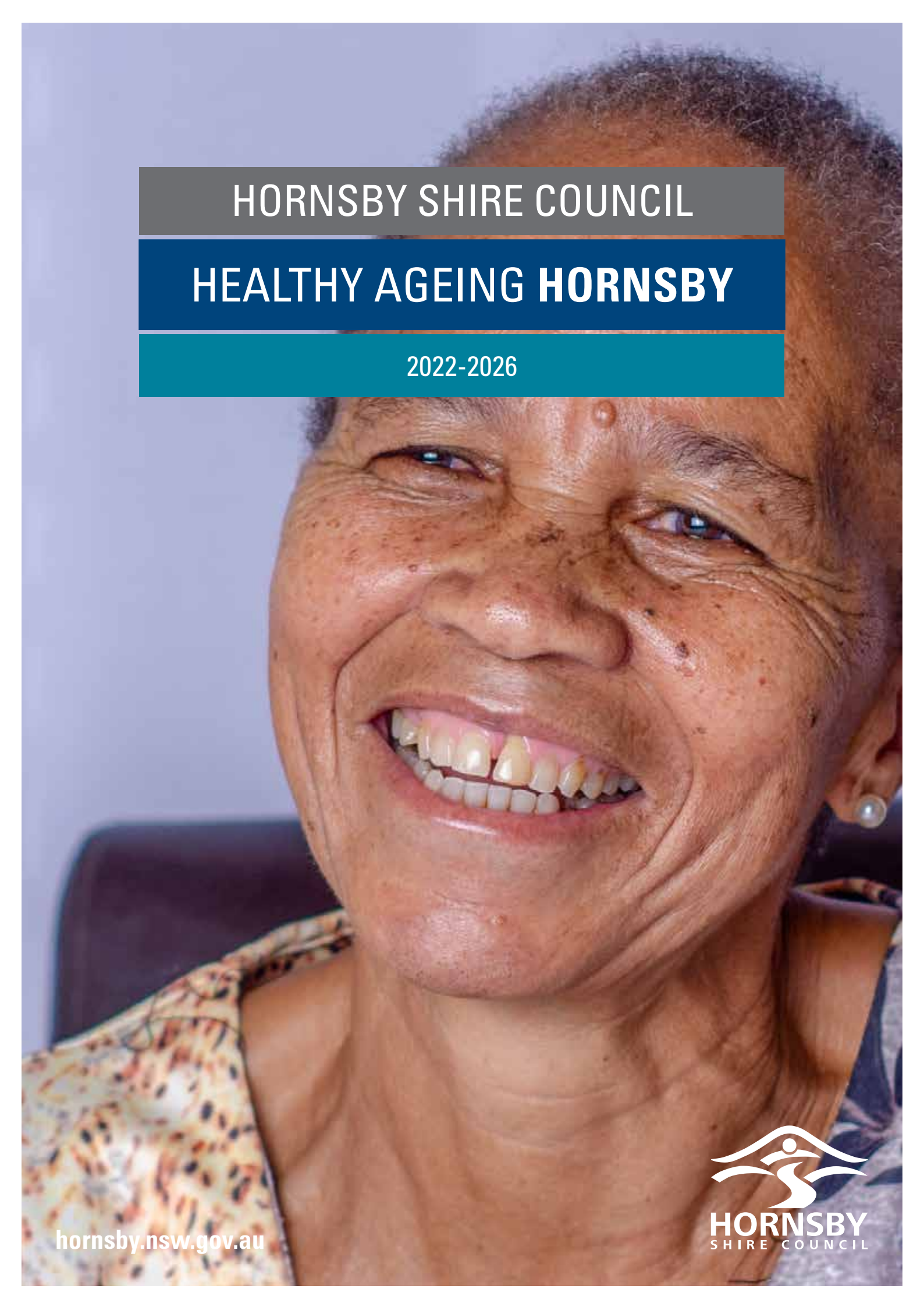


A close-up portrait of an elderly woman with short, curly brown hair, smiling warmly. She has visible wrinkles on her face and is wearing a pearl earring. The background is a soft, out-of-focus grey.

HORNSBY SHIRE COUNCIL

HEALTHY AGEING HORNSBY

2022-2026



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We acknowledge the Traditional Custodians of this land, the Darug and GuriNgai peoples, and pay respect to their Ancestors and Elders past and present and to their Heritage. We acknowledge and uphold their intrinsic connections and continuing relationships to Country.

We would also like to express our appreciation and thanks to everyone who contributed to the development of this draft Healthy Ageing Hornsby strategy 2022-2026.

Connections to Country

The area now known as Hornsby Shire is unique in its placement within the landscape with natural features differing from those that surround and beyond.

The meandering ridge lines extending from the south, north-west and north-east, meet here at Hornsby and expose its importance within the cultural landscape as a junction for these once heavily occupied travel routes. An extremely important resource for all Mobs traversing across Country for business, ceremony or family obligations and responsibilities.

From the ocean shores of Brooklyn, abundant in edible sea life and favourably utilised for its tasty treasures, to the rainforest covered gullies with constant supplies of native edible vegetation, grazing marsupials and rock shelters contribute to the uniqueness of this region.

The Darug and GuriNgai Peoples have protected and respected this area since time began. Sacred sites were etched into the sandstone by our Creator Ancestors about cultural knowledge, lore and law of Country, community, astronomy and weather patterns, to name only a few. These are scattered strategically throughout this landscape and are still utilised today for ceremonies, celebrations and Family gatherings and to pass cultural knowledge onto the next generations.

