

DRAFT Positive Ageing Action Plan 2021-2026

Theme 1: Social Connections and Participation

Our older residents are connected and have opportunities to participate in, contribute to and be included in community life

Goal 1.1 Increase opportunities for older residents to build social connections and relationships

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Facilitate and support vibrant and welcoming community meeting places that provide opportunities for older people to build social connections and relationships, such as the 50 + Centres and libraries	50 + Centres are well attended by older people who make new friendships, meet people with shared interests and build social networks that provide companionship and support. There are opportunities available at libraries and community spaces for older people to connect and build social networks	Ongoing	Senior Services Team Library Strategy and Connection Section Library Operations	50+ Centres (community managed) Community and Cultural Programs Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to provide and extend the range of affordable, fun and friendly programs, activities or events where older residents can meet and connect. Explore options to expand outreach opportunities, run from places that older people can easily attend in town centres and more isolated locations	Older people from all over the Central Coast are provided with a range of interesting and appealing programs, activities or events that facilitate social connection and opportunities to meet new people	Ongoing	Senior Services Team Community and Cultural Programs Team	Enterprise and Activation Team Events Team Library Strategy and Connection Section Leisure and Pools Section 50+ Centres (community managed)

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Continue to facilitate and encourage opportunities to reduce social isolation and loneliness, build informal social networks and intergenerational relationships through activities, such as Paddock to Plate, intergenerational playgroups, reading buddies program and projects that link youth and senior services</p>	<p>Community relationships are strengthened across all age groups, and people of all generations connect building community resilience and mutual respect</p> <p>Barriers to social participation are addressed, resulting a strong and connected community that promotes acceptance, belonging and inclusion</p>	<p>Ongoing</p>	<p>Community and Cultural Programs Team</p> <p>Seniors Services Team</p> <p>Youth Services Team</p> <p>Education and Care Team</p> <p>Library Strategy and Connection Section</p>	<p>Playgroups NSW Coast Community Connections</p> <p>Pre-schools and schools</p> <p>50+ Centres (community managed)</p>
<p>Continue to work alongside the Aboriginal and Torres Strait Islander community to facilitate cultural connections and opportunities for Aboriginal Elders to share knowledge, history and traditions</p>	<p>Older people from all cultural backgrounds connect with the wisdom, strength, culture and history of Aboriginal and Torres Strait Islander Elders and communities. The role of Elders becomes better understood, respected and acknowledged by the wider community</p>	<p>Ongoing</p>	<p>Community and Cultural Programs Team</p>	<p>Aboriginal community leaders</p> <p>Library Strategy and Connection Section</p>

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Increase programming and participation of older people in culturally diverse events and arts and culture activities	Better understanding and respect of different cultures is developed through creativity	Ongoing	Community and Cultural Programs Team Art and Culture Section	Senior Services Team Events Team
Continue to develop, co-ordinate and promote an annual Seniors Festival, with a minimum of two events such as a senior’s concert or senior’s expo. Promotion will include information on free or discounted Senior Festival activities, workshops and programs hosted by Council, community and commercial organisations	Older people are fully informed and come together to celebrate the NSW Seniors Festival	Ongoing	Senior Services Team	NSW Seniors Festival Community and Cultural Programs Team Communications Team Arts and Culture Section Library Strategy and Connection Section Community partners Aged service providers

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Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Develop new and enhance existing programming that supports creative ageing	Older people have opportunities to participate in arts and sharing of skills and talents	NEW Year 3 onwards	Community and Cultural Programs Team Senior Services Team	Arts and Culture Section Youth Services Team Events Team
Mitigate or remove barriers to attending community activities and events by continuing to promote and implement the 'Planning Accessible Events Guide and Checklist'	Inclusion and access to community activities and events is optimised. Opportunities for entertainment and social connection can be enjoyed by the whole family, including older people	Ongoing	Events Team	All sections of Council that run community events
Consider the access and social inclusion needs of older people with a disability within the revised 'Disability Inclusion Action Plan 2021 – 2025'	Older people with disability can fully participate in the social and cultural life of our community	NEW Year 1 onwards	Community Planning and Funding Team Community and Cultural Programs Team	

