Age Friendly Strategy

WELLINGTON
SHIRE COUNCIL
The Heart of Gippsland

Executive summary

This Strategy will assist Wellington Shire Council to implement an Age-Friendly approach to population ageing, as developed and encouraged by the World Health Organisation (WHO), Age-friendly Cities and Communities and the Victorian State Government, Age Friendly Victoria.

Wellington Shire Council signed the state government's Age-Friendly Victoria Declaration in 2016 and this document will provide further direction to Councillors, council staff and organisations wishing to partner with Council to make Wellington more Age-Friendly.

This strategy identifies Council's role and links it to actions recommended by the World Health Organisation across the eight (8) Age-Friendly domains.

Council's role against the WHO Age-Friendly domains have been identified as the following:

Outdoor Spaces and Buildings:	Provider, Advocate
Transport:	Advocate
Housing:	Regulator
Social Participation:	Provider, Regulator, Advocate, Facilitator, Partner, Funder
Respect and Social Inclusion:	Provider, Advocate
Civic Participation and Employment:	Advocate
Communication and Information:	Provider
Community Support and Health Services:	Provider, Regulator, Partner, Funder

The roles and recommendations outlined in this strategy guide the work of Council and partners (including communities) to deliver on the principles in the Age-Friendly Victoria Declaration.

Wellington Shire Council also acknowledges the advantages that a best-practice approach across the 8 Age-Friendly domains offer to all people living in the community regardless of age. Council views the Age-Friendly Strategy as complementary with other Council Strategies promoting universal access and liveability, notably the Wellington Access and Inclusion Plan 2017 – 2022, and looks toward a future of universal access for people of all ages and access requirements.

The strategy is developed in three parts:

- Part One – Understanding Local Context

  - Research, record and recognise the quantitative data related to population ageing in Wellington Shire.
  - Research, record and recognise the qualitative data related to population ageing in Wellington Shire.
  - Community Consultation

- Part Two – Applying the Age-Friendly Framework

  - What is Age-Friendly?
  - Why is Wellington Shire Council committing to become an Age-Friendly Community?
  - Committing to Age-Friendly – nominating Council's role and guiding future action.

- Part Three – Measuring and Reporting on Success

  - Age-Friendly theory of change
  - Reporting
  - Funding
  - Accountability to the community

Contents

Part One – Understanding ageing in Wellington

Ageing in Wellington – the numbers

At the 2016 Census 8,674 of Wellington's total population of 42,983 were aged 65 and over. This age group represents 20.2% of our community and is the fastest growing age segment with an increase of 24.3% at the 2016 census, when compared to the 2011 census.

The top six fastest growing 5-year age brackets in Wellington Shire between 2011 and 2016 were all over 65 years.

Rank	Age	Wellington 2011 (Persons)	Wellington 2016 (Persons)	Growth in Persons	% Increase
1	100 years and over	0	3	3	N/A
2	95-99 years	35	85	50	143%
3	65-69 years	2133	3045	912	43%
4	75-79 years	1223	1531	308	25%
5	90-94 years	231	283	52	23%
6	70-74 years	1708	2053	345	20%

Table 1: Fastest growing age brackets in Wellington Shire between 2011 and 2016 ABS Census 2011 and 2016

Between 2011 and 2016 the total Wellington population grew by 1,542 persons (3.6%). Within this modest growth the 65 and over age group contributed disproportionately with a total change of approximately 1695 additional persons (4.09%). In contrast, over the same time period of 2011 to 2016 the net change for all other age groups from 0 to 65 years was a reduction of approximately 150 persons (-0.36%).

