, the Commissioner for Senior Victorians released a report *Ageing is Everyone’s Business: A report on isolation and loneliness among senior Victorians*. The report looks at the causes of loneliness and social isolation of older people, and shares ideas about how we can make positive changes by working together.

The report says that local government has a “vital role as an enabler” to connect community support for older people who are isolated or lonely. Local governments can support the community by coordinating services, providing venues and connecting volunteers.
Older people in the City of Yarra

24.7% 
People aged over 50 in the City of Yarra

4,451 
people in the City of Yarra find it hard to speak English

22% 
of people in the City of Yarra speak a language other than English

Older women are more likely to have a reduced income from super, often because of time away from work to support their family.

There are more males than females aged 50-59, however over time through the age groups there are more women. The numbers are similar across Victoria and Australia.

Weekly income under $500
28.4% females
22% males

Weekly income $500-$999
47.7% females
38.3% males

Weekly income $1750 or more
16.4% females
26.8% males

People born overseas
29% City of Yarra
34% Greater Melbourne
28% Victoria
26% Australia

28% 
arrived in Australia in the past 5 years
13,357 females
11,970 males
Ageing at home – also known as ageing in place – is important for many older people.

Ageing in place supports older people to stay at home and be independent for as long as possible, with the help of support services.

The lack of affordable and suitable housing is a challenge for many older people in our community. Housing challenges especially affect people who are homeless or at risk of losing their home, people who rent and people who have assets but a low income.

<table>
<thead>
<tr>
<th>Households renting</th>
<th>City of Yarra</th>
<th>Greater Melbourne</th>
<th>Victoria</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td>29%</td>
<td>28%</td>
<td>29%</td>
<td>29%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medium and high-density housing</th>
<th>City of Yarra</th>
<th>Greater Melbourne</th>
<th>Victoria</th>
<th>Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>85%</td>
<td>33%</td>
<td>27%</td>
<td>27%</td>
<td>27%</td>
</tr>
</tbody>
</table>

There is an opportunity for the Council and services to better connect with new older residents to learn from their experiences and provide social opportunities.

People over 50 moved to the City of Yarra from 2011-2016

39% of these people live in high density homes
The introduction of My Aged Care has had a big impact on the role of local governments in supporting older people. In 2017, My Aged Care was introduced as the main entry point for people to access aged care support in Victoria. My Aged Care allows people to choose from a range of service providers including the Council. The change to My Aged Care may affect vulnerable people and the way they can access care and services in the future. We are looking at our role as an aged care service provider due to My Aged Care and how we can continue to create an age-friendly city.

We will keep an eye how My Aged Care affects people who live in our community, in particular people who are more vulnerable.

As My Aged Care grows, we will keep checking and updating the Action Plans for this Strategy. We will work to find new ways to advocate, support or run initiatives for older people in our community.
The Council is looking at how we make strategies across the City of Yarra. We want to see how our strategies from different parts of the Council can be better connected, so we can find common goals and actions that benefit everyone.

For example, our Access and Inclusion Strategy to support people with disability, our 0-25 Strategy to support children and young people, and our Housing Strategy may have common themes and goals.

For some older people, no longer being able to drive can have a big impact on their health and independence. While depression and anxiety are the most common mental health problems for older people, people of all ages can feel socially isolated or unable to move about and access their community freely or easily. By bringing our strategies and actions together, we can provide better support for people through all life stages.
The Council talked to a range of people across the community to create this Strategy through a consultation process. Older people and their families, organisations, businesses and staff have all supported this process by sharing their ideas and views. Everyone sees and experiences ageing differently, so we wanted to include a broad range of people in this process. The consultation process for this Strategy happened at the same time as we were making the Access and Inclusion Strategy. To make this Strategy we:
• ran a survey online and with hard copy forms, that was shared with over 20 organisations and networks, and completed by 252 people
• spoke to people face-to-face at 2 forums, 12 workshops and 7 community events
• met with organisations and our staff.

