



# Positive Ageing Policy 2023-2027

Draft for consultation

City of Port Phillip Draft Positive Ageing Policy 2023 - 2027



## Policy governance

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Community Building and Inclusion

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City of Port Phillip Draft Positive Ageing Policy 2023 - 2027



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Please consider the environment before printing.



## Acknowledgments

*Council respectfully acknowledges the Traditional Owners of the Kulin Nations. We pay our respect to their Elders, both past and present. We acknowledge and uphold their continuing relationship to this land.*

## Purpose

This policy describes Council's role and commitment to creating an age-friendly city. Council has developed this policy to guide how Council will facilitate, partner, advocate and deliver services and programs that promote ageing well in our community.

## Outcomes

The Positive Ageing Policy seeks to ensure that Port Phillip is an age-friendly city across three areas:

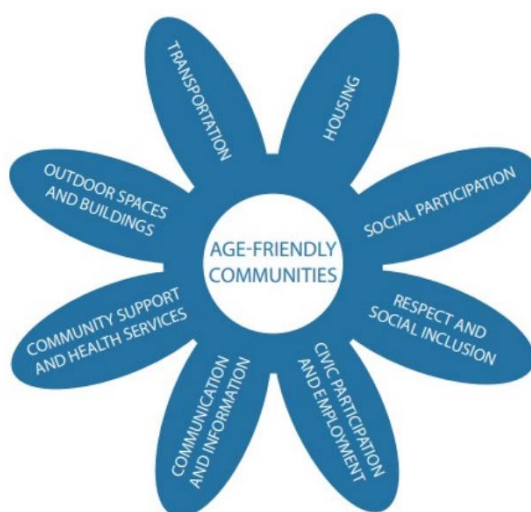
- A welcoming and inclusive community that values the diversity and contribution of people as they age
- A city where public spaces and community facilities are safe and easy to access
- A city where all older people have opportunities to take part in community and civic life and can access the services, programs and housing that meet their changing needs as they age.



## Background

Promoting an age-friendly environment creates opportunities to enhance outcomes for people as they age and has benefits across society. Whilst individual factors can influence a person's health and wellbeing as they age, the physical and social environment also play a significant role. This policy has been informed by World Health Organisation (WHO) Age Friendly Communities and Cities Framework and recognises the many social and environmental determinants that impact on health and people's experience of ageing.

Figure 1: WHO Age Friendly Communities and Cities Framework





## A snapshot of older people in Port Phillip

	<b>City of Port Phillip residents aged 60 years and older</b>	<b>Greater Melbourne residents aged 60 years and older</b>	<b>All City of Port Phillip residents</b>
Resident population	19 per cent 19,000 people, an increase of 3,000 since 2016.	22.4 per cent 992,000 people, an increase of 141,000 since 2016.	103,508 people
Born overseas	44 per cent	52 per cent	33 per cent
Speak a language other than English	26 per cent	35 per cent	21 per cent
Uses other language and speak English not well or not at all	6 per cent	8 per cent	2 per cent
University educated	37 per cent	20 per cent	59 per cent
Employed	27 per cent	23 per cent	96 per cent
Own their home outright	53 per cent	60 per cent	20 per cent
Renting	21 per cent	11 per cent	49 per cent
Renting in social housing (residents not dwellings)	1 per cent	0.4 per cent	1 per cent
Residents living in a lone household	34 per cent	21 per cent	41 per cent
Live in a flat or apartment	48 per cent	8 per cent	56 per cent
Have a need for assistance	12 per cent	17 per cent	4 per cent
Have two of more health conditions	19 per cent	24 per cent	8 per cent



*Please note* – The data in this table, as well as the data in the following section, has been taken from the Australian Bureau of Statistics (ABS) Census, using the most up-to-date information as the ABS progressively releases its 2021 results and analysis (.id, 2023).

## Growing older in the City of Port Phillip

Consistent with Australia-wide trends, our population is ageing. In 2021, there were more than 19,000 people aged 60 years and older residing in the City of Port Phillip representing 19 per cent of our population. This is an increase of approximately 3,000 older residents since 2016.

Up until age 75, males and females are equally represented in the Port Phillip resident population. However, there are more females than males aged over 75 years old.

By 2041, people aged 60 years and older are forecast to represent almost 21% of the Port Phillip population, and in areas such as Port Melbourne, South Melbourne, Albert Park and Middle Park at least one in four residents will be over sixty.

## Recognising the diversity of lived experience in our older population

Older people are not a homogenised group. The needs and experiences of older people are diverse. For example, the needs of people aged 60 to 70 years compared to those aged over 80 can be very different. Similarly, the needs and experience of two people who are the same age can be very different depending on their identities and experiences over their lifetime. Furthermore, systems of inequality and disadvantage, such as ageism, sexism, racism, homophobia and ableism, can combine to create amplified disadvantage, discrimination and barriers to ageing well.

### **Gendered differences**

Women have a longer life expectancy than men (although the gap is closing); however, women spend more years in poorer health than men. Health concerns are also qualitatively different for men and women.

International research also identifies gender differences in societal ageing, indicating men have better resources to cope with the challenges of getting older. Men are especially advantaged when it comes to income and wealth as they are more likely to be financially secure, have paid work and greater financial literacy. A 2022 survey of older people in the City of Port Phillip indicated that older men in Port Phillip were more likely than women to feel certain that they could access services to help them maintain their health and wellbeing if and when they needed it.

### **Ageing in place**

Ageing in place in secure housing or other accommodation is fundamental for health and wellbeing as people age. Compared to Greater Melbourne, older residents in Port Phillip are more likely to be renting, living in a flat or apartment and living alone. It is also more common that women are living alone compared with men. Living alone can be associated with loneliness and social isolation which can impact physical health and mental wellbeing. A 2022 survey of older people in the City





of Port Phillip suggested slightly higher levels of concern amongst women compared with men about being lonely or isolated.

