

GLEN EIRA
CITY COUNCIL

Positive Ageing Strategy 2015-2020

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1. An introduction to positive ageing

“Assist older people to maintain healthy, active and independent lifestyles in their own home and in the community” – Glen Eira City Council¹

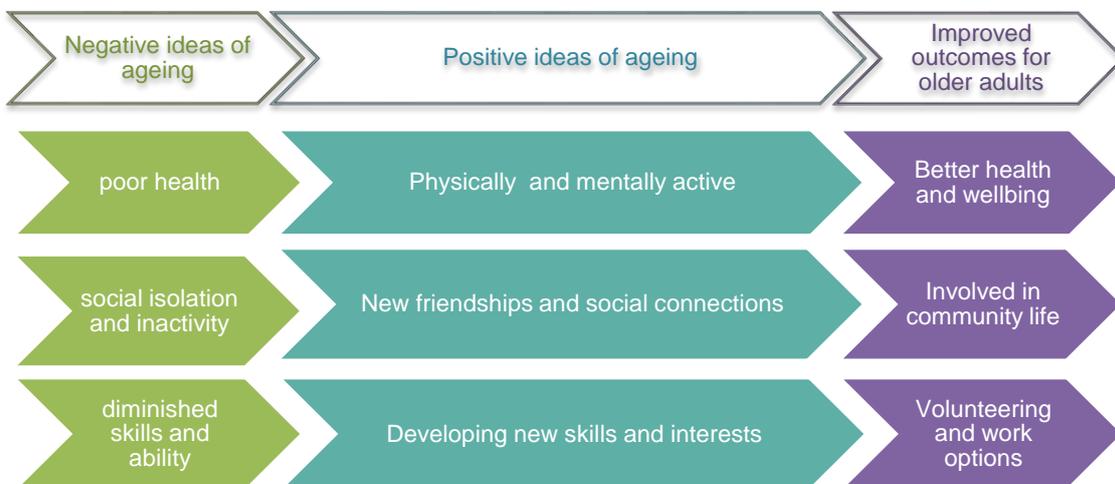
Glen Eira City Council has developed a strategy focussed on positive ageing to support our growing older adult population aged 60 and beyond. The *Positive Ageing Strategy 2015-2020* (the *Strategy*) aims to build a community that values, includes and responds to the diverse needs of our older adults.

1.1 Purpose of the Strategy

The *Positive Ageing Strategy 2015-2020* aims to recognise the important role older adults play in community life and to strengthen their capacity to be engaged, active and age well. The *Strategy* provides a focus for the actions that Council can lead to support our diverse older adult population.

The idea of *positive ageing* provides the foundation for the *Strategy* as it shifts views of growing older from negative implications such as loss of abilities, limited social connectedness and decreased health, to positive associations. Council will use this *Strategy* to promote messages about ageing as providing opportunities; freedom to explore new skills, make new friends, increase social activity and become physically active in many different ways.

The reality is that ageing in a modern developing city brings with it meaningful opportunities to engage with community, to develop personal interests and make new commitments.



1.2 Context

Across the world, people now live longer. The proportion of the older adult population in Glen Eira will continue to increase into the future. Council intends that this strategy will support older adults to enjoy good health and wellbeing, to participate in community life and to be supported when they become frail and need assistance.

1.3 A Framework for healthy ageing

Council has utilised the World Health Organisation’s *Global Age-friendly cities - A guide*, as the basis from which to grow its ageing strategy. The concept of an age-friendly city has resonance with Council’s purpose

¹ Glen Eira Community Plan Theme 1: Services to support the community - strategy

to create a city that encourages active ageing by optimising opportunities for health, participation and security in order to maintain and enhance quality of life as people age.

Positive ageing integrates the challenges and opportunities that come with people growing older within a lifelong learning and development approach. Such an approach is inclusive, respectful and values older adults in all phases of their lifespan.

Healthy ageing in Glen Eira means:

- We support the development of an age-friendly community which provides opportunities for older people to live active, connected and fulfilling lives;
- We seek and value the opinions of all residents regardless of age and ensure they are well informed;
- We take action to prevent discrimination;
- We support the rights of individuals to make decisions about the way they live;
- We provide quality services to support those who need them;
- We provide opportunities to improve health, wellbeing and safety; and
- We believe that people should be able to ‘age in place’, which means they are able to reside in their home of choice for as long as they choose.

2. Who are Glen Eira’s ‘older adults’

For the purposes of this strategy, the older adult population in Glen Eira is considered to be those residents aged 60 and beyond. However, growing older incorporates several decades of life, with considerable diversity. With this in mind, the older adult population can be looked at as:

- 60 – 69 year olds, empty nesters & retirees;
- 70 – 84 year olds, seniors;
- 85+ year olds, the elderly².

The three age ranges highlight that the needs of older adults change over time. Most people in their 60s to early 70s are fit, active, and often continue to be involved in the workforce. As people move into the senior and elderly stages of older adulthood, their needs and interests alter as physical and mental capacities change.

However, chronological age alone is not an indicator for patterns of living, and it is important not to generalise about older people. People have different skills, expectations and aspirations of growing older. The experience of ageing is also affected by gender, health status, education, work life, culture, income, housing, the physical and built environment; as well as family and social connections.

