



DEPARTMENT OF HOUSING

2001/2002 HEALTHY AGEING FRAMEWORK (HAF) ACTION PLAN

for implementation of the

NSW Government Healthy Ageing Framework, 1998-2003

September 2001

1. ATTITUDES TO AGEING AND OLDER PEOPLE

Objective 1

Improved attitudes to ageing and older people and decreased unlawful age discrimination.

Strategy 1.1

Increase awareness in State Government agencies on issues affecting older people so that their particular needs are addressed in policies, programs and services.

Action	Agency	By	Performance Indicators
<i>1.1.1 Department's commitment to HAF is demonstrated throughout the business planning process.</i>	DOH	Planning cycle	HAF is endorsed by related strategies throughout the corporate planning structure.
<i>1.1.2 Review update and develop policies and procedures taking into consideration the needs of ageing and older people.</i>	DOH	Ongoing	Identify policies reviewed, updated and/or developed.
<i>1.1.3 Increase HAF awareness amongst Departmental staff.</i>	DOH	Ongoing	Describe initiatives and strategies implemented.

NB: Bolded actions appear in the NSW Healthy Ageing Framework.

Normal type are carried forward actions from 2000/01. *Italics are new actions for 2001/2002*

Strategy 1.2

Promote awareness in the community on issues affecting older people so that the attitudes reflected by the media, non-government service providers, employers and other community groups enhance opportunities for maintaining and improving the health, well being and independence of older people.

Action	Agency	By	Performance Indicators
<i>1.2.1 Continue to positively promote issues affecting older clients in public and community housing.</i>	DOH	Ongoing	Promotion initiatives undertaken through corporate/community communications channels.
<i>1.2.2 Ensure HAF information is accessible by the wider community.</i>	DOH	Ongoing	Access strategies implemented.

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2. Participation in Community Life

Objective 2

Increased participation of older people in the workforce, education, leisure and volunteering.

Strategy 2.1

Encourage government and private sector employers to develop work practices and attitudes that are supportive of the continued participation of mature workers in paid employment.

Action	Agency	By	Performance Indicators
2.1.1 <i>Further progress with the Tenant Employment Program to target employment initiatives to older tenants.</i>	DOH	2001/02	Progress on program's achievements.
2.1.2 <i>Increase initiatives to improve the participation of older tenants in tenant's participation activities.</i>	DOH	Ongoing	Initiatives undertaken.
2.1.3 <i>Encourage the continued employment and participation of mature age workers by the Department.</i>	DOH	2001/02	Policies implemented in accordance with Premier's requirements.

Strategy 2.2

Improve mature workers' and older people's access to training and employment opportunities.

Action	Agency	By	Performance Indicators
<i>2.2.1 Monitor the Department's equitable recruitment and training participation opportunities for mature age workers.</i>	DOH	2001/02	Employment/training comparison data.

Strategy 2.6

Encourage participation of older people in community life.

Action	Agency	By	Performance Indicators
<i>2.6.1 Organise local tenant meetings at aged complexes to improve older people's participation in decision making processes that affect their communities.</i>	DOH	2001/02	Number and type of initiatives adopted by Regional Teams.
<i>2.6.2 Expand Local Allocations Strategies in aged high rise complexes.</i>	DOH	2001/02	New initiatives introduced.
<i>2.6.3 Support the development of tenant or community based groups across the full range of social housing tenants.</i>	DOH	2001/02	Combined efforts discussed and adopted.

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3. MAKING YOUR OWN DECISIONS

Objective 3

Provision of information about services and rights so that older people can take action and make decisions in these areas.

Strategy 3.1

Work with service providers to assist them to provide appropriate information for service users and potential users of their services.

Action	Agency	By	Performance Indicators
3.1.1 <i>Increase access to information regarding social housing, local community and government services.</i>	DOH	Ongoing	Strategies developed and implemented.
3.1.2 <i>Maximise agencies' networks to identify and resolve systemic client service issues to older clients.</i>	DOH	Ongoing	Partnership arrangements (ongoing and new).
3.1.3 <i>Increase linkages with community agencies to improve support and referral to mutual clients.</i>	DOH	Ongoing	Attendance at local community interagencies and support groups.
3.1.4 <i>Relevant demographic information, data and resources to be shared with external agencies to assist them in program development.</i>	DOH	Ongoing	Type of information available.

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Strategy 3.2

Improve information and assistance services so that older people can use services and can exercise their rights.

Action	Agency	By	Performance Indicators
3.2.1 Ensure information and communication strategies are accessible and responsive to the needs of older people.	DOH	Ongoing	Describe considerations adopted to distribute information to this particular client group.
3.2.2 <i>Improve access to information by the older population in country/remote areas.</i>	DOH	2001/02	Progress undertaken

Strategy 3.3

Develop more effective mechanisms for consulting with older people and their carers.

Action	Agency	By	Performance Indicators
3.3.1 Increase the participation of a full range of older people in consultation and planning processes at regional and corporate levels.	DOH	Annually	Consultations conducted and at what levels.
3.3.3 Increase and conduct sensitive client service visits to older tenants and, where necessary provide outreach tenancy management services to them.	DOH	Ongoing	Client service visits conducted and/or additional related practices to assist these tenants.

4. SUPPORTIVE NEIGHBOURHOODS AND COMMUNITIES

Objective 4:

Provision of accessible and supportive living environments, which make it possible for older people to live as independently as possible in their communities.

Strategy 4.1

Liaise with local government and the building and development industry to enable the provision of a wide range of housing options that are appropriate and affordable for older people.

Action	Agency	By	Performance Indicators
4.1.1 Improve asset management to ensure housing stock is adapted to the special needs of ageing clients.	DOH	Ongoing	Identify modifications, redevelopment action conducted to dwellings/housing stock .

Strategy 4.2

Develop culturally appropriate housing policies and products in accordance to need.

Action	Agency	By	Performance Indicators
4.2.1 <i>Ensure policies address the needs of all the diverse range of older clients.</i>	DOH	Ongoing	Policies reviewed, updated and implemented. New policies and procedures.
4.2.2 <i>Translate fact sheets related to elderly clients into major community languages or as required.</i>	DOH	2001/02	Languages and fact sheets are identified and translations completed.

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Strategy 4.3

Make provision for flexible, appropriate and affordable public housing for older people, within the constraints of the Commonwealth-State Housing Agreement.

Action	Agency	By	Performance Indicators
4.3.1 Consider alternative affordable housing solutions, including long term rental subsidies in the private sector, for older people in need.	DOH	2001/02	Progress on programs and initiatives.
4.3.2 Develop further housing opportunities for Aboriginal and Torres Strait Islander elders, including public and community housing.	DOH	2001/02	Progress on programs and initiatives
4.3.3 Develop further housing opportunities for culturally diverse populations, particularly non-English speaking older people.	DOH OCH	2001/02	NESB older people accessing public and community housing
4.3.4 Develop the skills of housing workers, including design and capital project managers working with older people, so that public housing is designed to meet the needs of older people.	DOH	2001/02	Training programs implemented and client satisfaction is reported.
4.3.5 Increase the supply of affordable and appropriate housing for older people in need.	DOH	2001/02	Describe Increases under SEPP5, modified, housing.

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Strategy 4.4

Retain, where possible, current low cost, affordable, long-term accommodation.

Action	Agency	By	Performance Indicators
<i>4.4.1 Continue to explore alternatives to providing affordable housing through combined partnership strategies at local government and private sector.</i>	DOH	2001/02	Joint Partnership Agreement developed and /or initiatives undertaken.
<i>4.4.2 Develop asset management framework to guide realignment of the portfolio with targeted need.</i>	DOH	2001/02	Increased accessible/adaptable dwellings, separately titled dwellings; long/short term leasing arrangements.
<i>4.4.3 Undertake planned maintenance programs based on condition assessment data and analysis.</i>	DOH	2001/02	Proportion of assets maintained to established standards.

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Strategy 4.5

Create opportunities for older people to feel safe and secure in their home.

Action	Agency	By	Performance Indicators
4.5.6 Develop a state wide approach for inclusion of safety features in housing for older people, such as falls prevention measures, in design specifications for capital projects and redevelopments.	DOH	2001/02	Safety features incorporated into all project designs.
<i>4.5.7 Increase safety considerations in the Intensive Tenancy Management initiatives.</i>	DOH	Ongoing	Further progress achieved.
<i>4.5.8 Increase tenants awareness on safety issues and practices.</i>	DOH	Ongoing	Communication strategies pursued.

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5. HEALTH, ACCOMMODATION, CARE AND SUPPORT

Objective 5:

The promotion of independence, well being and health for older people through an integrated system of health, accommodation, care and support.

Strategy 5.1

Improve older people's access to and participation in health initiatives that promote, protect and maintain their health and well being.

Action	Agency	By	Performance Indicators
5.1.1 <i>Continue to use existing agreements with other agencies to ensure that elderly clients receive appropriate services and support.</i>	DOH	2001/02	Improved network and co-ordination practices.
5.1.2 <i>Continue to implement the Health and Safety Program to ensure a safe and healthy environment for tenants.</i>	DOH	2001/02	State progress of activities.
5.1.3 <i>Promote health and well being of elderly tenants in the tenants newsletter.</i>	DOH	2001/02	Identify articles publicised.

Strategy 5.3:

Co-ordinate health, accommodation, care and support services for both frail and well older people across different parts of the health, residential and community services system.

Action	Agency	By	Performance Indicators
5.3.1 <i>Promote independent living by developing asset management strategies directly linked to health and support services.</i>	DOH	2001/02	Related strategies developed.
5.3.2 <i>Actively support and participate in whole of Government initiatives such as Families First and Strengthening Communities.</i>	DOH	Ongoing	Number of projects initiated.
5.3.3 <i>Continue with the development and implementation of the corporate Supported Accommodation Strategy to increase housing options for clients with complex needs.</i>	DOH	Ongoing	Progress of plan and projects

Strategy 5.5

Continue to ensure best practice in service delivery in the areas of health, accommodation, care and support.

Action	Agency	By	Performance Indicators
5.5.1 Continue to improve staff assessment skills and sensitivity when dealing with elderly clients.	DOH	2001/02	Attendance to related training and briefing courses.
5.5.2 Increase the number of Senior Client Service Officers, Specialist to deal with clients with complex needs.	DOH	2001/02	Identify areas of demand and number of positions.
5.5.3 Continue to support and expand the implementation of the Homelessness strategy.	DOH DOCS	2001/02	Plan completed and projects undertaken.

Strategy 5.8

Develop health, accommodation, care and support services which are responsive to the specific needs of older Aboriginal and Torres Strait Islander people, older people from a non-English speaking background, older people with a disability and older people with dementia.

Action	Agency	By	Performance Indicators
<i>5.8.1 Continue to explore initiatives that will address the housing needs of culturally diverse elderly clients.</i>	OCH DOH	2001/02	Public and Community housing initiatives.
<i>5.8.2 Continue to improve communication and involvement with ATSI, NESB elderly groups as well as with disability group/ agencies.</i>	DOH	2001/02	Identify participation activities

6. Making the Best Use of Resources

Objective 6

A planned approach to policy and service provision in NSW for older people, based on high quality data and research, and supported by an equitable and sustainable system of financing.

Strategy 6.2

Work collaboratively with the Commonwealth Government on developing feasible financing strategies to cater for the needs of an ageing population.

Action	Agency	By	Performance Indicators
6.2.1 <i>Explore initiatives to influence support co-ordination projects and accommodation provision for older people.</i>	DOH	Ongoing	Describe progress on combined efforts.

Strategy 6.3

Improve accountability for NSW Government funds allocated to older people, in particular funds allocated to aged care.

Action	Agency	By	Performance Indicators
6.3.1 <i>Continue to improve budget allocations for adaptable/disabled modifications to enable older people to live independently.</i>	DOH	Ongoing	Budget allocations and proportion of dwellings modified.

Strategy 6.4

Improve information so that policy and planning decisions are based on quality and reliable sources.

Action	Agency	By	Performance Indicators
6.4.1 <i>Incorporate HAF Plan in corporate planning cycle and the Regional, Divisional planning processes.</i>	DOH	Sep-Oct 2001	HAF strategies included in the Department's planning processes.
6.4.2 <i>Include HAF Plan into the on-line corporate documentation to ensure its access to all staff and the community.</i>	DOH	Sep 2001	HAF Plan is accessible through the intranet and internet.

Abbreviations			
ACAT	Aged Care Assessment Team	DSR	Department of Sport and Recreation
ACE	Adult and Community Education	DUAP	Department of Urban Affairs and Planning
ADB	NSW Anti-Discrimination Board	GT	Guardianship Tribunal
DADHC	Department of Ageing, Disability and Home Care	HACC	Home and Community Care Program
AG	Attorney General's Department	HCCC	Health Care Complaints Commission
AHO	Aboriginal Housing Office	HCS	Home Care Service of NSW
AHS	Area Health Service	NSW Health	NSW Health Department
DOCS	Department of Community Services	NSW Police	NSW Police Service
DET	Department of Education and Training	OCH	Office of Community Housing
DFT	Department of Fair Trading	OPC	Office of the Protective Commissioner
DFW	Department for Women	OPG	Office of the Public Guardian
DGR	Department of Gaming and Racing	RTA	Roads and Traffic Authority of NSW
DLG	Department of Local Government	SIS	Seniors Information Service
DOH	Department of Housing	TAFE	NSW Technical and Further Education
DOT	Department of Transport	Tourism NSW	Tourism New South Wales