

Ageing Well Action Plan

2024–27



City of
STONNINGTON



Acknowledgement Statement

We acknowledge that Stonnington is on the Traditional Lands of the Wurundjeri Woi Wurrung and Bunurong peoples of the East Kulin Nations and pay our respect to their Elders past and present.

We extend that respect to all Aboriginal and Torres Strait Islander peoples. We acknowledge their living connection to Country, relationship with the land and all living things extending back tens of thousands of years.



Contents

Purpose	3
Age-friendly cities	5
Ageing in Stonnington	6
City of Stonnington	9
Strategic alignment	11
Role of Local Government	12
Engagement summary	14
Health and wellbeing needs	17
What we will do	19
Action plan	19
Monitoring and evaluation	22



Purpose

Older people are integral to our community. Their diverse perspectives, wisdom gained through generations, skills, knowledge and contributions to economic, social and civic life is significant. Council's role is to create inclusive and healthy environments that allow community members to thrive and reach full potential at each life phase. This is a driving force behind the Ageing Well Action Plan.

Our community is facing major changes due to an overall growth in the number of older people, increased isolation and loneliness and Commonwealth Government reforms to the funding and delivery of aged care services.

Older people are experiencing concerns regarding remaining living independently at home, maintaining strong connections to their community and accessing services and supports that enable them to remain healthy and well.

These concerns became more prominent throughout the pandemic. It is also important to note the experience of ageing and the trajectory of change and associated needs is very individual.

This Ageing Well Action Plan 2024–27 acknowledges the diversity of older people.

Each person has a different experience of the ageing process, health, socio-economic circumstances, needs, interests, cultural and life experiences.

The Ageing Well Action Plan provides a framework to support our older residents to age well and live healthy, fulfilling and meaningful lives according to their own individual choices. It articulates Council's commitment to inclusion for all and to building communities that are as liveable for a 90-year-old as they are for a nine-year-old and everyone in between.

The Ageing Well Action Plan commits Council to identifying new and innovative ways of supporting older people to live healthy and full lives in a community in which they feel valued, no matter their age or ability.

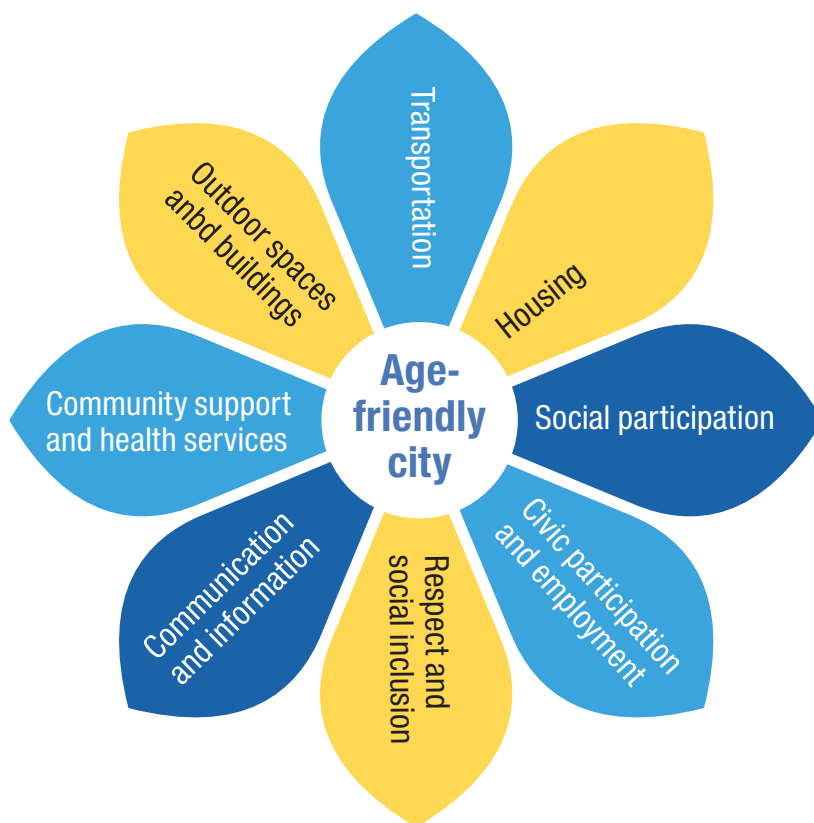


Age-friendly cities

The World Health Organisation (WHO) has identified eight aspects of city life that overlap and interact to create age-friendly cities. These aspects relate to physical, social,

economic, health and service environments and have informed the development of the Ageing Well Action Plan to support healthy ageing in Stonnington.