The growth of this segment of the Wellington community is forecasted to continue, and it is estimated that by 2031 26.7% of the total Wellington population will be over 65 (DELWP, 2016).
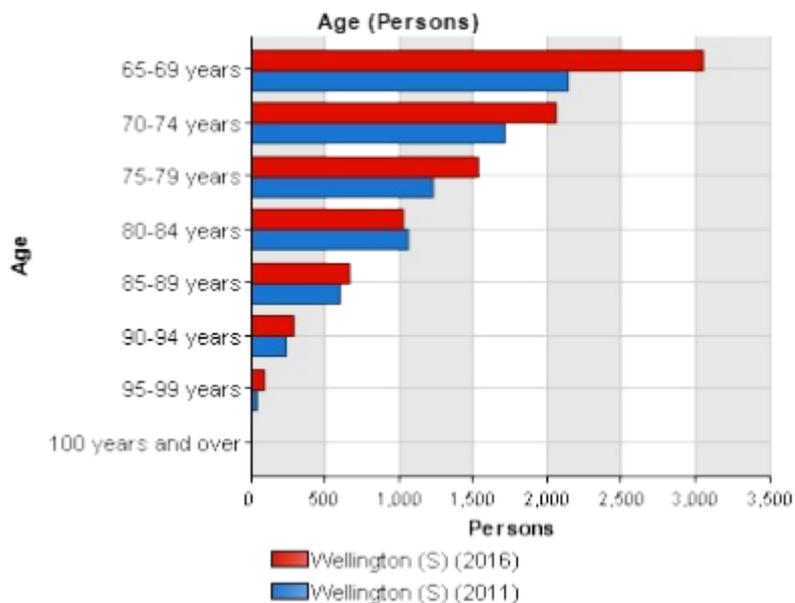
Population by Age

Diagram 1: Population by Age in Wellington Shire 2011 to 2016 ABS Census 2016

The highest numbers of older people are in major townships however many rural and remote localities have high proportions of older people.

Retirement lifestyles are a key contributor to this distribution. Wellington has affordable lifestyle localities that are attractive as retirement destinations. These are spread between the Strzelecki ranges, the high country, lakeside communities and the coast and are reflected in the below table.

Locality	Total Persons	65 and Over (%)	65 and Over (Persons)
Hollands Landing	14	100.00%	14
Staceys Bridge	35	65.71%	23
Hiamdale	31	61.29%	19
Carrajung South	45	57.78%	26
Manns Beach	28	57.14%	16
Gelliondale	34	55.88%	19
Dargo	99	54.55%	54
Madalya	18	50.00%	9
Seacombe	15	46.67%	7
Loch Sport	812	45.57%	370
Sale	**13,672**	**19.7%**	**2,688**

Table 2: Localities ranked by highest proportion of people over 65 years with Sale as a comparison point. ABS Census 2016

Community Consultation that assisted development of this plan

Consultation to support the development of this Plan was undertaken in 2018 over a 3-month period. Types of engagement included:

• Public Submission Process
• Focus Groups with Council Business Units
• Facilitated meetings with Age Friendly Ambassadors and Wellington Age Friendly Steering Committee
• Presentation at Age Friendly Evaluation Sessions

Information gathered from the various forms of engagement has been included in this plan.

The Age-Friendly Wellington Project – what local people have told us

The timing to release this strategy is ideal to leverage off the significant work that has been undertaken in the Wellington Shire through the Age-Friendly Wellington Project. The Age-Friendly Wellington Project commenced in September 2016 and was completed 30 June 2018. The Victorian Government's Age-Friendly Communities initiative funded the project with a $100,000 grant. Over the two-year period this funding started 20 local projects that were informed by extensive community consultation.

This consultation had four strategies for engaging the community that are outlined below. These strategies all provided opportunity to learn what is important to older people in the Wellington Shire and have been incorporated into this strategy.

Project Officer visits
Council's Age-Friendly Project Officer attended community networks, clubs and events made up predominately of older people.

Ambassador advocacy
The project recruited five prominent seniors/older people in the community to advocate for the project and spread the word about what was happening through their networks. The ambassadors were all long-term residents of the area and were an invaluable asset. They provided advice, access to networks, and raised the profile of the project across communities in Wellington Shire.

Age-Friendly community lunch series
The community lunch consultations were well attended, with approximately 200 people sharing a meal at five town locations; Sale, Heyfield, Yarram, Stratford, and Loch Sport, during November 2016. Each lunch was followed by a one-hour workshop where participants were guided through a series of questions to gather information about what is currently happening, identifying issues, and a discussion about possible solutions.

Leveraging Wellington 2030 consultations
Wellington 2030 outlines the community and council's strategic vision for the year 2030. During 2016 many varied consultation sessions were held across the Shire with a broad range of people to review the vision.
Over 200 people aged 60 and over contributed feedback. The feedback from older people on their visions for the future included:

- Access to reliable public and community transport options.
- Valuing and promoting the heritage and history within Wellington Shire .
- Intergenerational activities, including building relationships and partnerships with others to plan all ages community events and initiatives.
- Maintaining the small town feel and community support across our smaller towns throughout the shire.

