

# LIVING AND AGEING WELL ACTION PLAN 2023 - 2025



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**THE CITY OF  
CASEY IS HOME  
TO A REMARKABLE  
DIVERSITY OF  
CULTURES**

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### Statement of Acknowledgement

The City of Casey proudly acknowledges the Traditional Owners, Casey's Aboriginal communities and their rich culture and pays respect to their Elders past, present and future. We acknowledge Aboriginal people as Australia's first people and as the Traditional Owners and custodians of the land on which we work and live.

### Diversity Statement

The City of Casey is also home to a remarkable diversity of cultures, languages, faiths, identities, landscapes, and stories. From our first Australians to our most recent arrivals and every wave between, the City of Casey welcomes and represents all community members and their respective ambitions to live healthy, rewarding and happy lives.



# INTRODUCTION

## Aged and Disability Service Review

In response to recent Commonwealth reforms in the aged and disability sector, councils delivering aged and disability services have needed to review their role to understand how best to continue supporting older people and people living with a disability now and into the future.

During 2019 – 2021, the City of Casey undertook an Aged and Disability Service Review, taking into consideration:

- Commonwealth reforms
- Challenges and constraints of delivering traditional aged care and disability services
- Changes in community expectations
- Community trends and demographics.

In addition, local factors such as the strength of the aged care provider in market Casey, service gaps and unmet needs were also considered.

In December 2021 Council announced as part of the service review it would focus on:

- Proactively exiting traditional aged and disability services as agreed by the State and Commonwealth Government, except for services which are not yet mature in Casey.
- Reinvesting financial contributions to create an age-friendly community where older people and people with a disability will remain at the forefront of future planning.

## Council's Commitment

In February 2022, Council signed the Victorian Government and Municipal Association of Victoria's Age-Friendly Victoria Declaration and made a further public statement of Council's commitment to becoming a more age-friendly community. Council also established a dedicated team to support the development of the Living and Ageing Well Action Plan (the Plan) which will help strengthen the prioritisation of actions and desired outcomes for Casey to become a more age-friendly planner and decision maker.

## A case for change

Whilst it was recommended that the City of Casey transition out of most traditional aged and disability services, Council still has a vital role to play in supporting our 55-plus communities, carers and residents living with a disability.

Casey is one of the fastest growing council areas. The population aged 55 years and over is expected to increase by 50,000 people to 126,000 by 2041. This age group will account for 23 percent of Casey's total population by that time.<sup>1</sup>

Currently, more than half of all people aged 55 years or more report living with one long term chronic health condition and, 9 percent live with three or more chronic health conditions.<sup>2</sup> (note there is some overlap with these figures), and there are 4,300 residents living with dementia.<sup>3</sup>

By 2041 Casey will have an estimated 64,000 older residents living with a long-term health condition and over 18,000 will be living with a profound disability (note there is some overlap with these figures).<sup>4</sup>

# UNMET EMERGING SOCIAL NEEDS

Research and engagements with community, as part of the review and more recently for the purpose of developing the Living and Ageing Well Action Plan identified emerging issues among residents aged 55 years and over and these included the following concerns:



## Safety

Safety when out in the community was rated as one of the most important issues for our community. This included in relation to dangerous driving practice, low visibility of police and security, fear of crime and concern about personal safety, and unsatisfactory paths and pedestrian crossings.<sup>5</sup>



## Loneliness and isolation

While many residents want to remain actively involved in their community, older residents felt information about services and activities was difficult to find, and that this contributed to feelings of loneliness and social isolation.



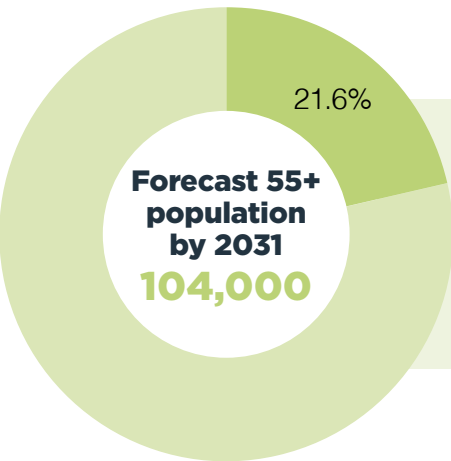
## Elder abuse

The number of family violence incidents against people aged 55 years and over has continued to rise within Casey, with 552 family violence incidents reported to Victoria Police in the last 12 months (a 25% increase from 2018)<sup>6</sup>. These figures are likely to only represent a fraction of elder abuse as studies have found older people are less likely to seek help or advice.<sup>7</sup>



## Homelessness

Casey has witnessed a steady increase in older people accessing homelessness services and support, with the number of those aged 50 years or more increasing by 45 percent since 2015.<sup>8</sup> Women over 50 years of age seeking assistance has grown by 62% over the same period.



With an ageing population comes increases in frailty, dementia, elder abuse, isolation, loneliness and homelessness.

**If we do not adequately prepare for and adapt to these changes our existing local health care and support service systems will not cope with demand and people will find it difficult to access services when they need them.**

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**ADVOCATING TO BUILD  
THE CAPACITY OF  
SERVICE PROVIDERS TO  
BE ABLE TO RESPOND  
TO FUTURE DEMAND**

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## MESSAGE FROM THE CHAIR OF ADMINISTRATORS

**As the Chair of Administrators at the City of Casey it gives me great pleasure to present City of Casey’s age-friendly Living and Ageing Well Action Plan 2023-2025.**

Following a review of Council’s Aged and Disability Services and based on future modelling of the ageing population, in December 2021 Council announced it would proactively exit most of its traditional aged services by 30 June 2022. Council retained its commitment to a more age-friendly community where people of all ages are supported by the infrastructure and services needed to live and age well.

Throughout the services review Council identified significant unmet and emerging social needs for our 55 and over communities including changing aspirations, increased rates of feeling lonely and isolated, higher rates of elder abuse and a steady increase in older people accessing specialist homelessness services.

It is predicted that by 2041 Casey’s population of those aged 55 years or over will increase by almost 50,000 people to 126,000 – which will account for 23% of Casey’s total population<sup>9</sup>.

