



THE INTEGRATED AGE-FRIENDLY TOOLKIT

FOR LOCAL GOVERNMENT
IN NSW



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LGNSW takes no responsibility for actions taken based on advice in this Toolkit

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Toolkit Introduction and Purpose

The *Integrated Age-Friendly Planning Toolkit for Local Government in NSW* aims to assist and encourage all areas of council to work together in planning for an ageing population, especially with respect to the various components of the built environment across cities, towns, villages, town centres and neighbourhoods.

This Toolkit has been developed by Local Government NSW (LGNSW) in partnership with the NSW Office for Ageing, the Council on the Ageing NSW (COTANSW), the NSW Office of Local Government, and Dr Catherine Bridge from the University of NSW (UNSW). It follows and complements the Age-Friendly Community Local Government Grants Scheme, which was funded by the NSW Office for Carers, Ageing and Disability Inclusion, NSW Department of Family and Community Services in 2012.

Creating age-friendly environments and communities involves council staff from multiple disciplines including planners, community service providers, engineers, architects, open space and recreation workers, parks managers, asset managers, traffic and transport engineers and public works engineers.

Informed by the knowledge of each Local Government Area's (LGAs) ageing population needs, the Toolkit will help councillors identify the key issues relating to population ageing and what needs considering when commenting on draft plans or policies from council or other agencies.

To make it easy for council staff to access relevant information, this Toolkit can be downloaded in PDF and Word format.

Information for councillors

Population ageing is a demographic change that brings both challenges and opportunities. The number of people living in NSW aged 65 years and over will increase from just over 1 million people (14 per cent of the population) in 2012 to 2.3 million (24 per cent of the population) in 2050. At that point, for the first time, there will be more people aged 65 years and over than there will be children under the age of 15 (*Source: NSW Ageing Strategy*).

The *Integrated Age-Friendly Planning Toolkit for Local Government in NSW* includes key information about how councils can address the needs of an ageing population in an integrated cross-council way.

CLICK TO GO TO RELEVANT SECTION

1. [Engaging with an Ageing Population](#)
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ENGAGING WITH AN AGEING POPULATION

This section of the Toolkit outlines a range of options that councils can use to engage with older people to help develop local plans that make communities liveable. Such communication is beneficial in guaranteeing that age-friendly decisions are made. The following examples of community engagement methods have been used successfully in rural, regional and metropolitan NSW councils.

Engagement Tools

Online Engagement

Using online engagement tools, such as the community-forum website Bang the Table, has become widespread throughout NSW councils. Bang the Table allows councils to establish a web presence that engages self-selecting community members in a variety of ways. This online existence can also act as a general repository of information, as it provides a forum for online surveys, submissions, discussions, projects and plans that are currently available for comment. Being accessible around the clock furthers the ability of websites to act as a medium for community feedback.

Councils also operate independent online engagement tools. These are often permanently open, web-based forums where residents can submit ideas that they think could improve their community or area. Ideas can be voted for, and commented on, by other users. Councils subsequently respond to those ideas and consider submissions in future planning. This is an informal, convenient and cost effective way of providing 24/7 community engagement.

Citizens' Panels/Deliberative Democracy

In 2011-12, a metropolitan NSW council and the newDemocracy Foundation worked together to form a Citizens' Panel, in order to undertake a participatory budgeting process. The Citizens' Panel was seen as a novel way to engage the public to prioritise the "desired range and quality level of council provided services" and to "deliver widespread public confidence and acceptance of the priorities, trade-offs and funding models used as being equitable and based on merit." (newDemocracy Foundation 2011).

This successful process featured several key elements:

- Participants were chosen to reflect the demographics of the council area.
- Invitations to participate were issued personally, rather than a broad public invitation being issued, which is often the case. The response rate was therefore much higher, allowing a representative sample to be chosen.

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- Independent oversight of the process.
- Extensive information was given to participants before meetings began.
- Reassurance from council at the invitation stage that the Panel's decisions would be able to influence council's decision making.
- The ability and willingness of panellists to "[leave] their baggage at the door" (N. Thompson, 2012, 'Participatory Budgeting - The Australian Way', *Journal of Public Deliberation* 8(2):5).
- A parallel staff panel (23 randomly selected council staff members) was also undertaken at the same time and its opinions also fed into the final results.

The Panel deliberation process consisted of more than 30 hours of discussion over five face-to-face meetings. These sessions were managed by professional facilitators, but the process was driven by the Panel itself. Panel members also spent significant time participating in online forums and talking to other residents about the budget issues being considered.

In the end, the Panel was unable to recommend any large cuts to services and indeed suggested a rate rise to cover future road maintenance costs. Panel members commented that the experience had given them a far deeper understanding of the demands placed on council.

Appreciative Inquiry and Visioning

Appreciative inquiry and visioning can be very successful as a means of gauging community preferences. Using appreciative inquiry and visioning transforms the engagement process from the traditional approach of, "these are the three options, which do you prefer?" to a more collaborative style, which asks communities to consider their needs and how they can be best met.

For example, a successful vision-based community engagement exercise was undertaken by a NSW metropolitan council as an element of their four part Draft Housing Strategy engagement process.

- Stage one:** Initial awareness, background and information sharing
Stage two: Visioning
Stage three: Feedback from the community on the Housing Directions Paper
Stage four: Public exhibition of the Draft Housing Strategy

This extremely successful community engagement process was held at a local RSL club and was attended by around 460 residents who were specifically recruited to reflect the demographics of the council area. A well-known media personality was the Master of Ceremonies, keeping attendees interested while facilitating a constructive discussion with an expert panel.

Attendees expressed their opinions through electronic keypad voting (to nominate and rank preferences and to provide demographic information) and also through "sticker sessions". One sticker session gave attendees the opportunity to place three stickers on a map of the LGA to indicate where they *did not* want additional dwellings to be built. Another sticker session required tables of attendees to work to form a consensus to place ten stickers, each representing 1000 dwellings, on their preferred locations on a map of the LGA.

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There were also opportunities for attendees to present other opinions on an “opinions wall” and table facilitators took notes on the participants’ comments and opinions throughout the day.

The final Draft Housing Strategy presented options which were in accordance with the preferences exhibited by participants in the course of the engagement exercise.

Precinct Committees

Precinct committees have been a popular form of community engagement since the 1970s. Precinct committees are committees comprised of residents from specific areas which act in an advisory role to council and which also facilitate a two-way exchange of information between council and the broader community.

Precinct committees are valuable to councils because they provide a conduit for a relatively steady source of information to and from the community, including information about the needs and wants of the community. Precinct committees can also give councils a valuable insight into the placement of various facilities, i.e. what is needed and where.

However, precinct committee members are self-selecting and there is a concern that sometimes members may have particular agendas to push and that precinct committees can become simply a forum for these people.

Section 355 Committees

Community engagement can also be conducted through Section 355 committees. The *Local Government Act 1993* s355 states that councils can form committees comprised of members of their choosing (for example the public, business leaders and stakeholders) and that councils can delegate functions to these committees. For example, a regional council has set up Community Management Committees under s355. These committees have been convened to “assist council in the management of community facilities or make recommendations to council regarding their locality.”

Tips

Use demographically representative samples

It can sometimes be appropriate at certain stages of community engagement to use demographically representative samples (for example in small focus groups or broader visioning exercises). This lends further legitimacy to the process as the “vocal minority” is much less likely to be able to influence outcomes and decisions often more closely reflect the preferences of the broader community.

Use personal invitations

Personal invitations to participate in engagement opportunities at specific stages can be very effective in drawing a representative demographic sample and creating a feeling of investment on behalf of invited community members. This method is much more likely to have success in terms of higher numbers of respondents than a broad open call. Personal invitations should not entirely replace open calls for participation as this is still an important and valid aspect of community engagement. However, personal invitations can be used at specific stages of engagement (for example when setting up focus groups) in order to ensure a representative sample of the community is taking part in the engagement exercise.

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Use a combination of engagement methods

Using a combination of engagement methods can be an effective way to involve a community. Combining methods also means that engagement can take place at the appropriate point on the engagement spectrum for that particular activity. The International Association of Public Participation (IAP2) has created a public participation spectrum. The spectrum identifies five processes to engage the public in participation: inform, consult, involve, collaborate, and empower.

For example, in 2009 a regional council undertook community engagement for their Community Strategic Plan (CSP) using a combination of methods. First, a traditional survey was undertaken throughout the LGA in order to gauge, in effect, a baseline for the stage the community was at and what their future priorities were. Community members (school-aged children, the wider community and councillors) were then invited to participate in a “postcard of the future” exercise. The postcards were intended to allow the community to illustrate how they viewed the future of the Shire. Next stakeholder groups were identified and representatives from each group were invited to attend a workshop to examine the LGAs past and present, as well as its desired future. A further workshop was held with 82 demographically representative community members in order to design the framework for the CSP. All those attending the workshop had an opportunity to present their views and to be heard.

The draft CSP was then distributed to all who had been involved in the various stages of the engagement process (as well as councillors and council management). Modifications were made to the plan and it was then placed on public exhibition where further comments were taken into account, with the final CSP adopted by the LGA in March 2012.

Conduct a transparent process

Ensuring that the community is aware of the extensive influence their participation can have on council decisions is crucial in legitimising the engagement process.

Summary of engagement ideas

The Age-Friendly Community Local Government Workshop attendees provided the following suggestions for engagement strategies to use with older people:

Workshops and focus groups:

- Arrange invitations from the mayor to attend a forum/consultation
- Hold face-to-face and interactive workshops
- Allow all abilities and skills to participate
- Include people from all cultural and linguistic backgrounds
- Conduct consultations in other community languages
- Ensure cross-generational mix
- Include council staff, executive and councillors
- Ensure the venue is accessible
- Hold events during daytime hours

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- Hold events with a short time frame – two hours maximum
- Provide food
- Convene in a location close to transport
- Hold café conversation style workshops with a small group to allow discussion
- Use the concept of community empowerment to drive conversation
- Conduct ‘walk and talk’ type discussions at different sites
- Identify small local issues that people could take responsibility for and do themselves with minimal support
- Report focus group findings on council's web page.

Surveys:

- Use a variety of methods
- Write directly to older people
- Send questions out with rates notices
- Use multiple survey methods - online survey, hard copy survey and phone survey/interview
- Use social media and online feedback
- Use local newspaper and libraries
- Use data collectors that older people trust
- Make participating in the survey a positive experience.

Direct contact:

- Talk to seniors groups
- Send out discussion papers to stakeholder groups
- Hold consultation lunches through existing groups. For example tai chi, computer pals, aqua aerobics groups, fit for life and bowls/croquet
- Use precinct committees and neighbourhood meetings
- Use local libraries
- Use volunteering and seniors cards as a means of engaging with older people.

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Case studies of engagement strategies

Creating Age Friendly Communities: A workshop resource for Local Government

The Council on the Ageing NSW (COTA NSW) project was funded by the Department of Family and Community Services Ageing Grants Program. The aim was to work with councils across NSW to bring about a better understanding of an ageing population and what that means at a Local Government level.

COTA NSW conducted workshops with 24 councils across NSW, which were designed to help councils address the issues of ageing in a practical way.

At the end of the workshop, councils found a clear way forward with practical and achievable actions to make their communities more liveable for older Australians. All council staff and councillors were invited to participate, as well as invited community members and community service providers.

A report and resources developed from the workshops are available on the COTA NSW website (www.cotansw.com.au). The key resource is an instruction manual on how to run this type of workshop in a similar way, "*Creating Age Friendly Communities: A workshop resource for local government*".

Other related documents are also available on the COTA website.

Walk and Talk Liveability App

Funded by NSW Family and Community Services, this application (App) can be used by council staff or community members to collect data and qualitative feedback on buildings and spaces in the public domain. All data is GIS encoded and can be linked to council databases, enriching council's data on age-friendly places, and how they are perceived by older people and the wider community.

The Walk and Talk Liveability App was developed by the University of NSW and was piloted in 2012 in Tweed Heads and Wollongong with older people around a 400m walk zone in their town centre.

Since that time, the App has become available for free download from the Apple iTunes store at: <https://itunes.apple.com/au/app/liveability/id576613272?mt=8>

The University of NSW is now looking to work with a range of councils in NSW about how the App can be used and refined to create more age-friendly environments.

More instructions on how to use the App are available on YouTube:

Using the Liveability iPad application by Jason Thorne:

<http://www.youtube.com/watch?v=FglrwEdVhyY>

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This section of the Toolkit helps councils understand the relationship between ageing population issues and broader NSW Government and regional strategy frameworks. Under the NSW Local Government Integrated Planning and Reporting framework, councils are required to give due regard to the NSW Government's strategic plan, and any other relevant state and regional plans. Councils are also required to consider relevant state or regional draft plans and strategies that are available.

Not unlike Local Government's strategic planning framework, the NSW Government strategic framework is made up of a suite of plans and strategies comprising:

- The NSW Government's overall plan (NSW 2021)
- Separate sectoral long-term strategies and delivery plans guiding land use and development, infrastructure and transport
- Various other strategies and delivery plans
- Short-term action plans.

Population ageing presents a range of challenges that impact council functions such as planning for social inclusion, transport, housing, land use and development, community facilities and services.

Reviewing the NSW Government's priorities, targets and actions may give councils a starting point to identify issues relevant to their own communities. It can also provide a clear view of where the NSW Government will be investing its energies in coming years, which can help inform local policy and strategy/planning of age-friendly environments, and opportunities for collaboration.

The following information outlines key NSW Government strategies and plans, which inform planning for ageing and age-friendly environments. It also includes:

- Links to the relevant websites and documents
- Brief descriptions including timeframes covered and main aims
- Specifics about the connection with ageing populations
- The relevance for Local Government in planning social and physical environments for ageing populations.

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Key NSW Government strategies and plans covered in this section of the Toolkit include:

Overall Strategic Plans:

- NSW 2021
- NSW 2021 Regional Action Plans (released December 2012).

Sectoral Long-Term Plans:

NSW 2021 is supported by separate sectoral plans guiding land use and development, infrastructure, and transport:

- A New Planning System for NSW, Regional Growth Plans and Sub-Regional Delivery Plans (under development)
- A Metropolitan Strategy for Sydney (under review)
- NSW Long Term Transport Master Plan
- NSW State Infrastructure Strategy.

Other NSW Government Strategies, Plans and Legislation Related to Population Ageing Issues:

- NSW Ageing Strategy: Department of Family and Community Services, Office for Ageing 2012
- Regional Ageing Strategies 2014 developed under Regional Action Plans – North Coast NSW Ageing Strategy and Northern Sydney Ageing Strategy
- *NSW Carers (Recognition) Act 2010*
- NSW Carers Strategy 2014 - 2019
- *NSW Disability Inclusion Act 2014*
- NSW Implementation Plan of the National Disability Strategy
- Transport for NSW Disability Action Plan: December 2012
- NSW State Health Plan (Towards 2021)
- NSW Healthy Eating and Active Living Strategy: Preventing Overweight and Obesity in New South Wales 2013 – 2018
- Sydney's Walking Future: Connecting People and Places, December 2013
- Housing Diversity: Sydney's Growth Areas Finalisation Report 2014
- NSW Economic Development Framework

Note: The above reference list should not be seen as complete. The references were current and accurate at the time of preparing the Toolkit, and have generally been released in the last two to three years (with some exceptions).

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Overall Strategic Plans:

NSW 2021

http://www.2021.nsw.gov.au/sites/default/files/NSW2021_WEB%20VERSION.pdf

What is NSW 2021?

NSW 2021 is the NSW Government's overall ten-year strategic business plan, and was released in 2011 after broad consultation. The plan identifies various accountabilities under each government portfolio and is reviewed annually against targets. Updates are provided online and in performance reports.

NSW 2021 sets clear priorities, reflecting the NSW Government's vision for the future; to make NSW the number one state, based on the following five strategies:

- Rebuild the economy
- Return quality services
- Renovate infrastructure
- Strengthen our local environment and communities
- Restore accountability to government.

There are 32 goals (and 180 targets) identified for these five key strategies. A diagram of the plan is available online:

http://www.2021.nsw.gov.au/sites/default/files/NSW2021_Plan%20Goals_0.pdf

What priority actions and longer term goals of NSW 2021 relate to Local Government planning for ageing populations?

Goal 25 and its associated targets are directly relevant to Local Government:

What is Goal 25? Increasing opportunities for seniors in NSW to fully participate in community life

"In the next 25 years, the population of people aged 65 years and over in NSW is expected to more than double. The NSW Government will develop a strategy to respond to the implications of population ageing. We will deliver services that meet the needs of older people in the community, provide assistance and leadership to build evidence-based policy and high quality, diverse and relevant services for older people across NSW. This strategy will be developed and implemented in collaboration with private and community organisations."

Two targets for Goal 25 (refer to page 48 of NSW 2021):

1. Develop and implement a whole of NSW Government Strategy on Ageing by 1 July 2012

Priority Actions: "NSW faces challenges with an ageing population. We will plan services and prepare initiatives to meet these challenges, while supporting seniors to actively and independently participate in the life of their communities. To achieve this target we will:

- Complete a demographic plan on ageing

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- Develop a whole-of-government Ageing Strategy via a round table discussion and broader consultation with stakeholders including the NSW Ministerial Advisory Committee on Ageing
- Encourage flexible working arrangements for older workers and training for those who need to update skills or re-skill as a result of retrenchment or a decision to move to different employment or volunteering
- Establish a Grandparents Day to be held annually
- Waive the cost of photo ID for Seniors Cards and Pensioner Cards
- Extend stamp duty concessions to 'empty nesters' over 55 years old who sell an existing home and purchase a newly constructed dwelling worth up to \$600,000.

2. Implement standard retirement village contracts

To achieve this target we will:

- Introduce new measures to allow consumers to better compare costs and conditions between retirement villages.

Since the release of NSW 2021, Goal 25 has been realised in part with the preparation and release of the NSW Ageing Strategy (further outlined in this part of the Toolkit) and the development of a standardised retirement village contract for NSW. The use of the standardised contract will be mandatory.

Information about the standard contract for retirement villages and disclosure documents are available online:

http://www.fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Retirement_villages/Standard_contract_and_disclosure_documents.page

What is the relevance for councils planning for ageing populations?

Initiatives out of the release of NSW Ageing Strategy 2021 (see separate listing below) include funding for the Age-Friendly Grants Scheme, and developing this Toolkit to assist Local Government in planning for age-friendly environments.

Reviewing the NSW 2021 priorities, targets and actions provides councils with higher level support, and a starting point for identifying relevant population ageing issues for their Community Strategic Plans.

Together with the short-term community driven action plans (two year Regional Action Plans – see next section) prepared to help the delivery of works in response to regional community priorities, NSW 2021 also provides a clear view of where the NSW Government will be investing its energies in coming years.

NSW 2021 Regional Action Plans

<http://www.2021.nsw.gov.au/regions>

What are the NSW 2021 Regional Action Plans?

To complement NSW 2021 and existing long term initiatives, local action plans have been prepared for each region of NSW. These plans, known as Regional Action Plans (RAPs), identify immediate actions the NSW Government will prioritise to improve outcomes in each region. They will be driven locally by Regional Ministers and

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supported by new cross-government leadership frameworks including Regional Managers Networks, which bring together senior officers from across NSW Government agencies at a regional level.

The RAPs are an initial response to key actions raised during community consultations across NSW. The key themes raised overwhelmingly across the state were transport, economic growth and local jobs, and land use planning that protected both the local environment and prime agricultural land.

What is the relevance for councils planning for ageing populations?

RAPs are good sources of identifying issues that may be relevant to each local community. They also provide a snapshot of the priority actions and projects that the NSW Government will be working on in each council's region over the next two years. There may be opportunities for councils to connect with, and benefit from, these programs.

RAPs should recognise the relevant Community Strategic Plans for the Local Government Areas that they cover. Councils' Community Strategic Plans, and associated Delivery and Operational Plans, should also reflect the objectives and actions in the RAPs.

There are 19 RAPs associated with NSW 2021. Six of these cover the Sydney Greater Metropolitan Area, and 13 apply to the remainder of NSW. The following tables identify the LGAs covered by each of the RAPs.

There are six Regional Action Plans for the Sydney Greater Metropolitan Area (GMA):

RAP Region	LGAs covered	No. of LGAs (ROCs)
Northern Sydney	Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, North Sydney, Ryde, Willoughby	NSROC 7
Northern Beaches	Pittwater, Warringah, Manly and Mosman	SHOROC 4
Southern	Hurstville, Kogarah, Rockdale and Sutherland	SSROC 4
Eastern/Inner West	Ashfield, Botany Bay, Burwood, Canada Bay, Canterbury, City of Sydney, Leichhardt, Marrickville, Randwick, Strathfield, Waverley and Woollahra	SSROC 12
Western/Blue Mountains	Auburn, Blacktown, Blue Mountains, Hawkesbury, Holroyd, Parramatta, Penrith and The Hills	WESROC 8
South Western	Bankstown, Fairfield, Liverpool, Campbelltown, Camden and Wollondilly	WESROC MACROC 6
TOTAL Sydney Metro Area		41

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There are 13 Regional Action Plans for areas outside the Sydney GMA:

RAP Region	LGAs covered	No. of LGAs
Far West	Central Darling and Broken Hill, and also the Unincorporated Area	2 + Unincorporated Area
Orana	Warrumbungle, Wellington, Dubbo, Narromine, Coonamble, Walgett, Bourke, Brewarrina, Warren, Bogan, Cobar and Gilgandra	OROC 12
New England/North West	Armidale Dumaresq, Glen Innes Severn, Tenterfield, Walcha, Uralla, Guyra, Tamworth Regional, Liverpool Plains, Gunnedah, Gwydir, Inverell, Moree Plains and Narrabri	NAMOIROC New England Local Government Group 13
Northern Rivers	Ballina, Byron Bay, Clarence Valley, Kyogle, Lismore, Richmond Valley and Tweed Heads	NOROC 7
Mid North Coast	Coffs Harbour, Bellingen, Nambucca, Kempsey, Port Macquarie/Hastings and Greater Taree plus Lord Howe Island	MIDROC 6 + Lord Howe Is
Murray/Lower Darling	Albury, Greater Hume, Corowa, Urana, Berrigan, Deniliquin, Murray, Conargo, Wakool, Balranald, Wentworth, and Jerilderie	REROC 12
Riverina	Bland, Coolamon, Cootamundra, Griffith, Leeton, Murrumbidgee, Carrathool, Hay, Gundagai, Junee, Lockhart, Narrandera, Temora, Tumbarumba, Tumut and Wagga Wagga	REROC RAMROC 16
Central West	City of Lithgow, Mid-Western Regional, Oberon, Bathurst, Blayney, Orange, Cabonne, Cowra, Weddin, Lachlan, Parkes and Forbes	CENTROC 12
Hunter	Upper Hunter, Gloucester, Muswellbrook, Singleton, Dungog, Great Lakes, Maitland, Port Stephens, Newcastle, Cessnock and Lake Macquarie	Hunter Councils Group 11
Central Coast	Wyong and Gosford	CCROC 2
Southern Highlands and Tablelands	Wingecarribee, Goulburn Mulwaree and Upper Lachlan	Southern Councils Group 3
Illawarra/South Coast	Wollongong, Shellharbour, Kiama and Shoalhaven	Southern Councils Group 4
South East NSW	Young, Harden, Boorowa, Yass Valley, Palerang, Queanbeyan, Cooma-Monaro, Eurobodalla, Snowy River, Bombala and Bega Valley	SEROC Southern Councils Group 11
Total outside Sydney Metropolitan Area		111

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What RAP priority actions are relevant for councils planning for ageing populations?

Each of the Regional Action Plans contain regional priorities and actions specific to ageing, which are summarised in the table below.