What we heard from the community
By listening to the ideas and interests of the community, we found out what older people would like from the Council now and in the future. Many of the people we heard from access and enjoy:
• local parks and gardens
• libraries
• leisure centres
• social and community programs.
Being able to independently access community programs and services supports many older people keep well. By getting involved or accessing services, people felt more connected to others and enjoyed better mental and physical health from socialising and exercising.
Looking at everyone’s feedback, we found some common ideas, issues and opportunities to include in our Strategy:

• To improve safety and accessibility for older people to access and enjoy community life.

• To use Universal Design principles in new developments, increase social housing options and provide equal access to shops and facilities.

• To improve people’s feeling of safety and wellbeing by raising awareness and providing programs.

• To increase safe access and movement in public spaces.

• To create more opportunities for older people to take part in and enjoy activities.

• To ensure people can access services or programs by removing or reducing financial, access and health barriers.

• To empower the community by sharing information that is easy to understand.

• To reduce social isolation experienced by older people by removing barriers to taking part in social activities.

• To increase people’s independence and connection to their community through volunteering.

• To share information in a range of ways and think about the needs of older people in all communications.

Universal Design principles provide a guide on how to make products, spaces and places easy to use by as many people as possible.
Next steps and Action Plans

The Active and Healthy Ageing Strategy 2018-2024 includes these key themes and will support the Council to create an age-friendly city for older people in our community. The Strategy will be supported by three Action Plans that each run for two years. This means we can update or add to our actions based on what’s happening in the community and other funding or service changes.

In every Action Plan, staff and teams from across the Council will be in charge of different tasks. This will give everyone a role to play in achieving the goals of the Strategy.

The Strategy uses the eight domains from the WHO Age-Friendly Cities Guide which are:

- Outdoor spaces and buildings
- Transport
- Housing
- Community support and health services
- Civic participation and employment
- Respect and social inclusion
- Social participation
- Communication and knowledge

When we looked at the feedback from the community and the eight age-friendly domains, we found four key themes:

1. Freedom
2. Life experiences
3. Knowledge
4. Independence
Key goals and strategies

Freedom

Goal 1
Outdoor spaces and buildings
Older people can access and enjoy the local community including open spaces, buildings, public toilets, shaded areas and safe walkways.

Strategies:
1.1 Find ways to improve the access and use of buildings, spaces and paths.
1.2 Look at how open spaces and buildings can be more age-friendly, by being easier to move around and less reliant on car transport.
1.3 Act on the safety concerns of older people using local open spaces.

Goal 2
Transport
Older people can get out and about and use a range of affordable, accessible and easy transport services.

Strategies:
2.1 Promote and support accessible and affordable public and community transport.

Life experiences

Goal 3
Social participation
Older people are supported to take part in their community and to do the things they enjoy.

Strategies:
3.1 Increase services and supports for older people by encouraging groups to apply for Council’s Community Grants Program.
3.2 Encourage people to get to know and support their neighbours.
3.3 Create neighbourhoods that feel safe and promote a sense of belonging.
3.4 Run or support activities and events that build social connections.

Goal 4
Respect and social inclusion
Older people from all backgrounds are valued and appreciated, and no one is excluded based on race, culture, language, sexuality, gender, location, ability, social or financial status.

Strategies:
4.1 Promote a range of activities and groups that cater for the diverse interests of older people.
4.2 Ensure the views of older people are included across all Council services.
4.3 Encourage people of all ages to interact with each other.
4.4 Find ways to engage older people who are vulnerable and who face barriers to getting involved in their community.
Independence

Goal 5
Housing
Housing options for older people are affordable, safe, accessible and close to transport, shops and community services.

Strategies:
5.1 Advocate for a range of affordable housing options for older people that support a city for all ages.

Goal 6
Civic participation and employment
Older people can take part in work, education, learning and volunteering opportunities and can make decisions.

Strategies:
6.1 Support older people to keep working, volunteer, learn and take part in the community.
6.2. Make sure the interests and needs of older people are included in the Council’s policies, programs and services.