A growing ageing population also brings challenges such as more people living with dementia and frailty and if we do not adequately prepare for and adapt to these changes our existing local health and support services will not cope with demand.

Reorienting Council’s role to being more age-friendly will help ensure the right infrastructure and services are in place for all residents to live and age well in Casey now and into the future.

Council would like to acknowledge and thank the many residents who participated in the development of the plan including the Living and Ageing Well Council and Community Reference groups.

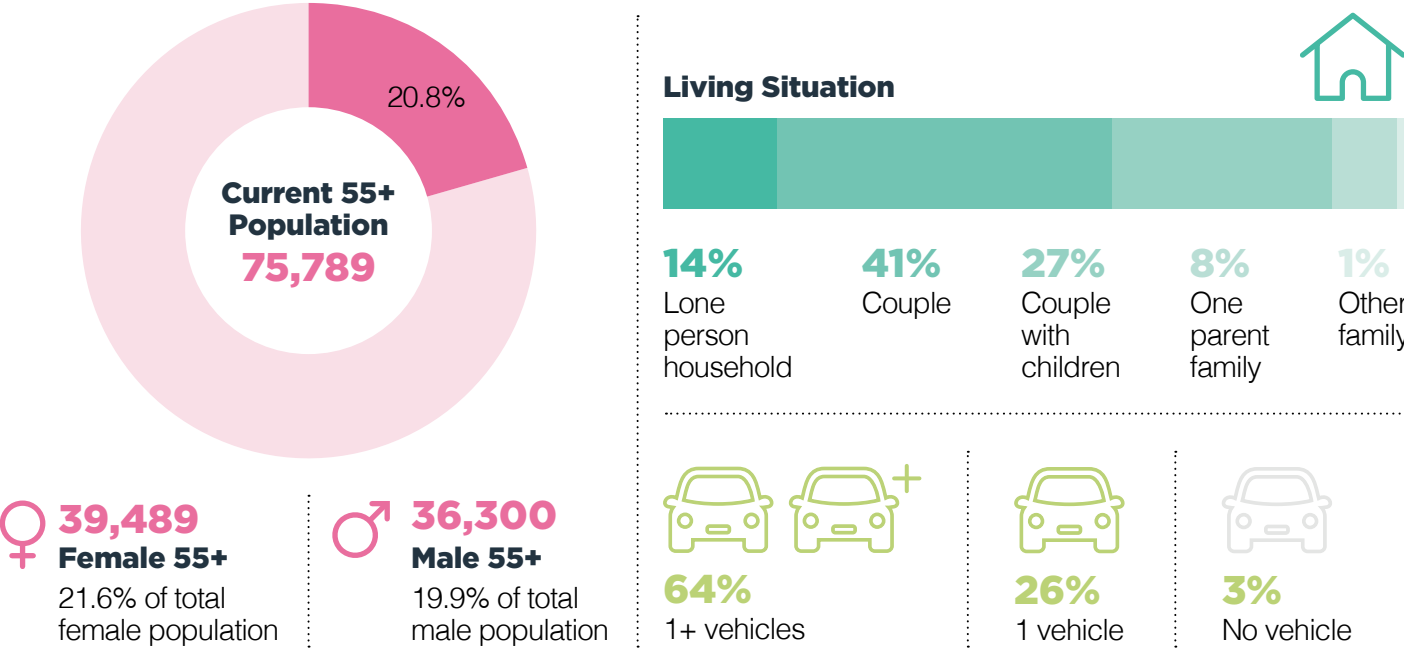
Finally, Council acknowledges we still have a vital role to play with continuing to support our older communities and I look forward to seeing this work progress and sharing our achievements with you.



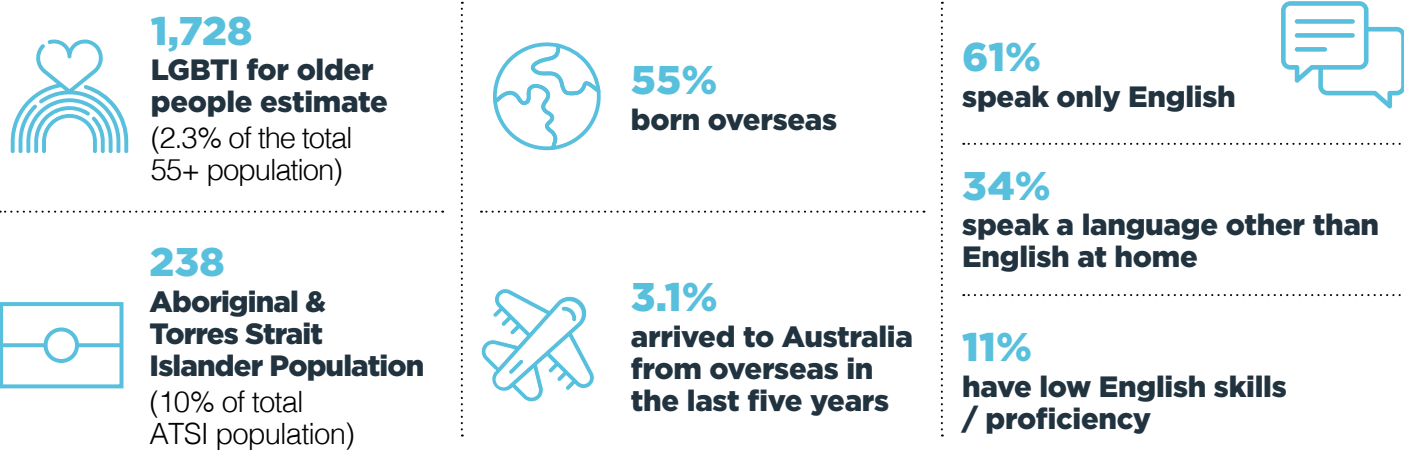
**Noelene Duff**  
Chair of Administrators