RAP Region	RAP priority	RAP action	Delivery lead	Delivery partners	Timeframe
Eastern Sydney/ Inner West	Improve access to healthcare for vulnerable populations and improve support for an ageing population	Implement the NSW Ageing Strategy in the region	Department of Family and Community Services		Ongoing
Illawarra - South Coast	Deliver improved health and community services particularly for vulnerable communities	Provide more support for an ageing population	Department of Family and Community Services	NSW Government agencies; Commonwealth Department of Health and Ageing; local councils	Ongoing
Mid North Coast	Age proof the region and improve access to health services	Develop a North Coast Ageing Strategy	Office of Ageing - Department of Family and Community Services	NSW Office of Local Government, Transport for NSW, Mid North Coast Local Health District, NSW Planning and Infrastructure, Commonwealth Government, Regional Development Australia	Oct-13
Northern Beaches	Improve support services for young people and the ageing	Develop a Northern Beaches Ageing Strategy	Department of Family and Community Services	Transport for NSW: Northern Sydney Local Health District; NSW Planning and Infrastructure; Commonwealth Department of Health and Ageing; local councils; SHOROC	Sep-13
Northern Rivers	Age proof the region and improve access to health services	Develop a North Coast Ageing Strategy	Office of Ageing - Department of Family and Community Services	NSW Office of Local Government, Transport for NSW, Northern Rivers Local Health District, NSW Planning and Infrastructure, Commonwealth Government, Regional Development Australia	Nov-13

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RAP Region	RAP priority	RAP action	Delivery lead	Delivery partners	Timeframe
Northern Sydney	Improve social connections and support for vulnerable communities and the ageing	Increase the capacity of services to support people with a disability by implementing Stronger Together Two	Department of Family and Community Services	Local councils; non-government organisations	Jun-16
Northern Sydney	Improve social connections and support for vulnerable communities and the ageing	Develop a Northern Sydney Ageing Strategy	Department of Family and Community Services	Transport for NSW; Northern Sydney Local Health District; NSW Planning and Infrastructure; Department of Health and Ageing; local councils; Northern Sydney Regional Organisations of Councils	Completed on September 2014
South East NSW	Deliver quality health and community services	Provide more support for an ageing population by implementing the NSW Ageing Strategy	Department of Family and Community Services	NSW Government agencies; Commonwealth Department of Health and Ageing; local councils	Ongoing
South East NSW	Deliver quality health and community services	Continue to deliver Family Case Management in Bega, Cooma and Queanbeyan	Department of Family and Community Services	NSW Government agencies	Ongoing
South East NSW	Deliver quality health and community services	Expand Family Case Management to Cooma, Eurobodalla and Young	Department of Family and Community Services	NSW Government agencies	Commenced
South East NSW	Deliver quality health and community services	Implement the South East Homelessness Action Plan and support the Southern Slopes and Tablelands, Far South Coast and Queanbeyan-Monaro Homelessness Forums	Department of Family and Community Services	Non-government organisations; specialist homelessness services; community housing providers	Ongoing
South East NSW	Deliver quality health and community services	Implement Stronger Together Two with the introduction of individualised funding	Department of Family and Community Services	Non-government organisations	Commenced
Southern Highlands and Tablelands	Deliver quality health and community services	Provide more support for an ageing population by implementing the NSW Ageing Strategy	Department of Family and Community Services	NSW Government agencies; Commonwealth Department of Health and Ageing; local councils	Ongoing

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RAP Region	RAP priority	RAP action	Delivery lead	Delivery partners	Timeframe
Southern Sydney	Improve social connections and support for vulnerable communities	Provide more support for an ageing population by implementing the NSW Ageing Strategy	Department of Family and Community Services	Transport for NSW; NSW Planning and Infrastructure; Commonwealth Department of Health and Ageing; local councils	Ongoing

Sectorial Long Term Plans

NSW Strategic Planning (Land Use and Development) Framework

Strategic planning in this section refers to land use and development planning, with planning referring to the built and natural environments (for example urban planning, town and regional planning) rather than strategic *business* planning.

Councils also have obligations with respect to land use planning and development control at the local level. Planning controls identify how the built and natural environments should be arranged. In terms of age-friendly environments, best practice and leading approaches to urban and regional planning, all work towards creating environments which are age-friendly, healthy and sustainable. Examples of this include centres-based planning and integrating land use and transport.

The Department of Planning and Environment is the lead agency for strategic land use planning. The Department of Planning and Environment produces metropolitan, subregional and regional strategies and policies, which directly inform urban and regional planning, and therefore impact age-friendly environments.

Councils are required to take these strategies and policies into consideration when developing local planning controls. The strategies should also be considered when preparing the Community Strategic Plan.

Information on the Department and Planning and Environment's strategic planning is available online: <http://www.planning.nsw.gov.au/strategic-planning>.

NSW Planning System Review: A New Planning System for NSW

The NSW planning system framework is currently under review, which is relevant to strategic land use and development planning. The existing system operates under the *Environmental Planning and Assessment Act 1979 (EP&A Act)*. Since July 2011, a comprehensive review of the planning system has been underway with a view to replace the *EP&A Act* with new legislation.

More information on the planning system review is available online: <http://www.planning.nsw.gov.au/newplanningsystem>

The NSW Minister for Planning released the Planning White Paper and draft legislation on Tuesday 16 April 2013. The public and key stakeholders had ten weeks

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to review and give feedback to the NSW Government on the following documents:

- White Paper – “A new planning system for NSW”
- Planning Bill 2013 – exposure draft
- Planning Administration Bill 2013 – exposure draft.

The White Paper presented radical and far-reaching changes to the NSW planning system, expanding on the reforms that were outlined in the Green Paper of 2012.

The White Paper was structured into six elements (the first five being transformative changes outlined in the Green Paper):

1. Delivery culture
2. Community participation
3. Strategic planning framework
4. Development assessment
5. Provision of infrastructure
6. Building regulation and certification system.

The White Paper proposed changes to plans and procedures, and is predicated on fundamental changes to the planning culture in NSW.

The information supporting the release of the White Paper and draft exposure bill includes:

- Community participation
- A guide to the new planning system
- Frequently asked questions for councils and industry
- Fact sheets on infrastructure, upfront strategic planning, smarter development assessment, and better and safer buildings.

These documents can be found on the Department of Planning and Environment's website: www.planning.nsw.gov.au/newplanningsystem.

This Toolkit has been prepared within the context of the NSW planning system review and as far as possible reflects usual terminology for planning which could be transposed in the new system (terms such as objectives, strategies, controls).

Current NSW Planning Framework

For the purposes of this Toolkit (as at October 2014), and with an understanding of the framework within which all local councils in NSW have been revising their local planning controls over the last five years, the land use and planning framework is described here in terms of:

- *Environmental Planning and Assessment Act 1979* (EP&A Act) and Standard Instrument – Principal Local Environmental Plan

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- Metropolitan Strategy: Towards 2036 and Subregional Strategies (draft)
- Regional Strategies.

EP&A Act and Standard LEP Instrument

For many years, councils have been preparing and revising land use planning controls and development controls within the framework of the *EP&A Act*, as amended. More recently, councils have reviewed and prepared new principal Local Environmental Plans (LEPs) in a standard LEP template. At this stage just over two-thirds of councils in NSW have final principal LEPs in the standard format. There are a number of areas that local planning controls can, and do, assist planning and designing age-friendly built environments (refer to Part Four of this Toolkit for guidelines).

Draft Metropolitan Strategy for Sydney

In addition to the Planning system review, a draft metropolitan strategy was released in 2013 for public comment. It will provide a framework for Sydney's growth to help plan for housing, employment, transport, infrastructure, the environment and open space.

In particular, the draft strategy identifies a number of key places to focus new housing and jobs alongside good transport connections. These plans are based on the latest information and evidence, and align with the projects in the Long Term Transport Master Plan and the State Infrastructure Strategy.

NSW Planning and Infrastructure will then develop Subregional Delivery Plans for local areas of Sydney in partnership with communities and councils.

For more information see:

<http://strategies.planning.nsw.gov.au/MetropolitanStrategyforSydney.aspx>.

Of particular relevance to planning for ageing is the elevated attention in this Metropolitan Strategy to the social issues relating to equity, liveability and social inclusion.

For example, the chapter "A Liveable City" states:

"To support a liveable Sydney, the Strategy seeks to:

- Deliver new housing to meet Sydney's growth
- Build confidence in centres all over Sydney to attract investment, through good design and urban renewal
- Create socially inclusive places that encourage people to come together formally and informally and stimulate cultural and recreational activities
- Deliver accessible and adaptable recreation and open spaces that everyone can enjoy."

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What are the (Draft) Subregional Strategies?

Draft Subregional Strategies apply to the Sydney Metropolitan Area and were designed to be read and applied in conjunction with the Metropolitan Strategy. The draft Subregional Strategies are being updated as the Metropolitan Plan for Sydney 2036 has been released.

Sydney's ten subregions are:

- Sydney City Subregion (City of Sydney LGA)
- East Subregion (Botany Bay, Randwick, Waverley, Woollahra LGAs)
- South Subregion (Kogarah, Hurstville, Canterbury, Rockdale, Sutherland, Marrickville LGAs)
- Inner West Subregion (Ashfield, Burwood, Canada Bay, Leichhardt, Strathfield LGAs)
- Inner North Subregion (Lane Cove, North Sydney, Ryde, Willoughby, Hunters Hill, Mosman LGAs)
- North Subregion (Hornsby, Ku-ring-gai LGAs)
- North East Subregion (Pittwater, Warringah, Manly LGAs)
- West Central Subregion (Auburn, Bankstown, Fairfield, Holroyd, Parramatta LGAs)
- North West Subregion (Baulkham Hills, Blacktown, Blue Mountains, Hawkesbury, Penrith LGAs)
- South West Subregion (Wollondilly, Camden, Campbelltown, Liverpool LGAs)

Regional Growth Plans

What are Regional Growth Plans?

The (former) Department of Planning's Regional Growth Plans released in 2006-2007 identifying strategies to guide land use and development for eight key growth regions of NSW (refer to table below) over 20 years. These are not to be confused with Regional Action Plans which are whole-of-government two year action plans.

Other regional planning initiatives have been identified also for Western NSW and the Snowy Mountains region. The Regional Growth Plans and initiatives are available online:

<http://www.planning.nsw.gov.au/en-us/planningyourregion/regionalgrowthandinfrastructureplans.aspx>

Every five years, each strategy was to be reviewed to ensure they continue to respond to new challenges in the regions. The Department of Planning and Environment released a Regional Strategy Update Report in May 2009 that outlines progress made on the above strategies. This strategy update is available online:

http://www.planning.nsw.gov.au/corporate_publications/pdf/regional_strategy_update_2009.pdf

Since mid-2011, the NSW Planning system has been under review.

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Regional Strategy	LGAs	No. of LGAs
Central Coast Strategy	Gosford and Wyong	2
Lower Hunter Regional Strategy	Newcastle, Lake Macquarie, Port Stephens, Maitland and Cessnock	5
Far North Coast Regional Strategy	Ballina, Byron, Kyogle, Lismore, Richmond Valley and Tweed	6
Mid North Coast Regional Strategy	Clarence Valley, Coffs Harbour, Bellingen, Nambucca, Kempsey, Port Macquarie-Hastings, Greater Taree and Great Lakes	8
Illawarra Regional Strategy	Wollongong, Shellharbour and Kiama	3
South Coast Regional Strategy	Shoalhaven, Eurobodalla and Bega Valley	3
Sydney-Canberra Corridor Regional Strategy	Wingecarribee, Goulburn Mulwaree, Upper Lachlan, Yass Valley, Palerang and Queanbeyan	6
Murray Regional Strategy (draft)	Albury City, Balranald, Berrigan, Conargo, Corowa, Deniliquin, Greater Hume, Murray, Wakool, and Wentworth	10

NSW Long Term Transport Master Plan

<http://www.transport.nsw.gov.au/content/nsw-long-term-transport-master-plan>

What is the NSW Long Term Transport Master Plan?

- The NSW Long Term Transport Master Plan (LTTMP), released in 2012, is a longer term strategy and delivery plan designed to guide the NSW Government's transport funding priorities over the next 20 years.
- It is an overarching framework that guides subsequent and more detailed transport plans, policy decisions, reforms and funding decisions. It includes state-wide, regional and city focussed actions.
- Individual Regional Transport plans are being developed for the ten regions across NSW. Regional Transport Plans will be linked to the Regional Strategies.
- The Transport Master Plan is closely linked to NSW 2021, the Metropolitan Strategy for Sydney, the State Infrastructure Strategy and national plans such as Infrastructure Australia's National Freight Strategy.
- Eight main transport objectives are outlined on page 22 of the Plan.

The eight objectives that have been identified for the NSW transport system are:

- Improve quality of service – by putting the customer at the centre of transport planning and service delivery, improving the quality of travel experiences, offering more travel choices and providing integrated services that directly meet our travel requirements.
- Improve liveability – by shaping our cities and major centres, improving connectivity, providing services that support jobs growth in centres close to where people live, and facilitating ease of movement in our major cities and activity centres.

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- Support economic growth and productivity – by providing a transport system that responds directly to customer needs, is more efficient, increases freight efficiency and improves the connectivity and accessibility of people to other people, opportunities, goods and services.
- Support regional development – by improving accessibility to jobs, services and people, improving freight connections to markets and providing better links between clusters of business activity.
- Improve safety and security – by placing a high priority on addressing the causes and risks of transport accidents and security incidents.
- Reduce social disadvantage – by improving access to goods, services and employment and education opportunities for people across all parts of NSW.
- Improve sustainability – by maintaining and optimising the use of the transport network, easing congestion, growing the proportion of travel by sustainable modes such as public transport, walking and cycling, and becoming more energy efficient.
- Strengthen transport planning processes – by improving integrated transport planning processes, including with land use planning, identifying areas where evidence should be collected for future decision making, and continually improving governance and administration of the transport system.

What priority actions, and longer term goals relate to age-friendly built environments?

- All the objectives in the Plan recognise the centrality of transport to shaping the liveability of cities and towns. The most relevant objectives in the Plan include improving liveability, reducing social disadvantage, improving sustainability and supporting regional development.
- The Plan recognises the importance of accessible and affordable transport to ensure social connectedness and inclusion and that, “over one million people aged 65 years and older live in NSW, with the highest proportion living in the Mid North Coast, Central Cast and Northern Rivers regions. With the proportion of people aged 65 years and over set to increase in the next 20 years, dependence on public transport and community transport services is likely to increase as people’s independent mobility decreases. Public and community transport access in areas with ageing populations will support independence for those over 65.” (NSW Transport Master Plan, page 36)
- Relevant actions include:
 - 8.1.2 Expanding the use of community transport.

What is the relevance for councils planning for ageing populations?

The NSW Long Term Transport Master Plan (LTTMP) Provides mechanisms to improve integrated land use and transport planning to develop more successful and liveable communities and improve access to public transport. These mechanisms include:

- The objectives and actions in the LTTMP are linked directly to Regional Transport Plans and Regional Development Plans and Actions Plans.

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- It takes an integrated planning perspective across all transport modes and the whole transport network to identify “in demand” transport corridors which link the places people want to travel.
- Transport for NSW supports NSW Planning and Environment’s hierarchy approach, developing strategic centres and precincts that are highly accessible through good transport links and making them attractive liveable locations, particularly as people age and become more dependent on public transport.
- Regional Transport Plans will be developed alongside the regional land use plans for the ten regions in NSW.
- There will be a collaborative process surrounding transport projects within LGAs.
- There will be integration between transport focus areas and Local Government public domains.

NSW State Infrastructure Strategy

What is the NSW State Infrastructure Strategy?

- The NSW Infrastructure Strategy is a long-term plan which outlines the NSW Government’s priorities for infrastructure delivery over the next 20 years.
- Together with the LTTMP and plans for regional and metropolitan land-use and development, it provides clear direction on what investments will be pursued and why.
- It specifies major project implementation (for projects over \$100 million) for each five-year period, guides government spending and priorities, and supports the delivery of the initiatives prioritised within this long-term strategy.

The Strategy covers:

- Urban and regional projects and reforms across transport, freight, ports, energy, water, health, education and other social infrastructure.
- New projects and initiatives, particularly those that are a short-term priority or that are required to start within the period of the Budget forward estimates, will be prioritised within the broader capital program.

The Strategy is available online:

<http://www.nsw.gov.au/state-infrastructure-strategy>

<http://www.infrastructure.nsw.gov.au/state-infrastructure-strategy.aspx>.

In November 2013, the NSW Government released the State Infrastructure Plan Update. The Plan will be updated annually. This plan is available online:

http://www.nsw.gov.au/sites/default/files/november_sip_update_report_1_0.pdf.

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What priority actions and longer term goals relate to Age-Friendly Built Environments?

- The Strategy recognises the link between sound infrastructure investment and development, and a healthy, successful society.
- The Strategy targets infrastructure that meets the needs of each region.
- Sydney metropolitan priorities include integrated bus and light rail transport. The delivery of light rail will be accompanied by a redesigned bus system and a better managed street network.
- Regional priorities recognise the need for better local transport networks and connecting people and communities. This includes major upgrades to roads that connect Sydney with the Central Coast, the Hunter region, Brisbane, the North Coast, the Illawarra region, the south coast and Melbourne.
- Reforms are planned to the state's health infrastructure. The prioritised capital program will establish proactively planned "health care precincts" with easy access to related private and public health services delivered by both government and private sector providers.

What is the relevance for councils planning for ageing populations?

- The State Infrastructure Strategy outlines long-term priorities with regard to the built environment, including urban roads, bus and light rail, trains, international gateways, regional and interstate transport, energy, water, health, education, arts, justice, and recreation and the visitor economy.
- The State Infrastructure Strategy is a long-term strategy that works in synergy with other long-term strategies such as metropolitan and regional strategies, NSW LTTMP and shorter term two-year regional action plans.

Other NSW Government strategies, plans and legislation

NSW Ageing Strategy

What is the NSW Ageing Strategy?

- The NSW Ageing Strategy is an initiative of NSW 2021 and is intended to complement the processes identified in NSW 2021.
- It takes a "life course" approach to ageing and describes how the NSW Government intends to work with people at different life stages to help them remain healthy and independent for as long as possible.
- It outlines specific actions that the NSW Government has committed to implementing over the next three years.
- Importantly for councils, the Strategy highlights the central role Local Government will play in developing and implementing initiatives in local communities.

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- The strategy employs a whole-of-government approach to addressing ageing by complementing other processes such as:
 - Managing population growth through housing and social infrastructure, the Metropolitan Plan for Sydney 2036 and regional planning frameworks
 - Addressing transport challenges through the NSW LTTMP
 - Designing health services in areas such as dementia support, falls prevention, mental health and palliative care, and the integration of health and aged care services
 - Efforts to support community participation, such as the NSW Volunteering Strategy
 - Related programs and policies such as Stronger Together 2, the National Disability Strategy and accompanying NSW Implementation Plan, and the implementation of the *NSW Carers (Recognition) Act 2010*.

The NSW Ageing Strategy is available online:

http://www.adhc.nsw.gov.au/about_us/strategies/nsw_ageing_strategy.

What is the relevance to councils planning for ageing populations?

This strategy is important for councils, as it highlights the central role they will play in developing and implementing initiatives in local communities.

“Local councils are best placed to develop and implement initiatives in local communities. Through the Ageing Strategy, the NSW Government will work with local councils and the Local Government and Shires Association (now known as Local Government NSW) to plan ahead and work strategically in response to population ageing.” (NSW Ageing Strategy page 9)

Actions in the NSW Ageing Strategy directly relevant to councils, and informing the preparation of this Toolkit, include:

- Creating age-friendly local communities:
 - Establish a grant program to help councils meet the needs of an ageing population
 - Explore opportunities to showcase Local Government best practice in age-friendly environment design and implementation
 - Include planning for an ageing population in local community strategic plans, for example, by including accessibility upgrades
 - Incorporate best practice design into urban renewal precinct projects
 - Support implementation of local urban design solutions to create age-friendly communities including benches, walkable pathways, clear signage, road crossings, age-appropriate public exercise equipment, seats and shelter at bus stops and accessible public toilets.
- Improving housing affordability and accessibility
- Supporting greater housing choices for older people, including monitoring the impact of existing planning schemes

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- Encouraging local initiatives that make better use of local infrastructure and facilities to benefit seniors
- Developing and implementing initiatives to improve safety for older pedestrians, including helping local councils deliver pedestrian access and mobility plans
- Promoting the NSW Walking Plan by providing accessible walking routes.

Councils play a central role in delivering the actions and initiatives in the NSW Ageing Strategy. Creating age-friendly communities is a priority action of the Strategy and brings with it an implementation plan with clear responsibilities and timeframes for carrying out these actions.

NSW North Coast Ageing Strategy: Northern Rivers and Mid North Coast, and Northern Sydney Ageing Strategy

The North Coast Ageing Strategy was released in June 2014 and is an outcome of the Mid North Coast and Northern Rivers Regional Action Plans in order to cater for the expected increase in older residents over the next 25 years. The Northern Sydney Ageing Strategy is expected to be released later in 2014.

The NSW North Coast Ageing Strategy is available online:
http://www.ageing.nsw.gov.au/_data/assets/pdf_file/0011/299981/1_North_Coast_Ageing_Strategy_FINAL.pdf.

What is the North Coast Ageing Strategy?

The North Coast Ageing Strategy outlines the issues of ageing and a plan of action to be implemented by governments, business and North Coast communities to help older people remain healthy and independent for as long as possible. The Strategy recognises that the numbers of older people living on the North Coast will increase from 20% in 2011 to 30% in 2031 and that the North Coast has a higher proportion of people aged over 65 than the NSW average.

The Strategy is based upon four themes and associated goals:

- Community engagement issues
 - 1.1 Involve the community in planning for population ageing
 - 1.2 Collaborate across government, community and private sectors for planning and service delivery for the ageing
 - 1.3 Provide community information and make referrals.
- Economic issues
 - 2.1 Prepare government and non-government sectors for the impact of an ageing population especially health and aged care
 - 2.2 Support people in the middle years to plan for retirement
 - 2.3 Identify and encourage opportunities for mature aged workers to participate in the workforce.
- Environmental issues

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- 3.1 Increase the size of suitably located housing that is accessible, affordable and in a mix of sizes
- 3.2 Improve access to facilities, amenities, through urban design and improving access to technology and utilities
- 3.3 Increase the supply of transport options that are affordable, accessible and integrated, including public, private and community transport.
- Social issues
 - 4.1 Support the community to be healthy and active
 - 4.2 Provide opportunities for older people to connect with their communities
 - 4.3 Improve the provision of aged care
 - 4.4 Prevent and end elder abuse (including financial and emotional abuse).

NSW Carers (Recognition Act) 2010

What is the NSW Carers (Recognition Act) 2010?

In May 2010, the NSW Parliament enacted the *NSW Carers (Recognition) Act* (the Act) to formally recognise the significant economic and social contribution that carers make in NSW.

The objectives of the Act are to promote the recognition of carers through:

- Enacting a Carers Charter that recognises the role and contribution of carers to our community and to the people they care for
- Acknowledging and increasing awareness of the valuable contribution that carers make to our community (*NSW Carer Recognition Act 2010*, Part 1, section 3).

The *NSW Carers (Recognition) Act 2010* is available online at:

http://www.adhc.nsw.gov.au/individuals/caring_for_someone/nsw_carers_recognition_act_2010 and

http://www.adhc.nsw.gov.au/individuals/caring_for_someone/nsw_carers_strategy or www.carers.nsw.gov.au.

What is the relevance to councils planning for ageing populations?

There are 857,000 carers in NSW (*ABS 2012, Survey of Disability, Ageing & Carers*). Many carers in NSW are caring for older parents or grandparents. Older carers may be caring for an ageing partner. More commonly, carers have multiple caring responsibilities combined with work and other family responsibilities. A 2009 Access Economics report estimated an extra 150,000 paid and unpaid carers will be needed over the next 20 years. Supporting carers and the people they care for, by providing relevant services and infrastructure, is an integral part of creating age-friendly environments.

