



Queensland: an age-friendly community

Action plan

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Message from the Premier and the Minister

The Queensland Government's vision is to build an age-friendly state in which all Queenslanders regardless of their age, can stay active and connected, and contribute economically, socially and culturally.



A handwritten signature in black ink that reads "Annastacia".

Annastacia Palaszczuk MP
Premier and Minister for the Arts

This action plan, which was informed by more than 9000 responses to our survey, outlines the Queensland Government's priorities, initiatives and services that contribute to building age-friendly communities and supporting our strategic direction statement, *Queensland: an age-friendly community*.

To realise our vision, all Queenslanders, communities, governments and sectors need to work together and contribute however they can. We need to enable people of all ages to actively participate in community life through actions that are built on active engagement with local stakeholders, are grassroots initiated and use inclusive approaches that reflect the diversity of older people.

We urge all levels of government to listen to older people and involve them in local decision making about issues that are important to the quality of life for older people. We encourage every Mayor and Member of Parliament to work with their local communities and partner with businesses to create age-friendly products and services.

To encourage the development of local age-friendly initiatives, the Queensland Government will support communities with a range of resources and tools, and through an innovation fund to seed community projects.

We will continue to listen to Queenslanders and look forward to working with you to ensure our action plan meets Queensland's needs and responds to changing environments as we become an age-friendly community.



A handwritten signature in black ink that reads "Coralee".

Coralee O'Rourke MP
Minister for Disability Services
Minister for Seniors
Minister Assisting the
Premier on North Queensland

Who are older Queenslanders?

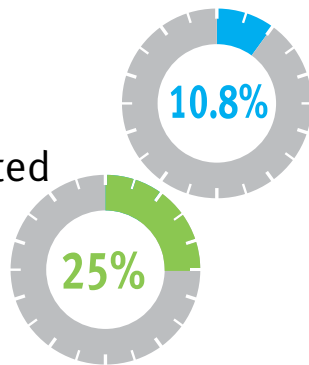
To progress towards a more age-friendly Queensland, we need to understand who older Queenslanders are and some of the demographic changes that are occurring. A consideration of the changing population composition is important not only in planning and funding services and infrastructure to meet community need, but also in the new opportunities and changing expectations of what ageing means in the community.

The proportion of Queenslanders aged 65 years or older will increase from

10.8%
in 1991

to an estimated

25%
in 2061.^[i]



The Queensland population aged 65 years and over increased from 320,000 in 1991 to 580,000 people in 2011,^[ii] and is projected to grow to between 1.3 to 1.4 million in 2036 and 2.0 to 2.6 million by 2061.^[iii]

Women made up:

53% of Queenslanders aged **65 years** or older

and **64%** of Queenslanders aged **85 years** or older.^[iv]



Queensland women account for 68 per cent of all alleged victims of elder abuse reported to the Elder Abuse Helpline in 2014–15.^[v]



People **aged 55** and over represented almost **20%** of Australia's homeless population, and there is a large but unknown number of older people at risk of homelessness.^[vi]

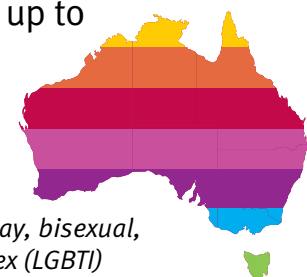
3.4% of Aboriginal and Torres Strait Islander Queenslanders were 65 years or older — compared to **13.4%** of the non-Indigenous population.^{[vii],[viii]}



The life expectancy of Aboriginal and Torres Strait Islander Australians is approximately 10 years less than the non-Indigenous population.^[ix]

Australians of diverse sexual orientation, sex or gender identity may account for up to

11% of the Australian population.^[x]



Many older lesbian, gay, bisexual, transsexual and intersex (LGBTI) Australians have endured discrimination, persecution and social isolation.^[xi]

28% of Queenslanders 65 years or older were born overseas, with the United Kingdom and New Zealand the most common birthplaces.^[xii]



Issues for seniors identified by new and emerging ethnic community leaders include: social isolation and loss of culture, communication barriers, financial disadvantage and access to services.

The number of cases of dementia in Queensland is expected to increase by 5.5 times from

47,000 people in 2010 to **238,000 people** in 2050.^[xiii]

An estimated:

40% of Queenslanders aged 65 to 74 years and **66%** of Queenslanders aged 75 years and over reported having disability.^[xiv]