² ABS categorises the over sixty population using these three descriptors.

3. Policy context for positive ageing

To develop this strategy Council has drawn on other reports and strategies that consider planning for an ageing population. Key issues have been identified to enable consideration for future Council action.

The Victorian Government's *Seniors Count 2014 – 2019 Victoria's Seniors Participation Action Plan*³ supports age friendly policies and programs and recognises that seniors want to:

- Have their voices heard
- Keep healthy and well
- Stay active within age-friendly communities
- Participate in work, learning and life planning
- Share their skills and contribute to the community.

A concept embraced both nationally and internationally and influencing the way governments think about caring for the aged is *ageing in place*. Ageing in place is defined as “growing older without having to move from one’s place of residence in order to secure necessary support services in response to changing needs⁴.” A key challenge in this area is the ability to respond to demand for Home and Community Care (HACC) services so people can stay in their own homes longer. Other levels of Government fund HACC services and Council will continue to advocate for the quality and accessibility of these services.

In March 2014 the Victorian Department of Health launched the *Advance care planning: have the conversation* strategy. The report identified that while more than 50 per cent of Victorians have a will, and of these around 30 per cent have powers of attorney, very few have an Advanced Care Plan. Advanced care planning provides opportunities for people to express their preferences for future medical treatment and care if they become unable to communicate or participate in decision making. Council can play a role in starting conversations about planning for older age. This could include providing opportunities to investigate making wills, powers of attorney, entry into residential care, how to plan a funeral and other aspects of life planning.⁵

The issue of elder abuse is a key priority identified in the State government report *Helping older Victorians live safely, free from harm and abuse*⁶. The report indicates that elder abuse is under reported, and that up to 5 per cent of people over 65 will experience some form of elder abuse; with the most common form being financial abuse. The main precursors for elder abuse are age discrimination and social isolation. Council can help address this issue by raising awareness across the Glen Eira community.

The *Intergenerational Report 2015* identifies the need to improve Australia’s labour force participation which includes embracing older Australians to continue in the workforce. Raising labour force participation of older Australians is critical in redressing the impacts of an ageing workforce and the increase in health costs associated with a larger proportion of older people.⁷ Australia needs to adopt innovative ways to showcase the benefits of employing, training or retraining our maturing workforce. Council can explore ways to promote the engagement of older adults both into the workforce and volunteering space.

The Australian Government’s *National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care Strategy 2012* identifies the particular needs of people of diverse sexual orientation, sex or gender identity who have experienced discrimination and limited recognition of their needs by aged care services.⁸ Better education and care will enable older adult services to be inclusive and supportive of the needs of LGBTI people, their families and carers.

³ State of Victoria, Department of Health, October 2011. Available on line at www.seniorsonline.vic.gov.au

⁴ Ageing in Place Down Under - Global Ageing – Helen Bartlett & Matthew Carroll

⁵ Advance care planning: have the conversation - A strategy for Victorian health services 2014–2018

⁶ Department of Health - Health priorities framework 2012–22 Elder abuse prevention and response guidelines for action 2012–14

⁷ Future focus - National Workforce Development Strategy March 2013

⁸ National Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Ageing and Aged Care Strategy – Australian Government, Department of Health and Ageing 2012

4. How this positive ageing strategy was developed

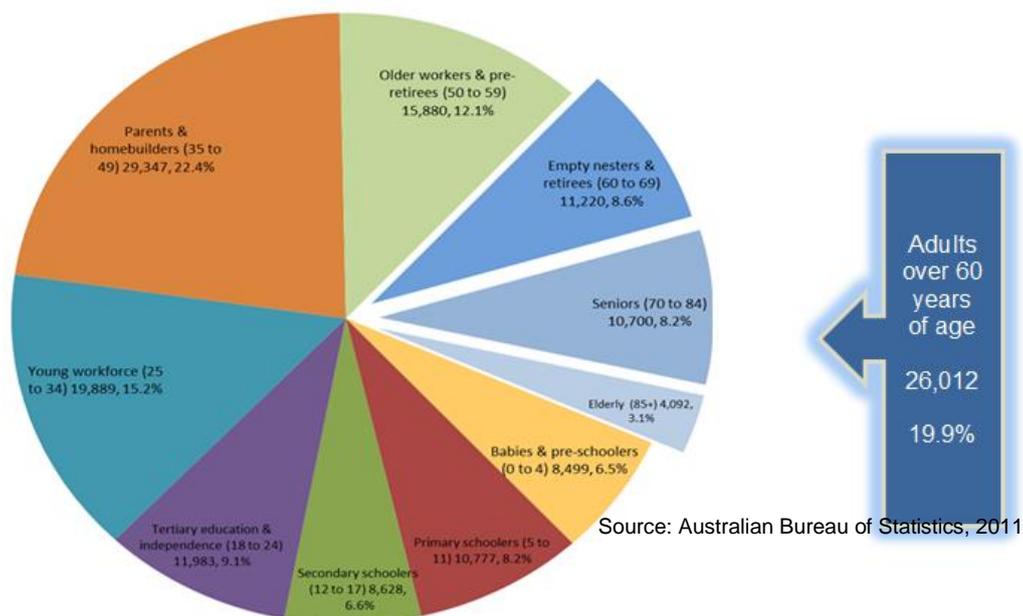


5. Our ageing population – now and into the future

The Glen Eira community comprises approximately 141,013 residents. This includes 26,012 adults over the age of 60 years. Our Municipality has a higher proportion of persons aged over 60 years (20%) compared to Greater Melbourne (18.2 %)⁹.