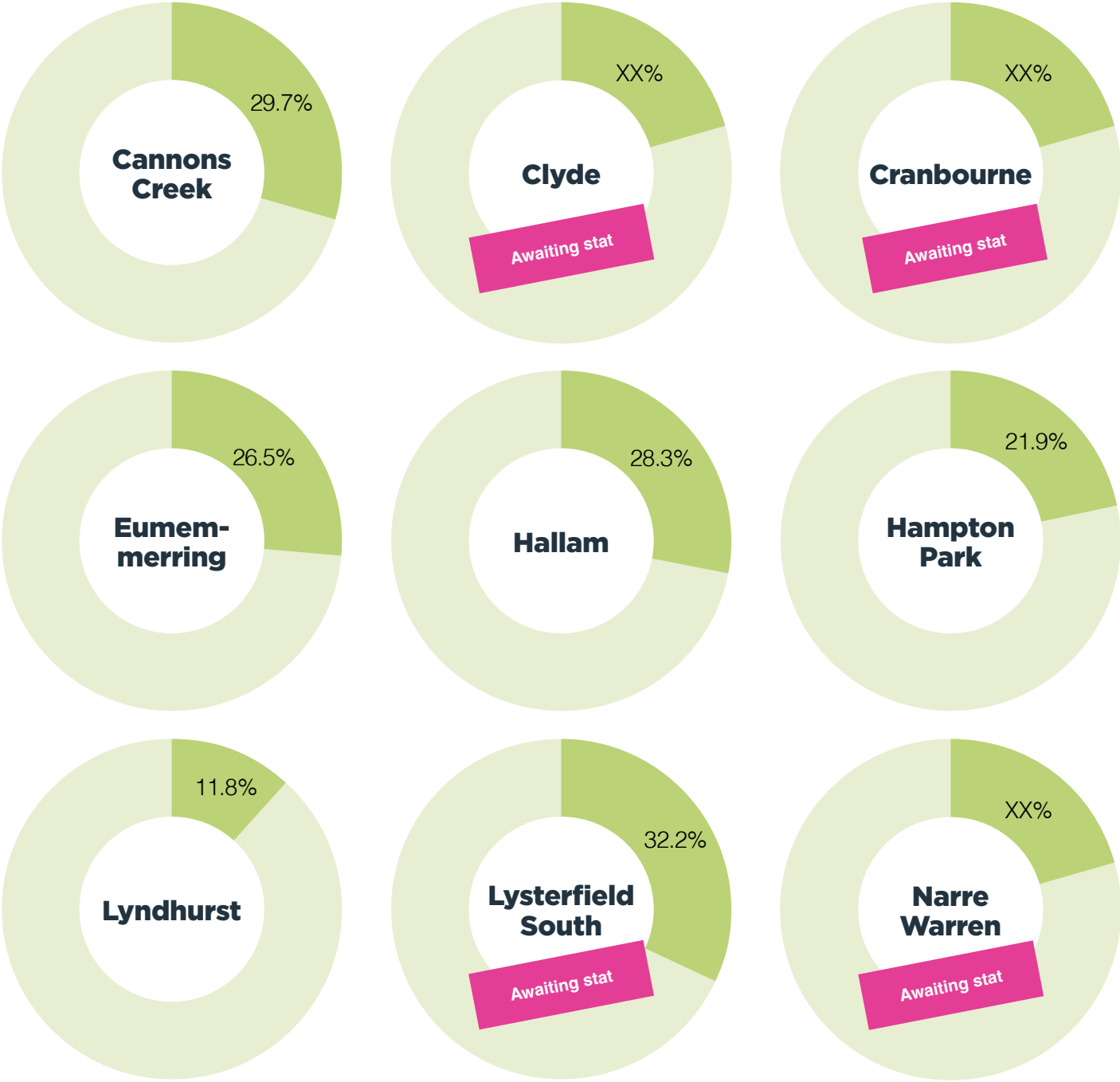
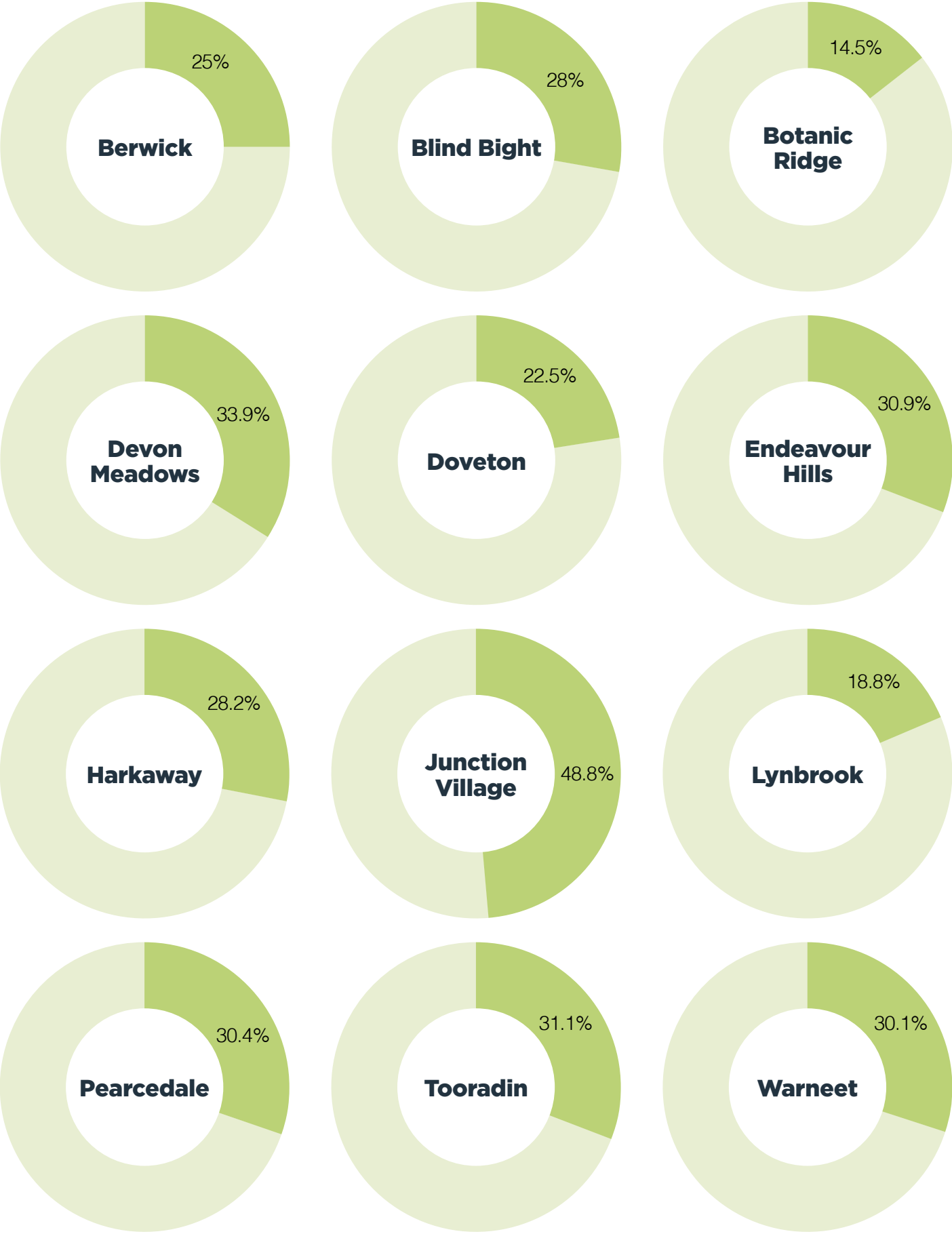
# OUR 55-PLUS COMMUNITY PROFILE