Goal 1.2 Provide enriching learning opportunities

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to provide affordable, interest and skills-based learning and enrichment activities, programs and events, with the aim to increase outreach community-based learning opportunities	Rewarding learning programs enable older people to expand wisdom, feed curiosities and build further skills and knowledge	Ongoing	Senior Services Team Library Strategy and Connection Section Arts and Culture Section	TAFE U3A Skilled trainers Community leaders

Goal 1.3 Promote and support volunteering and options to remain in the workforce

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to offer a range of volunteer opportunities that enable community members of all ages to fulfil the desire to give back to community and support the local environment	Council and the community are strengthened by a network of older volunteers that are engaged in meaningful work and activities that provides pride, purpose and connection	Ongoing	Relevant Council Units: Senior Services Team Environmental Management Unit Arts and Culture Section Cemeteries Library Strategy and Connection	Volunteering Central Coast
Explore viable cross-Council management models, coordination and resourcing of volunteers	Volunteers feel valued, supported and recognised within well-structured and resourced volunteer programs. Clear pathways for skills development are provided. Volunteer Supervisors are supported and risk is well managed by Council	NEW Year 2 onwards	People and Culture Unit	All sections of Council that manage volunteers.

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Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Maintain an age friendly work environment and continue to support the professional development and wellbeing of mature aged Council staff guided Council policies and implementation of the Ageing Workforce Strategy	Council benefits from an age-diverse workforce, with skills and experience shared across the generations. Mature age staff are provided with support and flexibility as they move towards retirement	NEW Year 2 onwards	People and Culture Unit	
Explore potential for work experience opportunities involving older people in the community to increase their skill base to seek part time work	Older people can learn new vocational skills via hands on experience at places	NEW Year 2 onwards	People and Culture Unit	Senior Services Team All of Council

Goal 1.4 Celebrate and recognise the leadership and contributions of older residents

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to support community leadership with older people leading their own services or co-designing future activities, programs, learning opportunities and events	The wide range of experience, capabilities and resources is realised via leadership opportunities for older people.	Ongoing	Senior Services Team	Community partners Community and Council 50+ Centres
Establish a 50+ Centres network group	Cross promotion and sharing of information and knowledge to strengthen networks and build leadership	NEW Year 1 onwards	Senior Services Team	
Increase opportunities for participation for older people to share their knowledge, skills and experience with others through activities such as oral histories and 'living library' talks	Skills, knowledge, culture and creativity held by older community members is shared and celebrated across the wider community, across different cultures and between different generations	Ongoing	Library Strategy and Connection Section	Art and Culture

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Continue to provide opportunities for older residents to actively engage with Council’s decision-making processes and committees, such as representation of older people on the Pedestrian Access and Mobility Advisory Committee, Social Inclusion Advisory Committee and Access and Inclusion Reference Group</p>	<p>All older people have an opportunity to have their voice heard</p>	<p>Ongoing</p>	<p>Communication and Engagement Section Governances Services Section Community and Cultural Programs Team</p>	<p>Community, Planning and Services Section Roads Business Development and Technical Services Unit</p>
<p>Create positive attitudes towards ageing and celebrate the role and achievements of older people, carers and volunteers through the Central Coast Seniors Festival, Volunteers Weeks, Australia Day and International Day of the Older Person</p>	<p>Wisdom, experience and citizenship is valued and celebrated, with public recognition inspiring younger generations</p>	<p>Ongoing</p>	<p>Senior Services Team</p>	<p>Events Team Communication Team Community and Cultural Programs Team Relevant business unit with volunteer programs</p>

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Represent older people in Council publications in a positive and equitable way, using appropriate language and imagery	The wisdom, achievements and diversity of older people are respectfully represented within Council’s digital and print publications	Ongoing	Communication Team	Whole of Council
Develop and implement a visual digital storytelling project to showcase and promote positive stories and images of older people highlighting their contributions and what they love about where they live	The diverse roles, strengths, achievements and personalities of our older people are publicly displayed, promoted and celebrated	NEW Year 2 onwards	Senior Services Team Community and Cultural Programs Team	Youth Services Team
Raise awareness of ageism by developing and coordinating an information campaign for Council staff to identify and address behaviours that negatively impact older people including the signing of the EveryAGE Counts campaign declaration	Council staff are equipped with the knowledge and skills to prevent and respond to ageism in the workplace and wider community	NEW Year 4 onwards	Senior Services Team	Communication Team Whole of Council EveryAGE Counts People and Culture Unit

