

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

AGE FRIENDLY STRATEGY 2020 – 2024 - BACKGROUND

During 2017-2020 Surf Coast Shire Council worked towards responding to the impacts of the 2016 Commonwealth Government determinations regarding aged care and disability reform.

As a result, a new service model was developed including in-home support services being delivered by others, and the setting of a new direction for Council's role moving into the future.

The Age Friendly Strategy 2020-2024 was launched in 2020 and outlines Council's new role, based on the World Health Organisation's Age Friendly Communities framework aiming to strengthen communities through this lens.

The Age Friendly Strategy 2020 -2024 has eight key outcome areas;

1. Transportation
2. Housing
3. Social Participation
4. Respect and Social Inclusion
5. Civic and Economic Participation
6. Communication and Information
7. Community Support and Health Services
8. Public Open Space and Buildings

Summary – Age Friendly Strategy 2020 -2024

- 8 Goals
- 62 Identified needs/issues
- Involving 14 Surf Coast Shire Council areas/teams
- 28 Strategic Actions
- 21 Indicators of Success



EIGHT KEY AREAS WERE DEFINED



AREA ONE: TRANSPORTATION

Goal: Solutions are developed in response to current transport issues		
Council’s Role: Facilitate and lead collaborative projects		
Strategic Actions	Indicators of Success	Progress
1. Trial and evaluate community based transport service systems, to meet the needs of the individual communities.	<ul style="list-style-type: none"> Community transport options have been trialed and evaluated. Past barriers have been explored and addressed. Input into opportunities to influence decision making regarding parking and seating and shelter at bus stops has been created. 	<ul style="list-style-type: none"> Discussions with Lorne, Moriac and Anglesea community groups regarding potential community buses/models/pilot projects. SeniorRide Connect – Tailored Rideshare Program for Older Adults Pilot in partnership with Shebah and Ridesafe to commence March 2024.
2. Explore and address issues with current transport options in the Shire including: reliability of taxi service; lack of UBER options; accessibility of transport options; costs and bureaucratic barriers to accessing community buses.		<ul style="list-style-type: none"> Place-based research conducted with local transport and health service providers to identify transport gaps. Shire-wide transport mapping conducted. Development of updated community bus policy to improve usage and accessibility. G21 Transport Strategy Workshops attended by PAAC members. Strategic Initiatives Co-ordinator involved in embedding G21 Integrated Transport Strategy into SCS advocacy; a Zero Emission Vehicle Bus Fleet for rapid transport PT link between Torquay and Geelong; provided feedback input into the Torquay Armstrong Creek Bus Network Reform.

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

<p>3. Work with relevant departments and roads authority to: increase designated disabled parking spots; ensure designated spots are in optimum locations; increase seating and shelter at bus stops</p>		<ul style="list-style-type: none">• Disabled Parking resources/information updated clearly on website.• Accessibility Permits applied for and approved for 4 Shire Community 12-seater buses.• Audit of all accessible car parking on Council-managed property to determine where there is sufficient parking and appropriately positioned parking spaces.
--	--	--

AREA TWO: HOUSING

Goal: Housing related issues are identified and solutions developed which increase options		
Council's Role: Investigate and advocate for necessary changes		
Strategic Actions	Indicators of Success	Progress
<p>1. Investigate planning mechanisms (both barriers and enablers) and advocate for necessary changes to facilitate preferred outcomes of land use for communities.</p>	<ul style="list-style-type: none"> • Research has been undertaken identifying barriers and supports impacting on potential housing options/initiatives. • Advocacy projects to address identified barriers and support have been undertaken. 	<ul style="list-style-type: none"> • Established Affordable Accommodation Action Plan Governance Group. • Established Placemaking Framework upon which to scaffold facilitated projects. • Provided community advocacy on Victoria's Housing Statement and amendments to the planning scheme and Small Second Dwellings. • Council made a submission to the National Housing and Homelessness Issue Paper to inform the National Housing and Homelessness Plan. • Attended the Australian Local Government Association National General Assembly with a focus on Short Term Rental Accommodation. • Attended presentations on aligned funding options for ACHH and Aireys Inlet. • Advocacy planned to reduce barriers with planning department portal. • Liaised ongoing with Council's Positive Ageing Advisory Committee representatives.

