

Workshop Report

# CREATING A SOCIALLY JUST, INCLUSIVE AND AGE FRIENDLY CITY

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December 2021

Prepared by:



City of  
Newcastle



HUNTER **AGEING ALLIANCE**

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## 1. Introduction

The **City of Newcastle Council** is working on our new social strategy, the **Local Social**. This strategy will set Newcastle's aspirations for a socially just and inclusive city and will guide our collaborations for social change over the next decade. This period also coincides with the World Health Organisation **Decade of Healthy Ageing**.

On Thursday the 5<sup>th</sup> of August 2021, the **City of Newcastle** and the **Hunter Ageing Alliance** jointly ran a "world café" meeting to discuss priorities and plans to help Newcastle become a socially just, inclusive and age friendly community. This report provides a record of that meeting, summarising the ideas arising from the discussions, and identifying "low hanging fruit" which are ideas and actions that could readily be implemented with existing resources and structures, opportunities for the future, and barriers and "wicked problems" that need more concerted effort to solve.

In this meeting we considered five main priorities and the opportunities for our community:

- Overcoming social isolation and creating connections
- Affordable, age-friendly housing
- Employment, education, and community participation opportunities past age 50
- Education, training and employment opportunities in the aged-care sector and other services.
- Services for older people and how to access them (including, but not limited to, formal aged care)

A Mentimeter Survey exercise was used to explore priorities.

Each topic was discussed by small groups using a "world café" approach, with some adaptation to allow participants to opt to join online, via Microsoft Teams, given concerns about COVID-19.

Notes were recorded on butcher's paper, typed, and collated for each topic.

The initial draft report has been prepared and circulated to all participants, allowing their further input and commentary on the desirability and feasibility of the various ideas raised during the workshop.

To assist with collating feedback, we ask workshop participants to undertake the "priority setting" Mentimeter Survey. Further details about the Mentimeter Survey can be found on page 24 of this report.

Subsequent drafts were then prepared to confirm the content and direction.

The final report is a co-produced document identifying opportunities and issues for our community, in relation to the wellbeing and inclusion of older people, working towards an age friendly city.

## 2. Local Social – My Place



Artwork: It's what's inside ...  
that's Newcastle by Tunzi and  
Olas One

The City of Newcastle (CN) is currently developing a new long-term social plan called the Local Social Strategy.

This strategy aims to set out CN's aspirations for a socially just and inclusive city, a place for everyone, and will guide Newcastle's collaborations for social change over the next decade. This period also coincides with the World Health Organisation Decade of Healthy Ageing.

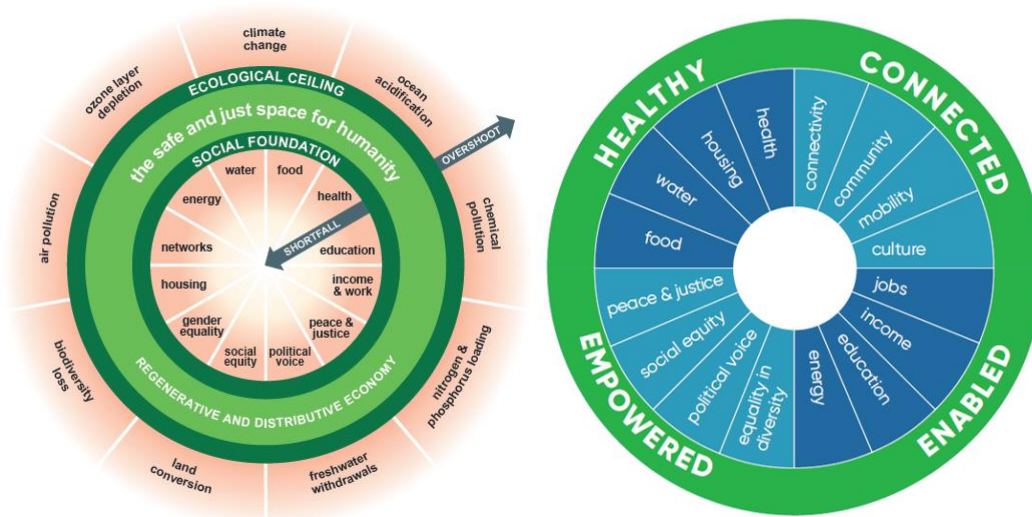
The Local Social is about treating all people with respect, addressing the barriers to inclusion and equal opportunity, encouraging community participation, and strengthening community wellbeing.

Previous social strategies have been developed by the City of Newcastle (CN), the most recent being the ['City of Newcastle Social Strategy: 2016 – 2019'](#).

The strategy falls under and supports CN's [Community Strategic Plan](#) (CSP), which is the highest-level plan of council. The Local Social Strategy is an important tool for the council and the community which outlines the key social issues of concern for the Newcastle community. The strategy will also outline the actions to be taken by the City of Newcastle and the wider community to bring about positive social change, including whether the action is something that the council and its partners can control, influence or are concerned about. While the City of Newcastle can influence positive social change through its policies, operations, services, programs and engagement, many social justice issues are outside of the control of the council, and it is ultimately through strong partnerships with community members, organisations, and stakeholders that we can hope to achieve better outcomes for the whole community.

The Local Social Strategy is guided by the Social Justice Principles (equity, participation, access, rights) and other conceptual models, such as the ["Doughnut of social and planetary boundaries"](#) and the associated "Local Social Lens" (see figure below). The Local Social Lens was developed as part of the [City Portraits Methodology](#), a Thriving Cities Initiative, in which the Doughnut is downscaled to your city or place.

Figure 1. Doughnut of social and planetary boundaries, Kate Raworth (2017) (left) and the Local Social Lens, Thriving Cities Initiative (2020)



The **four key emerging themes of the City of Newcastle - Local Social Strategy** have been inspired by the Thriving Cities Initiatives, "Local Social Lens". However, through continued testing and consultation with the community we have adapted some of the themes. Please also note, these are not the final themes or their definition, this is a work in progress, therefore feedback and comments are very welcome:

- Healthy Communities – prioritising health & wellbeing, accessible, safe & enjoyable places
- Connected Communities - diverse, open, thriving & culturally aware communities, ensuring a sense of belonging for all
- Inclusive Communities (instead of Enabled Communities) - equal opportunity and upholding social justice
- Engaged Communities (instead of Empowered Communities) - ensuring public participation, collaboration & good governance

Find out more about the Local Social Strategy development [here](#).