Goal 1.5 Support and assist older residents to be more resilient

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to inform older members of the community regarding resilience, preparedness and awareness for emergency occurrences planning via such means as outreach workshops and information sessions in community facilities	Council is well prepared and provides the necessary guidance and information to older people in preparation and during a range of disaster and crisis situations. Older people are prepared and guided for times of adversity and know where to seek local support in times of crisis	Ongoing	Environmental Education Team	Lead Emergency Response Agencies such SES, RFS, police, fire and ambulance. Sustainable Environments Section Senior Services Team
Build community resilience via education and awareness programs that support older people to prepare for, and respond to, a range of emergency events and disaster recovery situations such as the <i>Build Resilience for Extreme Weather Events workshops for seniors</i>	Older people are resourceful and empowered to respond to storms, floods, bushfires and community health crises.	NEW Year 1 onwards	Learning Communities Section	Senior Services Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Undertake projects to build the resilience of older people and their connection to each other and the place they live	A strong and resilient community can identify and support those who are more vulnerable in times of need	NEW Year 1 onwards	Community and Cultural Programs Team	Senior Services Team
Continue to provide and distribute to older people timely and accessible information in easy read formats during emergency events and disaster recovery situations.	Older people have access to accurate and up to date information and guidance that supports and prepares for, respond to and recover from crisis and emergency situations	Ongoing	Environmental Education Team	Communications Team Senior Services Team Community and Cultural Programs Team Sustainable Environments Section
Build the skills and capacity of older people to be less vulnerable to criminal activities and less exposed to predatory criminal behaviours, such as cybercrime, scammers and nuisance calls as well as minimise personal safety risks in the home and within the community spaces	Older people feel safe in their homes and within the community and can confidently identify and respond to criminal activity and cybercrime.	NEW Year 2 onwards	Community Education Team	NSW Police Senior Services Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to work with partners to raise awareness and improve responses to elder abuse and neglect, such as promotion of World Elder Abuse Day, provision of information in GOALL magazine, educating staff in identifying and supporting older people at risk	Older people, families and carers concerned about elder abuse or neglect can access appropriate services and support	Ongoing	Senior Services Team	Central Coast Elder Abuse Service Legal Aid NSW

Theme 2: Being Better Informed and Tech Savvy

Our older residents are well informed and well-resourced as they age

Goal 2.1 Improve promotion of events, activities and programs for older residents

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to produce and promote a dedicated communication channel and material in print and digital such as 'GOALL' (Growing Older and Loving Life) quarterly magazine	Older people have a go-to platform to promote activities and events, highlight and discuss topics relevant to positive ageing, and celebrate the contributions and achievements of local older people within our community	Ongoing	Senior Services Team	Communication Team
Undertake a promotional campaign with the 50+ Centres, with the aim of reaching new members and increasing participation in centre activities	More older people know about and attend the 50+ Centres	NEW Year 1	Senior Services Team	50+ Centres (community managed) Communication Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Promote links to volunteer opportunities and information available within Council and within external groups and organisations	Older people are aware of what volunteering opportunities are available within the community	Ongoing	Senior Services Team	Communications Team Community and Cultural Programs Team Environmental Management Unit Art and Culture Section Library Strategy and Connection Section Other community groups and organisations such as Volunteering Central Coast

Goal 2.2 Enhance access to information about services and support

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Develop, promote and distribute a Central Coast Seniors Directory that provides information and contact details for Council venues and facilities, social groups and activities, volunteering opportunities, local support and health services, future and financial planning, and housing	Older people have access to a directory of local activities, programs, essential and community services. Information is available in hard copy and online formats	NEW Year 1 Updated every 2 years	Senior Services Team	Communication Team
Advocate for and promote awareness of local health and support services, such as community or peer support groups for people living with chronic illness	'GOALL', the Senior's Directory and community expos inform older people about local services and supports	Ongoing	Senior Services Team	Communications Team Local aged service providers and community groups

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Co-ordinate delivery of a “Talking with Seniors” public program that invites local aged service providers and community groups to meet, greet and connect with local older residents over coffee and cake</p>	<p>Community members engage with local aged services providers in an informal environment. Participants meet representative, ask questions and plan pathways to ongoing support as well as have the opportunity to join and participate in ongoing activities</p>	<p>Ongoing</p>	<p>Senior Services Team</p>	<p>My Aged Care Carers Gateway Home modifications NSW Police Local aged service providers and community groups</p>