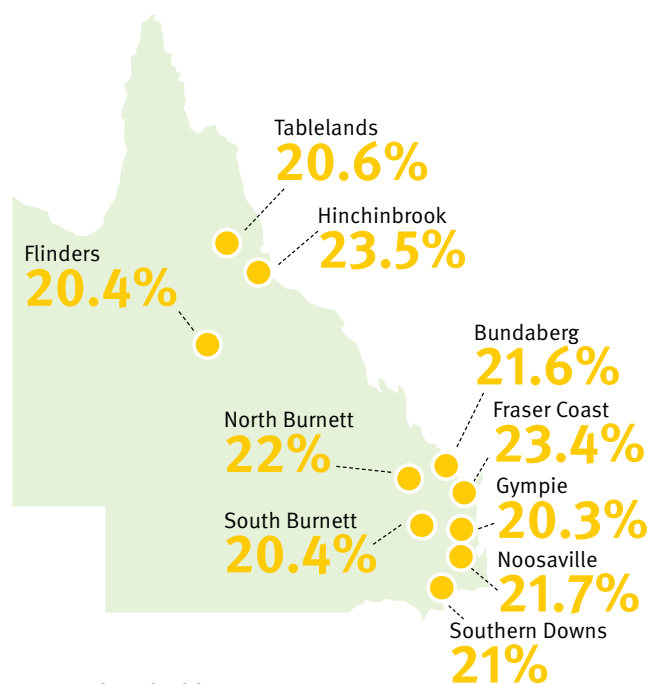


An estimated **one in five** (22%) of all carers in Queensland were aged 65 years and over.^[xv]



More than one-quarter (28 per cent) of Queenslanders aged 65 to 74 years volunteered, while more than one-fifth (21 per cent) aged 75 years and over also volunteered.^[xvi]

Local government areas with the highest proportion of people aged 65 years and older.^[xvii]



Issues identified for seniors in regional and remote areas include: access to services and information, internet access and training, social isolation and loneliness, public transport, financial security, housing and accommodation, and support for carers.

What you told us

Our action plan is based on feedback we received through more than 9000 responses to an online community survey as well as a seniors summit, meetings and forums with a range of stakeholders, the Queensland Seniors Facebook page, and other engagement activities. The responses identified a number of ways Queensland could be more age-friendly including:



▶ increase the accessibility and affordability of public transport

▶ promote the value and contribution of older people to the community



▶ improve safety in the community

▶ provide age-appropriate events and activities



▶ improve infrastructure for older people and those with limited mobility

▶ reduce barriers to employment and volunteering.

Key feedback

Transport, or the ability to get ‘out and about’, was the key issue identified by the community, and suggestions included:

- provide more subsidies to reduce transport costs
- increase the number of services available
- increase community transport options
- improve physical accessibility of public transport for those with limited mobility
- improve parking options.

Respect, inclusion and valuing older people were also identified as important issues for the community.

“ Respect and courtesy are important considerations in deciding how we approach the question of treatment of elders, especially the very elderly. We should not suffer discrimination for our health failings, our poor hearing, our lapses of memory, our reluctance to engage in some contemporary social activities. If you talk to us, listen to us and make allowances for some difficulties that go with ageing, we can not only participate in normal social intercourse and activities, but add some wisdom to the discussion. ”

Mr James Dunn AM

What is the one thing you think would make the most difference in building a more liveable and inclusive Queensland for people of all ages?

Increase access to public transport

Educate the community on the value of older people

Improve housing

What do you see as the barriers in your community that could prevent older Queenslanders from being more involved and participating more actively in life?

Access to public transport

Financial support for older Australians

Value and respect older people

What practical ideas or solutions do you have to make your local community more responsive to the needs of older people?

Educate the community on the value of older people

Organise more age-appropriate subsidised events, activities and programs

Provide better information and communication on what is available for older people

Building age-friendly communities

The World Health Organisation's age-friendly approach is an inclusive and accessible strategy to improve the lives of all people, regardless of age. In particular, an age-friendly community ensures older people are free from age-related barriers that prevent participation and engagement in their communities. Age-friendly communities value the contribution of seniors and help ensure their access to all aspects of life.

Examples around Australia and the world have shown that effective age-friendly plans rely on a number of success factors, which will inform the implementation of our action plan, including:

- local community-based approaches that build on existing resources, and are supported by a shared vision, high-level strategies and policies, and government leadership
- engagement from local community members, policy makers, researchers and politicians, including local champions
- building local capacity, including the ability to map community services and infrastructure, and opportunities to influence changes at the local level
- approaches that reflect the diversity of older people and respond to the real concerns and issues of community members
- changing attitudes towards the perception of ageing to a positive view
- consistent government leadership and support to create stability and enable longer-term planning.

Advancing Queensland: an age-friendly community grants program

Over three years from 2017–18, \$1 million per annum will be made available through open funding rounds to seed fund community projects that involve partnerships with local government and other organisations to co-develop, implement and promote innovative age-friendly projects.

Funding will help kick-off projects with potential to attract funding from other partners.

Each year, the age-friendly community grants program will focus on two to three age-friendly domains, commencing with Transport and Outdoor Spaces and Buildings in the first year.