For the Darug and GuriNgai Peoples, this region is still alive and thriving from a cultural perspective. Despite the ever-growing demands for development and community infrastructures, the Hornsby Shire has lush and vibrant bushland areas, fresh and saltwater estuaries and breathtaking visual aspects across Country allowing us the ability to continue cultural practices, share cultural beliefs and expand on our relationship and connection with our Country.

The Darug and GuriNgai Peoples will continue to care for and respect Country. We invite and encourage you to expand on your own connection to this unique and amazingly beautiful Country. In the early morning hours when the sun is rising and you breathe in the fresh, clean air of a new day, pay homage to Mother Earth and the Aboriginal Mobs that have protected, respected, utilised and honoured these lands for its lifetime, always being mindful of never depleting resources or damaging natural features created by Mother Earth and our Creator Ancestors.

Tracey Howie, local bloodline descendant



Message from the Mayor

Every person should have the opportunity to live a long and healthy life and participate within our community to the fullest of their ability.

Indeed, the World Health Organisation defines healthy ageing as “the process of developing and maintaining the functional ability that enables wellbeing in older age.”

Such functional ability is about ensuring that our older community members enjoy the capabilities to be – and do – what they have the very most reason to value in their lives.

This includes more than a person’s ability to meet their basic needs, but also to learn, grow and make decisions affecting them. To be mobile; to build and maintain relationships; and to contribute their talents and wisdom to society.

The draft Healthy Ageing Hornsby strategy is your guide to how Hornsby Shire Council will work hand-in-hand with the community to ensure all our community members can experience healthy ageing.

This draft strategy is linked to Council’s Social Inclusion Hornsby (Disability Inclusion Action Plan) 2021-2025, which identifies and addresses priorities relating to the provision of accessible public spaces, infrastructure, services and information, and creating opportunities for all people to participate in community life – whatever their age.

Working together, we can ensure that our older community members, their families and support workers are empowered to participate to the fullest in the life of Hornsby Shire and that our community is more age-friendly and dementia-friendly.

This draft Healthy Ageing Hornsby strategy is Hornsby Shire Council’s commitment to making our community even more accessible and inclusive of our older community members.

The good news is that many of the actions are either already in place or are being put in place. I extend my thanks to Council staff for implementing the actions in this plan, and for preparing it in consultation with our community.

Philip Ruddock AO
Mayor

4. Introduction

Everyone has the right to be a part of their community. Our community is better when we work to include all people. When we include people, it not only benefits them, but we know it also benefits everyone socially and economically by providing opportunities to connect and to do business. This in turn allows us to lead richer and happier lives.

Many of our older population are living with or caring for someone with dementia. In 2018, Council resolved to become a Dementia-Friendly Community. Our vision is to create a dementia-friendly community where people living with dementia are supported to live a high quality of life with meaning, purpose and value.

That's why we want to make sure that older people, their families and support workers are included in Hornsby Shire and that our community is more age friendly and dementia-friendly. This plan is your guide to how we are going to work with the community to do this. This draft Healthy Ageing Hornsby strategy links with our Social Inclusion Hornsby (Disability Inclusion Action Plan) 2021-2025, which identifies and addresses priorities relating to the provision of accessible public spaces, infrastructure, services and information, and creating opportunities for all people to participate in community life.

Healthy ageing focuses on maximising the quality of life and maintaining the physical and mental wellbeing of older people. Factors associated with healthy ageing can include living in age friendly environments, participating in inclusive communities, staying safe, active and healthy, and being resilient and informed.

To write our draft Healthy Ageing Hornsby strategy we asked the community about the barriers that older people face in Hornsby Shire and their ideas for improvement. The strategy explains the actions we will take to improve the lives of older people in our community.

We are committed to making our community more accessible and inclusive of older people.