Key themes

Key themes have been developed from analysing all the feedback received through the consultation.

Theme: **A clear idea of ageing well**

Staying active, friends, family, community, joining groups, being generous and accepting generosity, telling your stories, volunteering, learning new things, laughing.

Theme: **The challenges that come with ageing**

Transport, access to information, advertising groups, losing a partner, health, not mixing with other generations, finding meeting places, personal security, mobility confidence, hearing loss, loss of community, adapting to technology.

Theme: **Building on the strengths and capacity within communities.**

The Age-Friendly Wellington Project revealed the existing strength of the seniors community, as well as a high level of support that community members can provide each other through both formal and informal networks.

Below are the highlights from the Age-Friendly Wellington Project that reflect these strengths:

- High numbers of people willing and eager to engage. The project had 300 people engaged in the first 3 months.

- Community groups are passionate and committed. At least 50 community groups were involved in the project.

- Community groups have capacity. At least 13 out of the 20 projects have been sustained beyond the funding period.

- Great spread of projects across the Shire that covered all the major towns in a geographically large Shire. The projects also tended to capture the essence or 'flavour' of a town, for example Boisdale did something rural and historical, Briagolong did something arty, and Golden Beach did something active.

- Large number of diverse projects that reflected a diverse ageing community. 20 projects across 10 locations with very different focuses.

- The community is keen to participate. Estimated that at least 1000 people participated in the Age-Friendly Project.

- High levels of autonomy of older people to pick and drive their own projects. Evidence of this is the number and diversity of the projects.

The detail behind these themes are important considerations for any future projects or initiatives delivered to enhance Wellington as an Age Friendly community.

Part Two – Applying the Age-Friendly framework

What is Age-Friendly?

Age-Friendly is the World Health Organisation's policy response to global population ageing. The Age-Friendly framework provides guidance on best practice to local government bodies on eight (8) domains of cities and communities that have an impact on older people.

At its most basic level the Age-Friendly framework suggests a checklist of principles and actions across the following eight (8) domains:

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Support and Health Services

In Victoria Age-Friendly is a key component of the State Government response to population ageing. Wellington Shire Council has signed the Age-Friendly Victoria declaration, and this is the first Age-Friendly strategy to be developed.

Why is Wellington Shire committing to become an Age-Friendly Community?

1. Older people are the fastest growing segment of our community and this strategy outlines how Council is planning on responding to this demographic change.
2. There are significant economic and social benefits to making Wellington an excellent place to live and visit for older people, if this opportunity is managed well.
3. The strategy identifies Council's role, records Wellington's context and provides a framework for improvement in the future.
4. The strategy provides a reference document for community members to frame their discussions with Council regarding funding and service provision.
5. The timing is ideal to leverage the 2016-2018 Age-Friendly Wellington Project.
6. This strategy will make it easier to become an accredited Age-Friendly community through the World Health Organisation.
7. This strategy will help to attract further funding to improve the experience of older people in our community.

The approach of the Age-Friendly Strategy

The strategy identifies Council's role in the Age-Friendly framework and makes the link to the WHO's recommended actions in the future, subject to funding, existing service planning arrangements and community participation.

Council's role has been inferred from the Council Plan 2017-21 and other Council plans and strategies. References to these plans are made explicitly under each domain below.

Identify Council's role in each domain as one or more of the following (in line with the Council Plan 2017-21):

Provider	Council directly provides a service
Funder	Council funds other parties to provide a service
Partner	Council has influence through partnerships
Facilitator	Council has influence through networks
Advocate	Council advocates for better outcomes
Regulator	Council regulates activity within the domain

Guidance on Best practice: Recommended ways of servicing older people based on the WHO Age – Friendly Communities Guide

These recommendations are based on the Age-Friendly Communities Guide from the WHO, with consideration made to local context, and will provide a quick reference for Council staff to understand and apply Age-Friendly thinking to their work.

Who does this Age-Friendly Strategy apply to?

All of us! Council Officers, community members and those we partner with need to consider this guide while continuing to build an Age-Friendly community.

