

# First Action Plan 2021-2022 Report Card

1,860,508

aged over 60  
in NSW or  
22.5% of the  
population  
(ABS 2021)



The number of people  
aged 65 years and over  
in Australia is estimated  
to double by 2042 (ABS 2018)



NSW Government funded over  
**\$1.8 million**

to reduce social isolation  
delivering **70** projects  
reaching more than  
**20,000** seniors  
across NSW



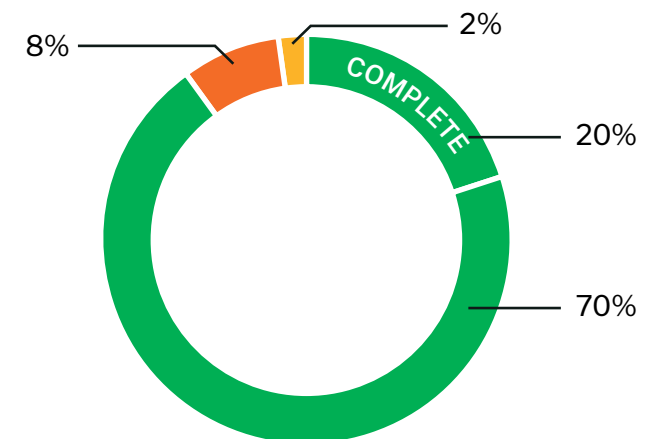
## What are we doing?

We are tracking our progress implementing the Ageing Well in NSW: Seniors Strategy 2021-2031 through the first two year [Action Plan 2021-2022](#).

We have worked with a diverse range of agencies in NSW through partnerships and collaboration across 4 focus areas

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

## What have we achieved so far?



- Work is complete
- Work is progressing or ongoing as planned
- Work is continuing, but may be delayed or some changes in scope have occurred due to COVID-19
- A problem may exist with scope or delivery, or the initiative may now not proceed due to other priorities

supporting older workers  
regional & remote  
Aboriginal  
resilience  
active & healthy

# financial assistance

# reducing social isolation

community  
participation  
preventing  
elder abuse  
multicultural  
inclusion  
housing solutions  
digital ability & cybersecurity awareness  
age-friendly environments

## How we are improving outcomes for seniors in NSW



### Reducing the digital divide for seniors so they can access information more easily

**Action 47** - delivered the Tech Savvy Seniors program:

- **Over 119,000 face to face training places** in the Tech Savvy Seniors program since the launch in July 2012, of which 8,426 were delivered during the 2021-2022 FY period. In 2022 Tech Savvy Elders program was piloted
- **64 training providers** including libraries and community colleges, **3 types of IT platforms** including computer, tablet and smart phone, **available in 14 community languages**.



### Concessions to reduce the cost of living

**Action 9** - Transport for NSW **delivered the Regional Seniors Travel Card**, a \$250 prepaid card, to help ease the cost of travel for all seniors in regional, rural and remote areas of NSW and pay for pre-booked NSW TrainLink regional trains and coaches, fuel and taxis. In 2021 and 2022, more than 716,000 seniors successfully applied for the Regional Seniors Travel Card.

**Action 76** - delivered the Seniors Card:

- Close to **1.9 million Seniors Card and Seniors Savers Card members** in NSW, between 5,000 and 7,000 new members join the program every month
- Over **80,000 new members joined in 2021 and 2022**
- Over **1,000 new participating businesses joined in 2021 and 2022**
- **Launch of the digital version of the Seniors Card in March 2022 and now more than 100,000 members have a digital Seniors Card.**

**Action 78** - delivered Service NSW Savings Finder – seniors can claim more than 40 rebates and cost of living vouchers:

- Citizens can find out about eligibility for rebates and savings by answering a few questions using the online savings finder tool. To help customers identify their savings, Service NSW Savings Finder specialists also offer face to face appointments in some Service NSW Centres or via phone appointments
- Overall **customer satisfaction with the Savings Finder appointment service is tracking at 99.8% and as of August 2022, customers have accessed more than \$6.33 billion in rebates and savings since July 2018**
- Over **108,000 customers have realised savings from the Savings Finder appointment service and have boosted their budgets by an average of \$750.**