- The highest proportion of residents over 60 in the Glen Eira population is in the retiree group or 60 – 69 year olds (8.6%).
- The number of those aged 85 + is moderately higher (3.1%) compared to Greater Melbourne (1.75%).
- Between 2006 and 2011 the most significant population increase for Glen Eira occurred in the population over 70 years of age.

Graph 1: Glen Eira population by Service Age Groups

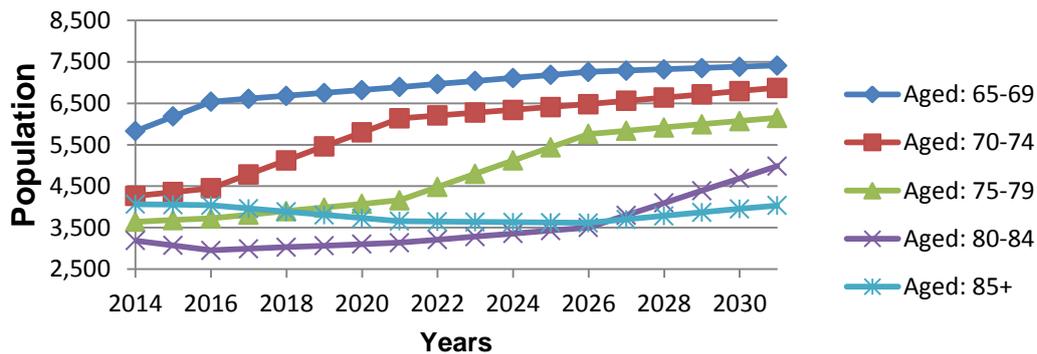


5.1 Population Projections

In the next 10 years, the number of Glen Eira residents over 60 is expected to increase to 33,997. This means they will make up 22.3 per cent of the total population by 2025. Analysis of the projected trends by five year age groups (Graph 2) shows that the 65 – 69 age group will continue to represent the highest proportion of the over 60 year old resident population by 2031. The most significant population growth between 2016 – 2020 is 70 – 74 year olds.

⁹ All data from Glen Eira Community Profile, Australian Bureau of Statistics (ABS) *Census of Population and Housing for the City of Glen Eira*, http://www.gleneira.vic.gov.au/Connect/About_our_City/Demographics unless otherwise stated.

Graph 2: Population projections 2014 to 2030 for older residents in Glen Eira



5.2 What we know about our older adult population

- 5,500 (28.7%) of those aged 65+ live in lone households. This is higher than Greater Melbourne (26.1%).
- Over half of all females in the 65-74 age range live on their own.
- 14.1 per cent of residents aged 60 and over are employed. This figure is significantly less than the number in Greater Melbourne (19.7%).
- 55.7 per cent of men are still working after the age of 60 (females 32%).
- Approximately 3,000 adults aged over 65 in Glen Eira are involved in volunteering (15.3%).
- 19.6 per cent of volunteers are 65 – 74 years of age.
- Glen Eira residents come from over 120 different countries.
- More than one third (36.8%) of the population was born overseas.
- A large portion of residents over 65 years of age born overseas are from Greece, Poland, England and Italy.
- The new migration trend in Glen Eira is of residents arriving from India and China.
- Approximately one third of Glen Eira residents aged over 65 do not meet recommended levels of physical activity.
- There are 5.3 new cases of diabetes diagnosed in Glen Eira each week (across all ages and includes type1 & 2).
- The prevalence of dementia in Glen Eira is expected to more than double from 2,415 to 5,090 individuals between 2015 and 2050.
- Over 20 per cent of Glen Eira’s population aged over 65 have a profound/severe disability or long term health condition requiring assistance to undertake core activities.
- 11.3 per cent of those aged 65 and over provide unpaid assistance to a person with a disability or long term illness. Females aged 65-74 are the group most likely to provide this care. 46.2 per cent of residents requiring assistance to undertake core activities are over 85 years of age.
- Single elderly female households experience the highest incidence of poverty compared to other household types, and also have the greatest risk of persistent poverty¹⁰.

¹⁰ Human Rights Commission, Accumulating poverty? Women’s experiences of inequality over the lifecycle: An issues paper examining the gender gap in retirement savings, September 2009.
website: http://www.humanrights.gov.au/sex_discrimination/publication/gender_gap/

6. Meeting the challenges of ageing in Glen Eira

Developing a strategy to meet the needs of our older adult population has many challenges. The health and living status of our older adults and the diversity of our population require Council to balance needs, be accountable and provide good governance for all. The development of a strategy for ageing requires Council to consider its responsibility across all council services to maintain Glen Eira as a safe, healthy and desirable place to live and visit.

