

# Ageing Well in NSW:

Seniors Strategy  
2021-2031



The NSW Government pays respect to the traditional owners and custodians on whose land we walk, work and live. We acknowledge and learn from the strengths of Aboriginal people, their culture and connection to Country, land and waters across NSW. Aboriginal physical, social and emotional wellbeing are included in the focused efforts outlined in Ageing Well in NSW: Seniors Strategy 2021-2031.

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# Ministerial Foreword



**Ageing is a normal process that shapes who we are as people, as a community and as a state. As a society we are now living longer than ever before and by 2031, nearly 1 in 4 people will be aged 60 and over.**

Older people have a wealth of skills, knowledge and experience, and have lived through situations many cannot even imagine. They have contributed for many decades – through their younger, middle and later years – at a macro level in the workplace and society, and at a local level in their communities and networks. Their contributions continue well into retirement, with adding to the informal economy by caring for grandchildren, partners or other family members, and volunteering in a range of roles, activities and organisations.

The nature of ageing, along with our expectations of ageing, has changed. We want to remain engaged and informed, to continue learning and creating, to actively enjoy life, and to participate, have a voice and be heard. This new era of ageing comes with many opportunities as well as challenges. The task for all of us – government, non-government and community alike – is to seize the opportunities while managing the challenges.

The NSW Government is determined to ensure people live longer and better than ever before. We want all people in NSW to live healthy, active and happy lives as they age.

To support this vision, the new Ageing Well in NSW: Seniors Strategy 2021-2031 will see us build on the significant successes to date in delivering on commitments under the previous two strategies.

Importantly, developing initiatives and actions to respond to our increasing ageing population requires partnership. Government cannot do it alone. That is why the NSW Government, through this strategy, will continue to work closely with non-government sectors, business, the community and academia to drive innovation and deliver meaningful change for older people.

Thank you to everyone who has contributed to the development of Ageing Well in NSW: Seniors Strategy 2021-2031 and to those from the community and not for profit organisations who will work with the NSW Government to make it a reality.

I look forward to seeing this strategy support the people of NSW in preparing for, living and enjoying long and fulfilling lives.

A handwritten signature in blue ink that reads "Geoff Lee". The signature is fluid and cursive.

Dr Geoff Lee  
Acting Minister for Seniors

# Introduction

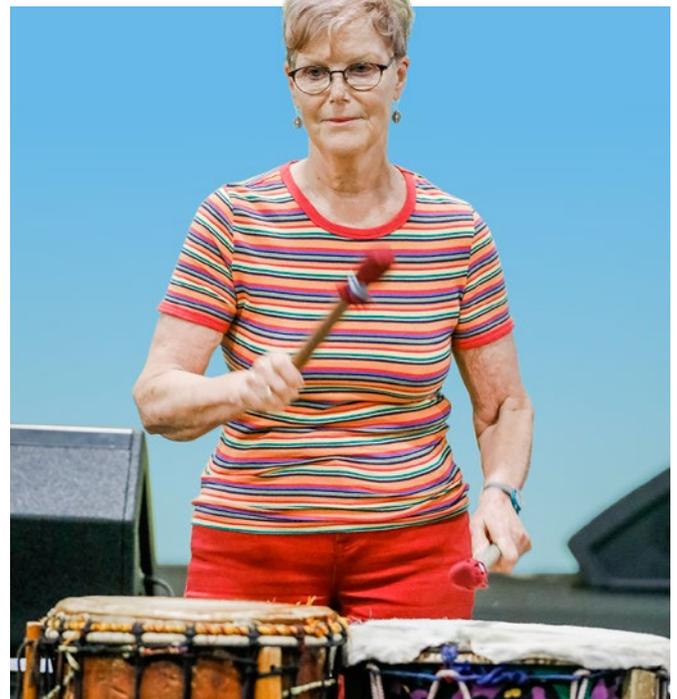
**An ageing population is driving many positive changes for life in NSW. Our economy, labour market, healthcare and other essential services, and the fabric of our communities are evolving.**

Ageing Well in NSW: Seniors Strategy 2021–2031 (the strategy) is the NSW Government's commitment to respond to the opportunities and challenges of our ageing population. It acknowledges and complements other efforts in NSW that address the variety of needs of older people.

