

# ACT Strategic Plan for Positive Ageing 2010-2014

*Towards an  
Age-Friendly  
City*



## **Ministerial Foreword**

The ACT has one of the fastest-growing populations of people aged 60 years and over in Australia. This is expected to grow from 15.8% in 2010 to 19.6% by 2020, and to 22% by 2030. As a Government we recognise and value our older citizens and their contribution to our community, and are now putting in place mechanisms to make Canberra a more age-friendly city.

The Government sought comment in March and April 2009 on what the community believed to be the main issues for seniors and people approaching retirement. We then held further consultations during August and September 2009 on a Draft Strategic Plan for Positive Ageing. I am very grateful for this community feedback and I believe that the development of a strategic plan is a significant step in the development of a coordinated approach across Government, community and business sectors, in the support of positive ageing for Canberrans. The plan aims to create a city where older people are respected, valued and supported to actively participate in, and contribute to, their community.

The Strategic Plan has been developed in partnership with the ACT Ministerial Advisory Council on Ageing, within a framework of social inclusion, and it encompasses the United Nations Principles for Older Persons: independence, participation, care, self-fulfilment and dignity. It also takes account of the World Health Organisation's guidelines for an Age-Friendly City.

While ageing is often perceived as a negative process, with older people being portrayed as frail and dependent, the reality is that ageing is about maturity, and seniors are vital to our community as workers, volunteers, neighbours, friends, parents and grandparents. Our elders are an invaluable source of knowledge and wisdom to be shared with family, workplaces and the community.

Ageing is part of the life process and we each need to plan for our later years by maintaining health and fitness, preparing for retirement from the paid workforce, and establishing and maintaining social connections and activities. This plan is therefore aimed at not only seniors, but the ACT community as a whole.

I thank all of those who contributed to the development of this Plan, and especially the Ministerial Advisory Council on Ageing for their input and their active assistance with the consultation process.

I commend the Strategic Plan for Positive Ageing 2010-2014 to you and I look forward to Canberra being recognised as an age-friendly city and a model to others.

Joy Burch MLA  
Minister for Ageing

## **Strategic Plan for Positive Ageing 2010-2014**

### **Vision**

Canberra will be an age-friendly city that optimises the quality of life of its citizens through opportunities for health, participation and security as we age.

### **Information & Communication**

People in the ACT easily access information about healthy living, retirement planning, support services and products, entitlements, and community groups and clubs.

### **Health and Wellbeing**

People in the ACT maintain their health and wellbeing across their lifespan to allow them to age positively and to actively participate in their community as they get older.

### **Respect, Valuing and Safety**

Seniors feel respected and valued and experience the ACT as a safe place to live and visit.

### **Housing and Accommodation**

ACT seniors access appropriate and affordable housing.

### **Support Services**

Seniors use appropriate and accessible support services to assist them to maintain active and relatively independent lives.

### **Transport and Mobility**

Seniors easily move around in their community through personal, community and public transport, and walkways.

### **Work and Retirement**

People plan for their retirement and, once retired, continue to actively participate in our community through paid and unpaid work, and through educational and recreational activities.

## **Introduction**

*The ACT Strategic Plan for Positive Ageing* has been developed in partnership with the ACT Ministerial Advisory Council on Ageing with a focus on the following key principles:

- Social inclusion, participation and self-fulfilment;
- Respect and valuing;
- Support, independence and dignity;
- Partnerships; and
- Consultation.

This is a five year plan for 2010-2014, and includes an Implementation Plan that identifies actions for the initial reporting period to June 2011 and is intended to set the foundation for the next steps across government and with businesses and our community partners.

A significant generational shift is occurring - the ACT has one of the fastest growing populations of people aged 60 years and over in Australia. It is expected that the percentage of the ACT population aged 60 years and over will grow from 15.8% in 2010 to 19.6% by 2020, and to 22% by 2030.

The increased trend in people reaching older age and the longer life expectancy of the population have emphasised the need for the ACT to develop this Strategic Plan to address the future needs of our ageing population.

## **The Vision**

The vision of the *ACT Strategic Plan for Positive Ageing 2010-14* is for Canberra to be an age-friendly city.

An age-friendly city encourages active ageing. It provides opportunities for people to increase their quality of life as they age, and ensures that organisations are accessible to older people and provide services to meet their needs. Accordingly, this Plan is focused on creating an age-friendly environment to meet the lifestyle choices, attitudes and expectations of the individuals who make up the current and emerging older generations.

## **What is Positive Ageing?**

Each person's ageing is influenced by many factors including socio-economic circumstances, life experience, gender, cultural background, education and general health. Positive ageing is about having a good quality of life through social relationships, a healthy lifestyle and by feeling welcomed in the community. Positive ageing is about individuals, the community, businesses and governments valuing the experience of older people and providing them with opportunities to continue to contribute. It is also about seniors remaining involved, caring for themselves and each other and embracing this stage of their lives.

