CANTERBURY BANKSTOWN

Positive Ageing Plan 2024-2028

DRAFT - March 2024



7 destinations

Safe & Strong
A proud inclusive community that unites, celebrates and cares

Safe & Strong documents are guided by the Social Inclusion Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as being a child friendly City, children's services, community safety and crime prevention, inclusiveness, community services, universal access, reconciliation,ageing, community harmony and youth.

Clean & Green
A clean and sustainable city with healthy waterways and natural areas

Clean & Green documents are guided by the Environmental Sustainability Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as managing our catchments and waterways, natural resources, hazards and risks, emergency management, biodiversity and corporate sustainability.

Prosperous & Innovative
A smart and evolving city with exciting opportunities for investment and creativity

Prosperous & Innovative documents are guided by the Prosperity and Innovation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as revitalising our centres, employment, investment, being SMART and creative, and providing opportunities for cultural and economic growth.

Moving & Integrated
An accessible city with great local destinations and many options to get there

Moving & Integrated documents are guided by the Transport Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as accessibility, pedestrian and cycling networks, pedestrian and road safety, transport hubs, and asset management.

Healthy & Active
A motivated city that nurtures healthy minds and bodies

Healthy & Active documents are guided by the Health and Recreation Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as lifelong learning, active and healthy lifestyles, and providing quality sport and recreation infrastructure.

Liveable & Distinctive
A well designed, attractive city which preserves the identity and character of local villages

Liveable & Distinctive documents are guided by the Liveable City Lead Strategy. Supporting Plans, Action Plans and Policies cover such themes as preserving the character and personality of centres, heritage, affordable housing, and well managed development.

Leading & Engaged
A well- governed city with brave and future focused leaders who listen

Leading & Engaged documents are guided by Council's Lead Resourcing Strategies. Supporting Plans, Action Plans and Policies cover such themes as open government, managing assets, improving services, long term funding, operational excellence, monitoring performance, being a good employer, civic leadership, and engaging, educating and communicating with our community.

Strategic Planning Framework Summary

The Strategic Planning Framework (SPF) maps out the role of all current and future Council strategies and plans that work to deliver the vision for the City. The framework works from the highest level of strategic direction in the Community Strategic Plan through to more detailed plans that will eventually drive works projects and programs on the ground. The framework is comprised of the following levels:

The COMMUNITY STRATEGIC PLAN (CSP) is our highest level plan and translates the community's desired outcomes for the city into key destinations. The CSP includes community suggested actions which can be tested in the development of all other plans.

1 **SUPPORTING PLANS** provide high level strategic direction on key challenges facing the City. They are informed by a sound evidence base that considers key trends and an understanding of the implications of key issues and opportunities on the City. SUPPORTING PLANS identify broad works projects and programs required to deliver on these actions. Supporting plans include indicative costing and resourcing requirements and delivery timeframes.

2 **DETAILED ACTION PLANS** take actions from SUPPORTING PLANS and identify specific works projects and programs required to deliver on these actions. Detailed action plans include detailed costing and resourcing requirements and delivery timeframes.

3 **GUIDELINES, POLICIES AND CODES** provide detailed information, rules for activities or guidance for specific works on Council or other lands.

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Acknowledgement of Country

The City of Canterbury Bankstown acknowledges the traditional custodians of the land, water, and skies of Canterbury-Bankstown, the Darug (Darag, Dharug, Daruk, Dharuk) People.

We recognise and respect Darug cultural heritage, beliefs, and relationship with the land. We acknowledge the First Peoples' continuing importance to our CBCity community.

Other acknowledgments

City of Canterbury Bankstown acknowledges those who contributed their time and expertise to participate in the development of this plan, including:

- seniors who are residents, workers, and visitors to our area;
- our survey respondents;
- our community consultation participants; and
- our staff.

01 Message from the City of Canterbury Bankstown

It is a pleasure to launch the CBCity Positive Ageing Plan 2024 – 2027. This plan will direct us over the next four years as we continue to improve services, access and information for seniors in our community.