Goal 7
Community support and health services
Older people are supported to stay healthy, active and independent through community and health services, including services related to elder abuse and fraud.

Strategies:
7.1 Promote programs and services that support older people to stay independent, healthy and active.

Knowledge

Goal 8
Communication and information
Older people can access the information they need in a variety of formats to stay informed and connected with their community, families and friends.

Strategies:
8.1 Ensure older people know about the range of programs and activities available, especially older people who are socially excluded and vulnerable.
### Active and Healthy Ageing in Yarra 2018–2020

#### Freedom

**Goal 1: Outdoor spaces and buildings**

Strategy 1.1
Find ways to improve the access and use of buildings, spaces and paths.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>Promote to businesses and the community clear footpath area along buildings for safe walking in shopping villages.</td>
<td>Information about the Footpath Trading Policy shared in Yarra News, including how people can report unsafe areas.</td>
<td>Compliance and Parking</td>
<td>June 2019</td>
</tr>
<tr>
<td>1.1.2</td>
<td>Upgrade footpaths and build safe crossings in busy areas.</td>
<td>As part of the Local Area Place Making Scheme, six streets in busy areas chosen for footpath and level crossings upgrades. Three streets improved each financial year.</td>
<td>City Works</td>
<td>June 2020</td>
</tr>
<tr>
<td>1.1.3</td>
<td>Include new seating for people of all ages an ability along Bridge Road and Victoria Street.</td>
<td>New seating installed along Bridge Road and Victoria Street.</td>
<td>City Strategy</td>
<td>2018–2019</td>
</tr>
</tbody>
</table>
Strategy 1.2
Look at how open spaces and buildings can be more age-friendly, by being easier to move around and less reliant on car transport.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.1</td>
<td>Find priority areas, including open spaces, where upgrades could make it easier for people of all abilities to access and enjoy the area.</td>
<td>Active Aging Advisory Group asked about the best areas to upgrade accessibility. Chosen areas approved by the Urban Design and Open Space Units.</td>
<td>Aged and Disability Services</td>
<td>December 2019</td>
</tr>
<tr>
<td>1.2.2</td>
<td>Make sure the new Yarra Open Space Strategy includes Universal Design principles and actions that focus on creating accessible spaces.</td>
<td>The new Yarra Open Space Strategy includes Universal Design principles. Actions in the Yarra Open Space Strategy have accessibility improvements to include everyone in the community.</td>
<td>Open Space Planning and Design</td>
<td>December 2019</td>
</tr>
</tbody>
</table>
## Active and Healthy Ageing in Yarra 2018-2020

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.3</td>
<td>Find and make improvements to existing Council venues used by Seniors Groups, and encourage groups to use new venues that have better facilities. Improvements found and included in the Capital Works / Forecaster system. Seniors Groups encouraged to use other local venues.</td>
<td>Aged and Disability Services</td>
<td>August 2018</td>
<td>No extra cost</td>
</tr>
<tr>
<td>1.2.4</td>
<td>Support Seniors Groups to access multi-purpose Council spaces and venues. Seniors Groups using multi-use venues and services instead of age-specific centres.</td>
<td>Aged and Disability Services</td>
<td>Ongoing</td>
<td>No extra cost</td>
</tr>
<tr>
<td>1.2.5</td>
<td>Universal Design principles are thought about when a new Heritage Strategy is created. Staff from the Aged and Disability Services team at the City of Yarra help to make the new Heritage Strategy so universal access for heritage buildings and places is included.</td>
<td>Senior Advisor City Heritage</td>
<td>June 2019</td>
<td>No extra cost</td>
</tr>
</tbody>
</table>
**Active and Healthy Ageing in Yarra 2018–2020**

Strategy 1.3  
Act on the safety concerns of older people using local open spaces.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>Look at the timing of pedestrian lights to help people who need more time to cross. See if responsive technology is available.</td>
<td>Timings of pedestrian lights reviewed. Signal technology included in traffic management and place making projects.</td>
<td>Traffic and Civil Engineering</td>
<td>June 2020</td>
</tr>
</tbody>
</table>
**Goal 2: Transport**