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Work with partners to deliver seminars and community information on:</p> <ul style="list-style-type: none"> • financial and legal planning, including topics such as superannuation, wills, power of attorney and enduring guardianship • housing options for older people, including staying in your own home, alternative housing options, and the management of companion animals during transition • getting around the community and information for older people seeking alternatives to driving including community and public transport and using transport apps 	<p>Community members are empowered to navigate through legal, financial and future planning systems, providing increased security and peace of mind</p> <p>People are equipped with the knowledge to make informed housing choices</p> <p>Older people can retain independence and freedom by accessing a range of public and community transport options when driving is no longer possible</p>	<p>Ongoing</p>	<p>Senior Services Team</p>	<p>Library Strategy and Connection Section</p> <p>Community and Cultural Programs</p> <p>Relevant Government and community partners</p>

Goal 2.3 Provide age-friendly information and services

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to ensure Council communications are accessible and suitable for communicating with older people such as age-friendly formats and promotion	Council effectively connects and communicates with older people, using a range of age-friendly communication methods that respond to the communication preferences of older people. The guidelines are informed by actions within the Disability Inclusion Action Plan (DIAP) that address accessible information	Ongoing	Communication and Engagement Section	Senior Services Team Customer Relationships Section
Continue to offer library services that meet the needs of people as they age, including large print, audio and electronic resources (e-Resources) such as e-Books, e-Audiobooks, e-Magazines, e-Music and a streaming service for films and TV	Older people can access reading and learning materials in a range of accessible formats	Ongoing	Library Strategy and Connection Section	

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue and extend both the free library services for people unable to visit their local library in person, either temporarily or permanently, through reasons including disability, chronic illness and limited mobility	People who are homebound can continue the joy of reading through accessing the Home Library Service. The service is provided to customers at home or in care facilities. Regular bulk deliveries to care facilities are arranged upon request	Ongoing	Library Strategy and Connection Section	
Investigate the expansion of Bookmobile services to new locations to broaden geographic access	The mobile library service visits rural communities, nursing homes and retirement villages. Older people who find it difficult to attend a library building have increases access to the full library collection	NEW Year 2-5	Library Strategy and Connection Section	

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Ensure hard copy age-friendly information is available at places older people frequent</p>	<p>Older people have hard-copy information readily available in their daily life on a broad range of topics such as socialising, entertainment, activities, events, safety, health and housing</p>	<p>Ongoing</p>	<p>Senior Services Team</p>	<p>Arts and Culture Section Community Infrastructure Section Customer Relationships Library Strategy and Connection Section Events Team Shopping centres Medical centres Community Education Team Communications Team</p>

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Promote accessible destinations across the Central Coast	Older residents know where and how to access popular destinations	Ongoing	Enterprise and Activation Team	Communication Team Senior Services Team Community and Cultural Programs Team Marketing and Tourism Section Roads Business Development and Technical Services Unit
Ensure customer service and other relevant frontline staff have awareness of and are responsive to the needs of older people with skills to assist older people in accessing Council services	Older people’s needs are understood, and they experience excellent customer service	NEW Year 2 onwards	Customer Relations Section	People and Culture Unit Senior Services Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Identify gaps and provide equipment in civic and community facilities to assist hearing or visually impaired, such as hearing loops, similar assistance devices and audio formats	Older people with hearing or visual impairments can access information in easy to understand formats	NEW Year 2 onwards	Relevant asset owners	Senior Services Team Community and Cultural Programs Team

Goal 2.4 Develop skills and confidence to use technology

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue and expand opportunities for older people to learn about computers, navigate online information (including My Aged Care), access online services and connect via social media, through courses and workshops such as Tech Savvy Seniors and Digital Connect	Older people learn to use range of digital hardware, platforms and devices and become digitally connected. Skills are learnt in a comfortable environment at a pace that meets the learners needs	Ongoing	Senior Services Team Library Strategy and Connection Section	Central Coast Community College and other community and education partners

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Free access to computers and Wi-Fi is provided within libraries and 50+ Centres	Older people who do not have a computer or the Internet at home are able to access this technology free of charge	Ongoing	Library Strategy and Connection Section Senior Services Team	50+ Centres (community managed)
Investigate opportunities to deliver library e-Resource training to older people within their own home	Older people learn about e-Resources at their own pace, in the comfort of their own home	NEW Year 3	Library Strategy and Connection Section	