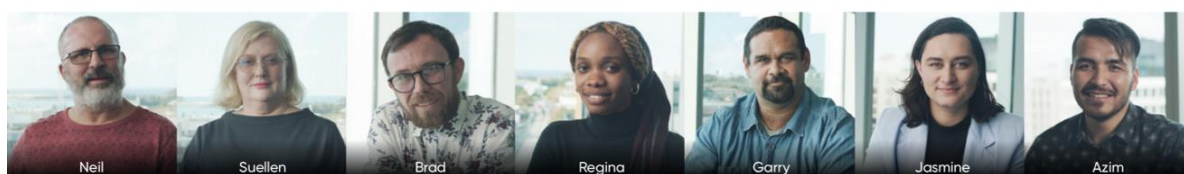
"It's what's inside ... that's Newcastle"  
Artists Tunzi & Olas One



## This is your place, too.

Join the conversation and help us shape an important new framework for the City of Newcastle, the Local Social Strategy.

The strategy is about treating all people with respect, addressing the barriers to inclusion and equal opportunity, encouraging community participation, and strengthening community wellbeing.



[newcastleismyplace.com](http://newcastleismyplace.com)



### 3. Hunter Ageing Alliance (HAA)

Age-friendly communities mean that planning takes the needs of older people into account, recognising that older people have the same desire to remain physically, intellectually, and socially active as younger people. This requires environmental adaptation, appropriate housing at all levels of affordability, easy access to information about services and facilities for older people, protection from elder abuse, health care services appropriate to the needs of older people and support for socially isolated people to ensure their physical and psychological well-being.

The HAA's goal is to register Newcastle and Lake Macquarie within the World Health Organization (WHO) Global Network of Age-friendly Cities and Communities. To this end, members of the HAA will work with all levels of government, statutory authorities, and NGOs on:

- The environment – including public spaces, transport, and access for people with disabilities
- Appropriate housing – including social housing, communal housing, and emergency housing
- Elder abuse – awareness, assessment, and prevention
- Health services – particularly the assessment and management of dementia and chronic diseases
- Social isolation – securely identify isolated older people and provide for their physical and psychological well-being
- Ageing and aged care services information – ensuring accessibility
- End-of-life legal planning and health care – ensuring availability to all

These programs will help transform Newcastle and Lake Macquarie into communities which older people would be attracted to live in or visit as tourists, creating significant economic and social opportunities for the Hunter, as well as benefiting our older population.

Find out more about the HAA [here](#).



Above: Hunter Ageing Alliance Director, A/Prof. John Ward addresses our workshop via Zoom

## 4. The World Health Organisation Age-friendly Cities framework

The WHO Age-friendly Cities framework, developed in the Global Age-friendly Cities Guide, proposes eight interconnected domains that can help to identify and address barriers to the well-being and participation of older people.

- Respect and social inclusion
- Social participation
- Transportation
- Housing
- Outdoor spaces and buildings
- Community and health care
- Civic participation and employment
- Communication and information



Find out more about the WHO Age-friendly Cities framework [here](#).

## 5. The City of Unley – an example of an Age Friendly Community

The City of Unley has committed to supporting our residents to age well by having a Council Strategy to guide our actions and by being a World Health Organisation (WHO) Age-Friendly City. The City of Unley has generously offered to share their strategy and experiences with us as we progress our age-friendly plans and actions.

For our workshop they shared a video about a project to co-design more innovative and flexible housing options. This project focused on the redevelopment of existing housing stock, but allowing increased density with more dwellings per block, and using smart design principles that better cater to the needs of older individuals.

Find out more about The City of Unley's age friendly community [here](#).

## 6. The Decade of Healthy Ageing

2021 marks the beginning of the United Nations Decade of Healthy Ageing. This global collaboration aligns the Sustainable Development Goals to the needs of older people. The aim is to bring together governments, civil society, international agencies, professionals, academia, the media, and the private sector to improve the lives of older people, their families, and the communities in which they live.

The Decade will address four areas for action:

- Age friendly environments
- Combatting ageism
- Integrated health care
- Long-term care





Top: Hunter Ageing Alliance Founding Member, Prof. Julie Byles from The University of Newcastle addresses the workshop  
Bottom: Workshop participants involved in the World Café



## 7. The World Café approach

*“People already have within them the wisdom and creativity to confront even the most difficult challenges; that the answers we need are available to us; and that we are Wiser Together than we are alone.”*

© 2015 The World Café Community Foundation Creative Commons Attribution

### i. Process

A world café is a technique to allow people to collectively and creatively work towards solutions for different problems. Groups initially gather around separate tables, with each table having a well-defined issue to discuss. After ten minutes, the groups “travel” to a different table to apply themselves to another problem which has already been discussed by an earlier group. In this way groups cross-pollinate the thinking about one problem to the solution for another. A table host and a reporter stay at each table to capture the various ideas.

### ii. Modifications for COVID-19

With rising concerns about COVID-19 in the Greater Sydney Area, we opted for a hybrid approach to the meeting. All attendees who recently visited or resided in a COVID-19 hot-spot area were not able to attend in person. We allowed all other attendees an option to either attend in person or online. All attendees joining in person were required to wear a face mask (unless they had a medical exemption), sign-in on arrival, use sanitiser provided, and maintain social distancing requirements.

We also switched the “travelling” so that most of the group stayed fixed at the same table and the host/reporter took the topic to the next table.



Above: A group works on solutions as part of the World Café

Since some participants could not attend in person, we also introduced a parallel exercise for online participants. These participants were organised into Microsoft Teams rooms and invited to undertake a root cause analysis for the different problems. In this process, the participants broke down each issue to define the problem, identify why it matters and for whom, and to explore why the problem exists, and what we might do about it.

In both the world café and the root cause exercises, we attempted to not let an insignificant fact like REALITY inhibit our thinking. Sometimes the best solutions come from what might seem to be the silliest suggestions. However, we also recognize that we need to take stock of what we can and cannot influence, and this process of identifying low hanging fruit, opportunities and wicked problems is addressed later in the report.

