



## AGEING IN PLACE

HOW CITY WEST HOUSING WILL SUPPORT  
OUR OLDER RESIDENTS TO CONTINUE  
LIVING IN THEIR HOMES



# INTRODUCTION

## THE AGEING IN PLACE STRATEGY IS A DYNAMIC AND ADAPTIVE FRAMEWORK, EMBODYING OUR COMMITMENT TO SUPPORTING THE EVOLVING NEEDS OF OUR OLDER RESIDENTS



Australia is ranked third in the world for life expectancy<sup>1</sup>. However, like other countries, Australia is also facing the challenges of an ageing population caused by longer life expectancy and declining birth rates. According to the Australian Bureau of Statistics, about 16% of the Australian population is aged 65 or over, a number expected to rise to 21%-23% by 2066.

Within this age group, one in three Australians come from culturally and linguistically diverse (CALD) backgrounds. It is important to note that most older Australians prefer living independently in their homes, with 99% of those aged 65-74 wishing to do so. This percentage decreases slightly to 75% for those aged 85 and above<sup>2</sup>.

By 2041, the number of people over 55 living in the City of Sydney LGA is projected to increase by over 30,000<sup>3</sup>. As the population continues to age, growing demands will be placed on the retirement and aged care sectors.

At City West Housing, 22% of our residents are aged 65 and above. We play an important role by providing homes and fostering communities that meet both the physical and emotional needs of our older residents as they age.

Our Supported Housing Strategy outlines this commitment and foreshadows the development and implementation of this Ageing in Place Strategy, informed by the voices of our residents.

The Ageing in Place Strategy is a dynamic and adaptive framework, embodying our commitment to supporting the evolving needs of our older residents.

Through proactive measures, continuous consultation, and collaboration with appropriate stakeholders, City West Housing aims to create an environment where ageing residents can thrive and maintain their independence and quality of life in the comfort and security of their own homes.

1. Australian Bureau of Statistics. (2019-2021). Life tables. ABS. <https://www.abs.gov.au/statistics/people/population/life-tables/latest-release>

2. Australian Institute of Health and Welfare. (2023). Older Australians. Retrieved from <https://www.aihw.gov.au/reports/older-people/older-australians>

3. Australian Bureau of Statistics. (2017-base---2066). Population Projections, Australia. ABS. <https://www.abs.gov.au/statistics/people/population/population-projections-australia/latest-release>.



# OBJECTIVES

Through a consultative process, City West Housing and our older residents<sup>4</sup> have identified the following three key objectives for the Ageing in Place Strategy:

## 1. A RESIDENT-CENTRIC APPROACH

- a. We will develop and implement housing solutions that cater to the changing physical needs of our ageing residents.
- b. We will conduct regular assessments to ensure that the homes we provide meet the needs of our ageing residents.

## 2. COMMUNITY INTEGRATION

- a. We will facilitate initiatives to strengthen the connection between older residents and their local communities.
- b. We will develop programs that consider the changing mobility and interaction capabilities of older residents, fostering a sense of belonging and social engagement.

## 3. LEARNING AND COMMUNITY INVOLVEMENT

- a. We will establish channels for older residents to actively participate in learning opportunities and community activities.
- b. We will collaborate with local educational institutions and community organisations to provide accessible and tailored programs for our older residents.



4. To define “older residents”, City West Housing uses the Australian Institute of Health and Welfare definition of 50 and above for Aboriginal and Torres Strait Islander people and 65 and above for all other residents.

# DESIGN AND IMPLEMENTATION

The development and ongoing implementation of the Ageing in Place Strategy involves the following three elements:

## 1. COMPREHENSIVE RESEARCH AND ASSESSMENT

We have undertaken a series of focus groups with older residents to understand:

- a. How our older residents view their current home and its impacts on them as day-to-day tasks become physically harder to undertake.
- b. How older residents connect to their local communities as their mobility and ability to engage changes.
- c. How older residents access learning and community service activities in their communities.

## 2. DESIGNING OR FACILITATING ACCESS TO TAILORED SUPPORT INITIATIVES

The key initiatives overleaf aim to address the physical, emotional, and social needs of older residents. Where possible, City West Housing will collaborate with residents and their families, healthcare providers, social workers, and community organisations to offer a holistic support system.