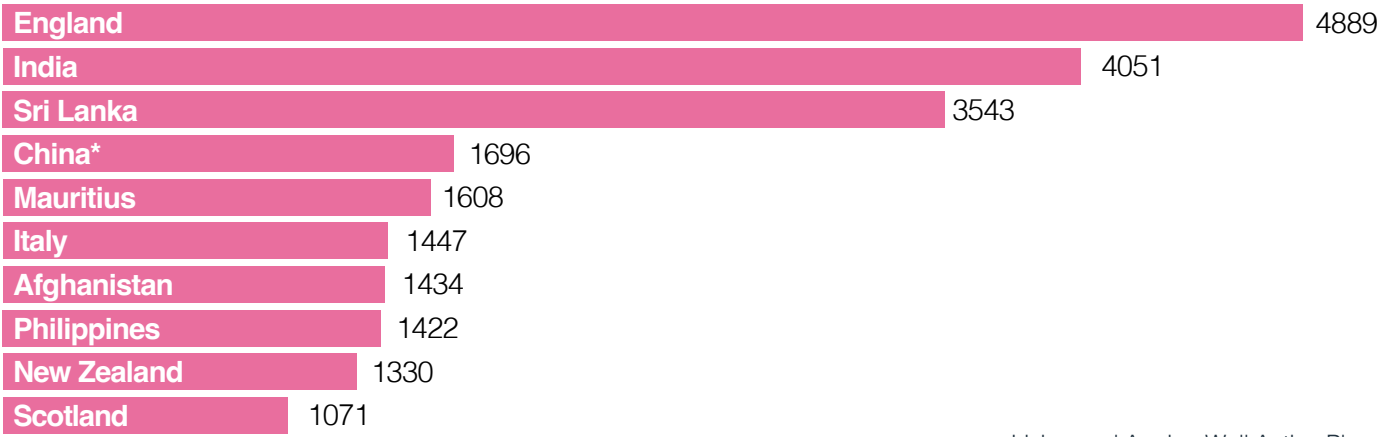
## CULTURE AND DIVERSITY



OUR 55-PLUS COMMUNITIES PER SUBURB



Top 10 birthplaces  
(other than Australia)



\*excludes SARs and Taiwan

# LIVING AND AGEING WELL ACTION PLAN

## STRATEGIC ALIGNMENT

Casey	Council Plan 2021-25 Health and Wellbeing Strategy 2021-25 Infrastructure Strategy 2021-25 Transformation Strategy 2021-25
Victoria	Ageing well in Victoria: An action plan for strengthening wellbeing for senior Victorians 2022 Victorian Public Health and Wellbeing Plan 2019-23 Local Government Act 2020 Equal Opportunity Act 2010 Gender Equality Act 2020 Charter of Human Rights and Responsibilities Act 2016
National	Disability Act 2006 Age Discrimination Act 2004 Aged Care Act 1997
Global	World Health Organisation Age-friendly Communities and Cities Framework United Nations Decade of Healthy Ageing 2021-2030 Ageing, one of twenty-three identified United Nations global issues: ( <a href="http://www.un.org/en/global-issues/ageing">www.un.org/en/global-issues/ageing</a> )

# PROCESS FOR DEVELOPING

## THE PLAN

Council undertook extensive engagement within the organisation and community to understand how it could support people as they age.

An internal situational assessment was undertaken to determine the interest and readiness of Council to become a more age-friendly community.

### Key findings from the situational assessment included:

- Council officers across a broad range of roles and functions consider the creation of an age-friendly community as being core to their business;
- There are a wide range of actions and initiatives across diverse departments that can and are influencing the creation of a an age-friendly community in Casey;
- Council officers rate Council's commitment to the creation of an age-friendly community relatively highly but it's readiness less highly
- Staff indicated multiple opportunities to strengthen Council's contribution to the creation of an age-friendly community through a whole-of Council and embedded approach diverse roles and functions.

Community were also invited to complete anon-line or hard copy survey, and/or participate in one of four community conversation events.

### Community engagements identified:

- Key aspects of a future vision and purpose;
- The most important features for living and ageing well in the natural and built environment, service and social environments;
- The importance of older people feeling they are safe, respected, connected, supported and have opportunities to be heard;
- Current community age-friendly strengths in the areas of Council staff friendliness, accessibility to general practitioner services, sporting grounds as well as shopping centres;
- Council advocacy needed to reduce the wait time to access and receive aged care services;
- Community concerns about being able to move about their communities safely and independently particularly in the areas of footpaths and having accessible transport options;
- Enhancing engagements with over 55+ communities using multiple methods, on-line and off line when seeking feedback on Council policies and plans.