**Strategy 2.1**
Promote and support accessible and affordable public and community transport.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
</table>
| 2.1.1  | Keep working with Public Transport Victoria for Easy Access Tram Stops on Route 96. 
Four Easy Access Tram Stops built by December 2018. 
PTV and the City of Yarra agree on the location, design and preparation needed for the remaining stops. | Strategic Transport | December 2018 | No extra cost |
| 2.1.2  | Create and think about ways to improve the Community Transport service to meet changing needs. 
A more flexible service that increases social connections is provided. | Aged and Disability Services | December 2019 | Proposal to be developed for funding |
| 2.1.3  | Advocate for Easy Access Tram Stops to be built on Bridge Road. 
Idea developed and accepted. | Strategic Transport | December 2019 | No extra cost |
<table>
<thead>
<tr>
<th>Action</th>
<th>Support the Streamlining of Hoddle St Project to make better transport connections, including the construction of an Easy Access Tram Stop on Swan St, Richmond.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who</td>
<td>Strategic Transport</td>
</tr>
<tr>
<td>When By</td>
<td>March 2019</td>
</tr>
<tr>
<td>Success measures</td>
<td>Hoddle St works finished by March 2019.</td>
</tr>
<tr>
<td>Cost</td>
<td>No extra cost</td>
</tr>
</tbody>
</table>
## Active and Healthy Ageing in Yarra 2018-2020

**Life experiences**

**Goal 3: Social participation**

**Strategy 3.1**
Increase services and supports for older people by encouraging groups to apply for Council's Community Grants Program.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1.1</td>
<td>Promote grants available to community groups and host information sessions.</td>
<td>Number of information sessions held and attendance. Number of applications received. Number of groups applying that haven’t applied before.</td>
<td>Aged and Disability Services</td>
<td>Ongoing</td>
</tr>
<tr>
<td>3.1.2</td>
<td>Apply for funding to support local groups to run physical activity groups and programs.</td>
<td>Funding application made for Move it Aus and Let’s Get Physical grants programs. More groups providing physical exercise in weekly programs.</td>
<td>Aged and Disability Services</td>
<td>March 2019</td>
</tr>
<tr>
<td>Action</td>
<td>Success measures</td>
<td>By when</td>
<td>Who</td>
<td>Cost</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------</td>
<td>---------</td>
<td>-----</td>
<td>------</td>
</tr>
<tr>
<td><strong>3.2.1</strong> Provide library services to Seniors Groups in their area, such as sewing and computers.</td>
<td>Four Seniors Groups run library services at their clubs.</td>
<td>June 2019</td>
<td>Aged and Disability Services and Library Services</td>
<td>No extra cost</td>
</tr>
<tr>
<td><strong>3.2.2</strong> Trial age-friendly initiatives in local areas, for example casserole clubs, skill sharing, information sessions.</td>
<td>Number of people engaged. Number of initiatives. Outcomes for people involved, such as more social connections, new skills learnt. Number of partnerships created.</td>
<td>December 2019</td>
<td>Aged and Disability Services</td>
<td>Proposal to be developed for funding</td>
</tr>
</tbody>
</table>

**Active and Healthy Ageing in Yarra 2018-2020**

**Strategy 3.2**
Encourage people to get to know and support their neighbours.
## Active and Healthy Ageing in Yarra 2018-2020

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.2.3 Connect age-friendly groups together to create a network of inclusive activities for people who are socially isolated.</td>
<td>Run workshops with local groups to find ways to better engage people who are socially isolated.</td>
<td>Aged and Disability Services</td>
<td>March 2020</td>
<td>Proposal to be developed for funding</td>
</tr>
</tbody>
</table>
Active and Healthy Ageing in Yarra 2018-2020

Strategy 3.3
Create neighbourhoods that feel safe and promote a sense of belonging.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3.1</td>
<td>Let more older people know that graffiti can be removed from their home for free.</td>
<td>The Graffiti Management Framework promoted more to older people.</td>
<td>Aged and Disability Services</td>
<td>2019</td>
</tr>
</tbody>
</table>
### Active and Healthy Ageing in Yarra 2018-2020