## **Priorities and Goals**

Community consultation identified seven strategic themes as essential components of positive ageing for ACT residents. While the ACT Government is committed to all seven strategic priorities, it cannot meet the challenges alone. Community organisations, businesses, individuals and the Commonwealth Government also have important roles.

### Priority 1 – Information and Communication

**Our Goal:** People in the ACT easily access information about healthy living, retirement planning, support services and products, entitlements, and community groups and clubs.

The need for better coordinated information and communication emerged as the most important issue for older people. Seniors considered it difficult to find information about services, suggesting that a single point of access is required.

Information for seniors needs to be available in a range of formats as the older age spectrum covers a number of generations, many of whom are not well-versed in the use of current technology. The ACT Government recognises that providing accessible, relevant and accurate information is essential for older people and will implement a range of measures to improve this. It will also assist seniors who wish to increase their technological skills.

### Priority 2 - Health and Wellbeing

**Our Goal:** People in the ACT maintain their health and wellbeing across their lifespan to allow them to age positively and to actively participate in their community as they get older.

As people age, their health and wellbeing can determine the extent to which they can remain active and connected with their community. It may also have a profound effect on their general sense of happiness and contentment with life. Improving the health and wellbeing of seniors starts with education and promotion of healthy lifestyle choices. It also relies on providing opportunities for people to remain active throughout their lives and on developing strategies to reduce social isolation and improve access to social networks.

### Priority 3 - Respect, Valuing and Safety

**Our Goal:** Seniors feel respected and valued and experience the ACT as a safe place to live and visit.

Many seniors feel that they are not respected for their knowledge and skills and for their past and current contributions to the community. Valuing older people as an important community group will lead to them being respected and acknowledged as ‘elders’.

Many older people feel concerned about being home alone and about catching public transport or participating in activities after dark. Seniors consider that being respected and valued will assist them to feel safer in their community.

As safety is broader than simply 'feeling safe', aspects relating to physical, emotional and financial safety have been incorporated in the actions developed to meet this priority.

#### Priority 4 - Housing and Accommodation

**Our Goal:** ACT seniors access appropriate and affordable housing.

Accommodation needs and circumstances may change as people grow older. Home owners on fixed incomes may struggle with the costs of upkeep, and those who rent may have difficulty affording increasing rental costs. Other seniors may need to modify their homes or move to more suitable accommodation.

The ACT Government recognises the need for innovative accommodation choices for older Canberrans and strives to ensure that land release, planning requirements, concession programs and public and community housing options support the needs of this group.

#### Priority 5 - Support Services

**Our Goal:** Seniors use appropriate and accessible support services to assist them to maintain active and relatively independent lives.

As people grow older, additional services may be required to assist them to remain active and to continue to live independently. Many seniors also wish to support other members of the community through volunteering. Caring for each other and welcoming young volunteers to work with older community members promotes inter-generational harmony and reduces the risk of social isolation.

There are many support services for older people provided by community and government agencies. Innovative, sustainable and community-based approaches are required to increase access to support services and extend them beyond the traditionally accepted forms. This may include such things as pet care, home maintenance, shopping assistance, garden care, financial advice and ad hoc tasks. Both the business and community sectors will be encouraged to consider how they might contribute to this priority.

#### Priority 6 - Transport and Mobility

**Our Goal:** Seniors easily move around in their community through personal, community and public transport, and walkways.

Access to safe, flexible and accessible transport options is a key factor in older people's ability to remain independent and to actively participate in their community. One of the most common causes of social isolation is limited access to transport. Older people who have always relied on their own car for transport experience a loss of independence when they are no longer able to drive or when the cost of running a car is too high.

Improving footpaths and cycle paths are part of an integrated transport strategy for ACT Government. Seniors have indicated that well maintained community pathways are important to them, as is courtesy and consideration from other users, such as cyclists.

## Priority 7 - Work and Retirement

**Our Goal:** People plan for their retirement and, once retired, continue to actively participate in our community through paid and unpaid work, and through educational and recreational activities.

Retiring from the workforce can be a difficult time for many. It requires planning, advice and support to ensure that it is a positive experience. Retirement can be an opportunity to use skills and knowledge in a volunteer capacity as well as participating in leisure, social and physical activities. Access to flexible employment options, training and learning opportunities and information about community activities encourages continued participation of seniors in the workforce and community life.

### **How was the Strategic Plan developed?**

To guide the work in developing Canberra as a more age-friendly city, the ACT Government has used the feedback from ACT community consultations during 2009 and the World Health Organisation's (WHO) *Global Age-Friendly Cities Guide*.

WHO developed a checklist of features, considered to be essential in an age-friendly city, which were identified through consultations in 33 cities across 22 countries, including Melbourne, Victoria, and Melville, Western Australia.