It is our commitment to the community that we have asked, heard and now are actioning the feedback provided to us on how we can make Canterbury-Bankstown more accessible, inclusive and welcoming of seniors. The Plan outlines priority actions over the next four years.

This Plan is underpinned by Council's Community Strategic Plan CBCity 2036 which is guided to be thriving, dynamic and interesting.

With over 370,000 residents, Canterbury-Bankstown is one of the largest local government areas in NSW with 20.5% of residents over the age of 60.

Seniors make up a large proportion of our population. Through this plan, Council is committed to adjust our practices to ensure seniors remain actively engaged and have a positive lifestyle in the City of Canterbury Bankstown.

Realising the actions within this Plan will help us get there.



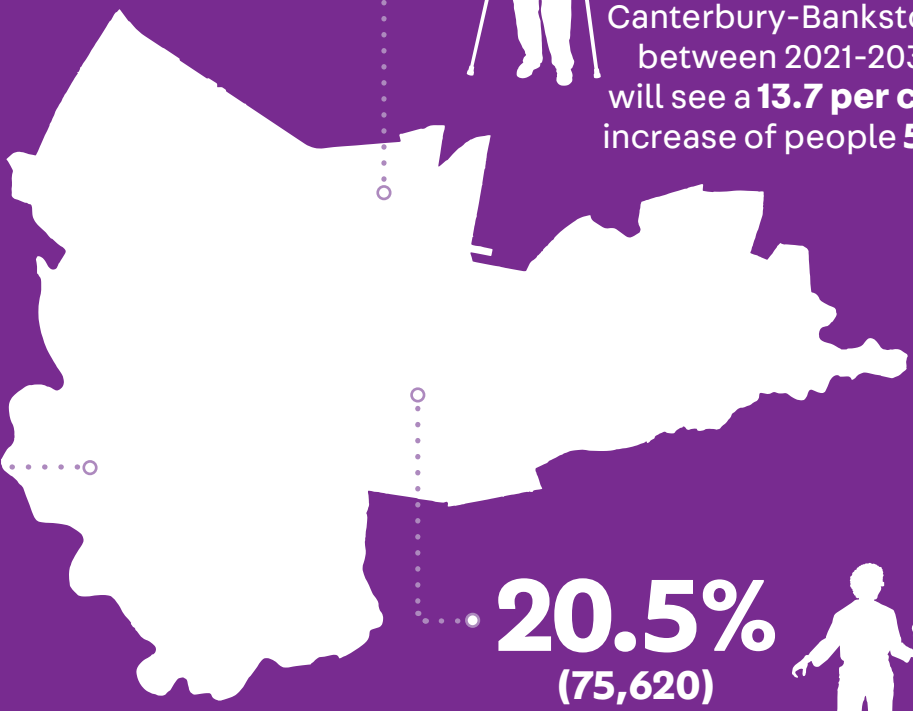
02 CBCity Profile

This information provides Council the opportunity to build on its infrastructure and services, so residents can age well in the LGA.



32.5%
are 50+ with future forecasts for Canterbury-Bankstown between 2021-2030 will see a **13.7 per cent** increase of people **50+**.





20.5%
(75,620)
residents are over the age of 60.



12%
(44,385) of residents are older workers and pre-retirees.



03 Context

3.1 Vision and purpose of the plan

Vision

An aged friendly city where seniors feel informed, healthy, active, safe, resilient and included.

Purpose and priorities

The CBCity Positive Ageing Plan 2024 – 2027 (the Plan) aims to guide the City of Canterbury Bankstown (Council) and our community on what seniors and our ageing population need to age safely and comfortably while they live well and meaningfully in Canterbury-Bankstown.

The first four priorities in the Plan align with the NSW Ageing Strategy 2021-2031, as identified by seniors in NSW. The fifth priority aligns with feedback received from our local community and sector on the impacts of dementia on CBCity.