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

<p>2. Identify and analyse useful examples from other rural/coastal communities both nationally and internationally.</p>		<ul style="list-style-type: none"> • Convened the Anglesea Community and Health Hub Affordable Housing Think Tank researching and identifying a range of European social and affordable housing models. • Developed a Tiny House on Wheels (THOW) Pilot Monitoring and Evaluation Framework. • Developed evidence-based collateral for projects and advocacy e.g.: Short Term Rental Accommodation Impact.
<p>3. Develop innovative options of housing, community living and access to affordable land based on investigations.</p>		<ul style="list-style-type: none"> • Presented at the council of Capital City Lord Mayors Local Government Community of Practice on Housing and Homelessness and facilitated table discussions on affordable housing models and investment strategies. • Facilitated online community meeting with Lorne Housing Solutions to explore Community Land Trust Model for Lorne. • Ran iterative design process with community and stakeholder input into the draft Anglesea Community and Health Hub draft precinct plan which includes an exploration of affordable housing for key workers. • Developed the Tiny House on Wheels (THOW) Pilot, including all collateral to

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<p>inform, and engagement processes and tools to receive and assess applications, and monitor compliance.</p> <ul style="list-style-type: none">• WINANGLO – land gifted to Winchelsea by Surf Coast Shire Council which will provide affordable housing options for older people and people with disabilities
--	--	--

AREA THREE: SOCIAL PARTICIPATION

Goal: A sense of community is further enhanced to address isolation and promote physical, social, mental and spiritual health

Council's Role: Support and partner with community organisations and health services

Strategic Actions	Indicators of Success	Progress
<p>1. Identify gaps and create both intergenerational and interest specific opportunities for utilisation and program activities.</p>	<ul style="list-style-type: none"> • Social and program activities are identified, enacted and supported. • Information regarding these is widespread through communities. • Council assets/spaces are available to support identified activities/programs. 	<ul style="list-style-type: none"> • Facilitated Intergenerational Project between Surf Coast Secondary College, Torquay Neighbourhood House and Women's/Men's Sheds on Warm Safe Homes for Barwon Elder Abuse Prevention Program (May 2023) • Shire-wide intergenerational programs supported (e.g.: Lorne Village Play Date; Torquay Community House Programs; Deans Marsh Primary School/History Group; Lorne Bowls with Lorne P-12). • Officer attendance at Australian Institute of Intergenerational Practice Symposium. • 2024 focus on support of intergenerational practice and activities. • Currently exploring possibility of shire-wide intergenerational community of practice.
<p>2. Review possibility of continuing Council run programs such as Café Program; GPC Program with new service providers.</p>		<ul style="list-style-type: none"> • Discussions underway with Torquay Community House to support/develop a Morning Melodies Program similar to GPAC Program.
<p>3. Promote, inform, and provide linkages to current and new programs within communities.</p>		<ul style="list-style-type: none"> • Social participation activities mapped out and "Get Involved" Booklet and website developed detailing shire-wide groups and activities.

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<ul style="list-style-type: none"> • “Seniors” group email developed and current and new programs and activities disseminated widely on a regular basis. • Age Friendly website maintained and updated regularly. • Relevant place-based information disseminated through PAAC • Regular contact with and speaking at Probus Club meetings
<p>4. Create opportunities to increase utilisation of Council assets to support identified programs and activities.</p>		<ul style="list-style-type: none"> • All Shire facilitated capacity building courses for seniors are held at Shire facilities (Senior Citizens Centres; Moriac Community Centre; Aireys Inlet Community Centre; Winchelsea Hall; Anglesea Hall etc.). • Council buses are available to community groups to assist with access to Positive Ageing Month and other activities. • Council buses will be utilised by Shebah Rideshare where possible to assist with community transport.