While the number of older men experiencing homelessness is greater than the number of older women (by a ratio of 2:3), national research undertaken by the Australian Human Rights Commission in 2019 indicated that older women (those aged 55 and over) were the fastest growing cohort of Australians experiencing homelessness between 2011 and 2016, increasing by 31%, with this trend being likely to continue (Australian Human Rights Commission, 2019). A 2022 survey of older people in the City of Port Phillip suggested slightly higher levels of concern amongst women than men regarding 'staying in my community as I age' and 'being able to stay living at home'. This policy identifies Council's role in ensuring secure, affordable and accessible housing that enables people to 'age in place'.

### **Respect and inclusion**

Elder abuse is one of the worst manifestations of ageism and inequality in our society. Research suggests older women in Australia are two to three times more likely to experience abuse than older men, however the proportion of older men who experience abuse is higher than for younger men (Better Health Network, 2023). A 2022 survey of older people in Port Phillip indicated that men and women feel similarly when asked about how safe they feel in their home. However, men were more likely than women to agree they feel safe in public places. This policy identifies Council's role in ensuring the contribution of older people from all genders, backgrounds, identities and abilities is respected and valued across our community.

### **First nations people**

First nations people continue to have much lower life expectancy and poorer health outcomes than non-indigenous Australians. There is a small population of Indigenous-identifying people aged over 50 living in the City of Port Phillip. Respecting their needs, culture and rights contributes significantly to enabling longer, healthier and active lives.

### **People identifying as LGBTIQ+**

Older people who identify as LGBTIQ+ are likely to have experienced a history of stigma, isolation and criminalisation of homosexuality during most of their lifetime. This can have consequences for how private and discreet some individuals are about their sexuality and may cause people to return to live in 'the closet' when accessing services. Port Phillip is a proud supporter of the LGBTIQ+ community and Council services for older people have been Rainbow Tick accredited for several years. Council invited LGBTIQ+ identifying older people to participate in the development of this policy through its newly established LGBTIQ+ Advisory Committee. Council is also developing its first LGBTIQ+ Action Plan.

### **Disability**

Rates of disability increase with age and older people are becoming more likely to undertake roles and responsibilities related to being a carer. Slightly less than one third of respondents identified as a person with a disability in the 2022 survey of older people and almost eight per cent identified as

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a carer. Council has developed its fourth Accessibility Action Plan concurrently with this policy and the learnings from community consultation activities have informed both this policy and this plan.

**Cultural and linguistic diversity**

People from migrant and refugee backgrounds can face extra challenges participating in community life and accessing services. Over 40 per cent of older residents living in the City of Port Phillip were born overseas. Greece, the United Kingdom, Italy, Ukraine, and Poland are the most common overseas birthplaces. Other than English, Greek, Russian, Italian, Polish and German are the most spoken languages. There is also a strong Jewish community in the City of Port Phillip with a higher representation than in Greater Melbourne.

This policy embeds an intersectional approach that seeks to challenge assumptions and develop targeted interventions that create a more equal society.



## Policy context

### International

In 1991, the United Nations adopted the *Principles for Older Persons* which acknowledges that the diversity in the circumstances of older persons requires a variety of policy responses. This advocates for opportunities for older people to participate and contribute fully within society, whilst ensuring that basic human rights are provided for, and encourages governments to support older people to have independence, participation, care, dignity and self-fulfilment.

The World Health Organisation's Age-friendly Cities Framework provides an evidence base for positive ageing. This identifies eight interconnected domains that can enhance and address barriers to the well-being and participation of older people. This has been adopted by many government agencies to improve outcomes for older people. Creating a global network for age-friendly cities and communities is one of ten priorities for healthy ageing.

### National

An ageing population and desire for national consistency and improved consumer choice for aged care services is reforming the national context for delivery of government funded aged care services. In 2012, responsibility for aged care services formally transitioned from state to Commonwealth government. At this time, the Commonwealth Government announced a range of reforms designed to create an aged care sector that puts the needs of senior Australians first.

Over the last ten years, numerous Commonwealth inquiries have considered reforms and made changes designed to improve aged care in Australia. The most recent was the 2021 Royal Commission into Aged Care Quality and Safety which identified the need for further reforms.

In response, the Commonwealth is currently working to develop a new Aged Care Act and associated regulations, and will introduce its new Support at Home program in July 2024. This will introduce an individualised funding model whereby people are funded directly and can obtain supports from a range of providers, instead of the historical 'block funded' model.

### State

***Ageing Well in Victoria Action Plan 2022-2026*** – this Victorian Government plan recognises the important roles and responsibilities of local government in providing support for people to age in place.

The action plan identifies four priority action areas:

- Resilient, connected seniors
- Tech-savvy seniors
- Valuing senior Victorians
- Health self-care.

This policy defines what Council can do to support the aspiration of this strategy in our local community.



## Local

Under the Local Government Act 2020, the role of a council is to provide good governance for the benefit and wellbeing of its community.

Victorian councils have traditionally been providers of government funded in-home and social support services for people as they age. Over the past few years, several councils have reconsidered their role in this space and these services have transitioned to other providers.

Council will use the outcomes and commitments defined in this policy to inform decisions Council may need to make in the context of these reforms.

### The role of local government

Local government has an important role as the closest level of government to the community, however this policy recognises that Council alone cannot create an age-friendly city. Other levels of government, a range of community organisations and groups, and other service providers each have an important role in supporting positive ageing in the City of Port Phillip.

As part of the development of this policy, Council undertook an audit of services and programs that contribute to its aspirations, and this is available as an attachment to this document. This information is provided as a guide to help identify the mix of programs and services that promote healthy ageing and deliver the aspirations in this policy.

**City of Port Phillip Integrated Council Plan 2021-2031** - is Council's strategic plan that establishes our priorities and guides the work we do. This policy will have an important contribution to all strategic directions of the plan:

- |                       |  |
|-----------------------|--|
| <b>Inclusive:</b>     | A place for all members of our community, where people feel supported and comfortable being themselves and expressing their identities.  |
| <b>Liveable:</b>      | A great place to live, where our community has access to high quality public spaces, development and growth are well-managed, and it is safer and easy to connect and travel within. |
| <b>Sustainable:</b>   | A sustainable future, where our environmentally aware and active community benefits from living in a bayside city that is greener, cooler, cleaner and climate resilient.            |
| <b>Vibrant:</b>       | A flourishing economy, where our community and local businesses thrive and we maintain and enhance our reputation as one of Melbourne's cultural and creative hubs.                  |
| <b>Well-Governed:</b> | A leading local government authority, where our community and our organisation are in a better place as a result of our collective efforts.  |



### **Impact of the COVID-19 Pandemic**

This policy was developed in the context of the COVID-19 pandemic which continues to have a significant and lasting impact. The pandemic raised the visibility of older people and their needs but also highlighted ageist attitudes and stereotypes. It motivated some people not previously 'online' to get online more to stay in touch with friends, and access services and social groups. For others, it magnified loneliness and isolation with some continuing to limit activities even as restrictions have eased, and exposed the impact and extent of the 'digital divide'.