- Living in age-friendly environments;
- Participating in inclusive communities;
- Staying safe, active and healthy;
- Being resilient and informed; and
- Living in a dementia friendly city.

3.2 Development of the Plan

The development of the Plan is a result of community engagement, analysis of local dementia data and stakeholder consultation. Community engagement for the development of this Plan was undertaken over a number of years due to the impacts of the COVID-19 pandemic.

We engaged with over 1,000 community members in relation to the development of the Plan. Community engagement was conducted with:

- Senior residents;
- People who work in the area;
- Senior visitors;
- Service providers;
- Canterbury-bankstown dementia alliance;
- Local primary students; and
- Young people within our CBCity youth programs.

In addition to these face-to-face consultations, we also received over 300 surveys. Council then collated all information received throughout the consultation process to develop the Plan.

3.3 Strategic Context

NSW Ageing Strategy 2021-2031

The Ageing Well in NSW: Seniors Strategy is the NSW Government's ten-year plan to respond to the opportunities and challenges of our ageing population. The strategy aims to support a range of strategies that exist for our ageing population in specific areas, such as volunteering, carers, inclusion, disability, women, homelessness, housing, health and mental health, transport and planning[1].

The strategy has four focus areas:

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

Community strategic plan

The Plan aligns with Council's Community Strategic Plan (2036 CBCity) and its seven destinations, presented on page 2 of this plan. This outlines a set of priorities that contribute to our vision of making Canterbury-Bankstown a place that is thriving, dynamic and real.

It includes a list of actions which will guide Council's work in ensuring our Seniors are supported to live happy, healthy, and active lives in our community.

The CBCity Positive Ageing Plan 2024 – 2028 will directly align with actions from the safe and strong components of the strategic and operational plans.

- NSW Ageing Strategy 2021-2031;
- 2036 CBCity;
- Community Engagement & Consultation;
- Dementia research and forecasted data.

CBCity acknowledges that in order to achieve the best outcomes for our seniors, we are responsible for leading actions listed in this Plan. It is also important to acknowledge the important collaborations and partnerships with other levels of government, the community and other stakeholders to ensure seniors who live, work and play in Canterbury-Bankstown can age safely and with quality care and services.

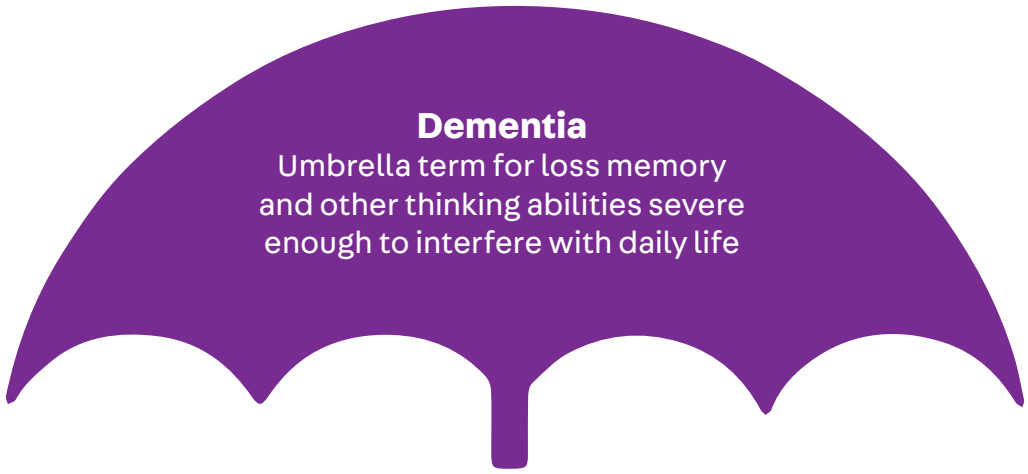
03 Context Cont.

3.4 Dementia Overview

Dementia Profile

Dementia is an umbrella term for a collection of symptoms that are caused by disorders affecting the brain and impact on memory, thinking, behaviour and emotion. A progressive brain degeneration affecting a person's functioning. Dementia is caused by over 100 diseases and disorders.