Committing to Age-Friendly – nominating Council's role and guiding future activities

Outdoor Spaces and Buildings

> *Seniors live in an environment that includes open spaces, buildings, shaded areas and walkways that are safe and easy to navigate.*

Council has a role as a **Provider** and **Advocate** for outdoor spaces and buildings:

- Council has committed to **Providing** 'open spaces and infrastructure' under strategy 1.1.3, and 'ensure(ing) that Council services, facilities and events promote inclusivity, social connectedness and accessibility' under strategy 1.2.1 of the Council Plan 2017-21.

- Outdoor spaces and buildings should be accessible to older people, people living with a disability, families, and any other residents with different access requirements in line with Council's responsibilities under the Wellington Access and Inclusion Plan 2017 – 2022.

- Council has a role as a community leader and **Advocate** for accessibility issues within our community.

Outdoor Spaces and Buildings – Guidance on Best Practice

Green spaces
- There are well-maintained and safe green spaces with shelter, toilet facilities and seating that can be easily accessed.

Outdoor seating
- Outdoor seating is available, particularly in parks, transport stops and public spaces, and spaced at regular intervals; the seating is well-maintained.

Footpaths
- Footpaths are well-maintained, smooth, level, non-slip and wide enough to accommodate wheelchairs with low street corners that taper off to the road.
- Footpaths are clear of any obstructions and pedestrians have priority of use.

Roads
- Roads have adequate non-slip, regularly spaced pedestrian access ensuring that it is safe for pedestrians to cross the road.
- Roads have well-designed and appropriately placed physical structures, such as traffic islands, overpasses, or underpasses, to assist pedestrians to cross busy roads.
- Pedestrian crossing lights allow sufficient time for older people to cross the road and have visual and audio signals.

Cycle paths
- Where possible there are separate cycle paths for cyclists.

Safety

• Public safety in all open spaces and buildings is a priority and is promoted by, for example, crime prevention through environmental design (CPTED).

Buildings

• Buildings are accessible and have the following features:
  - elevators
  - ramps
  - adequate signage
  - railings on stairs
  - stairs that are not too high or steep
  - non-slip flooring
  - rest areas with comfortable chairs
  - sufficient numbers of public toilets

Public toilets

• Public toilets are clean, well-maintained, easily accessible for people with varying abilities, well-signed and placed in convenient locations.

Transport

> *Seniors can get out and about, using a range of affordable, user-friendly transport services.*

Council has a role as an **Advocate** for transportation services within Wellington Shire:

- As an **Advocate**, Council has committed to 'lobby and advocate for improved public transport connectivity' under strategy 2.4.1 of the Council Plan 2017-21.

Transport – Guidance on Best Practice

Affordability
- Public transportation is affordable to older people.

Reliability and frequency
- Public transport is reliable and frequent (including services at night and at weekends).

Travel destinations
- Public transport is available for older people to reach key destinations such as hospitals, health centres, public parks, shopping centres, banks, and seniors' centres.
- Urban areas have well-connected transport routes both within urban areas (including outer areas) and between neighbouring towns.

Age-friendly vehicles
- Vehicles are accessible, with floors that lower, low steps, and wide and high seats.
- Vehicles are clean and well-maintained.
- Vehicles have clear signage indicating the vehicle number and destination.

Specialised services
- Sufficient specialised transport services are available for people with disabilities.

Travel alternatives
- Digital access and outreach services are considered for older people in remote locations.

Safety and comfort
- Public transport is safe from crime and is not overcrowded.

Transport stops and stations
- Designated transport stops are near where older people live, are provided with seating and with shelter from the weather, are clean and safe, and are adequately lit.

- Stations are accessible, with ramps, escalators, elevators, appropriate platforms, public toilets, and legible and well-placed signage.
- Transport stops, and stations are easy to access and are located conveniently.

Information
- Information is provided to older people on how to use public transport and about the range of transport options available.
- Timetables are legible and easy to access.
- Timetables clearly indicate the routes of buses accessible to disabled people.

Community transport
- Community transport services, including volunteer drivers and shuttle services, are available to take older people to specific events and places.

Driving competence
- Refresher driving courses are provided and promoted.

Parking
- Affordable parking is available.
- Priority parking bays are provided for older people close to buildings and transport stops.
- Priority parking bays for disabled people are provided close to buildings and transport stops, the use of which are monitored.
- Drop-off and pick-up bays close to buildings and transport stops are provided for handicapped and older people.