A range of strategies exist that support our ageing population in specific areas, including planning, transport, health and mental health, housing and homelessness, women, disability inclusion, carers, and volunteering, and government agencies work together to co-ordinate their efforts and maximise the benefit for older members of our community.

Our vision is that all people in NSW experience the benefits of living longer and enjoy opportunities to participate in, contribute to and be included in their communities. Achieving this vision paves the way for all generations – present and future – to have healthy, active and better lives in ageing. The benefits of inter-generational connections in ageing are considerable.

The social and economic benefits of an inclusive whole-of-government approach to deliver on this vision can leverage off the opportunities and offset many of the challenges and costs of an ageing population in NSW. This is especially so when those responses mean older people can stay living at home (age in place); continue working or contributing their skills, knowledge and experience in rewarding roles; rely less on health and hospital services; and engage and participate in social activities and community



I am in my early 60s and don't consider myself elderly. My uncle is 91 and he readily admits to being old – his words not mine. Big difference.

**NSW Ageing consultation, Have Your Say**

life – all as a result of being valued, connected and included, and living in better designed, age-friendly communities.

The ageing strategy provides initiatives and opportunities for extended contributions for all older people who are able to participate. At the same time, it also recognises and addresses the problems of



vulnerability and dependency affecting those who are no longer able to direct all of their own lives.

An important partner in providing opportunities and responding to the challenges faced by older people in NSW is the community and not-for-profit sector. They play a valuable role in supporting older people across NSW, particularly those who are vulnerable and/or disadvantaged.

Extensive consultations with older people and stakeholder groups across the state informed the development of Ageing Well in NSW: Seniors Strategy 2021-2031. It is also informed by the priorities of the World Health Organisation (WHO) Decade of Healthy Ageing (2020-2030) and the eight domains for age-friendly cities and communities: the built environment, transport, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services.

The NSW Government recognises the vital need to protect the rights of older people, and is especially committed to protecting vulnerable older people from elder abuse in all its forms.

While the rights of older people are embedded in international human rights conventions on economic, social, civil and political rights, they are not specific. The Universal Declaration of Human Rights states that 'all human beings are born free and equal in dignity and rights'. This equality does not diminish with age.

The overriding principles of the United Nations Principles for Older Persons include Independence, Participation, Care, Self-fulfilment and Dignity. In particular, older people should be able to enjoy human rights that include full respect for their dignity, beliefs, needs and privacy, and for their right to make decisions about their care and the quality of their lives.

We also acknowledge the cultural rights of Aboriginal people as they age, particularly the cultural significance of connection to place and Country, and return to Country.

The age at which any individual is deemed a 'senior' encompasses a range of criteria. In NSW, Seniors Card eligibility starts at age 60, while the Commonwealth pension age is currently 66 years (rising to 67 in 2023), and superannuation



preservation age varies. Aboriginal people are prioritised as ‘elderly’ for many government programs from age 55; however, for many day-to-day health needs and other aspects of life, they are considered older people from age 50.

The needs and hopes of people over 65, over 75 and over 85 can also be quite different. For example, employment may be more important to someone in their early-60s than community transport, and vice versa for those in their 80s. Most people over 60 have also told us they don’t feel or identify as ‘old’.

Many actions under Ageing Well in NSW: Seniors Strategy 2021–2031 are targeted to specific groups of older people. Projects and initiatives under each focus area will be outlined in the strategy’s biennial action plans. New or expanded initiatives will be further developed and detailed in subsequent plans.

These plans recognise the key role of NSW Government agencies in preparing for population ageing by using existing planning processes to adapt services and infrastructure to meet future needs and

expectations. They also enhance our focus on our ageing population in relevant large-scale programs.