The Act creates three key obligations that apply to all public sector agencies. This includes NSW Government agencies and councils. These are:

- To raise awareness of carers amongst public sector staff by promoting the Carers Charter and ensuring that staff have an understanding of it.

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- To ensure that agencies have processes in place to consult with carers on significant policy issues that may affect them.
- To encourage public sector agencies to ensure human resource policies cater to and consider the needs of that segment of the public sector workforce who are carers.

Human service agencies (including councils offering services to people who have carers) must reflect the principles of the NSW Carers Charter in their policy and service delivery, and report on their compliance within their annual report.

NSW Carers Strategy 2014 – 2019

The NSW Carers Strategy is a five-year plan to improve the health and well-being of carers in NSW.

The NSW Carers Strategy 2014 – 2019 is available online:

http://www.adhc.nsw.gov.au/_data/assets/file/0017/300077/NSW_Carers_Strategy_2014-19.pdf

What is the NSW Carers Strategy?

The NSW Carers Strategy aims to support carers to care for themselves and participate in their own social and economic life through, for example, participating in paid work, education and accessing information and support from the broader community. The strategy will be implemented by government, non-government organisations and private businesses in new partnerships designed to deliver better services and support for carers.

The Strategy has five focus areas:

- Employment and education
- Carer health and wellbeing
- Information and community awareness
- Carer engagement
- Improving the evidence base.

What priority actions, and longer term goals relate to age-friendly built environments?

Strategy 4 – carer engagement (pages 23 – 25) is of particular relevance to age-friendly environments. This strategy aims for the greater involvement of carers in local decisions about the design and delivery of services in recognition that carers have knowledge to tailor care to individual needs. The strategy states that in the past three years, the NSW Government has devolved decision-making to a more local level to create a better relationship between services and their communities.

What is the relevance for councils planning for ageing populations?

This strategy emphasises the involvement of carers, with their specialist knowledge, in local decision-making about themselves and the people they care for. With the projected ageing population, many ageing residents will likely be aided by un-paid carers. Local Government can contribute to the involvement of carers in local decision making by creating systems for carers to access services and for carers to contact

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one another. The plan also suggests that government and other public sector agencies can engage carers by:

- Developing a framework and resources on carer engagement
- Developing a data base of trained carer representatives able to participate in decisions
- Ongoing training and support for carers to represent the views of carers
- Refining and promoting training modules about carers for government and other public sector agencies.

NSW Disability Inclusion Act 2014

What is the *Disability Inclusion Act 2014*?

The Disability Inclusion Bill 2014 was passed by the NSW Parliament on Thursday 14 August 2014. Upon assent, the Bill will become the *Disability Inclusion Act 2014 (The Act)*.

The Act aims to better recognise the human rights of people with disability and to help people move to the new funding arrangements under the National Disability Insurance Scheme. The Act:

- Makes it clear that people with disability have the same human rights as other people
- Promotes the inclusion of people with disability by requiring government departments and local councils to engage in disability inclusion action planning
- Supports people with disability to exercise choice and control through individualised funding wherever possible
- Provides safeguards for people accessing NSW funded disability supports and services, including new employment screening requirements and the need for disability accommodation providers to report abuse or neglect of people with disability to the Ombudsman.

The Act has not yet commenced. A draft Disability Inclusion Regulation will shortly be published for consultation. This Regulation will set out some more detail about the operation of the Act. Once the Regulation has been finalised, both the Act and the Regulation will commence.

What priority actions, and longer term goals relate to age-friendly built environments?

The Act requires all NSW councils to develop Disability Inclusion Action Plans. These plans will set out the actions to be put in place so that people with disability can participate fully in the local community and can access support and services provided by the responsible authority.

What is the relevance for councils planning for ageing populations?

A council's Disability Inclusion Action Plan must address:

- How The Act's principles will be addressed
- Strategies to support people with disability

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- How people with disability were consulted
- How it supports the State Disability Inclusion Plan
- Additional requirements to be set out in the Regulation.

Guidelines for Disability Inclusion Action Plans will be developed in 2014.

NSW Implementation Plan for the National Disability Strategy

What is the NSW Implementation Plan for the National Disability Strategy?

The Implementation Plan is the NSW Government's initial response to implementing the National Disability Strategy (NDS). The NDS outlines a ten-year plan to improve the lives of Australians with a disability, promote participation and create a more inclusive society. It focuses on six policy areas that require a whole-of-government, whole-of-life approach to disability planning and service delivery.

1. Inclusive and accessible communities

This includes the physical environment, including public transport, parks, buildings and housing, digital information and communications technologies, civic life including social, sporting, recreational and cultural life.

2. Rights protection, justice and legislation

Statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, and the electoral and justice systems.

3. Economic security

Jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.

4. Personal and community support

Inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services, informal care and support.

5. Learning and skills development

Early childhood education and care, schools, further education, vocational education, transition from education to employment, life-long learning.

6. Health and well-being

Health services, health promotions and the interactions between health and disability systems, well-being and enjoyment of life.

The objective of the NSW Implementation Plan is to create a more inclusive NSW, where mainstream services and community facilities are accessible to people with disability. The NSW Government resolved to develop an implementation plan to complement the national NDS commitments and planning. This was communicated to all NSW Ministers and Departmental heads in August 2011. It documents how the NSW Government will remove barriers that prevent people with disability from exercising their rights as equal and valued members of the community. The Plan builds on existing NSW disability reforms and includes new initiatives that support the government's commitment to providing people with disability and their families and carers with greater choice and control over their lives. The plan also seeks to align, where possible, NSW disability action plans and NDS processes.

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The Implementation Plan outlines NSW outcomes, priorities and actions from 2012 – 2014. Particularly relevant is:

NDS outcome 1 – Inclusive and accessible communities (pages 17-23)

The NSW Government is committed to contributing to the NDS outcome that people with disability live in accessible and well-designed communities with opportunities for full inclusion in social, economic, sporting and cultural life (see priorities 1.3, 1.4, 1.5, 1.6. (page 19)). This is consistent with articles 9, 19, 23, and 30 of the *Convention on the Rights of Persons with Disabilities*.

The National Disability Strategy – NSW Implementation Plan 2012-2014 is available online:

http://www.adhc.nsw.gov.au/about_us/strategies/national_disability_strategy/nds_nsw_implementation_plan

What is the relevance to councils planning for ageing populations?

Many of the actions outlined in the NDS and NSW Implementation Plan create more accessible communities for people with disabilities. By default, this makes communities more accessible to older people.

- These actions seek to make communities more accessible and liveable for people with disabilities, and by doing so, also make the environment more age-friendly. For example, inclusive and accessible communities include:
 - 1.b.i – developing and distributing NSW guidelines on universal design principles, with specific reference to accessible buildings, improved signage and procurement practices
 - 1.b.ii – providing advice and monitoring adherence to the Disability (Access to Premises – Buildings) Standards 2010
 - 1.b.iii – implementing and monitoring universal standards agreed in regard to new social housing (including public and community housing) and affordable housing
 - 1.c.i – improving information about the location of accessible toilets
 - 1.d.ii – incorporating universal design features into developments to ensure high quality adaptable properties for the future
 - 1.e. ii – improving the safety and accessibility of the transport environment for all users, including pedestrians, wheelchair and mobility scooter users.

Transport for NSW Disability Action Plan December 2012 – 2017

What is the Transport for NSW Disability Action Plan?

The Disability Action Plan 2012 – 2017 is part of Transport for NSW's strategy to ensure that the needs of the customer are placed at the centre of planning and decision-making for the transport system.

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The Disability Action Plan includes 152 actions covering all aspects of transport for NSW's operations. It sets out a process of continuous improvement over the five year period 2012 – 2017. The Disability Action Plan 2012 – 2017 is available online:

<http://www.transport.nsw.gov.au/sites/default/files/b2b/publications/tfnsw-disability-action-plan-2012-2017.pdf>

What is the relevance to councils planning for ageing populations?

The Disability Action Plan centres around six critical issues translated into the following objectives:

1. Eliminate, as far as practicable, direct and indirect discrimination in the provision of transport services to NSW residents and visitors
2. Reduce transport disadvantage experienced by people with disability
3. Inform public transport planning and infrastructure development to ensure that compliance with the DDA Standards is met or exceeded within agreed timeframes
4. Provide better customer support and information services for people with disability
5. Provide leadership in the development and implementation of initiatives that contribute towards inclusive environments, in partnership with other NSW Government agencies and local councils
6. Become an employer of choice for people with disability.

To achieve these objectives, the Disability Action Plan has six key outcome areas:

1. Building an accessible transport network
2. Reducing transport disadvantage
3. Improving the journey experience of people with disability
4. Enhancing customer insight and engagement of people with disability or limited mobility
5. Supporting accessibility through partnerships
6. Increasing employment opportunities for people with disability in transport for NSW agencies.

As people age, decreased mobility is an issue. This plan also addresses matters of relevance for ageing populations (especially for the elderly) to assist activity in the public environments.

Councils will need to consider:

- What actions are expected around railway stations and bus stops?
- Liaison with Transport for NSW for seamless integration transport for those with less mobility
- Actions worthy of consideration in their own similar plans
- Partnership opportunities with state and other agencies in promoting and providing inclusive environments.

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NSW State Health Plan (Towards 2021)

The NSW State Health Plan (*Towards 2021*) was released in 2014. In 2011, the NSW Government began a process of change to build a 21st century healthcare system in response to rising health care demands and changes to people's expectations. The NSW State Health Plan is a framework for this change.

The NSW State Health Plan – Towards 2021 is available online:

<http://www.health.nsw.gov.au/statehealthplan/Publications/NSW-State-Health-Plan-Towards-2021.pdf>.

What is the NSW State Health Plan?

The NSW State Health Plan provides the strategic framework that brings together NSW Health's existing plans, programs and policies, and sets priorities across the system for the delivery of the right care, in the right place, at the right time. The strategic framework will not only shape how the NSW public healthcare system will develop, but establishes the common values, actions, policies and programs that will be required to get there over the next decade.

The Plan outlines three directions to deliver innovation:

- Keeping people healthy
- Providing world-class clinical care
- Delivering truly integrated care.

The Plan also outlines four strategies:

- Supporting and developing our workforce
- Supporting and harnessing research and innovation
- Enabling eHealth
- Designing and building future-focused infrastructure.

What priority actions, and longer term goals, relate to age-friendly built environments?

Particularly relevant priorities in the direction of the Plan are:

Direction 1: keeping people healthy (pages 9 – 11)

This direction focuses on preventative health and making sure health gains are shared across every community in NSW. Core initiatives include the reduction of smoking, obesity, drug use and alcohol consumption rates. The direction aims to improve quality of life and reduce chronic illness by building partnerships and working across NSW Government agencies.

Direction 3: delivering truly integrated care (pages 15 – 18)

This direction focuses on a health care system where hospitals work in partnership with other public/private, Commonwealth/State services including community-based care services and General Practitioners. A key objective has been to improve chronic disease management, through forging better links between primary and community health services.

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Particularly relevant priorities in the Plan are:

Strategy 4: designing and building future focused infrastructure (pp. 28 – 30)

This strategy aims to develop new and upgraded facilities across NSW, including out-of-hospital care, multi-purpose facilities and healthcare precincts with public and private services.

What is the relevance for councils planning for ageing populations?

An ageing population will increase the demand for health services in local communities. This NSW State Health Plan recognises the importance of preventative health through planning and education, which are often implemented by councils in conjunction with other government agencies.

The priorities in this Plan also emphasise the benefits of integrated care for patients, particularly those with chronic illnesses such as ageing patients. Integrated care ensures that care is available in local communities through a variety of government agencies (including council provided services) and private providers to ensure that those with chronic health care needs are not frequently in hospital.

Relevant actions include:

- Councils encouraging proactive and preventative health behaviour by ageing residents by providing exercise programs, and environments that support healthier living.
- Councils encouraging preventative health behaviour by helping the ageing community to have access to programs and information.
- Providing local health infrastructure to help councils ensure ageing residents can experience the benefits of integrated health care so that complex or chronic illnesses are more likely to be treated close to the residents' homes.

NSW Healthy Eating and Active Living Strategy: Preventing Overweight and Obesity in New South Wales in (2013 –2018)

The NSW Healthy Eating and Active Living Strategy is focused on reducing the impact of lifestyle-related chronic disease in NSW.

The NSW Healthy Eating and Active Living Strategy is available online:

<http://www.health.nsw.gov.au/obesity/Publications/nsw-healthy-eating-strategy.pdf>.

What is the NSW Healthy Eating and Active Living Strategy?

The NSW Healthy Eating and Active Living Strategy provides a whole of government framework which aims to keep people out of hospital and help them enjoy healthy living. It is one step being taken by the NSW Government in this health area, including establishing the NSW Office of Preventative Health and the Ministerial Advisory Committee on Preventative Health.

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“The Strategy aims to encourage and support the community to make healthy lifestyle changes at a personal level, and create an environment that supports healthier living through better planning, built environments and transport solutions” (page 7).

The Strategy has four Strategic Directions:

- Environments to support healthy eating and active living
- State-wide healthy eating and active living support programs
- Healthy eating and active living advice as part of routine service delivery
- Education and information to enable informed healthy choices.

What priority actions, and longer term goals relate to age-friendly built environments?

Strategic Direction 1 – Environments to support healthy eating and active living (pages 30 – 33) is particularly relevant. This strategic direction is focused on creating public infrastructure, environments and community facilities that support active living. It also suggests creating environments that have greater access to healthy foods including the retention of agricultural lands and fresh food stores, as well as establishing healthy menus and nutrition standards across health units and sports/recreation centres.

What is the relevance for councils planning for ageing populations?

Ageing populations often have mobility or health issues which can lead to sedentary lifestyles and/or decreased access to fresh food options. Councils can play a role in planning built environments which are easy to navigate for older residents and by also providing recreation options which are suitable for this age group. Councils can work to ensure strategic plans allow for a prevalence of convenient fresh food stores and healthy menus in council-provided facilities frequented by ageing populations.

The Strategy suggests several plans for the built environment, and many of these councils can play a role in:

- Facilitating and encouraging walking, reducing traffic speed and volume
- Promoting access to recreation facilities
- Incorporating mixed land use
- Providing open and green space
- Incorporating proximity to key destinations
- Increasing density and diversity of housing.

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Sydney's Walking Future: Connecting People and Places, December 2013

Sydney's Walking Future was written in line with the NSW Government's target to increase the mode share of walking for short trips in Greater Sydney from 22.5 per cent to 25 per cent by 2016.

Sydney's Walking Future: Connecting People and Places, December 2013 is available online:

<http://www.transport.nsw.gov.au/sites/default/files/b2b/publications/sydneys-walking-future-web.pdf>

What is Sydney's Walking Future?

Sydney's Walking Future aims to increase walking as a mode of transport for trips under two kilometres. The NSW Government's goal is to get people in Sydney to increase their walking through actions that make it a more convenient, better connected and safer mode of transport. Sydney's Walking Future focuses on solutions that promote the benefits of walking for health and well-being, the environment and communities.

Sydney's Walking Future has three pillars:

- Promote the benefits of walking and provide quality information to customers
- Connect communities by delivering safe walking infrastructure and completing networks
- Engage with partners across the NSW Government, with Local Government, non-government organisations and the private sector to develop initiatives and policies.

Sydney's Walking Future recognises that ageing residents over 64 years old, and children under 15, walk more often than other people and due to projected increases in the population age, it is likely that more people will be walking in the future.

What priority actions, and longer term goals relate to age-friendly built environments?

All three pillars relate to age-friendly built environments:

Pillar 1: Promoting walking (pages 11 – 13). This pillar focuses on understanding the factors that stop people from walking and, also, reinforcing the positive benefits of walking, including the potential boost to health and connecting people to places and each other. Part of this pillar concerns improving trip planning, navigation and community education. One of the achievements so far has been community education to promote the safety of older pedestrians including those using mobility scooters.

Pillar 2: Connecting communities (pages 14 – 20). This pillar focuses on providing connected walking routes within two kilometres of local centre and public transport interchanges. It discusses creating spaces that are easy to walk within. One program in NSW is the Transport Access Program (TAP) which aims for improved access and

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amenity for all customers including ageing people, those with mobility issues and those with a disability.

Pillar 3: engaging with partners (pages 21 – 24). This pillar focuses on the NSW Government continuing to work with councils and other partners, including the Office for Ageing, to promote walking and to improve walking infrastructure. A Pedestrian Improvement Program with the City of Sydney includes creating crossings and signalling compliant with the *Disability Discrimination Act*. Similarly, the *NSW Pedestrian Safety Strategy* will work with Local Government to promote improved pedestrian safety and will also support the needs of older pedestrians.

What is the relevance for councils planning for ageing populations?

Sydney's Walking Future promotes councils as key agencies in creating walkable communities which are accessible and sociable, particularly for ageing residents who walk more often than those of working age.

Councils can be involved in creating and implementing the NSW Walkability Index which will set standards and benchmarks for designing walkable communities.

Councils will be able to select tools which are location-specific and suitable for their communities, including the ageing population. The NSW Walkability Index guidelines will also require councils to integrate walking into their 10 year Community Strategic Plans.

Councils can contribute to local walking infrastructure and accessibility improvements for ageing residents who may have mobility issues. For example, councils can implement a pedestrian improvement program, similar to that of the City of Sydney which includes:

- Improvements to the quality and condition of footpaths including paving, shelter and urban design
- De-cluttering footpaths
- Reducing pedestrian delays and congestion at intersections
- Improving signage to support walking
- Providing Disability Discrimination Act compliant crossings and signalling.

Housing Diversity: Sydney's Growth Areas Finalisation Report 2014

The NSW Department of Planning and Environment has delivered a Housing Diversity Package in response to demand for increased choice and more affordability in the housing market.

The Housing Diversity Finalisation Report is available online:

http://growthcentres.planning.nsw.gov.au/Portals/0/Housing%20Diversity%20Docs/Housing%20Diversity%20Gazettal%20Docs/Finalisation_Report.pdf

What is the Housing Diversity: Sydney's Growth Areas Finalisation Report?

The Housing Diversity Package amends the State Environment Planning Policy (SEPP) and Development Control Plans (DCPs) for the identified Growth Centres in

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order to broaden the range of permitted housing types and to improve subdivision and building approval pathways. The six Growth Centre councils are Blacktown, Camden, Campbelltown, Hawkesbury, Liverpool and The Hills Shire.

“The Housing Diversity Package amends planning controls for residential subdivision and house construction that apply to all Precincts across the North-West and South-West Growth Centres” (page 2)

The Finalisation Report considers and addresses issues raised by Growth Centre councils and other stakeholders during consultation in 2013/14.

Key issues raised by Growth Centre Councils include:

- Location of small lot housing in low density areas
- Distinction between R2 Low Density and R3 Medium density zones
- Providing housing diversity
- Urban design and streetscape outcomes
- Minimum lot sizes
- Subdivision approval pathways
- Increased densities and impact on infrastructure.

What priority actions and longer term goals relate to Age-Friendly Built Environments?

Issues particularly relevant to age-friendly built environments include:

Issue 3 – Providing housing diversity (page 13)

A lot mix control plan has been introduced into the Development Control Plan, in response to councils’ concerns that a lack of housing diversity may contribute to poor streetscapes and neighbourhood character. The lot mix control plan is to ensure that new developments provide a range of lot sizes and housing types, including, but not limited to, smaller housing lots.

The Department of Planning and Environment specifically mentions the benefits for an ageing population:

“The Package provides opportunities for an increased range of housing and does not prevent the development of detached, single storey dwellings. The Package increases the range of housing options available to an older population, including smaller dwellings, manor homes, multi - dwelling housing and provides options to make these housing options easier to deliver” (page 27).

Issue 7 – Increased densities and impact on infrastructure (pages 15 – 16)

In response to councils’ concerns that increased densities will impact on infrastructure capacity and availability, councils will be able to review and adjust the provision of essential infrastructure in Section 94 plans should a significant increase in dwellings

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occur. However, Precinct Planning establishes that higher residential density targets be located in areas within close proximity to transport and areas of greater amenity.

What is the relevance for councils planning for ageing populations?

It is possible that an increased range of housing will attract older residents who may be looking to down-size or move to single storey dwellings. Councils in the identified growth suburbs may need to plan to provide facilities and infrastructure suitable for an ageing population in proximity to new housing developments.

NSW Economic Development Framework

<https://www.business.nsw.gov.au/doing-business-in-nsw/nsw-business-environment/economic-dev-framework>

What is the NSW Economic Development Framework?

The NSW Economic Development Framework's objective is to make it easier to do business in NSW. It forms a strategic part of the NSW Government's efforts to drive growth and productivity in priority sectors of the economy.

The Framework encompasses the NSW Government's broad reform program covering planning, procurement, regulation, infrastructure, business facilitation, services and advice, and is consistent with the economic growth goals, targets and actions outlined in NSW 2021. It works in synergy with the NSW Government's four industry led Taskforces established in 2011 to help develop ten-year industry action plans for the digital economy, international education and research, manufacturing and the professional services industries.

The Framework is built on five key principles that seek to position NSW industry for long-term global competitiveness through innovation and productivity. The Framework outlines priority actions under the five principle areas needed to deliver a dynamic, growing economy for NSW. The actions are not for the NSW Government to deliver alone, but rely on partnerships with industry, education and research organisations, and all levels of government to ensure results. The five key principles are:

- Demonstrate leadership – actions
 - Advocate for NSW industry in National forums
 - Find new solutions for economic pressures
 - Anticipate opportunities and challenges in the Asian century.
- Make it easier to do business – actions
 - Improve NSW procurement processes
 - Improve planning processes
 - Ease the regulatory burden on business.
- Collaborate to drive innovation and competitiveness – actions
 - Better align education outcomes to industry needs
 - Strengthen networks and collaboration between industry and the research sector
 - Improve capabilities of NSW businesses.

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- Invest in critical infrastructure – actions
 - Plan for new infrastructure
 - Develop regional infrastructure for growth
 - Invest in smart infrastructure.

- Raise the global profile of Sydney and NSW – actions
 - Strengthen Sydney's global position
 - Strengthen international engagement.

What is the relevance to councils planning for an ageing population?

The Framework seeks to improve productivity and foster growth in NSW, which ultimately affects cost of living issues such as housing, transport and energy affordability. These concerns are particularly important to older people in NSW who are moving into retirement, are already retired and who are often on reduced fixed incomes after retiring. The framework also has relevance to workforce participation as future productivity will be reliant on increasing mature workforce participation.

The following two actions are directly relevant to Local Government planning:

- Make it easier to do business – improve planning processes and ease the regulatory burden on business. Relevant priorities for 2013 include establishing a new planning system for NSW to reduce planning red tape and development application processing times.
- Invest in critical infrastructure – plan for new infrastructure, develop regional infrastructure for growth and invest in smart infrastructure. Relevant priorities for 2013 include developing and delivering integrated 20-year plans for growth – the State Infrastructure Strategy, a Long Term Transport Master Plan, and a Freight and Port Strategy.

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In the process of developing this Toolkit, councils' Community Strategic Plans around NSW were assessed to identify how their broad objectives relate to population ageing and the needs of older people. This section of the Toolkit includes examples of areas where issues associated with an ageing population can be addressed within a Community Strategic Plan. They are based on the quadruple bottom line areas of social, economic, environmental and civic leadership. This section includes examples of how specific objectives relating to an ageing population can fit into the broader vision of the Community Strategic Plan, and examples of the strategies with objectives that can be achieved in the four-year Delivery Program and one-year Operational Plans of councils.