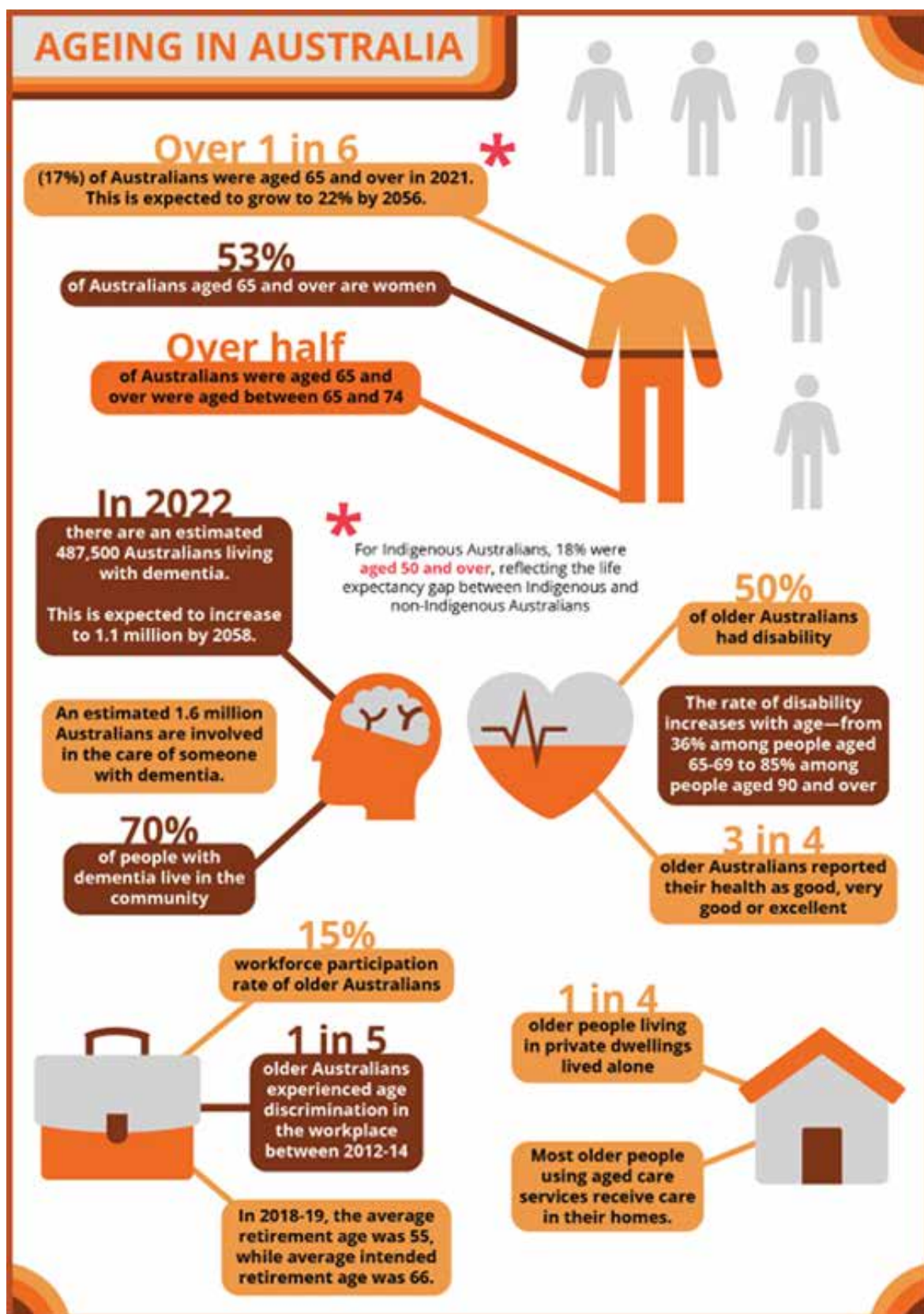
We will do this by:

- promoting inclusivity in our community to create age-friendly environments
- making improvements to ensure our community is easier to live in and get around for older people
- working towards being a Dementia-Friendly Community
- enabling people to stay safe, active, and healthy
- ensuring people are resilient and informed
- supporting access to volunteering and work opportunities for older people
- making sure the information we provide is easy to understand and our services are accessible and inclusive.