The Department of Communities and Justice (DCJ) leads the implementation of Ageing Well in NSW: Seniors Strategy 2021–2031 and delivers a range of projects under the strategy in collaboration with other NSW government agencies. Our efforts will continue to shift and evolve over the lifetime of the strategy as we assess outcomes and integrate learnings from our initiatives.

One thing that will remain consistent is our focus on combatting ageism and age-based discrimination, while also seeking to reframe the narrative of decline and burden that so often characterises discussions about ageing.

Consultations with older people, including for this strategy, consistently emphasise that age is a natural process, not a problem to be solved. Capturing and reflecting the lived experiences and aspirations of older people in NSW is at the core of Ageing Well in NSW: Seniors Strategy 2021–2031.

## NSW and Australian policy context

Responses to the ageing population differ at national, state and local levels.

The Commonwealth Government controls some important areas that affect ageing policy. This includes aged care, primary health care, disability services, income support, taxation and superannuation, workplace relations, and higher education.

At the state level, the NSW Government is responsible for enhancing opportunities and strengthening inclusion for older people across the state. This includes providing access to mainstream government services and facilities, like public spaces, transport, healthcare, social housing and justice as addressed through a range of state and commonwealth strategies and initiatives.

The NSW Government's role also includes working with the Commonwealth Government to address areas of shared responsibility and new matters like responses to the risks and impacts of the COVID-19 pandemic, climate change, and economic trends.

On a local level, local government (councils) and community organisations are well placed to develop and deliver initiatives to meet the particular needs of local communities. Many councils have also developed or are developing local ageing strategies, which are often modelled on the WHO domains for age-friendly communities. The responsibility of local councils, in particular, includes the maintenance and improvement of local infrastructure such as community centres, parks, footpaths and suburban streets.

## Consultation and development process

A robust and extensive consultation process with older people and diverse stakeholder groups across NSW was conducted as part of the development of the new strategy. These consultations included:

- 279 older people in online group consultation sessions
- focus groups with older Aboriginal people; older people from culturally and linguistically diverse (CALD) backgrounds; older lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ) people; and older people with disability and dementia
- 384 older people who were surveyed at the NSW Seniors Festival 2020
- a 'Have Your Say' survey that attracted 4,714 individual responses and 50 organisational responses
- peak bodies and advocates
- service providers
- local government
- NSW government agencies
- a round table with private and non-government sector representatives
- an interdepartmental committee workshop with government sector representatives.

## Continuing to engage with older people

We will continue to engage with older people across NSW to gather their views on their changing needs over time.

The Ministerial Advisory Council on Ageing (MACA) also represents the voice of older people in NSW and will continue to advise the Minister for Seniors on matters affecting the needs, interests and wellbeing of older people across the state.

The NSW Government will continue to work with our key ageing and advocacy organisations that provide an important voice for older people to inform government and communicate information through newsletters, their online presence and in person.

We need to be accepting of ageing... to meet changing requirements...

**NSW Ageing consultation,  
CALD Seniors, Western NSW**

## Changing context

NSW has an ageing population. By June 2021, it is estimated that 22.5% (around 1.9 million) of the population of NSW will be aged 60 and over (while 16.8% will be aged 65 and over). By 2031, it is estimated that 24.7% (around 2.4 million) will be aged 60 and over (while 19.4% will be aged 65 and over) or in other words, nearly 1 in 4 people will be aged 60 and over by 2031.<sup>1</sup>

While change is a constant throughout all people's lives, many older people are experiencing multiple changes that directly, and at times disproportionately, affect them. These changes are driven by technology, social values, opportunities, the economy, and modes of engagement with others. The rate of change is also worth reflecting. A 60-year-old today will remember the moon landing and may have watched it on television, while an 80-year-old was a young child during World War II and remembers life before television and the technological advances that made daily tasks easier and less time consuming.

Among the various predictions of what the future will look like in 10 years' time, some consistent themes include older people living longer and choosing to continue to work, living healthier and more active lives, and increasing online connectivity to access services and form social connections.

However, the effects of climate change on older people can be significant as those living on fixed low incomes, living outside of major cities and experiencing poor health or other disadvantages have less capacity to adapt to rising costs associated with extreme weather and environmental changes.