AREA FOUR: RESPECT AND SOCIAL INCLUSION

Goal: Opportunities are created which ensure older people in our community are included, valued and respected for the diverse skills, views, experience and knowledge they hold.

Council's Role: Provide leadership, information and support

Strategic Actions	Indicators of Success	Progress
<p>1. Support and facilitate the Positive Ageing Advisory Committee and ensure advice given is utilised by Council.</p>	<ul style="list-style-type: none"> • Positive Ageing Advisory Committee is included in decision making opportunities to ensure the Shire is an Age Friendly Community. • Opportunities for older people to meaningfully participate and share skills, knowledge and experience are created. • Rebranding of services and promotional materials reflects the diversity of older people and their needs/interests. 	<ul style="list-style-type: none"> • TOR updated in October 2021 to outline role of Committee and reflect representation and advocacy role • PAAC meetings occur on a bi-monthly basis as per TOR • Councillor Representative provides updates and invites feedback to relevant Council business at each meeting • Council's Strategic Initiatives Co-ordinator, PMO representatives and relevant Council Officers attend meetings on a regular basis to provide information and request feedback regarding Council strategies, plans and policies • PAAC Chair recruited to Community Panel to inform Council vision and priorities • PAAC members attended G21 Transport Strategy Workshops • PAAC member attended Tiny Homes Workshop • PAAC member on Surf Coast Aquatic and Health Centre Reference Group • PAAC members invited to be representatives of their local Community Action Groups • PAAC group submission to VEC Consultation re Ward Boundaries

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<ul style="list-style-type: none"> • Positive Ageing Month – PAAC members are involved in facilitating and supporting place-based events and activities that are focused on social connection, social participation and encouraging inter-generational activity • Extensive input into the status of the Regional Assessment Service • PAAC assisted with Covid Impact Response for Seniors – Commissioner’s Report to Cabinet • Rebranding of Council’s website page due to community feedback – updated from ‘Over 55s’ to ‘Positive Ageing’
<p>2. Ensure promotion and information materials reflect the diversity of the ageing population.</p>		<ul style="list-style-type: none"> • Promotion and information materials are provided in both digital and hard copy formats to all community groups. • All promotion and information material produced in the age friendly space is vetted by subject matter experts to reflect the diversity of the ageing population. • All staff will be required to undertake ageism awareness and inclusiveness training with the aim of creating awareness and understanding of the diverse ageing population and reducing the stigma attached to ageing. • The PAAC regularly provide feedback and monitoring on this issue. • Currently working on an internal guide/ community engagement resource and one of the social equity portfolios

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<p>outlined is <i>Age Friendly</i> for staff to consider when creating promotional and information materials.</p>
<p>3. Support Senior Citizens Groups to revision to ensure a sustainable and relevant future.</p>		<ul style="list-style-type: none"> • Lorne Senior Citizens Centre has re-visioned and re-branded to Lorne Community Connect. This has been community driven and aimed at creating a multi-generational arts precinct as opposed to a senior citizen club • Ongoing meetings and discussions with Torquay Senior Citizens Club to determine the best model moving forward • Ongoing meetings and discussions with Anglesea and Aireys Inlet Senior Citizens Club and Anglesea Community House to determine the best model moving forward • Winchelsea Senior Citizens Club has increased its membership significantly. Support and meet regularly and as needed • Currently awaiting outcome of Lease and License Agreement Project
<p>4. Support inter-generational programs and activities that promote opportunities for the depth of knowledge and skills of our aged to be shared.</p>		<ul style="list-style-type: none"> • Facilitated May 2023 Intergenerational project between Surf Coast Secondary, Torquay Neighborhood House and Women's/Men's Shed on Warm Safe Houses (Barwon Elder Abuse Primary Prevention Network). • Multi-generational Lorne Bowls and Lorne P-12 activities (4 week course)