Informed by the World Health Organisation's Age-Friendly Cities and Communities Framework

Findings from these engagements, and previously completed as part of the Aged and Disability Service Review have informed the development and priorities for the Living and Ageing Well Action Plan 2023 – 2025.



# OUR VISION

Casey is an age-friendly community where everyone has the opportunity to live their best life.

# OUR PURPOSE

Council proactively supports people to thrive as they age by recognising and celebrating their diversity; encouraging visibility, inclusion and respect; and enabling them to remain healthy, safe and connected.

“ WE RECOGNISE THE STRENGTHS AND EXPERIENCES OF OLDER PEOPLE ”

# OUR PRINCIPLES



**Evidence-informed:**  
We gather and use localised data, research and lived experience to guide our decisions and evaluate our work.



**Partnerships:**  
We work collaboratively with internal and external stakeholders, including community to maximise our collective impact, and reduce duplication.



**Equity:**  
We remain accessible to all older people by responding to their diverse needs and interests, including those experiencing vulnerability.



**Strength-based:**  
We recognise the strengths and experiences of older people to foster continuing civic participation, social connection, and intergenerational exchange.



**Sustainability:**  
We plan for sustainability in a changing environment through advocacy and leadership that builds capacity and empowers communities.







**Lifespan:**  
We take a preventative approach across the lifespan that recognises everyone is ageing and can be supported to age well.





# PLAN ON A PAGE

VISION	Casey is an age-friendly community where everyone has the opportunity to live their best life.					
PURPOSE	Council proactively supports people to thrive as they age by recognising and celebrating their diversity; encouraging visibility, inclusion and respect; and enabling them to remain healthy, safe and connected.					
PRINCIPLES	<b>Evidence-informed</b> We gather and use localised data, research and lived experience to guide our decisions and evaluate our work	<b>Equity</b> We remain accessible to all older people by responding to their diverse needs and interests, including those experiencing vulnerability.	<b>Sustainability</b> We plan for sustainability in a changing environment through advocacy and leadership that builds capacity and empowers communities	<b>Partnerships</b> We work collaboratively with internal and external stakeholders, including community to, maximise our collective impact, and reduce duplication	<b>Strengths-based</b> We recognize the strengths and experiences of older people, to foster continuing civic participation, social connection and intergenerational exchange	<b>Lifespan</b> We take a preventative approach across the lifespan that recognises everyone is ageing and can be supported to age well
OUTCOMES	Older people are safe	Older people are respected	Older people are connected	Older people are supported	Older people are heard	
KEY FOCUS AREAS AND GOALS	<div>1. The natural and built environment</div> <div>1.1 The built environment: Older people are welcomed into accessible physical environments that encourage social and cultural connection.</div> <div>1.2 The natural environment and climate resilience: Older people have access to open spaces and natural environments and are supported to be adaptable and resilient in the face of climate change.</div> <div>1.3 Housing: Older people are supported to age in place in affordable, secure, and accessible housing that is close to transport, shops and community services.</div> <div>1.4 Transport: Older people are physically connected through access to community and public transport, safer roads and active transport options.</div>	<div>2. The social environment</div> <div>2.1 Social and economic participation: Older people are actively engaged, participating and contributing to their communities doing things they enjoy.</div> <div>2.2 Voice, representation and civic leadership: Older people have a voice and contribute to the shaping of initiatives they wish to see take place across the community.</div> <div>2.3 Respect and inclusion: Older people's diverse needs, experiences and backgrounds are recognised and celebrated through promotion of a culture of inclusion, respect, safety and social cohesion.</div>	<div>3. The service environment</div> <div>3.1 Services and support: Older people are supported to remain active, happy and healthy through access to the services and supports they need, when and where they need them.</div> <div>3.2 Communication and information: Older people can readily access the information they need in a variety of formats that enable them to stay informed and connected with their community.</div>	<div>4. The council environment</div> <div>4.1 Council leadership: Council provides leadership through embedded practice and advocacy that publicly affirms the value of an age-friendly community and makes best use of data and research to design the future.</div> <div>4.2 An age-friendly workforce: Council fosters an age-friendly workforce through its commitment to a culture of learning and innovation, collaboration and partnerships.</div> <div>4.3 Resourcing the Action Plan: Council allocates the necessary resources, governance, oversight and reporting to ensure it delivers the Action Plan efficiently, effectively and accountably.</div>		



## KEY FOCUS AREAS, GOALS AND ACTIONS

# 1. THE NATURAL AND BUILT ENVIRONMENT

### 1.1 THE BUILT ENVIRONMENT

*Older people are welcomed into accessible physical environments that encourage social and cultural connection.*

- 1.1.1 Apply a 20-minute neighbourhood planning approach to all community facility planning to support equity of access across the municipality as it continues to grow.
- 1.1.2 In consultation with older people and other stakeholders, embed an intersectional, age-friendly lens in Council infrastructure planning and renewal that supports universal design responsive to older people's diverse access requirements:
  - Applying Crime Prevention Through Environmental Design principles to address actual and perceived safety concerns;
  - Considering physical access needs related to pathways and footpaths, seating, toilet facilities, signage and lighting;
  - Providing emergency buttons and defibrillators in public spaces frequented by older people;
  - Ensuring intergenerational and multi-use / flexible spaces suited to a variety of purposes;
  - Providing active and passive recreation and exercise spaces for older people to support well-being all year round;
  - Considering the needs of specific groups such as those with dementia, vision and hearing impairments, and mobility needs.
- 1.1.3 Codesign tools and resources to support older people's social connection within community facilities, including for example an age-friendly Council facility and events review checklist, within year 2 of Council's Activating Social Connections research.
- 1.1.4 Continue regular programming audits to identify and respond to older people's needs in Council owned and managed facilities, especially for underrepresented groups.
- 1.1.5 Assess Casey's walking and shared user path connectivity and support for older people's physical activity to guide capital works, developer-funded works and transport advocacy.