The WHO checklist has been realigned to the seven priority areas of this Strategic Plan. It is intended to use the checklist to establish what older people in the ACT consider are the city's current strengths and areas for improvement, and to reassess these during the term of the Plan. It is recognised that, while the ACT already meets many of the items on the checklist, it could take several years before Canberra can achieve all the features of an age-friendly city.

### **Who is this Strategic Plan intended for?**

This Strategic Plan is intended to be for the whole Canberra community. Planning for retirement, and the maintenance of financial, health and social wellbeing in later life, must start long before people reach a designated age.

The consultation for this Plan has shown us that the language that people use to refer to themselves as they get older is an individual preference. Whether you think of yourself as a senior, an older person or an elder, or don't identify with any of these categories, this Plan is for you.

### **How will this Strategic Plan be implemented?**

Specific actions have been identified in the Implementation Plan against the seven strategic priority areas for the first reporting period to June 2011. Identified lead agencies will develop, implement and report against their actions in consultation with the community and business sectors.

### **How will this Strategic Plan be measured and reported?**

Performance indicators in the Implementation Plan will form the basis for assessing progress. An initial task will be to establish a baseline of information against which to measure progress.

For the WHO Checklist to be effective, older people must continue to be involved in assessing Canberra's strengths by describing how the checklist of features matches their experiences. The community has a role in suggesting changes and in implementing and monitoring improvements.

An assessment of progress against the Age-Friendly City Checklist will be used to develop actions beyond the initial reporting period. An updated Implementation Plan, identifying future actions under this Strategic Plan, will be developed during 2011.

Agencies will report against relevant Implementation Plan actions in their Annual Reports as part of normal business reporting. The Ministerial Advisory Council on Ageing will use these ACT Government Annual Reports to produce progress reports for the Minister for Ageing.

### **Contact**

Copies of this Strategic Plan can be downloaded at:  
<http://www.dhcs.act.gov.au/wac/ageing>

Your comments and enquiries on the Plan can be directed to the Policy Officer at the ACT Office for Ageing:

Email: [communitypolicy@act.gov.au](mailto:communitypolicy@act.gov.au)

Phone: (02) 6205 0749

Post: ACT Office for Ageing  
Department of Disability, Housing and Community Services  
GPO Box 158  
Canberra ACT 2601

### **Accessibility**

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

- If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format - such as large print or audio - please telephone (02) 6205 0619.
- If English is not your first language and you require the Translating and Interpreting Service - please telephone 131 450.
- If you are deaf or hearing impaired and require the TTY typewriter service - please telephone (02) 6205 0888.

## **WHO Age-Friendly Cities Checklist of Essential Features** - mapped against the Priorities of the ACT Strategic Plan for Positive Ageing 2010-2014

### **Information and Communication**

- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
- A basic, effective communication system reaches community residents of all ages.
- Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.
- Regular information and broadcasts of interest to older people are offered.
- Oral communication accessible to older people is promoted.
- People at risk of social isolation get one-to-one information from trusted individuals.
- Public and commercial services provide friendly, person-to-person service on request.
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.
- Print and spoken communication uses simple, familiar words in short, straightforward sentences.
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.
- Clear and accessible information is provided about health and social services for older people.

## **Health & Wellbeing**

- ❑ Public areas are clean and pleasant.
- ❑ Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- ❑ Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
- ❑ Events are held at times convenient for older people.
- ❑ Activities and events can be attended alone or with a companion.
- ❑ Activities and attractions are affordable, with no hidden or additional participation costs.
- ❑ A wide variety of activities is offered to appeal to a diverse population of older people.
- ❑ Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
- ❑ There is consistent outreach to include people at risk of social isolation.

- ❑ Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
- ❑ Older people are specifically included in community activities for “families”.
- ❑ An adequate range of health services is offered for promoting, maintaining and restoring health.
- ❑ Health service facilities are safely constructed and fully accessible.
- ❑ Delivery of services is coordinated and administratively simple.
- ❑ All staff are respectful, helpful and trained to serve older people.
- ❑ Economic barriers impeding access to health services are minimized.

## **Respect, Valuing and Safety**

- ❑ Outdoor safety is promoted by good street lighting, police patrols and community education.
- ❑ Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.

- ❑ Services and products to suit varying needs and preferences are provided by public and commercial services.
- ❑ Service staff are courteous and helpful.
- ❑ Older people are visible in the media, and are depicted positively and without stereotyping.
- ❑ Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.
- ❑ Older people are recognized by the community for their past as well as their present contributions.
- ❑ Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.
- ❑ Community emergency planning takes into account the vulnerabilities and capacities of older people.

### **Support Services**

- ❑ Special customer service arrangements are provided, such as separate queues or service counters for older people.
- ❑ Older people who are less well-off have good access to public, voluntary and private services.
- ❑ Home care services include health and personal care and housekeeping.
- ❑ Community service facilities are safely constructed and fully accessible.
- ❑ Delivery of services is coordinated and administratively simple.
- ❑ All staff are respectful, helpful and trained to serve older people.
- ❑ Economic barriers impeding access to health and community support services are minimized.
- ❑ There are sufficient and accessible burial sites.