ENVIRONMENTS



Physical

- outdoor spaces and buildings
- transportation
- housing.

Social

- social participation
- respect and social inclusion.

Social and economic

- civic participation and employment.

Social, health and service

- communication and information
- community support and health services.

Ageing in Stonnington

In 2021, the estimated resident population of Stonnington was 106,278. Between 2016 and 2021, the largest increase in the older population was in the 'seniors' service age group (70–84,) an increase of 1,767 people. Stonnington also has a higher percentage of older people in this age group (10 per cent) than Greater Melbourne (8.6 per cent).

Population growth

- growth occurred across all older age groups between 2016 and 2021 with the highest increase in the 'seniors' (70–84) service age group
- highest population growth to occur in South Yarra, Prahran and Windsor.

Growing number of older people

- the number of people aged 65 years and older will continue to increase with the largest increase expected in the 85+ age group followed by the 80–84 age group
- most people aged 70–84 live in Toorak, Armadale, Kooyong and Malvern.

Increasing number of lone person households

- growing from 18,519 in 2021 to almost 25,500 by 2036
- older people living alone in Stonnington comprise 31 per cent of people aged 65 years or older and nearly 50 per cent of people aged 85 years or older.

Diversity

- modest increases have occurred in the number of older people from non-English speaking backgrounds except 'seniors' (70–74), which declined between 2016 and 2021
- higher levels of cultural diversity in the western and eastern parts of Stonnington
- higher percentage of same-sex couples in Stonnington, compared with wider Victoria.

More likely to be a carer or requiring assistance

- older adults are more likely to be a carer for a person with a disability, illness or old age, while others provide unpaid childcare
- they are also more likely to require assistance due to disability, especially those aged 75 years or older
- the number of people aged 65 years and older with a disability is projected to increase by 1,100 people by 2031.

High levels of affluence with pockets of disadvantage

- almost 28 per cent of people aged 65 years and older live in low-income* households compared with 24 per cent of wider Melbourne
- 65 per cent of residents own their home and are more likely to live in central or eastern Stonnington
- 36 per cent of residents receive the Age Pension.

*Age Pension



City of Stonnington

As a provider of services, programs and infrastructure, Council invests in social research, community engagement and needs analysis to understand the lived experience, needs and interests of the local community to ensure the services are inclusive, responsive and appropriate.

Understanding community diversity, intersectionality and the needs of groups who experience marginalisation is fundamental. To support this, we will continue to:

- work with local services to better understand and respond to the diverse needs of older people
- raise the profile and highlight the diversity, contribution and value of our older community through Council communications
- enhance Council's Ageing Well content with up-to-date and relevant information, resources and events on our website
- enhance our engagement practices to ensure older people have their say in the development of programs and policies that may affect them
- advocate for public transport improvements that support older adults to travel safely and confidently (e.g. seating and facilities at stops) through Council's Public Transport Advocacy Program
- promote recognition opportunities such as International Day of Older Persons, Ageism Awareness Day and World Elder Abuse Awareness Day
- review Council's Workforce Attraction, Recruitment and Retention Strategy to ensure it is inclusive of all ages, abilities and carer responsibilities
- explore opportunities to connect international students with culturally diverse seniors to share language, meals and other activities

City of Stonnington cont..