6.1 Our progress to date

Glen Eira City Council's first ageing strategy - *Ageing Strategy 2010 – 2015* made significant achievements in building a community that values and includes older adults. These achievements include:

- Development and distribution of information resources such the resource booklet *Older Adults Guide to Glen Eira*, and a new *Healthy Ageing Newsletter*.
- Incorporation of new materials of interest to older adults at Council's libraries and commencement of community education sessions in libraries to assist older adults get online, set up e-books, facilitate use of iPads or Samsung Tablets and how to keep connected with Skype.
- Promotion of social connectedness through excursions for older adults, supporting senior citizen clubs through community grants and provision of senior centres.
- Promotion of health and wellbeing by offering exercise classes for different abilities, holding health seminars and an extensive senior's festival program.
- Recognising volunteers, most of whom are older residents, at an annual volunteer recognition ceremony and supporting Community Information Glen Eira to connect local people to volunteering opportunities.
- Creating spaces in parks for enjoyment and exercise, with consideration for lighting, seating and pathways that accommodate varying mobility needs.

6.2 What our community told us

Public consultation with the Glen Eira community was able to provide valuable information to assist in the development of this *Positive Ageing Strategy 2015-2020*.

The consultation focused on testing six priority areas: Encouraging social connections; Promoting healthy living; Providing information; Planning community spaces; Working and volunteering and Accessing services and support. These six priorities were consistently well received and the strategies included in the consultation paper were shown to have resonance for participants. Feedback also confirmed that the priorities provided a useful framework to develop the strategy as they responded to the broad needs of Glen Eira's older adult population.

Many community members who participated in the public consultation process affirmed that the strategies and actions that Council had implemented to support positive ageing in the previous strategy were in line with what the community valued and continued to regard as important, including:

- Facilitation of health promotion;
- Opportunities for volunteering;
- Support for community organisations, particularly senior citizen groups;
- Provision of information to assist with planning for older age.

Some other issues that emerged from the consultation processes which have been incorporated into the strategy include:

- The impact of gaming, and gambling issues;
- Increasing awareness of volunteering opportunities;
- Responses to needs of specific population groups in the older adult cohort, including Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI);
- Pathways to services;
- Transport options for older adults.

Feedback also reminded us that spirituality and religion are important to many older people. While not specifically addressed in this strategy, spiritual and religious involvement can yield positive health outcomes and help people cope with many issues as they age and their health declines.

Overall, the final *Positive Ageing Strategy 2015-2020* has used the consultation feedback to enhance existing and include new strategies that reflect the communities expressed interests and ideas.

The approach to incorporating ideas expressed by the community focuses action within Council's realm of responsibility; as the conduit for information, provider of services and advocate for the local community.



6.3 *Where do we want to be?*

The *Strategy* is designed to show how our community values the older adult population and consider them an important community resource. It demonstrates Council's commitment to support our community members to have a *quality of life* that reflects their needs and aspirations.

What we want to achieve through the *Strategy* should balance the expressed needs of the community with a range of other things we know about the older adult population in Glen Eira. Both help us understand where efforts to support older adults should be directed. For instance, the Baby Boomer generation (born 1946-1964) will make up the largest population group over 60 over the life of this *Strategy*. As this group transitions to retirement their expectations and attitudes about ageing will be different to past generations due to their economic, social and cultural history. This will impact on the types of connections and activities they wish to pursue.

In addition to the new retirees represented by Baby Boomers, there is a growing group of seniors (70 – 84 year olds) for who services and information will need to be accessible and relevant. Ageing for this group is likely to encapsulate considerations for keeping healthy, staying active, being informed, volunteering and perhaps, considerations for end of life planning.

The *Strategy* also needs to reflect on the needs of the elderly, those who become frailer as they age, those who have a disability, as well as those with carer responsibilities.

A key concern is to provide information for older adults so that they know what services and opportunities are available in the local community, to assist and support them through the journey of ageing and to enable them to increase their access to services and supports as they need them.

As with the wider community, older people require access to opportunities to actively participate in the local community and continue to learn and develop new skills in order to combat loneliness and social isolation. A strong local community also recognises the life skills and knowledge that older people have gained throughout their lives and should provide opportunities to share their knowledge and skills with younger generations.

Participation in the workforce and opportunities for volunteering provide older adults with a sense of value and contribution to the community. Older adults may experience barriers to paid work associated with ageist attitudes, financial disincentives or limited workplace flexibility. Council can play a role in promoting the value of employing experienced older residents to local traders and by supporting volunteering.

Health promotion and preventative health programs significantly influence the lifestyles and overall wellbeing of people as they age. Programs that prevent illness, increase strength and mobility, build confidence, provide physical activity and educate older people about the importance of good nutrition, serve to improve the ability of older adults to enjoy good health into their later years.

The built environment can also make a difference to an older adult's ability to engage with their community and access social, health and wellbeing services. As a provider of community infrastructure, Council can continue to provide and maintain accessible footpaths, roads, crossings, car parking, street furniture, community centres, sport and recreational facilities and senior citizen centres.

7. How do we get there

Glen Eira City Council's *Ageing Strategy 2010-2015* was Council's first strategic plan to respond specifically to the unique needs of older adults. This first strategy led to the achievement of some significant initiatives and outcomes (*Appendix 1*). The *Positive Ageing Strategy 2015 – 2020* will build on the achievements of the first strategy, and deliver activities that address identified challenges and support the diverse needs of older adults who live, work and visit Glen Eira in the next five years.