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Social Objectives

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
A community which is liveable	Public places are designed for all ages.	Develop a program of works on public places to improve liveability for older people.	Undertake consistent and relevant social research to understand and monitor community trends and changing needs in the LGA.
	Accessible, well-designed and managed community facilities and public spaces are provided for people of all ages.	Maintain and improve road, cycling and pedestrian networks and associated infrastructure to make it easy for older people to get around.	Develop a program of footpath maintenance, pedestrian crossings and separate bike paths, based on advice from older people.
	Provide integrated transport alternatives that link older people to their homes, places of work, services and facilities.	Explore innovative and cost effective community transport which is accessible in terms of distance to services and gaining physical access to the service.	Identify program for lighting footpaths and landscaping improvements.
A healthy community	Housing for older people and its environs are appropriate and there is a variety of housing forms connected to town and business centres in the LGA.	Prepare a plan for seniors' living accommodation that reflects demographic need, and walkable/wheel accessible locations for community, retail, health and transport facilities.	Provide community buses and drivers for use by older persons' social groups for nominal fee. Also provide bus transport for older library members to get to and from councils' library services.
	Older people are active and healthy.	Provide quality spaces and facilities that support older people to lead healthy and active lives.	Review models and current housing strategies. Prepare options paper for community consultation on seniors' housing and its environs.
People can live in their community for their whole lives	Facilitate access to a range of accessible and integrated community and health services and support networks to help older people remain in their own homes.	Develop programs to connect groups within the community.	Consult older people to develop program of activities in council leisure centres. Work in partnership with all levels of government and stakeholders, community and the non-profit sector to develop a program of activities and services to ensure there are services, facilities and support mechanisms in place for older people to be active and healthy.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
	Support for people who provide care.	Build a carer's support program.	Run an event in carer's week to identify local carers and survey their needs.
	Increase the number of people completing legal instruments.	Provide information about 'end of life' planning in council publications as appropriate.	Provide links to planningaheadtools.com.au on council website.
An active cultural life	Provide quality spaces that support an active social and cultural life for all ages including civic and other events.	Implement a range of arts and cultural programs and actively support local cultural organisations and events for older people.	Re-name 'Seniors Centres' to encourage people who do not identify with the term 'senior'. Develop a program of activities such as movie nights and film festivals, exercise programs and yoga, dance nights, speed dating, zoo days, city days, cultural days, arts and craft activities and events in consultation with older people.
	Support and promote the community's unique culture and artistic capacity and encourage participation and communication across all age groups.	Maintain and promote multicultural and Indigenous heritage of the LGA, informed by knowledge of older people. Develop a program of activities and events that are tailored to older people. Attract and encourage visiting artistic groups such as music, drama and dance in which older people can participate.	Investigate the feasibility of employing a Cultural Heritage Officer to consult with older Aboriginal people and older people from CALD backgrounds. Showcase local cultural groups with a regular event that focuses on food, customs etc. Develop a heritage/culture trail across the LGA. Establish an area within community centres for arts/culture activities that includes workspaces for intergenerational groups to come together. Support the efforts of the Regional Arts Board and encourage a schedule of local programs and activities for older people. Undertake a distinctive and unique public art project involving older people.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
A community where people feel safe	Older people feel safe in their homes and in the wider community.	Undertake community engagement to keep plans and policies current for crime prevention, emergency service response, community safety and amenity, and promoting healthy and accessible links for older people.	Develop a program to engage older people in targeting crime.
		Encourage greater awareness of safety for older people within households, as drivers, in public open spaces and carparks, and in general community activity.	Develop a graffiti removal program by engaging older people to identify areas where there is a need for improved security and signage.
			Evaluate programs using collected data and older people's perception surveys; use community engagement to support police presence in the community.
			Use an interagency approach to support older people to feel safer in their homes.
			Use an interagency approach to apply and analyse road safety data to achieve safer road use.
		Facilitate developing a sense of safety for older people in public spaces in partnership with police, local stakeholders and residents.	Use an interagency approach to support older people to feel safer in their homes.
			Link service clubs together to work with older people on developing a program for personal safety.
			Conduct a round table meeting with police, council and seniors' groups to talk about safety issues for older people.
			Provide free home-safety audits, and improve the built environment to reduce hazards, including easy access to buildings, parking and rest stops.
	Create safe communities, particularly for older people and young people to socialise and develop independence.	Apply Crime Prevention through Environmental Design principles in the planning of public spaces, in particular recognising the needs of older people.	Conduct survey of key public spaces in LGA and how they are used by older people.
	Prevent and address abuse against older people.	Develop a program to raise awareness of elder abuse for whole community.	Compile a directory of helplines for older people and community services.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
People are able to access the services and support they need	Partnerships between government, private and community groups provide support to older people and enhance their continued participation in the community.	<p>Advocate for sustainable health care and aged care facilities that will evolve and grow to meet the changing needs of the community.</p> <p>Research, evaluate and monitor service delivery options and funding opportunities for the provision of community programs to meet the needs of local older people, people with a disability and their carers.</p> <p>Undertake planning, and advocate for the development of facilities and services recognising the need for accessible and integrated community and health services for older people.</p> <p>Build capacity of community organisations to provide active ageing programs and events.</p>	<p>Provide a range of dignified, affordable and sustainable bereavement and funeral services to meet the social and cultural needs of the community.</p> <p>Support a range of programs to aged and disabled clients and provide assessment and brokerage of services to facilitate healthy ageing.</p> <p>Provide therapeutic and rehabilitation activities for older people.</p> <p>Develop a network with federal and state agencies that maximises service delivery outcomes through cooperation</p> <p>Undertake community engagement with older people to identify aspirations.</p> <p>Evaluate funding and operational needs for programs for older people.</p> <p>Develop community hubs which provide access to services and social connections.</p> <p>Support initiatives to attract and retain General Practitioners and other health professionals to the LGA.</p>
A range of suitable housing options is available in the LGA	There are affordable, accessible and adaptable housing options available for older people.	<p>Maintain an up-to-date housing strategy for the LGA.</p> <p>Encourage investment in housing to meet the needs of the aged population.</p>	<p>Rezone land to ensure an adequate supply in various housing markets.</p> <p>Identify opportunities for aged housing development and take to the market.</p> <p>Review council's involvement in managing aged care units.</p>
A range of well-planned clean and safe neighbourhoods and public spaces designed with a strong sense of identity and place	Older residents enjoy living in clean safe and vibrant neighbourhoods.	Encourage good communication between council and older age groups and between council and other government departments in the planning process - plan to incorporate the needs of older people.	<p>Provide animal control.</p> <p>Provide parking patrols.</p> <p>Provide inspection and compliance regime (for example overgrown vegetation and development compliance).</p>

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
	There is a whole-of-council approach to planning for older people.	Advocate for seniors and people with disabilities to Community Planning and Environmental Services Departments.	<p>Develop a rolling program of contact with other council departments to discuss how they can meet the needs of an ageing population in their programs.</p> <p>Audit parks and open spaces examining access for older people.</p> <p>Consult with the community regarding access issues and planning for seniors and people with disabilities.</p>
An inclusive and united community	<p>All sectors and age groups of the community can mix and build ties beyond their immediate family, social or cultural group.</p> <p>Respect and understanding between age groups is promoted as a means of creating a sense of place and belonging for all people and to build social inclusion.</p> <p>Residents feel secure and included in an environment where they can connect socially and are supported by their neighbours.</p>	<p>Develop intergenerational activities for younger and older people to participate in activities together.</p> <p>Facilitate intergenerational opportunities for people to share stories, be inspired, supported and mentored to enable a stronger sense of community.</p> <p>Celebrate and facilitate the positive contribution that our older residents make to our community.</p> <p>Encourage volunteering opportunities, street parties and local events so that neighbours can connect with and look after each other to offer a better and richer quality of life for all.</p>	<p>Create projects where older people can contribute their knowledge.</p> <p>Involve younger people to mix with older people in volunteering, such as helping to deliver meals on wheels, and work with schools to promote intergenerational activities.</p> <p>Develop a program of community activities where stories can be shared.</p> <p>Develop an advisory booklet on street parties and seek older people as representatives.</p>
To encourage a happy and inclusive community where neighbours look out for each other	<p>Diversity is respected and celebrated, and everyone is made to feel welcome.</p> <p>Older people in our community have a strong sense of identity in their neighbourhoods and are actively engaged in shaping them.</p>	<p>Develop active partnership programs and projects which build community strengths.</p> <p>Design, locate, construct and manage council facilities, public spaces, buildings and landscapes to enhance neighbourhood amenity and reflect community values and pride.</p>	<p>Fund people to run volunteer programs.</p> <p>Provide education for Aboriginal reconciliation.</p> <p>Develop a strategic plan for improving amenity of council facilities based on consultation with older people.</p>

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
		Provide well utilised, maintained and managed community open space and sports facilities that meet community needs.	<p>Involve older people in aesthetic of public space.</p> <p>Develop a range of networks to link older people together with others to get involved in administering and supporting recreational and cultural activities and managing local facilities.</p>
A connected and engaged community	Older people are connected to their community.	Support community engagement through life-long learning, culture and recreation.	<p>Provide modern library services that are linked with other community facilities and services used by older people.</p> <p>Advocate for broadband access and support digital awareness of older people.</p> <p>Consult older men on the development of a 'Men's Shed' initiative.</p> <p>Promote a network of support for farmers, with regular meetings and networking opportunities.</p> <p>Investigate and develop outreach programs for housebound and isolated residents within the LGA.</p> <p>Provide a community and education information service for older people through events and displays.</p>
	Encourage older people to develop community connections through volunteering.	Encourage a broader range of volunteers to be involved with community activities to reduce volunteer 'burnout'.	Develop a volunteer management strategy. Consult with older people to get them involved in volunteer driver scheme.

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Environmental Objectives

ENVIRONMENTAL OBJECTIVES			
Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
Balance ecologically sustainable development with heritage and growth	Older people can live in an environmentally friendly way if community awareness and appreciation of heritage is increased.	Establish community gardens where all generations can work together.	Identify possible sites for community gardens in consultation with community.
Distinct and diverse natural environment is protected and enhanced	Encourage and facilitate older people's contribution to environmental protection.	Older people should be encouraged to participate in environmental protection groups, and also to volunteer for Landcare and Bushcare groups.	Conduct an audit of major environmental heritage sites in consultation with older people.
	Manage the rehabilitation of local bushland and protect local flora and fauna.	Encourage and educate older people on the benefits of Ecologically Sustainable Development.	Develop a program of activities for older people to participate in environmental protection.
	Enhance and maintain safe and accessible green spaces and natural environments for older people.		
Support sustainable use of our natural resources and built landscapes	Create civic places and spaces enhancing the LGA's unique identity with older people.	Honour historical and significant outdoor places enabling older people to engage with, access and understand their unique nature.	Encourage consistent signage throughout local suburbs and neighbourhoods after consulting with older people on features of good signage.
	Attract older tourists.	Construct and maintain good amenities for older people at rivers and beaches. Provide free facilities for travellers with caravans and motor homes to dump their septic waste and take on fresh drinking water in the hope they will stay longer and contribute to the local economy.	Undertake study of older tourists staying patterns and requirements. Conduct a feasibility study of costs of operating dumping station.
An environment that maintains high levels of biodiversity, and has a community that is engaged in further improvement activities	Older people actively participate in, and have access to, affordable, quality waste management and recycling services.	Develop community involvement in recycling program.	Undertake education activities for all members of the population with specific activities for older people.
The community is prepared for climate change	Services for older people have been adapted to cope with higher temperatures.	Develop risk assessment tools for vulnerable older people.	Survey local services for older people and seek advice on how to identify vulnerable older people.

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	Housing for older people is modified for climate change.	Liaise with other services to develop strategy for housing modifications for climate change. Develop home modifications subsidy scheme in partnership with other agencies and private sector.	Develop pilot housing inspection scheme.
Work in partnership with the community to better plan new and existing development of the built and natural environment	Encourage residential housing options that meet the needs of all members of the community. Plan settlements to accommodate a range of compatible land uses and projected growth of older population.	Develop a plan for affordable housing options on smaller allotments to meet the needs of an ageing population.	Foster and promote through community engagement the implementation of the Street Trees Master Plan and involve older people in planting.
Sustainable business, new industries and green technologies are established and flourish	Older people are able to develop and participate in sustainable businesses.	Develop a plan for how council can support the growth of sustainable businesses, utilising the skills of older people in the community.	Produce a sustainable business practice guideline/ toolkit and promote its use within the community.
Minimise the environmental impacts of waste and reduce waste generation and disposal to landfill	Older people are informed on ways to reduce waste. Older people are involved in repairing and recycling appliances and other waste.	Develop program to inform older people on benefits of recycling. Develop a program to assist older people who cannot manage large wheelie bins. Establish a group, like the Men's Shed where things could be fixed by volunteers and given to others to use. Examples are old computers and fridges.	Consult with older population about recycling habits. Design promotional program targeted at older people, explain recycling is hand sorted. Provide kitchen containers for older people to help them sort recycling. Survey older residents to investigate ways to fund personalised wheel-in-wheel-out bin service through rates or other charges. Discuss options with Men's Sheds and local NGOs to identify appliances that are needed by local older people.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
			Investigate location where building waste could be collected for re-use – consider use of stockpiles as part of beautification works. Involve older people in ways to re-use building waste.
Local food production and community food initiatives are supported	Older people are able to grow their own food. Support development of local food producers and initiatives.	Develop a plan to support local food production and identify skills of local older people. Encourage and support healthy and sustainable eating by older people and equitable access to fresh food.	Provide education program for older people on the installation of low maintenance gardens for a diverse ageing population. Consult with Meals on Wheels and other local food suppliers for older people on how to utilise local food.
Local housing options meet the needs of the community	Housing for older people and its environs are appropriate and there is a variety of housing forms connected to town and business centres in the LGA.	Prepare a plan for seniors' living accommodation that reflects demographic need, and walkable/wheel-able locations for community, retail, health and transport facilities.	Review models and current housing strategies. Prepare options paper for community consultation on seniors' housing and its environs.
Create and maintain an integrated transport system that eases access between population centres and services	Older people are able to move around the LGA.	Provide bus transport for each village to access services, to reduce the reliance on private transport.	Consult with older people on needs and transport patterns. Develop a local community bus or other transport strategy. Develop options for pathways to improve access to facilities by older people.

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Economic Objectives

ECONOMIC OBJECTIVES			
Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
A community where people can learn and work locally	Older people have access to local learning centres.	Refurbish local learning centres to meet the needs of older people.	Establish partnership with education/ U3A providers to develop program for older people.
Make the LGA a centre for learning	Create opportunities for life-long learning and skill enhancement with the availability of a broad range of education and training facilities.	Provide education and training facilities for older people including employment retraining and leisure opportunities.	Facilitate networks with educational institutions, relevant agencies and businesses to promote additional opportunities for traineeships and apprenticeships. Conduct an audit of local learning facilities and identify potential learning opportunities.
An attractive destination for tourism	Older people want to visit the area.	Develop and enhance private tourist infrastructure. Develop and enhance public tourism infrastructure. Construct good amenities for older people at rivers and beaches. Provide improved toilet facilities and BBQ facilities at the boat ramps and other tourist destinations.	Undertake study of older tourists staying patterns and requirements. Set a target for Aboriginal ownership of tourism based businesses – with sponsored support of ownership. Develop a theme, brand and new identity for LGA based on the natural environment and Indigenous culture. Open the tourist information centre on weekends and relocate caravan parks to scenic areas. Make the LGA entrance signs welcoming. Improve interpretive information associated with major attractions. Encourage truck and tourist traffic to pass through the LGA.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
	Older people are part of welcoming visitors to the LGA.	<p>Make main streets attractive places for older people to meet.</p> <p>Actively promote local area for business and tourism opportunities suitable for older people.</p>	<p>Ensure the main streets are regularly cleaned.</p> <p>Provide flower beds, seating and shade in the main streets.</p> <p>Encourage property owners to remove rubbish from their front yards.</p> <p>Serve orders on owners of vacant allotments to clear rubbish from the sites.</p> <p>Paint shop fronts.</p> <p>Find a way to allow the removal of security bars and shutters on business premises.</p> <p>Engage older people to welcome tourists.</p>
A sustainable and viable economy and diverse and resilient businesses	<p>Older people have access to quality local infrastructure, appropriate development and employment.</p> <p>A vibrant LGA that promotes and supports business growth and retention, development and investment.</p>	<p>Develop comprehensive long term strategy to develop the local economy which identifies needs of older people.</p> <p>Actively promote local area for business and tourism opportunities suitable for older people.</p> <p>Invest in local job creation, retention and innovation for older people.</p>	<p>Develop suite of marketing material about the local area relevant to the interests of older people.</p> <p>Update the Economic Development Prospectus and website to reflect older people's interests.</p> <p>Meet with current business people and business associations to discuss their issues, needs and employment requirements.</p> <p>Discuss business opportunities with older people.</p> <p>Develop a series of workshops to provide advice and support for them to develop sustainable business models.</p> <p>Develop an information pack which outlines work opportunities for older people in the LGA, e.g. tourist information offices, the library, 'Men's Shed' initiatives and in local aged care facilities.</p>

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
	Maximise innovation and economic competitiveness by providing high quality communication technology throughout the LGA.	Provide business services locally that are easily accessible to older people. Develop and implement an Economic Development Strategy which includes the needs of older people.	Survey older people in the community to identify skills they are willing to share. Investigate potential to develop a regional sustainable technology/business incubator using the skills of local older people. Ensure that councils' business information and processes are available online and in other forms suitable for older people. Ensure that the booking system for council facilities is accessible. Develop an inventory of local produce, identifying the skills of older people in producing it.
A diverse economy drives a wide range of job and career opportunities	Attract younger people and families into housing and jobs that will support the ageing population. Commercial development will be promoted and encouraged to grow in harmony with the natural environment, to take advantage of commercial opportunities and to increase local employment.	Create jobs in direct care and support services, education for older people, refurbishing and maintaining infrastructure, and in providing entertainment, health and sporting activities. Develop a strategy for employment which protects the natural and cultural heritage of the LGA using knowledge of Aboriginal elders.	Assess skills needs in the LGA and develop a set of skills attraction initiatives. Set a target for employment of older Aboriginal residents in local tourism based businesses and actively encourage, promote and support employment initiatives by businesses.
Council is an employer of choice	The council recognises the importance of retaining older workers.	Promote partnerships between workers across a range of ages and skills. Develop a positive culture to recognise the contributions of older workers.	Develop profile of council workforce and skills of older workers. Actively promote flexible working arrangements, lateral movement, and flexible leave arrangements to maintain the engagement of older workers who are seeking increased work/life balance. Consider using technology to accommodate the changing functional capacity of older workers. Establish a 'pool' of retired employees willing to perform project work or work during peak periods.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
	Council is known for its commitment to continuous improvement and innovation that encourages staff to develop their skill set and discover new ways of doing things.	Council provides opportunities to develop potential and flexible working arrangements that suit all types of family structures.	<p>Develop reward systems that recognise the valuable contribution of hard working employees who strive to make a difference in our local area.</p> <p>Ensure staff have access to all the information they need to perform well through modern information management systems and processes.</p> <p>Equipment, plant and facilities for employees are up to date, safe and well maintained to ensure efficient operations.</p>
Our LGA is well designed and planned to encourage new investment, local jobs and business opportunities	<p>Creating urban centres which champion business, innovation and technology to stimulate economic growth and local jobs, including for older people.</p> <p>Older people are able to access facilities close to their homes.</p>	<p>Develop an Economic Development Plan that nurtures key employment clusters and industries to employ older people.</p> <p>Develop local plans to identify areas for a range of liveable and adaptable housing suitable for all ages which are near shops, facilities and commercial areas, which lie on major transport corridors.</p>	<p>Develop a plan to nominate locations for WiFi hotspots and to educate older people on using WiFi.</p> <p>Monitor demographic changes and conduct a survey to gather up-to-date information on the housing needs of the community and the particular needs of older people.</p>
Encourage the community to shop locally and to purchase locally made goods and services	<p>To foster a strong partnership between council, local chambers of commerce and businesses in developing villages which are commercially successful and in which older people can be socially and culturally active.</p> <p>Older people have access to an attractive village centre where they can socialise and shop for the day-to-day things they need.</p>	<p>Develop a strategy to create local shops and shopping centres that are age-friendly and accessible, and do not have a major road to cross between housing and the local shops.</p> <p>Investigate opportunities for community infrastructure partnerships to improve shops and public space infrastructure for usability by older people.</p> <p>Develop retail and commercial strategies to respond to trends and create diverse and appealing shopping experiences for older people.</p>	<p>Create a parking system where people over 75-years old could have access to easy parking one day a week for three hours without penalty in council parking spaces.</p> <p>Conduct a pedestrian audit of public spaces and identify new links and identify locations for regular maintenance.</p> <p>Conduct an audit of public toilets in shopping centres.</p> <p>Consult with older people on key retail outlets and services required in the local area.</p>

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ECONOMIC OBJECTIVES

Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
Support for financially vulnerable members of community	Vulnerable older people are able to get the support they need.	Develop a social support program to minimise the impact of the rising cost of living on vulnerable older members of the community.	<p>Explore opportunities for a community bank.</p> <p>Organise a meeting of support agencies in the LGA to identify ways they can work in partnership with council to meet the needs of vulnerable older people.</p> <p>Develop a directory of services to help vulnerable older people.</p>
Emergency response infrastructure is available to address extreme situations	Older people are supported in extreme climatic events or emergencies.	Maintain a modern fleet of response appliances that are suited to meeting the needs of all members of community.	<p>Conduct an audit of response vehicles and appliances to make sure they are able to meet the needs of older people, especially those with mobility and vision impairments.</p> <p>Maintain an ongoing replacement program to ensure fire fighting appliances and support equipment is maintained and replaced in accordance with NSW Government policy and guidelines.</p> <p>Develop a directory of important numbers to assist older people in emergency situations.</p>
Council facilities meet local aspirations	Older people are satisfied with the council services available and are able to access them.	Ensure the precincts, buildings, programs and activities provided by the council's ageing and disability services are professionally managed, integrated and meet demonstrated needs.	<p>Provide a network of accessible, flexible and welcoming library facilities and services that meet local needs and aspirations.</p> <p>Use and implement leading edge technologies and innovative ways to enhance customer service and to increase the community's use of the library services.</p> <p>Use council's assets as multi-use spaces for community arts and cultural activities.</p>

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Civic Leadership/Governance Objectives

CIVIC LEADERSHIP/GOVERNANCE OBJECTIVES

Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
An inclusive and engaged community	Older people participate in the development of policies that affect their wellbeing.	Involve Aboriginal elders in discussions, committees and working parties.	Liaise with local Aboriginal groups to identify elders for roles that require leadership and cultural education.
	Older people feel empowered to be active and involved in community life.	Provide relevant and meaningful opportunities for older residents to contribute to and participate in decision making.	Establish a schedule of ways to consult with older people to gather input on how they would like to participate.
	Older people know about events in the community and feel welcomed and encouraged to participate.	Develop a program of events, programs, festivals and activities for people of all ages to attend.	Conduct a feasibility study on the development of on-line and other ways of inviting older people to attend events.
		Provide information and advice for older people to participate in community life.	Develop a survey for older people to provide feedback – online, at shopping centres, senior centres and leisure centres – to identify key ways to get information to older people.
Participation and self-fulfilment	Older people remain integrated in society and participate in developing and implementing policies that directly affect their well-being.	Encourage more active and healthy lifestyles.	Collect ageing relevant health resources and identify key service providers to include in regular newsletter/email of What's On in the area.
			Consult with older people on ideas about exercise and healthy eating.
			Develop a program of information sessions and introductory exercise sessions using local leisure centres, pools and parks.
	Older people actively contribute to the well-being of others.	Promote, develop and engage seniors in community volunteer networks and activities.	Involve local youth groups and schools in intergenerational programs.
		Support local community service organisations.	Identify council services that require volunteers.
			Develop marketing plan for services requiring volunteers.
			Visit older people's services and activities to encourage volunteering.