- communicate community grant opportunities to eligible applicants to support local seniors' initiatives
- harness the skills and experience of older people and provide opportunities to 'give back' through volunteering, mentoring and committees of management
- acknowledge and raise awareness of the contribution of older volunteers through Council's Volunteer Stonnington and annual Volunteer Awards program
- pursue and develop intergenerational experiences
- support local community groups to collaborate and offer unique opportunities for social connections to combat the risk of loneliness and isolation (e.g. LGBTIQ+ social group)
- promote and celebrate Seniors month by working in partnership to deliver innovative programs and events across the community
- create social connections through the ongoing design and delivery of community transport, Active Stonnington, Engaged and Prahran Square programs that are innovative, vibrant and meet the changing need of older residents and support community inclusion.



Intersectionality is the way in which different types of discrimination are connected and affect each other (i.e. because of a person's age, ability, ethnicity, gender, etc.).

Strategic alignment

The Ageing Well Action Plan is a subsidiary of the Health and Wellbeing Plan 2021–25.

The priorities of this plan also align with the strategic directions, objectives, and priorities of Future Stonnington (incorporating the Community Vision 2040 and Council Plan 2021–25).

Community Vision 2040

“Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures. Walking the tree-lined streets, we pay respect to the influence of the Nation’s First Peoples, past and living, on a modern, sustainable and interconnected way of life that supports the good health and wellbeing of all. Welcome to Stonnington 2040.”

Council Plan 2021–25

DIRECTION 1

A thriving and unique place

DIRECTION 2

Inclusive and healthy community

- 2.1 Health and wellbeing
- 2.2 Diverse, inclusive and safe

DIRECTION 3

A people-centred and future ready city

- 3.1 Community focus, connection and engagement
- 3.2 Enhanced customer experience
- 3.3 Engaged and capable people

Health and Wellbeing Plan 2021–25

PRIORITY 1

- healthy and well
- our community is more physically active
- our community has a healthier diet
- services, supports and information are easier to access in our community
- our community is healthy in a changing climate.

PRIORITY 2

- respectful and safe
- equity and respect are thriving in our community
- our community is a safer place for everyone
- harm from alcohol, gambling, tobacco and other drugs is reduced in our community.

PRIORITY 3

- connected and supportive
- mental wellbeing is strengthened in our community
- our community is more socially connected and able to participate in community life
- all members of our community are valued, supported and connected.

Ageing Well Action Plan 2024–27

Guiding principles:

- diversity – the ageing experience, needs and interests are unique to the individual
- confident and connected – our community is inclusive and provides opportunities for older people to live safe, healthy and fulfilling lives
- empowered – older people are informed and are empowered to make individual choices.

Role of Local Government

The City of Stonnington is strongly committed to creating environments where older people thrive and live active, engaged and healthy lives.

Traditionally, Council's role in supporting older people has focused on:

- delivering aged and disability services funded through State and Commonwealth Government. Council's role in delivering disability services changed when the National Disability Insurance Scheme was introduced in 2013; the Commonwealth Government Aged Care Reforms will also change the way Council delivers its services
- providing community transport services and community-based programs for older people at our aquatic and community centres, libraries, outdoor spaces and other facilities
- providing infrastructure and community grants to support community groups to deliver activities and programs for older community members. For example, facilities for U3A and neighbourhood houses, grants providing cash and in-kind support for senior clubs
- delivering the Regional Assessment Service on behalf of the Commonwealth Government
- anticipating and responding to age-related needs and aspirations through planning, research and engagement with older community members and key stakeholders.

In the future Council will focus on:

- planning for open space and capital infrastructure that incorporates universal design and responds to the different life phases and abilities of all residents and visitors
- writing submissions, advocating and scrutinising aged care reforms, so residents are able to access appropriate and continual support across the full spectrum of aged services, and assisting residents to navigate these
- building a community culture where older people are acknowledged, valued, respected and included
- developing opportunities to connect across all generations to participate and contribute to community life
- partnering with other levels of government, agencies and community organisations to achieve the best outcomes for older residents
- providing and widely promoting opportunities for older people to be physically active
- monitoring emerging issues and responding, and advocating accordingly
- providing accessible places and spaces that support liveability and health and wellbeing for older people
- preparing our younger residents and those approaching older age to plan for retirement and their senior years.



Engagement summary

Older community members, organisations that work with and support older people and Council have helped to identify the aspirations older people have for their future, their needs and concerns.