	2023	Forecast estimate
CBCity[3]	8,000	16,000 (2050 forecast)
NSW	135,000	260,000 (2058 forecast)
Australia	409,850	842,000 (2058 forecast)



Alzheimer's	Vascular	Lewy Body	Frontotemporal
50%-75%	20%-30%	10%-25%	10%-15%

In Australia, dementia is the second leading cause of death and the leading cause of death in Australian women.[2]

Dementia is NOT a normal part of ageing however ageing increases your risk of developing dementia. While we know that dementia prevalence is on the rise, currently:



1 in 10 people aged over 65 and **1 in 3** people **aged over 85** will develop dementia

27,800
Australians under 65 years have younger onset dementia and **1 in 10** adults aged **65+ years** develop dementia





1 in 2,800
children can develop dementia. [2]

03 Context Cont.

CBCity is one of the most culturally and linguistically diverse (CALD) communities in Australia. CALD community members who live with dementia often revert to their mother tongue language.

This, in turn, puts a huge demand and strain on service delivery within the community as we don't have the resources to cater for all community languages spoken in CBCity. Stigma is highly prevalent in Canterbury-Bankstown, particularly among non-English speaking communities.[3]

Due to this, dementia is a priority area in The Plan so that we can raise awareness in our community on dementia, reduce stigmatisation as well as provide education on the lifestyle factors which can decrease dementia cases by 40 per cent and slow dementia progression.



12 Dementia risk factors



Source: *Livingston et al. A, et al. Dementia prevention, intervention, and care: 2020 report of the Lancet Commission*

03 Context Cont.

3.5 What we are currently doing

Currently, CBCity offers a number of services to our residents aged 55 years and over including:

- Library service for seniors such as bus to library, home library service, in-library activities for seniors like technology, language and knitting classes as well as seniors newsletters;
- Meals on Wheels service for senior residents unable to cater for themselves as well as community restaurant to provide affordable meals in a social environment;
- Nature strip mowing service for eligible seniors;
- Organisation and promotion of active ageing programs, to keep seniors' minds and bodies active;
- Pensioner concession rebate on Council rates;
- Programs, discounted rates for pensioners and reduced entry fees for seniors at our Leisure and Aquatic Centres;
- Sector support and development for the aged care sector; and
- Support for numerous seniors' groups including men's shed.

In addition to the actions listed in the action plan below, Council will continue to offer the above services throughout the duration of this plan, unless external funding sources are impacted.




BOLTON
CLARKE

04 What you told us

I see an old lady on my way to school…I talk to her say hello and ask her how her day was. I enjoy making her smile when we see each other and have a small talk.

Twilight Sports youth program participant – Number 11

They might be old but young at heart -S – 9 years old

Being a senior makes me think of baking, knitting, flowers and cats. I would like to be a senior to remember my old times and pass down the stories. RH-9 years old.

I feel valued here in my community most of the time. I would like more activities and things for seniors to do. (Nola -82)

The bus trips have been so good for me to get out and see people and places with other seniors my age (Kim – 72)

I want to do even more things!! but need better footpaths to move around (Thanh – 67)

Being a Senior

Wait! What is a Senior.

So a Senior is an old age and grandma and Grandpa. There is many reason that Seniors ♥ such as!

- Fun
- exiting
- caring and many more.

You are the best Bankstown cancil in the world

Sadly, there is going to be a day where we can't see them anymore. And there is going to be a place in our hearts for them and we are never going to forget them

RK! Year 5! Age: 10



Being a Senior

What it means to be a senior:
They always talk about when they were your age or childhood
Some have wrinkles as they age
They make really good food
They like to be outside (maybe in a chair/ rocking chair).
They might have walking sticks and things that help them.
They are very friendly and happy
They always teach something

R.M Year 6 Age 11

Being A Senior

Being a senior means that people will sometimes leave you alone but other people who respect their elders will talk to you.