### iii. Workshop Program

**9:30am** Welcome – City of Newcastle Lord Mayor, Nuatali Nelmes

- Susan Denholm and Simone Soeters, City of Newcastle – Local Social Strategy
- Prof. John Ward - Hunter Ageing Alliance
- Prof. Julie Byles, The University of Newcastle / Hunter Ageing Alliance

**9:45 – 10:30am** The City of Unley, Chair of the Active Ageing Alliance, Annie Campbell

- [Cohousing for Ageing Well- designing our suburbs for a new future](#)
- [Startup@Anyage – encouraging entrepreneurial economic participation later in life](#)
- Questions

**10.30 – 11.25** World Café discussion and creative solutions (both in person and online)

- Overcoming social isolation and creating connections
- Affordable, age-friendly housing
- Employment, education, and community participation opportunities past age 50
- Education, training and employment opportunities in the aged-care sector and other services
- Services for older people and how to access them (including, but not limited to, formal aged care)

**11.25-11.40am** Short break

**11:40am – 12:15pm** Summaries / group presentations

**12:15 – 12:45pm** Priority setting

**12:45 - 1:00pm** Potential actions facilitated by Prof. Julie Byles

**1:00pm** Close and thank you

Please find a link to the photos from the event [here](#).



Top: The City of Newcastle Lord Mayor, Nuatali Nelmes welcomes participants to the workshop  
 Bottom: The City of Newcastle Community Development Facilitator, Susan Denholm addresses the workshop

## 8. PRIORITIES

### i. Mentimeter Survey

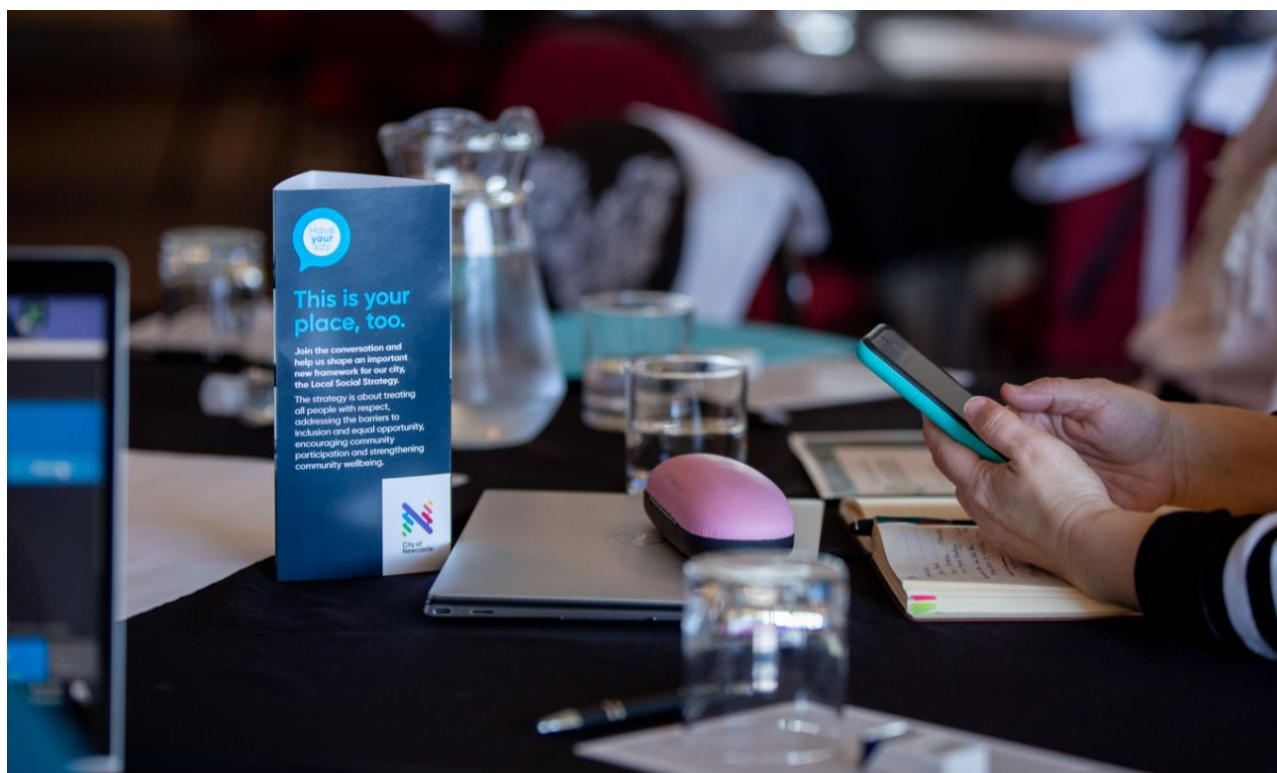
As part of the priority setting on the day of the workshop, a virtual Mentimeter Survey was conducted where participants responded in real time to two questions:

1. What do you feel are Newcastle's biggest social matters in supporting an age friendly city?
2. What helps community to feel supported and included (personal connections, political voice, access to services)?

A total of 35 respondents engaged with the online survey and were able to leave as many comments as they wanted. All responses were anonymous, and 113 comments were provided by the 35 survey respondents. The responses were coded according to the four Local Social Strategy draft themes (Healthy, Connected, Inclusive, Engaged) and then organised into topics and sub-topics.

In response to the first question, "what do you feel are Newcastle's biggest social matters in supporting an age friendly city?", Table 1 provides a prioritisation of these social matters according to the survey respondents. As shown, the key issues were affordable and inclusive housing; inclusive social services; inclusive and accessible public transport; affordable and inclusive facilities/spaces; social isolation /loneliness; and access to information and effective communication. Receiving fewer comments, but still of importance, were social connection and connection to place; inclusion and diversity; and a perceived lack of events and activations. One workshop participant outlined what they thought were Newcastle's biggest social matters:

*"Housing, social inclusion and activities that are age appropriate... Understanding elderly people and creating age friendly spaces, accessibility to public transport and assistance with modern technology".*



Above: Participants complete the Mentimeter Survey exercise



Table 1. Mentimeter survey responses regarding what participants felt Newcastle's biggest social matters in supporting an age friendly city are.