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<ul style="list-style-type: none">• Facilitated multi-generational Lorne Village Play Date during Positive Ageing Month 2023• Presented paper to PAAC: Intergenerational Programs in Australia: Exploring Risks and Benefits through Empirical Data 20224• PAAC decision that multi-generational activities become a standing item on bi-monthly agenda in 2024• Positive Ageing Month facilitates multi-generational activity and transfer of knowledge/skills where possible – Men’s Shed Open Days; History Groups; intergenerational bowls; Probus Networking events; capacity building courses provide opportunities for group learning• Age Friendly Officer attended Australian Institute of Intergenerational Practice Symposium in February 2024 (online)• “Hands On” Students from Surf Coast Secondary College visited local nursing homes across the Shire
--	--	---

AREA FIVE: CIVIC AND ECONOMIC PARTICIPATION

Goal: Meaningful opportunities for people to participate in the community as they age are identified and promoted.		
Council’s Role: Develop collaborative partnerships and support initiatives.		
Strategic Actions	Indicators of Success	Progress
<p>1. Support community groups and training providers to provide opportunities to utilise and enhance the skills of older community members as they age.</p>	<ul style="list-style-type: none"> Information about local volunteering opportunities is available Opportunities created for older people to utilised, share and enhance their skills and participate in a meaningful way. 	<ul style="list-style-type: none"> U3A Surf Coast supported through reimbursement and facility rental to remain sustainable Meet with U3A regularly and support activities during PAM and throughout the year Wiser Driver graduates to be offered opportunities to volunteer or become paid drivers for SeniorRide Connect Community Transport Program Mental Health First Aid Courses provided for older community members and for Seniors community group designated welfare officers A range of capacity building courses provided: <ul style="list-style-type: none"> Digital Literacy Courses Cyber Safety Tech Cafes Wiser Walker Surf Coast Shire Council Statement of Commitment – Volunteering – August 2023 Volunteering Website Volunteering Policy Updated Participation in National Volunteer Week – place-based events facilitated by Surf Coast Shire Council Moriac History Network funding and support

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<ul style="list-style-type: none"> • Torquay Seniors funding for computer and printer
<p>2. Be up to date with and promote government initiatives and flexible work opportunities that support participation.</p>		<ul style="list-style-type: none"> • Volunteering policy updated • Volunteering opportunities posted on SCS website and disseminated via “Seniors” group email
<p>3. Support opportunities for community members to share skills and knowledge by creating meaningful participation in both paid and non-paid employment.</p>		<ul style="list-style-type: none"> • Positive Ageing Advisory Committee • Positive Ageing Month activities • SeniorRide Connect Community Transport volunteers/paid drivers • Moriac History Network Digitisation Project • Men’s Shed and Women’s Sharing Shed Open Days • Eco Dev Volunteer Opportunities • Volunteer Website and Links
<p>4. Explore the possibility of a Shire wide register of skilled volunteers and centralised information about volunteering opportunities.</p>		<ul style="list-style-type: none"> • Discussions with SCS Volunteer Coordinator and Torquay Community House regarding Volunteer portal – need resources and funding for this to be developed