Theme 3: Staying Healthy and Active

Our older residents are encouraged to maintain an active and healthy lifestyle and can access health services

Goal 3.1 Provide programs, activities and facilities that promote physical activity and mental wellbeing

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to provide and promote programs and activities within the 50+ Centres that get people active and moving, such as Tai Chi, indoor bowls, table tennis, line dancing, and over 50's fitness	50+ Centres provide a range of programs and activities that support health and fitness	Ongoing	Senior Services Team	50+ Centres (community managed) Community and commercial partners Communication Team
Continue to provide and promote Active Over 50s programs and activities within leisure centres and swimming pools that help to maintain and improve the health and fitness of older people, such as Seniors Strength Training, Gentle Exercise to Music and Aqua Aerobics	Council's leisure and fitness facilities are well attended and offer a range of programs and facilities that adapt to changing physical capabilities associated with ageing	Ongoing	Leisure and Pools Section	Communication Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Explore opportunities to pilot and expand new health and fitness programs at suitable indoor and outdoor sports and community-based venues both within town centres and isolated communities, such as the Healthy and Active for Life program and Active in the Park programs, walking groups</p>	<p>The range and reach of health and fitness programs continues to expand in response to community interest and need, providing new opportunities for older people to participate leisure and fitness activities</p>	<p>Ongoing and NEW Year 2 onwards</p>	<p>Leisure and Pools Section Senior Services Team</p>	<p>Enterprise and Activation Team Central Coast Local Health District</p>
<p>Continue to offer ‘Come and Try’ fitness programs during the Central Coast Seniors Festival</p>	<p>Older people trial new ways of keeping fit and are motivated to take up new programs on an ongoing basis</p>	<p>Ongoing</p>	<p>Leisure and Pools Section</p>	<p>Senior Services Team</p>

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Encourage exploration and appreciation of the natural environment by promoting bushland and coastal walking trails, mountain bike tracks, parks, reserves, beaches and shared pathway network, including information on accessibility and grade of activities where appropriate	Older people stay healthy and active by enjoying nature and the natural environment. Information supports older residents to select, access and safely enjoy outdoor fitness options that meet a range of ability levels	Ongoing	Open Space and Recreation Unit Natural Assets and Biodiversity Section Catchments to Coast Section Roads Assets Planning and Design Unit	Roads Business Development and Technical Services Unit Communication Team Senior Services
Continue to provide opportunities for older people to participate in the Environmental Volunteer Program, such as Landcare, Bushcare and Coast Care activities	Older people stay healthy and active while contributing to the conservation and protection of our rich environmental heritage	Ongoing	Environmental Management Program Team	
Increase the number of outdoor exercise points suitable for older people in parks and investigate permanent installation of games, such as outdoor chess	Older people stay healthy and active by utilising parks and equipment	NEW Year 2 and 3	Open Space and Recreation Place Management Team	Enterprise and Activation Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to implement the Central Coast Bike Plan to provide improved shared path network connectivity, the construction of new and missing link shared paths and prioritisation of accessible recreational loops	Older people stay healthy and active by utilising recreational pathways for leisure and lifestyle activities	Ongoing	Roads Assets Planning and Design Unit	Transport for NSW

Goal 3.2 Improve access to preventative health programs and services

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Work in partnership with health and other community services to deliver programs that support older people to retain good physical health and address regional health priorities, including programs such as Stepping-On and Falls Prevention	Older people are supported to maintain wellness, health, fitness, nutrition, functional ability and self-care as they age through a range of community programs and activities	Ongoing	Seniors Services Team	Leisure and Pools Section Library Strategy and Connection Section Central Coast Local Health District and other community partners

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Explore options to continue the provision of online or digitally recorded gentle exercise programs provided for people with low mobility or who are homebound	Older people who find it difficult to leave the house to attend community facilities can participate in gentle exercise in the comfort of their own home	NEW Year 1 onwards	Leisure and Pools Section	
Work in partnership with health and other community services to deliver programs that support older people retain good mental health, such as preventive Dementia awareness programs and the Active Healthy Group	Older people are supported to retain positive mental wellbeing and address issues such as social isolation, loneliness, bereavement, illness, depression and anxiety	Ongoing	Senior Services Team	Central Coast Local Health District
Support access to good nutrition and healthy eating by offering affordable meals services at suitable venues, such as the 50+ Centres and interactive cooking workshops	Older people have access to nutritious and affordable meals though cafes at 50+ Centres and elsewhere and through improving their own cooking skills and knowledge.	Ongoing	Senior Services Team	50+ Centres (community managed) Central Coast Health Promotion Unit