No.	Theme	Topic	Sub-Topic	No. of survey comments
1	Inclusive	Housing	Affordable & inclusive housing	12
2	Inclusive	Services	Inclusive social services (geographically accessible, human touch/focused, healthcare, support navigating aged care system, affordable aged care)	12
3	Healthy	Connected transport	Inclusive & accessible public transport	9
4	Inclusive	Places	Affordable & inclusive facilities/spaces (clean, secure, and usable community facilities; facilities that empower and enable older people not patronise; safe space groups)	8
5	Connected	Belonging	Social isolation/loneliness	8
6	Engaged	Civic life	Access to information & effective communication (better sharing of information regarding key social issues, as well as community events, groups, and opportunities to connect socially)	7
7	Connected	Belonging	Social connection & connection to place (multi-generational communities; feeling one has purpose/value)	4
8	Connected	Belonging	Inclusion & diversity	4
9	Connected	Culture	Events & activation	4
10	Inclusive	Places	Toilets (accessible, public)	3
11	Connected	Welcoming community	Older people (visibility of older people; connection across ages)	3
12	Engaged	Civic life	Social justice	3
13	Engaged	Governance	Deliberate & long-term planning (CN role in planning; perceived discriminatory development planning)	3
14	Healthy	Health & wellbeing	Mental health	2
15	Inclusive	Services	Digital inclusion	2
16	Inclusive	Places	Independent living	2
17	Connected	Welcoming community	Men and boys	2
18	Engaged	Governance	Inclusive & balanced local decision making (community involvement (asking what they want); inclusive consultation)	2
19	Healthy	Connected transport	Parking & transport options	1
20	Healthy	Connected transport	Cycleways & footpaths	1
21	Healthy	Safety	Security	1
22	Engaged	Participation	Volunteering & community participation	1
23	Engaged	Participation	Political voice & representation	1
24	Engaged	Collaboration & partnerships	Community development programs	1
25	Engaged	Inequity	Financial wellbeing	1

In response to the second question, "what helps community to feel supported and included" Table 2 provides a prioritisation of these ideas according to the survey respondents. There was some overlap across the two questions, however, respondents thought the following things were particularly important in helping community to feel supported and included: events and activations; support and visibility of older people, including opportunities for inter-generational connection and collaboration; affordable and inclusive facilities/spaces; social connection and connection to place; and support and connection with neighbours, community groups and family. One workshop participant outlined what they thought could help community to feel supported and included:

*"Supporting interest groups with space & funding. Feeling that they are valued bringing generations together".*



Table 2. Mentimeter survey responses regarding what participants thought helped community to feel supported and included.

No.	Theme	Topic	Sub-Topic	No. of survey comments
1	Connected	Culture	Events & activation (recreation; local activities; sharing food; community events; workshops; information sharing; intergenerational activities; meaningful activities; accessible, relevant & diverse community events; affordable)	11
2	Connected	Welcoming community	Older people (visibility of older people; connection across ages)	9
3	Inclusive/Enabled	Places	Affordable & inclusive facilities/spaces (geographically accessible, human touch/focused, healthcare, support navigating aged care system, affordable aged care)	8
4	Connected	Belonging	Social connection & connection to place (multi-generational communities; feeling one has purpose/value)	8
5	Connected	Belonging	Neighbours/community groups/family	7
6	Healthy	Connected transport	Inclusive & accessible public transport	6
7	Inclusive/Enabled	Services	Inclusive social services	6
8	Connected	Belonging	Inclusion & diversity	5
9	Engaged/Empowered	Governance	Inclusive & balanced local decision making	5
10	Engaged/Empowered	Collaboration & partnerships	Community development programs	4
11	Healthy	Safety	Security	3
12	Inclusive/Enabled	Housing	Affordable & inclusive housing	2
13	Engaged/Empowered	Civic life	Access to information & effective communication	2
14	Engaged/Empowered	Civic life	Social justice	2
15	Healthy	Connected transport	Cycleways & footpaths	1
16	Healthy	Places	Green, natural & open spaces	1
17	Healthy	Health & wellbeing	Physical health	1
18	Connected	Belonging	Social isolation/loneliness	1
19	Connected	Culture	Cultural awareness, respect & celebration	1
20	Connected	Welcoming community	People with disability	1
21	Connected	Welcoming community	Men and boys	1
22	Engaged/Empowered	Participation	Political voice & representation	1
23	Engaged/Empowered	Governance	Deliberate & long-term planning	1
24	Engaged/Empowered	Inequity	Financial wellbeing	1

## ii. Root Cause Analysis and World Café Results

The five set priorities for the day were discussed using root cause analysis for online participants, and World Café approach for those in person.

Results of these discussions are summarised below for each priority.

## PRIORITY 1: Overcoming social isolation and creating connections

### HEALTH

- Health – mental and physical
- People allow themselves to become unfit – need more fitness facilities who specialise in over 50s programs – easy access is essential
- Good understanding of what programs are appropriate to build strength and balance

### SERVICES

- Community services available are not fit for purpose – often run by young people who don't communicate well. At times don't understand how they can support appropriately.
- Limited ways to be able to access services – phone and white pages no longer preferred method
- Accessing services
- Access to health services – better health usually means less socially isolated

### TECHNOLOGY

- Assisting with IT
- Promotion of activities – TV, newsletter – no emails and internet
- Reliance on technology and social media – assumption that everything is online.
- The digital divide.
- Communication and technology being problematic for older people
- Assisting with IT especially social media
- Reliance on technology to stay connected – digital dividers – failing older people
- If you need to phone if you really need help – numbers are not easily accessible

### INCLUSIVITY/CONNECTIONS

- Organisations don't accommodate seniors well – even the forum today is difficult for seniors to access – if they attend online, they will need support and guidance from someone. If they attend in person, public transport is limited.
- Too many people who are able bodied develop plans – limited consultation – need more diversity and involvement
- We are losing the social capital that was once readily available in our communities – churches, halls, etc
- Not able to go out easily and engage with the community
- Friendship networks disappearing – people die, new people move in. Younger generation doesn't invite neighbours in their home. Not as accessible as it used to be.
- Communication is lacking, services are there but people don't know. This can be solved by communicating where older people go i.e. library, Men's Shed, Rotary, shopping centres and GPs etc.
- Making sure that we connect with older people in the community – know your neighbours
- Being able to identify who is suffering – community providers like meals on wheels play a role here