## **Housing and Accommodation**

- ❑ Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
- ❑ Sufficient and affordable home maintenance and support services are available.
- ❑ Housing is well-constructed and provides safe and comfortable shelter from the weather.
- ❑ Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
- ❑ Home modification options and supplies are available and affordable, and providers understand the needs of older people.
- ❑ Public and commercial rental housing is clean, well-maintained and safe.
- ❑ Sufficient and affordable housing for frail older people and older people with a disability, with appropriate services, is provided locally.
- ❑ Residential care facilities and designated older people's housing are located close to services and the rest of the community.

## **Transport and Mobility**

- ❑ Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- ❑ Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- ❑ Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- ❑ Drivers give way to pedestrians at intersections and pedestrian crossings.
- ❑ Cycle paths are separate from pavements and other pedestrian walkways.
- ❑ Services are situated together and are accessible.
- ❑ Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
- ❑ Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.
- ❑ Public transportation costs are consistent, clearly displayed and affordable.

- ❑ Public transportation is reliable and frequent, including at night and on weekends and holidays.
- ❑ All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.
- ❑ Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.
- ❑ Specialized transportation is available for people with a disability.
- ❑ Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.
- ❑ Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.
- ❑ Complete and accessible information is provided to users about routes, schedules and special needs facilities.
- ❑ A voluntary transport service is available where public transportation is too limited.
- ❑ Taxis are accessible and affordable, and drivers are courteous and helpful.
- ❑ Roads are well-maintained, with covered drains and good lighting.
- ❑ Traffic flow is well-regulated.
- ❑ Roadways are free of obstructions that block drivers' vision.
- ❑ Traffic signs and intersections are visible and well-placed.
- ❑ Driver education and refresher courses are promoted for all drivers.
- ❑ Parking and drop-off areas are safe, sufficient in number and conveniently located.
- ❑ Priority parking and drop-off spots for people with special needs are available and respected.
- ❑ Health and social services are conveniently located and accessible by all means of transport.

### **Work and Retirement**

- ❑ A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
- ❑ The qualities of older employees are well promoted.

- ❑ A range of flexible and appropriately paid opportunities for older people to work is promoted.
- ❑ Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
- ❑ Workplaces are adapted to meet the needs of people with a disability.
- ❑ Self-employment options for older people are promoted and supported.
- ❑ Training in post-retirement options is provided for older workers.
- ❑ Voluntary services by people of all ages are encouraged and supported.

# **ACT Strategic Plan for Positive Ageing 2010-2014**

**- Towards an Age-Friendly City**

## **Implementation Plan**



# Strategic Priority 1 – *Information and Communication*

## **Our Goal:**

People in the ACT easily access information about healthy living, retirement planning, support services and products, entitlements, and community groups and clubs.

## **Our Approach:**

Government and community agencies will work together to provide consistent and relevant information to seniors through:

- the telephone, internet, printed material radio and other media; and
- face-to-face assistance, interpreters and alternative formats.

<b>Actions for 1<sup>st</sup> Reporting Period to June 2011</b>	<b>Lead</b>	<b>Performance Indicators</b>
1. Coordinate information available to seniors in the ACT by working with relevant ACT and Commonwealth Government, community and business information services.	DHCS	<ul style="list-style-type: none"> <li>• Partnerships are established and maintained, especially between the ACT Office for Ageing, Canberra Connect, Library Services, ACT Health, the Dept of Health and Ageing, the Dept of Veterans’ Affairs, Citizen Advice Bureau, and COTA ACT.</li> <li>• Seniors information services are mapped.</li> <li>• Service roles are agreed and information sharing is improved.</li> </ul>
2. Enhance and promote the ACT Government Seniors Information Line administered by Canberra Connect, and the face-to-face concierge service at ACT Government Shopfronts.	TAMS	<ul style="list-style-type: none"> <li>• Number of calls to the Seniors Information Line.</li> <li>• Number of concierge services provided.</li> </ul>
3. Develop and promote an online ‘Seniors Information Portal’.	DHCS	<ul style="list-style-type: none"> <li>• Portal is developed and promoted.</li> <li>• Number of Portal hits.</li> <li>• Direct feedback through link on Portal.</li> <li>• Positive feedback from Seniors Week survey regarding awareness and usefulness of the Portal.</li> </ul>