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CIVIC LEADERSHIP/GOVERNANCE OBJECTIVES

Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
Council is willing to listen and respond to the concerns and aspirations of the community through open, proactive communication	Older people are able to access the information they require.	<p>Developing an ongoing communication strategy.</p> <p>Review council information systems to ensure they meet staff and public requirements.</p> <p>Localise access to services to make doing business with council easier for older people.</p>	<p>Review available resources for communicating with older people.</p> <p>Survey older peoples groups to test if adequate and effective information about community services is provided.</p> <p>Seek input from older people's community organisations and peak bodies.</p> <p>Target older population groups with information that will benefit their physical or mental health.</p>
Community transparently informed of council activities and performance	<p>Organisational support is provided to councillors and staff.</p> <p>Older people are able to understand what council is doing.</p>	<p>Develop a customer service and awareness program to assist council staff help older people.</p> <p>Produce clear documents that integrate council's activities with the community's vision.</p>	<p>Develop a range of regular feedback mechanisms to check that older people know who they need to talk to and that requests are responded to quickly.</p> <p>Survey older people to identify what information is important to them and the best avenues of communication.</p>
Advocacy, leadership and whole-of-council approach	Take a leading role in improving the quality of life for residents as they age, advocating community needs and using a whole-of-council approach in partnership with other levels of government and the non-government sector.	<p>Build partnerships and facilitate informed and inclusive community involvement in the future of the LGA.</p> <p>Liaise with health service and aged and community care providers to identify local priorities for older people.</p>	<p>Survey older people in community to identify health service needs.</p> <p>Identify local community organisations and seek input into council plans.</p>
Our leadership is based on mutual trust to foster and embody values of respect, responsibility, integrity and ethical governance	Older residents trust their council, feel well informed, heard, valued and involved in the future of their LGA.	Keep older people informed through involvement on committees when deciding major works and council priorities, and having an engagement strategy, whereby older people have input.	Continue monthly meetings for older people to meet with council officers in different areas.
A well led and managed LGA	Older people are an integral part of local decision making.	Keep older people informed through involvement on committees when deciding major works and council priorities.	Develop an engagement strategy for older people to have input.

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Strategic outcome in CSP	Ageing related objective	Delivery Program Action – Four years	Operational Program Action – One year
	Councils' assets are well managed and maintained for future generations and aligned to community expectations.	<p>Exposure to risk is minimised through council's effective risk management and auditing processes.</p> <p>There is adequate surplus on operations to suit asset maintenance and renewal needs.</p>	<p>Seek older people's views on council rating system and service charges.</p> <p>Ask older people to provide feedback on council assets in public spaces as they use them.</p> <p>Develop a feedback mechanism or use Walk and Talk or similar application.</p>
	Older people are supported in the council workplace.	Develop a strategy to support older workers.	<p>Review available resources on older workers, and identify key issues for a council strategy.</p> <p>Consult older people on issues and needs in workplace.</p>
	Older community members who wish to stand for Local Government elections are familiar with council processes, activities and services.	Ensure access to information for potential candidates.	<p>Develop information package for older people potentially interested in becoming councillors.</p> <p>Develop a training program that encourages good governance.</p>

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Integrated Planning and Reporting

Integrated Planning and Reporting is a legislated framework introduced by the NSW Government to help councils achieve improved sustainability. It also aims to encourage more inclusive community engagement.

The framework requires councils to produce an "integrated" suite of plans to provide a road map for the future. In brief, this means developing a long term vision for the community (the Community Strategic Plan) and supporting policies and plans. The Community Strategic Plan should be asking and addressing four key questions:

- Where are we now?
- Where do we want to be in ten years' time?
- How will we get there?
- How do we know when we have arrived?

It is important to remember that the Community Strategic Plan is not necessarily about what the council will deliver but more about identifying how community, government agencies, the council, business, industry and other key stakeholders can work together to effectively meet the needs of the local area now and into the future. The Community Strategic Plan is supported by a Delivery Program (a four year program focussing on major programs) an Operational Plan (what the council will action that given year) and a Resourcing Strategy (how the activities identified will be supported through the provision of assets, people and money).

The Office of Local Government (OLG) has produced a Manual and Guidelines to help guide councils as they implement the framework. A list of 'Top Tips' has also been produced to help explain the process and its aims in simple terms. The OLG also provides examples of 'good practice' in Integrated Planning and Reporting.

These documents can be found online at:

<http://www.olg.nsw.gov.au/councils/integrated-planning-and-reporting>.

The OLG has revised the Guidelines and Manual for Integrated Planning and Reporting. These are available online at:

<http://www.olg.nsw.gov.au/sites/default/files/Integrated-Planning-and-Reporting-Guidelines-March-2013.pdf>

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This section of the Toolkit focuses on opportunities for councils to respond to an ageing population and the importance of creating [liveable](#) communities. Council staff involved in this process include those who work in the areas of town planning, transport and traffic management (engineering), building and property, parks and gardens, sport and recreation as well as aged and disability services.

This section of the Toolkit is divided into five sub-sections based on the policy and planning areas, as well as key features required to create age-friendly built environments. These sub-sections are:

1. Cross-Council Planning
2. Local Land Use Planning
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1. Cross-Council Planning

In contemporary research, the relationship between the built environment and people's health and well-being is widely recognised. It is evident in NSW Government policy, such as metropolitan and regional strategies, that health and well-being needs to be an integral part of the plan. Councils are becoming increasingly aware of the emerging research and policy direction and are subsequently developing locally relevant policies and guidelines.

The Key Elements of Age-Friendly Environments

The *Infill Development for Older Australians in South East Queensland* (2012) report outlines the key elements of age-friendly environments that provide a useful reference list including:

- Amenity, safety and wellbeing
- Community and social inclusion: Sense of community in neighbourhoods and opportunities for multi-generational interaction. A variety of green, clean and safe public open spaces, natural amenities and facilities. Safe, evenly graded, well maintained and shaded walkways providing active transport options that are important for health, enjoyment and connectivity to shops, facilities and public transport.
- Environmental sustainability: A home that provides sustainability through ventilation, natural sunlight wherever possible, solar and rainwater harvesting systems as they all save money and resources.
- Land Use Planning: Village style shops, services and facilities in close proximity to home.
- Housing: Having adequate space at home, ideally with the option to adapt floor plans as certain needs change over time.
- Privacy: A home that considers options for privacy and noise attenuation in an urban or a higher density area.
- Open space: A choice of shared and private outdoor space in accommodation.
- Safety and security: The importance of security features at the dwelling level and perceptions of personal safety in the neighbourhood.
- Universal, Liveable Design: A universally designed home and neighbourhood.

Cross-Council Priority Actions

Councils may consider the following actions in developing a suitable policy:

- Understand and consider the needs of older people in all the places and spaces in the public domain: Engage with the community, staff, and consult the references provided.
- Understand social planning and community profiles: Understand the demographic makeup of the LGA by researching how the community has changed over time, and what trends are expected in the future. Use the RAPP 2.0 on the LGNSW website to understand the demographic makeup of the community, its characteristics and to compare to other areas. Also identify if

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there is increasing movement into/out of the LGA or particular centres by older people.

- Form a cross-organisation team to address ageing.
- Undertake a review of the age-friendliness of council infrastructure, facilities, libraries and waste management.
- Review council services and programs to enhance their ability to contribute to productive ageing.
- Update information that is needed to better understand the issues for older residents.
- Generate cross-organisation awareness of ageing issues by engaging with other service providers to foster an effective approach to age-related service provision.
- Foster a whole-of-council approach to dealing with the social isolation of older residents.
- Work in partnership with older members of the community and promote their contribution to the local economy and community.

Strategic Land Use Planning

The requirements of older people need to be considered in order to support the creation of age-friendly environments and liveable communities when councils are updating their planning instruments and studies. The following actions are a useful guide to developing a land use policy that reflects the needs of older residents.

Certain local infrastructure may be provided under Section 94 of the EP&A Act, which can contribute to funding local infrastructure that can be suitable for the aging population. Please refer to the Department of Planning's Circular PS 10-025 and PS 10-022 for further information.

Strategic Land Use Planning Priority Actions

- Create age-friendly local planning controls: Include age-friendly aims, objectives and strategies in local planning controls.
- Provide examples from current published Local Environment Plans (LEPs) in the standard instrument format and various Development Control Plans (DCPs).
- Prepare age-friendly planning studies: These should reflect the latest information on demographic change and advise possible changes to council's current and emerging planning studies as well as environmental instruments and policies such as housing strategy/residential strategy, the Local Environmental Plan and the DCPs.
- Support cross-council integration: Include reference in local planning policies to other council policies that support age-friendly built environments. These policies may include actions in the Community Strategic Plan, Ageing Strategy, Community Facility Strategy and Asset Management Strategy.

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- Provide planning advice on age-related matters in relation to proposed planning proposals and larger development applications.
- Prepare age-friendly Master Plans, Public Domain Plans and Urban Design Plans: Provide input on urban design considerations for age-friendly environments, or seek specific input from urban designers and landscape architects who are trained in understanding older people's needs in the outdoor areas and interface with buildings.
- Facilitate opportunities for funding, for example through section 94 contributions and Voluntary Planning Agreements and update council's Section 94 Plans to ensure that the requirements for local infrastructure provide for older people's needs.
- Advocacy and reporting: Report to council on age-friendly built environment initiatives available to councils and encourage the take up of voluntary Livable Housing Design principles.

Development Assessment and Building Certification

Accessibility is a major consideration in assessing Development Applications. This concern is outlined within the Disability (Access to Premises - Buildings) Standards 2010.

Development Assessment and Building Certification Priority Actions

- Development Assessment: Assess development proposals in terms of age-friendly controls and advise where there are shortcomings in the proposed plan
- Provide input in relation to the development of planning controls to identify where age-friendly controls might be lacking and opportunities for improvement are possible.

The Assessment Process: A development application (DA) is assessed under Section 79C of the *Environmental Planning and Assessment Act 1979*. This assessment requires council to evaluate the proposal against the relevant State and Local Government Environmental Planning Instruments and Development Control Plans (including draft instruments and policies).

Most residential flat developments are required to comply with the design principles under State Environmental Planning Policy 65 (SEPP 65 Design Quality of Residential Flat Development). Many of these principles will capture issues of design that will be of benefit to older people – such as accessibility and safety issues in particular. A DA is required to comply strictly with the provisions of any SEPP or LEP and comply in principle with the provisions of the DCP.

Where council has not yet incorporated age-friendly principles within its local land use planning framework, they may apply a wider merit assessment on the proposed development. In these cases, council may rely on the sub-sections in section 79C of the *Environmental Planning and Assessment Act 1979* that are set out below:

Section 79C(b) the likely impacts of that development, including environmental impacts on both the natural and built environments, and social and economic impacts in the locality, and also section 79(e): the public interest.

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The above sub-sections may be applicable where councils have general age-friendly policies that have not as yet been reflected in the land use instruments. The DA may be able to be considered in this wider context. Nevertheless, council may be challenged by the applicant, and hence it is better practice to embed the principles of age-friendly design into the council planning instruments and policies for a more certain outcome.

Going forward, councils need to ensure that the following matters are appropriately addressed across council, such as:

- Ensuring that the planning controls appropriately and reasonably support age-friendly environments through the development approval process
- Educating applicants to understand apply of the *Livable Housing Principles* voluntarily.
- Supporting cross-council integration of age-friendly policies across council.
- Understanding the emerging issues and consider whether planning controls may need to be developed or revised.
- Ensuring that access to new development is well regulated.

There are many components of the public domain which could be reviewed to improve the age-friendliness of the public domain. Resource limitations highlight the importance of determining priorities for applying age-friendliness, and allocating resources to where they are most needed.

Asset and Building Management

In relation to buildings, matters considered necessary to improve age-friendliness include the rake of the ramp, width of doorways and passages, height of stairs and railings, non-slip flooring, rest areas with comfortable seating and accessibility to public toilets. Other age-friendly aspects are the location and width of parking bays for people with a disability, together with drop off and pick up bays (WHO, 2007).

Asset and Building Management Priority Actions

- Support cross-council integration: Respond to reviews of council's assets.
- Assess the condition of assets: Assess buildings using Walk and Talk or other accessibility assessment tools, and assess satisfaction of older people to determine conditions/age-friendliness.
- Better understand access: Access should be considered by council staff when carrying out audits in order to close access gaps.

Environmental Services and Waste

Council waste removal services need to consider the changing needs of the population as people age. Older people may not require large bins, or prefer the functionality of smaller bins. Councils may be able to provide a number of bin sizes to assist them.

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Environmental Services and Waste Priority Actions

- **Plan ahead:** Prepare a strategic plan to provide waste management services, or work together with community services to provide input into an ageing/inclusiveness strategy.
- **Understand access:** Council staff need to conduct access audits and be responsible for closing access gaps.

Tourism and Economic Development

Older people often form a large component of the tourism industry. They may be “grey nomads” who require particular services such as sillage dumps, long parking bays and recreational vehicle parks. Signage should meet access and readability guidelines to make older tourists feel at ease.

Tourism and Economic Development Priority Actions

- **Plan ahead:** Prepare a strategic plan focusing on tourism and economic development, or work together with community services to provide input to an ageing/inclusiveness strategy.
- **Understand access:** Council staff need to be responsible for closing access gaps and conducting access audits.

2. Local Land Use Planning

Councils have an important role in planning the built environment in a way that promotes the long-term health, well-being, safety and sustainability for people of all ages and abilities. This section of the Toolkit provides advice for the higher level local planning framework and informs aims and objectives for use in the statutory local planning instrument.

Land Use Planning Controls in NSW

A number of the following tools have relevance when considering the needs of older people.

Statutory Controls:

- **Local Environmental Plans** – have higher level aims, land use zone objectives, age-friendly related provisions
- **Section 94 contribution plans** – can help provide age-friendly infrastructure
- **State Environmental Planning Policies** – have an age-friendly focus. For example, see the State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004.

Non-statutory guidelines/research-based:

- **Local Planning Studies** – various topics, such as land use strategies (residential/housing), transport and development strategies can inform delivery of age-friendly environments
- **Public Domain Plans** – can have an age-friendly focus

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- **Master Plans** – these plans are especially applicable to area-specific urban environments
- **Development Control Plans** – these plans allow for more detailed provisions.

Standard LEP Instrument

Councils may include higher level aims to encourage age-friendly and liveable communities into local environmental plans. The important aim of an LEP is to produce desired outcomes, principles and actions contained in the council's adopted strategies and policy documents.

This enables the LEP to incorporate age-friendly built environment outcomes and actions contained in other adopted strategies. These include policies on social inclusion, walking and cycling, integrated land use and transport strategies, asset management plans, public domain studies/plans and open space strategies/plans.

The LEP establishes a zoning system that identifies aims for each zoning, and a set of developments that are permissible without consent, permissible with consent and prohibited uses, having regard to those aims. It is important that the aims for each zone are well considered and well crafted to facilitate the desired outcome. However, councils are required to follow the mandatory requirements under the Instrument and have only minimal power to vary from the general.

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Mandatory Land Use Zones

Mandatory Zone Objectives

The following are mandatory objectives within the Standard LEP instrument that can apply to the specified zone to support the creation of age-friendly environments.

Residential R1 – R4

To provide for the housing needs of the community.

To provide for a variety of housing types and densities.

To enable other land uses which provide facilities or services to meet the day to day needs of residents.

Residential R5

To ensure that development in the area does not unreasonably increase the demand for public services or public facilities.

Neighbourhood Centre B1

To provide a range of small-scale retail, business and community uses that serve the needs of people who live or work in the surrounding neighbourhood.

Local Centre B2

To maximise public transport patronage and encourage walking and cycling

Commercial core B3

To maximise public transport patronage and encourage walking and cycling

Mixed use B4

To integrate suitable business, office, residential, retail and other development in accessible locations so as to maximise public transport patronage and encourage walking and cycling.

Additional objectives may be included in a zone at the end of the listed objectives to reflect particular local objectives of development, but only if they are consistent with the core objectives for development in the zone as set out in the Land Use Table. The following table provides additional objectives used by councils to support age-friendly environments – both directly and indirectly.

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STANDARD LEP INSTRUMENT LAND USE ZONE													
LEP Main Aims These could be included under Clause 1.2 of LEP	Rural	Rural	Residential	Residential	Residential	Residential	Residential	Neighbourhood Centre	Local centre	Commercial core	Mixed use	Business Development	Public recreation
	RU2	RU5	R1	R2	R3	R4	R5	B1	B2	B3	B4	B5	RE1
To create a highly liveable urban place, through promotion of design excellence in all elements of the built environment and public domain,			x	x	x	x	x	x	x	x			
To give effect to the desired outcomes, principles and actions contained in the Council’s adopted strategies and policy documents		x	x	x	x	x	x	x	x	x	x	x	x
To promote a city [OR neighbourhood/ town/ village/ LGA] for the people, with a high level of social and physical amenity and a diversity of activities and uses,		x	x	x	x	x	x	x	x	x	x	x	
To encourage a range of development, including housing, employment, recreation and community facilities, to meet the needs of existing and future residents of [insert council]		x	x	x	x	x	x	x	x	x	x	x	
To provide walkable urban environments and to reduce dependency on the use of private vehicles,			x	x	x			x	x	x			
To ensure quality of design of buildings and public spaces to achieve a locality that is safe and accessible and has a vibrant social, cultural and community focus,			x	x	x			x	x	x	x	x	
To ensure that the recreation, cultural and social needs of all existing and future residents of [insert council/locality name] are appropriately planned for			x	x	x			x	x	x			
To allow for the equitable provision of social services and facilities for the community			x	x	x			x	x	x			
To ensure that the economic, employment and educational needs of all existing and future residents of [insert locality/LGA name] are appropriately planned for								x	x	x	x	x	
To provide a range of housing opportunities, including rural residential development		x	x	x	x	x	x						
To provide for a mix of dwelling types			x	x	x	x	x						
To ensure that appropriate housing opportunities are provided for all existing and future residents of [insert town/LGA name] at all stages of their lives			x	x	x	x	x						
To provide a choice of living opportunities and types of settlements			x	x	x	x	x						
To provide a mix of housing, including affordable housing, to meet the needs of the community			x	x	x	x	x						
To provide opportunities for a range of new housing and housing choice in locations that have good access to public transport, community facilities and services, retail and commercial services and employment opportunities, including opportunities for the provision of adaptable and affordable housing			x	x	x	x	x		x		x		
To provide for development in locations that maximise public transport patronage and encourages walking and cycling								x	x	x	x	x	

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Examples of objectives for Land Use Zone

These objectives have been extracted from current council LEPs

Rural RU2

To ensure that there is not unreasonable or uneconomic demands (or both) for the provision of public infrastructure.

Residential R1

To support active and safe mixed uses at street level compatible with residential living.

Residential R2

To provide for development that meets the social and cultural needs of the community.

Residential R3

To encourage housing and infrastructure that supports the ageing population.

Neighbourhood Centre B1

To encourage mixed use developments to present an active frontage to the street by locating business, retail and community uses at ground level.

Local Centre B2

To ensure adequate provision of infrastructure to support neighbourhood shopping facilities.

Commercial core B3

To ensure that new commercial buildings make a positive contribution to the streetscape and contribute to a safe public domain.

Mixed use B4

To encourage mixed use developments to present an active frontage to the street by locating business, retail and community uses at ground level.

Business Development B5

To promote businesses and neighbourhood activities that serve the needs of the local community.

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Residential R1

To promote older people's housing on land in the vicinity of the [insert name] Hospital

Residential R2

To encourage a range of housing, employment, recreation and facilities to meet the needs of existing and future residents

Neighbourhood Centre B1

To ensure a safe and accessible built environment.

Commercial core B3

To maintain a distinct retail hierarchy as identified in council's strategic planning framework.

Business Development B5

To permit development that encourages vitality and economic growth.

Residential R1

To encourage tourist and visitor accommodation in areas of demand subject to controls to ensure the adequate protection of a permanent residential housing supply and amenity.

Neighbourhood Centre B1

To reinforce the neighbourhood centres of [insert names of neighbourhood centres] as the locations for commercial premises.

Commercial core B3

To ensure that new commercial buildings make a positive contribution to the streetscape and contribute to a safe public domain.

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3. Housing and Neighbourhood Planning

Providing housing which offers older people the opportunity to continue to live in their local area, in suitably sized and designed dwellings, is a challenge for Local Government.

Making internal alternations to existing dwellings is easier under the State Environmental Planning Policy (Exempt and Complying Codes) 2009, where a council or private certifier can approve minor internal works without having to lodge a development application. This can enable owners to apply the *Livable Housing Design Guidelines* more readily.

Councils have no powers to enforce private dwellings to be accessible, adaptable, universal, visitable or barrier-free and there are significant costs to home owners to modify dwellings. However, councils do have opportunities to encourage consideration of age-friendly/liveable design and include incentives in policies and plans, such as DCPs and master plans.

Local Government's role in regards to local housing is predominantly restricted to planning for land use and development regulation. There are two main areas for councils to consider in planning ahead for age-friendly housing:

- Housing supply and location: Planning enough housing of various types to be more inclusive of an ageing population and in locations that are accessible to services by public transport
- Housing Design: Design of the actual buildings and sites to be age-friendly.

Councils can plan to create opportunities to age-in-place, so that older people remain in their homes for as long as possible and maintain important social links.

This section of the Toolkit includes housing strategies and housing design, including universal design based on references and examples from other councils.

Housing Supply and Location

Housing supply and affordability is a growing issue. The cost of housing and its location has a major influence on where older people live and their quality of life.

Housing Supply and Location Priority Actions

- Participate in reviews of the State Environmental Planning Policies (SEPPs) to help the delivery of retirement villages and other accommodation for older people in appropriate locations
- Work with the NSW Government to increase the supply of affordable housing, including accommodation for older people under the *Affordable Rental Housing SEPP*
- Partner with the NSW Government to deliver greater housing choices in urban renewal areas as part of more appealing and interconnected urban areas
- Consider the future housing choices of older people in the Sydney Metropolitan Strategy and rural and regional strategies

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- Understand population characteristics, the supply and take-up of housing types, and consider opportunities for future housing supply to accommodate residential needs especially as the community ages
- Support well-designed communities that integrate housing, parks, open spaces and community services and facilities, to help people stay in their own homes as they grow older
- Plan areas of housing that are well located and close to town centres and transport
- Collaborate with the NSW Government and building industry to ensure the uptake of the national *Livable Housing Design Guidelines*, increasing the volume and variety of age-friendly housing that requires minimal or no adaptation as people age
- Investigate targeted strategies to increase affordable rental housing and older people's housing, such as using planning incentives or public-private partnerships for the growing number of long-term renters
- Consider programs to reduce older people's housing costs and isolation, such as home share programs, which match older people with younger people who are willing to provide care in exchange for rent
- Maintain staff training in relation to ageing-related standards, for example Access Auditing and Access to Premises legislation
- Run regular information sessions for the community on housing options to encourage forward planning. This is to cover:
 - Ageing in place
 - Home modifications
 - Transition from retirement village, low level care to high level care
 - Adaptable housing
 - Legal implications of moving into alternate accommodation, refinancing and guardianship.
- Provide advice during the preparation of the LEP and DCP that encourages housing choice within an existing community/neighbourhood by considering:
 - A mixture of residential development of a range of densities suitable to the locality; planning controls that promote an appropriate mix of housing forms (including adaptable housing and alternative/innovative housing initiatives)
 - Housing to accommodate multi-generational families, including secondary houses.
- Offer and promote an award in partnership with other councils that recognises excellent universal design in developments and neighbourhoods.

Examples of Age-Friendly Housing Initiatives

Willoughby Council requires new developments of more than nine dwellings to conform with the regulation of one in nine new residential dwellings to be constructed to Class C of AS4299 Adaptable Housing.

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Waverley and Ryde Councils have adaptability requirements for multiple unit developments within their development control plans.