## **TRANSPORT**

- Transport – good and safe transport is a major barrier
- Access to transport
- Kerb cuts are not frequent – making it difficult to get a wheelchair up and down a footpath
- Footpaths and availability
- Footpaths too narrow for mobility scooters
- Transport links are not available – they used to be
- Underutilisation of resources

## **DIVERSITY**

- English second language – look for ways to include
- Multicultural diversity provides complexity as well
- Need to think about gender -beyond blue did a great report on socially isolated men over 65 that don't know their neighbours. This will only get worse during COVID.
- Financial situation for older people

## **BUILT ENVIRONMENT**

- Places to sit and rest
- Libraries, Men's Sheds, Clubs etc
- Re-design community places – make more accessible

## CREATIVE SOLUTIONS

Information/Communication Effective – Age-Friendly					
Locations	Medium/Model	Messages/Goals	Activities	Target Group	Actors
<p>Target locations e.g. shopping centres, places to sit and rest, health facilities, libraries, Men's Sheds, Clubs (Bowling, RSL, Rotary, Lions, Probus)</p> <p>TV Radio Community newspaper/magazines - Letter box drops</p> <p>Where you live, work, shop, access to transport</p> <p>Take the messages to the people</p> <p>Leverage off other contact e.g. sector providers (Meals on Wheels)</p> <p>Promoting social events/activities via subsidised promotion</p> <p>Equitable, easy access, \$, physical Park parties for local residents</p> <p>Clubs – they have diversified and are trying to organise more activities</p> <p>Triangle of where you live and work</p>	<p>TV screens (in public places) Pamphlets Notice boards Coasters</p> <p>Information to families and carers</p> <p>Word of mouth</p> <p>X No emails!</p> <p>Targeted, uncomplicated messaging is so important</p> <p>Age-friendly technology (FaceTime/Zoom/Teams) Social Media - We do not need more</p> <p>Aged care homes that are not using their buses – could lease them out to smaller organisations that don't have assets – to move people around</p>	<p>You are valued! You are respected by others</p> <p>Happiness Solutions</p> <p>Fun doesn't mean labelled for older people</p> <p>Simple and friendly – informational and motivating</p> <p>The messages need to be adapted to older people i.e. TV screens displaying info.</p> <p>Noticeboards and coasters at local clubs, letter box drops.</p> <p>Messaging needs to adapt</p> <p>TV screens at target locations getting people info on services and other important messages</p> <p>Neighbourhood letter drop – newsletters</p> <p>Messaging should be simple and motivating – also friendly</p> <p>Don't label that the service is for older people</p> <p>Think about gender Change the name from "seniors" to community – we are living longer, this terminology should not be used We need ways to enable information and participation</p>	<p>Grass roots Public awareness campaign</p> <p>Personal contact – assistance with how to get help Focused neighbourhood connection programs - One-on-one connections e.g. street connect - Assistance with IT (especially social media), Digital Library/e-books Communication tools - Zoom Identifying who is suffering from social isolation? Existing social groups and events Improve economic understanding to improve financial stability</p>		<p>Target carers</p> <p>Neighbours – how to identify who is suffering and how to help</p> <p>Need to get information to families and carers as well</p>

## PRIORITY 2: Affordable, age-friendly housing

### CAUSES

- Housing affordability affects where people can live – so people have to move away from their communities
- Insufficient affordable housing - What is 'affordable'? 25% of income?
- Housing as wealth vehicle not essential human need
- Inflexible/hard to change as needs change
- Wrong location
- Grouping v. diversity
- Need to keep people off the streets
- Inadequate housing pushes people away from the community, friends and social supports
- Tax for negative gearing and low interest rates
- Culturally, Australia doesn't look after their family like they do overseas
- Like the City of Unley approach – maybe consider granny flats
- Housing is seen as welfare not an essential need
- Location is a problem – cheaper housing is not where people live. It needs to be close to transport/services
- Tax incentives, negative gearing and low-interest rates are making house prices increase dramatically
- Culturally we don't look after our elderly – this needs to change
- Council planning rules – granny flats should not need a DA
- Society thinks of a house as wealth equal rather than a basic human right

### SOLUTIONS

- Keep people off the streets
- Housing close to transport
- Multi-generational housing – not just houses for older people
- Gardens
- Affordable units for rent bite – keep people where they are but give them access to support when they need it
- Everybody, council and state government, is responsible for housing
- Cultural change across the whole of the council is needed – more diversity
- Influence younger people to demonstrate – being in a community is valuable
- Attitude to housing – it's not real-estate it's a home



## CREATIVE SOLUTIONS

New Housing Models					
Location	Medium/Model	Messages/Goals	Activities	Target Group	Actors
Close to transport, shops, services. Extend tram line routes.	<p>Integrated multi-generational housing with common areas i.e. gardens</p> <p>Multigenerational housing idea proposed by City of Unley</p> <p>Require a percentage of apartments in new developments to have accessible features for ageing/disability</p> <p>All buildings should have appropriate accessibility</p> <p>Support services need to be available to keep people where they are instead of moving into Aged Care</p> <p>Affordability – many people pay more than half their income in rent and housing costs</p> <p>Age friendly design and bringing in services to communal living situations</p>	<p>Having strong voice increase awareness of needs</p> <p>Multi-generational – selling to younger people</p> <p>Eg. cheaper rent/ childcare</p> <p>Older (retired) people can help younger people with social needs and educational needs</p> <p>e.g. young people staying with parents</p> <p>Identifying benefits of sharing housing among generations is important – older adults looking after children</p> <p>Allow/encourage diversity</p>	<p>Creating groups to lobby change e.g. 'Newcastle Co-Housing'</p> <p>Identifying flexibility of requirements for buildings e.g. parking spaces and standards</p> <p>Cultural change in council</p> <p>Demonstration project – funding?</p> <p>Age-friendly design!</p> <p>Linking services into facility (for older people)</p> <p>Gardening is therapeutic</p> <p>Mobile or live-in caring supports/services e.g. student/younger person</p> <p>Service comes to you</p>	<p>Ageing, family members, community members seeking affordable and accessible options</p>	<p>Council and State Government legislators/planners</p> <p>Developers of new complexes</p> <p>Unley different to Newcastle</p> <p>Stakeholders includes everyone – Governments and developers need to work together</p> <p>We need cultural change – great City of Newcastle is supporting events like this, but does it apply to other areas of Council?</p> <p>We need a demonstration project – we need concrete examples, literally.</p>