### 1.2 THE NATURAL ENVIRONMENT AND CLIMATE RESILIENCE

*Older people have access to open spaces and natural environments and are supported to be adaptable and resilient in the face of climate change.*

- 1.2.1 Promote year-round accessibility for people of all ages to landscaped, green and other outdoor spaces by planning for solar, glare and wind protection, effective weed and grass management, and provision of signage, seating and path connectivity.
- 1.2.2 Continue to strengthen Council's response to the impacts of climate change, including by partnering on emergency preparedness programs that prioritise older, vulnerable and isolated people.
- 1.2.3 Promote options that support climate change adaptation and resilience for older people including through reviews of housing environmental ratings and support to access energy efficiency replacement and discount schemes.
- 1.2.4 Explore options to ensure Aboriginal cultural knowledge for retaining Country is sought and considered when developing and renewing outdoor spaces.

### 1.3 HOUSING

*Older people are supported to age in place in affordable, secure, and accessible housing that is close to transport, shops and community services.*

- 1.3.1 Increase the supply of social and affordable housing and related support services through advocacy, partnerships, and outcome facilitation so that Casey's very low to moderate-income households have greater access to safe, affordable and appropriate housing options into the future.
- 1.3.2 Embed explicit consideration of the needs of people of all ages and abilities in the Casey Affordable Housing Strategy and all relevant plans and strategies.
- 1.3.3 Jointly advocate on housing issues of specific interest to older people including the development of alternative housing models (homeshare, tiny houses, community housing, etc.) and the local availability of culturally safe and accessible services responsive to the needs of Aboriginal and Torres Strait Islander, LGBTI and culturally diverse older people

### 1.4 TRANSPORT

*Older people are physically connected through access to community and public transport, safer roads and active transport options.*

- 1.4.1 Review and enhance the accessibility of Council's Community Transport program by:
  - Incorporating places of need (medical and activity precincts) and points of interest (libraries, community hubs, outdoor spaces) not currently supported by the public transport system;
  - Providing the Connect-a-Bus program to socially disadvantaged community members with a concession or seniors card;
  - Enhancing the volunteer transport program to include transport for social appointments;
  - Working in partnership to address service gaps including for rural and coastal areas of the municipality, and on weekends and after hours;
  - Diversifying the community transport fleet to cater for all abilities, including those with mobility aids.
- 1.4.2 Increase disability and seniors parking spaces across the municipality and strengthen monitoring of their inappropriate use.
- 1.4.3 Advocate for improvements to public transport services, timetables and access to transport information for people with diverse communication needs.
- 1.4.4 Improve pedestrian safety and amenity at road locations with large numbers of older and vulnerable users.
- 1.4.5 Support older people to remain connected and independent through partnerships delivering driver education and public transport training initiatives.





## KEY FOCUS AREAS, GOALS AND ACTIONS

# 2. THE SOCIAL ENVIRONMENT

### 2.1 SOCIAL AND ECONOMIC PARTICIPATION

*Older people are actively engaged, regularly participating and contributing to their communities doing things they value.*

2.1.1 Work in partnership to deliver and innovate the range of social and educational programs, activities and events responsive to older people's diverse interests by:

- Expanding the range of social opportunities available year-round at Casey libraries, community hubs and other facilities through the Positive Ageing program (including sports, pet-friendly, family-friendly, cohort-specific, cross-cultural and intergenerational activities);
- Embedding within leisure, sports, events, and inclusion policies and frameworks a focus on partnerships with groups and organisations within and outside of Casey;
- Encouraging older residents to lead new groups and activities by promoting access to establishment funding training;

2.1.2 Support improved access to programs, groups and activities delivered at Council facilities for those with specific barriers to participation, through:

- Community-led buddy initiatives that help address social barriers / social isolation;
- Broader use of access keys for Council facilities and hubs;
- Provision of low and no cost events and activities;
- Expanded eligibility for fee, hire and rate reductions for use of Council facilities.

2.1.3 Work with older people to identify their volunteer interests and co-design initiatives that support their participation in Casey facilities, programs and services.

2.1.4 Support local businesses, employers and service networks to develop a flexible workplace strategy that encourages accessing skills held by older people

### 2.2 VOICE, REPRESENTATION AND CIVIC LEADERSHIP

*Older people have a voice and contribute to the shaping of initiatives they wish to see take place across the community.*

2.2.1 Deliver the Casey Community Reference Group and other advisory structures at a Council, service and program level to enable older people and their families and carers identify and advocate for their needs, and participate in the codesign of policy, programs, services and facilities intended for them.

2.2.2 Regularly engage with older people in places where they gather (for example residential facilities, senior citizen's clubs, neighbourhood houses, libraries, and community centres) to seek their feedback on Council policies, plans and strategies, develop local age-friendly initiatives responsive to their diverse needs, experiences and interests, and report back on how their feedback was considered.

2.2.3 Harness and develop older people's diverse skills, knowledge and experience by:

- Developing leadership opportunities such as participation on Council and on other local governance structures, and delivering leadership training and support;
- Supporting older people's contributions to intergenerational education and mentoring (such as L2P and within local schools);
- Working with partners to promote and support older people's participation in life-long learning.

### 2.3 RESPECT AND INCLUSION

*Older people's diverse needs, experiences and backgrounds are recognised and celebrated through promotion of a culture of inclusion, respect, safety and social cohesion.*

2.3.1 Encourage intergenerational and cross-cultural initiatives that strengthen community understanding of Casey's diversity and the different needs across the lifespan and all abilities.

2.3.2 Partner on initiatives and research to prevent and respond to the impacts of ageism in the Casey community, including how it intersects with other forms of discrimination experienced by particular cohorts of older people (racism, sexism, homophobia, transphobia).