The rapid growth of digital platforms and the complexity of the online world means some older people may get left behind, unless there is ongoing education and practical help for them to use and navigate online services safely and securely along with alternative access options.

## **What matters in our community**

### **How we engaged**

To inform this policy, Council sought input from a broad range of service providers and community members and utilised the expertise and experience of the Older Persons Advisory Committee.

To understand the perspective of service providers and stakeholders, twenty-five 30-minute interviews were conducted with stakeholder groups and service providers in the City of Port Phillip. The insights from these discussions helped shape the issues and opportunities for positive ageing that were summarised in a discussion paper that was published in March 2022.

To understand the needs and aspirations of older people in the City of Port Phillip, Council invited individuals to share their experience through a survey. The survey was available on Council's 'Have Your Say' Platform and paper surveys were widely distributed to service users and residents with reply-paid envelopes. The survey was open for a period of four weeks from 7 February to 4 March. A total of 359 responses were received, with 100 received online through 'Have Your Say' and 259 received via paper surveys.

Council also established a subcommittee of Council's Older Persons' Advisory Committee called the Positive Ageing Policy Subcommittee. This group brought members of this committee together with members of Council's Multicultural Advisory Committee, Multifaith Network and LGBTIQ+ Advisory Committee to provide a diversity of lived experience and help Council understand what positive ageing means in the City of Port Phillip. This group met four times throughout 2022 to help establish goals for positive ageing in the City of Port Phillip, prioritise where Council should put its effort and review the draft policy.

### **What we heard**

The key themes and priorities that emerged as most important were:

**Social participation, respect, and inclusion:** Survey respondents shared that positive ageing meant having opportunities to participate in community life. They also highlighted the importance of respect and inclusion. The highest ranked priorities by members of the Positive Ageing Policy Subcommittee for Council's focus were:



- Use libraries to support learning (including digital literacy), social engagement and community connectedness
- Enable and encourage older people to participate in community life promoting independence, civic participation and social connectedness
- Build the capacity of the local community sector to support vulnerable and disadvantaged community members.

**Community support and health services:** The availability of community support and health services was a key theme in survey responses and identified as important by members of the Positive Ageing Policy Subcommittee. The highest ranked priorities by members of the Positive Ageing Policy Subcommittee for Council's focus were:

- Facilitate independence and promote social connectedness for older people by assisting access to high-quality support services and community building initiatives
- Review Council's service delivery on how future arrangements will meet the needs of residents, including affordability, future demand and guided by the Aged Care Reforms
- Support older people through education to adapt, build resilience and mitigate the impact of climate change.

**Housing:** Being able to age in place was a key theme identified by survey respondents with housing stability and support to stay at home raised as important. The highest ranked priorities by members of the Positive Ageing Policy Subcommittee for Council's focus were:

- Work with key partners to help prevent homelessness, or reduce time spent without a secure home, for older people facing housing stress or loss
- Facilitate others to deliver affordable housing in the City of Port Phillip, through Council-provided assistance and guidance
- Encourage the private sector and other organisations to pilot new models that provide affordable housing in the City of Port Phillip.

**Outdoor spaces, buildings, transport and moving around:** Survey respondents shared that the physical environment was important in providing opportunities for social interaction and connection outside the home. Having safe, affordable and reliable transport options was a key enabler. The highest ranked priorities by members of the Positive Ageing Policy Subcommittee for Council's focus were:

- Ensure that public spaces in the City of Port Phillip are accessible for older people
- Support and promote community transport options and services which connect older people to community activities and support their health and wellbeing
- Deliver pedestrian projects that create safe, high amenity walking routes and reduce barriers to crossing major roads
- Ensure our streets and places are safe and inclusive, including accessible parking, pedestrian facilities, lighting and security.



## Scope

This policy applies to the wide range of services and programs that contribute to positive ageing for people aged 60 years and older (and First Nations people aged 50 years and older), and their families and carers in the City of Port Phillip.

Examples of the types of programs and services that contribute to positive ageing in the City of Port Phillip are provided as an attachment to this policy.

Whilst Council recognises its important role as an employer to ensure practices are inclusive and attractive to the employment of older people, these are excluded from this policy. Council has a range of organisational policies and strategies that support this including its Gender Equality Action Plan.



## Council's commitment to positive ageing

To address the priority issues of older people, Council will focus on six goals to achieve its vision:

<b>World Health Organisation Focus Area</b>	<b>Goal</b>
<i>Social participation</i> <i>Civic participation and employment</i>	All people have access to opportunities for social and intergenerational connections as they age
<i>Communication and information</i>	Effective communication and education ensure people are aware of and can access services to maintain their health and wellbeing
<i>Respect and inclusion</i> <i>Civic participation and employment</i>	The contribution of older people from all genders, backgrounds, identities and abilities is respected and valued across our community
<i>Community support and health services</i>	Accessible, affordable and quality services are available to meet changing needs to support health and independence as people age
<i>Housing</i>	Secure, affordable and accessible housing enables people to 'age in place'
<i>Outdoor spaces and buildings and transport</i>	Well-designed neighbourhoods enable easy access to services, and connection to friends, family and community life

Each goal is supported by commitments that will guide how Council will deliver, facilitate and advocate for services and programs in the community that promote positive ageing.