### PRIORITY 3: Employment, education and community participation opportunities past age 50

- People make the mistake of retiring early then regret it but find it difficult to go back to work
- Forced to retire due to medical reasons
- People being made redundant
- Difficult to get back into work because of employers' attitudes towards older people
- Older people may lack confidence to put themselves forward
- Lack of training opportunities for older people
- Overqualified for jobs – too skilled and therefore overlooked – therefore knowledge is not utilised because no opportunity to share experience
- Find it difficult to compete with younger people
- Lack of opportunities that are accessible and affordable
- Older people need to change the perceptions or downgrade expectations about types of jobs like aged care
- Universal Basic Income to ensure reasonable financial security
- Need more opportunities to remain fit or regain fitness which is essential to keeping yourself in employment
- When people do stop working, in most cases, their social circle is also impacted – more severe for men – identity can be linked to employment
- People over 50 have life experience and could do the job – even if they don't have the specific degree
- Work shortage
- Geographical – relocation can be difficult
- Qualifications – special skills such as technical (computer) are needed, but some over 50s may find it difficult to retrain

#### BARRIERS

- Transport
- Cultural
- Cost
- Family
- Self-esteem – confidence to be able to put yourself forward for opportunities or tell people you are seeking employment
- Employers are looking for fancy degrees rather than experience
- Physical labour (employment) – harder when over 65
- Lower-income – expectation is that volunteering is what people over 50 should be doing
- It is difficult for women to obtain the correct training
- There is a training gap – more IT skill training should be available
- Work hours can be a barrier – some people may only be able to work a few hours a day
- Once you reach a certain age, you are invisible – John Ward mentioned he hears this often from women but not men – wonder if this is a specific gender problem
- Funding is not easily accessible for smaller businesses/service providers – paperwork is complicated, partners difficult to find
- Mental capital – a lot of people are expected to volunteer

## CREATIVE SOLUTIONS

Information/Communication Effective – Age-Friendly					
Locations	Medium/Model	Messaging/Goals	Activities/Barriers	Target Group	Actors
<p>Open to broader demographic</p> <ul style="list-style-type: none"> <li>- Bring activities into home</li> <li>- Multi-level community venue activity (run by community participants to include Café/Garden/Other - Pocket City Farm/Camperdown</li> <li>- \$\$ Day Care</li> <li>Community Garden – Stockton/Raymond Terrace/Foreshore</li> </ul> <p>As a hub – create community extended services</p> <p>Need to be local</p> <p>Integrated programs with local preschools/schools</p> <p>- Need a location where services could come to the people</p> <p>Libraries or community assets should be used as training hubs</p>	<p>Lake Macquarie – Over 55s.</p> <p>Education – U3A/UON/Tafe/EDX.</p> <p>Employment – problem/suitability/retraining/availability.</p> <p>Men's Sheds – broader demographic</p> <p>Employment &gt; Mentors &gt; Volunteer/Paid – Job share with Junior</p> <p>Camperdown community garden/café/after school care</p> <p>- Something that provides an income to the people that are running it</p> <p>More part-time opportunities are needed</p> <p>Income for people running services</p>	<p>Community Engagement</p> <p>Language changing ageism</p> <p>Info about abilities</p> <p>Risk/ fear</p> <p>Mental Capital – we are wasting mental capital – (older people volunteer)</p> <p>Bilateral communication – bringing younger people to provide skills to older people and vice versa</p> <p>Government support advertisement for providers like U3A to allow more people to know these types of services exist</p> <p>Easily accessible directory of all training organisations who specialise in retraining and working with people over 50</p>	<p>Transport</p> <p>Financial/co-paid – income support</p> <p>Bilateral learning (restrictions) Young &gt; Old/Young &lt; Old</p> <p>Use over 50s to train younger and less experienced workforce</p> <p>Retraining would be very valuable</p>		

## PRIORITY 4: Education, training and employment opportunities in the aged-care sector and other services

The meeting acknowledged the lack of an aged care workforce is a major issue affecting the viability aged care services, and severely limiting the timeliness and adequacy of care that can be provided for older people. Major issues concern the image of aged care work, including low pay, lack of career opportunities, and the need to compete with other occupations that may be more attractive. The workforce shortages arising from COVID lockdowns and reductions in overseas workforce has exacerbated the problem.

### CREATIVE SOLUTIONS

Information/Communication Effective – Age-Friendly					
Locations	Medium/Model	Messages/Goals	Activities/Barriers	Target Group	Actors
Home care	Opportunities for older workers				
Community care	Retraining	Formalising skills requirements	Pay rates		
Residential			Continuity of employment		
			Career paths		

## PRIORITY 5: Services for older people and how to access them (including, but not limited to, formal aged care)

- Acknowledge that this is a broad question and what brings meaning and value is different for everyone and different cohorts of ageing populations such as Aboriginal and Torres Strait Islander peoples
- Acknowledge that choice is largely what gives people meaning. Being able to decide what is important to you - Meaning varies with each individual
  - Noting that with ageing and mental health, people start to lose their ability to make their own choices, for example around driving and shopping
- We noted that one of the fastest growing cohorts facing socioeconomic disadvantage are older women entering retirement
  - They are isolated and some may have financial impediments (i.e. minimal superannuation)
  - Financial advisors specialising in aged care are important – there is often a lack of knowledge in this cohort of women, so education is really important in this regard
  - Many of these women feel safety is a key priority
  - There is a project being developed in QLD involving cluster housing for these women who have identified that safety is a number one concern
  - Need to make sure these women are able to continue doing what they're used to doing like going to the gym, exercising etc and these things need to be incorporated into future plans