## Housing solutions to increase housing options and reduce homelessness for seniors

**Action 2** - new housing programs aiming to increase housing for seniors:

- Future Directions for Social Housing in NSW - \$1.1 billion Social and Affordable Housing Fund (SAHF) has **delivered an additional 1,636 social and affordable homes targeted to older people** (55 years and over or 45 years and over for people identifying as Aboriginal or Torres Strait Islander) of 3,069 dwellings delivered in total as of 31 December 2022. The remaining 417 Social and Affordable dwellings are expected to be delivered by the end of 2024.

**Action 3** - The Homelessness Program:

- Delivered 2 projects, in Peakhurst and Heckenberg, with a further two projects due for completion by the **end of February delivering 33 one bedroom units in total**. A further 4 projects will be delivered by May 2023, delivering 36 one bedroom units
- The remaining 3 projects are schedule for completion by mid-late 2023 and a final project by 2025.



## Reducing the abuse, neglect and exploitation of older people

**Action 69, 70, 71 & 72** - The NSW Ageing and Disability Commission protects and promotes the rights of older people and adults with disability, and safeguards them from abuse, neglect and exploitation in their family, home and community. Available training, resources and community initiatives have increased awareness and reporting. From 30 June 2021 – 1 July 2022 they received:

- **12,561 calls** to the NSW Ageing and Disability Abuse Helpline
- **3,975 reports** about older people and adults with disability subject to, or at risk of abuse, neglect and exploitation. Of these reports 3,072 (77.3%) related to older people (a 10.6% increase from previous year), including 950 reports about an older person with disability.



## Reducing social isolation and loneliness and improving physical and mental health

**Action 35** - Department of Communities and Justice invested \$1.8 million in 2021-2022 over three rounds to fund 70 projects through the **Reducing Social Isolation for Seniors (RSIS) grant program**.

**Action 39** - NSW Government funds the **NSW Seniors Festival** with \$200,000 per year in grants to groups to celebrate NSW Seniors Week and encourage seniors to enjoy new experiences, stay active and connect with their communities.

**Action 43** - the Art Gallery of NSW has delivered a range of creative programs:

- Developed and delivered **12 on-line arts engagement sessions for 108 older people** who are socially isolated, living with dementia or mild cognitive impairment and their family and carers
- In 2021 and 2022 developed and delivered **24 tailored online engagement sessions for 227 people** in aged care facilities and community groups
- **17 in-person art sessions for 220 people** living with dementia and their care partners
- **Piloted a Regional Arts in Health Multipurpose Services (MPS) project** to provide aged care residents at three facilities in the Murrumbidgee Local Health District access to quality arts engagement experiences as a clinical tool. Approximately 900 people engaged with the project, including residents, families and nursing staff.

**Action 60** - NSW Health continued to deliver **Get Healthy at Work** to improve the physical and mental health of working in the workplace with 35% of workers who completed Get Healthy and Work in 2021 being aged 45 or older.



RSIS recipient "Reducing Social Isolation for Seniors Round 1 - Mission Australia Housing Project"



## More opportunities for seniors from diverse backgrounds

**Action 4** - the Department of Communities and Justice Aboriginal Housing Office has delivered additional housing for older Aboriginal people:

- **9 x 2 bedroom units** were completed across 2 neighbouring sites in Campbelltown. The homes were handed over to the Tharawal Housing Aboriginal Corporation for tenancy. A further **9 seniors or accessible units** are under construction and due for completion early in 2023. This includes 5 x 1 bed units in Wilcannia being delivered through the redevelopment of the former Police Barracks, as well as units in Casino and Broken Hill. A further **21 dedicated seniors or accessible/adaptable units** are in the advanced planning stages and due for construction commencement in coming months in Wollongong, Mt Druitt, Lake Macquarie, Gunnedah and Orange
- Additionally, work continues to **plan the roll-out of new housing** being delivered through the NSW Government's Housing Package. This will include a significant number of 2 bed homes to be delivered to accessible/adaptable standards and suitable for seniors.