## What you can expect from Council

### **Goal 1: All people have access to opportunities for social and intergenerational connections as they age**

*Opportunities to develop social connections and participate in community life create a sense of purpose and are vital to wellbeing. Both older-person specific and intergenerational connections were identified as important in our community. Whilst no significant difference between men's and women's experiences of being able to participate in community life was identified through our survey, we do know that there are more older women than men living alone, and men are less likely to feel that they have opportunities to volunteer. The COVID-19 pandemic created a period of sustained isolation, and it will take extra effort to support people to return to community activities.*

#### **What Council will do**

- 1.1 Provide community spaces and support a diversity of community activities and events that promote intergenerational connections, respect for all ages, identities, and backgrounds, and enable older people to remain active in community life
- 1.2 Use libraries and community centres to support life-long learning (including digital literacy), and provide opportunities for social connection
- 1.3 Support local community groups and agencies to provide programs that enable older people to remain connected, active and participate in community life
- 1.4 Connect older people to volunteering opportunities in the local community
- 1.5 Facilitate diverse local events and activities, including as part of the annual Victorian Seniors Festival.

#### **Case study: Addressing the digital divide**

Working in partnership with a range of community groups, our libraries play a vital part in lessening the digital divide. The St Kilda Library has a dedicated Tech Service pod where people can ask for assistance with their devices, and the Emerald Hill Library has launched an iPad lending project where people can access a mobile device. Our libraries are also working with Port Phillip Community Group to run ongoing sessions for older residents on how to use digital devices.



**Goal 2: Effective communication and education ensure people are aware of and can access services to maintain their health and wellbeing**

*Understanding what services are available and how to access them was identified as a key barrier for people as they age, particularly for people from culturally diverse backgrounds, and those who may not have the skills and resources to access services online. Older people are also concerned about the impacts of climate change and want to better understand what they can do to both mitigate and adapt.*

**What Council will do**

- 2.1 Support older people and their families and carers to identify and access services they need through easy access to information, effective communication and enhancing digital capability
- 2.2 Provide alternatives to online access to Council services and information in civic hubs, community centres and libraries
- 2.3 Provide targeted communications that promote activities and services of interest, and support the health and wellbeing of older people
- 2.4 Support older people through education and targeted information to mitigate and adapt to the impacts of climate change

**Case study: Linking Neighbours Program**

Council's Linking Neighbours program is a social connection and wellbeing program for people aged 55 years and older, that is co-designed by participants with the support of Council officers. Leaders are nominated from each group and meet regularly to gain and share information. As part of the program, there are five coffee mornings each week for Linking Neighbours members. With the reduction of printed material and the digital divide, this is an important communication mechanism that provides a way to share important information between members and Council. For example, prior to the summer months, crucial information on heatwaves and how to prepare for them was shared at every coffee morning.



**Goal 3: The contribution of older people from all genders, backgrounds, identities and abilities is respected and valued across our community**

*An inclusive and caring society values the contribution and upholds the rights of older people and fosters their continued engagement in the community. This can be done by providing opportunities to participate in decision-making, and challenging ageism, elder abuse, and inequality in all its forms. Ageism is a key driver of elder abuse and the intersection of ageism with other forms of inequalities and prejudices have a compounding impact.*

**What Council will do**

- 3.1 Provide opportunities for older people to participate in civic decision-making and ensure their diverse lived experiences are considered in the development of Council policies, programs and services
- 3.2 Increase awareness in our community and our organisation of ageism, including participating in the Every Age Counts national campaign.

**Case study: Ageism Awareness Raising**

Council's Older Persons Advisory Committee has been in operation for more than twenty years. They provide advice to Council on the needs of older people. As part of Council's participation in the *Every Age Counts* national campaign, members of the committee developed an educational module to share their experiences of ageing and raise awareness of the impacts of ageism in the City of Port Phillip.



**Goal 4: Accessible, affordable and quality services are available to meet changing needs to support health and independence as people age**

*Accessible and affordable services are crucial to maintain health and wellbeing as people age and their needs change. Many of these services are the responsibility of the Commonwealth government who are undertaking significant system reforms designed to improve aged care and move to a consumer-directed model. There is currently a wide range of services and aged care providers in Port Phillip, however both service providers and community members are concerned about capacity to meet future needs.*

**What Council will do**

- 4.1 Determine Council's future role in aged care services in the context of Commonwealth Aged Care Reforms to ensure:
  - Residents have equitable access to affordable, inclusive and quality in-home and community support services that support their independence
  - Council's role is financially viable and compliant with relevant policies and legislation
- 4.2 Enhance the capacity in our local community sector to support older people that experience vulnerability or disadvantage.

**Case study: Enhancing community sector capacity**

Council supports community groups through funding and sector development activities. For example, Council's monthly Community Sector News e-newsletter keeps community organisations up-to-date on how they can support older people, and in 2022 Council provided training on ageism awareness, disability awareness, carer support and mental health first aid.



**Goal 5: Secure, affordable and accessible housing enables people to ‘age in place’**

*Housing that is appropriate for every day needs and close to transport, shops and services allows older residents to live independently. People prefer to remain in their local community as they age, and health outcomes are better for people with secure housing. For many older people, housing affordability and accessibility is a growing concern, and older women are now the fastest growing cohort at greatest risk of homelessness.*

**What Council will do**

- 5.1 Partner with community agencies to help prevent homelessness or reduce time spent without a secure home, for older people facing housing stress or loss
- 5.2 Encourage the development of accessible and adaptable housing in the City of Port Phillip to enable people to age in place
- 5.3 Work with other levels of government, the private sector and community housing organisations to facilitate the delivery of new social and affordable housing, and pilot new housing models that are designed to meet people’s needs as they age.

**Case study: Port Phillip Zero and housing support**

Council, along with a range of service providers and other agencies, initiated Port Phillip Zero, a “collective impact” response to rough sleeping throughout the municipality. The project brings together relevant agencies to coordinate services supporting every person in the municipality that is experiencing homelessness, and provide them with support to access housing. On average, there are about 15 older people receiving support through this project at any time. Over the past three years, this project and Council’s housing support program have helped 145 people aged 50 years and older access housing.



