

# Towards an Age Friendly Darebin Year 1 Report July 2020

Appendix B - Towards an Age Friendly Darebin Annual report Year One - Summary Table Version

## Initiatives as per Age Friendly Darebin Implementation Plan Year 1

**UPDATE**

UNDERWAY



ON HOLD





PLANNING FOR YEAR 2 OR 3



Initiative	Description	Achievements and highlights to end June	Challenges and Covid adaptations	Next steps
<p><b>Positive Ageing Darebin Information and Support Service</b></p>	<p>An innovative new service to assist older people to navigate the complexities and challenges of the service system, especially the National <i>My Aged Care</i> System.</p> <p>This service also offers the flexibility to support disadvantaged community members, including to provide a response to Hoarding and squalor.</p>	<p>Set up and launch of new service within 10 weeks of Council resolution.</p> <p><b>Total individuals reached:</b> 451</p> <p><b>Total Individual Support Episodes:</b> 340</p> <p><b>Information Session Attendees:</b> 111</p> <p><b>Community Engagement Sessions:</b> 29</p> <p><b>Hours of Direct Individual Client Work:</b> 545</p> <p><b>Most Common Reason for Enquiry:</b> Home Care Packages (22%)</p> <p><b>Most Common Language Other than English:</b> Italian.</p> <p><b>Working in close collaboration</b> with community agencies for benefit of residents</p> <p><b>Consistently positive feedback</b> from residents and family members in contact with service.</p> <p><b>Resident outcomes experienced:</b> Personalised assistance to access services (warm referrals), increased choice and control, reduced stress, culturally sensitive and appropriate service access, enhanced continuity of care, lower fee options and cost savings, increased system literacy and confidence.</p>	<p>Defining and developing whilst promoting and delivering the service.</p> <p>Impacts of Covid-19 on ability to engage in person with older residents – service adapted including the provision of virtual support.</p>	<p>Continue service into Year 2.</p> <p>Continue to develop and refine in partnership with residents, their families and our community partners.</p>

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<b>Home Care Package Service Trials</b> 	<p>A response to community feedback about experiences of confusion about Home Care Packages (HCPs), and lack of continuity between Commonwealth Home Support Program (CHSP) and HCPs.</p> <p>Council resolved to trial:</p> <p><b>a)</b> providing services to people on Home Care Packages in partnership with a not for profit provider</p> <p><b>b)</b> a system navigation service</p>	<p>A partnership between Council and HCP provider Care Connect is enabling clients who take up a Care Connect HCP to retain their Council worker.</p> <p>The trial has supported choice and control, enabled warm transfers between DCC and Care Connect, enabling seamless service continuity.</p> <p>Between March-June 2020, eight clients receive 122 hours of continuing care from trusted Council staff as part of the trial. Majority of client feedback received is highly positive. With an average of 4.75 out of 5 for all indicators relating to client experience with both Council and Care Connect.</p> <p>As outlined above, Positive Ageing and the Home Care Packages trial work in a complimentary fashion. Positive Ageing staff facilitate clients to make informed decisions about their participation, or otherwise.</p> <p><b>95 residents</b> have received information, and support to be able <b>to access or make decisions about a HCP.</b></p>	<p>Intensive period of set up and establishment prior to first clients onboarding.</p> <p>Impact of Covid 19 on clients and families to make changes to existing age care services. This resulted in recruitment slowing down.</p> <p>Having a single partner organisation for the trial has limited the choice for clients.</p>	<p>Complete the trial period and the trial evaluation.</p> <p>A feasibility study of Council administration of Home Care Packages.</p>
<b>Service Improvement Plan (SIP)</b> 	<p>SIP is a living document that will</p> <ul style="list-style-type: none"> <li>• Guide and track improvements to Council's Aged services</li> </ul>	<p>Commonwealth funding of new service type: Social Support Individual- will significantly enhance the scope and flexibility of services and client choice.</p>	<p>Large workforce, working remotely, challenging to introduce new practices and ideas. Impacts of Covid on ability to provide flexible</p>	<p>CSW training on "doing with" approaches eg meals</p>