The *Strategy* supports the vision in Council's Community Plan for Glen Eira to be an active and involved community, with a strong sense of belonging and connection. In line with this, Council promotes inclusion and recognises the rights and specific needs of Aboriginal and Torres Strait Islander people, culturally and linguistically diverse communities, people with disabilities and LGBTI community members in all priority areas and strategies contained in the *Strategy*.

The State and Federal Governments have primary responsibility for core older adult services related to the provision of health, transport, support services such as home and community care, and residential aged care. Nevertheless, Council can make a significant contribution towards positive ageing within its realm of responsibility. Where gaps in service delivery exist Council will advocate on behalf of the ageing population for the provision of these services.

Six priorities of positive ageing in Glen Eira

The Strategy identifies six priorities that focus on the services Council provides to older adults (*Appendix 2*) and the activities where Council can contribute to a range of challenges and gaps that have been identified through research and consultation.

Positive ageing in Glen Eira will provide opportunities for our older adults to age healthily, productively, and within an inclusive and supportive community.

These priorities are:

1. Encouraging social connections
2. Promoting healthy living
3. Providing information
4. Planning community spaces
5. Working and volunteering
6. Accessing services and support



7.1 Priority 1 - Encouraging social connections

The opportunity for older adults to build social connections and friendships into their older years is fundamental to their ongoing social and psychological health, safety and wellbeing. This is particularly relevant for those residents who live alone.

Council can encourage and support connecting older adults through a range of activities including sport, local interest groups, community organisations and senior citizen clubs.

Strategic objective

To ensure that older people in Glen Eira have opportunities to develop new friendships and social connections to keep them engaged and active in community life.

Strategies

- a. Provide senior citizen centres so that local groups have a place to meet and can deliver a range of activities and multi-cultural programs that encourage older adults to stay connected on a regular basis.
- b. Support Senior Citizen Clubs in Glen Eira to provide a range of social activities to minimise social isolation.
- c. Provide older adults with access to a range of recreational, leisure and special interest activities at local community centres, libraries, local parks, arts and culture programs, and other places of interest.
- d. Support local community organisations through the *Community Grants Program* to improve social connections and address disadvantage in Glen Eira's older adult population (including women living in lone households).
- e. Undertake annual activities that promote intergenerational opportunities through Council Services.



7.2 Priority 2 - Promoting healthy living

The opportunity for appropriate provision of health and wellbeing information, services and programs is crucial in supporting older adults to maintain their own health and their independence.

Active leisure choices such as walking and exercise classes have known physical health benefits and those that are shared with others and build social networks can also contribute to the social and emotional wellbeing of older adults.



Strategic objective

To ensure that older people in Glen Eira have access to a wide range of opportunities to engage in active leisure pursuits in the local community, and access health promotion programs to help them maintain their health.

Strategies

- a. Facilitate health promotion activities, programs and events that cover topics of relevance for older adults including: physical activity, mental health, nutrition and community safety.
- b. Encourage partnerships and links between services and community organisations to ensure older adults have access to programs that promote healthy living and looking after themselves.
- c. Support local community organisations through the *Community Grants Program* to provide programs that deliver relevant health education, active leisure choices, sporting activities and programs that improve the health and wellbeing of older adults.
- d. Promote programs that encourage the community, and particularly neighbours, to look out for the health and wellbeing of older adults in the community and explore initiatives based on Neighbourhood Support Programs such as "Street by Street" through Glen Eira's local Community and Neighbourhood Houses.
- e. Promote programs and facilitate targeted health promotion activities for men, CALD and other hard to reach groups in partnership with local groups.

7.3 Priority 3 - Providing information

Older adults require information that is easy to access and helps to provide clarity on what services are available within the local community. This should include information on how to access and use services and about any entitlements or concessions available.

Provision of information should also be used to promote positive ageing within the community to change misconceptions about older people and ageing.

Strategic objective

To ensure that older adults in Glen Eira have access to easily understood information about the services they can access and use to assist them to live independent healthy lives, and to promote positive ageing through informed decision-making.

Strategies

- a. Provide information about support services, volunteering opportunities and activities older adults can access in Glen Eira including eligibility, service criteria and concessions available.
- b. Provide education and awareness around preparing for older age including end of life planning such as wills, powers of attorney, housing options and end of life care.
- c. Promote awareness of positive ageing to the broader community through Council media such as *Glen Eira News* and the Council website.
- d. Ensure any information provided is in accessible formats that can easily be understood by older adult residents with particular emphasis on: culturally and linguistically diverse communities, disability and socially isolated.
- e. Work with other local service providers to ensure information provided to older adults is up to date and accurate for their needs.
- f. Promote awareness of *Elder Abuse* and the right to age with dignity, respect and safety.
- g. Promote inclusion and raise awareness of issues of discrimination experienced by older population groups that identify as Aboriginal and Torres Strait Islander people, culturally and linguistically diverse communities, people with disabilities and LGBTI.
- h. Promote transport programs and provide information sessions and/or written material on options for older adults to remain independent and connected to the community through different modes of personal and public transport.
- i. Facilitate the running of a *Planning for Ageing* Convention that provides education on a range of legal, planning and housing options in the community.
- j. Raise awareness of gaming and gambling issues and provide tips to minimise the impact on the older adult population.



7.4 Priority 4 - Planning community spaces

Well maintained infrastructure such as roads, footpaths and parklands make it easier and safer for older adults to move about the community. Good urban design and infrastructure is particularly important for older people and can make a significant difference to their participation in community life.