Housing

> *Seniors' housing options are affordable, accessible, and close to transport and community services.*

Council has a role as a **Regulator** of housing within Wellington Shire:

- Council is a **Regulator** of housing through its strategic planning functions as outlined in Council Plan 2017-21 strategy 2.3.2 to 'ensure sufficient land supply to provide for a range of lifestyle options which support housing diversity including affordable housing'.

Housing – Guidance on Best Practice

Affordability
- Affordable housing is available for older people.

Ageing in place
- Housing is located close to services and facilities.
- Affordable services are provided to enable older people to remain at home, to "age in place".
- Older people are well-informed of the services available to help them age in place.

Community integration
- Housing design facilitates continued integration of older people into the community.

Housing options
- A range of appropriate and affordable housing options is available for older people, including frail and older people with disabilities, in the local area.
- Older people are well-informed of the available housing options.
- There is a range of appropriate services and appropriate amenities and activities in older people's housing facilities.
- Older people's housing is integrated in the surrounding community.
-

Social participation

Seniors are supported to be active in their community, doing the things they enjoy.

Council has a role as a **Provider**, **Regulator**, **Advocate**, **Facilitator**, **Partner,** and **Funder** of opportunities for social participation in Wellington Shire:

- Under strategy 2.1.2 of the Council Plan 2017-21 Council **Facilitates**, **Provides**, **Funds**, **Regulates** and **Advocates** for 'access to a diverse range of recreational opportunities for all sectors of the community'.

- Council **Funds** social participation opportunities through the Community Assistance Grants, Quick Response Grants, and Maintenance Grants for Community Facilities.

- Council **Facilitates** social participation opportunities through support to committees of management as outlined in the Community Facilities Framework 2016.

- Council is a lead **Partner** in the Healthy Wellington 2017 -21 Municipal Public Health and Wellbeing Plan which commits us to addressing the priority area of 'improving social connection and inclusion'.

Social participation – Guidance on Best Practice

Accessibility of events and activities
- The location is convenient to older people in their neighbourhoods, with affordable, flexible transportation.
- Older people have the option of participating with a friend or caregiver.
- Times of events are convenient for older people during the day.

Affordability
- Events and activities and local attractions are affordable for older participants.
- Voluntary organisations are supported by the public and private sectors to keep the costs of activities for older people affordable.

Range of events and activities
- A wide variety of activities is available to appeal to a diverse population of older people, each of whom has many potential interests.
- Community activities encourage the participation of people of different ages and cultural backgrounds.

Facilities and settings
- Gatherings, including older people, occur in a variety of community locations, such as recreation and leisure centres, schools, libraries, community centres in residential neighbourhoods, parks and gardens.

- Facilities are accessible and equipped to enable participation by people with disabilities or by those who require care.

Promotion and awareness of activities
- Activities and events are well-communicated to older people, including information about the activity, its accessibility and transportation options.

Addressing isolation
- Personal and group invitations are sent to promote activities and encourage participation.
- Events are easy to attend, and no special skills (including literacy) are required.
- Organisations make efforts to engage isolated seniors through, for example, personal visits or telephone calls.

Fostering community integration
- Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups.
- Local gathering places and activities promote familiarity and exchange among neighbourhood residents.

Respect and social inclusion

> *Seniors from all backgrounds are valued and appreciated, and no one is excluded based on race, geography, culture, language, gender, sexuality, ability or socio-economic status.*

Council has a role as a **Provider** and **Advocate** for the respect and social inclusion for older people in Wellington Shire:

- Council is a **Provider** of social inclusion in line with Council Plan 2017-21 strategy 1.2.1, that 'Ensure(s) Council services, facilities and events promote inclusivity, social connectedness and accessibility'.

- Council is a committed **Advocate** for respect in the whole community through Council Plan 2017-2021 strategic objective 1.2 to 'Celebrate, recognise and acknowledge our diverse community and improve social connections among youth, aboriginal and aged communities'.

Respect and social inclusion – Guidance on Best Practice

Respectful and inclusive services
- Older people are consulted by public, voluntary and commercial services on ways to serve them better.
- Public and commercial services provide services and products adapted to older people's needs and preferences.

Public images of ageing
- The media include older people in public imagery, depicting them positively and without stereotypes.