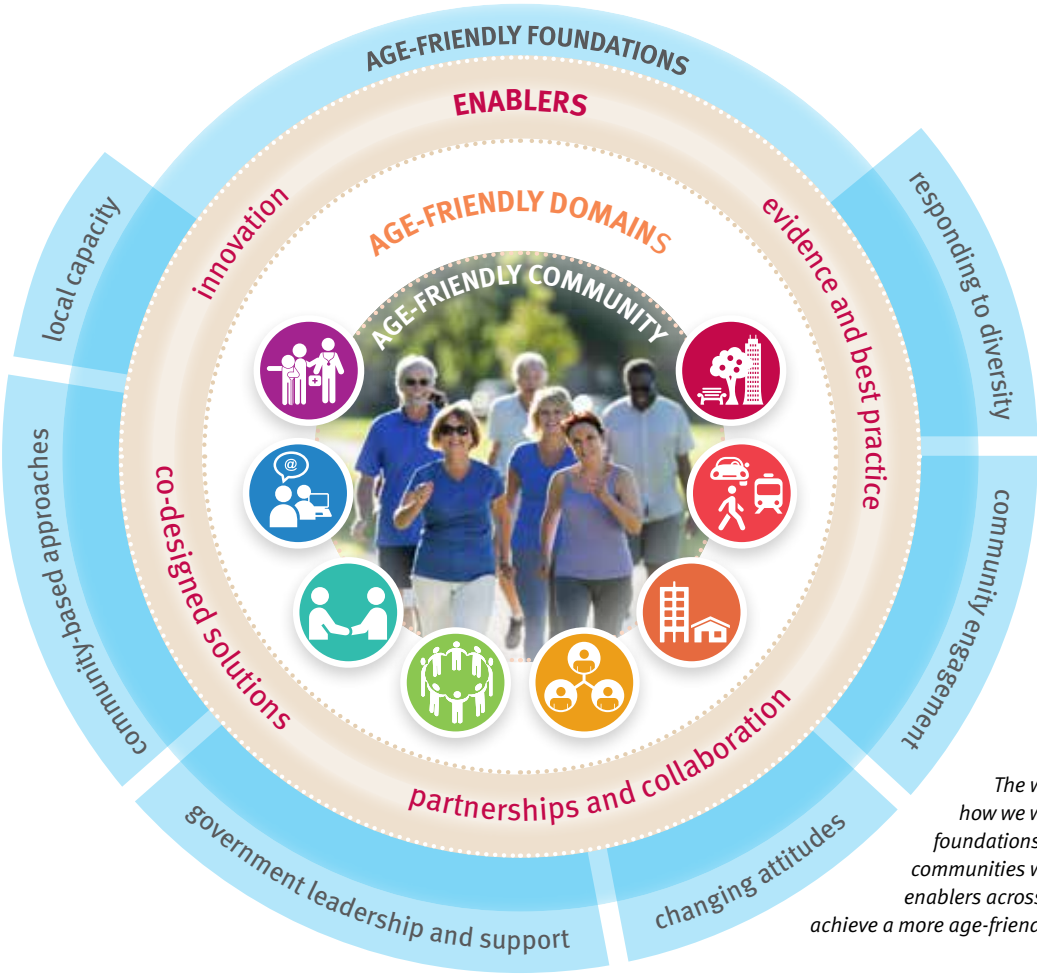


Action plan

This action plan outlines the eight age-friendly domains developed by the World Health Organisation.

In the following pages, each domain is examined in detail. The goal is to build a shared understanding of what the Queensland Government is aiming to achieve. The action plan recognises the importance of relevant programs, services and initiatives being culturally capable to ensure the maximum accessibility and effectiveness for Aboriginal and Torres Strait Islander seniors and seniors from culturally and linguistically diverse communities. There is also information on what we know about the issues in each domain, and what Queenslanders have been telling us are the priorities for action. Importantly, for each domain there are clear actions the Queensland Government is undertaking to achieve each goal. The Department of Communities, Child Safety and Disability Services is the lead agency for coordinating action across government and will work with each participating department.

The accompanying implementation schedule at www.qld.gov.au/agefriendlycommunity identifies the specific government agencies leading each action. It will also include activities and initiatives as committed in the government’s response to the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland’s seniors.



The wheel illustrates how we will combine the foundations of age-friendly communities with key success enablers across all domains to achieve a more age-friendly Queensland.



Outdoor spaces and buildings

Our goal: Seniors live in an environment that includes open spaces, buildings, shaded areas and walkways that are safe and easy to navigate.



What we know

Age-friendly communities include accessible and user-friendly spaces and places for older people. This includes: age-friendly footpaths and pathways, seating, roads and pedestrian crossings, parks and open spaces, buildings and public toilets that older people can easily use. A safe and supportive built environment and landscape enables older people to participate and be engaged in their community.

What you told us

Our consultation process identified the provision of shade and shelter in outdoor spaces as priorities for older people. The availability of places to rest and adequate seating in public areas is also important. We also heard about the need to:

- ▶ plan, provide and maintain public outdoor spaces, which older people can easily use, for example, by providing more public seating, more shelter and shade in outdoor spaces, and safe footpaths
- ▶ improve physical accessibility of public and outdoor spaces, for example, by providing greater accessibility for wheelchair users and those with limited mobility
- ▶ encourage older Queenslanders to use outdoor spaces, for example, through improved community safety, better information about what activities or programs are available, and more pet-friendly areas as pets are important to many older people.