More recently, older people in NSW have experienced increased rates of social isolation during the COVID-19 pandemic. With the long-term health,

<sup>1</sup> NSW Department of Planning and Environment, 2019

wellbeing and social implications of the pandemic yet to be understood, it is generally accepted that the economic impact on NSW, as well as Australia and the rest of the world, will be significant.

This, in turn, will affect employment for people of all ages, resulting in an even tighter job market and potentially long-term negative impacts to the investments and incomes of those who have retired.

One positive is that many services, such as telehealth services, are now being delivered online, reducing the impact of traditional barriers, like the availability of transport, on older people accessing those services. Government, non-government and private service providers alike continue to help people adapt to the new online environment and become proficient in accessing the support they need while servicing those with varying levels of digital and English-language literacy by maintaining one-on-one customer support.

## Challenging ageism

An overriding theme in the consultations is the prevalence of ageism in our society and the obstacles this presents to the participation, health and wellbeing of older people. Ageing Well in NSW: Seniors Strategy 2021-2031 builds on achievements in this area from the previous two strategies.

We will continue to call out and address ageism through ongoing actions. We will also continue to work with the Every Age Counts campaign, which is a long-term national advocacy campaign aimed at tackling ageism against older Australians and shifting the way we understand, perceive and experience growing older.



I do mind the feeling of sometimes being invisible or, if not that, viewed as someone who has always been old, someone of no value, someone who is a silly old thing.

**NSW Ageing consultation,  
Seniors aged 70 or over**

## Valuing diversity

Our ageing population increasingly reflects the diversity of the general population of NSW. Older people have different experiences of ageing and older people in particular groups are more vulnerable to the many challenges that ageing can present.

Ageing Well in NSW: Seniors Strategy 2021–2031 acknowledges the need to focus on older people from marginalised communities, including older people who are:

- Aboriginal aged 50 years and over
- from culturally and linguistically diverse (CALD) backgrounds
- lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ)
- living with disability, dementia, chronic disease or mental illness
- carers
- living in rural and remote areas.

The strategy also acknowledges additional factors that lead to increased vulnerability among older people, including but not limited to:

- living on low or fixed income
- living in low socioeconomic communities
- living with housing stress or homelessness – particularly women
- living in areas with small populations in isolated locations with limited transport and service options
- living in areas with limited social and community infrastructure, particularly outer metropolitan fringe areas
- being single, childless or living alone
- being survivors of the Stolen Generations of Aboriginal children
- being a veteran of the Australian armed forces
- having experienced institutional or out-of-home care as children

- having limited or low levels of literacy where this reduces access to information and services
- having limited or no communication technology skills, where this reduces the ability to locate and access services
- having inadequate transport and/or living in unsafe environments
- having limited trusted formal or informal support networks.

Many older women are particularly impacted by historical barriers that excluded them from education, consistent paid employment, and participation in public life. This can be exacerbated by relationship breakdown and experiences of domestic and family violence, leaving older women with fewer or no financial assets and other supports, which, in turn, increases their vulnerability to many of the factors identified above.

While the target for Ageing Well in NSW: Seniors Strategy 2021–2031 is the population of all older people across NSW, the strategic focus of many initiatives and programs under the strategy will be on responding to the needs of specific groups and factors leading to greater vulnerability among older people.



Recognising the value and diversity of ageing



Enabling a whole-of-life approach to ageing



Keeping people connected & included



Supporting people to have healthier longer lives



Enabling people to live in their home & community

## Guiding principles for older people in NSW

Guiding principles encompass a broad philosophy of personal beliefs and values. The guiding principles for older people in NSW have been gathered from our consultative approach to the strategy. They are a synthesis of the beliefs and values that emerged from the consultations with older people across the state.

These principles underpin the focus areas of Ageing Well in NSW: Seniors Strategy 2021-2031, and actions to implement the strategy will be informed by one or more of them.