Intergenerational and family interactions
- Community-wide settings, activities and events attract people of all ages by accommodating age-specific needs and preferences.
- Older people are specifically included in community activities for "families".
- Activities that bring generations together for mutual enjoyment and enrichment are regularly held.

Public education
- Learning about ageing and older people is included in primary and secondary school curricula.
- Older people are actively and regularly involved in local school activities with children and teachers.
- Older people are provided opportunities to share their knowledge, history, and expertise with other generations.

Community inclusion
- Older people are included as full partners in community decision-making affecting them.

- Older people are recognised by the community for their past as well as their present contributions.
- Community action to strengthen neighbourhood ties and support include older residents as key participants and advisers.

Civic participation and employment

Seniors participate in employment, training, lifelong learning and volunteering opportunities and inform government policies.

Council has a role as an **Advocate** for the civic participation and employment of older people in Wellington Shire:

- Council has committed to a role as an **Advocate** to 'encourage local volunteering' under Council Plan 2017-21 strategy 1.4.3.

Civic participation and employment – Guidance on Best Practice

Volunteering options
- There are a range of options for older volunteers to participate.
- Voluntary organisations are well-developed, with infrastructure, training programs and a workforce of volunteers.

Employment options
- There is a range of opportunities for older people to work.
- There are flexible opportunities, with options for part-time or seasonal employment for older people.
- There are employment programs and agencies for older workers.
- Employers are encouraged to employ and retain older workers.

Training
- Training in post-retirement opportunities is provided for older workers.
- Retraining opportunities, such as training in new technologies, is available to older workers.
- Voluntary organisations provide training for their positions.

Civic participation
- Advisory councils, boards of organisations, etc. include older people.
- Support exists to enable older people to participate in meetings and civic events, such as reserved seating, support for people with disabilities, aids for the hard of hearing, the ability to access meetings digitally and transportation.
- Policies, programs and plans for older people include contributions from older people.
- Older people are encouraged to participate.

Valued contributions
- Older people are respected and acknowledged for their contributions.
- Employers and organisations are sensitive to the needs of older workers.
- The benefits of employing older workers are promoted among employers.

Entrepreneurship
- There is support for older entrepreneurs and opportunities for self-employment.
- Information designed to support small and home-based business is in a format/s suitable for older workers.

Communication and information

Seniors access information they need in a variety of formats to stay informed and connected with their communities, families and friends.

Council has a role as a **Provider** of access to information for older residents in Wellington Shire:

- Council has committed to '**Provide** user friendly systems, accessible information and efficient processes' under strategy 6.1.1 of the Council Plan 2017-21.

Communication and information – Guidance on Best Practice

Information offer
- Information is disseminated to reach older people close to their homes and where they conduct their usual activities of daily life.

Oral communication
- Oral communication accessible to older people is preferred, for instance through public meetings, community centres, clubs, the broadcast media, digitally and through individuals responsible for spreading the word one-to-one.
- People at risk of social isolation get information from trusted individuals with whom they may interact, such as volunteer callers and visitors, home support workers, hairdressers, door attendants or caretakers.
- Individuals in public offices and businesses provide friendly, person-to-person service on request.

Printed information
- Printed information, including official forms, video captions (YouTube) and text on visual displays has large lettering and the main ideas are shown by clear headings and bold-face type.

Plain language
- Print and spoken communication use simple, familiar words in short, straight-forward sentences.

Automated communication and equipment
- Users have the choice of speaking to a real person or of leaving a message for someone to call back.
- Electronic equipment, such as ticket machines, have large buttons and big lettering.

Computers and the Internet
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.
- Tailored instructions and individual assistance for users are readily available.

Emergency planning and care
- Emergency planning includes older people, considering their needs and capacities in preparing for and responding to emergencies.

Community support and health services

Seniors are helped to stay healthy, active, and independent through community support and health services.

Council has a role as a **Provider**, **Regulator**, **Partner** and **Funder** for community support and health services:

- Council is a **Provider**, **Regulator,** and **Funder** for 'deliver(ing) services and programs that encourage and foster community wellness and the prevention of disease' under strategy 1.1.1 of the Council Plan 2017-21.

- Council is a **Partner** in planning and providing health services as outlined in the Healthy Wellington 2017 -21 Municipal Public Health and Wellbeing Plan.