5. Ageing in Australia

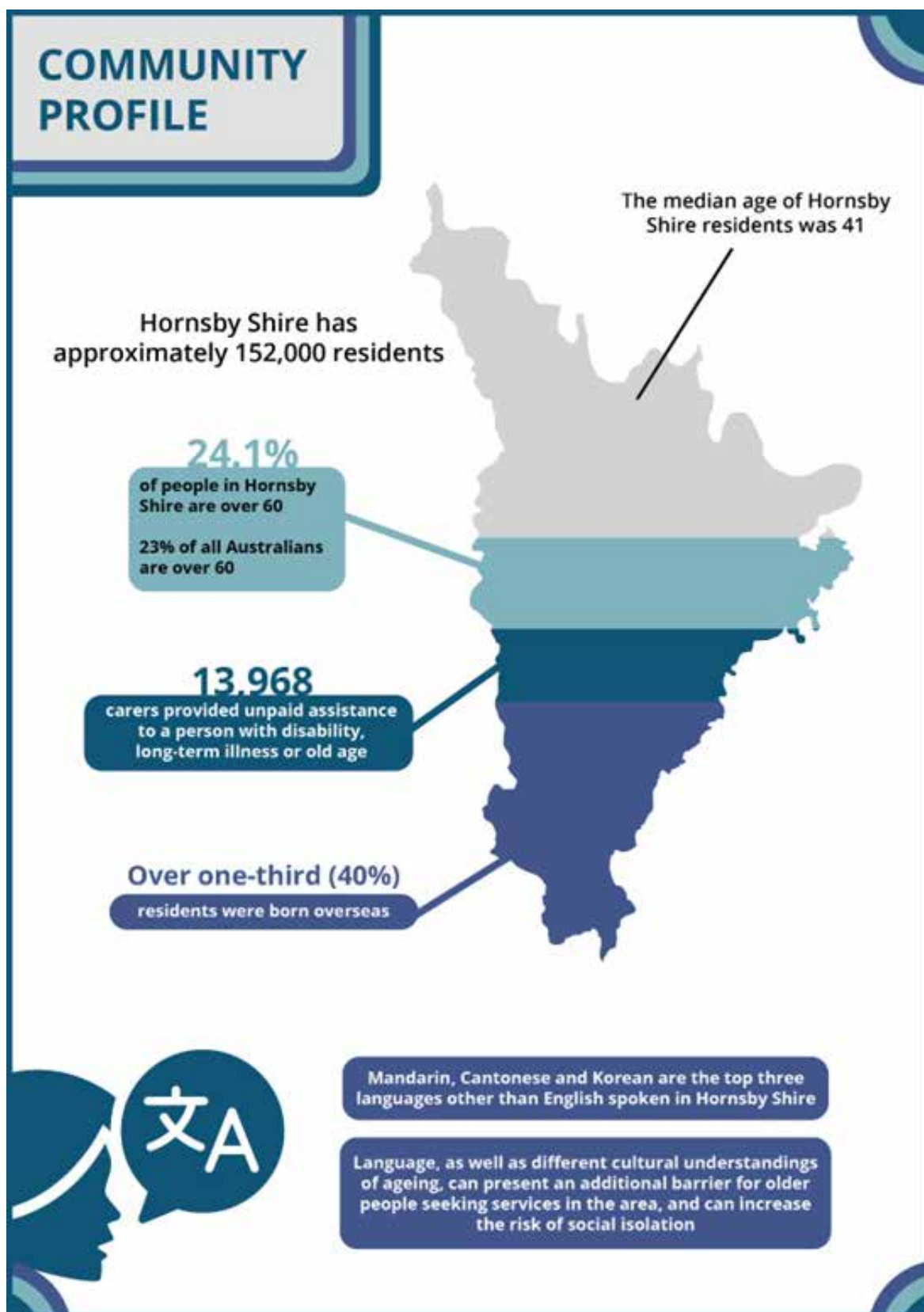




Sources: ABS Census 2021, Snapshot of Australia; Australian Government, Australian Institute of Health and Welfare, Older Australians (30 November 2021); 2018 ABS Survey of Disability, Ageing and Carers (SDAC); 2017–18 Australian Bureau of Statistics (ABS) National Health Survey (NHS); Dementia Australia (2018) Dementia Prevalence Data 2018-2058, commissioned research undertaken by NATSEM, University of Canberra; Australian Institute of Health and Welfare (2012) Dementia in Australia.

6. Community profile





Sources: ABS Census 2021, Hornsby Profile; Hornsby Shire Council Community Profile (2021), <https://profile.id.com.au/hornsby>.

7. How we developed this strategy

7.1 Asking the community

We reviewed our last Disability Inclusion Action Plan to We asked the community about the barriers that older people face in Hornsby Shire and their ideas for improvement. In late 2021, we consulted with:

- older people
- their families
- service providers
- other community members
- our External Advisory Group.

We worked with them to review and update key actions Council can take to improve accessibility and inclusion of older people in Hornsby Shire.

We also surveyed Council staff on their understanding of healthy ageing and what they saw as priorities for a new plan.

We promoted our consultations through Council's website, social media, eNewsletter, Council facilities, the local papers, and emails, letters and phone calls to relevant stakeholders through Council's contact lists and networks.

We held six consultation forums in November and December 2021, open to older people, people with disability, community organisations and interested members of the community. The consultations were held face-to-face (in Berowra, Hornsby, Galston, Thornleigh and Cherrybrook) and online, and catered to all accessibility requirements.

People who could not attend the forums could tell us what they thought through an online survey, by completing a paper survey available through Council facilities and delivered to aged care homes, or by contacting Council directly via phone or email. In total, 1,215 members of the public completed the survey, including:

- 715 people who identify as a senior or older person
- 181 people who are carers or family members of an older person
- 32 workers in the aged care sector
- 38 representatives from service providers that support older people.
- As well as the public survey, 224 Council staff responded to the survey on their understanding of ageing and what they saw as priorities for a new plan.
- We collated and analysed the feedback and presented this to Council staff.



7.1.1 What did we find out?

Our consultations provided the following valuable insights into areas where Council currently does well in supporting the inclusion of older people and people with dementia, and where Council can make improvements.

- Libraries, the Thornleigh Community Recycling Centre, aquatic and leisure centres, and natural areas are seen as very accessible and inclusive spaces by older people.
- Public toilets, footpaths, parking and pick up areas are seen as places requiring improved accessibility.

We also found out the top six areas that Council needs to work on making more accessible for older people:

1. Information about Council facilities and services
2. Public toilets
3. Footpaths
4. Council car parking
5. Natural areas
6. Drop off and pick up areas.

Key themes

The following table provides a high-level summary of the themes that emerged from consultation with the local community, service providers and staff about priorities to improve access and inclusion in Hornsby Shire and create dementia-friendly communities.

Focus Area	Priorities for Improvement
Living in age-friendly environments	■ Maintaining safe footpaths linking shops, parks, homes and transport ■ Affordable and accessible housing for seniors ■ Providing more accessible toilets at community venues and parks ■ Providing more mobility parking that is accessible, safe and near venues ■ Promoting the use of the Community Transport service to reduce social isolation ■ Enabling people to “age in place”
Participating in inclusive communities	■ Ensuring public events are accessible, welcoming, and inclusive ■ Training Council staff on access and inclusion for older people ■ Intergenerational activities ■ Sharing public messages about inclusion for older people ■ Ensuring that initiatives and activities are inclusive of people from different cultural backgrounds ■ Educating staff about the rights, capabilities and merits of older people as employees and volunteers
Staying safe, active and healthy	■ Supporting independence ■ Improving lighting and pedestrian safety in the community ■ Ensuring that parks and social venues are age-friendly environments ■ Promoting activities to assist older people to stay socially connected with each other ■ Ensuring that environments are dementia-friendly ■ Investigate Hornsby Shire becoming a tourist destination for older people
Being resilient and informed	■ Education programs for older people on digital technology cyber security and staying safe online ■ Working with service providers to identify suitable tasks and training opportunities ■ Work with service providers to promote training opportunities for older people to build their skills to remain in or re-enter the workforce ■ Ensuring workplaces are accessible ■ Making sure people can contact Council without needing a computer ■ Using face-to-face and paper-based methods to distribute information to the community ■ Providing continuous training for staff at Council's customer service centre ■ Making feedback and complaint options easy to find and accessible ■ Disseminating information in different languages ■ Providing a central contact point for older people, and a single point for people to report accessibility issues ■ Providing a central resource for older people to find out about local organisations and to access support services ■ Improving website navigation