Council is also well placed to advocate to State and Federal Governments for the provision of additional infrastructure that will benefit our ageing population.

Strategic objective

To implement initiatives that make our built environment more accessible for ageing and older adults and to improve planning and design to meet the future needs of our ageing population within our community.

Strategies

- a. Ensure older adult needs, interests and safety is considered in town planning, urban design, development, management or renewal of Council assets.
- b. Improve footpaths across the municipality to improve access to age-friendly environments where feasible.
- c. Ensure any major development of parks and open space provides active and passive recreation opportunities for older adults.
- d. Continue with Council's annual program of disability access audits to resolve a range of accessibility needs across Council Buildings.
- e. Advocate to the State Government for improvements to public transport routes, availability, accessible services and accessible infrastructure when planning, designing and developing their assets, policies and strategies.



7.5 Priority 5 - Working and volunteering

Changes in retirement patterns mean that more older adults will work longer. Council can play a role in advocating with employers to provide employment opportunities for older adults.

At the same time, older adults need opportunities to develop new skills, learn and be provided with opportunities and access to contribute to the local community after retirement. Volunteering provides a great opportunity to do this. Older adults have many skills they have acquired over the course of their life. They should be valued for this experience and provided with opportunities to share their knowledge and skills with younger generations.

Strategic objective

To ensure older adults in Glen Eira can participate in volunteering, employment and lifelong learning opportunities that improve their sense of belonging, connection and value within the community.

Strategies

- a. Encourage and promote volunteering within the local community and provide programs that reward and recognise the efforts of local volunteers.
- b. Utilise Council libraries as venues that provide opportunities for education and learning.
- c. Investigate opportunities for reducing the number of older adults experiencing age discrimination in the workplace.
- d. Utilise business development channels to promote the value of retaining older adults in the work place and explore strategies that potentially expand opportunities for volunteering.
- e. Facilitate the running of a Volunteer Expo in Glen Eira to build capacity for volunteering in the community.



7.6 Priority 6 - Accessing services and support

Council provides a comprehensive range of quality community care services and active leisure programs for our ageing population (Appendix 1).

Council is well placed to consult with older adults to identify changing service needs and to advocate to State and Federal Governments for the provision of relevant local services where gaps are identified.

Strategic objective

To ensure older adults in Glen Eira continue to have access to a range of quality services that enable them to *age in place*, support them in their frailer years and maximise their health and wellbeing.

Strategies

- a. Ensure Community Care, Residential Aged Care and planned activity groups continue to be provided to those who are disadvantaged, socially isolated or have low incomes within the Glen Eira community as arrangements for funding and administration of programs change.
- b. Encourage older adults to access services and supports from community organisations, senior citizen clubs, U3A's, libraries, sporting associations and GESAC as they age and encourage services to adapt their programming to respond to the needs of older community members.
- c. Consult with local community groups and older adults to identify service needs within the community.
- d. Facilitate community transport services to support older adult's ability to access services and support.
- e. Council's Older Adult program areas to participate in networks or projects that support a more connected aged care service system.
- f. Encourage wider understanding of the aged care system and how it works to support older adults to access services and supports as they need them.
- g. Advocate to State and Federal Governments to ensure older adults have access to an adequate range of health and other support services that meet the needs to *age in place*.



Appendices

Appendix 1 – Achievements of the Ageing Strategy 2010 – 2015

Appendix 2 - Council services that support our ageing population

Appendix 1 - Achievements of the Ageing Strategy 2010 - 2015

The *Ageing Strategy 2010 – 2015* made significant achievements in building a community that values and includes older adults. The highlights are outlined below:

<p>Access to information</p> <ul style="list-style-type: none"> • Developed and distributed an information resource booklet <i>Older Adults Guide to Glen Eira</i> providing details of key local services relevant to older adults in the municipality. • Developed and distributed a quarterly ageing newsletter that promotes positive ageing. • Incorporated new materials of interest to older adults at Council’s libraries. • Commenced community education sessions in libraries to assist older adults get online; set up e-books, facilitate use of iPads or Samsung Tablets and how to use Skype. • Delivered information on heat safety and how to stay cool to all clients in Council’s community care program and independent living units.
<p>Promotion of social connectedness, health and wellbeing</p> <ul style="list-style-type: none"> • Provided over \$75,000 annually to assist senior citizen groups operate and provide programs and activities that are accessible and inclusive to older adults through Council’s Community Grant program. • Delivered the <i>Explorers Program</i> which provides a wide range of excursions (scenic drives, luncheons, movies and picnics) designed to encourage social connections and an opportunity to make new friends to over 200 isolated older adults annually. • Expanded community programming in libraries so they are a great resource for older adults to make community connections with the introduction of new interest groups such as <i>Like a Yarn</i>, <i>Language Café</i> and <i>Mind Games</i>. • Provided at least three health promotion seminars for older adults annually between 2010-2015. Examples include: <i>Healthy Eating on a Budget</i>, <i>Falls Prevention</i>, and <i>Maintain Your Brain Alzheimer’s Prevention</i>. • Offered residents over 55 years of age the opportunity to participate in a range of exercise classes and walking groups designed to improve balance, encourage confidence and to build a better sense of health and wellbeing.
<p>Promotion of life-long learning, volunteering, and employment</p> <ul style="list-style-type: none"> • Recognised the achievements of over 1200 volunteers from 2010 -2015 at ceremonies during ‘<i>National Volunteers Week</i>’ in May of each year - most of whom were older adults. • Contracted Community Information Glen Eira to maintain a database of organisations seeking volunteers and match potential volunteers with the most appropriate organisations.
<p>Access to quality local services</p> <ul style="list-style-type: none"> • Approved a new Healthy Ageing Officer role with responsibility to implement the actions in the Ageing Strategy and manage Glen Eira’s Senior Citizen Centres. • Delivered more than 152,000 hours annually of Home and Community Care which has assisted older adults to remain in their own homes longer. • Advocated for improved services in Aged Care through Medicare Local – Aged Care Group. This has been especially important given the changes in the Aged Care Sector.
<p>Planning and development of the built environment</p> <ul style="list-style-type: none"> • Maintained fitness equipment which can be used by older adults at Caulfield Park, Duncan Mackinnon Reserve and at other locations. • Installed walking tracks equipped with appropriate seating for rest stops and new lighting in many of the municipality’s parks. This program will continue so all of Council’s parks are likewise equipped. • Advocated in regards to the transport needs of Glen Eira residents through the Metropolitan Transport Forum. For example; through Council’s advocacy, the State Government was urged to implement the Glen Eira Bus Review and improvements for the bus network including: more frequent services (that meet up with trams and trains), more direct routes, start earlier, stop later and run on Sundays. • Advocated for funding from the State Government to upgrade safety at nine taxi ranks across the municipality. These were completed in 2015.

Appendix 2 - Council services that support our ageing population

- **Senior Citizens Centres**

Council has five senior citizens centres that are available for the sole use of senior citizen clubs. More than 35 senior citizens clubs operate across Glen Eira and senior centres are equipped with facilities that enable seniors to enjoy a variety of activities. Venue locations include:

Bentleigh Senior Citizens Centre: 2 Arthur Street, Bentleigh;
Caulfield Senior Citizens Centre: 8-10 Cedar Street, Caulfield South;
East Bentleigh Senior Citizens Centre: 1-3 Derry Street, Bentleigh East;
Moorleigh Multicultural Senior Citizens Centre: 92 Bignell Road, Bentleigh East; and
Ormond Senior Citizens Centre: 2 Newham Grove, Ormond.

Space is also available for use by senior citizens groups at the Carnegie Library and Community Centre located at 7 Shepparson Avenue, Carnegie.

- **Older Adults Explorers Program**

Council's Explorers Program provides social outings and activities to older adults who are living independently in their own homes and are socially isolated. The program provides a wide range of excursions designed to encourage confidence, make new friends and develop a better sense of wellbeing. Activities include scenic drives, picnics, luncheons and movies. Participants receive a program prior to the start of each term detailing booking dates and times, outing locations, cost, departure and return times and other relevant information. Outings are held weekly (on Fridays) throughout the year.

- **Older Adults Recreation Program**

Council offers a range of older adults recreation programs designed to maintain health and wellbeing, improve balance, improve strength and encourage confidence. Qualified instructors provide expert advice and guidance. Older adults' recreation programs include:

- Over 50s chair-based exercise to music – ideal for people with arthritis or other complaints that may result in restricted movement.
- Over 50s fit active exercise to music – ideal for both men and women and consists of standing and floor based exercises, strength training, stretching and relaxation.
- Over 50s ladies keep fit class – standing and floor based exercises based on calisthenics.
- Senior Power strength training classes – benefits include improved muscle strength and improved balance.
- Walking Groups – walking groups are provided in a number of locations throughout Glen Eira and offer a great opportunity to stay healthy and make new friends.
- GESAC, Caulfield Recreation Centre and Carnegie Swim Centre provide exercise programs and/or sporting events for older adults such as strength training, aqua aerobics and badminton.

- Community and aged care services (subject to a funding agreement with Department of Health and Human Services) include:

Aged care facilities

Council provides three aged care facilities across the municipality. Professional staff provide assistance and support with daily living activities including personal care. Facility features include: single rooms - most with ensuites, attractive gardens, physiotherapy programs, regular car/bus outings, laundry service, comprehensive lifestyle programs and intergenerational programs.

Independent living units

Council provides low cost rental accommodation for financially disadvantaged older adults living in Glen Eira. Council maintains 64 independent living units consisting of bed-sitters and one bedroom accommodation.

Home Care

Council's Home and Community Care provides assistance with essential house cleaning services and daily living tasks for older adults. The service aims to assist a person to undertake duties where illness, frailty or a disability prevents them from doing a range of household tasks themselves. Home care workers can also assist with shopping, banking and errands. Trained and experienced home care staff provide a professional and caring service which is sensitive to individual needs.

Personal Care

Personal Care provides assistance to frail older adults and those with disabilities to undertake the personal tasks they would usually do for themselves but, because of illness, disability or frailty, are unable to manage on their own. Examples include assistance with showering or sponging, dressing or grooming and eating and drinking.

Respite Care

Respite Care aims to support the caring responsibility by providing carers with a break from their caring role. Respite care can be provided as planned regular respite, emergency respite or occasional respite. The service is available during business hours, evenings and weekends. The service is usually provided in the carer's home but may include participating in community activities.