Strategy 3.4.
Run or support activities and events that build social connections.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4.1  Create and support a Residential Aged Care working group of local organisations to provide more opportunities for residents to take part in community events.</td>
<td>Working group created and meeting regularly. Celebration of Life and similar events supported.</td>
<td>Aged and Disability Services</td>
<td>October 2018</td>
<td>No extra cost</td>
</tr>
<tr>
<td>3.4.2  Keep assisting community groups to run activities that support older people to connect.</td>
<td>Ongoing support and funding provided to U3As, Men’s Sheds, Companion Animals program, Participation Grants and Neighbourhood Houses. Look into the costs and benefits of providing Participation Grants to support services to continue while My Aged Care funding is introduced. Proposal for new initiative submitted.</td>
<td>Aged and Disability Services</td>
<td>2018 - 2020</td>
<td>No extra cost</td>
</tr>
</tbody>
</table>

Proposal to be developed for funding.
**Active and Healthy Ageing in Yarra 2018-2020**

**Goal 4: Respect and social inclusion**

Strategy 4.1
Promote a range of activities and groups that cater for the diverse interests of older people.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1.1</td>
<td>Seek funding for exercise equipment in an open space to encourage people to exercise and socialise. The project will be guided by the Yarra Open Space Strategy.</td>
<td>Submit a 2020/21 budget bid for exercise equipment as part of the recommendations of the Yarra Open Space Strategy.</td>
<td>Open Space Planning and Design</td>
<td>September 2019</td>
</tr>
<tr>
<td>4.1.2</td>
<td>Keep building the skills and experience of swim teachers to support people of all ages, skills and abilities.</td>
<td>Proposal made for funding for swim teachers to get the extra qualification needed to run access and inclusion programs.</td>
<td>Yarra Leisure</td>
<td>December 2018 - June 2020</td>
</tr>
</tbody>
</table>
Active and Healthy Ageing in Yarra 2018–2020

Strategy 4.2
Ensure the views of older people are included across all Council services.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.2.1</td>
<td>Represent the diversity of the City of Yarra community in communications and imagery (e.g. people with a disability, seniors, LGBTI+).</td>
<td>A range of people from the City of Yarra are shown in promotional images.</td>
<td>Advocacy and Comms, Engagement All Yarra staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>4.2.2</td>
<td>Promote annual regular Active Ageing Advisory Group (AAAG) meetings to staff across the council to share ideas and knowledge.</td>
<td>Number of consultations. Number of information sessions.</td>
<td>Age and Disability Services</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Active and Healthy Ageing in Yarra 2018-2020

### Strategy 4.3
Encourage people of all ages to interact with each other.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.3.1</td>
<td>Create more opportunities for older people and young people to connect at Yarra Youth Services programs and activities.</td>
<td>Age and Disability Services, Yarra Youth Services</td>
<td>2019 - 2020</td>
<td>No extra cost</td>
</tr>
<tr>
<td>4.3.2</td>
<td>Create more opportunities for older people to connect with people of all ages through Library activities and programs.</td>
<td>Aged and Disability Services, Library Services</td>
<td>2019 - 2020</td>
<td>No extra cost</td>
</tr>
</tbody>
</table>

#### Number of activities that bring older people and young people together through arts and/or music.

<table>
<thead>
<tr>
<th>Who</th>
<th>Number of all ages activities run by the Libraries.</th>
<th>Feedback from participants about their wellbeing.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged and Disability Services, Library Services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2019 - 2020 No extra cost
### Active and Healthy Ageing in Yarra 2018-2020