8. Our healthy ageing actions for 2022-2026

8.1 Living in age-friendly environments

- Older people in Hornsby Shire live in environments that enable them to continue to actively enjoy quality of life.
 - Provide and maintain accessible paths, kerb ramps, crossings and toilets to support independent travel across Hornsby Shire
 - Improve the accessibility of buildings and public spaces across the Shire
 - Increase the number of accessible and inclusive workshops, programs and events available in Hornsby Shire
 - Ensure that older people have access to affordable and secure housing to allow them to age in place

8.2 Participating in inclusive communities

- Hornsby Shire is a community that reflects and accepts the changing dynamic of who older people are – their backgrounds, life experiences, lifestyles and choices; how they are treated, represented, participate and engage in community life; and their circumstances and expectations of their lives in ageing.
 - Contribute to developing an inclusive community by promoting inclusion awareness and inclusive activities across Hornsby Shire
 - Create a workplace culture in Hornsby Shire Council that is aware of the inclusion needs of people of all ages and has the skills to implement the improvements to inclusion suggested by older people
 - Older people have greater access to volunteering opportunities with Council

8.3 Staying safe, active, and healthy

- Older people are empowered to engage in activities that support their mental and physical health, and are protected from harm.
 - Develop and promote activities to support the physical health of older people
 - Develop and promote activities to support the mental health of older people
 - Support activities to ensure that older people are protected from harm

8.4 Being resilient and informed

- Older people have access to the right information at the right time and strong connections to family, friends and community so that they can stay informed and build resilience to better navigate and negotiate change.
 - Provide Council information in an easy-to-understand style, available in accessible formats, using a variety of media
 - Increase opportunities for older people to be involved in the design and/or implementation of built environments, Council systems, processes and/or services
 - Improve the accessibility of Council processes, and use feedback and complaints data to continually enhance access and inclusion
 - Continue to advocate for the local community by informing other agencies and levels of government about local access and inclusion needs
 - Ensure that older people in the community are provided with information and opportunities to develop resilience

9. How we will deliver the plan

Everyone in Council has responsibilities for supporting access and inclusion. The actions that specific sections of Council are responsible for are noted in this plan in Appendix 1.

Our Community and Cultural Development Team will oversee Council's ongoing implementation of this plan and will report to the Executive.

We will also:

- Seek ongoing feedback on progress from older people and other community members
- Seek ongoing feedback from our External Advisory Group
- Seek ongoing feedback from Council staff
- Modify our strategies and actions according to review and feedback findings
- Present results of the review process to the External Advisory Group
- Conduct a full review after four years.



10. How we will fund the plan

Many of the actions in Healthy Ageing Hornsby are things that we are doing already and will continue to do. These actions will also adapt to meet the changing needs of our community. These types of actions will not need more money and are already being funded by Hornsby Shire Council through the Delivery Program and Operational Plan.

Some actions will need money to do, especially where we need to build things. Money for this will come from our budget process where possible. Sometimes, we may try and get money from other sources to help us deliver actions.

This will help us to deliver the actions in the plan responsibly and within our means.



11. How we will consult with you

We will seek feedback from older people and community members through:

- the surveys we use at events
- the 'report an issue' section on our website.

You can also contact Council's Community and Cultural Development Team by emailing development@hornsby.nsw.gov.au, or phoning (02) 9847 6996.



11. How we will measure success

We want to make sure that we are accountable for our actions. That is why every one of our actions has detail on what that action is meant to achieve, and how we will know if that has been achieved. This may be reported through Council's Integrated Planning and Reporting system and in our Quarterly and Annual Reporting process.

For some actions, that will mean checking whether we have done what we said we will do. For other actions, we will ask the community to tell us what they think, through conversations and surveys and feedback. We may also measure things like numbers of events, or survey people on their attitudes over time.

We will measure our progress regularly and report every year on what has been done and what we still need to do as part of our annual report. We will also report to our External Advisory Group. This will make sure that we are doing what we said we would do, but also to make sure that our actions are still the right things to do for the community.



Appendix 1

Detailed actions

Focus Area 1: Living In Age-Friendly Environments				
ID	ACTIONS	RESPONSIBILITY	TIMEFRAME	INDICATORS
Outcome 1: Older people in Hornsby Shire live in environments that enable them to continue to actively enjoy quality of life				
Goal 1.1: Provide and maintain accessible paths, kerb ramps, crossings and toilets to support independent travel across the Shire				
1.1.1	Investigate the location of specific information about footpaths, kerb ramps, and crossings, provided by DIAP and AFS respondents, and integrate identified actions into the proposed Pedestrian Access and Mobility Plan (PAMP)*	Asset Operations and Maintenance (lead) Technology & Transformation (GIS) (support)	December 2024	Location specific information incorporated into PAMP by December 2024
1.1.2	Provide and maintain continuous accessible paths of travel across the Shire, in consultation with people with disability and older people*	Asset Operations and Maintenance	Ongoing	- Number of accessible paths of travel to key destinations added to the proposed PAMP - Number of accessible paths of travel completed
1.1.3	Develop requirements around ensuring continued accessibility of footpath areas during construction work, particularly around footpath removal and wheeled access to reduce avoidable falls by older people*	Asset Operations and Maintenance	Ongoing	Requirements are developed and promoted
1.1.4	Investigate including location specific information about footpaths, kerb ramps, crossings, toilets on to the Council website*	Communications and Engagement	December 2024	Once information is provided (see 1.1.1), include in an appropriate location on Council's website
1.1.5	Accommodate accessibility needs as new public toilets are established or refurbished*	Asset Operations and Maintenance (lead) Parks Trees and Recreation, Design and Construction, Major Projects (support)	Ongoing	Number of new or refurbished public toilets where accessibility needs are accommodated