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	<ul style="list-style-type: none"> <li>• Aged services continue to meet National Standards of quality and efficiency,</li> <li>• Address community expectations of flexibility, responsiveness and social inclusion.</li> <li>• SIP encompasses a series of trials, developments, service reviews, co-design and community engagement across all service types:</li> <li>• Service flexibility and responsiveness</li> <li>• Co-production, and capacity- and independence-building approaches</li> <li>• Maximising the social connection aspect of services</li> <li>• New Transport Routes</li> <li>• Marketing Plan for all services including Social Support Group</li> <li>• Flexible and Social Meals Model</li> </ul>	<p>Community bus new destination trials (pre-Covid) Northern Community Church, Epping Plaza and Men’s group outing to Broadford. Supermarket runs for ‘seniors hours’ provided in early lockdown period.</p> <p>Trials of CSWs “doing with” clients such as online shopping, setting up WhatsApp for client-family contact.</p> <p>Review of care practices to bring inline with current practice and continue to deliver safely.</p> <p>Service promotions and information in a range of formats regularly reviewed and updated for currency, reach and effectiveness.</p> <p>Since first Covid 19 lock down in March 2020, A&amp;D staff provide <b>more than 34,500 visits and episodes of support to Aged and Disability clients</b>. All staff visits in this time include new Covid safe work practices.</p> <p>Review of the shopping service (escorted and unescorted) adapted to Covid safe practice.</p>	<p>services and on client confidence and ability to participate in trials. Additional monitoring and support phone calls for current clients and those who chose to suspend or cancel services due to Covid. This has included wellbeing follow-ups, informal chats, information about infection control procedures Council workers use to keep clients and staff safe, encouragement to seek medical help if indicated.</p> <p>Service response to Covid 19, additional infection control training of workforce, new procedures in line with national and state guidelines for Covid safe practice and additional use of Personal Protective Equipment (PPE)</p>	<p>preparation/ cooking, flexible task list.</p> <p>New meals contract with new client choices.</p> <p>Café meals trial.</p> <p>Further transport trials, including social meal destinations.</p> <p>Social Support Groups review as part of overarching Social Connection strategy, that will cover uses of venues and embed opportunities for social connection across programs.</p> <p>Promote Homeshare as a flexible model of in-home support and intergenerational connections and housing solution.</p>


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<p><b>Municipal Services Gardening, Lawn Mowing and Panel of Trades trials</b></p> 	<p>Council resolved to undertake:</p> <ul style="list-style-type: none"> <li>• A community-led research project to trial a range of models for a future gardening and lawnmowing service including high needs residents. The trial data will be used to identify the best model that addresses Councils concerns about equity, value for money, financial sustainability, environmental and community benefit considerations.</li> <li>• Establish panel of trades to assist residents to make informed decisions when looking for garden help.</li> <li>• Other municipal service supports</li> </ul>	<p>“Buds” an intergenerational co-gardening program funded by Council is being run by Lively. Older gardening enthusiasts in Darebin who need some practical help to pursue this interest will be matched with young helpers. Young Darebin jobseekers will be trained and employed to gain skills in meaningful work for the period of the trial.</p> <p>So far, 30 interested residents with recruitment and matching of young people underway.</p> <p>Local contractor for the Subsidised Lawn Mowing service trial engaged. Client letters and other promotion has commenced. Users to commence with program from early July. Small trial of pro bono arrangement access to trades with a local construction company underway.</p> <p>Council supports older pensioners with waste removal support including Special 120 litre recycling bin for older people Pensioner rates for all bins Special needs hard waste service</p>	<p>Managing community expectations within a limited trial and resources.</p>	<p>Complete implementation of the trials.</p> <p>Complete evaluation report.</p>
<p><b>Senior Citizens Action Plan (SCAP)</b></p> 	<p>This incorporates several Age Friendly Darebin report recommendations under Social participation for older people, including:</p>	<p>Refurbishment of six seniors’ centres during Covid closure period.</p> <p>Mapping, “check-in” and continued support of existing clubs and groups, during Covid, using a</p>	<p>Gathering restrictions under Covid has limited group meetings and engagement events being held.</p>	<p>Utilise and build on growing information base, continue to optimise, find new ways of engagement</p>