### SYMPTOMS

- Failure to engage socially
- Having choice – being able to decide what is important for them
- Limited mobility
- Physical and mental health problems

### ROOT CAUSES

- Difficult to access common spaces such as friends' places and common spaces (such as the park) - Transport plays a part
  - Ability to safely move around the community
- Money could be an issue acting as a barrier to accessing services and activities
- IT is a huge issue – older people may not be interested in getting a laptop or computer. They may need to be assisted. There's lots of assumptions and issues with costs as well. Older people may never have used a mobile phone or have computer skills or know how to access services online.
- Loss of hearing and eyesight also plays a part
- Understanding and accessing technology – need alternatives not just smart phone/online e.g. Service NSW, Opal Card, Bus timetables, census, COVAX clinic
- Costs and affordability of technology e.g. iPhones + data + internet
- Inappropriate safety options for housing – nonflexible/understanding staff
- Wait times on phone enquiries such as M.A.C, Service NSW
- Automated phone options confusing in most services – hard to hear, too quick etc Confusion on Aged Care Packages/Service Providers – no consistency to information, as clear as mud
- Services not advertised heavily enough for seniors to access or not the correct communication avenues for seniors



- Changes to bus routes and timetables - isolated seniors to access services
- More senior places in areas that are accessibly easily
- Dr. Surgery's – getting complicated to access appointments due to online/text
  - Security on personal information/data confusing
- Seniors Booth/Hub (like tourist information) to assist with all services, entertainment, activities
- Joining all services such as Medicare/Centrelink – too hard and understaffed
- Men-friendly services
  - Men's health services
  - No designated place
  - 40% men anywhere in Australia are single - isolation
- Create places/more info
- Social awareness to understand the elderly better - public stigma/perception

## CREATIVE SOLUTIONS

SERVICES THAT MEET THE NEEDS OF OLDER PEOPLE					
Locations	Medium/Model	Messages/Goals	Activities	Target Group	Actors
<p>Living fully to the very end of life in their homes e.g. food, transport to appointment</p> <p>Challenge of getting new seniors / participation in programs, services due to Covid</p> <p>Good models already exist: E.g. Aged Well Newcastle (service coordination brokerage navigation)</p> <p>Need affordable spaces to gather, "localise"/smaller groups services to advocate + support immediate community.</p> <p>Communicating in a broad way to access services. How? Volunteers/community to assist, banks, Doctor's surgery's, shopping centres, notice boards, schools, advertising for carers and family members to communicate with loved ones.</p>	<p>Have a "range" of options to access services e.g. paper, online, in person</p> <p>Not one pathway to access services i.e. My Aged Care</p> <p>Consistent messaging: about a carers gateway, how to access services, that there are services e.g. self-retirees</p> <p>Don't see advertising of what's available – need notice boards</p> <p>Tech barriers significantly reducing independence</p> <p>IT/Tech costs for online</p> <p>Time limits/quotas for staff at Centrelink, Services NSW to give adequate time/services to those who ring up</p> <p>Don't wait to talk/thing about next steps e.g. down-sizing aged care, death etc.</p> <p>What's your plans A, B,C, D...</p>	<p>People) are not aware they are permitted to access government services</p> <p>Something similar to World Health campaign to force change</p> <p>Aged people are still voting for another 30 years.</p> <p>Make noise/creating awareness of needs of highly vulnerable when aged care package delays</p>	<p>Flexible + service support transport: portable vouchers for taxi, language/hearing support</p> <p>Flexible aged care packages</p> <p>Training of staff (Government provider &gt; Centrelink, My Services, NSW Services) to understand needs and available services. "Customer service" of aged customers + more staff/resources. Push advocacy by those who access that they want better service.</p> <p>Aggregation of small community groups into bigger groups</p>	<p>For Tech/IT start early e.g. 70/80 years old</p> <p>How do we enable support aged to all the above themselves, rather than do for themselves?</p>	<p>For expanding Brokerage</p> <p>Centrelink/Health/core agencies: to link into community to distribute info about services</p> <p>Libraries: central distribution point</p> <p>Brokerage services such as end-of-life doulas</p> <p>Have a support person/advocate to navigate services – outreach program.</p>

## 9. Where to from here?

Following on from the workshop, we aimed to identify a list of achievable short-term actions for 2022 and beyond. These actions were expressed as a maturation matrix showing tasks that are immediately actionable, those which could be achieved with some effort, and higher-level goals. To initiate these actions, City of Newcastle/HAA will also produce a partnership network analysis of existing and future partnerships to get things done; a plan to promote the HAA/NCC goals across the community; and a schedule to review the goals towards the end of 2022.

To identify the actions, workshop participants were invited to review a draft workshop report and to complete another Mentimeter Survey.

Please go to the [Mentimeter Survey \(link\)](#) and answer three questions:

1. Identify some Low Hanging Fruit - which is an activity or action that we could make happen right away with existing resource
2. Identify some Opportunities – which are activities or actions we could work towards
3. Identify some Wicked problems – which are difficulties that get in the way of what we want to achieve, but that we could solve if we put our minds to them.

You can submit multiple answers for each question

You have 250 characters for each answer

<https://www.menti.com/ssyejz3tdy>

The results of the Mentimeter survey are presented in Table 2.