1.1.6	Continue to investigate the availability of mobility parking (complying with Australian Standard 2890) across the Shire*	Traffic Engineering and Road Safety	December 2024	■ Map of accessible parking across Hornsby Shire completed ■ Report with recommendations on accessible parking provided as an addendum to the Parking Management Study in Hornsby Shire
1.1.7	Advocate on behalf of Hornsby Shire residents with Transport NSW to make major transport infrastructure in Hornsby Shire more accessible and age friendly including ramps and lifts, at bus interchanges and improved signage*	Traffic Engineering and Road Safety	Ongoing	■ Improvement program initiated ■ Number of advocacy activities with Transport NSW and relevant ministers

Goal 1.2: Improve the accessibility of buildings and public spaces across the Shire

1.2.1	Complete accredited access audits of publicly accessible Council buildings and facilities whenever upgrades are planned, indicate risks to older people and people with dementia, due to poor building access and ensure updated access information is included on Council's website*	Asset Operations and Maintenance	Ongoing	■ Location specific information from Social Inclusion Hornsby (DIAP) included in access audit ■ Number of accredited access audits completed ■ Number of complaints received, or incident reports related to poor building or facility access
1.2.2	Ensure the Public Domain Guidelines incorporates feedback from older people and people with dementia, on improving accessibility and connections to centres, transport and open spaces*	Infrastructure and Major Projects Division	Ongoing	■ Number of amendments made to Public Domain Guidelines
1.2.3	Ensure when park upgrades and renewals are undertaken, these accommodate accessibility needs (tracks, picnic facilities, etc.)*	Parks, Trees and Recreation	Ongoing	■ Number of park upgrades and renewals that accommodated accessibility needs
1.2.4	Implement accessible trails as part of Council's Track and Trail Masterplan*	Natural Resources (support for inclusion on bush tracks)	Ongoing	■ Reports on implementation of accessible trails in Track and Trail Masterplan

1.2.5	Continue to encourage local businesses and venues to upgrade their premises to improve accessibility for older people and people with dementia*	Community and Cultural Development	Ongoing	■ Number of businesses upgraded
1.2.6	Consider the inclusion of shading and seating with all new parkland and sports facility projects	Parks, Trees and Recreation	Ongoing	■ Number of facilities developed with shading and seating
Goal 1.3: Increase the number of accessible and inclusive workshops, programs and events available in Hornsby Shire				
1.3.1	Consider the inclusion of shading and seating with all new parkland and sports facility projects	Community and Cultural Development (Lead) Other Council Branches providing events for the community	Ongoing	■ Number of major events and meetings hosted at inclusive venues
1.3.2	In partnership with multicultural organisations, provide and promote inclusive activities and programs in Library, Waste Education, and Natural Resources workshops and programs	Community and Cultural Development (Lead) All Departments	Ongoing	■ Number of workshops delivered in partnership aged and/or disability
1.3.3	Promote events that are accessible and inclusive for older people and people with dementia, and provide information to the community on the specific measures in place that make these events accessible for example, sign language	Community and Cultural Development (Lead) Communications and Engagement (Support)	Ongoing	■ Number of accessible and inclusive events held
Goal 1.4: Ensure that older people have access to affordable and secure housing to allow them to age in place				
1.4.1	Advocate for more affordable and social housing for older people at risk of homelessness	Community and Cultural Development	Ongoing	■ Number of advocacy activities
1.4.2	Advocate for more support and long-term emergency accommodation for homeless older people	Community and Cultural Development	Ongoing	■ Number of advocacy activities
1.4.3	Advocate for review of existing governments policies to identify potential impacts relating to gender inequality, particularly their impacts on older people	Community and Cultural Development	Ongoing	■ Number of advocacy activities
1.4.4	Ensure that information is available to older residents and people with dementia on rate rebate schemes for pensioners	Community and Cultural Development	Ongoing	■ Information on website ■ Information sent to eligible residents
1.4.5	Promote, develop, and engage seniors in community volunteer networks and activities	Community and Cultural Development (lead) Natural Resources (support)	Ongoing	■ Number of Council services that require volunteers
1.4.6	Create opportunities for life-long learning	Customer and Operations (Library)	Ongoing	■ Number of library events targeted to older community members

Focus Area 2: Participating In Inclusive Communities

ID	ACTIONS	RESPONSIBILITY	TIMEFRAME	INDICATORS
Outcome 2: Hornsby Shire is a community that reflects and accepts the changing dynamic of who older people are – their backgrounds, life experiences, lifestyles and choices; how they are treated, represented, participate and engage in community life; and their circumstances and expectations of their lives in ageing				
Goal 2.1: Contribute to developing an inclusive community by promoting inclusion awareness and inclusive activities across Hornsby Shire				
2.1.1	Increase Council's photo library to reflect community diversity, including age diversity	Communications and Engagement	Ongoing	■ Appropriate images used relevant to the communication and marketing material being prepared
2.1.2	Provide positive updates of successful implementation of actions (as well as other examples of positive inclusion) on Council's public communication channels (including both Council and community achievements)*	Community and Cultural Development (Lead) Communications and Engagement (support)	Ongoing	■ Post examples and update every quarter
2.1.3	Deliver a targeted community education campaign on appropriate language and respectful behaviours towards older people and people with dementia for Schools, Businesses and Community to achieve a compassionate community	Community and Cultural Development	Ongoing	■ Campaign established and delivered with stakeholder's support
Goal 2.2: Create a workplace culture in Hornsby Shire Council that is aware of the inclusion needs of people of all ages and has the skills to implement the improvements to inclusion suggested by older people				
2.2.1	Incorporate inclusion awareness (in relation to older people and people with dementia into the staff induction program	People and Culture	Ongoing	■ Inclusion of older people is incorporated in current Induction Program ■ Incorporate inclusion of older people into any future Onboarding Program, including survey of new staff
2.2.2	Include skills for awareness of inclusion of older people and people with dementia in current training needs analysis processes and in appropriate training programs	People and Culture	Ongoing	■ All Councillors informed of plan
2.2.3	Provide a copy of the Healthy Ageing Hornsby strategy to all elected Councillors	Governance and Customer Service	When plan is finalised	■ All Councillors informed of plan
2.2.4	Promote awareness and understanding of the contributions of older people and people with dementia and the value of working with different generations	People and Culture	Ongoing	■ Greater awareness and appreciation of the value of working with older people