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	<ul style="list-style-type: none"> <li>• Increased volunteer opportunities for older people.</li> <li>• Mapping of existing community group needs</li> <li>• Co-location of older persons groups with a lead organisation</li> <li>• Increased participation of older people in the planning and leading festivals and events</li> <li>• Engage consultant to review funding and support given to seniors' groups</li> <li>• Pilot program for community outreach</li> </ul>	<p>community development approach- building on existing connections and leadership within groups to enable them to make the most of available community information and resources, including each other.</p> <p>Regular presence of Council staff at local Aboriginal Elders groups (pre-Covid) to strengthen relationships and offer support.</p>	<p>Providing adequate facilities and venues that are fit for purpose for older groups.</p>	<p>with seniors' groups through and beyond Covid</p> <p>Explore and trial affordable catering options for groups under Flexible meals model</p> <p>Identify alternative models to support groups in light of Incorporation compliance requirements</p>
<p><b>Aboriginal and Torres Strait Islander older people access to My Aged Care and other support</b></p> 	<p>Targeted work with Elders and other Aboriginal and Torres Strait Islander residents of Darebin, to increase access to appropriate supports. In recognition of the additional impacts of ageing and the many caring and</p>	<p>An Elders celebratory afternoon tea was held in 2019, attended by 35 community members</p> <p>Partnership with social enterprise Charcoal Lane in partnership with VAHS delivered 750 weekly meals to Darebin residents in May and 150 weekly meals to Darebin residents, including Aboriginal and Torres Strait Islander Elders and carers – over 4000 meals delivered during this period.</p>	<p>Developing effective ways of collaborating with local Aboriginal specific agencies</p> <p>Developing effective opportunities for engaging community</p>	<p>Planning for Year 2 to focus on the contribution of older Aboriginal and Torres Strait Islander residents and Elders</p>




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	community support roles they perform			
<b>Volunteer Program Trial</b> 	A community outing model where volunteers would support and encourage socially isolated older residents to attend or participate in community events or programs	Volunteering Victoria consulted to develop a framework as a formalised structure for all volunteer initiatives at Council, training provided with staff from across Council.  DIVRS were consulted and supportive of Council initiating volunteering opportunities  More volunteer applications were received than there were places. 12 volunteers were readily and successfully recruited.  Participants valued the experience and provided useful insights to inform future initiatives	Covid interrupted the trial at the point of matching due to State restrictions.	Map internal volunteering initiatives across the organisation  Map community volunteering initiatives, gaps and potential partnerships  Council to define its volunteer model
<b>Community Participation</b> 	Increasing opportunities for older people to participate actively and meaningfully in civic life and Council processes.	Active and regular promotion of subscription to the Older and Active Newsletter (itself a result of feedback from older residents) has achieved a subscriber base of 996.  From this membership, a self-nominated, diverse subset of 67 active older residents have contributed over the year to events, co-design, consultations and vox pops.	Maintaining connection and channels of contribution through Covid challenges.	Planning for year 2 to explore how this dynamic and motivated group can be engaged to assist the work of various Council departments
<b>Library and Learning Strategy</b> 	Addressing life-long and community wide needs, the new library strategy has responded carefully and	Consultations with Active and Healthy Ageing Advisory Committee, U3A and other older resident representatives and individuals, and Aged & Disability staff.		Implementation of Library and Learning strategy