**Goal 6: Well-designed neighbourhoods enable easy access to services, and connection to friends, family and community life**

*The physical environment has a significant impact on mobility, independence, and quality of life as people age. The community identified the importance of having safe, clean, and beautiful public spaces that enable social interaction with streets that are easy to get around.*

**What Council will do**

- 6.1 Ensure that public spaces and community buildings are safe and accessible for older people, through application of universal design and crime prevention principles
- 6.2 Create safe, high amenity walking and bike riding routes, and reduce barriers to crossing streets
- 6.3 Provide well-designed neighbourhoods that are safe and easy to navigate, and offer accessible parking, public toilets, seating, shade and quality lighting
- 6.4 Support and promote transport options which connect older people to social activities, shops and services.

**Case study: Community bus**

Council's community bus program has provided free transport to destinations across the municipality including local libraries, the South Melbourne Market, shopping, medical services and community centres for fifteen years. Buses are wheel-chair accessible and community transport officers are available to help people getting on and off the bus.



## Monitoring progress

The effectiveness of the policy will be monitored throughout its duration using available data on the health and wellbeing of people as they age, reporting on and evaluating individual programs and activities, and seeking feedback from older people including our Older Persons Advisory Committee.

Where possible, we will evaluate outcomes by gender, disability, cultural identity and sexual orientation, and the intersection of those attributes when evaluating outcomes.

Examples of key indicators and data sources that will be used are provided below.

### Council provided service measures

Use of older person services	Data on the number of people accessing Council operated older person services (disaggregated by age brackets, gender and other attributes like disability, sexual orientation or cultural identity where available). This can include participants in Senior Festivals, the Linking Neighbours Program, Seniors Register, Older Persons Advisory Committee and other Council-provided services
Satisfaction with Council provided older person services	Satisfaction ratings obtained from Council's customer satisfaction monitor and from individual service evaluations

### Outcomes for older people

Social attitudes toward older people	Proportion of older people who report feeling respected and socially included in their community
Engagement in volunteer activity	Proportion of older people who report engaging in volunteer activity in the last month on at least one occasion
Participation in community activities	Data on the number and types of groups using community facilities
Representation in decision-making	Data on the number of older people participating in engagement on Council decisions
Access to services	Participation and available data on wait times for services
Housing	Proportion of older people who live in a household that spends less than 30% of their equalized disposable income on housing



## Relevant policy, regulations, or legislation

### Relevant Legislation

Title	Relevance
Victoria's Charter of Human Rights and Responsibilities	Charter of Human Rights and Responsibilities Act 2006 (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires public authorities, including local government, to act consistently with the human rights in the Charter.
Equal Opportunity Act 2010	The Equal Opportunity Act 2010 provides protections from discrimination in public life in Victoria. This includes protection from discrimination when based on disability, gender identity, race (including colour, nationality, ethnicity and ethnic origin), religious belief or activity or sexual orientation.
Disability Discrimination Act 1992	The Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against a person because of their disability.
Gender Equality Act 2020	Victoria's Gender Equality Act 2020 places obligations on public sector entities to plan, measure and track progress to improve gender equality. The Act requires councils to consider gender equality in the policies, programs and services that significantly impact the public.
Local Government Act 2020	Provides a framework for the establishment and operation of Victorian councils, and sets out that councils have a role to ensure services are available for everyone in their communities as they need them.
National Competition Policy	National policy to ensure that government businesses compete fairly in the market.
Aged Care Act 1997	The overarching legislation that outlines the obligations and responsibilities that aged care providers must follow to receive subsidies from the Australian Government.
Aged Care Quality and Safety Commission Act 2018	Underpins how Council delivers Commonwealth-funded aged care services.

### Victorian Government Policies

Title	Relevance
Ageing Well in Victoria: an action plan for strengthening wellbeing for senior Victorians	Outlines the Victorian Government's commitment to support Victorians to age well by continuing to participate in their community, and safely ageing in-place at home, in the community or aged care.





### Council policies

Title	Relevance
The Council Plan 21-31	The Council Plan set outs the vision and strategic directions for the City of Port Phillip, and the organisation's priorities for the delivery of these outcomes.
City of Port Phillip Property Policy	Provides a 'whole-of-Council' framework for the management of property assets and sets out a framework and guiding principles for the alignment of the Council's property portfolio with its service delivery objectives
City of Port Phillip Community Funding Policy	The Community Funding Policy provides the guiding principles and accompanying framework for the delivery of grants subsidies, donations and funding agreements in the City of Port Phillip to community organisations and individuals, including community managed children's services.
Places for People: Public Space Strategy 2022 - 2032	Sets out Council's aspiration for a well-connected network of public spaces for all people that nurture and support the health, wellbeing, social connection, creative expressions, economy and environment of our community.
Move, Connect, Live 2018 - 2028	Council's Integrated Transport Strategy sets out Council's aspiration for a city that is connected and easy to get around. It includes advocacy to improve frequency and reliability of public transport and minimising barriers to crossing busy roads.
In Our Backyard: Growing Affordable Housing in Port Phillip 2015-2025	Council's strategic approach and 'action plan' for growing social and affordable housing over the next decade responding to the changing housing context, barriers to delivery and opportunities.
Think and Act Homelessness Action Strategy	Supports older people facing housing insecurity.

## Definitions

Definitions of key terms used in this document:

Table 1: Definitions of terms

Term	Definition
<b>Older person</b>	<p>For the purpose of this policy, an older person is defined as any person aged 60 years and over and First Nations people aged 50 years and older.</p> <p>Whether someone is an 'older person' is a relative concept. In Australia, permanent residents can access a Seniors Card from age 60 and government-funded supports at home from age 65. Access to the age pension is currently available at 66 years and 6 months. If you are</p>