### **Recognising the value and diversity of ageing**

Where we are able to enjoy ageing with meaning, purpose, self-fulfilment and freedom, and be recognised and respected for our value, diversity and choices. We want our needs responded to, in ways that recognise and preserve our dignity and equality.

### **Enabling a whole-of-life approach to ageing**

Where ageing is embraced by all as a natural lifelong process so we can plan and navigate life's changes, and respond in times of transition. We want to live and participate in an environment where everyone is valued and safe, and we are not limited by assumptions and stereotypes about our capabilities.

### **Supporting people to have healthier longer lives**

Where we are helped to achieve our best possible health and wellbeing, and cared for. We want to remain healthy and independent for as long as possible, with the ability to access flexible age-related services, supports and choices when needed.

### **Keeping people connected and included**

Where we can continue to actively participate within liveable and supportive communities, and make meaningful connections. We want to enjoy being part of an inclusive society where everyone is able to engage and contribute to community life and civic participation, and have access to information in a variety of formats.

### **Enabling people to live in their home and community**

Where we have the option and ability to age in place or live in an environment that is safe and suits our needs. We want homes and services that enable continued mobility, help us remain independent and are in a community we choose.

## Focus areas

Ageing impacts every part of our lives. We have identified the following four focus areas as the cornerstones for our whole-of government, whole-of-community actions that can make a difference for older people across the state.

1. Living in age-friendly environments
2. Participating in inclusive communities
3. Staying safe, active and healthy
4. Being resilient and informed

These focus areas capture feedback from the consultation process that informs Ageing Well in NSW: Seniors Strategy 2021-2031. They also align with the WHO domains for age-friendly communities, and the domains of the NSW Human Services Outcomes framework, which seeks to identify strategies that make a long-term positive difference to the wellbeing and lives of people in NSW.

The focus areas are deliberately ambitious and reflect the commitment of the NSW Government to support older people in NSW to lead active and healthy lives that make a positive contribution in inclusive communities. The breadth of the focus areas allows for a wide range of activity by state and local government, the non-government and private sectors, and community members themselves.

The framework for the development of biennial action plans for this strategy, to be owned and implemented by NSW Government agencies, is defined by these four focus areas.

## 1. Living in age-friendly environments

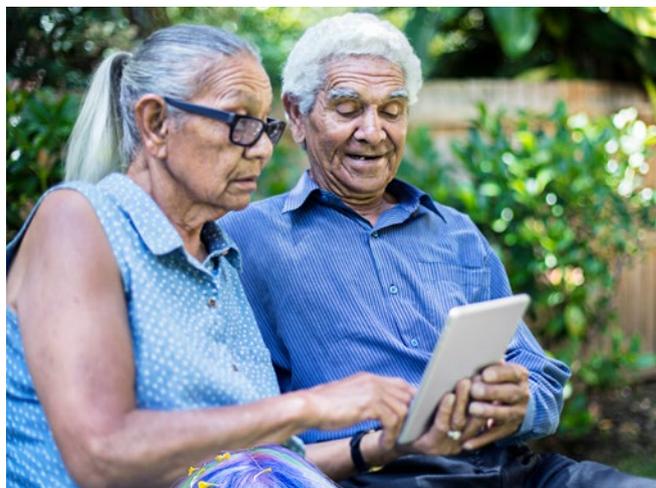
The physical environment plays an important role in shaping the quality of life across a person's life course and into older age. The creation of age-friendly environments - where we adapt and improve our physical environment to foster the participation of people as they age - can ensure older people in NSW live in environments that enable them to continue to actively enjoy quality of life. Planning an age-friendly environment provides positive, tangible benefits for older people.

To an older person, an age-friendly environment might mean their local government provides a clean neighbourhood with well-maintained recreational spaces, safe footpaths, ample rest areas, green infrastructure including tree canopy integrated into the built environment to provide shade, and accessible buildings that provide an ideal living environment for them to age in place.

It may mean being able to safely drive to where they need to go or having a safer roads infrastructure or easier access to public transport or a safe and accessible shopping centre - all planned and

Cannot even walk on a safe footpath to town - the nature strip is wet grass and I slipped and fell, buses very difficult or do not exist.

