



31 October 2022

NSW Ministerial Advisory Council on Ageing October 2022 Meeting - Communiqué

The Ministerial Advisory Council on Ageing (MACA) held its fifth Council meeting for 2022 on 31 October in Terrigal following the Seniors Community Forum

The Seniors Community Forum was an opportunity for the Minister for Seniors and Council members to share information about NSW Government services of interest to seniors and to listen to issues raised by older people living in regional NSW.

The Forum was attended by 75 people from the Central Coast area and speakers included:

- The Hon Mark Coure MP, Minister for Seniors
- Mr Adam Crouch MP, Member for Terrigal
- Mr Robert Fitzgerald AM, Ageing and Disability Commissioner

Additional presenters were from Service NSW, who spoke about the many cost of living rebates available to seniors, the Tech Savvy Seniors program helping seniors build the skills and confidence to use computers, tablets and smartphones, and Carers NSW who talked about the Carers Gateway and the personalised assistance available.

Issues raised at the forum included:

- ✓ Disability parking, accessible footpaths and community facilities like seaside pools
- ✓ Availability of GP and Hospital services
- ✓ Internet and computer issues including managing passwords
- ✓ Difficulties navigating and calling My Aged Care

Information on some of the issues raised has been distributed to participants and also follows this communiqué.

Council's next meeting will be in December 2022.

Kathryn Greiner AO
Chair



Seniors Community Forum Resources – Terrigal – 31 October 2022

Ageing and Disability Commission

The NSW Ageing and Disability Commission is an independent agency of the NSW government, established 1 July 2019. The role is to better protect older people and adults with disability from abuse, neglect and exploitation from someone they know living in their home or community, and to promote their fundamental human rights. They have a Helpline that can provide advice if you need information, support or to report abuse, neglect and exploitation of an older person.

www.ageingdisabilitycommission.nsw.gov.au/

Carer Gateway (Commonwealth responsibility – with each region in Australia having a Carer Gateway service provider).

Carer Gateway provides a range of free services and support just for carers. Services are delivered in-person, online and over the phone. Carer Gateway services can be accessed by phone on 1800 422 737 Monday to Friday between 8am and 5pm and online.

www.carergateway.gov.au/

Aged Care Quality and Safety Commission (Commonwealth responsibility)

The Commission assesses and monitors quality of care and services against the Aged Care Quality Standards. Information and resources are available to help service providers and consumers understand the Standards. www.agedcarequality.gov.au/

Reducing Social Isolation for Seniors Grants

The Reducing Social Isolation for Seniors Grant Program is an initiative to address social isolation for older people. It funds projects that support seniors to connect with others and address the challenges that contribute to social isolation. Round Three grant round has been announced.

www.dcj.nsw.gov.au/community-inclusion/seniors/ageing-well-in-nsw-seniors-strategy-2021-2031/events-and-projects/reducing-social-isolation-for-seniors-grant-program.html

Service NSW – cost of living benefits

The Savings Finder Program is a NSW Government Initiative, helping to build awareness around many of the rebates and savings available to NSW residents. The Savings Finder Program can be accessed online, through the Service NSW Website.

www.service.nsw.gov.au/campaign/savings-finder

Savings Finder Appointment

Service NSW offer a personalised appointment service which assists customers in both



determining their eligibility for, and applying for any potential rebates and savings. To make an appointment call **13 77 88** or visit your local service centre. The appointments are held with a Savings Finder Specialist and are free of charge.

Tech Savvy Seniors

The Tech Savvy Seniors program helps participants build the skills and confidence to use computers, tablets and smartphones. It includes face-to-face training, how-to guides and training materials in over 14 languages. www.telstra.com.au/tech-savvy-seniors

Volunteering

NSW Volunteering supports and promotes volunteering. Volunteering enriches the lives of volunteers, strengthens local communities and benefits all of NSW. The NSW Volunteering Strategy 2020-2030 sets out a ten year plan for the NSW volunteering sector. www.volunteering.nsw.gov.au/