Term	Definition
	Aboriginal and Torres Strait Islander you can generally access these supports from age 50.
<b>Vulnerable</b>	This policy considers an older person to be vulnerable when they are exposed to a range of known risk factors that increase the likelihood that they will experience poorer outcomes in relation to their health, wellbeing and safety. These risk factors include (but are not limited to) family violence, elder abuse, alcohol and substance abuse, mental health problems, other health problems, neglect, unstable housing and homelessness. Research suggests that women make up a higher proportion of vulnerable older people than men.
<b>Aged Care Reform</b>	In response to the Royal Commission into Aged Care Quality and Safety's final report, the Australian Government is investing \$17.7 billion into an aged care reform package. These measures aim to produce a once in a generation reform of aged care, providing respect, care and dignity to our senior Australians.
<b>Service providers</b>	Service providers offer support to older people in the City of Port Phillip. The support may be information, advice, practical help, health-related, recreational opportunities, financial help or a combination of services. They may be operated by government organisations or non-government organisations. Non-government providers can include not-for-profits, charities or private organisations.
<b>Carer</b>	Carers are people who provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged.
<b>Community transport</b>	Transport provided for free or at a subsidised cost to assist people to stay active within the community. Council and other services providers such as Southport Daylinks provide community buses or other transport options.
<b>Ageism</b>	Ageism arises when age is used to categorize and discriminate against people in ways that lead to harm, disadvantage and injustice, and to erode solidarity across generations. Ageism takes on different forms across the life course.
<b>Public spaces</b>	Encompasses parks, gardens, streets, beaches and urban spaces.
<b>Digital literacy</b>	Digital literacy is the ability to identify and use technology confidently, creatively and critically to meet the demands and challenges of life, learning and work in a digital society. Being digitally literate implies having skills and capabilities across several domains – including the



Term	Definition
	ability to use technology to communicate, collaborate and participate in online environments, manage your online identity as well as your personal security and privacy, and create online content, not just consume it.
<b>Digital divide</b>	The term “digital divide” refers to the tendency for older adults to be less likely to use the internet than younger people, and for those older adults who do access the internet to do so less.
<b>World Health Organisation (WHO) Age Friendly Communities and Cities Framework</b>	Describes and identifies eight inter-related topics that enable cities to become more age-friendly and encourage active ageing:  Outdoor spaces and buildings, Transportation, Housing, Social participation, Respect and social inclusion, Civic participation and employment, Communication and information and Community support and health services.
<b>LGBTIQA+</b>	An evolving acronym standing for Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and Asexual. The "plus" represents other sexual and gender identities including pansexual and Two-Spirit.
<b>Elder Abuse</b>	Elder abuse comes in many forms. It can be financial, emotional or psychological, physical, sexual, mistreatment or neglect. Elder abuse can occur once or many times. It can include one or a combination of the different types of abuse.  Most often, elder abuse is carried out by someone known to the older person, with two thirds of abusers being a child of an older person. Abusers can also be other family members, relatives or friends. Elder abuse affects people of all genders and from all walks of life. The abuse, however, disproportionately affects women.  Elder abuse can happen in any kind of family or relationship. It can range from a person not considering an older person’s needs to someone intentionally causing harm. Many forms of elder abuse can be criminal acts.

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## References

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Australian Human Rights Commission. (2019). *Older Women's Risk of Homelessness: Background Paper*. Sydney: Australian Human Rights Commission.

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## Attachments

### **Audit of programs and services available to older people in the City of Port Phillip**

This document provides a snapshot of programs and organisations identified in 2022 that support the aspirations of the Positive Ageing Policy. It represents a snapshot in time and is not intended to be a complete list of programs and services operating in the City of Port Phillip. This information is provided as a guide to identify the mix of programs and services that promote healthy ageing and deliver the aspirations in the Positive Ageing Policy.



# Attachment 1 - Audit of programs available to older people in the City of Port Phillip

The following tables provide a snapshot of programs and organisations identified in 2022 that support the aspirations of the Positive Ageing Policy.

It represents a snapshot in time and is not intended to be a complete list of programs and services operating in the City of Port Phillip.

This information is provided as a guide to identify the mix of programs and services that promote healthy ageing and deliver the aspirations in the Positive Ageing Policy.

## Council-funded and/or provided programs

Program	Who	Description	Partners	Relevant Policy Goal
Community facilities	Assets and Property	Council provides a number of community facilities that support groups to meet and socialize by providing bookable spaces. Allocation of the spaces is determined by the Community Funding Policy.	Community groups	Goal 1
Diversity and Ageing Support Grants	Community Building and Inclusion	Provide financial support for culturally and linguistically diverse and/or seniors groups to initiate and run activities.	Culturally and Linguistically Diverse and/or Seniors Community groups	Goal 1 and 4



Program	Who	Description	Partners	Relevant Policy Goal
Seniors Festival Grants	Community Building and Inclusion	Supports community groups to host free and low-cost events during the Seniors Festival that recognise the valuable contribution seniors make to our community.	Community groups	Goal 1 and 3
Annual Community Grants	Community Building and Inclusion	Supports community groups to deliver programs and projects.	Community groups	Goal 1, 3 and 4
Community group funding	Community Building and Inclusion	Council has funding deeds with key community organisations.	Port Phillip Community Group	Goal 1
Linking Neighbours	Community Building and Inclusion	Program of outings and activities throughout the year. Bi-monthly newsletter Coffee catch-ups.	Linking Neighbours Leadership Team	Goal 1
Seniors Festival	Community Building and Inclusion	Series of events and activities that recognise the valuable contribution older people have made and continue to make to our community.	Community groups	Goal 1
Volunteer support and enablement	Community Building and Inclusion	Provide opportunities to volunteer in Council programs and linkages to other volunteering opportunities.	Community groups	Goal 1
Home library service	Community Services	Provide library items for residents unable to visit library in person.	Community member volunteers	Goal 1



Program	Who	Description	Partners	Relevant Policy Goal
Port Phillip Library Service	Community Services	Five library facilities that provide a range of programs for all community members.	Community groups	Goal 1 and 2
ASSIST	Customer Transformation	<p>First point of contact for most enquiries to Council.</p> <p>Two physical counters for assistance, advice, planning and building related-matters, and to pay bills at Port Melbourne Town Hall and St Kilda City Hall.</p> <p>Phone services</p> <p>Access to National Relay Service and interpreters to support services.</p>	NA	Goal 2
Carer Information Hub	Community Building and Inclusion	Online hub of information and resources to support people in their role of carers.	NA	Goal 2
Multicultural Network Forum	Community Building and Inclusion	Facilitated by Council's Multicultural Positive Ageing Officer, this group provides a platform to raise the needs and aspirations of the multicultural seniors group and build leadership capacity.	Multicultural Seniors Groups	Goal 2
Environmental Leadership	Sustainability	Free 10-week course to develop and lead your own sustainability action project.	NA	Goal 2