NSW Ageing consultation,  
Western NSW Seniors



designed so they can stay connected with people and services within their environment.

Living in areas with poor-quality conditions, such as broken footpaths, limited or no public transport, lack of street lighting and high traffic levels, limits older people's ability to connect and interact.

Our vision of age-friendly environments is that they will include features that enhance health, enjoyment and safety for older people. Most importantly, they will empower all people to live independently and actively for longer.

Creating age-friendly environments is a sound investment in our future – one that benefits every person and enables older people to participate in community life and the activities they value.

Finding sustainable solutions for age-friendly environments is one of the most important challenges in responding to a rapidly ageing population in NSW.

#### We will:

- **work to improve the built environment** so older people can live in and enjoy environments that include open spaces, buildings, green infrastructure, natural shade, comfortable walkways, and rest areas, all of which are accessible, safe and easy to navigate
- **continue to improve transport systems** so older people can get out and about independently, using a range of affordable, accessible transport services
- **work towards increased housing options** for older people that are age appropriate, affordable, accessible and close to transport, recreation and community services.



## 2. Participating in inclusive communities

Population ageing is not just about an increasing number of people moving from younger into older age brackets. Our ageing population now encompasses a wider diversity of people and communities, most particularly people who have been part of and grown through shifting social and cultural values, lifestyles, waves of migration, demographics, and economic and technological development.

These shifts have significantly transformed our social and cultural environments, which, in turn, have led to increased mobility (both socially and physically), participation and engagement, and improved health and wellbeing. Most important in all of this has been the increased awareness and acknowledgment of the value and growth that diversity – coupled with the recognition, acceptance and celebration of diversity – brings to the state of NSW and Australian society overall.

Our vision is that the growth we have enjoyed through these transformations continues to enrich the lives of our ageing population, and that further developments and improvements are extended to all older people, particularly those who have historically fallen through the gaps and those who have relocated from ‘safe’ communities in urban or major regional centres to live further afield.

When older people talk about inclusive communities, it is about ageing in a community that reflects and accepts the changing dynamic of who older people are – their backgrounds, life experiences, lifestyles and choices; how they are treated, represented, participate and engage in community life; their circumstances and expectations of their lives in ageing; their views on ageing; and how all this is reflected back to all of us – older and young alike.

Older people live in urban, regional, rural or remote areas and include Aboriginal people; people from culturally and linguistically diverse backgrounds; LGBTIQ people (lesbian, gay, bisexual, transgender, intersex or queer); people living with disability, dementia, chronic disease or mental illness; and people with caring responsibilities.

The themes of having valued and connected lives in inclusive communities in our older years have been consistent across the consultations – from both regional and urban communities – that have framed the development of Ageing Well in NSW: Seniors Strategy 2021–2031.

This inclusion benefits all generations and is enabled by support for the ongoing social participation of older people, respect and social inclusion, and their civic participation and employment.

### We will:

- **work to encourage social participation** so that older people are engaged and active in their communities, doing the things they value and enjoy – recreational, social, cultural, creative, educational and spiritual
- **work to promote respect and social inclusion** so that older people from all backgrounds are valued and appreciated, and no one is excluded based on age, race, culture, language, gender, sexuality, ability, socioeconomic status or geography
- **work to promote and encourage civic participation and employment** so that older people participate in employment, training, lifelong learning and volunteering opportunities.

We need to maintain a vibrant community that enables all ages to integrate and co-exist. 'Normal' communities would include people from all age groups, socio-economic status, cultural backgrounds. We can create a welcoming community if we have all sub-groups represented.