Goal 2.3: Older people have greater access to employment opportunities with Council.

2.3.1	Continue to ensure job task analyses/position descriptions carefully describe the inherent requirements of the position*	People and Culture	Ongoing	Job task analyses/ position descriptions with inherent requirements described and available for all jobs
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Focus Area 3: Staying Safe, Active, And Healthy

ID	ACTIONS	RESPONSIBILITY	TIMEFRAME	INDICATORS
Outcome 3: Older people are empowered to engage in activities that support their mental and physical health and are protected from harm.				
Goal 3.1: Develop and promote activities to support the physical health of older people				
3.1.1	Develop partnerships with local Non-Government Organisations "NGO" and Registered Aged Care Facilities "RACF's" to enhance coordination and provide programs, events and activities that encourage active living, healthy lifestyles and community participation	Community and Cultural Development & Customer and Operations (Library)	Ongoing	- Number of partnerships - Number of activities/ programs/ events developed in partnership that encourage active living, healthy lifestyles, and community participation and aiming to combat social isolation - Number of participants in activities/ events
3.1.2	Plan and promote active living, healthy lifestyle and community participation activities and events that include intergenerational and cross-cultural focus	Community and Cultural Development	Ongoing	Number of active living and community participation activities events that include intergenerational and cross-cultural focus
3.1.3	Provide seniors-friendly exercise facilities in park and recreational areas	Parks	Ongoing	Number of facilities developed
Goal 3.2: Develop and promote activities to support the mental health of older people				
3.2.1	Explore avenues to identify, reach and engage seniors and people with dementia who are isolated to link them with the community	Community and Cultural Development	Ongoing	- Number of created and supported programs - Number of programs/ events delivered
3.2.2	Continue and support the provision of the DCaf Connections community cafes	Community and Cultural Development	Ongoing	Existing Dcaf connections are supported, and Council staff attend as requested

3.2.3	Support for people who provide care including people who support older community members and people living with dementia	Community and Cultural Development	Ongoing	■ Highlight Carer's Week and the work of Carers NSW and other related events
Goal 3.3: Support activities to ensure that older people are protected from harm				
3.3.1	Work with NSW Government to advocate for policy and protocols to address issues of elder abuse	Community and Cultural Development	Ongoing	■ Number of advocacy events
3.3.2	Investigate opportunities to link into campaigns and programs that create awareness and educate on elder abuse	Community and Cultural Development	Ongoing	■ Number of links identified ■ Number of links created
3.3.3	Support and encourage partnerships, links and networks with local police and other law enforcement channels	Community and Cultural Development	Ongoing	■ Number of links/partnerships created ■ Number of joint events/ activities delivered
3.3.4	Expand and deliver education on identity theft and online scams, ATM fraud	Customer and Operations (Library)	Ongoing	■ Number of programs/ events/ activities delivered

Focus Area 4: Being Resilient And Informed

ID	ACTIONS	RESPONSIBILITY	TIMEFRAME	INDICATORS
Outcome 4: Older people access to the right information at the right time and strong connections to family, friends, and community so that they can stay informed and build resilience to better navigate and negotiate change.				
Goal 4.1: Provide Council information in an easy-to-understand style, available in accessible formats, using a variety of media.				
4.1.1	Ensure guidelines and templates to enable staff to make all communications easy to read, accessible and inclusive (including to enable web accessibility)*	Communications and Engagement (lead) Technology and Transformation (support)	December 2023	■ Review brand guidelines, particularly to ensure fonts and backgrounds are accessible and inclusive
4.1.2	Providing communications in multiple formats (online and paper), alternative media (video or voice), and in alternative languages for the CALD population*	Communications and Engagement	Ongoing	■ Council messages are delivered via various formats and in different languages or with translation service available
Goal 4.2: Increase opportunities for older people to be involved in the design and/or implementation of built environments, Council systems, processes and/or services.				