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
4. Promote Government and community information services e.g. Libraries, Citizens Advice Bureau and COTA ACT.	DHCS	<ul style="list-style-type: none"> <li>Seniors' information services are promoted through the Seniors Information Portal, press advertising and pamphlets, especially during Seniors Week and International Day of Older Persons.</li> </ul>
5. Develop and promote information communication technology (ICT) services and training for seniors.	TAMS DHCS DET	<ul style="list-style-type: none"> <li>Number of ICT programs available for seniors.</li> <li>Number of seniors enrolled in ICT courses.</li> <li>Estimated percentage of Library computer users who are seniors.</li> </ul>
6. Promote the use of interpreter services to seniors whose first language is not English e.g. through the national Translating and Interpreting Service.	DHCS	<ul style="list-style-type: none"> <li>Number and nature of promotions.</li> <li>Number of 'I need an interpreter' cards distributed through ACT Government agencies.</li> </ul>
7. Provide training to health professionals to promote the effective use of interpreter services.	ACT Health	<ul style="list-style-type: none"> <li>Number of workshops provided to health professionals by ACT Health Migrant Health Unit.</li> </ul>
8. Investigate the introduction of more publicly accessible telephone lines for seniors to Canberra Connect in ACT Government buildings.	TAMS	<ul style="list-style-type: none"> <li>Number of telephones available in public buildings.</li> </ul>

## Strategic Priority 2 – *Health and Wellbeing*

### **Our Goal:**

People in the ACT maintain their health and wellbeing across their lifespan to allow them to age positively and to actively participate in their community as they get older.

### **Our Approach:**

Appropriate and accessible information and support is made available to maximise health and wellbeing, reduce social isolation and increase community participation.

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
1. Promote healthy lifestyles through public awareness and advertising campaigns such as ‘How do you measure up’.	ACT Health	<ul style="list-style-type: none"> <li>• Number of programs provided.</li> </ul>
2. Promote lifelong health and fitness through the Health Promotion Branch and Sport and Recreation Services.	ACT Health TAMS	<ul style="list-style-type: none"> <li>• Number of projects funded through the falls prevention program.</li> <li>• ‘Regular participation rate’ of people aged 45 + in annual Exercise, Recreation and Sport Survey.</li> <li>• The <i>Actively Ageing Framework</i> is reviewed with stakeholders.</li> </ul>
3. Encourage people of all ages to maintain their physical health by getting out into our parks.	TAMS	<ul style="list-style-type: none"> <li>• Number and nature of promotions of the ‘Healthy Parks: Healthy People’ program.</li> </ul>
4. Encourage people of all ages to maintain their mental health through reading and participating in lifelong learning programs in Libraries.	TAMS	<ul style="list-style-type: none"> <li>• The number of programs provided by Libraries.</li> </ul>
5. Implement a business-hours locum service to support GPs and residents of residential aged care facilities.	ACT Health	<ul style="list-style-type: none"> <li>• Number of GP visits provided each year through the in-hours locum service.</li> </ul>

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
6. Expand the range of health services accessible to older people.	ACT Health	<ul style="list-style-type: none"> <li>• Number of primary health services provided by Rapid Assessment of the Deteriorating Aged at Risk (RADAR) in residential aged care facilities.</li> <li>• Reduced waiting times to access health services through an increased number of allied health staff.</li> <li>• Reduction in avoidable admissions to hospitals through expanded home services.</li> <li>• Additional targeted services are provided, e.g. Older Person's Dietitian.</li> </ul>
7. Implement the E-health strategy <sup>1</sup> to deliver a safer, better connected and more sustainable health care system over the next decade.	ACT Health	<ul style="list-style-type: none"> <li>• E-health strategy implemented.</li> </ul>
8. Promote the services of the Partners in Culturally Appropriate Care and Community Partners Program Officers. <sup>2</sup>	ACT Health	<ul style="list-style-type: none"> <li>• Number of information requests and referrals.</li> <li>• Number of cultural competency training sessions for aged care services.</li> <li>• Number of aged care information sessions for CALD community groups.</li> </ul>
9. Promote activities and events that encourage the social inclusion and wellbeing of seniors through the ACT Seniors Grants and Sponsorships Program.	DHCS	<ul style="list-style-type: none"> <li>• Number of events that promote the social inclusion of seniors.</li> </ul>
10. Develop partnerships with key government agencies and community organisations to assist older people who are, or who are at risk of being, socially isolated.	DHCS	<ul style="list-style-type: none"> <li>• Initiatives are developed through joint government and community sector networks (e.g. a referral pathway guide) to increase the social inclusion and participation of seniors, and reduce social isolation.</li> </ul>
11. Invite ANU Ageing Research Unit (ARU) staff to advise on the development of ACT Government policy and services that support positive ageing.	DHCS	<ul style="list-style-type: none"> <li>• ANU ARU researchers are invited to be involved in the development and review of relevant seniors programs.</li> </ul>

<sup>1</sup> E-health refers to the better use of electronic record-keeping systems to improve health services.

<sup>2</sup> These Officers work with aged care providers and multicultural communities to improve access to culturally competent aged care services.

## Strategic Priority 3 – *Respect, Valuing and Safety*

### Our Goal:

Seniors feel respected and valued and experience the ACT as a safe place to live and visit.

### Our Approach:

- Promote, with the full participation of seniors, activities that create positive images, stories and experiences of seniors; and
- Provide seniors with opportunities to maximise their personal and financial safety through community education and legal services.