What we will do

- ✓ Provide seed funding under the new Advancing Queensland: an age-friendly community grants program to create and implement accessible and user-friendly spaces and places for older people in local communities
- ✓ Review the Queensland Government's State Planning Policy to support planning for age-friendly communities including affordable and adaptable housing, affordable living, and access to services and amenities
- ✓ Investigate ways to respond to the needs of an ageing population through the review of the South East Queensland Regional Plan, particularly through providing diverse types of housing close to services and public transport
- ✓ Work in partnership with local government to promote the use of the age-friendly community model in planning and design processes to build and develop accessible and user-friendly spaces and places for seniors
- ✓ Develop a Queensland Climate Adaptation Strategy to help address the effects of extreme heat waves to vulnerable citizens, including older people, which are responsible for more deaths than any other natural disaster.





Transport

Our goal: Seniors can get out and about, using a range of affordable, user-friendly transport services.



What we know

The ability of older Queenslanders to move around their communities using different modes of transport is fundamental to their quality of life and wellbeing, including: accessing services, shopping, connecting with their family and friends, and participating in community activities and events. The use of cars, public transport, community transport and other transport services is an important part of daily life for seniors.

In Queensland, the proportion of licensed drivers aged 60 years or over increased from 21 per cent (683,879) of the total number of licensed drivers as at 30 April 2011 to 24 per cent (835,991) of the total number of licensed drivers as at 30 April 2016.^[xviii]

What you told us

Affordable and accessible transport options were identified as the most significant issues for seniors in the online community survey and in other engagement processes across Queensland, including the need for:

- ▶ greater support for older Queenslanders to access affordable transport services, for example, by helping reduce transport costs, increasing community transport opportunities and increasing the number of services available
- ▶ an environment that encourages mobility, for example, by improving parking options for seniors
- ▶ improved physical accessibility of transport services, particularly for those with limited mobility.

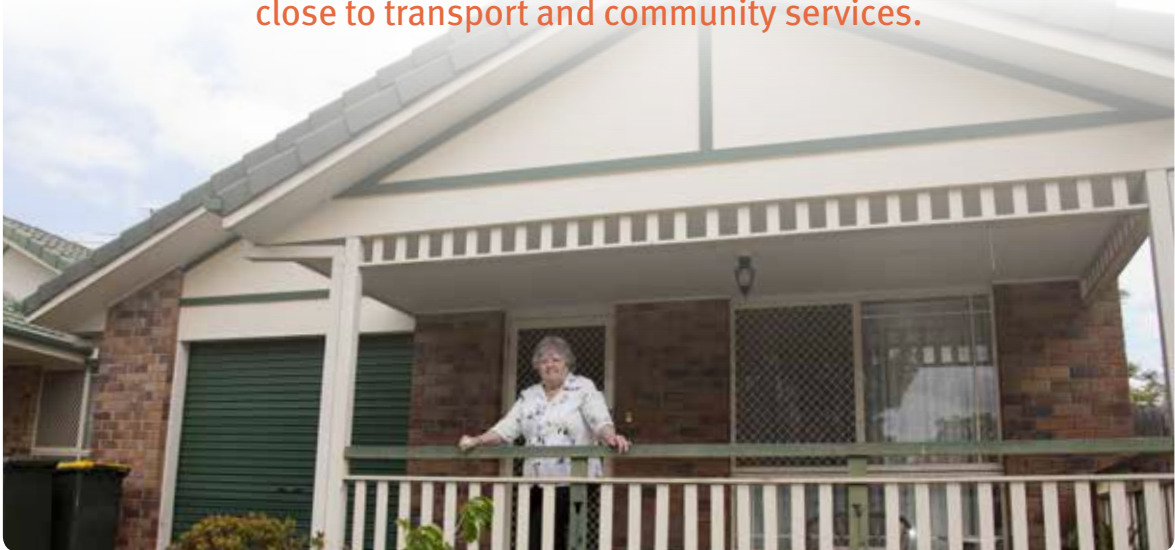
What we will do

- ✓ Provide seed funding under the new Advancing Queensland: an age-friendly community grants program to implement age-friendly transport solutions
- ✓ Improve access to passenger transport infrastructure and services for seniors, including working with industry and operators, to highlight the importance of disability awareness training
- ✓ Maintain significant investment in concessions and subsidies to make transport affordable for the ageing population
- ✓ Cut the cost of all public transport fares in South East Queensland, and support grandparents caring for children by providing free public transport for children up to and including 14 years of age travelling over the weekend with a child *go* card in South East Queensland from early 2017
- ✓ Trial a new flexible demand responsive public transport service in Logan in 2017 that is more tailored to meet community needs and complements existing mass transport options and community-based services
- ✓ Identify the key transport needs of older people across Queensland, and investigate possible solutions
- ✓ Deliver the Seniors Card *+go* program
- ✓ Deliver the Taxi Subsidy Scheme to provide accessible and affordable taxi services for eligible Queenslanders with disability who are unable to utilise conventional passenger transport options
- ✓ Improve accessibility to the public transport network for people with disability and those with limited mobility, including older people, through implementation of the Department of Transport and Main Roads Disability Action Plan
- ✓ Provide easy to use public transport information for seniors with improved access through Department of Transport and Main Roads' printed materials, contact centre, website, MyTranslink app, social media, face-to-face assistance and targeted education programs
- ✓ Assist senior drivers by providing online information about safe driving, including: older driver vehicle safety; medical fitness to drive and licensing requirements for drivers aged 75 years and older; support services for the loss of driving independence; and the RACQ's self-assessment tool to check driving capability.