## 3. REGULAR CONSULTATION

As part of the focus groups, City West Housing has committed to establishing ongoing channels of communication with our older residents, including an Ageing in Place working group. We will adapt and refine the Ageing in Place Strategy based on feedback and the changing needs of our residents.

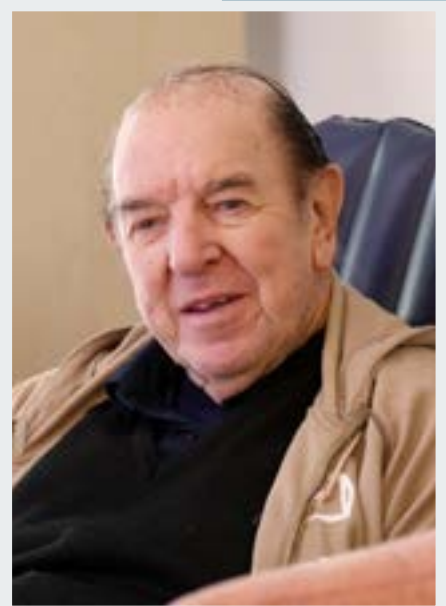
# MEASURING IMPACT

## CITY WEST HOUSING WILL MEASURE PROGRESS TOWARDS THE AGEING IN PLACE STRATEGY OBJECTIVES BY:

1. Tracking and reporting on the average length of tenure of our older residents.
2. Implementing measures to address factors contributing to poor tenancy exits by our older residents.
3. Monitoring participation levels in community events and initiatives among older residents.
4. Evaluating the effectiveness of programs designed to enhance social inclusion.
5. Assessing take-up by older residents of learning opportunities.
6. Adjusting and expanding programs based on participation trends.

# KEY INITIATIVES

AIM	ACTIONS	MEASURE
<b>Increase the knowledge and skills of our housing managers</b>	Organise training sessions for our Housing Managers on a range of issues that affect older tenants.	Appropriate training occurs. Housing Managers self-report on competency before and after training.
<b>Use technology to reduce isolation and improve liveability</b>	<ul style="list-style-type: none"> <li>▪ Trial assistive technology pilot</li> <li>▪ Run technology classes for older residents.</li> </ul>	<p>Number of participants still using technology at end of pilot.</p> <p>Number of participants enrolled in program.</p>
<b>Help older tenants to minimise risk and increase safety in the home</b>	<ul style="list-style-type: none"> <li>▪ Create a seniors information pack with useful resources available in both hard and soft copy</li> <li>▪ Create a seniors' resource page on our website where this information is easily accessible.</li> </ul>	<p>A sample of older residents self-reporting on the usefulness of resources.</p> <p>Number of webpage hits.</p>
<b>Accessible version of the modifications and alterations policy</b>	<ul style="list-style-type: none"> <li>▪ Simplify the disability modifications and alterations policy and make it available on the website</li> <li>▪ Include a clause in the disability modifications policy to allow for a streamlined process for the installation of handrails and other minor modifications</li> <li>▪ Translate into key community languages.</li> </ul>	Number of older residents enquiring/requesting disability modifications and alterations.
<b>Appropriate allocations</b>	<ul style="list-style-type: none"> <li>▪ Ensure accurate and complete information is kept on apartment components (including modifications and alterations)</li> <li>▪ Consider existing modifications in vacant properties to ensure optimal allocation outcomes for older applicants.</li> </ul>	<p>Capture information about existing modifications and alterations during routine home surveys.</p> <p>Within the first six weeks of moving in, percentage of older residents who report satisfaction with their new home.</p>
<b>Ongoing consultation with older residents</b>	<ul style="list-style-type: none"> <li>▪ Hold two Ageing in Place Working Group meetings a year</li> <li>▪ Include a senior's section in the quarterly CWH Connect newsletter.</li> </ul>	Number of older residents attending AIP meetings.
<b>Reduce isolation</b>	<ul style="list-style-type: none"> <li>▪ Set up a program where residents can call up older residents/residents in need of a chat. (Neighbourly Natter)</li> <li>▪ Purchase tickets to social events (such as the NSW senior's festival) and distribute to older residents.</li> </ul>	<p>Number of older residents signed up and engaged with the program.</p> <p>Number of older residents interested in tickets.</p>
<b>Celebrate our older residents</b>	<ul style="list-style-type: none"> <li>▪ Randomly select an older person each year to receive flowers on their birthday.</li> </ul>	One older tenant receives flowers during the year.



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