**NSW Ageing consultation,  
LGBTIQ Seniors, Sydney**





### 3. Staying safe, active and healthy

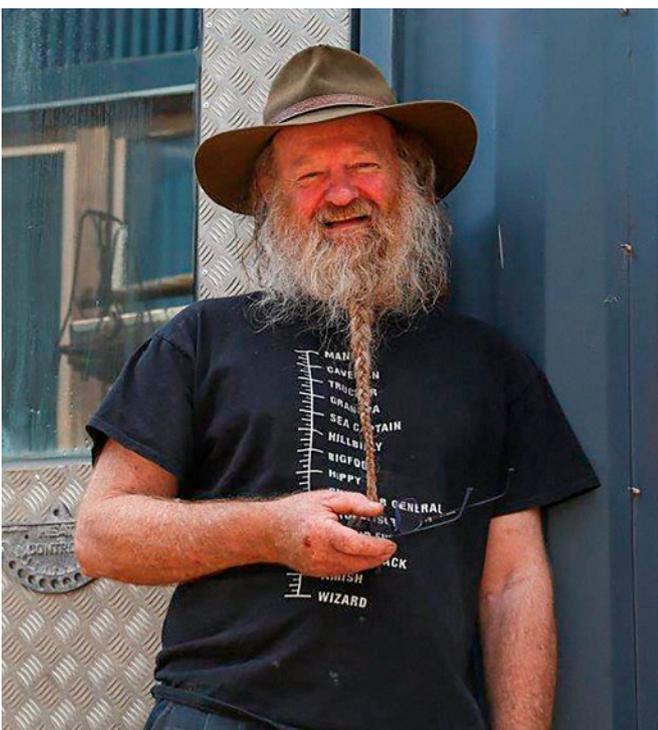
As people age, social inclusion and participation are increasingly valued. Older people can be artists, athletes, volunteers, mentors, friends and influencers. Staying socially engaged and physically active for as long as possible requires confidence and a willingness from communities and organisations to support the aspirations and wellbeing of older people.

Retirement can mean more time to deepen interests in, or take up, new hobbies, volunteering opportunities and cultural activities. Older people are the backbone of so many volunteer-driven organisations like the Rural Fire Service, Country Women's Association, men's sheds, clubs, art galleries, neighbourhood centres, land councils, and community sports.

Many of these activities are also driven by older people with the incentive, time and skills to continue to make a difference or give something back to their local communities.

Over time, older people may wish to engage in sport for the social interaction and physical activity it provides. Sports clubs can modify their sport to keep older people active for longer. Improving the accessibility of local footpaths and the walkability of neighbourhoods would mean somewhere close by and safe for older people to go walking. Having friends to go walking with is a proven way to stay active and social.

Older people create art professionally and for personal pleasure while also participating in and regularly attending visual and performing arts events. Creative ageing activities are also increasingly being taken up as a way to promote the health and engagement of older people living with dementia or chronic illness.



Adapting to the changes that come with ageing may mean older people accessing services or developing skills that are new or unfamiliar to them. These can include a range of community, social and health services to keep people active and well, such as mental health, falls prevention, oral health, and dementia services, in addition to practical supports like healthy eating for couples or singles. Education and prevention strategies play a key role in promoting healthy living and a healthier ageing population over time.

In a world that is increasingly connected online, older people's confidence in doing their banking, shopping and socialising online can benefit from increased virtual safety and awareness of data protection, privacy issues and the warning signs of scams.

Abuse of older people (elder abuse) is, unfortunately, an increasingly important issue and raising awareness of it can help it be detected, addressed and prevented. For older people who are vulnerable and facing unexpected pressures or coercive behaviours from family members, early intervention through counselling and mediation can prevent issues escalating to abuse. The NSW Government continues to support the NSW Ageing and Disability

Commission and its Ageing and Disability Abuse Helpline, in addition to participating in national plans and supporting activities to raise awareness of and prevent elder abuse.

Ageing Well in NSW: Seniors Strategy 2021-2031 celebrates the strength, wisdom, sense of perspective and fun that can come with ageing. The strategy provides a platform to support positive actions and representations of older people.

#### **We will:**

- **work to ensure a continued partnership approach between community support and health services** to help older people stay safe, healthy, active and independent
- **continue to support initiatives that improve physical health and mental wellbeing** for older people
- **continue to improve services and support in response to elder abuse** to ensure all older people can live safely and free from abuse, fraud and exploitation.