AREA SIX: COMMUNICATION AND INFORMATION

Goal: Accessible information is provided in a wide range of mediums, and communication opportunities are meaningful.		
Council's Role: Provide training and information, collaborate and advocate for improvements.		
Strategic Actions	Indicators of Success	Progress
1. Facilitate age-related specific information sessions including such areas as: <ul style="list-style-type: none"> • Navigating My Aged Care system • Services and supports available in the community • Supports and information for rural specific issues (e.g. financial impacts of living on rural blocks and accessing pension) 	<ul style="list-style-type: none"> • Communities have access to information which is accessible to all abilities and provided in a variety of modalities. • Training opportunities have been identified and provided. • Mobile network advocacy projects have been supported. 	<ul style="list-style-type: none"> • Face to Face information Sessions on Navigating My Aged Care from RAS staff to Wiser Driver Participants • Navigating My Aged Care place-based sessions co-presented with relevant service providers • A range of capacity-building courses and information sessions including Wiser Driver; Wiser Walker Wiser Traveler; Safer Scooter Wiser Wheelchair; Digital Literacy; Cyber Safety; Tech Workshops; Dementia Australia sessions; Mental Health First Aid • Capacity building for Health Professionals – Fitness to Drive, Increasing Incidental Activity, Older Person Mental Health First Aid; • Supporting U3A to provide relevant sessions and courses to the community – World Elder Abuse Awareness Day event ; “Preparing to Pass” sessions, Library lectures during Positive Ageing Month
2. Ensure Council communication is accessible for people of all abilities – including using		<ul style="list-style-type: none"> • Community Directory provided online and in hard copy

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

<p>a diverse range of non-electronic modalities.</p>		<ul style="list-style-type: none"> • Council meetings, event-based films etc. have Live Captioning capability • Emails, flyers, social media, community group presentations, phone calls – direct communication • Council's Community Engagement Facilitator attended PAAC and obtained detailed feedback for Council's Communication and Engagement Strategy 2022-2025
<p>3. Identify needs and training opportunities to support communication modalities (such as Zoom, telehealth, tablets etc.), including 1:1 training opportunities. Explore possibility of intergenerational project.</p>		<ul style="list-style-type: none"> • Zoom Training provided to PAAC members during COVID restrictions so that meetings could continue • iPad/iPhone Tech workshops in Lorne and Winchelsea • Digital Literacy Workshops • Cyber Safety Work Shops • Planning Department Portal training for community discussions • Intergenerational Projects a priority for PAAC in 2024 and a standing agenda item • Age Friendly Officer has presented a paper to PAAC regarding intergenerational projects risks and benefits
<p>4. Advocate for improved internet and mobile phone accessibility, especially in the hinterland.</p>		

AREA SEVEN: COMMUNITY SUPPORT AND HEALTH SERVICES

Goal: Community support and health services meet the needs of the community and include innovative responses to gaps identified.		
Council's Role: Alliance facilitator, information point and project partner		
Strategic Actions	Indicators of Success	Progress
<p>1. Establish and facilitate an Alliance with health and support service providers to evaluate the transition of in-home support services which would include ensuring:</p> <ul style="list-style-type: none"> • Communities' needs are being met, • Gaps are identified and solutions are developed, • Relevant service information is being provided to residents, • Best practice models are being followed. 	<p>Alliance is established and evaluation has been completed.</p> <p>Information about availability and accessibility of local services is distributed widely.</p>	<ul style="list-style-type: none"> • Health Services Alliance established in 2020 comprising GORH; Hesse Rural Health; Barwon Health and MECWACare – regular discussion points: current services provided; current waitlists and their management; causes of waitlists; care coordination; success stories and strategies • Service provider client satisfaction surveys • Bi-monthly Alliance meetings (on-line) attended by Coordinator and RAS Team leader, used to raise concerns and solutions, discuss trends • Positive Ageing Website updated with relevant and correct information • RAS provides show bags/booklets with all relevant service and program information and updates
<p>1. In partnership with key stakeholders develop a range of solutions to identified needs/service gaps e.g.:</p> <ul style="list-style-type: none"> • Accessing home/garden maintenance support 		<ul style="list-style-type: none"> • Red Cross, CFA and SCSC working together to support vulnerable people in emergency preparedness • Disability Emergency Planning Forum – Person

