

STRATEGIC SERVICE PLAN

Ageing and Disability Inclusion Services

2023-2027

Council's Ageing and Disability Inclusion Service proactively supports older people and people with a disability to stay healthy and thrive as they age.

We do this by celebrating people's their differences, promoting safety, inclusion and respect, and enabling people to remain healthy and connected in the community.

Ageing and Disability Inclusion sub-services

The Ageing and Disability Inclusion strategic service currently consists of five sub-services: Ageing and Sector Support, Age-friendly Planning and Development, Community Services, Disability Access and Support and Service Access and Connection.

Sub service	Purpose	How this is achieved
Ageing and Sector Support	Help increase local Commonwealth Home Support Programme (CHSP) provider capabilities to improve quality of service.	- Provision of targeted training opportunities to aged care service providers to develop workforce capabilities. - Facilitate partnerships with aged care services that support the new in-home support model. - Planning and delivery of the CHSP Network and newsletter.
Age-friendly Planning and Development	Facilitates the development and implementation of actions from Council's Living and Ageing Well Action Plan 2023-25.	- Support Casey to become a more age-friendly community. - Support the Living and Ageing Well council and community reference groups. - Delivery of Ageing Positively initiatives including the Ageing Positive Festival and newsletter.
Community Services	Provides targeted programs that enhance access to meal and transport options, as well as allied health services that focus on supporting healthy and connected lives.	- Provision of transport programs including volunteer transport to medical and social appointments, community bus hire and Connect-a-Bus. - In-home delivery of meals by volunteers. - Community grants to support older people to access meals in social settings. - Supporting older people through allied health brokerage arrangements.
Disability Access and Support	Removes barriers and promotes inclusion and participation in the community for people with a disability.	- Delivery of initiatives from the Disability Action Plan. - Partnering with Southern Disability Advocacy (SDA). - Actively advocating for people with a disability.
Service Access and Connection	Working with individuals to identify their social and health needs, as well as any accessibility issues.	- Assisting people to navigating the aged and disability service systems. - Developing support plans and providing practical support. - Advocacy to other organisations to address access barriers.

Ageing and Disability Inclusion Strategic Service Goals

Goal 1: We use local data, research and lived experience to guide our decisions and measure our success.

- Develop the Safety Net program for vulnerable ageing residents.
- Deliver comprehensive age-friendly training for Councillors and staff at all levels, focusing on building understanding and capacity in cultural awareness, inclusive practice/language, and addressing unconscious bias.
- Working collaboratively across Council departments, and in consultation with older people, on inclusive facility planning and programming.

Goal 2: We are accessible and respond to people’s diverse needs and interests, including those experiencing vulnerability.

- Address and reduce the impacts of ageism and cultural discrimination within sporting clubs, community groups, and services through research-informed partnerships.
- Facilitate partnerships, implement education initiatives, and develop prevention programs to increase knowledge and understanding of healthy ageing among older people.
- Collaborate with internal stakeholders to enhance the accessibility of Council's website, communication channels, and engagement platforms.
- Enhance climate resilience and community preparedness specifically tailored for older, vulnerable, and isolated individuals.

Goal 3: We respond to the changing environment through advocacy and leadership that builds capacity and empowers communities.

- Gather data to empower internal and external stakeholders to advocate for local housing needs.
- Review Council's Accessible Transport Program with key internal and external stakeholders.
- Develop and execute the Disability Confident Employer Program.

Goal 4: We collaborate with internal and external partners and community to strengthen our collective impact and reduce duplication.

- Develop tools and resources to ensure a lifespan approach is embedded in facility planning and programming.
- Help build the capacity of local community leaders to cook culturally appropriate meals.

Goal 5: We celebrate people's strengths and experiences, supporting civic and social participation.

- Create safe, accessible transport infrastructure (such as footpaths) and implement initiatives that promote the independence and connectivity of older people within the community.

Goal 6: We take a lifespan approach that recognises everyone has access to the infrastructure they need to live and age well.

- Establish and strengthen partnerships to deliver a diverse range of accessible and inclusive social and educational programs, activities, and events tailored to the diverse interests of older people.