Without a healthy environment, there is no future, or at least not a comfortable future. Our health is important too for quality of life and for continued independence as we age.

**NSW Ageing consultation,  
CALD seniors, Sydney**

## 4. Being resilient and informed

Change is a constant throughout our lives. Be it moving house, having children or changing jobs, most changes can be planned for. As we get older there can be greater exposure to change. While many changes bring new and positive experiences, older people may become less resilient in bouncing back from unforeseen or unexpected changes, especially those caused by illness, death of a life partner, relationship breakdowns, changes to our finances, or natural hazards like drought, bushfires, floods and heatwaves.

Having access to the right information at the right time and strong connections to family, friends and community can help seniors stay informed and build resilience to better navigate and negotiate change.

Government and non-government services are typically structured to respond to most crises. Our aim is to better prepare older people to identify, plan and deal with risks and changes wherever possible before they become critical. We also seek to build capacity in government and non-government services to ensure the particular impacts on all older people are considered in their responses to catastrophic events, such as the COVID-19 pandemic and the bushfires that devastated coastal and inland communities in 2019–20.

Older people need the access and skills to stay connected in an increasingly digital world and typically have new or different information needs as they age, including information on financial planning and retirement income, wills and powers of attorney, concessions, services, activities, and where to go for assistance. Government needs to

continue to provide face-to-face communications and engagement (including culturally-appropriate materials and engagement) as alternatives to online systems.

Many older people rely on their own knowledge and family support. Where this is insufficient or unavailable, government and other services have a role to play in ensuring readily accessible information on and support in many areas, including:

- consumer rights and legal assistance
- planning for retirement
- financial literacy
- maintaining employment, reskilling, or returning to work
- negotiating healthcare and supports to age at home or access aged care
- eligibility for and access to concessions and rebates to assist with the cost of living
- responding to natural disasters and change in climate.

Develop cross-government protocols to ensure that NSW Government information is provided in ways that respond to the needs of older people.

**NSW Ageing consultation,  
Have Your Say**



The NSW Seniors Card, Seniors Savers Card and Service NSW are central entry points to information and supports for seniors. Additional targeted initiatives under this focus area will address identified areas of need to ensure older people in NSW are able to navigate through and have the knowledge and skills to plan and adapt to their changing circumstances, needs and aspirations.

**We will:**

- **work to improve communications and information** so older people can access information they need in a variety of formats and community languages to stay informed and
- **work to enable continued and improved resilience** by ensuring culturally appropriate information and support frameworks that address the particular vulnerabilities of older people during unforeseen or catastrophic events are available and accessible for them and their families and friends
- **empower older people** by ensuring they have access to tools that help with informed decision-making, and appropriate supports and advocacy.
- connected with their services, communities, families and friends

## Implementation, monitoring and reporting

The Department of Communities and Justice will lead the implementation of Ageing Well in NSW: Seniors Strategy 2021–2031. This will be articulated in action plans released every two years over the 10-year life of the strategy. These plans will set out the government actions and commitments for each period and who is responsible for delivering these.

The NSW Human Services Outcomes Framework is informed by research and provides a common set of population-level wellbeing outcomes and indicators relevant to the wellbeing of all people in NSW. Ageing Well in NSW: Seniors Strategy 2021–2031 will be mapped against the NSW Human Services Outcomes Framework and its domains of safety, home, economic, health, education and skills, social and community, and empowerment, to establish if we can measure how it has contributed to the wellbeing of older people in NSW.

A formal report card will be published at the end of each two-year action plan. This will highlight key initiatives and achievements to date and case studies.

An interdepartmental committee with senior managers responsible for implementing the strategy will consult to manage implementation issues, provide advice as required, and track and report on progress. The committee will report annually to the Minister for Seniors.

A review of Ageing Well in NSW: Seniors Strategy 2021–2031 will be undertaken five years after the strategy is launched.

New information, emerging issues and changes to our environment mean this strategy needs to be flexible and may need to be adapted to recognise changing circumstances. ■



For more information visit  
**[dcj.nsw.gov.au](http://dcj.nsw.gov.au)**

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