Program	Who	Description	Partners	Relevant Policy Goal
Live Sustainably at Home	Sustainability	Online hub of practical information to help people live more sustainably at home.	NA	Goal 2
Severe Weather Information	Emergency Management	Online information about how to prepare for severe weather.	State Emergency Services	Goal 2
Resilient Communities Project	Sustainability	Project to map areas of vulnerability to climate change based on locations and circumstances of people in that area.	South East Regional Climate Change Alliance (SECCA)	Goal 2
EveryAGE Counts Coalition Membership	Community Building and Inclusion	Formal alliance to tackle ageism against older Australians. Council endorsed in 2021.	Older Persons Advisory Committee (OPAC)	Goal 3
Have Your Say	Governance and Organisational Performance	Online portal to engage community members on Council decisions.	NA	Goal 3
Neighbourhood Engagement Program	Governance and Organisational Performance	Regular pop-ups to share Council priorities and seek community input.	NA	Goal 3
Older Persons Advisory Committee	Community Building and Inclusion	A committee which meets regularly to discuss issues relevant to older people and offer advice, insights and an older person perspective to Council decisions.	NA	Goal 3
In home care	Community Services	Domestic Assistance Personal Care Flexible Respite	Commonwealth Victorian Government	Goal 4



Program	Who	Description	Partners	Relevant Policy Goal
Property maintenance	Community Services	Home maintenance Home modifications	Commonwealth Victorian Government	Goal 4
Delivered meals	Community Services	Delivered meals and other food services	Commonwealth Victorian Government	Goal 4
Social Support	Community Building and Inclusion	Opportunity to participate in facilitated recreation and cultural activities where transport is provided	Commonwealth Victorian Government	Goal 4
Rainbow Tick accreditation	Community Building and Inclusion and Community Services	External accreditation demonstrating that aged care services are inclusive for LGBTIQ+ people. Accreditation is valid until September 2025.	Rainbow Health	Goal 4
Pensioner mowing service	Parks	Provide free mowing service to currently enrolled pensioners (139 households), nature strips are mowed monthly during spring and summer and every two months during autumn and winter. No further intake available.	NA	Goal 4
Seniors Register	Community Building and Inclusion Emergency Management	A confidential and secure list of people's emergency information held at the Port Phillip City Council and St Kilda Police Station. At the time of preparing this audit, there is some consideration of	Victoria Police	Goal 4



Program	Who	Description	Partners	Relevant Policy Goal
		expanding to a vulnerable persons list.		
Port Phillip Zero	Community Building and Inclusion	Collective action project to end rough sleeping in the City of Port Phillip.	Port Phillip Community Group Sacred Heart Mission Salvation Army Launch Housing	Goal 5
Housing and homelessness support	Community Building and Inclusion	Direct assessment, referral and interim case management support services for older persons in housing stress, at risk of housing loss or homelessness.	Housing organisations Victorian Government	Goal 5
In Our Backyard Implementation	Community Building and Inclusion	Council's affordable housing strategy which continues Council's 30-year history of directly investing in affordable housing in the City.	Housing organisations Victorian Government	Goal 5
Pensioner rebate	Finance	A rebate on Council rates in addition to the Victorian Government rebate to ease the burden on pensioner residents.	Victorian Government	Goal 5
Housing Strategy	City Planning	Informs how Council can accommodate housing growth and underpin new housing policy and controls. New strategy is currently under development.		Goal 5



Program	Who	Description	Partners	Relevant Policy Goal
Public housing development support	City Planning	Advice and advocacy to Homes Victoria in the re-development of public housing.	Homes Victoria	Goal 5
Capital works programs	City Design Project Delivery	Projects that deliver improved and sustainable community assets including buildings, public spaces, roads, drainage and footpaths.	Victorian Government	Goal 6
Community bus	Community Services	On-demand service to assist in visiting local libraries, the South Melbourne Market, shopping, medical appointments and community centres.	Commonwealth Victorian Government	Goal 6
Integrated Transport Strategy (Move, Connect, Live) Implementation	Sustainable Transport	Council's commitment to making it easy for people to move around and connecting people with places in ways that suit them.	Commonwealth Victorian Government Private Industry	Goal 6
Public Space Strategy	Open Space and Recreation	Describes how Council will achieve its vision of a well-connected network of public spaces for all people that nurture and support the health, wellbeing, social connection, creative expressions, economy and environment of our community.	Commonwealth Victorian Government	Goal 6
South Melbourne Structure Plan	City Planning	Will establish a long-term vision and actions to manage change. This	Victorian Government	Goal 6



Program	Who	Description	Partners	Relevant Policy Goal
		long-term plan will help prepare South Melbourne for the future and how we respond to challenges such as climate change, population growth and COVID-19.		

**Community-led programs**

The following community groups and programs are known to be operating in the City of Port Phillip and support the aspirations of the Positive Ageing Policy.

Category	Organisation	Programs provided	Location
Neighbourhood Houses	Elwood/St Kilda Neighbourhood Learning Centre	Training, education and employment Wellbeing groups Venue hire	Elwood
	Mary Kehoe Community Centre	South Melbourne Gardening Club Exercise groups U3A primary location	South Melbourne
	South Port Community Centre	Provide a range of art, inclusion, education and wellbeing activities	Port Melbourne
	Alma Road Community House	Managed by Port Phillip Community Group	St Kilda East
Community Service Organisations	Port Phillip Community Group	Provide a range of centre-based and outreach programs including information, referral and support, material aid, skill development and	St Kilda



Category	Organisation	Programs provided	Location
		pathways to education and employment	
	Sacred Heart Mission	Programs for adults of all ages and backgrounds who are experiencing homelessness, disadvantage and social exclusion to a free meal, care and support.	St Kilda
	South Port Day Links	Enable residents to remain socially connected, independent and able to continue to live in their home	Port Melbourne
Multicultural Seniors Groups	Association of Former Inmates of the Nazi Concentration Camps and Ghettos from the Former Soviet Union	Social activities	NA
	The Victorian Association of WW2 Veterans from the Former Soviet Union	Social activities for former Veterans	NA
	Ethnic Discussion Club	Social activities for Russian seniors	NA
	Nadezhda Russian Senior Citizens Club	Social activities. Most members aged 80 and over	NA
	Healthy tourism Senior Citizens Russian Clun 'Vigor' (Russian older person group)	Social activities for people with Russian speaking background  Singing group 'Ensemble Nostalgia'	NA