Consultation and engagement included:

- two online surveys through Council's engagement platform Connect Stonnington
- interviews with older community members who access aged services through the City of Stonnington
- workshops with representatives from key agencies and organisations who work with, plan and deliver services and supports for older members of the community
- workshops with community members regarding Commonwealth Government aged care reforms where participants were also asked to provide feedback on the Council's role in supporting them as they age
- discussions with Council officers.

Throughout consultation, older community members overwhelmingly confirmed their desire to age at home, with residential aged care considered a place of last resort. They expressed the need for support to do this. This included an adequately funded Commonwealth Government aged services system (providing garden, gutter and personal support), opportunities for social connection across all age groups and assistance to maintain mobility, both through the provision of community transport as well as safe, accessible community infrastructure (i.e. footpaths, pause points, public transport).

Following is a summary of the findings.

What older people love the most or feel very positive about Stonnington

- being able to easily walk around their local community and accessing services and amenities on foot
- the **friendly and caring** nature of the community and Council
- **feeling safe** in their home and public places
- easy access to, and the quality of parks and open space, including walking trails
- the lifestyle and proximity to the surrounding area and communities
- the retail shopping areas
- being able to remain **healthy and physically active** and to easily access health and support services
- the many activities offered by Council providing opportunities to meet people and to learn new skills.

Challenges, barriers and gaps for older people in Stonnington

- lack of **information** or difficulty accessing information about programs, services and supports
- **isolation**, loneliness and anxiety
- the **digital divide**
- access to **transport**
- feeling unsafe in public places
- limited **access to key services**, supports and essentials and a lack of flexibility in service delivery
- housing security and homelessness
- perception of Stonnington as a wealthy community
- **cost** of accessing programs and activities.

What concerns people the most about becoming older

- loss of **independence and health**
- being **isolated** from friends or family
- having access to **services and supports** they need
- the impact COVID-19 will have upon family or friends
- financial security
- **safety** at night
- **climate change** and the impact upon them or their family.

Vision for supporting older people — what needs to change to make Stonnington a great place for older people?

- having the **right services and supports** to keep people **ageing well in their own homes**
- **support for carers** and initiatives to address the issues that they deal with
- age-friendly city where older people are celebrated and valued
- encouraging connection and a sense of belonging to **reduce isolation and loneliness**
- having **information** more easily available about the services, supports and programs for older people and increasing awareness of services available
- better **quality public areas** that encourage older people to participate
- improved accessible and affordable **transport**
- **safe community infrastructure** that supports mobility (footpaths, pause points, etc.)
- **employment and volunteering** opportunities
- offering **digital technology** programs and initiatives to support older people in developing new skills and building their confidence
- **fee review** of **activities** to make sure this is not a barrier to participation for older people.



Health and wellbeing needs

The research and engagement identified:

- a strong desire to age at home with the support of a responsive, quality service system
- there will be more older people especially in the 80+ age group
- more older people will need access to programs, services, and supports across Stonnington
- more older people will be living alone, are likely to be socially isolated and will need supports to help them remain in their home and connected to their community
- the pandemic has decreased confidence and increased isolation for some older residents who will require support to reconnect and feel safe to rejoin community activities
- as our community becomes more diverse, our services, programs and supports for older adults need to change and be more responsive
- services, programs and supports need to be affordable for all community members, not just those with good capacity to pay – cost can be a significant barrier to the participation of older people in the community
- housing security and homelessness is likely to become more of an issue as the number of older people increases in the Stonnington community
- more older people will be living in our community, increasing demand for services, but also increasing the reliance upon older people to be carers. People with a disability and carers are more likely to experience economic and social disadvantage including social isolation.