**Table 3. Mentimeter survey responses regarding what participants thought helped community to feel supported and included.**

Priority	Immediate	Opportunity	Higher level goals
<b>Overcoming social isolation and creating connections</b>	Safe accessible transport	Three Ts: Toilets, transport, traffic	Prejudice, impatience, intolerance. Lack of Community Leadership in addressing issues (and actioning solutions)
	Safe accessible exercise classes	More regular and readily accessible public transport routes	Lack of funding as a result of lack of interest in the ageing population. Also, older citizens are not good protesters, and often do not have the Drive nor the opportunity to engage with the policy makers.
	Age friendly exercise options in parks	NCC to join consortium developed by HAA to expand exercise options for older people	Money is the foremost problem across the five
	Park picnics for older people in local area	Appropriate exercise equipment in parks	
	Shaded seats in public spaces	Ensure footpath in every street	
	Fashion parade in shopping centres		

	Identify meeting places	<p>More accessible community programs that include IT training, social activities for all ages and physical abilities</p> <p>Neighbourhood watch scheme</p> <p>Register of places for socialisation and safety on extreme heat days</p> <p>Plant trees in public places Provide people with appropriate trees to plant in their homes. Encourage planting on the verge</p> <p>Shaded seats in public places</p> <p>Opportunity to connect people with people, with social activities relevant to their interests, with appropriate housing relevant to their needs (current and future), with the know-how on how to communicate with government agencies</p>	<p>priorities. To be able to create an age friendly city will require a constant allocation of funds. Both state and federal need to ensure that our ageing population is looked after and made to feel worthy.</p>
<b>Affordable, age-friendly housing</b>	<p>Safe affordable housing. NCC to identify suitable sites and invite private funding program to link housing-insecure with older people requiring support.</p> <p>Council spending on safe, low-cost housing for older, single women, with lots of self-contained units, and common areas for socialising, gardening (veggie gardens), and child minding.</p>	<p>Demonstration of multigenerational housing – project grant</p> <p>More options for older housing close to social networks, transport, shops</p> <p>NCC to work with NewCoh and UoN to promote opportunities for cooperative housing</p> <p>Scheme for solar panels and batteries</p>	<p>Housing affordability</p> <p>Greater range of appropriate housing options, financially accessible to older people</p> <p>Social isolation, vulnerability on extreme heat days</p>

<b>Employment, education, and community participation opportunities past age 50</b>		Opportunities for volunteering and mentoring	Add culture – art, music, experience, and mix with safety
<b>Education, training and employment opportunities in the aged-care sector and other services.</b>	Education and training in aged-care NGOs. To work with TAFE to increase training options for residential and community care.	Education for older, fit people to train as carers or volunteers in the aged care sector	
<b>Services for older people and how to access them (including, but not limited to, formal aged care)</b>		HAA to look at access and program issues for HNELHD/HNECCPHN services  End of life options	Access to services System for assessing and managing dementia in the community Personalised system for providing information about ageing programs, aged care services, end-of-life care

## 10. Actions

A small executive consisting of two representatives of Hunter Ageing Alliance (John Ward and Julie Byles) and two representatives of the City of Newcastle (Susan Denholm and Simone Soeters) identified some achievable goals, based on all the input from the workshop and Mentimeter surveys.

**Table 3. Priority actions for 2022.**

<b>Priority</b>	<b>Immediate</b>	<b>Opportunity</b>	<b>Higher level goals</b>
<b>Overcoming social isolation and creating connections</b>	COVID beat the blues – connect with council and promote through the community  Library 2 you – promote to older people – Newspaper article – NEWCASTLE HERALD from Hunter Ageing Alliance/City of Newcastle  Dementia – carers Kay Pixel Newcastle Library	Add some love to the council’s age page – working group of citizens  Self-help modules for older people developed by HMRI  Tailored exercise programs for older people ala heart moves and active over 50s – led by John Ward, in partnership with Ron	Age friendly co-design in all community spaces and developments  Equity in social infrastructure  “Third space” that older people can feel they own

	<p>Volunteering – Newcastle City to collate and promote info</p> <p>Ecofit<sup>1</sup> – plan and app for outdoor gyms and park</p>	<p>Plotnikoff and Robyn Callister (UoN), Chronic disease, COTA, fitness Aus. Deb Moore. PHN HNE – City Of Newcastle</p> <p>Grants – cycleways movements</p>	
<b>Affordable, age-friendly housing</b>	<p>Design principles for older people</p> <p>Work with Hunter Community Alliance Agreement with NSW land and housing corporation to address social housing gap</p> <p>Meet with urban planners about housing options for older people</p> <p>Audit the adaptable housing principles and how they are applied – with urban planners and development team</p>	<p>Form advisory group and older person's housing reference group – further investigate housing preferences of seniors</p> <p>Intergenerational housing feasibility/demonstration project</p> <p>Work with developers and investors to encourage an older person's housing project</p> <p>Try City of Unley project to co-design more innovative and flexible housing options. This project focused on the redevelopment of existing housing stock, but allowing increased density with more dwellings per block, and using smart design principles that better cater to the needs of older individuals.</p>	<p>Intergenerational housing scheme</p> <p>Leveraging off the developer contribution 7.11 and 7.12</p> <p>Age friendly co-design</p>
<b>Employment, education, and community participation opportunities past age 50</b>	<p>Directory of groups – updating, promoting “my community” directory</p> <p>Community gardens – map for visiting and walking</p> <p>Project sheet for building your own, grants through social inclusion</p>	<p>Libraries - Digital inclusion, training, online awareness and safety, smart cities</p>	<p>Employment and advocacy for older workers (following model for younger people)</p>

<sup>1</sup> <https://www.newcastle.edu.au/newsroom/featured/outdoor-gym-study-aiming-to-give-the-masses-more-strength>

	Street library map, project kits (men's sheds)		
<b>Education, training and employment opportunities in the aged-care sector and other services.</b>	TBA	TBA	TBA
<b>Services for older people and how to access them (including, but not limited to, formal aged care)</b>	Mapping exercise for care services for people with dementia – with Hunter Dementia Alliance  Identify priority areas for social network analysis. In consultation with social planners.	Social network analysis - service providers across thematic areas  Aged care cafe	Coordination across aged care services – council of local services – trouble shooting, innovation, showcase, policy/advocacy - Seek funding - Services that meet the needs of older people

## 11. Partnerships

City of Newcastle and HAA will produce a partnership network analysis of existing and future partnerships to get things done, according to the action plan; a plan to promote the HAA/NCC goals across the community; and a schedule to review the goals towards the end of 2022.

## 12. Communiques

City of Newcastle and HAA will develop a media release identifying immediate resources, calling for inputs into reference groups, and promoting future plans.

## 13. Evaluation

City of Newcastle and HAA will meet in October 2022 to evaluate the progress on the actions in terms of:

- Ongoing relevance
- Progress

- Engagement of older people
- Barriers
- Emergent issues and opportunities