Kogarah Council has received an exemption to SEPP 5 on the basis of a requirement for 50 per cent adaptable housing in developments within approved zones.

Blue Mountains City Council and Hurstville City Council both resolved in 2010 to support the implementation of the *Livable Housing Design Guidelines* and encourage all architects, building designers, builders and home owners to comply with the guidelines. Homes built to comply with these guidelines will deliver better long term outcomes for those who wish to age in place or who need to adapt their homes to deal with disabilities that may arise over time.

Banyule City Council, Victoria applied *Livable Housing Design Guidelines* in varying scales of residential developments in the 21 suburbs of Banyule City, north-east of central Melbourne.

Cambridge, Western Australia (Town of Cambridge) developed a Housing Options brochure. This is a good example of housing design options addressing people's changing needs over time. It applies to new homes or changes to existing homes in the Town of Cambridge, which comprises a number of Perth suburbs. The brochure informs residents on building adaptable houses and discusses the variety of dwellings available in Cambridge. Eight housing types can now be built under the current rules. An additional nine housing types, each of which would require a Scheme Amendment, will be put out for community consultation as part of the Housing Strategy.

Housing Design

The design of housing impacts how long people can stay in their own home as they age. The key elements that allow people to remain in current housing are outlined in the *Australian Network for Universal Housing Design (ANUHD)*. The top ten housing features for inclusion in a universally designed home are:

1. Easy access

People of all ages and abilities are able to gain easy access to the dwelling from the front boundary or car parking area to the entrance of the dwelling.

2. At least one level entrance

The dwelling features at least one level entrance to enable all home occupants to enter and exit the dwelling with ease.

3. Bathroom, living space and bedroom on the entrance level

The entry level to the dwelling provides a living space, bathroom toilet, and a bedroom space or space capable of accommodating a bedroom space.

4. Bathrooms designed for easy adaptation

The bathroom provides a hobless shower and accommodates more generous internal circulation spaces to enable future adaptation.

5. Reinforcement of bathroom walls

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Walls in the bathroom and shower are reinforced to enable easy installation of grab rails if required by home occupants.

6. Kitchen access

The kitchen design enables all home occupants to easily manoeuvre within the kitchen area and between fixed kitchen benches.

7. Easy access doors and corridors

The internal passages and doorways within the dwelling facilitate ease of movement between rooms and accommodate the circulation needs of all occupants.

8. Consistent installation of switches, GPOs and window controls

Light switches, GPOs and other operating devices are installed at a consistent height to ensure ease of access for all home occupants.

9. Easy operable door, tap and window controls

Door and window operating hardware is easy to manipulate and can be operated by the home occupants regardless of age or ability.

10. Slip resistance of floor surfaces

Kitchens, bathrooms and laundries, feature flooring which provides slip resistance in both wet and dry conditions.

Livable Housing Design Guidelines

Launched in September 2012, *Livable Housing Australia*, is a national campaign to ensure all new homes are safer, more comfortable and easier to get around by 2020. Information about this campaign is available online.

Housing Definitions

Accessible design refers to dwellings that are designed to reduce barriers and improve access to people with disabilities.

Adaptable housing is housing that has been designed and built so that it can be easily modified to become accessible for a person with a physical disability or progressive physical incapacity. Adaptable housing can accommodate the changing needs of people over their life and allow people to remain in their own home for longer.

Visitable implies that a person using a wheelchair should be able to access a dwelling through the front door, use a toilet on the ground floor and sleep in a bedroom or other room on the ground floor. It provides not only for the accessibility of guests with a disability, but for the future needs of occupants (acquired disability or reduced mobility).

Universal Housing Design refers to homes that are practical and flexible, and which meet the needs of people of different ages and abilities over time. A universally designed home generally avoids barriers that may discriminate against people living in or visiting the home. Universal housing is designed to be useable by most people over their lifetime without the need for major adaptation or specialised design.

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Housing Resources

The following age-friendly housing resources are available:

- [Home modifications](#)
- [Infill development](#)
- [Livable housing design](#)
- [Universal Housing](#)

4. Public Domain, Urban Design, Facilities and Open Space Planning

A significant area of activity that councils are involved in relates to the public domain, and the relationship between the public domain and private development – the space where the buildings of the private domain meet the street of the public domain. This is often known as the public-private domain interface.

This section of the Toolkit focuses this interface. “The public domain is the space between buildings where people can walk, sit, read a newspaper, or interact with other members of their community. The public domain includes all spaces accessible to and used by the public, including external and internal public space. It may include spaces such as public squares, the space between buildings, streets, parks and transport interchanges. The public domain serves a range of purposes and human activities” (*Metropolitan Strategy: Towards 2036*).

Destinations where attention for age-friendly access and urban design features should be prioritised include:

- Health services, shops, social activities, neighbourhood centres, villages and town centres, parks, open space areas, recreation spaces and facilities
- Community facilities, public toilets, libraries, meeting rooms, seniors centres (or activity centres)
- Education establishments and facilities – for example training and interest courses
- Cultural facilities – including art galleries, the theatre and other cultural facilities.

Key Elements of Age-Friendly Spaces and Places

There are five elements that warrant particular consideration when designing and developing an age-friendly environment. They are:

- Seating
- Footpaths and parking
- Wayfinding and Signage
- Lighting

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- Toilets.

COTA NSW has identified the following key design features (and what to avoid for each element):

Seating and Other Street Furniture

- Seats should be placed at regular intervals in street settings and shopping strips. Seats at bus stops can serve as both transport and pedestrian seating to ensure sufficient supply
- Seats should be placed on level concreted ground with a concreted wheelchair and pram access space alongside
- Seats should be set back from the main pedestrian path of travel but with a continuous footpath
- Seats must have arm rests and back rests
- Seats should be protected from the elements but at the same time be visible from all directions for passive surveillance
- Seating should be provided with a range of seat heights
- Picnic areas should be accessible for those using wheelchairs or with mobility impairments
- BBQs should be of an accessible height and design
- Tables should have space for a person in wheelchair
- Litter bins, drinking fountains and dog poo collection points should be located close to paths of travel

Avoid:

- Setting seats too high, too low or on sloping ground
- Upholstered public seating without arm rests and/or low to the ground
- Seating that will not accommodate larger people.

Footpaths and Parking

(Refer in particular to *Australian Standard AS 1428 Part 1*)

- Provide footpaths as soon as possible in new developments
- Provide footpaths on both sides of the street
- Provide footpaths to transport stops and stations with concrete aprons across nature strips and under seating
- Footpaths should be wide enough for two mobility devices to pass
- Provide a seamless transition between footpaths and street crossings and into buildings
- Minimise conflicts between pedestrians, cyclists and vehicles
- Use travelators rather than escalators as these are easier for some people to negotiate

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- Locate lifts so that they are easily accessed, well signed and visible to the street
- Footpath gradient should be no more than 1 in 20
- Footpath cross fall should be no more than 1 in 40
- Kerb cuts and kerb ramps should not have a height difference between levels greater than 190mm
- Kerb ramps should be placed on both sides of carriageway aligned with each other and path of travel
- Leading edge of kerb ramp should be at right angles to direction of travel to ensure that people with vision impairment are not forced into path of traffic
- There should be a smooth transition between kerb ramp and road pavement
- Incorporate Tactile Ground Surface Indicators (TGSIs) prior to kerb ramps, vehicle crossovers, at steps or ramps, or as warning of any hazard
- Footpaths should be at least 1.8m wide and 2m high (nothing overhanging below this height, such as trees)
- Footpaths should have a smooth, even surface and have a contrast strip along edges
- Footpaths should be constructed of non-slip material
- Continuous accessible path of travel should extend from property line with no obstructions or projections
- There should be no "A" frames or sandwich boards blocking walking path
- Drainage grates and pit access covers must be level with footpath
- Push button traffic lights should be near kerb ramp
- Provide street crossings at same level as footpath to reduce the need to change levels
- Provide appropriate hand rails on ramps and stairs
- Provide footpaths in close proximity to accessible parking spaces
- Accessible parking bays should be located near main centres and shopping precincts
- Accessible parking should be close to entry of facilities (for example open space and libraries).

Avoid:

- Anything that will lift pavers and cause trip hazards
- Gravel or loose surface material
- Grass or denuded ground on walking paths
- Breaks in the path of travel caused by missing paving or architectural barriers
- Placement of street works that break the path of travel without sufficient attention to accessibility for people with mobility difficulties

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- Placement of litter bins, drinking fountains and dog poo collection points that are too far away from paths of travel.

Wayfinding and Signage

- Street signage should have large lettering, colour contrast, plain fonts and non-reflective surfaces
- Signage should be clear, concise and easy to interpret
- Street and business signs should be easily read by both pedestrians and drivers
- Signage should be well placed so that it is visible from all directions
- Signage should be continuously placed if leading from a distance, for example, leading to toilets, lifts, separate accessible entries, or landmarks
- Transport stops should be well signed
- Orientation features such as landmarks and architectural cues should be included on signs
- Information on location of facilities should be included on signs
- International symbols should be used

Avoid:

- Heritage-style fonts and colours unless essential. Include alternative signage nearby
- Placing wayfinding signs where there is a lot of visual 'noise', that is, alongside many other signs and hoardings
- Only labelling doors, such as toilet doors, without including signage indicating where the door is located.

Lighting

- Lighting should be even and placed to minimise pools or strips of light across surfaces
- Maintain lighting and replace faulty lights when needed
- Provide good lighting after dark in public spaces

Avoid:

- Glare from reflective surfaces – also consider the suitability of the surface
- Placing trees and shrubs where they will grow under a light source.

Toilets

- Public toilets outdoors and indoors are sufficient in number, clean, well maintained and accessible
- Provide at least one unisex toilet to allow carers to enter and assist (companion toilet)
- Ensure clear and visible signage to public toilets

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- Allow sufficient space for a person to enter a cubicle with bags or small children
- Consider the difference in overall allocation of space required by men and women to reduce queuing times
- Ensure an accessible path of travel to all toilets
- Consider location of toilets to ensure they are located in well-lit and safe places
- Toilet height and hand rails should meet AS1428 requirements and be left and right accessible.
- Toilets should be accessible via a continuous path

Avoid:

- Locking accessible toilets
- Gravel or uneven paths to outdoor toilets from the main path of travel.

Public Domain Priority Actions

- Understand the key elements of age-friendly spaces and places outlined in this section of the toolkit
- Consider key elements of age-friendly spaces and places in preparing and reviewing frameworks for public domain areas in important public locations
- Plan for age-friendly civic spaces in every centre
- Engage relevant staff, urban designers/landscape architects to Undertake public domain strategic planning to create and support age-friendly spaces and places and prepare public domain strategies and plans, public domain upgrades, master plans, public domain technical manuals
- Integrate key objectives and actions of public domain strategies into planning controls
- Consider age friendly design in asset management
- Implement linkages planning through identifying critical links between services and facilities and people's homes.

Examples of NSW Local Government Public Domain Initiatives

These examples are included for general purpose information.

- **North Sydney Public Domain Strategy**
These documents outline the treatment of city centres, managing pedestrian and traffic conflicts and assisting accommodating working populations in high use areas (considering the older working population).
- **City of Ryde Public Domain Technical Manual**
This manual provides guidance for the public domain areas of various town centres in the City of Ryde and is useful for application in town centres in metropolitan and in regional areas. This manual is available online.

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- **Ashfield Council Development Control Plan**
Ashfield Council's Development Control Plan covers town planning issues which affect Ashfield's Town Centre.
- **City of Ryde**
The City of Ryde's Development Control Plan addresses the Public Domain Technical Manual and design objectives of the public domain for urban centres. The City of Ryde's Development Control Plan can be found online (urban centres are addressed in part four).

Age-Friendly Community Facilities

Local Government has an important role in supporting older people's health and well-being, as the sector can use its public spaces to bring people together and help overcome social isolation that many older people experience. Councils provide a range of community facilities, support services and community programs for older residents. Of particular importance for older people are libraries and activity centres (replacing senior citizen centres in some areas). Other age-friendly aspects are parking bays for people with a disability that are in close proximity to buildings and wide enough for loading wheelchairs, together with drop off and pick up bays.

Councils should prepare strategic plans for their community facilities, and consider how to best plan and accommodate for the needs of their community in the future.

Libraries

Libraries and library services are recognised as particularly important for older people, as they:

- Keep many older people in touch with their local community
- Provide an array of information, cultural and educational services
- Provide affordable public access to computers and opportunities for associated educational programs.

Key Design Elements for Libraries

- Should be located in areas which are accessible to communities
- Should be co-located within shopping centres or within town and neighbourhood centres
- Should have places for eating, lighting, toilets, access ramps, computers and facilities for conducting courses.

Further library amenities to specifically cater for older patrons may also be required, such as automatic opening doors, and equipment such as wheeled walkers and audio hearing loops.

Seniors Centres/Activity Centres

Given the changing profile and interests of older people, these centres need to be dynamic and flexible. In the context of an ageing population, additional resources will be required if these centres are to continue to fulfil their vital community role.

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A key element of age-friendly design for seniors centres is flexible design to allow a wide range of activities, such as dance, yoga, social group and health services.

Swimming pools

It is important for council swimming pools and leisure facilities to be made accessible. This may include hydrotherapy pools (pools heated to 31 degrees Celsius for therapeutic use) and ramps for entering the pool and level access.

Age-Friendly Recreation, Parks, Gardens and Open Space

Outdoor spaces and buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to “age in place” (WHO, 2007). Having green spaces is one of the most commonly mentioned age-friendly features of urban environments. Barriers that prevent older people using green spaces include poor maintenance, lack of safety, inadequate toilet facilities, lack of seating and protection from the weather, difficulties in accessing the open space, and hazards resulting from shared use of the park and walkways. Suggestions to resolve these problems include small, quieter and contained green spaces, special gardens and improved park maintenance.

Open Space, Recreation and Parks Design Elements

- Enhance the cultural, creative, sporting and recreational opportunities for older people by providing a wide range of leisure and recreation opportunities
- Increase older people’s participation in sport and recreation by promoting physical activity and addressing overweight and obesity issues through gentle exercise and fitness programs
- Promote safety, prevent injury and reduce the risk of falls
- Support creative activities and access to cultural opportunities for older people
- Identify collaborative opportunities with industry and peak organisations to increase access and participation for older people
- Promote mental health and encourage social connections
- Promote intergenerational activities where younger people in the community can get to know members of the older generation
- Encourage local initiatives that make better use of local infrastructure and facilities to benefit seniors
- Build facilities that enable cross generational interaction to strengthen community
- Provide sun protection, cycle paths and walking and fitness trails
- Create open space corridors for longer distance walking
- Enhance existing facilities to improve the general amenity including toilet facilities, seating and shade
- Improve safety and utilisation of parks and sporting facilities with upgraded lighting
- Improve access for older people and those with a disability

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- Improve safety of cycle and pedestrian links between housing areas and parks
- Provide outdoor gym equipment that can be used by older people as they supervise children.

Open Space, Recreation and Parks Priority Actions

- Ensure that green spaces are regularly maintained. Establish service level agreements to ensure minimum standards of maintenance and a schedule of service.
- Plan ahead. If resources permit, prepare a strategic plan to provide recreational opportunities, or work together with community services to provide input into an ageing/inclusiveness strategy. Parks and facilities which meet the varied recreation needs of the community now, and in the future, should be identified in adopted parks and recreation strategies and plans, recreation open space linkage strategy, and management strategies for parks and gardens, swimming pools and council recreation facilities. Controls usually focus on the built structure and how certain land uses should operate, but councils need to think about the foundations of the controls, who is using the parks and recreation buildings, and for how long, and how the buildings and parks integrate and function together.
- Understand Access. Access is critical in managing council parks and recreation assets.

Neighbourhood Park Design Elements

Parks and open spaces are multi-purpose venues and comprise:

- Locations for intergenerational use and social connectivity
- Pleasant environments for walking and fitness
- Locations which offer opportunities for passive recreation
- Locations which encourage physical activity and opportunities for residents of all ages to be healthier.

Age-friendly neighbourhood parks may also include:

- Rest areas with comfortable seating
- Wide path access to and from open space areas for walking and cycling
- Suitable shade provided by trees or other structures.

Exercise Equipment, Programs and Design Elements

A number of councils are providing exercise equipment that can be used by older people of varying abilities and fitness levels. The following considerations should be made when designing age-friendly exercise equipment:

- Equipment should encourage and support fitness, strength, flexibility and balance
- Installation and management should be accompanied by associated programs and signage on how to use the equipment

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- Council could arrange walking clubs or “slow walk” times for small groups of people who walk with assistance so that there is a feeling of social connectedness
- At certain times of day, the use of walkways could be prioritised for seniors. Older, frailer and less mobile persons would benefit from regular exercise with assistance and company, without fear of faster moving pedestrians
- Provide transport for people to and from open space areas, parks and gardens, especially where topography is an issue
- Provide suitable parking bays, circulation space, kerb ramps and accessible parking within easy access of the park, garden or open space areas.

Age-Friendly Centres and Urban Parks (Town Squares)

All centres, regardless of size, should include an area of publicly owned open space to act as a meeting place, lunch spot, and an alternative from the built environment. Attention to the design and placement of these parks is important, based on elements such as size, function and location of the centre.

Town Centre Design Elements

Centres and their urban parks in general should be designed so that the park:

- Remains in public use and independent of any retail outlet
 - Has safe and convenient public access
 - Includes age-friendly features such as seating and shelter
 - Provides toilets
 - Provides both paved and grassed areas, or a combination of both. This is particularly important in highly urbanised areas, as green spaces are one of the most commonly mentioned age-friendly desired feature within an urban environment
- Be regularly maintained.

Plans of Management

A Plan of Management is a formal document that provides guidance for the future planning and management of public open space. The plan identifies issues impacting on public open space and outlines how that open space can be improved, managed and maintained for the future.

Plans of Management are required to be exhibited for comment. It is important for councils to engage specifically with older persons during the consultation phase.

Land Use Planning Considerations for Open Space and Recreation Areas

Councils' Master Plans and Public Domain Plans for town centres should include a park. Consideration should be given to providing information on the proposed elements, indicative design for the park, and design needs to demonstrate how the park will be age-friendly and how it will coexist with the public domain of the relevant

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centre. The Master Plans should also include existing and other planned age-friendly treatments in the area, and demonstrate how the design meets liveable community aims.

Open Space Key Design Principles and Design Audit Tools

Landcom's *Open Space Design Guidelines* (Landcom, Parramatta 2008) provide useful design principles relevant to age-friendly design for open space areas and liveable communities. At the core of these guidelines are eight key design principles for open space. Open space areas should:

- Be meaningful to place and community
- Be multi-functional and adaptable
- Provide diversity
- Encourage social interaction
- Promote health and wellbeing
- Provide equity and accessibility
- Embody environmental sustainability
- Ensure financial sustainability.

Landcom's *Open Space Design Guidelines* also includes hands-on "tools" for applying these principles and design guidelines to real project situations in the form of checklists and design audit formats. The toolbox's checklist poses the following questions:

- In what way does the design respond to its specific place and community?
- How does the design integrate multi-functionality and adaptability?
- What are the means by which the design achieves diversity?
- How does the design encourage social interaction?
- In what way does the design promote community health and well-being?
- How does the design provide for equity and accessibility?
- What initiatives does the design incorporate to promote environmental sustainability?
- How will the design be financially sustainable over the life of the open space?

Such tools can be adapted for use by staff in assessing public domain plans, open space plans, and for devising suitable questions for consultation with the community about proposed open space design.

Note: landcom is now known as UrbanGrowth NSW

Open Space Resources

The following age-friendly open space resources are available in Part 5:

- [Access guidelines for open space](#)
- [Open space for older people](#)
- [Playground design.](#)

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This Section of the Toolkit looks at ways councils can maximise access for older people within their community. Access in this context means:

- Physical access – to buildings, spaces, swimming pools, places, parks – where the physical design enables barrier free approaches, entries, use and exits
- Perceived access – older people feel safe, secure and welcome.

As people age, they may experience impairments to their mobility, hearing or vision. They may need to use aids such as motorised scooters, wheelchairs, walking sticks, assistance dogs or hearing aids. Accessible environments enhance all people's independence, autonomy and social inclusion. Local Government needs to be aware of these issues to prevent creating "access islands" which can lead to social isolation.

Access

Access issues involve a number of roles and responsibilities across many departments of councils. These include:

- Designers of council spaces and facilities who need to consider how older people approach and use roads, footpaths, cycle paths, council buildings, libraries, bus stops, sporting venues, parks and open spaces
- Planners, engineers and building surveyors assessing development applications who will need to ensure that developments meet the Building Code of Australia requirements for Access to Premises under the *Disability Discrimination Act 1992*
- Those involved in the maintenance of council-owned buildings and facilities need to ensure that council assets are kept in a condition that does not deter access by the elderly
- Those involved in council venue management should ensure older people feel welcome in council venues.

Access links in the Toolkit

The following issues are addressed in this part of the Toolkit:

- [Accessible community facilities, services and activities, recreation and leisure facilities and open space](#)
- [Physical environments which support changes in personal mobility](#)
- [Walking environments which are safe](#)
- [Safe environments for users of motorised scooters](#)
- [Street furniture](#)
- [Social Inclusion](#)
- [Transport](#)
- [Walkways.](#)

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Access Priority Actions

In order to maximise opportunities for older people with mobility challenges to continue physical activities, the following actions are recommended:

- Assess the general ease of using the space, premises and footpaths
- Put provisions in place for people with various disabilities
- Remove obstacles and hazards for people with various disabilities
- Provide a means of escape for people with various disabilities
- Provide wayfinding systems
- Provide information about circulation in the space, for example level changes, and opportunities to move horizontally and vertically
- Assess the quality and condition of fixtures, surfaces and lighting
- Provide well placed seating with arm rests
- Identify the pedestrian facilities that are required to integrate walking with land use and transport systems
- Ensure that pathways are well-lit
- Ensure footpaths are level with no trip hazards, no lips, trips or steps
- Separate bicycles and pedestrians
- Provide accessible public toilets
- Ensure motorised scooter pathways are wide enough to take two mobility devices side by side, such as baby strollers, scooters and wheelchairs
- Provide locations for charging scooters and wheelchairs
- Determine critical links for pathways – for example between neighbourhood shops and retirement village/seniors living accommodation.

Access Audits

In order to understand the factors affecting the free mobility of people in the community, councils may undertake an Access Audit. An Access Audit will determine how well a particular building and its surroundings rate in terms of access and ease of use by a wide range of potential users, including older people and people with disabilities. The audit may also recommend access improvements.

Access Audit Types

The Audit provides a starting point for a program of improvements and enables council to prioritise works through the Community Strategic Planning Process. Audits of the built environment need to consider the day-to-day running of the building, the building type, management issues, maintenance and safety, as well as the checklist of building design criteria. An Access Audit should also encompass egress and needs to consider access and safety in emergency situations (for example, safety zones, routes, signage and emergency equipment).

Place audits facilitate understanding of places from the users' perspective. Important issues to consider in urban design include:

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- Permeability - walkable/cyclable catchments
- Trip hazards
- Legibility and signage
- Amenity, safety, security and comfort
- Sight lines, vistas and horizons.

A Walk and Talk Audit is a simplified version of an Access Audit. The auditor is usually accompanied by the client and should make the client aware of:

- The general ease of using the space, premises, footpath (environment) being audited
- Provisions in place for people with various disabilities
- Obstacles and hazards for people with various disabilities
- Means of escape provided and suitability for people with various disabilities
- Wayfinding systems in place
- Information about the circulation, for example level changes and opportunities to move horizontally and vertically
- Quality and condition of fixtures, surfaces and lighting
- Suggestions for improvements.

A model brief for engaging an access consultant is available at the end of this part of the Toolkit.

Access Resources

The following Access resources are available in Part 5:

- [Access Audits](#)
- [Access Awareness](#)
- [Building codes and access](#)
- [Human Rights and access](#)
- [Levels of access.](#)

Access Committees

Councils may establish committees to assist the council. These Access Committees are responsible for:

- Advising and making recommendations to council on matters relating to access issues, with particular emphasis on issues for people with disabilities as defined by the *Disability Discrimination Act 1992*. The NSW Government has recently introduced the Disability Inclusion Bill which also requires councils to engage with people with disability.
- Providing advice and monitoring the implementation of relevant council programs and policies. Such programs and policies include, but are not limited to: *Disability Discrimination Act Action Plan*, *Access and Equity Policy* and *People with Disabilities Social Plan*.

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Model Terms of Reference for an Access Committee can be found at the end of this part of the Toolkit.

Road Safety, Transport and Mobility

Councils have roles, responsibilities and opportunities to help older people with road safety and transport.

Road Safety Priority Actions

- Develop and implement initiatives to improve safety for older pedestrians
- Identify opportunities for applying for funding assistance to develop and implement pedestrian access and mobility plans
- Work with NSW Government to develop a program to effectively manage older people's transition from being drivers to being non-drivers
- Review parking schemes to help increase participation by people with mobility disabilities
- Work with the NSW Government and the Federal Government to identify opportunities for improving mobility scooter safety.

Transport and Traffic management

Transport is a fundamental issue for people as they age, particularly if they are at a stage where they can no longer drive. If travelling beyond their local area, older people may use public transport, which means they are more likely to use non-commuter services that connect local communities across cities and between regional centres. Councils have responsibilities to provide accessible bus stops under the *Disability Standards for Accessible Public Transport 2002*.

Council traffic management should consider how older people use the roads. Councils often provide or support community transport services and council cab services, which can help older people continue to participate in the community once they are no longer driving. Many councils also provide driver education for older drivers.

Transport and Traffic Management Priority Actions

- Respond to the transport challenges of an ageing population, including the public transport and community transport needs of older people, identified in the Long Term Transport Master Plan for NSW
- Improve transport accessibility and continue working towards meeting the Australian Government's Accessible Transport Standards target of having fully accessible public transport services by 2022
- Review the current design standards for wayfinding at public transport facilities
- Monitor seniors' levels of satisfaction with public transport and involve older people in testing design specifications as part of improving public transport procurement
- Identify opportunities to improve the efficiency and effectiveness of community transport for seniors who need assistance accessing, or are unable to use, public transport

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- Work with the NSW Government to improve planning of community transport services, including between towns, and work with communities to resolve local transport issues
- Promote the NSW Walking Plan by providing accessible walking routes.

Transport and Traffic Management Priority Actions

- Plan ahead: If resources permit, prepare a strategic plan for the provision of traffic and transport planning or work together with community services to provide input to ageing/inclusiveness strategies. Transport services which meet the varied needs of the community now and in the future can be identified in various adopted strategies and plans
- Understand Access: Access is critical in managing council roads and pathways. Council staff responsible for filling in access gaps or conducting access audits should ensure that traffic signs are clear and easily understood, pedestrian crossings have kerb cuts or are raised to make them easy to access and traffic lights to allow enough time for older or less mobile people to cross the road safely.

Accessible Bus Stops

The *Disability Standards for Accessible Public Transport 2002* (DSAPT) requires all transport infrastructure (including bus stops and ferry wharves) to be fully accessible by 2022. Councils are responsible for some of these facilities. Providing fully accessible bus stops may reduce the risk of potential claims to the Australian Human Rights Commission and demonstrates a commitment to providing liveable communities.

Bikes and mobility devices

Older people may ride bikes or regularly share paths with cyclists. Many older people also use mobility devices or ride electric scooters on footpaths. There are factors which need to be considered to minimise conflict between cyclists, scooters and pedestrians.

Bikes and Mobility Devices Priority Actions

To encourage older people to walk, for both social interaction and exercise, paths should be wide enough for two mobility devices side by side, such as baby strollers, scooters and wheelchairs. Mobility devices also need seamless paths of travel with no lips, trips or steps.

Motorised wheelchairs and scooters are exempt from registration. However, operators of these vehicles must comply with the same road rules as pedestrians, provided they are:

- Used solely for the conveyance of a person with a disability that substantially impairs the person's mobility
- Not capable of travelling at more than 10km/h.

Bikes and Mobility Devices Resources

The following bike and mobility device resources are available in Part 5:

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- [Age-Friendly design](#)
- [Bike planning](#)
- [Motorised scooters](#)
- [Pedestrian-cyclist conflict minimisation](#)
- [Transport planning](#)
- [Walking and cycling plan.](#)

Walkability and Linkages

Walking is an important activity for people as they age, and creating a walkable community promotes health and wellbeing. Councils encourage walking as a sustainable and legitimate mode of transport.

A walkable community environment will encourage local residents to walk and exercise in their local area. The Heart Foundation has developed helpful tips to get older people outside and walking. Other walkability tools have also been developed.

Road Safety, Transport and Mobility Resources

The following transport and mobility resources are available in Part 5:

- [Access awareness](#)
- [Active ageing](#)
- [Age-Friendly built environments](#)
- [Community liveability guide](#)
- [Liveability guidelines for Local Government](#)
- [Neighbourhood characteristics and ageing well](#)
- [Open space guidelines](#)
- [Pedestrian safety and walkability](#)
- [Streets for people](#)
- [Walkability.](#)

Pedestrian Access and Mobility Plan (PAMP)

Councils may prepare a Pedestrian Access and Mobility Plan (PAMP) to address accessibility issues raised in an access audit.

A PAMP is a comprehensive strategic/action plan to develop pedestrian policies and pedestrian facilities. PAMPs aim to co-ordinate investment in safe, convenient and connected pedestrian routes. A PAMP provides a framework for developing pedestrian routes or areas identified by the community as important for enhanced mobility. A PAMP provides a framework for use by councils and is being encouraged by the Roads and Maritime Services (RMS) as part of a road safety initiative.

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PAMPs are partnerships between State and Local Governments to co-ordinate investments in safe, convenient and coherent pedestrian infrastructure on key pedestrian routes.

The NSW Government's Planning Guidelines for walking and cycling include information, concepts, case studies and illustrations.

Purpose of a PAMP:

The PAMP may be used to:

- Identify opportunities for change
- Ensure that access is an ongoing concern
- Incorporate planned maintenance programs
- Include a schedule of works that has been devised to take into account the priority and cost information in the audit
- Link maintenance and management procedures
- Include processes to allow regular updating of the audit information
- Outline education options for pedestrians and motorists
- Set out procedures to ensure that when opportunities for access improvements arise they are recognised.

Justification for developing a PAMP:

A council may justify the development of a PAMP under priorities identified in the Community Strategic Plan, such as:

- Safe and Accessible Transport for all pedestrian groups, including all ages, able bodied or with an impairment (vision, mobility, physical, other), persons pushing prams, shopping trolleys, wheelchairs, children on bicycles, the elderly and motorised scooter users
- Improve pedestrian management in areas of high pedestrian traffic
- Improve current processes to ensure investment in, and development of, pedestrian infrastructure occurs in locations of most need
- Establish levels of service, identify routes and priorities, and define works programs to deliver improvements in pedestrian facilities for access and mobility.

Elements of a PAMP

The following outlines the main elements of a PAMP. It is based on PAMPs developed by various councils.

Definition of Pedestrian

Everyone is a pedestrian at some time, even simply when walking from the car to a destination.

Pedestrians include:

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- A person on foot – all ages, able or with an impairment (for example, using a cane, guide dog, walking frame, crutches, or with assistance from another person)
- A person using a wheelchair
- A person pushing a pram or shopping trolley
- A person using a motorised wheelchair or mobility scooter (that is limited to 10km per hour)
- A person using a wheeled recreational device or wheeled toy.

PAMP Actions

A PAMP may recommend that:

- The PAMP be adopted as the basis of providing a pedestrian path network and associated pedestrian facilities
- Council actively support and encourage walking and cycling in the LGA
- The integration of council's strategic planning projects with PAMP recommendations
- Design guidelines be amended to take account of appropriate pedestrian facility standards according to route priority levels
- Footpath facilities be linked with trails, bike paths, recreational areas and public transport where possible, to expand the recreational activities
- Changes to existing standards for footpaths are made by increasing minimum widths of footpaths from 1.2m to 1.5m and up to 2.4m on Primary Routes within the network.

Benefits to the community through the completion of actions in the PAMP are:

- A comprehensive strategic plan for achieving accessibility throughout the LGA
- A clear hierarchy of accessibility and route priority to inform decision making
- Improved pedestrian safety
- Reduced pedestrian related crashes
- Reduced pedestrian conflict
- Improved health and active lifestyle of community
- Reduced use of private motor vehicles for short trips in the community
- Increased social interaction in the community
- Positive impact on tourism and local businesses
- Improved environment.

Council examples of PAMPS

Warringah Pedestrian Access and Mobility Plan. Warringah Council June 2011

The Warringah PAMP applies to the whole LGA, with a focus on 14 town centres and additional areas that have high levels of pedestrian activity.

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“The preparation of this PAMP is an important step towards achieving Warringah Council’s aspiration to be a *fully inclusive and accessible community*, including a commitment to providing high quality pedestrian facilities for its residents and visitors, and to encourage walking as a sustainable and legitimate mode of transport.” (page 4)

Narooma Pedestrian and Mobility Access Plan. Eurobodalla Shire Council November 2008.

The Narooma PAMP applies to part of the town centre. Two documents are available, the PAMP and the Site Survey Report.

“This Plan aims to identify current and likely future issues and opportunities for pedestrians within the Narooma Flat area. The Plan provides a comprehensive network of pedestrian facilities for all types of pedestrians, including children, the elderly, tourists, and pedestrians with a mobility or vision impairment.” (page 1 of PAMP).

PAMP Resources

The following PAMP resources are available in Part 5:

- Land use planning and transport planning
- Preparing a PAMP.

Linkages Planning

Links between developments and facilities can encourage walking, high levels of neighbourhood social interaction and a sense of community. Land uses positioned adjacent to each other enable older people to link with their communities through using established facilities and services such as shops, cafes, neighbourhood centres, schools, libraries, sporting amenities and clubs.

Linkages Planning Priority Actions

Councils need to consider how people move from where they live to the places they visit. Factors to consider include:

- How age-friendly are those spaces, who will be using them and for what purpose?
- What are the important destinations?
- What are the appropriate connections?
- How far apart are the destinations?
- What facilities need to be provided along the way?
- How easy is it to find the linkages?
- Do people feel welcome to use the linkages?

The following example has been developed from some councils’ linkages plans and it outlines the key elements of those plans.

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Linkages Plan Principles:

- To provide good pedestrian and cycle access to open space from town centres
- Establish links between open space, town centres and other destinations such as schools and community centres
- Maximise access via active transport (walking and cycling).

Linkages Plan Actions:

- Develop a Linkage Program within the Integrated Open Space Strategy to improve linkages between open space and key destinations
- As part of this Linkage Program, examine improving the links between town centres and open space
- Prepare a City Wide Linkage Strategy that would include:
 - the shopping centre – parks links
 - links identified by council's Parks Department
- Establish goals for physical access to open space, for example 95 per cent of the community to be within 400m of a park
- Establish a tree planting program to provide shade along links
- Upgrade footpaths by widening and/or using high quality materials such as granite
- Install seats, pedestrian lighting, bubblers, bike racks, public art and toilets along links
- Ensure signage or footpath graphics are legible for older people and can direct pedestrians and cyclists to parks, shops and other destinations.

Street Layouts

Street layouts can impact on the ease of walking around. According to the *NSW Healthy Urban Development Checklist*, "grid street patterns are considered to help create greater connectivity, slow traffic speeds and decrease distances between destinations – factors that can encourage more walking and cycling. However, a range of design features must be considered in creating built environments that are conducive to walking and cycling. Street blocks generally in the range of 70m wide by 120-240m long (with shorter blocks at town and neighbourhood centres) are considered more 'walkable'" (117 ERM Mitchell McCotter Pty Ltd, TTM Consulting Pty Ltd, Roberts Day Group Pty Ltd).

Temporary Changes Affecting Access

It is important that people of all ages and abilities have access to the public domain. Construction can cause issues, especially for older persons with mobility issues or vision impairment. Council staff should ensure access is maintained, even when engineering works may be obstructing paths of travel. Liaison with utility providers is also important.

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Linkages Resources:

The following linkages resources are available in Part 5:

- Built environment and health
- Healthy Urban Development checklist
- Liveable neighbourhoods
- Social interaction
- Street design for liveability.

Model Terms of Reference for Access Committees and a Model Brief for the engagement of an Access Consultant

On the following pages is a model Terms of Reference for an Access Committee. It has been compiled after a desktop analysis of many Terms of Reference (TOR) documents from NSW councils. The model document on the following pages is based on the Access Committee TORs of Bankstown City Council, Blacktown City Council, City of Sydney Council, Eurobodalla Shire Council, Kiama Municipal Council, Marrickville Council, Nambucca Shire Council, Parramatta City Council and Penrith City Council.

A model Brief for the engagement of an Access Consultant can be found on page 105 of this Toolkit.

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Access Committees – Terms of Reference

Council operates a number of advisory committees. These committees serve an important role in providing specialist advice to council. Advisory committees are made up of community members and Council representatives and are guided by a Terms of Reference, which specifies the role of the committee. Advisory Committees operate under council's [corporate policy framework], including the Code of Conduct.

Aim

The aim of the Access Committee is to work towards providing the highest possible standard of access and social inclusion throughout the [name of council] area for people with disabilities by providing strategic, expert and impartial advice to council on the development, implementation, monitoring and review of council's policies, strategies and plans as they relate to access.

The Committee aims to provide a forum for community and organisational representatives of people with a disability to collaborate with Council to address issues of accessibility within the community.

The Disability Discrimination Act 1992 covers a wide range of disabilities such as: physical, intellectual, psychiatric, sensory, neurological, learning difficulties, physical disfigurement, infectious and non-infectious illnesses, and mental illness.

Objectives

- To act as an Advisory Committee and make recommendations to council to ensure access for people with disabilities is adequately considered in all relevant policies, planning development applications, and other relevant areas.
- To monitor and review the implementation of other council plans and policies that impacts the disability community.
- To act as a Reference Group/Steering committee for the ongoing implementation and review of the Disability Action Plan.
- To promote equity of access for all people with disabilities in all areas of life, including recreation and leisure, employment, transport and physical environment.
- To provide a forum for the discussion of access issues, including concerns held by people with disabilities and older people.
- To consult with organisations and representatives from disability groups to ensure community input on matters affecting people with disabilities.
- To improve public awareness of disability and access issues by disseminating information about disabilities and publicising the activities of the Access Committee.
- To support a process that documents access problems and brings them to the attention of appropriate authorities and/or develop projects/suggestions to improve any problems.
- To identify and assist in developing initiatives and projects which respond to the needs and issues of the disability community and to support and explore avenues of obtaining funds to finance access related projects.
- To encourage interest and community participation in the Access Committee.

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Membership

- The Access Committee shall consist of the following:
 - [Two] councillors chosen by Council.
 - [Ten] community members who have a disability or have specialist knowledge or interest in disability issues (this can include people with a disability who live, work or study in the [Council area], people employed by a disability service provider in the [council area], people with a demonstrated qualification/competency/knowledge of legislative requirements such as the Disability Discrimination Act 1992, and people trained in disability access).

Members are selected by council from nominations. Council will take into account the need for representation from people with different disabilities on the Access Advisory Committee

- One (1) carer or one (1) professional from a disability-related area may represent a person with a disability where the person with a disability is unable to effectively represent issues affecting them.
- [Two] council staff, one of whom should be from a technical area such as Building, Design and Engineering and one of whom should be from Council's [Community Care services] to provide specific disability knowledge and expertise. If the designated representative from those areas is not available they must send an alternative. Council staff members are to be chosen by the General Manager
- Council shall approve all Committee representatives. Casual vacancies may be filled on the recommendation of the Committee.
- Membership of the committee shall last for [four years (aligning with Council elections)] [two years] [one year] and members may serve a maximum of [x/x consecutive] terms. Membership of the Committee shall be publicly advertised every [two] years at the discretion of the Council.
- A member absent from three consecutive meetings without acceptable apology will be replaced.

Responsibilities of the Committee

- The Committee shall ensure that the *Local Government Act 1993* and related Regulations, all other statutory provisions and all council's Codes and Policies relating to its activities are at all times strictly observed.
- The Committee shall provide ongoing reports to Council through [the Secretary] that outline the activities of the Committee and provide council with recommendations and motions endorsed by the Committee during its meetings. A report will be provided to council after each meeting.

Responsibilities of the Committee Members

- Give advice to the best of their knowledge and ability that will help achieve the objectives of the committee.
- Represent the views and issues of their own community, and not their own personal or political interests.

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- Facilitate in a timely way any tasks allocated to and accepted by them.
- Behave in a manner that respects the interests and viewpoints of other members.
- Declare any potential or actual conflicts of interests on matters that are brought before the Committee.
- Abide by Council's Code of Conduct and any general Committee Term of Reference requirements.

Responsibilities of Council

- Council will provide secretarial support, including minute taking and professional officer support as appropriate.
- Pertinent matters will be referred to the Committee for its consideration and information will be provided on actions arising from adopted Committee recommendations.
- The committee's ongoing role will be reviewed [annually].
- Council has the discretion to review the role, re-organise or disband the Committee.

Committee Procedures/Protocol

- The Chairperson will be a councillor elected by council. A second councillor or a community representative nominated by the Committee at the meeting will Chair in the event of the Chairperson being absent.
- The Committee will meet [six times] per year at times mutually agreed by members.
- The Chairperson of the Committee will be able to call special meetings of the Committee as necessary for the effective conduct of the Committee and establish limited working parties as required.
- An agenda for each meeting, containing a brief report on each item, is to be provided to Committee members and available on council's web site at least seven (7) days prior to the meeting being held. Committee members may request items for inclusion in future agendas, through the Chair.
- A quorum of the Committee shall be [a total of five members (Committee members or councillors) with full voting rights] [50 per cent of members with full voting rights plus one].
- Each member in attendance at meetings will have one vote.
- A decision supported by a majority of the votes at a Committee meeting, at which a quorum is present, is a decision of the Committee.
- At a meeting where a quorum is not present, the meeting can proceed with recommendations for decisions being carried forward to subsequent meetings where a quorum is present.
- Replacement of members between terms will be by recommendation and vote of the Committee.
- Other interested individuals are welcome to attend meetings as observers but are

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recognised with the consent of the Chairperson.

- The Committee shall be available to meet with relevant groups who may wish to address a specific issue at the Committee meeting, provided that such arrangement has the prior agreement of the Committee.
- Pursuant to Section 10(2) of the *Local Government Act 1993*, the Chairperson of the Committee can exercise the power of expulsion of persons not recognised as being entitled to be present at a meeting of the Committee.

Varying these Terms of Reference

These 'Terms of Reference' may be added to, repealed or amended by resolution of the Council in consultation with or upon the recommendation of the Committee.

Contact Officer

The contact officer for the Access Committee is the [insert name of responsible position here].

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Engagement of an Accredited Access Consultant

Access consultants provide advice on access to the built environment for people with a disability. The [Association of Consultants in Access Australia Inc](#) website has a full list of members and consultants and their contact details. They provide access advice for a fee to people involved in the public domain and housing.

Access Consultant Model Brief

This is a suggestion for elements to be considered in developing a brief to engage an access consultant. LGNSW takes no responsibility for any work resulting from the use of this model brief

Development

An accredited Access Consultant as part of the Project Team could be required to:

- Review council's policies, plans and standards for their compliance with current Australian Standards
- Attend consultations to provide advice on current Australian Standards, such as the Disability Standards for Accessible Public Transport (2002)
- Provide advice on current trends and best practice, such as the United Nations Decade of Action in Road Safety 2011-2021
- Advise council on how current Australian Standards, trends and best practice could be incorporated into council's future plans and policies
- Assist in a review of submissions from the public exhibition of the draft Ageing Strategy/Disability Action Plan.

Implementation

Subsequent to the adoption of an Ageing Strategy, an accredited access consultant could assist council in meeting the targets of the strategy by preparing an Access Audit Report on the compliance of council premises and facilities with current Australian Standards. The report should include recommendations of work to be carried out and a suggested priority works program. Council premises include administration offices, community and seniors centres, libraries and facilities such as public toilets, swimming pools and parks.

Council's brief to include:

- A list of premises/facilities to be audited
- Contacts for admittance to the various premises, and their times of operation
- Liaison with Works Engineer.

Preparing a DDA Disability Action Plan (or Community Access Plan)

Council's brief to include:

- Establishing a project team
- Contacts for all division managers
- Meetings with all division managers to determine parameters of project

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- Draft presentation to councillors
- Public forum
- Meetings with community groups
- Meetings with service providers
- Development of draft Plan
- Presentation of draft Plan to Managers
- Exhibition of draft Plan
- Review of submissions from exhibition
- Development of final Plan
- Presentation of final Plan to councillors
- Launch of Plan.

Development of a Pedestrian Access and Mobility Plan (PAMP)

PAMPs are jointly funded by Roads and Maritime Services

Council's brief to include:

- Establishing a project team, including a representative from the RMS
- A map of the area to be surveyed
- A PAMP brief.

A Survey of all Bus Stops in the LGA

Reviewing their compliance with the Disability Standards for Accessible Public Transport (2002), including recommendations of work to be carried out, and a suggested priority works program.

Council's brief to include:

- Establishing a project team or nominate a contact officer
- A map of the LGA
- The location of bus stops
- Agreement on the format in which the survey is to be presented.

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USEFUL RESOURCES

There are a number of resources and references available to provide guidance when creating age-friendly environments. The resources listed below cover a range of matters for consideration by councils, including public domain, housing and community facilities.

Guidelines which inform planning healthy, active, safe, liveable and walkable environments are all useful for planning, creating and maintaining built environments that are age-friendly.

Access

ACCESS				
Ref no.	Keywords	Name/Author - What is it?	Availability	Overview
1	Access Audit	You're welcome - An Access Awareness Program – by Independent Living Centre NSW.	http://www.ilcnsw.asn.au/home/access/youre_welcome.html Independent Living Centre: Shop 4019 Westpoint Blacktown 17 Patrick Street Blacktown NSW 2148 1300 885 886 (Infoline) 02 8814 9656 (Fax) 02 9912 5800 (Reception) Email: welcome@ilcnsw.asn.au Feedback: feedback@ilcnsw.asn.au	The Access Awareness Program had three objectives: <ul style="list-style-type: none"> To stage a series of Workshops with local councils, business and community groups, to identify problems associated with the public domain. To organise "Walk and Talk" sessions in the form of Access Audits. To produce an instructional DVD that demonstrates best management practices in providing a continuous accessible path of travel through the public domain.
2		Good Access is Good Business: Range of handbooks to help councils implement their responsibilities to meet the requirements of the Commonwealth Disability Discrimination Act 1992 (DDA).	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist managers in Local Government to understand access responsibilities and identify barriers to access within their area of work and the broader organisation. Includes a checklist of issues to consider.

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ACCESS				
Ref no.	Keywords	Name/Author - What is it?	Availability	Overview
3		Good Access is Good Business: Understanding access obligations for Council Managers.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist managers in Local Government to increase their understanding of access responsibilities and access barriers within their area of work and the broader organisation. This Guide assists with the development and implementation of Disability Action Plans (DAP) for councils. It also highlights a range of council obligations regarding access.
4	Councillors	Good Access is Good Business: Understanding access obligations for Councillors, CEOs and Directors.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist Councillors, CEOs and Directors in local government, to increase their understanding of access responsibilities and access barriers within their area of work and the broader organisation. It will assist decision-makers within councils to better understand the compliance requirements and ensure the benefits and opportunities of providing appropriate access to council service, facilities and programs are realised.
5	Building design Development control	Good Access is Good Business: Understanding access obligations for Development and Building Staff.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist development and building-surveying staff to increase their understanding of access responsibilities and ensuring appropriate access is provided in developments under their control. Information is provided regarding council responsibilities in providing access to any persons wishing to use council's statutory planning services.
6	Footpaths	Good Access is Good Business: How to develop more accessible Streetscapes and Footpaths.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist councils and traders to understand their responsibilities in providing accessible streetscapes and footpaths and in identifying barriers to this access. This guide is also to ensure the benefits and opportunities of providing access to streetscapes and footpaths are realised.
7	Parks Open Space Public Domain	Good Access is Good Business: How to Develop More Accessible Parks and Outdoor Areas.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist Local Government and other organisations responsible for the design, development and maintenance of parks and outdoor areas, to better understand access responsibilities and barriers to access. This highlights a range of access obligations specific to parks and outdoor areas.

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8	Swimming Pools (Aquatic Areas and Facilities)	Good Access is Good Business: How to Develop More Accessible Aquatic Areas and Facilities.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist organisations responsible for the design, development and maintenance of aquatic areas and facilities, to better understand access responsibilities and barriers to access. This document highlights a range of access obligations regarding aquatic areas and facilities.
9	Playgrounds	Good Access is Good Business: How to Develop More Accessible Playgrounds.	For purchase from: Access Audits Australia 92 Old Eltham Road, Lower Plenty VIC 3093 Phone: 03 9431 3472 Fax: 03 9431 3046 Email: AAAaxs@bigpond.net.au www.accessauditsaustralia.com.au	Developed to assist organisations responsible for the design, development and maintenance of playgrounds. It highlights a range of access obligations related to playgrounds and for relevant organisations to understand compliance requirements and to ensure that the benefits and opportunities of providing appropriate access are recognised.
10	Street layout for linkages and walking	Landcom – Street Design Guidelines and Street Tree Design Guidelines	http://www.landcom.com.au/downloads/uploaded/2008_Street_Design_Guidelines_a36f_30f1.pdf	Street design guidelines for encouraging walking.
11	Street layout for linkages and walking	NSW Health 2009 - Healthy Urban Development Checklist	http://www0.health.nsw.gov.au/pubs/2010/pdf/hud_checklist.pdf	A guide for health services when commenting on development policies, plans and proposals, particularly in regards to encouraging walking.
12	Bike plan	NSW Bike Plan, May 2010	http://www.bicycleinfo.nsw.gov.au/tools_and_resources/bike_planning_professionals.html	Guidelines and online planning tool on how to prepare a bike plan.
13	Motorised Scooters	Motorised scooters, mini bikes, motorised devices	http://www.rta.nsw.gov.au/registration/unregisteredvehicles/scootersminibikes.html	RMS rules for motor scooters.
14	Pedestrian cyclist conflict minimisation	Pedestrian-Cyclist Conflict Minimisation on Shared Paths and Footpaths Research Report	http://industrializedcyclist.com/Ped-cyclist_conflict.pdf Austroads; also via Australian Bicycle Council website	Developed to help planners and designers maximise the design potential of shared paths and minimise conflicts before they occur.

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15	Building Code and Access	NSW Government Building Professionals Board	http://www.bpb.nsw.gov.au/page/premises-standards/	NSW Government Building Professionals Board: Implementing new nationwide disability access standards in NSW.
16	Building Code and Access	Australian Human Rights Commission	"The Good, the Bad and the Ugly – Design and construction for access": http://www.humanrights.gov.au/publications/good-bad-and-ugly-design-and-construction-access-0	This website has a downloadable copy of the publication which is a good guide on what to do to comply with the Building Code of Australia and Australian Standards. It also has examples of what not to do.
17	Levels of Access	Categories for Assessment of Accessibility. Issued by Association Of Consultants in Access.	http://access.asn.au/FAQRetrieve.aspx?ID=41236	This guide identifies the varying levels of analyses possible when assessing existing built environments for accessibility. It can be used to determine the type of services required to meet particular circumstances.
18	Pedestrian Access and Mobility Plans (PAMPs)	How to Prepare A Pedestrian Access and Mobility Plan (PAMPs) - An easy three stage guide	http://www.rta.nsw.gov.au/doingbusinesswithus/lgr/downloads/programs/pedestrians.html	Guidelines for developing PAMPs – currently under review as at April 2014.
19	Transport plan	Transport Planning section of the DoPI website:	http://www.planning.nsw.gov.au/transport	The Integrated Land Use and Transport (ILUT) package (DUAP 2001) provides a framework for NSW Government agencies, councils and developers to integrate land use and transport planning at the regional and local levels.
20	Walking and cycling plan	Planning Guidelines for Walking and Cycling, December 2004	http://www.planning.nsw.gov.au/planning-guidelines-for-walking-and-cycling	An older document, but still has relevance to land use and planning healthy and active environments.
21	Land Use plans	NSW Planning at Local Level	http://www.planning.nsw.gov.au/transport	Webpage contains links to plans and policies and studies that focus on transport as a component of the broad framework of sustainable growth and development.

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Age-Friendly Key Elements

AGE-FRIENDLY KEY ELEMENTS (PUBLIC DOMAIN)				
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22	Age-Friendly Footpaths	Abbas et al. Conference Paper at International Conference on Contemporary Ergonomics	http://www.crcnetbase.com/doi/abs/10.1201/9780203883259.ch49	A journal article on the design of facilities for pedestrians that highlights the implications of a simplistic design approach without appropriately reviewing pedestrian behaviours.
23	Age-Friendly Lighting	Australian Standards 1428 part 1 and 2	AS 1428.2-1992	This standard sets out the requirements for the design of buildings and facilities for access for persons with disabilities and with limited mobility with a section on lighting. This link is to a preview of the document.
24	Age-Friendly Seating	Australian Standards	Furniture - Fixed height chairs - Determination of strength and durability AS/NZS 4688.2:2000	This standard is part 2 of the series for testing fixed height chairs. This link is to a preview of the document.
25	Age-Friendly Facilities	Australian Standards	AS 1428.2-1992	This standard sets out the requirements for the design of buildings and facilities for access for persons with disabilities and with limited mobility. This link is to a preview of the document.
26	Age-Friendly Open Space	How to Develop More Accessible Parks and Outdoor Areas by Access Audits Australia	Available for purchase from: www.accessauditsaustralia.com.au	Provides specific design requirements under AS 1428 and checklists.

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General Age-Friendly Design

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27	Social Inclusion Wellbeing Community Neighbourhood Planning	<i>Neighbourhood Characteristics: Shaping the Wellbeing of Older Australians</i> Research Monograph 2: July 2012 A research publication by Productive Ageing Centre of National Seniors Australia 2012	http://www.productiveageing.com.au/userfiles/file/NeighbourhoodCharacteristics.pdf CITATION: Pearson, E. , Windsor, T. et al (2012) Neighbourhood characteristics and Ageing Well – A survey of older Australian adults NSPAC Research Monograph 2, National Seniors Productive Ageing Centre: Canberra.	Importance of the social and physical environment in contributing to health and happiness. Study of older persons in Canberra aged 55-94, understanding the relationship between neighbourhood characteristics and well-being outcomes, enhancing the ability of older adults to retain independence and well-being later into later life.
28	Health and Ageing	Australian Government, Department of Regional Australia, Local Government, Arts & Sports, Chapter 6 <i>Health and Ageing – Impact on Local Government</i> .	http://www.regional.gov.au/local/publications/reports/2003_2004/C6.aspx	This webpage provides a good summary of the impact of health and ageing on Local Governments and some of the trends and challenges ahead. In particular the document discusses the important role councils will play in designing environments that address the accessibility and mobility needs of ageing populations. It also addresses future challenges, including mobility and accessibility needs of an ageing population, upgrading and replacing ageing infrastructure to keep up with an influx of retirees, and ensuring the types of services provided match those actually needed.
29	Active Living	South Australian Active Living Coalition	http://saactivelivingcoalition.com.au/	This webpage provides information on upcoming and past workshops and available resources that will help deliver active living in South Australia in an integrated manner.
30	Active Living	Streets for People, SA	http://saactivelivingcoalition.com.au/resources/s4pdocuments/	This is a comprehensive resource that aims to make the design and approval of innovative pedestrian and cycling friendly designs such as "shared streets" easier. It is a compendium that supports the South Australian practice of designing people-friendly streets that promote walking and cycling.
31	Healthy Urban Environments	Heart Foundation	Healthy by Design SA: A guide for planning, designing and developing healthy urban environments in South Australia	This is a revised guide developed by the Heart Foundation with specific reference to South Australia's legislation and policies to assist professionals to design healthy urban environments to further enhance healthy lifestyle choices.

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Ref no.	Keywords	Name/Author – What is it?	Availability	Overview
32		Premier's Council for Active Living (PCAL)	http://www.pcal.nsw.gov.au/	The Premier's Council for Active Living (PCAL) has a number of policy documents relevant to councils planning for an ageing population, including resources that help councils integrate health, active transport and land use planning. Active living helps support people as they age by encouraging activities that prevent chronic disease and falls and helps people remain connected and included in their communities.
33		Development and Active Living Premier's Council on Active Living (PCAL)	http://www.pcal.nsw.gov.au/planning_and_design_guidelines	This resource proposes key design features that could have a positive impact on individual and community health and wellbeing specific to urban places in metropolitan, regional and rural areas. It is available to a wide range of design and planning practitioners.
34		Built Form Guidelines and Open Space Guidelines, Landcom (now UrbanGrowth NSW)	http://www.landcom.com.au/news/publications-and-programs/the-landcom-guidelines.aspx	The Built Form Guidelines developed by Landcom is a document that outlines principles and guidelines for good practice housing design and is intended to complement State and/or council controls. The Open Space Guidelines developed by Landcom is a document designed to help deliver the best possible outcomes for open space based on key principles and also provides information on the design and delivery as well as the maintenance and handover to the end owner.
35		Age-Friendly Built Environments, Australian Local Government Association	http://alga.asn.au/site/misc/alga/downloads/publications/Agfriendly_built_environment_paper.pdf	This document contains six fact sheets specific to local councils on age-friendly built environments. It outlines a range of approaches and based on research findings.
36		Building Dementia and Age-Friendly Neighbourhoods, Alzheimer's Australia NSW	http://www.fightdementia.org.au/common/files/NSW/20110803-NSW-PUB-DementiaFriendlyNeighbourhoods.pdf	This document highlights features that help create optimum dementia and age-friendly outdoor environments. The paper examines relevant literature and issues and also provides recommendations for policy change to enhance connectivity for carers and people with dementia within their neighbourhood.
37		Western Australian Department of Communities, Age Friendly Communities, a Western Australian Approach – includes questions for engagement with older people	http://www.communities.wa.gov.au/communities-in-focus/seniors/Pages/Age-Friendly-WA.aspx	This webpage on the WA Department of Communities website promotes the World Health Organisation's four concepts to assist in preparing for the ageing in the community.

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38	Community Services Tourism	Sydney For All This website is part of a research project about accessible urban tourism experiences.	http://www.sydneyforall.com/	Use as a model for your LGA – creating a website/webpage in accessible format which identifies accessible features and destinations in your LGA. Sydney For All is an official website of Destination NSW. The website's accessible design follows guidelines published by the World Wide Web Consortium (W3C).
39	Public Domain Open space	Healthy Spaces and Places: Developed under a project which was funded by the Australian Government Department of Health and Ageing	www.healthypaces.org.au/site/	This website includes: <ul style="list-style-type: none"> • design principles that are the foundation stones of healthier more active communities • different development types where these principles can be applied • information about how to make planning for healthier communities happen • Australian case studies that show what is achievable and which have potentially wider application, and • links to the health and planning research and resources that support planning for active living. <p>Healthy Spaces & Places Training is aimed at practitioners involved in designing, building and maintaining the built environment who are interested in knowing about the design principles and development types that promote healthy and active living.</p>
40	Inclusive Environments Public Domain	London Olympic Design Authority	http://learninglegacy.independent.gov.uk/documents/pdfs/equality-inclusion-employment-and-skills/62-inclusive-design-standards-eies.pdf	The purpose of this document is to improve the standards of inclusive design, particularly for a large scale event, in this case, the London Olympics. The Olympic Delivery Authority has established a rigorous design management and monitoring process aimed at delivering the highest standards of design and delivery across its programme of work. The procedures it uses are intended to provide a robust framework for designers and contractors to explain the choices they make and for the Authority to make informed decisions.

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41	Ageing Improvement District Creation	New York Academy of Medicine: Creating an Age-Friendly NYC One Neighborhood at a Time	http://www.nyam.org/agefriendlynyc/docs/Toolkit_Report_0321-VA-new.pdf	<p>This comprehensive toolkit aims to make improvements to enable seniors to remain independent and connected to their communities for as long as possible. It defines "Ageing Improvement District". This resource briefly outlines what is needed to create this district and the process of determining if it is right for the community. A number of models are provided to enable the user to make an informed choice on what would be most suitable for their community.</p> <p>This resource provides a 6 step process:</p> <ol style="list-style-type: none"> 1. How to Begin – Building support from all sectors 2. Community Consultations – Identifying Challenges and Solutions 3. Community Report Back – Moving from Assessment to Implementation 4. Creating Results – Implementation 5. Success Breeds Success – Publicise and celebrate victories 6. An Iterative Process – Reassess your work, adjust and repeat 7. Information on how to engage with different stakeholders as well as suggested protocols for community consultations. <p>The toolkit contains sample examples of resources used to implement an Ageing Improvement District</p>
42	Useful across council Housing Public Domain	<p><i>Checklist of Essential Features of Age-Friendly Cities</i> World Health Organisation (WHO): 2007.</p> <p>Four page Checklist for download</p> <p>WHO/FCH/ALC/2007.1</p>	http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf	<p>Four page document containing simple checklists for checking the age-friendliness of a variety of elements of the built environment including:</p> <ul style="list-style-type: none"> • Outdoor spaces and buildings • Transportation • Housing • Social Participation • Respect and social inclusion • Civic participation and employment • Communication and health services.
43	WHO Age-Friendly Guide	Global Age Friendly Cities: A Guide	http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf	The purpose of this guide is to engage cities to become more age-friendly so as to tap into the potential that older people represent for humanity. It describes the converging trends of rapid growth of the population over 60 years of age and of urbanisation, outlines the challenge facing cities, and summarises the research process that led to identifying the core features of an age-friendly city.
44	Age-Friendly Community Study	Shire of Denmark Western Australia	http://www.denmark.wa.gov.au/media/uploads/files/FINAL_Denmark_Age_Friendly_Community_Study_REPORT_(v3)_JUNE_2011(1).pdf	An age-friendly community study was conducted in and for the Shire of Denmark in Western Australia, with findings and recommendations recorded in this document.

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45	Statistics on Australia's Ageing Population	Australian Bureau of Statistics, 2011 Census of the Australian Population, Commonwealth Government	http://www.abs.gov.au/census	This latest census can provide local councils with detailed data on local populations. LGNSW has developed a population projection tool RAPP2.0 which is available for free download from http://www.lgnsw.org.au/policy/ageing .
46	Healthy Ageing	Department of Planning (2009) <i>New South Wales Statistical Local Area Population Projections, 2006-2036</i> .	http://www.planning.nsw.gov.au/Portals/0/SettingTheDirection/NSW%20SLA%20and%20LGA%20Population%20Projections%202006%20and%202036%20March%202010.pdf	Note: These projections may be updated with the release of the latest census data. The document provides projections for: <ul style="list-style-type: none"> • Local Government Areas • Department of Planning Regional Strategy areas • Department of Planning Sydney Metropolitan Strategy subregions.
47		Prime Ministers Science, Engineering and Innovation Council. Promoting healthy ageing in Australia. Prepared by an independent working group of PMSEIC.	http://www.industry.gov.au/science/PMSEIC/Documents/PromotingHealthyAgeingAssociatedPresentation.pdf .	Chapter 7 of the paper addresses ways in which the built environment can be improved to enable vulnerable older people to remain at home with a good quality of life. The paper also includes a series of recommendations including one on the built environment, including that a multi-disciplinary strategy be developed, to build a more age friendly built environment, supporting innovation in planning, design and technology to assist older Australians to maintain their independence at home with good quality of life.
48	Universal Design	Australian Network for Universal Housing Design	http://www.anuhd.org/?page_id=66	The Australian Network for Universal Housing Design (ANUHD) cites top ten housing features for inclusion in a universally designed home as minimum criteria.
49	Built Environment and Health	London: Sustainable Development Coalition; 2008	Health, place and nature. How outdoor environments influence health and well-being: a knowledge base www.sd-commission.org.uk/publications/downloads/Outdoor_environments_and_health.pdf	This knowledge base shows that exposure to natural spaces – everything from parks and open countryside to gardens and other green space – is good for health. Contact with natural spaces can improve health directly and indirectly (for example, encouraging physical activity and social contact).
50	Streetscape, outdoor areas	Australian Human Rights Commission 2013	https://www.humanrights.gov.au/sites/default/files/2013_AccessoryNoteStreetscape.pdf	Developed to assist those responsible for premises who are seeking to improve access on matters not covered in the Access to Premises Standards 2010.

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Housing

HOUSING				
Ref no.	Keywords	Name/Author - What is it?	Availability	Overview
51	Infill development	Infill Development for Older Australians in South East Queensland Report	http://www.usc.edu.au/university/faculties-and-divisions/faculty-of-arts-and-business/faculty-research/senior-living/	Based on a research project conducted in partnership with people 55 years and older in southeast Queensland to design liveable, affordable and sustainable neighbourhoods and accommodation in infill areas. This report shares an understanding of older people's needs and preferences specific to their sub-tropical environment and in shaping their built environment. Conducted by the University of the Sunshine Coast, this report provides design principles and outcomes.
52	Home Modifications Information	NSW Home Modifications Clearing House	www.homemods.info	This website on Home Modification and Maintenance Services (HMMS) program provides information on services to support the ageing population (and their carers) in their own homes. The website is developing an evidence base to assist with best practice in home modification.
53	Universal House Design	Landcom Universal Housing guidelines	http://landcom.com.au/download/s/uploaded/Universal%20Housing%20Online%20Edition%20010708_1acb_2a93.pdf	These guidelines prepared by Landcom help ensure the needs of an ageing population are considered in the development of housing. The need to develop policy and guidelines were based on the need to provide appropriate housing for older people and defining "universal housing".
54	Livable Housing Design	<i>Livable Housing Guidelines</i>	http://livablehousingaustralia.org.au/117/about-the-guidelines.aspx	This guideline provides information on key easy living features that make living easier and safer to use for all occupants, providing useful information on minimum performance levels across each of the identified 16 Livable Housing Design Elements.

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Liveability Assessment

LIVEABILITY ASSESSMENT				
Ref no.	Keywords	Name/Author - What is it?	Availability	Overview
55	Walkability	Walkability assessment tool	http://www.walkfriendly.org/WalkFriendlyCommunitiesAssessmentTool.pdf	Pedestrian safety and walkability.
56	Liveability Elements	Community Liveability Guide COTA Queensland	http://www.cotaq.org.au/	This website is a guide for local and state government to assist in creating, maintaining and sustaining liveable communities. The research was conducted by Queensland University of Technology (QUT) and identifies five key factors as important: mobility, safety, accessibility, social support and affordability. The results of the project can be applied to urban, regional and rural contexts.
57	Liveability Assessment	Liveability Assessment Tool Hunter New England Population Health Feb 2012	http://www.hnehealth.nsw.gov.au/data/assets/pdf_file/0006/91626/Liveability_Assessment_Tool_Final_Low_Res_Version.pdf	Two main resources were developed as part of the Liveable Communities Project. The Liveability Assessment Tool that includes a set of liveability indicators; quantitative measures for measuring the indicators; and data sources for each of the measures.
58	Liveability for Local Government	Hunter New England Population Health	http://www.hnehealth.nsw.gov.au/data/assets/pdf_file/0005/91625/Model_for_Working_with_Local_Govt_to_Create_Liveable_Communities_Final_Low_Res_Version.pdf	The second resource from the Liveable Communities Project is a "model for working with local governments to address liveability at a regional level".
59	Liveable Neighbourhoods Subdivision Design	WA Department of Planning and Infrastructure	http://www.planning.wa.gov.au/dop_pub_pdf/LNtask1.pdf	The purpose of this study is to investigate residential subdivision design trends and the level of compliance with Liveable Neighbourhoods that has been on trial since 1997.
60	Liveable Neighbourhoods Traffic Management Design	ERM Mitchell McCotter Pty Ltd, TTM Consulting Pty Ltd, Roberts Day Group Pty Ltd, Curtin Consulting Services Ltd.	Liveable Neighbourhoods: Street Layout, Design and Traffic Management Guidelines. Perth: Western Australian Planning Commission; 2000. www.wapc.wa.gov.au/Publications/27.aspx	Traffic management design.
61	Social Interaction	Rosenblatt T, Cheshire L, Lawrence G. Housing, Theory and Society 2009; 26(2): 122-42	Social Interaction and Sense of Community in a Master Planned Community. http://www.tandfonline.com/doi/pdf/10.1080/14036090701862484	Article from a broader program of research that examines the disparities that exist in the outer suburbs and depicting master planned estates as enclaves of the affluent.

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62	Walking	NSW Walking Strategy Literature Review Prepared for Premier's Council for Active Living (PCAL) Prepared by AECOM Australia Pty Ltd January 2011	http://www.pcal.nsw.gov.au/draft_nsw_walking_strategy	This literature review is grouped into four areas: <ul style="list-style-type: none"> • Creating the governance and culture for walking • Creating a walkable environment • Walking for active travel • Walking for recreation. <p>The objective of the literature review is to understand the barriers to walking and identify initiatives that support walking, and of particular relevance to this Toolkit, acknowledgement of the differences between the needs of urban and rural areas and the eight elements and associated actions of the Walk 21 International Walking Charter.</p>
63	Walking	Sydney's Walking Future December 2013 Transport for NSW	http://www.transport.nsw.gov.au/sites/default/files/b2b/publications/sydneys-walking-future-web.pdf	NSW Government's plan for walking transport in Sydney.
64	General Age-Friendly Design	COTANSW	http://cotansw.com.au/wp-content/uploads/2012/01/Website-Basic-Age-Friendly-Checklist.pdf	Age-Friendly checklist: Some Basic Principles for Age-Friendly Environments.

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New Resources

NEW RESOURCES				
Ref no.	Keywords	Name/Author - What is it?	Availability	Overview
65	Engagement	Australian Centre of Excellence for Local Government Online Community Engagement for Remote Councils	http://www.acelg.org.au/online-community-engagement-toolkit-rural-remote-and-indigenous-councils#tkmenu	This resource provides rural, remote and Indigenous councils with clearer direction and useful tools to help develop better engagement with the communities they serve.
66	Quality of Life	AARP Public Policy Institute, Is this a Good Place to Live? Measuring Community Quality of Life for All Ages, 2014	http://www.aarp.org/research/ppi/liv-com2/policy/Other/articles/is-this-a-good-place-to-live-AARP-ppi-liv-com/	One of two liveability reports to measure liveability across the USA. Includes strategies for increasing liveability.
67	Community Preferences	AARP Public Policy Institute, What is Livable? Community Preferences of Older Adults, 2014	http://www.aarp.org/research/ppi/liv-com2/policy/Other/articles/what-is-livable-AARP-ppi-liv-com/	One of two liveability reports to measure liveability across the USA. Develops an index to measure liveability.
68	Dementia-Friendly	Alzheimer's Australia NSW, September 2014 A Guide to becoming a dementia-friendly community	https://fightdementia.org.au/sites/default/files/DementiaFriendlyGuide_Sept14.pdf	Update of earlier guide. Purpose is to support local organisations, groups and individuals to make a positive difference to people with dementia. Reports on project in Port Macquarie

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