What we will do

We will support older people to age well through the implementation of actions under three priority areas:

1. healthy and well
2. connected and supportive
3. respectful and safe

Action Plan Key

Cost

\$	Low \$0-50K
\$\$	Medium \$50-250K
\$\$\$	High > \$250K

Action plan

Action	Timeframe Year 1/2/3 Ongoing Funding Cost	Output Measure	Impact Measure
Healthy and well			
1.1	Build upon existing programs and gain official recognition as a 'carer-friendly organisation' through staff completing Carers Victoria Local Government Carer-Friendly Training modules and continue to promote the Carer Gateway and host an Annual Carers Forum.	ongoing existing \$	<ul style="list-style-type: none">• number of staff who participated in the training• annual Carers forum• promotion of Carer Gateway. <ul style="list-style-type: none">• carer wellbeing improved• carers informed and connected• carers feel valued.
1.2	Establish a community campaign raising awareness of the benefits of good sleep, mindfulness, and meditation practices to support cognitive health and wellbeing.	Year 2 existing \$	<ul style="list-style-type: none">• campaigns delivered. <ul style="list-style-type: none">• health and wellbeing improved.
1.3	Monitor and provide information on aged care reforms and advocate for an appropriate service mix, skilled workforce, and transition processes to meet the needs of the Stonnington community to age at home.	Year 1 existing \$	<ul style="list-style-type: none">• service mix• wait times• number of complaints. <ul style="list-style-type: none">• community needs met• wellbeing improved.