**Action 23** - Multicultural NSW held an **Ageing Roundtable** in December 2022 with 30 representatives from community and government including multicultural community groups and seniors organisations. The roundtable identified service gaps and strategies to respond to the needs of older migrants and refugees. A report will be shared with relevant government agencies.

**Action 35** - Department of Communities and Justice has supported social connections and inclusion by funding a range of projects through the Reducing Social Isolation for Seniors grants targeted to older people from diverse backgrounds. This benefits over **20,000 older people across 67 Local Government Areas in NSW**. A large number of organisations developed projects which are targeted to a diverse range of cohorts: **Aboriginal (33 projects), CALD (37 projects), disability/chronic illness (33 projects), Carers (26 projects), LGBTIQ+ (14 projects), regional/rural/remote (29 projects)**.

**Action 51** - Women NSW continued to deliver the **Women's Financial Toolkit** and held **3,661 sessions** on the Women's Financial Toolkit in 2021 and 2022. The Toolkit was promoted at a number of events.



## Supporting mature aged workers to remain or re-enter the paid workforce

**Action 21** - Australian Human Rights Commission delivered the Older Workers Resource Hub and a public awareness campaign to promote awareness about the benefits of older workers. There were **368 registrations** for the Webinar 'Harnessing the power of older workers', **881 views of the Older Workers Resource Hub** which includes a suite of resources, **Older Workers video campaign reached 468,167 people on social media**. (Data as of February 2022).

**Action 22 - Women NSW Return to Work Toolkit** for women who experience disadvantage and discrimination in the job market. The Toolkit includes a link to resources curated for older women. There were **5,962 sessions** on the Return to Work Toolkit from 6 June to 31 December 2022.

**Action 24** - Since 2020, TAFE NSW has **provided fee-free training to over 21,200 mature-aged workers** seeking to retrain or re-enter the workforce, under the Mature Aged Workers Scholarship program.

**Action 30** - TAFE NSW **delivered Foundation Skills Projects during 2021-2022** to help older people develop their literacy skills in reading and writing, in addition to computer skills. Feedback via surveys from employers and participants has been positive and some participants who completed the Foundation Skills for Your Future training subsequently enrolled in a nationally recognised qualification.



## Helping seniors stay active and healthy

NSW Health has delivered many initiatives to improve the health and wellbeing of seniors including:

**Action 59 - delivered the Get Healthy Information and Coaching Service with over 6,000 referrals** aged over 50 of which 71% enrolled for ongoing support.

**Action 62 - delivered the Active and Healthy website** which provides a directory of community based physical activity programs with more than 172,000 new visitors in 2021 and 2022 and more than 547,000 unique views.

**Action 66 - delivered the Healthy and Active Life program with 2,800 eligible adults** registered in 2021-2022.

## Links to resources

[NSW Seniors Card](#)

[Women NSW Women's Financial Toolkit](#)

[Service NSW Savings Finder](#)

[Women NSW Return to Work Toolkit](#)

[Tech Savvy Seniors](#)

[NSW Seniors Festival](#)

[Reducing Social Isolation for Seniors](#)

[Australian Human Rights Commission Older Workers Resource Hub](#)

[NSW Health Healthy and Active for Life](#)

## Next steps



### Collaboration Partnership

The NSW Government has developed the next two year Action Plan 2023-2024.

It builds on the first Action Plan 2021-2022 with ongoing collaboration and partnership between agencies and non-government to improve outcomes for seniors.

### 2023-2024 Action Plan

The new plan increases focus on seniors from diverse priority groups including:



Aboriginal and Torres Strait Islander people aged 50+



Lesbian, Gay, Bisexual, Transgender, Intersex, Queer + people



People from Culturally and Linguistically Diverse Backgrounds



People living in regional/rural/remote areas



People experiencing difficulty because of cost of living/financial pressures



People with disability, dementia, chronic disease or mental illness



### Mid Term Review 2025-26

The Strategy will be evaluated through a mid-term review in 2025-2026 using an evaluation framework that has been developed to support this work.

The mid-term review will confirm priorities for the second half of the Strategy.