**Strategy 4.4**  
Find ways to engage older people who are vulnerable and who face barriers to getting involved in their community.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.4.1</td>
<td>Help isolated residents learn at their homes how to use Information Technology through “I’ll be connected” program.</td>
<td>A Plan is developed showing ways of supporting residents to use Information Technology, and build their social connectedness.</td>
<td>Library Services and Age and Disability Services</td>
<td>2018 - 2019</td>
</tr>
<tr>
<td>4.4.2</td>
<td>Check information in Yarra Leisure venues and online about Companion Card support.</td>
<td>The Companion Card is promoted to the Yarra Leisure Services community.</td>
<td>Yarra Leisure</td>
<td>Ongoing</td>
</tr>
<tr>
<td>4.4.3</td>
<td>Add information in hire forms for City of Yarra venues, about accessibility requirement at events, and about Council’s commitment to making events accessible to everyone.</td>
<td>Accessibility guidelines, and a statement about the City of Yarra’s commitment to having fully accessible venues, added to event hire forms.</td>
<td>Arts, Culture and Venues</td>
<td>2018</td>
</tr>
</tbody>
</table>
# Active and Healthy Ageing in Yarra 2018-2020

## Independence

### Goal 5: Housing

**Strategy 5.1**
Advocate for a range of affordable housing options for older people that support a city for all ages.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1.1</td>
<td>Workshop conducted at MAV with interested councils. Submission including case studies sent to the State Government.</td>
<td>Age and Disability Services (in conjunction with Social Policy and Research and Business and Finance)</td>
<td>June 2020</td>
<td>No extra cost</td>
</tr>
</tbody>
</table>
## Active and Healthy Ageing in Yarra 2018-2020

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1.2</td>
<td>Make sure the City of Yarra Planning Scheme includes policies that encourage inclusive and accessible developments that cater for people of all ages and abilities.</td>
<td>Advice about accessibility and inclusion included in the Yarra Planning Scheme.</td>
<td>City Strategy</td>
<td>2018 - 2019</td>
</tr>
<tr>
<td>5.1.3</td>
<td>Help improve the availability of affordable, appropriate and accessible housing for older people by planning the use of land, partnering with the community and advocacy.</td>
<td>Actions from the Housing Strategy 2018 started and the Social Housing Strategy written by early 2019.</td>
<td>Social Policy and Research</td>
<td>2018 - 2022</td>
</tr>
<tr>
<td>5.1.4</td>
<td>Support more affordable housing at big redevelopment sites in our area.</td>
<td>Apply the rules from the policy guidance note Affordable Housing Outcomes at Significant Redevelopments (2017).</td>
<td>Social Policy and Research</td>
<td>Ongoing</td>
</tr>
<tr>
<td>5.1.5</td>
<td>Keep supporting local affordable housing initiatives by providing the Yarra Affordable Housing Fund (YAHF) as part of the Council's Community Grants Program.</td>
<td>Community Grants Program continues to support housing initiatives.</td>
<td>Community Partnerships</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
## Active and Healthy Ageing in Yarra 2018-2020

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1.6</td>
<td>Keep working with public and community housing providers to find out what's available and what's needed in the community, and advocate for housing to support older people.</td>
<td>Quarterly meetings held with local housing and accommodation providers to talk about new and critical issues.</td>
<td>Social Policy and Research</td>
<td>2018 - 2022</td>
</tr>
<tr>
<td>5.1.7</td>
<td>Promote new ways of supporting older people who live in aged care homes to keep their independence and stay connected to the community.</td>
<td>More awareness of care and activity options for older people who live in aged care homes.</td>
<td>Aged and Disability Services</td>
<td>June 2020</td>
</tr>
</tbody>
</table>
Active and Healthy Ageing in Yarra 2018–2020

Independence

Goal 6: Civic Participation and Employment

Strategy 6.1
Support older people to keep working, volunteer, learn and take part in the community.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1.1</td>
<td>Make sure the Council’s employment practices value, promote and encourage older workers to stay connected to work and the community.</td>
<td>Working Group created with people from across the Council to find barriers and create opportunities for older people to keep working. Find ways to encourage older people to apply for jobs at the Council to create a diverse workforce.</td>
<td>People and Culture</td>
<td>2018 - 2020</td>
</tr>
<tr>
<td>6.1.2</td>
<td>Work with Community Partnerships Unit to make the Volunteering Strategy.</td>
<td>Volunteering Strategy includes older people’s feedback and ideas about volunteering.</td>
<td>Aged and Disability Services</td>
<td>June 2019</td>
</tr>
</tbody>
</table>
**Active and Healthy Ageing in Yarra 2018-2020**