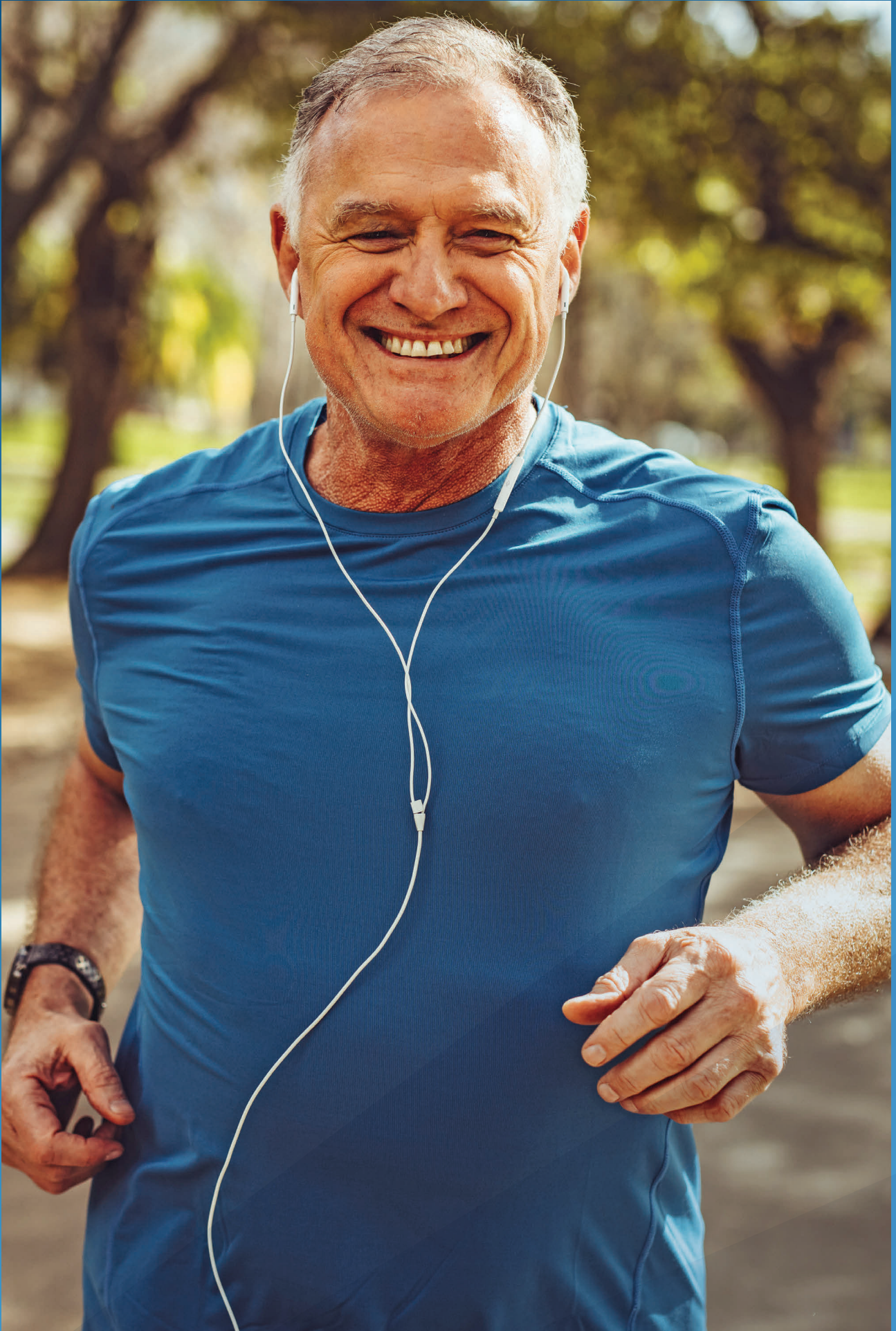
Action	Timeframe Year 1/2/3 Ongoing Funding Cost	Output Measure	Impact Measure
1.4 Promote and partner with local businesses, organisations and community groups to grow and deliver inclusive, cross-generational activities, programs and events that appeal to, and feel safe for, older residents and provide opportunities for lifelong learning.	Year 3 existing \$	<ul style="list-style-type: none"> number of inclusive activities, programs and events. 	<ul style="list-style-type: none"> wellbeing and connectedness improved.
1.5 Engage cultural organisations, local sports and recreation clubs in supporting inclusion of all ages and abilities in existing programs and creating new opportunities for participation. For example, modified sports and new programs such as pickleball, walking netball, football and basketball, bowling and so forth.	ongoing existing \$	<ul style="list-style-type: none"> number of inclusive programs and clubs. 	<ul style="list-style-type: none"> health and wellbeing enhanced social connectedness enhanced.
1.6 Deliver workshops and information sessions for younger to middle-aged and older residents to set them up to age well. For example, financial and estate planning to protect against or to assist those experiencing elder abuse, preparing emotionally and physically for ageing and information about where to get support to meet their needs.	ongoing existing \$	<ul style="list-style-type: none"> number and type of information sessions conducted. 	<ul style="list-style-type: none"> wellbeing enhanced feeling valued and informed.
Connected and supportive			
2.1 Sign up to 'Every Age Counts' and work with our community to positively change thinking about ageing and set the foundations for current and future generations to age well.	Year 1 existing \$	<ul style="list-style-type: none"> signatory to Every Age Counts. 	<ul style="list-style-type: none"> wellbeing enhanced feeling valued.
2.2 Aid physical mobility for seniors by installing pause points (seating), including considering opportunities to enjoy winter sunlight and exploring seniors parking in public spaces.	Ongoing new \$\$ - \$\$\$	<ul style="list-style-type: none"> seating installed seniors parking explored. 	<ul style="list-style-type: none"> mobility enhanced
2.3 Address safety concerns and experiences of older people in community safety initiatives and include Crime Prevention Through Environmental Design (CPTED) assessments to create safe and inclusive public places and spaces, with a focus on areas where older people visit and live.	ongoing new \$	<ul style="list-style-type: none"> number of CPTED assessments. 	<ul style="list-style-type: none"> sense of safety wellbeing improved enhanced participation.