Housing

Our goal: Seniors' housing options are affordable, accessible and close to transport and community services.



What we know

Many older Queenslanders want to continue to live in their communities as they get older, that is, to age in place. The ability to age in place depends on many factors including: access to appropriate housing, transport, services and facilities, and connection to family, friends and the local community. Access to housing that meets the needs of older people is important. This includes the affordability, planning and design of housing, which is suitable for older people and people with disability.

- Nearly one quarter (23 per cent) of Queensland seniors live alone in a private dwelling, while women are more likely to live alone than men.^[xix]
- More than 60 per cent of older Queenslanders live in a home that is owned outright.^[xx]
- Older people are vulnerable to housing stress and homelessness due to their fixed incomes.^[xxi]

What you told us

Access to a range of different housing options which meet the changing needs of older people is important. The cost of housing and ability to access support services, particularly for those seniors who wish to remain in their own home were identified as key concerns. We also heard about the need to:

- ▶ ensure the infrastructure and physical accessibility of housing is more age-friendly, for example, through housing design suitable for those with limited mobility
- ▶ provide greater support to enable independent housing and living, for example, through more affordable housing options, and greater support to enable seniors to stay in and maintain their homes
- ▶ create more age-friendly housing opportunities in the community.

What we will do

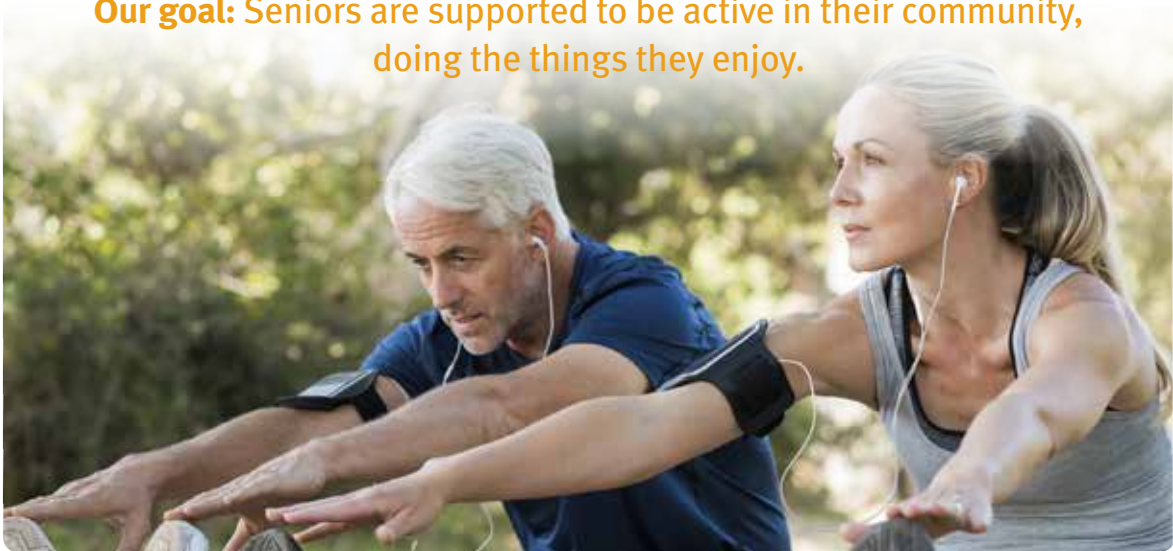
- ✓ Implement the Ageing in Place strategy to build adaptable housing in regional communities, including one and two bedroom, low-set accessible housing to enable seniors to remain in their communities
- ✓ Respond to the recommendations of the Advisory Taskforce on the Residential Transition for Ageing Queenslanders, to support older people to maintain control over how and where they live
- ✓ Develop a Queensland Housing Strategy to shape housing assistance and homelessness services, increase supply, and improve housing affordability and choice over the next decade, including for seniors
- ✓ Provide social housing to eligible seniors on low incomes that is physically appropriate or adapted to their needs
- ✓ Assist seniors to enter the private rental market through the RentConnect program
- ✓ Help seniors maintain their tenancies through the HomeStaySupport and Common Ground initiatives
- ✓ Assist seniors to remain in their own homes or private rental tenancy through the Home Assist Secure program that addresses critical home maintenance and safety issues
- ✓ Assist older Queenslanders who are homeless or at risk of homelessness to regain their independence through specialist accommodation and support services funded by the Queensland Government.





Social participation

Our goal: Seniors are supported to be active in their community, doing the things they enjoy.