Property Maintenance

Council's property maintenance service provides assistance with minor repairs and modifications in the home. The range of jobs provided includes installation of hand rails and other mobility aids, minor carpentry repairs, repairs to door and window locks, installation of security chains, unblocking sinks, changing tap washers, changing light globes, repairing fuses and installation of smoke detectors. The property maintenance team are very experienced and skilled to assist with a variety of situations and are able to respond promptly to urgent safety and security issues.

Delivered Meals

Council's delivered meals, sometimes referred to as 'meals on wheels', provides home-delivered meals to residents who because of frailty, disability or ill health, are unable to prepare a meal on their own. A variety of meals are provided including catering for specific dietary needs such as diabetic meals, vegetarian meals, reduced fat and vitamised meals. Staff also monitor the health and wellbeing of the service recipients. Meals are delivered 365 days of the year and are delivered chilled for reheating or hot for immediate consumption. Standard meals comprise a main meal, dessert and juice.

Social Support

Council's Social Support Program encourages frail older adults, people with disabilities and carers to participate in social activities in a supportive environment. The program provides participants with the opportunity for social interaction and friendship. The program also delivers specialised programs for people

with memory loss and confusion and offers activities to enhance self-esteem, confidence and general wellbeing. Activities include creative arts, cooking, gardening, exercises, relaxation, aromatherapy and outings. All these programs are delivered from the Glen Eira City Council's Social Support Services located at 118 Leila Road, Carnegie.

- **Community Resources and Activities additionally provided by Council include**

Community Buses

Council's community buses are available for hire at a subsidised rate by non-profit organisations or groups in the municipality such as senior citizens and recreational clubs. This program helps community groups to provide social activities for older persons by providing transport to and from their events. Council has five community buses, one of which is wheelchair accessible, available for booking every day of the year. All have automatic transmission.

Council also offers a Community Transport service for older residents who have limited access or difficulty using public transport. This service collects residents from their homes and takes them to a limited number of shopping centres, libraries and senior citizen centres. This service is specific to older adults and people with a disability.

Council Libraries and the Library Home Delivery Service

Council's four libraries are places of exciting ideas, where people can learn about the world around them. The libraries can help older adults expand their horizons by providing information, materials, services and programs that will inspire, enrich, challenge and entertain. Council also provides a home delivery service for older adults and people with a disability who are unable to visit Council libraries. Internet access is available using the computers located in each library. These computers are equipped with Microsoft Office products and Internet Explorer. Printing and photocopying facilities are also available.

Improving Safety and Security

Council provides a range of services to improve the level of safety of senior citizens in Glen Eira and works with Police, Metropolitan Fire Brigade and Neighbourhood Watch to improve levels of community safety. Programs include older adults risk register, fire safety programs, driver awareness training for older adults, protecting pedestrians from hazards (such as overhanging vegetation over footpaths) as well as promotion of safe living programs to older adults.

Glen Eira Seniors Festival

Each year in October Council coordinates a range of events with local community groups to encourage residents to participate in a variety of activities during the Seniors Festival. Activities include luncheons, healthy ageing seminars, social outings and dinner dances.

Arts and Culture

Council provides a range of arts and cultural events that can be readily accessed by older adults. These events provide lifelong learning and social inclusion opportunities for older adults. Activities include art exhibitions, community festivals, literacy events, music festivals and a range of cultural activities.

Supporting local not-for profit organisations that support senior citizens

Council's Community Grants Program assists not-for-profit, community-based organisations, to implement projects and activities which meet identified community priorities. This program provides more than \$365,000 in funding to local not-for-profit community groups. Funding is provided to community organisations that deliver support to older adults through programs that minimise social isolation, promote community involvement, improve levels of community safety, promote physical activity, encourage volunteering and provide community celebrations. This program has previously funded programs and

services delivered by senior citizen clubs, tennis clubs, lawn bowls clubs, gardening clubs, over 50s dance groups, historical societies and bridge clubs.

The Community Grants Program also delivers funding to local Community Houses to provide a range of programs that are accessed by local older residents such as volunteering programs, art exhibitions and exercise programs.

Supporting volunteering opportunities in Glen Eira

There are many non-profit organisations in the community which rely on the assistance of volunteers to provide vital community services. Volunteering provides older adults with the opportunity to get involved in their local community, make new friends and remain active.

Council provides funding to Community Information Glen Eira to provide the Volunteering Glen Eira Service. This service offers information about all aspects of volunteering including:

- Helping people identify their areas of interest in volunteering;
- Offering a wide range of volunteering options; and
- Assisting non-profit organisations with volunteer recruitment.

Facilities Provided to Older Adults

Council provides facilities and venues to enable community groups to run a range of older adult community programs and events. For example New Hope Foundation and U3A Moorleigh operate out of Moorleigh Community Village, U3A Glen Eira run programs out of the Carnegie Library and Community Centre, Ormond Senior Citizen Centre and Caulfield Senior Citizen Centre. Council also facilitates community groups to hire a range of venues to run special events such as Council's Auditorium, Caulfield Park Pavilion, the Theatrette, the Gallery Annexe and other recreational venues and parks across Glen Eira.