Action	Timeframe Year 1/2/3 Ongoing Funding Cost	Output Measure	Impact Measure
2.4 Monitor emerging issues impacting the experience of ageing and advocate for change. For example, older women without adequate superannuation facing poverty and homelessness and housing stress associated with increases in cost of living.	ongoing existing \$	<ul style="list-style-type: none"> issues identified number and type of advocacy campaigns delivered number of submissions made. 	<ul style="list-style-type: none"> wellbeing enhanced feeling valued.
2.5 Deliver a navigation and support program to assist older people, their carers and families navigate the new aged service system during its first two years (in-home and residential) as well as those outside of the funded system to support healthy ageing.	Year 2 existing \$\$	<ul style="list-style-type: none"> advocacy issues identified and actioned. 	<ul style="list-style-type: none"> voices heard needs met.
2.6 Advocate and facilitate installation of Bins4Blokes in priority community toilet facilities such as shopping centres and undertake a trial in Council facilities. For example, libraries, community centres, aquatic facilities to support participation and inclusion.	Year 2 new \$-\$4	<ul style="list-style-type: none"> number of Bins4Blokes installed. 	<ul style="list-style-type: none"> wellbeing and confidence enhanced community participation and inclusion.
2.7 Engage with older men to understand specific preferences and prioritise programs that are inclusive and offer opportunities for all to connect and participate.	Year 1 new \$ (within budget)	<ul style="list-style-type: none"> number of participants. 	<ul style="list-style-type: none"> community participation and inclusion.
2.8 Advocate for expansion of the Care Finder Service and other supports to assist older people, their carers and families to register for My Aged Care and access aged care service.	ongoing	<ul style="list-style-type: none"> advocacy issues identified and actioned. 	<ul style="list-style-type: none"> voice heard needs met.
Respectful and safe			
3.1 Conduct business focused campaigns to raise awareness of the purchasing power of older people.	Year 2 & 3 existing \$	<ul style="list-style-type: none"> campaigns and actions undertaken. 	<ul style="list-style-type: none"> feeling valued local economy supported.

Action	Timeframe Year 1/2/3 Ongoing Funding Cost	Output Measure	Impact Measure
3.2 Facilitate employment opportunities for older people by sharing Older Persons Advocacy Network (OPAN) and other agencies resources and guest speaking opportunities that promote the value of older workers to local businesses.	Year 2 existing \$	<ul style="list-style-type: none"> number of articles, speaking engagements or activities undertaken. 	<ul style="list-style-type: none"> local economy supported.
3.3 Connect isolated people and build confidence through community inclusion models such as the Aged Care Volunteer Visitors Scheme, Switchboard's 'Out and About' program, JoCare and Alfred Carer Services.	Year 2 existing \$	<ul style="list-style-type: none"> number of referrals made number of programs available. 	<ul style="list-style-type: none"> wellbeing and inclusion enhanced.
3.4 Advocate and implement modern technologies and initiatives that will address the needs of all cohorts in Stonnington including older people, such as: a) promotion of initiatives to improve the digital inclusion b) partnerships with local community groups and organisations to explore new ways to support community members to access and use digital technology.	ongoing New \$\$	<ul style="list-style-type: none"> programs promoted and delivered. 	<ul style="list-style-type: none"> digital inclusion and participation informed and confident.
3.5 Explore options to celebrate Stonnington's history through the eyes of the over 55s, for example, art projects and/or documenting local oral histories.	Year 3 new \$\$	<ul style="list-style-type: none"> history project delivered. 	<ul style="list-style-type: none"> feeling valued and celebrated.

Monitoring and evaluation

An annual review will be undertaken to reflect on progress and identify new opportunities or emerging needs. A progress report will be shared with Council as part of the Health and Wellbeing Plan Annual Report.





City of
STONNINGTON

Stonnington City Centre

311 Glenferrie Road, Malvern
8.30am to 5pm, Monday to Friday
T 8290 1333 **F** 9521 2255

PO Box 58, Malvern Victoria 3144
council@stonnington.vic.gov.au

Stonnington Services and Visitor Hub

8.30am to 5pm, Monday to Friday
11am to 3pm, Saturday
Chatham Street, Prahran Square, Prahran

stonnington.vic.gov.au

Hearing or speech impairment

We are a national relay service friendly organisation.
If you are deaf or have a hearing or speech impairment,
contact us through the National Relay Service (NRS):

- » **TTY** users call **133 677**, then ask for **8290 1333**
- » **Speak and listen** users, call **1300 555 727**, then ask for **8290 1333**
- » **Internet relay** users, connect to the NRS, then ask for **8290 1333**

Community languages

Call the Stonnington Community Link, a multilingual telephone information service.

Mandarin	普通話	9280 0730	Polish	Polski	9280 0734
Cantonese	廣東話	9280 0731	Russian	Русский	9280 0735
Greek	Ελληνικά	9280 0732	Indonesian	Bahasa Indonesia	9280 0737
Italian	Italiano	9280 0733	Vietnamese	Tiếng Việt	9280 0748
All other languages		9280 0736			