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Support older people in multicultural communities to increase their participation in healthy lifestyles	Older people from different cultural backgrounds have full access and information to community and recreational activities	NEW Year 2 onwards	Community and Cultural Programs Team	Leisure and Pools Section
Support older Aboriginal people to increase their participation in healthy lifestyles	Older Aboriginal people feel welcomed to attend, and regularly participate in, recreational activities	NEW Year 2 onwards	Community and Cultural Programs Team	Leisure and Pools Section Yerin Aboriginal Health Services

Goal 3.3 Support older residents living with a chronic illness

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Provide a range of healthy ageing programs and activities that continue to be adaptable and inclusive for the needs of people living with chronic illness, reduced mobility or disability	People with chronic illness continue to participate in a healthy and active activities	Ongoing	Senior Services Team	

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Gosford, Toukley and the Peninsular Leisure and Aquatic Centres continue to offer and maintain accessible hydrotherapy pools for rehabilitation programs	Older people experience the benefits of hydrotherapy rehabilitation, which can include pain relief, increased movement and low improved muscle strength	Ongoing	Leisure and Pools Section	
Explore options to improve Council and community awareness of people living with dementia and other age-related illnesses, their families and carers, through the delivery of training and seminars	Central Coast is a dementia friendly community where Council staff and community members can recognise and respond to the signs of dementia and can provide support and referral to appropriate services when required.	NEW Year 3 onwards	Senior Services Team People and Culture Unit	Customer Relationships Section Central Coast Local Health District Dementia Australia NSW Central Coast Dementia Alliance

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Encourage and support local cafes to implement the Community Café Toolkit developed by Dementia Australia NSW, with a target to establish two new Community Cafes per annum	People with dementia and their carers are provided with a safe and welcoming social environment where they can connect with others and learn about local support services. Intergenerational connections and understanding are strengthened	NEW Year 3 onwards	Senior Services Team	Youth Services Team Dementia Australia NSW Central Coast Dementia Alliance

Goal 3.4 Advocate for and promote awareness of local health and support services

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Work with key partners to advocate for improvements to and increased provision of local health and support services to meet the needs of a growing aged population as required	Older people can access local health and support services	Ongoing	Community Planning & Funding Team	Central Coast Local Health District Central Coast Primary Health Care Network Yerin Aboriginal Health Services Senior Services Team

Theme 4: Age-friendly Places and Spaces

Our older residents feel welcome and can access public places and spaces, they can move easily and safely around the community and are supported to age in place

Goal 4.1 Create an age-friendly and universally designed public domain which is welcoming, safe and accessible

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to ensure plans for design or retrofit of open space and the built environment are underpinned by legislative and planning scheme requirements, including the Australian Standards, Disability (Access to Premises - Buildings) Standards 2010, Council's Disability Inclusion Action Plan and Universal Design Guidelines	Public spaces and places promote independence, participation and inclusion within an age-friendly community.	Ongoing	All of Council	
Undertake access audits and other studies in town centres to inform and prioritise access improvements	Older people and people with a disability can access and move around easily within our town centres	Ongoing	Community Partnerships Unit	Roads Asset Planning and Design Unit

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Provide accessible and universally designed facilities and amenities within town centres and new open space, pathways and road upgrade projects, including easy-to-read way finding signage, outdoor benches and seating, lighting, drink stations, ramps, handrails, tactile markers and accessible amenities	Older people are encouraged to access our town centres, shopping precincts, open space and recreational pathways through the provision of supporting facilities and amenities	Ongoing	Project Management Environment and Planning Unit Roads Assets Planning and Design Unit Roads Business Development and Technical Services Place Management Team	Transport for NSW, Community and Cultural Programs Team
Continue to ensure all community and civic facilities are accessible for people of all ages and abilities	Older people can access all community and civic facilities	Ongoing	Facilities and Asset Management Unit	Relevant asset owners
Implement Crime Prevention Through Environmental Design principles in the planning, design and upgrade of facilities and public places	Older people feel confident and secure to use public places	Ongoing	Relevant asset owners	