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	inclusively to Age Friendly principles generally, and to specific issues raised in the AFD report: Home Library service, Bridging the Digital Divide, Lifelong Learning, spaces and places to meet.	Re-design of Home Library service to expand capacity and flexibility.		
 <b>Grants to groups</b>	Recommended one-off grants to Men's Shed U3A	Grants provided as per Year 1 Plan.	Council to support community groups in equitable and consistent way.	Integration of Older Person category in the Darebin grants model.
 <b>Accessible and Affordable Housing Advocacy</b>	Council exercising avenues of influence to the state, and within its own authority, to advocate for balance in Darebin's existing and future housing stock that is Age Friendly, affordable and accessible.	<p>Council's advocacy position on affordable housing in development, along with accessible housing discussion paper.</p> <p>Council is leasing land at 52-60 Townhall Avenue Preston for the purpose of affordable housing. A competitive tender process is currently underway.</p> <p>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.</p>	Limitations of Council's role- Housing is a State Government responsibility.	Implement advocacy plan re Accessible and Affordable Housing.
 <b>Age Friendly Outdoors</b>	Built, open and transport-related environments that enable older people to	<b>Age Friendly Buildings</b> <ul style="list-style-type: none"> <li>• Northcote Aquatic and Recreation Centre re-design includes Age Friendly lens</li> <li>• Public Toilet Strategy 2015-2025</li> </ul>	Lead-times of some capital projects may limit flexibility in plans and also make it difficult for community to	Implementation of Breathing Space

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	access and enjoy community destinations.	<ul style="list-style-type: none"> <li>• Changing Places facilities</li> <li>• Bundoora Homestead auto-doors for toilet accessibility</li> <li>• New accessible automated doors throughout Darebin Sport Stadium</li> <li>• Many doors retro fitted with free hand to exit hardware so single, accessible action supported</li> <li>• Lift upgrades in municipal buildings</li> <li>• Building Condition Audits</li> <li>• New fully accessible amenities at the Preston Town Hall</li> <li>• Accessibility upgrades at Jika Jika, Alphington Community and Preston Maternal Child Health</li> <li>• Upgrade to Leinster Grove Community Hall to improve the amenity</li> <li>• Darebin Arts Centre new air conditioning and heating system</li> <li>• Improved access to the aquatic facilities and multi-purpose rooms at Res. Leisure Centre</li> <li>• 4 Pavilion Upgrades include improved access and amenity</li> </ul> <p><b>Age Friendly Open Spaces</b></p> <ul style="list-style-type: none"> <li>• Breathing Space Strategy includes numerous Age Friendly aligned objectives such as increased drinking fountains, street seats, accessibility, recreation equipment</li> </ul>	see their input as meaningful or rewarding. Older people with reduced mobility have reported feeling unsafe on shared paths in parks during Covid 19 due to increased use by joggers/cyclists.	Older people open space audit





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		<ul style="list-style-type: none"> <li>• Upgrade of paths in Pender's Park (for intergenerational use) Bundoora Park River Red Gum playground and Donath &amp; Dole Reserve</li> <li>• Signage program to replace faded and hard to read signs</li> <li>• Building lighting upgrades for increased security - Mayer Park, Preston precinct</li> <li>• Tree planting across the municipality providing urban cooling.</li> <li>• Parks performance audits being undertaken</li> <li>• playgrounds have included open space furniture that can encourage intergenerational outings</li> <li>• Construction of Beavers Rd bridge and Darebin Parklands bridge to improve safety and access across the creeks</li> </ul> <p><b>Age Friendly Transport and Mobility</b></p> <ul style="list-style-type: none"> <li>• \$3m investment in Darebin walking environments to improve safety and access</li> <li>• Safety Programs – Walking, Ped. Crossing, Cycling, Safe Travel, Grey Spot road safety</li> <li>• 6 new pedestrian crossings</li> <li>• Transport Advocacy Plan</li> <li>• Retrofit of car parking spaces to comply with DDA guidelines</li> <li>• Darebin Get Active Program</li> <li>• Older and Active newsletter 996 subscribers</li> </ul>		