4.2.1	Where possible, ensure any committee or reference group to the traffic and/or safety committees include representation by older people and people with dementia	Community and Cultural Development (lead) Traffic Engineering and Road Safety (support)	Ongoing	Terms of Reference for traffic / safety committees include need to have representation by older people and people with dementia
Goal 4.3: Improve the accessibility of the Council processes, and use feedback and complaints data to continually enhance access and inclusion				
4.3.1	Review the procedures for handling complaints with Council to ensure better access for older people and people with dementia*	All Departments with feedback / complaints procedures (lead) Governance and Customer Service (support)	Ongoing	Number of procedures for handling complaints with Council (including all libraries, galleries, and pools) reviewed
4.3.2	Review staff training for council customer service officers on how to assist older people and people with dementia and to know where to access information on available services such as my aged care*	Learning and Development	Ongoing	Training provided on information resources
4.3.3	Create a central contact point for older people, support workers and families to contact Council around issues relating to accessibility*	Community and Cultural Development	Ongoing	Central contact point established
Goal 4.4: Continue to advocate for the local community by informing other agencies and levels of government about local access and inclusion needs				
4.4.1	Advocate for the needs of older residents and people with dementia to other levels of government, where needed	All Departments	Ongoing	Number of representations made about access and inclusion of older people and people with dementia , to other levels of government and other agencies
Goal 4.5: Ensure that older people in the community are provided with information and opportunities to develop resilience				
4.5.1	Identify opportunities for the development of resilience in the older population and people with dementia	Community and Cultural Development	Ongoing	Discussions with local service providers and stakeholders to identify relevant and inclusive opportunities
4.5.2	Ensure that Council strategies and plans around disaster preparedness incorporate targeted activities and initiatives to support older people and people with dementia	Local Emergency Management Committee (Local Emergency Management Officer)	Ongoing	- Review of strategies and plans completed in conjunction with local and neighbouring local Councils - Development of updated strategies/ plans as identified in the review

Appendix 2

Detailed actions

The need to support older people is recognised at many levels of legislation and policy in Australia and internationally. The United Nations and World Health Organisation have both developed strategies and principles to support the rights of older people, including the WHO programme The Decade of Healthy Ageing 2020–2030. The Commonwealth Government has a large responsibility for the management of ageing related services, including My Aged Care and the oversight of aged care quality through the Aged Care Quality and Safety Commission.

At a state level, the NSW Seniors Strategy 2021-2031 sets out the priority areas for supporting older people in the state. While there is not a requirement for local councils to have a plan to address the needs of older people, the NSW Seniors Strategy 2021-2031 demonstrates a recognition and a commitment to support the needs of older people, and to encourage local government to deliver initiatives that achieve this.

The delivery of a standalone strategy for Hornsby Shire Council recognises the importance of older people within the community as an existing and growing group. It is also informed by other Council policies and plans, including the Community Strategic Plan 2022-2032 the Active Living Hornsby Strategy, and the Community and Cultural Facilities Strategic Plan 2021.



NEED HELP?

This document contains important information. If you do not understand it, please call the Translating and Interpreting Service on 131 450. Ask them to phone 9847 6666 on your behalf to contact Hornsby Shire Council. Council's business hours are Monday to Friday, 8.30am-5pm.

Chinese Simplified

需要帮助吗？

本文件包含了重要的信息。如果您有不理解之处，请致电131 450联系翻译与传译服务中心。请他们代您致电9847 6666联系Hornsby郡议会。郡议会工作时间为周一至周五，早上8:30 - 下午5点。

Chinese Traditional

需要幫助嗎？

本文件包含了重要的信息。如果您有不理解之處，請致電131 450聯繫翻譯與傳譯服務中心。請他們代您致電9847 6666聯繫Hornsby郡議會。郡議會工作時間為周一至周五，早上8:30 - 下午5點。

German

Brauchen Sie Hilfe?

Dieses Dokument enthält wichtige Informationen. Wenn Sie es nicht verstehen, rufen Sie bitte den Übersetzer- und Dolmetscherdienst unter 131 450 an. Bitten Sie ihn darum, für Sie den Hornsby Shire Council unter der Nummer 9847 6666 zu kontaktieren. Die Geschäftszeiten der Stadtverwaltung sind Montag bis Freitag, 8.30-17 Uhr.

Hindi

क्या आपको सहायता की आवश्यकता है?

इस दस्तावेज़ में महत्वपूर्ण जानकारी दी गई है। यदि आप इसे समझ न पाएँ, तो कृपया 131 450 पर अनुवाद और दुभाषिया सेवा को कॉल करें। उनसे हॉर्न्सबी शायर काउंसिल से संपर्क करने के लिए आपकी ओर से 9847 6666 पर फोन करने का निवेदन करें। काउंसिल के कार्यकाल का समय सोमवार से शुक्रवार, सुबह 8.30 बजे-शाम 5 बजे तक है।

Korean

도움이 필요하십니까?

본 문서에는 중요한 정보가 포함되어 있습니다. 이해가 되지 않는 내용이 있으시면, 통역번역서비스(Translating and Interpreting Service)로 전화하셔서(131 450번) 귀하를 대신하여 훈즈비 셔 카운슬에 전화(9847 6666번)를 걸어 달라고 요청하십시오. 카운슬의 업무시간은 월요일~금요일 오전 8시 30분~오후 5시입니다.

Tagalog

Kailangan ng tulong?

Itong dokumento ay naglalaman ng mahalagang impormasyon. Kung hindi ninyo naiintindihan, pakitawagan ang Serbisyo sa Pagsasalinhika at Pagi-interpretar (Translating and Interpreting Service) sa 131 450. Hilingin sa kanilang tawagan ang 9847 6666 para sa inyo upang kontakin ang Hornsby Shire Council. Ang oras ng opisina ng Council ay Lunes hanggang Biyernes, 8.30n.u.-5n.h.

Farsi

نیاز به کمک دارید؟

این سند حاوی اطلاعات مهم می باشد. چنانچه آن را درک نمی کنید، لطفاً با خدمات ترجمه کتبی و شفاهی به شماره 131 450 تماس بگیرید. از آنها بخواهید از جانب شما با شماره 9847 6666 با شورای شهر هورنزبی شایر تماس بگیرند. ساعات کاری شورای شهر دوشنبه تا جمعه، از 8:30 صبح تا 5 بعدازظهر است.

Hornsby Shire Council

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Visit us

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Office hours: Please check the website for the latest opening hours for the Customer Service Centre and Duty Officer.

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