What we know

A vital part of ageing well is to be active and connected to others. It is important that seniors have opportunities to be active and engaged in their community, participating in a range of affordable and accessible events and activities. One of the key challenges for older people is overcoming social isolation and loneliness to improve wellbeing and quality of life.^[xxii] There are strong links between wellbeing, social connection and transport options — older people are not able to access opportunities for participation and connection to other people if they are not able to travel to them.^[xxiii]

- 40 per cent of Queenslanders aged 65 years and over participated in sport and physical recreation activity in 2013–14.^[xxiv]
- Nearly 60 per cent of seniors attended a visual arts and craft or live music event, theatre or dance in 2013.^[xxv]

What you told us

Seniors want to be able to continue to enjoy life, and be connected with their friends, family and community. We also heard about the need for:

- ▶ more support for seniors to connect with their communities, for example, through providing better information and communication about what social groups and activities are available to older people, and more age appropriate and affordable events and programs
- ▶ greater inclusion of older people, for example, by encouraging seniors to provide input to event planning, and bringing together people of all ages at community events and activities
- ▶ improved physical accessibility to activities and events, for example, through increased access to transport services, and holding events at times that work best for seniors.

What we will do

- ✓ Fund programs and services to reduce social isolation of older Queenslanders
 - ✓ Deliver the Seniors Card and Seniors and Carers Business Discount schemes
 - ✓ Deliver Seniors Week activities and events, which celebrate and acknowledge the contribution of seniors to the Queensland community
 - ✓ Use findings from the Active Queensland Survey to better understand participation by seniors in sports, exercise and recreation in Queensland for active ageing
 - ✓ Provide information about how seniors can be active through Active Seniors online
 - ✓ Fund projects and organisations that support the active engagement of seniors in the arts and cultural life of Queensland, as artists, audience members and participants
 - ✓ Promote good practice in delivering age-friendly arts and cultural events, through articles published on the Arts Queensland blog
- Deliver a range of Queensland Art Gallery and Gallery of Modern Art programs that support the active engagement of seniors with arts and culture, including: 50+ niche public program developed for people aged over 50 years; Art and Dementia discussion-based tours designed for people with dementia from home based care, nursing homes and respite centres; and free volunteer guided tours for community groups such as aged-care facilities, University of the Third Age (U3A), Probus Clubs and seniors' groups, and visitors who experience hearing and vision impairment
- ✓ Deliver the Reminiscence Program at the Cobb and Co campus in Toowoomba, using collection objects and photographs to encourage residents of aged-care facilities to talk about their memories and share their stories.





Respect and social inclusion

Our goal: Seniors from all backgrounds are valued and appreciated, and no one is excluded based on race, geography, culture, language, gender, sexuality, ability or socioeconomic status.



What we know

- More than one in four Queenslanders (28 per cent) aged 65 years or older were born overseas.^[xxvi]
- 71 per cent of all Australians report they feel age discrimination is common, and 43 per cent of Australians have experienced discrimination because of their age.^[xxvii]
- Nearly 300,000 people aged 65 years and over across Australia are reported as being severely or fully excluded from financial institutions and their banking products.^[xxviii]

What you told us

The need to recognise, value and respect older people was a key message identified in our consultation process. All seniors, including Aboriginal and Torres Strait Islander Queenslanders, LGBTI and culturally and linguistically diverse people, seek to be included and respected. Discrimination in any form is unacceptable. There is much to celebrate and acknowledge in the diversity of older people in Queensland. We also heard about the need to:

- ▶ educate the community on the value of older people, for example, the need for greater respect and acceptance, and the intolerance of ageism and discrimination against older people
- ▶ provide better information and communication about community activities available to older people so they are able to participate
- ▶ include older people more, for example, through age-friendly programs, activities and events.

What we will do

- ✓ Promote positive images of older Queenslanders to acknowledge their value and respect in the community
- ✓ Ensure the views of older Queenslanders inform programs and policies, and ensure older people's voices are heard
- ✓ Pilot the Casserole Club volunteer meal-sharing program to help communities support isolated older people

- ✓ Develop and implement a range of strategies to support different groups of older people in the community, including women, people with disability, and people from culturally and linguistically diverse backgrounds; and identify opportunities to strengthen connections and break down barriers between young and older people through inter-generational activities and connections

- ✓ Recognise the contribution of carers to the Queensland community, and consult with carers when developing policy, and planning and delivering services, as required under the *Queensland Carers (Recognition) Act 2008*

- ✓ Include specific training modules on the prevention of age discrimination and unconscious bias as part of the suite of educational products offered to businesses, government and community organisations

- ✓ Cross-promote the prevention of age discrimination and age-friendly community resources and information in online and hard-copy form to build understanding in the community of the value of older people

- ✓ Work in partnership with Council on the Ageing Queensland and the not-for-profit sector to promote and support the age-friendly community model, and build understanding, awareness and capacity of what it means to be age-friendly in Queensland

- ✓ Implement a Queensland Financial Inclusion Plan to ensure vulnerable Queenslanders, including older people, have access to appropriate, affordable and acceptable financial resources

- ✓ Value the voice of Aboriginal and Torres Strait Islander Elders and seniors, and engage with them in co-designing initiatives for seniors

- ✓ Support and safeguard the interests of older people in Queensland through provision of: legal information and support; a range of advocacy, mediation and dispute resolution services; decision-making support and advocacy for older people with impaired capacity; and consumer protection and safety information.