Community support and health services – Guidance on Best Practice

Service accessibility
- Health and social services are well-distributed throughout urban areas, are conveniently co-located, and can be reached readily by all means of transportation.
- Residential care facilities, such as retirement homes and nursing homes, are located close to services and residential areas so that residents remain integrated in the larger community.
- Clear and accessible information is provided about the health and social services for older people.
- Administrative and service personnel treat older people with respect and sensitivity.
- Economic barriers impeding access to health and community support services are minimal.

Offer of services
- There is a range of health and community services are offered for promoting, maintaining, and restoring health.

Voluntary support
- Volunteers of all ages are encouraged and supported to assist older people in a wide range of health and community settings.

Part Three - Measuring and reporting on success

Age-Friendly Strategy theory of Change

The long-term outcome of implementing this Strategy is to continue to improve the liveability of the Wellington Community for people aged 65 and over.

This is important because of significant demographic change whereby 1 in 4 citizens in Wellington Shire will be aged over 65 by 2031 and older people have some unique or enhanced needs in terms of liveable communities.

Through the activity of adopting and using the Age-Friendly Communities strategy and the best practice guidance to improve services delivered to older people, Wellington Shire Council is striving for the following theory of change.

Age Friendly - Theory of Change Process

Short Term (2018 – 2022)

Behaviour Change

Council officers, partners and community members use the guidance on best practice approaches to the things that are important to older people within this strategy to change the services that they deliver.

Measurement

Case studies of successful use of Age-Friendly strategy by Council officers, partners and community members (in the case of Council officers this is through the annual reporting process).

Number of projects that have been influenced by the Age-Friendly strategy.

Sum of any funding that was attracted with the help of the Age-Friendly strategy.

Medium Term Outcome (2022 – 2026)

More older people use services and have access to things that are important to them.

Measurement

To be determined in the next iteration of the Age-Friendly Wellington Strategy.

Long Term Outcome (Continuous)

- Wellington continues to improve its liveability for older people

Reporting

Council will ensure that annual reporting is completed, detailing whether the Age Friendly Communities Strategy 2018-2022 has been used to improve the experience of older people in the community. Council business units will share success stories in their annual business reporting as well as feedback on how the strategy can be improved as part of a continuous improvement approach to reporting.

Funding

The success of this strategy can be measured by whether Wellington Shire Council has attracted more external funding to work towards a more Age-Friendly community over the period 2018-2022.

Accountability to the community

To ensure Council keeps the needs of our ageing community as the basis for all planning and decision making, information will be shared with stakeholders and the general community through the Wellington Shire Council Annual Report.

Key reference documents

Commissioner for Senior Victorians, 2016. Ageing is Everyone's Business Report – a report on isolation and loneliness among senior Victorians https://www.seniorsonline.vic.gov.au/services-information/commissioner-for-senior-victorians/government-response-to-ageing-is-everyones-business

Council of the Ageing (COTA) Victoria, 2017. Age-Friendly Cities and Communities Information Kit. https://cotavic.org.au/2017/12/age-friendly-cities-and-communities-information-kit/

(DELWP) Victorian Department of Environment, Land, Water and Planning, 2016. Victoria in Future 2016 Population and household projections to 2051. https://www.planning.vic.gov.au/land-use-and-population-research/victoria-in-future-2016

Victorian Department of Health and Human Services, 2016. Age-Friendly Victoria Declaration http://www.mav.asn.au/policy-services/social-community/ageing-disability/ageing/Pages/age-friendly-cities-communities.aspx

Wellington Shire Council, 2017. Wellington 2030 Community Vision – Version 2.0 2017 http://www.wellington.vic.gov.au/Lists/News-and-Public-Notices/Wellington-2030-Community-Vision-Unlocking-Opportunities-in-our-Region

Wellington Shire Council, 2017. Wellington Shire Council Plan 2017-21. http://www.wellington.vic.gov.au/Your-Council/Publications/Council-Plan

Wellington Shire Council, 2017. Wellington Access and Inclusion Plan 2017-2022. http://www.wellington.vic.gov.au/Your-Council/Publications/Council-Strategies-and-Plans

Wellington Shire Council, 2017. Healthy Wellington 2017-21. http://www.wellington.vic.gov.au/Your-Council/Publications/Council-Strategies-and-Plans

World Health Organisation, 2007. Global Age-Friendly Cities: A Guide http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf