

Towards Age Friendly Darebin – Progress Report

Aged Care Services	
Age Friendly Domain Projects and Initiatives	Year 1 – Mid-year Progress and Outcomes August 2019 – February 2020
<p>Better Access to and Participation in My Aged Care</p> <p>Includes: access for CALD older people, Aboriginal and Torres Strait Islanders and lower SES neighbourhoods</p> <p>Support for people to understand and find their way through the Aged Care system, particularly with regard to Home Care Packages</p> <p>DCC Service Improvements Including:</p> <p>Engagement and co-design with Clients and Community New approaches to improve flexibility and effectiveness of current services</p> <ul style="list-style-type: none"> - Meals Service - Transport - Domestic Assistance <p>Future service Delivery Including:</p> <ul style="list-style-type: none"> - Navigation support 	<ul style="list-style-type: none"> • Extension of Darebin Regional Assessment Service until 2021 • New Positive Aging Service (navigation support) has provided: <ul style="list-style-type: none"> ⇒ 21 general information sessions (pop-ups/drop ins, events). ⇒ Including one Aboriginal and Torres Strait Islander event and 3 specific CALD sessions with interpreters. ⇒ 112 people individually supported with My Aged Care access issues, especially with Home Care Packages. More than half have been from CALD backgrounds. <p>Overwhelmingly positive feedback has been received. Service users of the Positive Ageing Service have told us the huge difference it has made for them: feeling listened to, being informed to be able to make decisions and to be linked to much-needed supports.</p> <div style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p><i>Ignatius is in his 80's and very frail. He was not aware of his eligibility for My Aged Care services. A face to face consultation with the Positive Aging service assisted him and his family to understand his options and to access My Aged Care. Ignatius now has a Level 2 Home Care Package, with the services and case management support he needs.</i></p> </div> <ul style="list-style-type: none"> • 65 Meals Service users were interviewed about meals service development. • 40 public housing residents were consulted about new/flexible community bus route options. • New Community Transport outings destinations conducted including visits to Epping Plaza and a Men's group outing to Broadford. Participants reported positive feedback including: <p style="margin-left: 20px;"><i>"It was just nice to get dressed up and go out!"</i></p> <p>Council Aged Services staff supported clients to:</p> <ul style="list-style-type: none"> • Get to exercise classes and maintain fitness and recovery goals. • Undertake domestic care collaboratively while recovering from injury/illness. • Navigate public transport for confidence building and understand systems like Myki. <p>Access and navigation of the My Aged Care System, particularly Home Care Packages was a priority for many who participated in the Age Friendly</p>

- Gardening programs
- Home Care Package services

Review. Continuity of care between Council's Commonwealth Home Support Services and Home Care Packages was another significant area for action.

Council has two key initiatives underway which responds to these priorities -

- The Positive Ageing (navigation) Service is making important headway for community members experiencing Home Care Package issues. Since its commencement in October 2019, 49 community members have received direct assistance relating to their access to a Home Care Package.

The kind of support offered includes assistance to:

- ⇒ understand the different levels of home care package approvals and entitlements,
- ⇒ research and choose a home care package provider that matches their personal requirements,
- ⇒ attend meetings with home care package providers, where the person has no other authorised support person to support an informed choice.

- A trial is underway in partnership with a local Home Care Package provider to enable clients who have been receiving aged care home support services from Council to continue to do so once they transition to a Home Care Package.

Learning and results of these trials (and others planned) will provide council with solid and accurate data and experiences to help shape planning and investment in future services in a constantly changing service system.

Social Participation and Inclusion	
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<p>Social connection and civic participation</p> <p>Opportunities and means:</p> <ul style="list-style-type: none"> - Volunteer Program Trial - Engagement Database - Consultation and co-design - Community Transport excursion trials - Support and spaces for clubs and groups - Building capacity and reach of clubs and groups - Neighbourhood houses - Men’s Shed - Recreation Programs <p>Social Inclusion</p> <ul style="list-style-type: none"> - Community attitudes - Visibility of older people - Intergenerational approaches - Age Friendly social and community environments - Recognition of Aboriginal and Torres Strait Islander Elders and the vital support they provide to their community 	<p>Establishment and development of participation data base:</p> <ul style="list-style-type: none"> • 544 Email subscribers, 230 mail subscribers, 90 community/health centres. • Database used to issue invitations for voluntary involvement • Activities recruited for include: <ul style="list-style-type: none"> ⇒ Volunteer social connection program. ⇒ Co-design of Age Friendly Darebin progress report for community hardcopy distribution. ⇒ Consultation and participation in new transport destination and excursion trials. <p>Improved information management regarding participation</p> <p>For example, Men’s Shed:</p> <ul style="list-style-type: none"> • 32 individuals attended the shed during this reporting period. • 8 new participants referred through internal and external agencies. • 572 total episodes of attendance over 24 weeks this reporting period. • an average of 12 participants per session. <p><i>New partnership between Men’s Shed and Parade College involved Year 10 students. Each term, 2 students come to the shed for 5 weeks and spent time with Shed participants doing activities such as playing pool, board games or woodwork. This has been a very positive program, with the students saying how much they gained from interacting with the shed participants. Shed members and volunteers were invited to the Parade College Christmas party, and enjoyed food together with students and also joined in with some dancing.</i></p> <p>Get Active in Darebin is a free community-based exercise program, catering for people of all ages. The first step taken has been to realign where the program is delivered, using the target of a minimum of 60% of the program is to be in areas of disadvantage.</p> <p>Walking Groups are part of Get Active in Darebin and were strongly promoted in the 2019 Darebin Seniors Festival.</p> <p>Seniors Clubs Action Plan to be developed in latter part of Year 1.</p> <p><i>A group of mostly Greek older residents meet on Fridays to walk around Edwardes Lake Park. One of the women simply wheels to the 400-meter marker and back to the picnic area to set up the picnic table. Recently a Chinese woman found out about the walking group from Council’s Springtime Community Events publication and has now become a regular in the group.</i></p>

<p>Social Inclusion</p>	<p>Volunteer social connection program commenced</p> <ul style="list-style-type: none"> • Recruitment information sessions and interviews held <ul style="list-style-type: none"> ⇒ 61 Engaged Volunteers registered. ⇒ 15 attended information session. ⇒ 11 applicants in currently process of matching. <p><i>Elders Afternoon Tea event held during Seniors Festival to recognise and celebrate Elders' contribution to the community with food and entertainment. Elders recited their childhood memories, joined by an Aboriginal singer and songwriter. Another Elder shared homemade damper and praised the afternoon spread with a traditional food blessing ceremony. Elder Charles Pakana spoke to the importance of repeating the event in 2020.</i></p>
<p>In the Home</p>	
<p>Age Friendly Domain Projects and Initiatives</p>	<p>Year 1 – Mid-year Progress and Outcomes August 2019 – February 2020</p>
<p>Home Safety</p> <ul style="list-style-type: none"> - Response to extreme weather - Hoarding and Squalor responses - Safe from Crime - Addressing Elder Abuse <p>Accessible and Affordable Housing</p> <ul style="list-style-type: none"> - Advocacy - Social Housing 	<ul style="list-style-type: none"> • New extreme weather monitoring practice whereby support staff do safety checks and offer safety tips. • Outreach/monitoring of older homeless people is a function of a new homelessness assertive outreach program. • Positive Aging Service provided brief intervention case work for older people living with hoarding –outcomes include linking with health services, sensitive clean-up plans. Broader intra-departmental working group in development. • DCC applied for a \$25K community safety fund grant from the department of Justice and Crime Prevention, for a local project in Reservoir to improve perceptions of safety. • DCC has links with local Victoria Police outreach programs and crime prevention at home for older people. • Positive Ageing Service has included brief case work responses to Elder Abuse, a family member of a supported older person reported the response was: <i>"absolutely amazing...refreshing to be listened to"</i> <ul style="list-style-type: none"> • DCC Advocacy position on affordable housing in development along with accessible housing discussion paper. • Council is leasing land at 52-60 Townhall Avenue Preston for the purpose of affordable housing. A competitive tender process is currently underway. • Council is undertaking a feasibility study of sites that can be developed for affordable housing and continues to advocate to the state and federal government to increase funding for social housing.

Age Friendly Outdoors	
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Pedestrian Network - Walking Environments - Pedestrian Crossings - Policy	<ul style="list-style-type: none"> • Council is investing over \$3M in 2019/20 in projects to improve the walking environment for vulnerable road users, focusing on access to: <ul style="list-style-type: none"> ⇒ key community destinations, ⇒ buses, ⇒ areas where more older adults are living through future budgets. • Footpath maintenance, repair and upgrade works, including pram ramps, are currently prioritised based on the highest risk, and also on the Principle Pedestrian Network. • Council will complete six new pedestrian crossings by the end of the 2019-20 Financial Year. Advocacy is currently being developed to attract construction of 3 additional priority signalised pedestrian crossings in Fairfield, Preston and Thornbury. This will complement other transport programs, such as Streets for People and Local Area Place Making. • Council resolved on 6 November 2019, to develop a ‘Grey Spot’ road safety program focussed on older residents over 65 years of age. Projects responding to this are being prioritised in future budgets.
Transport	<ul style="list-style-type: none"> • “Walking and wheeling” has now been inserted into the <i>Darebin Walking Strategy; Safe Travel Strategy</i> and other <i>policy and strategy documents</i> • Council continues to incorporate access needs for older people in all transport designs. • Planning for a Transport Advocacy plan is underway. A key part of this includes advocating for 14 new accessible tram stops with Route 86 Tram. • Council has an ongoing program with PTV to install bus shelters.
Open Space/Built - Policy - Seating - Recreation/Equipment - Water Fountains - Toilets - Accessible Community Facilities	<ul style="list-style-type: none"> • Breathing Space 2019, The Darebin Open Space Strategy includes explicit mention of access and accessibility for all users. Breathing Space Action Plan continues to explicitly promote accessibility. • Breathing Space outlines several commitments for seating including an audit and review of existing stock in combination with the proposed older persons audit access committee. • Breathing Space has committed to increasing the provision of drinking fountains across Darebin’s open space network. • Existing locations for outdoor gym equipment have identified there are 12 stations across the municipality. • 1 New Changing Place toilet completed with 3 further planned. Accessibility is considered in planning of all new toilets as per the Public Toilet Strategy 2015-2025. • A condition report for all council properties is currently being prepared. The report will provide details of accessibility, services and life expectancy. • Six Senior Citizen Centres have been assessed, a report provided that recommends improvements to the centres and prioritisation. • Funds have been allocated to fast track minor works improvements to Senior Citizen Centres.

Access to Information and Digital Empowerment	
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<p>Libraries</p> <ul style="list-style-type: none"> - Policy/Action Plan – (Draft) Darebin Libraries and Learning Strategy - Home Library Service 	<ul style="list-style-type: none"> • Darebin’s older residents were specifically sought out as part of Library Strategy consultation. <ul style="list-style-type: none"> - Representation on Reference Groups by older community members and organisations eg U3A. - 1,800 library customers responded to the Stage 1 Library Strategy survey to assess impact and benefit of past Strategy; 37% of respondents were over the age of 55 years. - More than 1,060 community members responded to the Stage 2 Library Strategy survey to identify future needs and barriers to use; 42.7% of respondents were over the age of 50 years. • The Home Library Service increased its delivery capacity in 2019-20 with an extra 7 customers supported within existing resources. This increased capacity will continue in 2020-21. <p><i>‘The ease of accessing items. I have mobility constraints, and this is a wonderful service for me especially when the weather is extreme. The delivery person is always friendly. We have a chat and a laugh.’</i></p>
<p>Digital Literacy</p> <ul style="list-style-type: none"> - Darebin Libraries have several types of digital literacy programs to support older community members 	<p>Device Advice sessions: ‘Get help completing simple tasks on your device in a 20-minute one-on-one session with a library staff member’ are very much appreciated by older community members in particular who like the one-to-one human attention and support.</p> <p><i>Sylvie was very excited to see her home town in Greece on Google Maps and to see the places from her childhood as they are today.</i></p> <p>Be Connected In November-December 2019, the Fairfield Greek Hellenic Women’s Group delivered the third round of Be Connected training sessions in partnership with Council at Northcote Library to more than 60 community members. With two sessions delivered every Friday (one in both Greek and English), the program delivered interactive instruction on surfing the web, online shopping, social media and the use of apps.</p> <p>Getting Started on Social Media series for seniors in January 2020.</p> <ul style="list-style-type: none"> • Introduction to Facebook (9 attendees). • Facebook for Beginners (7 attendees). • Twitter, Instagram and Snapchat (6 attendees). <p>*Darebin Libraries deliberately keep the numbers small to ensure all attendees supported with their needs.</p> <p><i>One customer, after her first class, opened Twitter for the first time as the class gave her the confidence to try it out. She then spent the next 90mins in the Twittersverse! She told us she previously felt embarrassed admitting that she was digitally illiterate – because she feels that is similar to confessing that you are illiterate.</i></p>

Neighbourhood House Information

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<p>Age Support and Older Adult Services Promotion Scheduled:</p> <ul style="list-style-type: none">- Council will work with Neighbourhood Houses to explore delivery options for digital literacy training. Actions will be included in the Lifelong Learning and Libraries Strategy	<ul style="list-style-type: none">• Council is working with the 7 Neighbourhood Houses across Darebin to produce a joint brochure for 2020. This includes key information for older adults on low and no-cost programs and services.• Neighbourhood houses are increasingly doing outreach of their services to other locations where there is need.• New brochures produced for all DCC Aged Services.