Civic participation and employment

Our goal: Seniors participate in employment, training, lifelong learning, volunteering and informing government policies.



What we know

The economic contribution of older workers is enormous. A 2012 report estimated that an increase of three percentage points in participation among workers aged 55 and over would result in a \$33 billion boost to the Australian Gross Domestic Product.^[xxix] Many older people want to be able to keep working, learning, building their skills and volunteering. Lifelong learning enables seniors to update skills and knowledge. Seniors also want to be involved in decision-making processes, and to inform and influence government planning and policies. Evidence shows that many older people face discrimination at work and in seeking new employment opportunities. New flexible ways of working will be required to support older people's workforce participation. Seniors also provide a significant contribution as volunteers across Queensland each year.

- 27 per cent of Australians aged 50 years and over have experienced some form of age discrimination in the workplace.^[xxx]
- 33 per cent of Queenslanders aged 65 years and over participated in voluntary work for an organisation or group in the previous year.^[xxxi]

What you told us

More flexible working arrangements, such as part-time work and job sharing, and support for organisations that employ older people were identified as important issues. We also heard about the need to:

- ▶ increase awareness of employment opportunities, for example, by providing better information and resources to help older Queenslanders find work
- ▶ reduce barriers to volunteering and employment, for example, through community education to value and respect older people, and offering incentives for ongoing volunteering and working
- ▶ include older people, for example, through training to support older people in the workforce, and creating new opportunities for older people to work.

What we will do

- ✓ Provide eligible Queenslanders, including mature-age people, with access to subsidised training opportunities to secure a job or advance their career through a range of programs available under the Annual Vocational Education and Training (VET) Investment Plan including: the Certificate 3 Guarantee; User Choice traineeships and apprenticeships; and the Higher Level Skills programs
- ✓ Support workforce participation of different groups in the community, including mature-age job seekers through the Skilling Queenslanders for Work initiative, by providing direct assistance to those Queenslanders who need support to gain the skills, qualifications and experience needed to enter and stay in the workforce
- ✓ Work with key stakeholders on strategies to support improved employment opportunities for seniors in Queensland, including delivery of an employment forum for seniors
- ✓ Provide financial support of up to \$15,000 under the \$100 million Back to Work Package to employers to provide employment to eligible jobseekers in regional Queensland including mature-age job seekers
- ✓ Conduct research into entrepreneurship among older people to understand what support seniors need to open a small business and provide targeted advice and assistance to older entrepreneurs, supporting the Advance Queensland innovation agenda
- ✓ Support lifelong learning through the U3A Network Queensland
- ✓ Promote age-friendly employment practices in the Queensland Public Service through the Queensland Public Sector Inclusion and Diversity Strategy, including flexible working arrangements for employees
- ✓ Investigate options to address the retirement gender income gap and raise awareness of the income gap in the non-government sector
- ✓ Deliver the Volunteers in Policing Program to recruit and train local community members, including: older people, to work in partnership with the Queensland Police Service
- ✓ Provide volunteering opportunities for seniors across Queensland Museum campuses and business areas, including: administration, visitor engagement and tours, education and loans, collections and research, museum maintenance and public programs.



Communication and information

Our goal: Seniors access information they need in a variety of formats to stay informed and connected with their communities, families and friends.



What we know

Queensland seniors are becoming increasingly technologically savvy; however, internet access can be an issue for many seniors for a range of reasons, including a lack of access to a computer or electronic device, costs involved in owning a computer, and skills required to use the technology. Without access to information, seniors may be unaware of services, activities or programs available to them. It is important to build the capability of older people to use online communication, as well as provide information in a range of accessible and user-friendly formats.

- 51 per cent of Australians 65 years and over use the internet (2014–15).^[xxxii]
- For seniors who use communications applications, Skype is preferred (74 per cent), followed by Facebook (29 per cent).^[xxxiii]

What you told us

Seniors want to be able to easily find and use information about a wide range of topics. While accessing information and connecting with others online is increasingly important, we also heard about the need to:

- ▶ provide information using traditional forms of communication, for example, through letter drops, local newspapers, community groups, radio, call centres and libraries
- ▶ improve online communication, for example, through developing websites that are easy to use and read
- ▶ support and facilitate better communication, for example, through training for older people to use the internet, better internet and phone coverage, and information formats that are easy to read.

What we will do

- ✓ Launch Connecting Seniors: a one-stop shop for seniors to provide information via phone, internet or in person that best suits their information needs and access preferences. This includes:
 - a proactive Seniors Entitlements digital service for easy access to concessions, all in one place, as Queenslanders approach 65 years of age
 - improving seniors' access to online government information and services through the seniors franchise (www.qld.gov.au/seniors)
 - a Citizens Dashboard and App for Seniors to enable seniors to access in one place real time, personalised and geolocation-based information and services such as appointments, renewal reminders, enquiry tracking, business discounts and event notifications
 - expanding the Seniors Enquiry Line to improve services throughout Queensland, including enhancing access to specific expertise and advice on a range of consumer protection issues and scams