Sometimes the stories seniors tell are fun and interesting and it gives you something to learn about.

Mosty elderly ave friendly and happy when they have some-one to talk to.

Year 6 · Age :11



SENIOR

What is it like being a senior?
Being a senior makes think of my grandparents They work hard, make the BEST food, care for me, & love me! My parents do the same! And Teachers, they are also seniors, They take 7 hours to teach, & allow us to feel safe in school. They are patient beings. Seniors should be respected & loved, not treated differently.

Respect

By: T.M
Age: 10

04 What you told us Cont.

Key findings

Seniors told us what they like about Canterbury-Bankstown including:



38%

felt valued by their community



44.41%

felt Council public spaces and buildings are age friendly



57.97%

can use public transport easily.

Some of the main concerns for seniors in Canterbury-Bankstown are:

- access to parking, ramps, handrails and footpaths;
- ageism and age discrimination;
- new technology and how to find information;
- social isolation; and
- increase in dementia amongst older people.

72 per cent would like to see information on age-appropriate services and opportunities.

45 per cent thought there were enough age-friendly (comfortable and accessible) public spaces and buildings.

63 per cent still drive their own vehicle.

More than 70 per cent said that they live in an age-friendly environment (public spaces and buildings), however majority thought there should be more easily available public transport.

More than 65 per cent said they need more information on age-appropriate services, opportunities and social connections.

66.89 per cent were retired, however those who are employed more than **85 per cent** felt secure and comfortable at work and not ready to retire.

Our local senior service providers provide direct service delivery to seniors. They work in partnership with Council to deliver programs, services and information.

They told us that seniors using their organisation/service, range in age from 55 to over 90 years old. They fall into a range of groups from tech savvy seniors who are independent, to others who require more support in finding services and accessing the community and programs.

Feedback these service providers have received from the seniors in their work environment include:

- A need for more promotion of activities in different languages;
- Creating a one stop shop website where seniors can find the majority of activities and programs in the local government area;
- Ensuring resources are simple and easy to read;
- An interest for Intergenerational activities; and
- A need for dementia inclusive programs, groups, events and activities with dementia competent staff.

05 What we will do

Following consultation, we have now developed the below list of actions to implement over the next four years to address the Plan's priority areas.

Priority 1 – Living in aged friendly environments

There are a number of ways in which Council can influence the physical environment, both in the public domain and in private development, which can impact liveability and a person's quality of life, especially as they age. Canterbury-Bankstown is seeing an increase of people ageing in place. This means they are choosing to remain in their home and community while they are ageing.

Objective	Action	Delivery Responsibility / Partnerships	Timeframe
1.1 Improve access to our CBCity by ensuring footpaths across the LGA are accessible for everyone	1.1.1 Continue to deliver footpath upgrades and improve network connectivity as outlined in the Active Transport Action Plan.	Asset Systems and Planning	Year 2
	1.1.2 Conduct a review of Council's pedestrian crossings and refuges and commit resources to improving the accessibility for people with low vision/blind.	Asset Systems and Planning	Year 2
1.2 Increase awareness of ageism, age discrimination and elder abuse	1.2 Deliver educational programs to raise awareness of ageism, elder abuse	Community and Cultural Services	Year 1 and Year 3
1.3 Provide sector support and development for the aged care sector	1.3 Deliver training and information to the aged care sector who deliver services in the Canterbury-Bankstown LGA.	Community and Cultural Services	Ongoing
1.4 Create liveable housing in CBCity	1.4 Continue to control the development of homes that enable our community to age-in-place through liveable housing in Council's Development Control Plan	Development	Ongoing
1.5 Increase access in community public domain	1.5 Consider accessible and inclusive design needs in the development of the Public Domain Technical Manual.	City Plan and Transformation	Year 2

Priority 2 – Participating in inclusive communities

People are wanting to age within their community and stay close to family and familiar surroundings. For this to happen we have a responsibility of offering recreational, creative, educational and social programs and services for seniors.