**Strategy 6.2**
Make sure the interests and needs of older people are included in the Council’s policies, programs and services.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.2.1</td>
<td>Make sure the Active and Healthy Ageing Strategy connects with other Council plans and strategies, and that other strategies and plans being created are age-friendly.</td>
<td>The Active and Healthy Ageing Strategy works with: • Municipal Health Plan • Council Plan Older people are included when new Council strategies and plans are made.</td>
<td>Aged and Disability Services</td>
<td>Ongoing</td>
</tr>
<tr>
<td>6.2.2</td>
<td>Keep supporting and working with the Active Ageing Advisory Group (AAAG).</td>
<td>Number of meetings held and attendance. Number of topics AAAG have been asked to share feedback on.</td>
<td>Aged and Disability Services</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
## Goal 7: Community support and health services

Strategy 7.1
Promote programs and services that support older people to stay independent, healthy and active.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1.1</td>
<td>Run information sessions, attend groups and work with local agencies to support older people to understand and access the My Aged Care system.</td>
<td>Information sessions held with culturally diverse groups and with local agencies supporting socially isolated people. One-on-one support available for older people facing disadvantage.</td>
<td>Aged and Disability Services</td>
<td>2018 - 2020</td>
</tr>
<tr>
<td>7.1.2</td>
<td>Advocate through the Municipal Association of Victoria (MAV) and with others for more support to promote and explain My Aged Care, especially for older people facing disadvantage.</td>
<td>Issues raised and presented through MAV and to Federal Government.</td>
<td>Aged and Disability Services</td>
<td>2018 - 2020</td>
</tr>
</tbody>
</table>
## Active and Healthy Ageing in Yarra 2018-2020

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
</table>
| 7.1.3 Decide on the future of Council’s Commonwealth Home Support and Assessment Service. | Review the service and engage with the community.  
Decision made in line with State and Federal Government rules, policies and approaches. | Aged and Disability Services | June 2019 | No extra cost   |
| 7.1.4 Run the Yarra Aged Care Services Forum to share information, find gaps in support available and identify opportunities to work together.  | Regular attendance to forums by community health centres and aged service providers.  
Positive feedback from forum attendees. | Aged and Disability Services | 2018 - 2020 | No extra cost   |
| 7.1.5 Promote and support state-wide annual events that help older people to make informed decisions. | Promotion of events such as Dying to Know Day, Elder Abuse Awareness Day, Dementia Day, Good Neighbour Day and Seniors Week. | Aged and Disability Services | 2018 - 2020 | No extra cost   |
Active and Healthy Ageing in Yarra 2018-2020

Knowledge

Goal 8: Communication and information

Strategy 8.1
Ensure older people know about the range of programs and activities available, especially older people who are socially excluded and vulnerable.

<table>
<thead>
<tr>
<th>Action</th>
<th>Success measures</th>
<th>Who</th>
<th>By when</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1.1</td>
<td>Aged Services webpage has links to information about programs, activities and events provided by Council with a focus on Yarra Leisure, Libraries and Events.</td>
<td>Web page regularly checked and updated. Visits to webpages and links. E-newsletter includes links to information for older people.</td>
<td>Aged and Disability Services</td>
<td>2018 - 2020</td>
</tr>
<tr>
<td>8.1.2</td>
<td>Information is provided through a variety of channels so the community has access to information about the programs, activities and events provided by the City of Yarra - with a particular focus on Aged and Disability Services, Yarra Leisure, Libraries and Events.</td>
<td>Information shared through: • Facebook / Twitter • Yarra Council web • Yarra News • Posters / postcards</td>
<td>Aged and Disability Services</td>
<td>2018 - 2020</td>
</tr>
</tbody>
</table>