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		<ul style="list-style-type: none"> <li>• Walking redefined as walking and wheeling and embedded in Darebin Walking Strategy \$3m investment in Darebin walking environments to improve safety and access</li> <li>• Grey Spot road safety program</li> <li>• 6 new pedestrian crossings</li> <li>• Transport Advocacy Plan</li> <li>• Darebin Get Active Program</li> <li>• Older and Active newsletter 996 subscribers</li> <li>• Walking redefined as walking and wheeling and embedded in Darebin Walking Strategy</li> </ul>		
<b>Neighbourhood house Promotion</b> 	Making sure older residents are aware of Neighbourhood House programs and facilities.	<p>Council worked 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.</p> <p>Neighbourhood houses are increasingly doing outreach of their services to other locations where there is need.</p>	Impact of Covid on maintaining social connection, support and places of gathering.	Explore further opportunities for social connection for older residents.
<b>Initiatives and actions arising from Council's Covid response that align with Age Friendly principles</b>				
<b>Continued (adapted) service delivery</b> 	Providing constant and continuous support to older residents via existing services, that has been sensitive to the additional burden and vulnerabilities they have experienced, and	<p>Customer Service</p> <p>Rates enquiries</p> <p>Immunisation</p> <p>Home support services</p> <p>Assessment</p> <p>Positive Ageing</p> <p>Support for clubs and groups</p>	Services and system requiring fast response to evolving community and individual needs.	Ongoing monitoring of needs and respond accordingly





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	continue to experience, during Covid.			
<b>Emergency Food Relief and referral response</b> 	Ongoing material support to vulnerable community groups	30% of recipients were aged over 65 years Strong connection and collaboration with Darebin Emergency Relief Network to optimise effective responses and logistics. Charcoal Lane food delivery to older Aboriginal residents, with 4000 meals provided since Covid restrictions.	Services and system requiring fast response to evolving community and individual needs.	Ongoing monitoring of needs and respond accordingly
<b>Addressing the harms of EGMs during COVID</b> 	Council has continued to be actively involved in advocacy campaigns led by Alliance for Gambling Reform (AGR)	In March, Council wrote to various ministers and advocated for the closure of EGM venues in light of COVID19. Council, along with the Alliance for Gambling Reform and Pokies Play You campaign will push to reduce open hours, remove the 'losses disguised as wins' feature and for more support for pokies-free initiatives. Council will be urging the Victorian Government to enact these strategies before venues re-open to minimise the damage done to our communities in this time where they are the most at risk.	The reopening of EGM venues in Victoria has been set for 21 July 2020.	Further advocacy  Development of alternative social activities and social meals options (as per other items reported).
<b>Community Navigation Service, Community Connector and Social Support Program</b> 	Information, referral, and practical support for community member affected by Covid.	Service staffed by skilled assessment staff with expertise in aged services and issues of ageing, with approx. 400 people supported since early May 2020.	Timely response and set up of service.	Ongoing monitoring of needs and respond accordingly.

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<b>Adaptation of Home Library Service</b> 	Contactless delivery. Increase in items allowed	Home Library Service continues with COVID safe precautions, some clients have suspended the service, others have continued to use this service as a critical resource during COVID isolation.	Timely response and set up of service.	
<b>Redeployment of staff for community benefit</b> 	Many of the responses provided by Council to support the community during the crisis were delivered in specific consideration of older people, and utilised staff redeployed from functions disrupted by the restrictions.	Emergency management Testing blitz logistics Footpath audit Hardcopy information distributed Bus drivers assisting with food relief logistics	Timely response and system set up.	Ongoing monitoring of needs and respond accordingly
<b>Supporting Older people in the workforce</b> 	Council as an Age Friendly Work Friendly workplace	Council staff has over 40 staff over the Age of 70. Staff over 65 in community facing roles who cannot work at home continue to be paid.		Promote inclusion of older people in the workforce at Council and in Darebin
<b>Building intergenerational connections</b> 	This will include linking local children with isolated older people - aim is to address social isolation and building generation connections.	Planning stage		Longer term project, which is being developed in partnership with kindergartens, high

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				schools, health organisations, Neighbourhood Centres – focusing on messages of hope now and for the future.