We need to ensure these programs and services are inclusive of all seniors including from cultural and linguistically diverse (CALD) backgrounds; lesbian, gay, bisexual, transgender, queer, intersex or asexual (LGBTQIA+) community; people with chronic disease/s and; people living with disability such as dementia and mental health.

Objective	Action	Delivery Responsibility / Partnerships	Timeframe
2.1 Increase opportunities for social connections for seniors	2.1 Develop, promote and support inclusive activities, events and programs.	Cultural and Community Services City Business and engagement	Year 2
2.2 Increase provision of educational programs for seniors	2.2 Establish awareness and educational initiatives to promote positive ageing stories, rights and safety.	Cultural and Community Services Local relevant providers	Year 3
2.3. Increase capacity building for seniors	2.3 Establish CBCity Seniors Network to develop a strong relationship between Council and seniors, provide opportunities for capacity building and give seniors a voice.	Community and Cultural Services	Year 1

05 What we will do cont.

Priority 3 – Staying Safe, Active and Healthy

Older people have more time and opportunities to increase their participation in the community. Being involved in activities offers them personal growth, increased health benefits, interaction with others and a sense of value.

Programs can be offered in a modified way such as sporting programs to cater for seniors with higher support needs due to age and medical conditions. Seniors also play a major role in running groups and volunteering opportunities. CBCity can support and encourage this through offering a variety of recreational, creative, educational and social programs and services for seniors.

Objective	Action	Delivery Responsibility / Partnerships	Timeframe
3.1 Increase opportunities for seniors to stay safe, active and healthy	3.1.1 Deliver an annual Seniors Festival program	Community and Cultural Services	Annual
	3.1.2 Continue to deliver and promote age appropriate activities to keep seniors' minds and bodies active, safe and heathy	Community and Cultural Services	Ongoing
	3.1.3 Provide support to community led seniors' groups and programs	Community and Cultural Services	Ongoing
3.2 Increase safe and age appropriate public spaces to stay active and healthy	3.2 Consider inclusion of 'age-friendly' equipment where appropriate/ need is demonstrated	City Plan and Transformation	Year 3



Priority 4 – Being resilient and informed

Change is a part of all our lives. From having a working carer, family, moving houses or even countries. Most changes are planned and come from a place of excitement. Many seniors experience unplanned change, such as loss of a loved one, family and friends moving away and retirement along with improvements in digital technology.

Seniors need support to build their resilience on life stage changes and remain informed on areas that will continue to have them living a healthy and safe lifestyle in our community.

Objective	Action	Delivery Responsibility / Partnerships	Timeframe
4.1 Increase knowledge on age-appropriate services and opportunities	4.1.1 Provide relevant information in community language and easy English	Community and Cultural Services	Year 2
	4.1.2 Promote a Community Directory for seniors to access online and in print	Community and Cultural Services	Ongoing
	4.1.3 Increase network opportunities between services and update on events and partnership opportunities	Community and Cultural Services	Year 1
4.2 Increase opportunity to access local communities	4.2.1 Provide education to seniors about the aged care sector	Community and Cultural Services	Year 1
	4.2.2 Support local community led programs on positive ageing, resilience and topics relevant to seniors.	Community and Cultural Services	Year 3
4.3 Increased confidence and use of technology by seniors	1.1.1 4.3 Provide technology training in community languages at various library branches	Community and Cultural Services	Year 3





05 What we will do cont.

Priority 5 – Living in a Dementia Friendly City

A dementia friendly city is a "place where those living with dementia, their families and carers are supported to live a high quality of life with meaning, purpose and value" (Dementia Australia, 2020), by building a community where people living with dementia feel understood, accepted and included as part of that community.

A dementia friendly city will recognise the importance of a person living with dementia to continue participating in the community in activities they enjoy, this can be through volunteering, social activities or even employment. Also, where our community members have a basic knowledge and understanding of dementia.