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
1. Promote positive images of seniors.	DHCS  CMD CMD	<ul style="list-style-type: none"> <li>• Number of entries in Life Reflections photographic competition and public votes at the Exhibition.</li> <li>• Number of Canberra Gold Awards.</li> <li>• Exhibitions held at the Canberra Museum and Gallery, commencing in 2010, celebrating the contribution made by Canberra Gold Award recipients.</li> </ul>
2. Promote positive inter-generational relationships.	TAMS  CIT CIT	<ul style="list-style-type: none"> <li>• Number of libraries with the 'Grandparents in Libraries' program and number of volunteers.</li> <li>• Number of promotions conducted to recruit CIT student volunteers to support older people with ICT skills.</li> <li>• Number of elder mentoring sessions for young Aboriginal and Torres Strait Islander CIT students at the Yurauna Centre.</li> </ul>
3. Protect the rights and welfare of seniors who may be experiencing, or be at risk of experiencing, elder abuse.	DHCS	<ul style="list-style-type: none"> <li>• Launch of an improved Elder Abuse Prevention Program (EAPP) in 2010.</li> <li>• Number of referrals to EAPP helpline.</li> <li>• Number of EAPP information sessions provided.</li> </ul>

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
4. Promote ACT Enduring Power of Attorney (EPA) provisions; and work with other jurisdictions to standardise EPA provisions.	JaCS	<ul style="list-style-type: none"> <li>• Number of EPAs registered.</li> <li>• Number of EPA information sessions provided.</li> </ul>
5. Promote the ‘Respecting Patient Choices Program’ (RPCP) to empower people regarding their future care.	ACT Health	<ul style="list-style-type: none"> <li>• Number of RPCP care plans registered.</li> </ul>
6. Introduce mandatory background checks for people working with vulnerable people (WWVP) in the ACT.	DHCS	<ul style="list-style-type: none"> <li>• Legislation is enacted to facilitate WWVP checks.</li> <li>• A central screening unit is established.</li> </ul>
7. Promote safety programs that encourage neighbourhood connections.	JaCS	<ul style="list-style-type: none"> <li>• Number of active neighbourhood groups and programs e.g. Neighbourhood Watch, ‘Prepare - Act – Survive’, Red Cross Redi Plan and TeleCross.</li> <li>• Number of Home Safety Program kits distributed.</li> <li>• Number of community safety seminars held.</li> <li>• Number of ACT Policing Suburban Police Consultative Committees established.</li> </ul>
8. Protect the consumer rights of seniors.	JaCS	<ul style="list-style-type: none"> <li>• Number of ‘ACT Seniors Consumer Guides’ distributed.</li> <li>• Number of people attending seminars on fair trading issues such as scams and refund rights.</li> </ul>

# Strategic Priority 4 – *Housing and Accommodation*

## Our Goal:

ACT seniors access appropriate and affordable housing.

## Our Approach:

Affordable, appropriate and socially connected housing is created or maintained for seniors through:

- relevant planning and regulation;
- the provision of public and community housing properties; and
- the development and provision of government and community services which support home maintenance, modification and safety.

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
1. Support pilot schemes and land releases that better enable private investment in affordable accommodation for older people.	LPS LPS	<ul style="list-style-type: none"> <li>• A rolling program is maintained of aged persons' accommodation sites (infill and greenfield).</li> <li>• Number of residential places created through new developments.</li> </ul>
2. Seek private investment, including not-for-profit providers, for an older persons' accommodation development, combining universal design and external services to facilitate ageing in place.	LPS	<ul style="list-style-type: none"> <li>• A suitable site is released for such a development, subject to a successful Expression of Interest.</li> </ul>
3. Support the affordable provision of 'granny flats', demountables/ prefabricated dwellings and extensions, and for dual occupancies, in existing and new suburbs.	ACTPLA/LPS ACTPLA	<ul style="list-style-type: none"> <li>• Number of relevant development/extension approvals to accommodate older persons.</li> <li>• Review Residential Code for Special Dwellings.</li> </ul>

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
4. Increase appropriate housing for seniors by implementing initiatives of the <i>Nation Building and Jobs Plan Taskforce</i> by December 2010.	DHCS	<ul style="list-style-type: none"> <li>• Launch new pamphlet on ‘Housing Choice for Older Public Housing Tenants’.</li> <li>• Number of seniors relocating to more appropriate accommodation.</li> <li>• Number of public and community housing tenancies for older tenants.</li> </ul>
5. Develop and promote Universal Design in housing.	LPS/ACTPLA	<ul style="list-style-type: none"> <li>• Universal Design Guidelines are developed with industry.</li> <li>• Percentage of new detached housing that complies with Universal Design guidelines.</li> </ul>
6. Ensure the Access and Mobility General Code of the Territory Plan is used in development approvals.	ACTPLA	<ul style="list-style-type: none"> <li>• Code is implemented.</li> </ul>
7. Assist eligible seniors to move to accommodation more suited to their needs through the Pensioner Duty Concession Scheme.	Treasury	<ul style="list-style-type: none"> <li>• Uptake of Scheme.</li> </ul>
8. Initiate research into people living in squalor, who are often seniors experiencing social isolation, mental illness and neglect.	DHCS	<ul style="list-style-type: none"> <li>• A policy on response to squalor is developed and implemented.</li> </ul>
9. Support the provision of home maintenance and home modification services through the Home and Community Care Program.	ACT Health	<ul style="list-style-type: none"> <li>• Number of hours of home maintenance provided to persons aged 65 years and over.</li> </ul>