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

<p>to enable residents to age well in place,</p> <ul style="list-style-type: none"> • Access issues to GPs and medical services 		<p>Centred Emergency Preparedness</p> <ul style="list-style-type: none"> • Service Provider Client Satisfaction Surveys undertaken • Regional Assessment Team field and respond to health and medical Customer Requests connecting them to relevant pathways. • Issues addressed and solutions developed during Health Service Alliance meetings, e.g. home maintenance services outsourcing
<p>2. Provide information, referral pathways and promotion of relevant health services, support groups and aged specific programs.</p>		<ul style="list-style-type: none"> • Regional Assessment Service role • PAAC advocacy and support for Regional Assessment Service continuation • Support at Home Program presentation to PAAC with relevant feedback • PAAC to be involved in developing transition plan for RAS clients when RAS services are transitioned in the future • Facilitated VicRoads Medical Review and Driver Assessment Training for GPs and Health Professionals • Regular emails to health services alliance and Seniors groups promoting/providing information on anything of relevance • Shareaid Program supported and promoted • Age Friendly Website updated and maintained

AREA EIGHT: PUBLIC OPEN SPACE AND BUILDINGS

Goal: Council infrastructure projects (both new and improvements) support the needs of people as they age to remain active, access the community and interact with the natural environment and each other.

Council's Role: To collaborate with the community and respond to identified needs.

Strategic Actions	Indicators of Success	Progress
<ul style="list-style-type: none"> • Create and embed processes for the Positive Ageing Advisory Committee to provide advice and give feedback on Council infrastructure improvements, community projects and community identified issues. 	<ul style="list-style-type: none"> • Formalised process has been developed for Positive Ageing Advisory Committee to input into Council infrastructure projects (both responsive and proactively). • Formal opportunities to work with communities when developing spaces have been embedded into Council practice • Increase in projects responding to issues raised e.g. Footpaths, outdoor seating, and accessibility issues. 	<ul style="list-style-type: none"> • TOR developed to reflect this • PMO and Strategic Initiatives Co-Ordinator regularly attends PAAC meetings • GORCAPA to attend PAAC meetings on a regular basis in 2024 • Councillor updates and requests for feedback and consultation – standing agenda item <p>Examples:</p> <ul style="list-style-type: none"> • People Place Future Project input and feedback • Group Submission to VEC on behalf of PAAC • Driver License ID advocacy to VicRoads
<ul style="list-style-type: none"> • Create opportunities to co-develop plans with communities when developing existing and new spaces, to ensure they foster community and meet the needs of the community as they age. 		<ul style="list-style-type: none"> • Anglesea Community and Health Hub Precinct Plan • Deans Marsh Community Hub – PAAC Member • PAAC members invited to be representatives of place-based Community Action Groups

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<ul style="list-style-type: none"> • Aged, Youth and Access Coordinator provides feedback and advocacy using an age friendly lens across all Shire departments
<ul style="list-style-type: none"> • Ensure infrastructure strategies and improvement opportunities consider the needs of the whole community, regardless of age and capacity, and address issues raised. 		<ul style="list-style-type: none"> • Training in the area of Universal Design, DDA and Neurodiversity considerations delivered in-person to staff from 10 teams across the organisation in February 2024. Training was delivered by consultants with lived experience, and recipients included PMO, Community Projects, Building Services, Economic Development, Statutory Planning, Open Space Planning and more <p>Positive Ageing officers and PAAC provided input, feedback and discussion on:</p> <ul style="list-style-type: none"> • Council’s Pathways Strategy • Council’s Building Audit • Amenity Law • Nature Strips • Asset Renewal Policy • Integrated Social Infrastructure and Open Plan • Draft Budget • Surf Coast Aquatic and Health Centre • Place naming Policy

AGE FRIENDLY STRATEGY (2020-2024) - PROGRESS REPORT

		<ul style="list-style-type: none">• Urban Futures Strategy• Red Cross and CFA Emergency Preparedness
--	--	---