2.3.3 Promote good access and inclusion practice for diverse older people internally and externally by:

- Exploring options for age-friendly and other diversity inclusion criteria in service provider agreements, contracts, leases and funding guidelines for purchased services and programs, where appropriate;
- Supporting access to diversity training for clubs, services and groups in receipt of Council funding;
- Strengthening links with specialist organisations, peak bodies, advocacy groups and community leaders with inclusion and cultural safety expertise relevant to specific groups;
- Seeking to achieve minimum accreditation service standards for diverse older people (such as Rainbow Tick / Silver Rainbow) in key Council programs and encouraging partners to do the same;
- Recognising and promoting age-friendly and inclusive local businesses, services, leaders and grant recipients by using Council's available communication channels.

2.3.4 Advocate, undertake awareness raising activities and apply for funding for activities through Council's broader gender equality work to prevent and respond to older people experiencing family violence, violence against women and elder abuse.

2.3.5 Partner with police, local traders, and community groups through Council community safety mechanisms to identify and proactively respond to experiences, fear and perceptions of crime among older Casey residents to strengthen social cohesion, perceptions of, and actual safety.



## KEY FOCUS AREAS, GOALS AND ACTIONS

### 3. THE SERVICE ENVIRONMENT

#### 3.1 SERVICES AND SUPPORT

*Older people are supported to remain active, happy and healthy through access to the services and supports they need, when and where they need them.*

3.1.1 Facilitate partnerships, education initiatives and prevention programs to increase knowledge and understanding of healthy ageing among older people with a particular focus on:

- mental health (including social isolation, loneliness, suicide prevention, grief and loss, end of life planning);
- sexual health;
- family violence and elder abuse;
- safe and affordable housing;
- capacity to 'age in place' including for example through community-led models for home and garden maintenance, pet walking, shopping assistance, etc;
- harms associated with gambling and electronic gambling machines (EGMs)
- financial and food security;
- participation in sport and recreation / physical activity;
- culturally appropriate and safe services for diverse older people, particularly Aboriginal and Torres Strait Islander, LGBTI, CALD, women, people with a disability, and other potentially vulnerable cohorts;
- the information and support needs of families and carers (including young and older people in caring roles).

3.1.2 Develop engagement, education and other capacity building initiatives to strengthen community understanding of aged care sector reforms, older people's eligibility for, and entry points to available services (My Aged Care and other).

3.1.3 Strengthen positive and healthy ageing by enhancing the interface between the broader health care system and community services through Council's Ageing Positively and Social Prescribing programs.

3.1.4 Support the implementation of the Community Services Organisations Growth and Attraction Framework by strengthening partnerships with specialist aged care providers and assist with building their capacity to provide services which respond to the needs of older people including:

- Meals services;
- Volunteer and community transport;
- Dementia specific services;
- End of life planning;
- Carer support;
- Older person mental health services;
- Elder abuse and prevention.

3.1.5 Establish an older people's planning network to:

- Identify and respond to support needs, gaps and opportunities;
- Address known service gaps arising from municipal growth, an ageing population and reform disruptions (especially waitlists and response times);
- Identify and address the continuing impacts of COVID19 on older people's physical and mental health and social inclusion;
- Share local knowledge, information, data, tools, and other resources;
- Improve service quality and access responsive to intersectional need and experience, including by pursuing and encouraging workforce development and quality accreditation initiatives;
- Identify opportunities for improved system integration and shared referral pathways.

#### 3.2 COMMUNICATION AND INFORMATION

*Older people can readily access the information they need in a variety of formats that enable them to stay informed and connected with their community.*

3.2.1 Develop a strategic communications plan to educate the community about the value and benefit of age-friendly practices including through proactive campaigns, materials and community education over the life of the Action Plan.

3.2.2 Promote local services, programs, events and activities for older people delivered by Council and other businesses, clubs, groups, and organisations, including through the distribution of hard copy newsletters, fliers, service directories, what's-on guides, face-to-face promotion, on noticeboards, and in local newspapers.

3.2.3 Enhance the accessibility and visibility of age-friendly programs, events, relevant information and resources on Council's website.

3.2.4 Partner to develop and implement a range of accessible digital literacy initiatives which build older people's confidence and capacity to access digital information.

3.2.5 Design a checklist to support Council's capacity to develop age-friendly communication collateral with a focus on embedding simplified and inclusive language, inclusive imagery and accessible font and size.





## KEY FOCUS AREAS, GOALS AND ACTIONS

# 4. THE COUNCIL ENVIRONMENT

### 4.1 COUNCIL LEADERSHIP

*Council provides leadership through embedded practice and advocacy that publicly affirms the value of an age-friendly community and makes best use of data and research to design the future.*

- 4.1.1 Continue to publicly promote and affirm the Age-friendly Victoria Declaration, and embed its core commitments through the delivery of the Action Plan.
- 4.1.2 Embed an age-friendly lens as integrated core business in the development, review and evaluation of Council strategies, plans, programs and initiatives (including for example ePMO, innovation bootcamps).
- 4.1.3 Undertake research with partners, developers and universities, and promote best practice collection, dissemination and use of intersectional age-disaggregated data to support planning and advocacy.
- 4.1.4 Provide leading advice, expertise, access to networks, policy information, education and other capacity building supports to internal and external partners.
- 4.1.5 Undertake advocacy on issues of importance to older people, and with specific consideration of older people's needs and experiences on issues relevant to the wider Casey community.

### 4.2 AN AGE-FRIENDLY WORKFORCE

*Council fosters an age-friendly workforce through its commitment to a culture of learning and innovation, collaboration and partnerships.*

- 4.2.1 Continue to strengthen internal understanding and awareness of Council's age-friendly commitment, its benefits and implementation, by supporting:
  - Cross-organisation and intersectional collaboration;
  - Sharing of good practice initiatives;
  - Clear and consistent communication with and by Council programs and departments;
  - Best use of Council subject matter experts.
- 4.2.2 Deliver age-friendly training for Councillors and staff at all levels to build understanding and capacity in cultural awareness, intersectionality, inclusive practice / language, unconscious bias, as well as targeted content for specific program areas.
- 4.2.3 Develop an older person's workforce attraction, recruitment and retention strategy to grow the ageing workforce, understand workforce experience, model best practice and position as an employer of choice.