# Strategic Priority 5 – *Support Services*

## **Our Goal:**

Seniors use appropriate and accessible support services to assist them to maintain active and relatively independent lives.

## **Our Approach:**

Appropriate and accessible services are developed, supported and promoted through Government programs and community organisations to assist seniors to remain active and to continue contributing to the community.

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
1. Trial the establishment of a ‘Virtual Village’, a model based on the community services cooperative used in Beacon Hill, Boston, USA.	LPS	<ul style="list-style-type: none"> <li>• Model developed and trialled.</li> </ul>
2. Develop and implement the <i>ACT Policy Framework for People with Disability who are Ageing</i> in consultation with community agencies, to better ensure that older people with lifelong disabilities are supported within the community.	DHCS	<ul style="list-style-type: none"> <li>• Policy developed and implemented.</li> </ul>
3. Promote the Companion Card and Seniors Card programs to eligible seniors and to the business community.	DHCS	<ul style="list-style-type: none"> <li>• Number of cards issued to seniors.</li> <li>• Number of businesses that accept the Cards.</li> </ul>
4. Provide concessions to eligible seniors to assist them with essential services.	DHCS	<ul style="list-style-type: none"> <li>• Number and nature of concessions promotions.</li> </ul>
5. Support older carers.	ACT Health	<ul style="list-style-type: none"> <li>• Number of carer support groups provided to people from diverse cultural backgrounds.</li> </ul>
6. Encourage the public to contact the ACT Health Services Commissioner for help if they have an unresolved concern about a service provided to an older person. <sup>3</sup>	HRC	<ul style="list-style-type: none"> <li>• Number of complaints received and resolved.</li> <li>• Number of community education seminars held that promote the role of the Health Services Commissioner.</li> </ul>

<sup>3</sup> The Commissioner investigates complaints about, and promotes improvements in the provision of, services for older people.

# Strategic Priority 6 – *Transport and Mobility*

## Our Goal:

Seniors easily move around in their community through personal, community and public transport, and walkways.

## Our Approach:

Affordable and safe transport and mobility options for seniors will be achieved through the design, maintenance and regulation of transport services and public spaces.

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
1. Ensure that public transport is accessible to seniors with mobility limitations.	TAMS	<ul style="list-style-type: none"> <li>• Percentage of ACTION fleet that is wheelchair accessible.</li> <li>• Use compliant signage for identification of priority seating.</li> <li>• New options for securing mobility aids in buses and taxis.</li> </ul>
2. Provide additional bus shelters and seats for seniors.	TAMS	<ul style="list-style-type: none"> <li>• Number of bus shelters and seats.</li> </ul>
3. Introduce an ACTION Smart Card ticketing system that is connected to the Seniors Cards Program for easy use.	TAMS	<ul style="list-style-type: none"> <li>• Smart Card introduced.</li> <li>• Number of Smart Cards issued and used by Seniors Card holders</li> </ul>
4. Review Canberra’s taxi services to improve service levels and regulation.	TAMS	<ul style="list-style-type: none"> <li>• Service improvements are identified and implementation program developed.</li> </ul>
5. Evaluate the operation of the Regional Community Bus Service to ensure that it is effectively meeting the needs of clients, including seniors.	DHCS TAMS	<ul style="list-style-type: none"> <li>• Service improvements are identified and implementation program developed.</li> </ul>
6. Promote community transport options and concessions.	DHCS  DHCS TAMS  TAMS	<ul style="list-style-type: none"> <li>• Number of seniors accessing Regional Community Bus Services.</li> <li>• Number and nature of promotions of concessions, including the 2009 National Agreement regarding reciprocal public transport concessions for Seniors Card holders.</li> <li>• Number of Regional Community Bus Services with Library partnerships.</li> </ul>

