



# **Positive Ageing Strategy**

Summary  
2023 to 2028

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# 1. Introduction

Across Co-operative and Direct Managed tenancies, there are a significant number of older residents. The proportion of older to younger residents will increase over the coming years. The *Positive Ageing Action Plan* (the Plan) is intended to consider CENSW's and Co-operative's role in making the experience of Ageing in our properties and communities, positive, safe, and sustainable.

## 2. Actions

### Action Areas

A positive and safe ageing experience for residents requires a holistic approach. CENSW has developed four action areas of focus to ensure a comprehensive plan. The four areas are:

#### *Fitting Housing to Needs*

Under this area we responded to:

- The demands on existing properties as residents age at home. Specifically, property upgrade requirements as resident's physical ability is impacted by ageing.
- CENSW and Co-operative opportunities, challenges, and obligations in responding to these.

#### *Partnering for Health and Wellbeing*

In this area we considered:

- Health and wellbeing opportunities and obstacles relating to ageing at home.
- The scope of our role in sustaining and improving tenant health and well-being outcomes.
- Linking residents with specialist services to meet their needs as they age.

#### *Strengthening Connections*

Under this area we responded to:

- The social impact of ageing; how it applies particularly to Co-operatives and tenants (such as social opportunity and social isolation).
- Social measures that need to be put in place (such as how we support connection – physical and digital).
- Enabling/encouraging Co-operatives and tenants in initiating social activities which support positive ageing.

#### *Sustaining Co-operatives and Tenancies*

Under this area we responded to:

- Policies and procedures required to ensure consistent, efficient, and transparent decision making.
- Service provision commitments to be formalised and resourcing impacts.
- Training and capacity building CENSW can offer Staff and Co-operatives to continue to sustain older Co-operative members' involvement and tenancies.

## Action Allocation

The goal output for this plan was to develop clear and deliverable actions. Actions have been drawn from co-op input (Co-operative Forum 2021), interdisciplinary staff involvement and industry best practice. Each Action has been assessed for feasibility and resourcing, allocated a lead responsible for delivery and assigned a target timeframe (short, medium or long term).

## Action Lead Allocation

Each action is either given a lead allocation (CENSW staff member to lead) or is identified as a collaborative project for CENSW and co-ops to deliver in partnership. A table of abbreviations of staff titles used in the plan is included below for reference.

## Position Title Abbreviations

Abbreviation	Role title
CDM	Co-operative Development Manager
CO	Communications Officer
Co-ops	Housing Co-operatives
CSM	Client Services Manager
DM	Direct Managed Properties
MCS	Corporate Services Manager
PAWG	Positive Ageing Working group
PCG	Project Control Group
PM	Property Manager
SPL	Strategic Projects Lead

## Collaboration Type

A final round of co-op consultation was held at the 2023 Co-op Forum (Forum) along with a Co-op survey (survey) following the forum. Participants were asked to vote on how they would like to move forward on the identified collaborative projects scaled from no involvement to active involvement. Participant responses have informed the type of collaboration between CENSW and co-ops that will be used to move forward on these actions. Actions and participant responses are included as an attachment (see attachment 2) for reference.

## Timeframe Definitions

Term	
Short	1 to 2 years
Medium	3 to 4 years
Long	5 years +

## Action Timeframe Allocations

Participants at the Forum and in the survey were asked to vote on their priorities for the draft actions. The action timeframes in the tables below have been allocated in accordance with priority order as voted by participants. A list of actions and the corresponding number of votes is included as an attachment (see attachment 1).

## Short Term Actions

As the summary document the action tables that follow include the short-term actions only. A full list of actions (short to long-term) can be found in the 'Positive Aging Action Plan' (full document).

# 3. Plan Governance and Reporting

## Business Plan Reporting

Actions developed under the Positive Ageing Action Plan will be included in each year's Business Plan (in accordance with the action's timeframe allocation). The Business Plan is reported on quarterly to the Board. Progress on delivering actions identified in the Plan will be reported to the board as part of broader business plan reporting. Actions will be tracked as being on track, delayed or completed. Delayed items will be flagged early and monitored to completion.

## Plan Review Period

A Plan review period of 2 years will be set. This will allow opportunity to evaluate deliverables and reprioritise where necessary. Changes over a two-year period may also mean that new actions are identified and included in the plan or redundant items (if any) removed.

## 4. Action Tables – Short-term Actions

### Fitting Housing to Needs

	Action	Lead	Co-operatives/ DMs	Timeframe	Status	Resourcing
<b>1</b>	<b><i>Property assessments to support positive ageing at home</i></b>					
1.1	Document a clear process for: assessing home modification needs resulting from permanent mobility changes.	CDM / CO	Both	Short term	Started	General service delivery
1.2	Develop and promote a fact sheet outlining process for assessing home modification needs.	CDM / CO	Both	Short term	Started	
<b>2</b>	<b><i>Property upgrades to support positive ageing at home (accessibility and mobility)</i></b>					
2.1	Efficiently and effectively respond to OT recommendations - meeting resident needs and LAHC guidelines:  - develop a clear process for resolving or escalating modifications and clear response timeframes ( <i>standard modifications</i> )  - Develop a specific <i>specialised/complex modification policy</i> (chairlifts, hoists etc)	PM	Both	Short term		Capital expenditure: Property maintenance budget - Disability Modification budget line (existing). Plan for budget increase/escalating costs as proportion of older tenants increases.  Potentially, individual my age care claim.

2.2	<p>Develop an approach to improving external common areas to improve access and safety for older residents:</p> <ul style="list-style-type: none"> <li>- pedestrian access and mobility in common areas (internal and external).</li> <li>- Include security modifications (e.g. lights, secure fences and gates)</li> </ul> <p>Include as priority in annual <i>Schedule 3</i> property maintenance planning.</p>	PM	Both	Short term		Capital expenditure item in Schedule 3 budget
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## Strengthening Connections

Action Item		Lead	Co-operative/DM	Timeframe (Term)	Status	Resourcing
<b>1</b>	<b><i>Strengthen engagement and collaboration with older tenants</i></b>					
1.1	Establish Positive Ageing Working Group	CO/CDM	Both	Short		Will need additional resource to establish, co-ordinate and follow through on actions

## Sustaining Co-operatives and Tenancies

Action	Lead	Co-operative/DM	Timeframe	Status	Resourcing	
<b>1</b>	<b>Ensure relevant CENSW governance documents are aligned with the actions and outcomes of the PAAP</b>					
1.1	Disability Modifications Policy - Update to align with actions and direction set in Positive Ageing Action Plan and sector input (Forum, Survey and PAWG)	PAWG (CO) CSM / PM	both	Short		BUA
1.2	'CCA inclusions' -Consider developing service level agreement schedule tailorable to specific co-operative capacity and needs.  -consider any other inclusions resulting from the PAAP. Eg. reallocation; property modifications etc.	SPL CSM/CDM	Co-operatives	Short	Started	BAU Monitor to see if it does result in additional workload and impact on staffing.