### 4.3 RESOURCING THE ACTION PLAN

*Council allocates the necessary resources, governance, oversight and reporting to ensure it delivers the Action Plan efficiently, effectively and accountably.*

- 4.3.1 Resource the effective delivery of the Action Plan, including to provide expert support and advice on older people's inclusion and age-friendly approaches across the organisation, and engagement with older people and other stakeholders within the community.
- 4.3.2 Continue to deliver and evolve the Living and Ageing Well Council Reference Group to provide guidance, oversight, for the delivery of the Living and Ageing Well Action Plan and champion initiatives across the organisation.
- 4.3.3 Develop a Living and Ageing Well Action Plan monitoring and evaluation learning framework that supports:
  - Embedded data collection;
  - Ongoing monitoring and review of progress toward meeting the plan's outcomes;
  - Capture of learning and continuous improvement opportunities;
  - Annual reporting of progress and key learnings for internal and external audiences.

# MEASURING AND COMMUNICATING SUCCESS

Council will collaborate with tertiary institution(s), industry and community to establish a measurement framework for positive ageing that considers older people’s individual preferences. This includes establishing comprehensive baseline and on-going Specific, Measurable, Achievable, Relevant, and Time-Bound data capture, analysis and reporting.

In line with the Action Plan’s key focus area 4.3.3 reporting will consider:

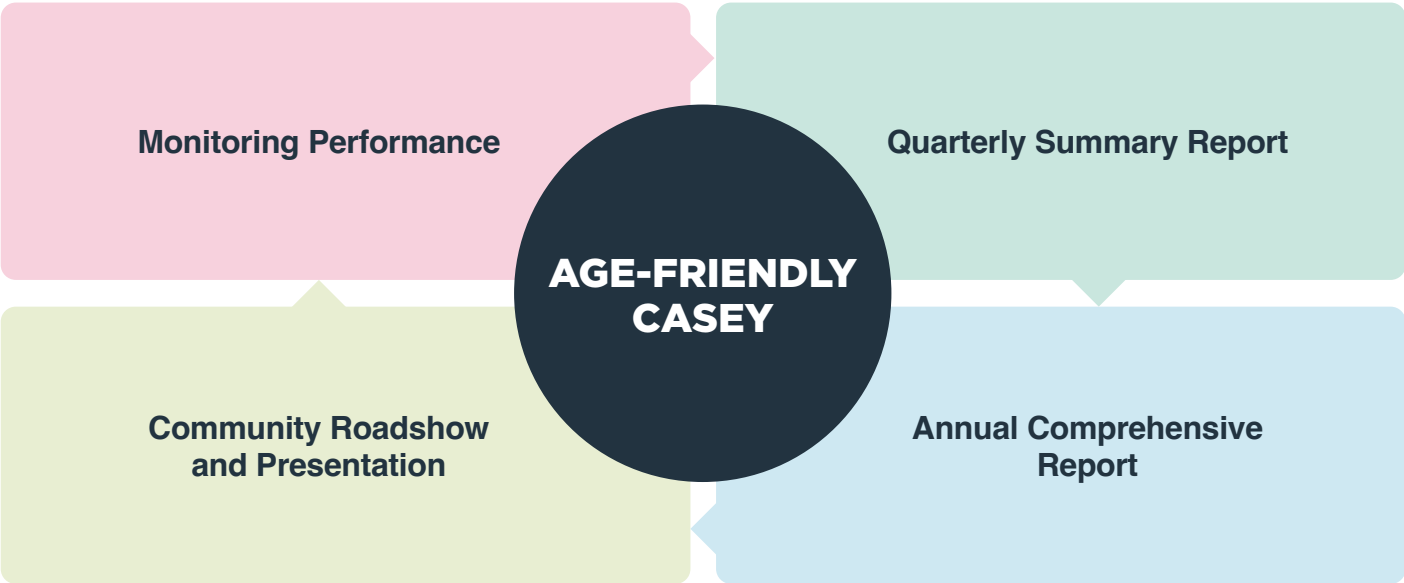
- 1. Achievement and relative success of focus area actions;
- 2. Preference-based measures of successful ageing;
- 3. PuMP performance measurement methodology for participative actions (e.g. Focus area 2).

Quarterly summary reports on the the Action Plan’s achievements will be prepared for the Council leadership team and a more comprehensive annual report, including relative success of focus area actions and outcome, will be completed and shared publicly through council’s on-line platform, Casey Conversations.

A hard copy format will be available upon request with details about how to request this communicated in promotional materials.

Community roadshows including presentations on the relative success of the Action Plan will provide additional opportunities for learning about the progress of the Action Plan. Targeted promotion of the annual reports availability and presentations will be made with Casey’s 55-plus communities.

The Living and Ageing Well Community Reference group which includes representation of our 55-plus communities will also continue to play an important role during the lifespan of the Plan. This includes sharing community feedback on actions and celebrating success with their communities.







## REFERENCES & DEFINITIONS

### References

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4. ABS (2021) Australian Census, Australian Bureau of Statistics. <https://www.abs.gov.au/census>
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8. AIHW (2022) Specialist homelessness services collections data cubes, Australian Institute of Health and Welfare. <https://www.aihw.gov.au/reports/homelessness-services/shsc-data-cubes/contents/data-cubes>
9. Forecast id. (2018) Population forecasts, ID Consultants. <https://forecast.id.com.au/casey>

### Definitions



“

**CASEY IS AN AGE-FRIENDLY  
COMMUNITY WHERE EVERYONE  
HAS THE OPPORTUNITY TO LIVE  
THEIR BEST LIFE.**

”

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### Contact the City of Casey:

**Web:** [casey.vic.gov.au](http://casey.vic.gov.au)  
**Email:** [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)  
**Phone:** 03 9705 5200  
**Post:** PO Box 1000, Narre Warren VIC 3805  
**NRS:** 133 677 (for the deaf, hearing or speech impaired)



**TIS: 131450** (Translating and Interpreting Service)  
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**CASEY.VIC.GOV.AU**

### Customer Service Centres:

**Narre Warren:**  
Bunjil Place, Patrick Northeast Drive

**Cranbourne:**  
Cranbourne Park Shopping Centre



City of  
**Casey**