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
7. Improve disability parking in the ACT.	TAMS	<ul style="list-style-type: none"> <li>• Number of disability parking spaces.</li> <li>• Parking space ratios.</li> <li>• The ACT works with the Australian Government on a proposed nationwide parking permit scheme with nationally consistent eligibility criteria.</li> </ul>
8. Respond promptly to reported pathway and streetlight maintenance issues to maximise seniors' ease of access and safety on pathways.	TAMS	<ul style="list-style-type: none"> <li>• Pathways and streetlights are repaired within the timeframes of agency standards.</li> <li>• Seniors Information Service accepts referrals to TAMS and ACTEW about pathway and lighting issues.</li> </ul>
9. Support older people to assess their driving competency and, where appropriate, to better regulate their driving habits or explore alternative transport options.	TAMS ACT Health DHCS	<ul style="list-style-type: none"> <li>• Number of 'Older Driver Handbooks' distributed to drivers when they turn 75 years.</li> <li>• Number of driver assessments done through the Driver Assessment and Rehabilitation Service for those aged 75 years and over.</li> <li>• Number of hits on the Council on the Ageing (ACT) Livedrive website - <a href="http://www.livedrive.org.au">www.livedrive.org.au</a></li> </ul>

# Strategic Priority 7 – *Work and Retirement*

## **Our Goal:**

People plan for their retirement and, once retired, continue to actively participate in our community through paid and unpaid work, and through educational and recreational activities.

## **Our Approach:**

- People are supported with their transition into retirement through the development and promotion of pre-retirement educational material and courses and the introduction of more flexible work arrangements.
- Seniors are supported to maintain employment or volunteer opportunities of their choosing through the promotion of the value of seniors.
- Seniors are supported with recreational and educational opportunities.

<b>Actions for 1<sup>st</sup> Reporting Period to June 2011</b>	<b>Lead</b>	<b>Performance Indicators</b>
1. Encourage the business sector to be more accessible and inclusive of seniors, as employees and customers.	DHCS	<ul style="list-style-type: none"> <li>• A guide to engaging with seniors as customers and employees is developed in collaboration with the Council on the Ageing (ACT), the Canberra Business Council and the ACT and Region Chamber of Commerce and Industry.</li> <li>• Number of Seniors Card Business Partners.</li> <li>• The provision of carers leave for staff caring for elderly parents and grandparents.</li> </ul>
2. Pursue initiatives that will support mature aged employment; and assist people to either stay in work where they wish to, or to transition to retirement, through flexible work options.	CMD	<ul style="list-style-type: none"> <li>• Improvements in the retention rates of ACT Government staff aged over 55 years.</li> </ul>

Actions for 1 <sup>st</sup> Reporting Period to June 2011	Lead	Performance Indicators
3. Promote educational and recreational opportunities.	DET  DET  CIT TAMS	<ul style="list-style-type: none"> <li>• Number of older workers accessing subsidised accredited vocational training under the Priorities Support Program.</li> <li>• Number and nature of ACT Government-funded Adult and Community Education courses that are accessible by seniors.</li> <li>• Number of CIT enrolments of people aged over 55.</li> <li>• Number of U3A programs provided through Libraries, especially through learning spaces in the new Gungahlin Library.</li> </ul>
4. Promote the role of the Human Rights Commission in investigating complaints of age discrimination.	HRC	<ul style="list-style-type: none"> <li>• Number of complaints resolved.</li> <li>• Number of education sessions on age discrimination.</li> <li>• Number of attendees at above sessions.</li> </ul>
5. Foster and promote pre-retirement planning to assist individuals in planning for lifestyle changes.	DHCS  CMD  JaCS	<ul style="list-style-type: none"> <li>• Number of Seniors Grants projects with a life planning focus.</li> <li>• Number of seniors seeking assistance with establishing small businesses through the Canberra Business Point.</li> <li>• Number of Enduring Power of Attorney seminars.</li> </ul>
6. Expand and promote volunteer opportunities within ACT Government services and events (e.g. services such as schools and tourist assistance; and events such as the Multicultural Festival) and in the community through partnerships with community organisations (e.g. community drivers and landcare projects).	DHCS	<ul style="list-style-type: none"> <li>• Seniors volunteering strategy developed and implemented.</li> <li>• Number of Government services with volunteer programs that target seniors.</li> <li>• An ACT 'Golden Gurus' mentoring program is launched.</li> <li>• Number of older volunteers at key community organisations.</li> <li>• Number of hits on Seniors Information Portal volunteering page.</li> </ul>
7. Promote the role of clubs for seniors in the ACT.	DHCS	<ul style="list-style-type: none"> <li>• A permanent Tuggeranong seniors club is built.</li> <li>• Number and nature of promotional activities, especially through events during Seniors Week and International Day of Older Persons.</li> </ul>

## **Acronyms**

ACTPLA	- ACT Planning and Land Authority
CALD	- Cultural and Linguistically Diverse
CIT	- Canberra Institute of Technology
CMD	- Chief Minister's Department
COTA	- Council on the Ageing
DET	- Department of Education and Training
DHCS	- Department of Disability, Housing and Community Services
HRC	- Human Rights Commission
ICT	- Information and Communication Technologies
JaCS	- Department of Justice and Community Safety
LPS	- Department of Land and Property Services
TAMS	- Department of Territory and Municipal Services