Category	Organisation	Programs provided	Location
	'Golden Age' South Melbourne Russian Senior Citizens	Social activities	South Melbourne
	Yachad Senior Citizens Club	Social activities for Yachad seniors	NA
	Polish Senior Citizens Club of St Kilda 'Astry'	Social activities	NA
	Eremia Greek Senior Citizens Club	Social activities	NA
	Port Melbourne Greek Community Senior Citizens Club	Social activities	NA
	Lemnian Community of Victoria Elderly Citizens Club	Social activities celebrating Lemnian Greek culture	NA
	Galini Greek Senior Citizens Club	Social activities celebrating Galini Greek culture	Port Melbourne
	Greek Senior Women Association 'Olympia'	Social activities for Greek elderly women	NA
	New Life Association Inc	Social activities for Greek seniors	NA
Faith-based Groups	Christ Church Mission	Opportunities for social interaction and personal growth	St Kilda
	Southport Uniting Church	Range of social activities	South Melbourne Port Melbourne
	Port Melbourne Uniting Church	Simply Living Community Garden	Port Melbourne
LGBTIQA+	Alice's Garage	Social enterprise to empower older LGBTI people and promote healthy LGBTI ageing	Australia wide but based in Port Phillip



Category	Organisation	Programs provided	Location
	Victorian Pride Centre	First purpose-built centre for Australia's LGBTIQ+ communities.	Located in St Kilda but services whole of Victoria
Sport and Recreation	Albert Park Bowls Club	Lawn bowling (competitive and social)	Albert Park
	Albert Park Lawn Tennis Club	Tennis (competitive and social)	Albert Park
	Elwood Croquet Club	Croquet and venue for functions	Elwood
	Middle Park Bowls Club	Lawn bowling (competitive and social)	Middle Park
	South Melbourne Trugo Club	Trugo	South Melbourne
	Sandridge Trugo Club	Trugo	Garden City
	Port Melbourne Trugo Club	Trugo	Port Melbourne
	St Kilda Police and Citizen's Youth Club	Mentoring young people and gym	St Kilda
Historical Associations	Middle Park History Group	Awareness and promotion of Middle Park history	Middle Park
	St Kilda Historical Society	Interest and research into the history of St Kilda, Elwood and surrounding areas	St Kilda, Elwood and surrounds
	Port Melbourne Historical and Preservation Society	History and research into Port Melbourne	Port Melbourne and surrounds
Service/Social Clubs	Port Melbourne Probus Club	Association of active retirees	Port Melbourne
	St Kilda Probus Club	Association of active retirees	St Kilda





Category	Organisation	Programs provided	Location
	Port Phillip Life Activities Club	Social recreation program for retired people or approaching retirement (over 45)	Various
	Port Phillip Lions Club	Service organization	South Melbourne
	Port Phillip Rotary Club	Service organisation	South Melbourne
	St Kilda RSL	Veterans support network	St Kilda
	Port Phillip Mens Shed	Social group for men to work on projects	South Melbourne
Arts and Cultural Groups	Singing Hearts Russian Choir	Regular choir practice and performances at club and nursing homes	NA
	Lotus Choir	Regular choir practice and performances at club and nursing homes	NA
Lifelong Learning	University of the Third Age	Offer a range of courses ranging from art to yoga	Albert Park
Sustainability	Port Phillip Bicycle Users' Group	Represent the views and needs of local bike rides. Run social rides	NA
	EcoCentre	Provide community programs designed to educate people about the environment.	St Kilda
Community Housing Organisations	Launch Housing	Housing information and referral services including financial assistance for	NA



Category	Organisation	Programs provided	Location
		housing-related expenses such as rent in advance	
	Housing First	Provide social and affordable housing to over 1600 people across Melbourne.	NA
	St Kilda Community Housing	Own and manage a range of social and affordable housing options in St Kilda	St Kilda
	South Port Community Housing Group	Create and manage affordable rental housing options in the City of Port Phillip for single adults and young people who have faced homelessness and social exclusion.	NA

#### Commonwealth Home Support Programs (CHSP) operating in the City of Port Phillip

Provider	Programs provided	Description
Better Health Network (formerly Star Health)	Suite of CHSP and Home Care Packages	Community Health Service
Calvary Health Care Bethlehem	Suite of CHSP and Home Care Packages	One of the largest not-for-profit providers of home care in Australia
Jewish Care	Suite of CHSP and Home Care Packages	First choice for aged care, in-home care, disability and community services for the Victorian Jewish community. Rainbow Tick accredited.
Bolton Clarke	Suite of CHSP and Home Care Packages servicing Greater Melbourne	Former RSL Care and Royal District Nursing Service



Provider	Programs provided	Description
Russian Aged Care	Suite of CHSP and Home Care Packages	Russian Ethnic Representative Council
Sacred Heart Mission	Suite of CHSP and Home Care Packages	Deliver in home support to people experiencing deep, persistent disadvantage.
Wintringham	Advocacy and referrals	
Southport Daylinks	Daylinks – door to door community transport Gardenmates – light gardening support Petmates – pet support Walkmates - company to go for a walk	See previous reference
Mecwacare	Domestic assistance, Flexible Respite, Personal Care, Social Support	Major provider of aged care and disability services in Melbourne

### Aged care facilities

There are a range of residential aged care facilities operating in the City of Port Phillip and surrounds.

Name	Location	Provider
Napier Street Aged Care Services	South Melbourne	Napier Street Aged Care Services
Emerald Hill Residence	South Melbourne	CaSPA Care
Wintringham Hostel	Port Melbourne	Wintringham Housing
Residential Home Windsor	Windsor	JewishCare
South Port Residential Home	Albert Park	CASPA Care
Sacred Heart Community	St Kilda	Sacred Heart
Calvary Central Park	Windsor	Calvary Care
Bupa Aged Care	Windsor	Bupa
Europa on Alma	St Kilda	Bolton Clarke