Goal 4.2 Enhance pedestrian and road safety and make it easier to get around

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Implement the Pedestrian Access and Mobility Plan, including construction of new or missing link footpaths, prioritisation of pathways and consideration of linking retirement villages to activity centres that are safe and well lit	Older people can access town centres, shopping precincts and public transport hubs by utilising accessible public pathways	Ongoing	Roads Assets Planning and Design Unit	Transport for NSW
Repair existing pathways in line with adopted Maintenance Intervention Levels Routine Inspection of Pathways, to include early identification of trip hazards and other pathway defects, and replacement of existing pathways based on condition and hierarchy	Older people can safely access and use Council’s existing pathway network	Ongoing	Roads Assets Planning and Design Unit	Transport for NSW

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to review and schedule upgrades of accessible car parking spaces in accordance with Australian Standards and other relevant legislation	People with disability or low mobility are provided with accessible car parking spaces.	Ongoing	Roads Business Development and Technical Services	Transport for NSW
Explore opportunities to expand and promote accessible parking options at popular beaches, around shopping centre locations and at community events including utilising 'No Parking' restrictions to provide 'kiss and drop' facilities and increasing the availability of designated accessible car parking spaces	Older people have access to convenient parking and drop off facilities at popular beaches, around shopping centre locations and at community events	Ongoing and NEW Year 1 onwards	Roads Business Development and Technical Services	Transport for NSW Events Team

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to provide the Road Safety for Seniors Program through Council’s Road Safety Officer, based on the NSW Government program <i>On the Road 65 Plus</i> , and other safety initiatives such as Operation Bounce Back	Older people can be mobile and travel with reduced risk of harm due to greater knowledge about age and health related changes to do with road safety - as a driver, passenger, pedestrian or mobility scooter rider	Ongoing	Community Education Team	Senior Services Team

Goal 4.3 Improve access to accessible, safe and convenient transport and mobility options for older residents

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Partner with local transport providers to co-ordinate and develop a community transport needs analysis	Greater understanding of gaps in community transport for older people	NEW Year 3 - 5	Community Planning and Funding Team	Senior Services Team NSW Transport Community Transport Neighbourhood shuttle services Gosford shuttle CHSP transport service
Continue to implement the bus stop improvement program, including provision of the 'Disability Standards for Accessible Public Transport 2002' compliant infrastructure and consideration of priority bus stop seating with arm/back rests and shelter	Older people are encouraged to utilise public transport through the provision of supporting infrastructure and facilities	Ongoing	Roads Business Development and Technical Services Unit Roads Assets Planning and Design Unit	Transport for NSW

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
<p>Prioritise public wharf upgrades to improve amenity and access, including the provision of accessible wharf infrastructure (ramps, floating pontoons, handrails etc), and incorporation of outdoor benches, seating and shade into wharf upgrade projects where warranted</p>	<p>Older people can safely access our waterways by utilising public wharves and using commercial water transport services linking different areas</p>	<p>Ongoing</p>	<p>Roads Assets Planning and Design Unit</p>	<p>Transport for NSW Commercial ferry operators</p> <p>Open Space and Recreation Unit</p>
<p>Continue to advocate for transport access improvements outside of Council’s remit, including lifts at train stations, state owned shared pathways, pedestrian access, and State Government development</p>	<p>Older people can safely travel around our local government area utilising facilities, infrastructure and networks with a consistent level of accessibility as provided by others</p>	<p>Ongoing</p>	<p>Roads Business Development and Technical Services Unit</p>	<p>Transport for NSW NSW Department of Planning</p>

Goal 4.4 Facilitate and advocate for a range of appropriate and affordable housing options for older residents

Actions	What success looks like	New or ongoing & when	Lead	Partners/ Stakeholders
Continue to implement the 'Central Coast Affordable Housing Strategy'	A range of housing options are available to meet the diverse and changing needs of people as they age, including affordable, accessible and liveable housing	Ongoing	Community and Cultural Programs Team	Community Planning and Funding Team Local Planning and Policy Team
Complete the 'Central Coast Housing Strategy' and consider how the specific housing needs for older people may be met.	A range of housing options are available to meet the diverse and changing needs of people as they age, including affordable, accessible and liveable housing	NEW Year 2	Local Planning and Policy Team	Community and Cultural Programs Team