A dementia friendly city is made up of people from the community, who have become dementia friends, as well as groups, businesses and organisations who have taken steps to be more dementia friendly. CBCity aims to become a dementia friendly city by 2028.

Objective	Action	Delivery Responsibility / Partnerships	Timeframe
5.1 People with dementia feel more valued in the community	5.1.1 Create dementia inclusive programs, groups, events and activities	Community and Cultural Services, external service providers	Year 2
	5.1.2 Liaise with internal units to advocate on design spaces that are dementia friendly in future redevelopment of town centres	Community and Cultural Services Western Sydney University	Year 2
	5.1.3 Involve people living with dementia in the development and implementation of Canterbury Bankstown Dementia Alliance's action plan.	Community and Cultural Services	Ongoing

Objective	Action	Delivery Responsibility / Partnerships	Timeframe
5.2. Raise awareness and reduce the stigma of dementia in CBCity	5.2.1 Co-convene the Canterbury-Bankstown Dementia Alliance	Community and Cultural Services	Ongoing
	5.2.2 Deliver and support dementia awareness and educational campaigns in a culturally appropriate way, for community members, staff, service providers, local businesses, schools and involve people with lived experience	Community and Cultural Services Canterbury Bankstown Dementia Alliance Western Sydney University Local service providers	Year 1 – Community members & staff Year 2 – Service providers Year 3 – Businesses & schools
	5.2.3 Develop an Easy English dementia resource to be made available to all residents online and at Council libraries	Community and Cultural Services	Year 1
	5.2.4 Run a yearly campaign/expo to increase awareness and reduce stigma of dementia	Community and Cultural Services Canterbury Bankstown Dementia Alliance Western Sydney University Dementia Australia	Ongoing
5.3 Increase service provision for the dementia sector	5.3.1 Support carers support groups and increase information for carers of people with dementia.	Community and Cultural Services Canterbury Bankstown Dementia Alliance Western Sydney University	Year 2
	5.3.2 Investigate the opportunity to establish a dementia respite program or facility in CBCity.	Community and Cultural Services Canterbury Bankstown Dementia Alliance Western Sydney University	Year 3
	5.3.3 Become a Dementia Friend online training to be completed every 3 years by all customer-facing staff and management via our LMS.	Community and Cultural Services	Year 1
	5.3.4 Become a Dementia Friend online training to be made available via our LMS for self-paced learning to drive awareness and understanding on what it is like to live with dementia.	Community and Cultural Services	Year 1
5.4 Working towards becoming a Dementia Friendly City	5.4.1 Complete relevant actions in Dementia Australia's toolkit to become a Dementia Friendly City	Community and Cultural Services	Year 4
	5.4.2 Distribute Dementia Australia's Dementia Language Guidelines throughout the organisation to ensure more inclusive communications material	Community and Cultural Services	Year 3

06 Conclusion

The City of Canterbury Bankstown is committed to ensuring all community members especially seniors feel welcomed and included in our community.

Our Ageing Officers will work with seniors, local service providers and government agencies to achieve better outcomes and programs. These will in turn lead to seniors having more choices and increased quality of life while ageing in their home and community in Canterbury-Bankstown.

Outcomes listed in the Plan will be actioned to address the identified priorities for seniors. In addition to implementing the Plan, Council will continue to respond to emerging trends and needs as they arise.

References

Demographical Census data was sourced through the Profile I.D platform on various dates throughout the development of the Plan. The 2021 Census data was progressively rolled out during this time therefore some data may reflect the previous Census.

https://profile.id.com.au/canterbury-bankstown

1. Ageing Well in NSW: Seniors Strategy 2021-2031
   https://dcj.nsw.gov.au/community-inclusion/seniors/ageing-well-in-nsw-seniors-strategy-2021-2031/about-the-strategy.html
2. Dementia statistics | Dementia Australia
   https://www.dementia.org.au/statistics
3. Karamacoska D, Dementia-Friendly CB Research Outcomes, Western Sydney University