- ✓ Deliver the Tech Savvy Seniors Queensland program to encourage more seniors to embrace information technology by delivering free training sessions for seniors through local government library services and Indigenous Knowledge Centres across Queensland

- ✓ Deliver the Advance Queensland Community Digital Champions program to encourage Queenslanders, including seniors, to embrace digital technologies and participate online

- ✓ Develop age-friendly resources, such as toolkits, guides and checklists to assist and encourage organisations in the not-for-profit, for-profit and local government sectors to incorporate age-friendly principles into policy, planning, programs, services, products and events

- ✓ Support the RACQ Get Ready Queensland initiative to engage with all sectors of the community, including seniors, to support preparedness and community resilience for natural disasters

- ✓ Build the capacity of older people to deal with emergency situations through volunteer roles, resources and programs on preparing for emergencies and disasters, and the Safesome community education program

- ✓ Release a series of fact sheets, developed in an age-friendly format, to communicate the impacts of climate change for every region in Queensland

- ✓ Engage with the community and share information on a range of topics important to seniors through the Queensland Government's Seniors Facebook page www.facebook.com/qldsensors.





Community support and health services

Our goal: Seniors are helped to stay healthy, active and independent through community support and health services, including services responding to elder abuse, fraud or exploitation.



What we know

- The Queensland Elder Abuse Helpline received around 1350 new elder abuse notifications in 2015, an increase from around 1280 in the previous year.
- Research conducted in three Queensland regional communities found that fewer older people than young people met physical activity guidelines, and 21 per cent of people aged 50 to 69 years reported no physical activity, compared to 14 per cent of younger age groups.^[xxxiv]

What you told us

Being able to access a range of community support and health services is an important part of age-friendly communities. We also heard about the need to:

- ▶ improve accessibility to community support and health care services, for example, through better information and communication about available services for older people, greater physical accessibility to services and better transport to services
- ▶ include older people's perspectives in the training of service staff about the needs of older customers
- ▶ provide greater support to maintain independence, for example, through more information on healthy and active living, and through reducing barriers to employment and volunteering opportunities.

What we will do

- ✓ Deliver a vision and 10-year strategy for the Queensland health system, *My health, Queensland's future: Advancing health 2026* (Advancing Health 2026) to improve health outcomes for Queenslanders
- ✓ Deliver consumer-centred health care and engage with older people through Health Consumers Queensland, the state's peak organisation representing the interests of health consumers and carers, to participate in the planning, design and evaluation of health services
- ✓ Develop an older persons statewide health policy and subsequent older persons statewide health services plan to improve health services for older Queenslanders
- ✓ Conduct a survey of Hospital and Health Services across the state to provide age-friendly hospital services
- ✓ Deliver a \$35 million Integrated Care Innovation Fund to support integrated and coordinated health care pathways for patients, connecting hospitals with community and primary health networks
- ✓ Provide \$20 million in grants over four years to non-government organisations to provide long day respite for carers that caters to the specific needs of people with dementia and neurodegenerative conditions
- ✓ Expand the Elder Abuse Prevention Unit's Elder Abuse Helpline and Seniors Legal and Support Services
- ✓ Commission a review into the prevalence and characteristics of elder abuse to better understand the impacts on older people and to inform the development of integrated service response models
- ✓ Implement all supported responses to the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors
- ✓ Deliver public safety and crime prevention support to older Queenslanders
- ✓ Develop education resources and promote awareness of financial elder abuse, including the roles and responsibilities of people exercising powers of attorney
- ✓ Fund programs that provide resources and referrals to address elder abuse prevention in culturally and linguistically diverse communities and assist older people transitioning into retirement.

Moving forward

The Queensland Government's role and commitment

Our role in developing age-friendly communities is to deliver services and information to older people, promote age-friendly communities more broadly, and work with other levels of government, stakeholders and communities to build age-friendly actions.

The Queensland Government will:

- ▶ use the age-friendly approach to inform its policies and programs
- ▶ encourage and assist communities to develop practical, local solutions with real benefits
- ▶ genuinely listen to seniors and continue to connect with them and the broader community
- ▶ understand what does — and doesn't — work, and act on it
- ▶ ensure actions and solutions meet the diverse needs and experiences of Queenslanders
- ▶ work in partnership and collaboration with seniors, non-government organisations, representative groups, local government, the Australian Government, universities, for-profit companies and other key stakeholders to develop age-friendly communities.

The Queensland Government will work with Council on the Ageing Queensland to advocate for and support the development of an age-friendly Queensland through:

- building a contemporary research and evidence base, including indicators, performance measures and evaluation frameworks, about age-friendly work programs and initiatives to better understand and influence policy and planning that supports older people
- developing resources and tools about what an age-friendly community looks like to support local government, not-for-profit and for-profit sectors to be age-friendly.

How will we work together?

An age-friendly Queensland will only happen if all levels of government, key stakeholders and the community work together to:

- develop co-designed solutions
- provide ongoing feedback
- use research, evidence and best practice examples to inform action
- explore innovative approaches and solutions
- support diversity by recognising that all Queensland seniors are unique, with diverse needs and experiences.

How will we know we are succeeding?

The Queensland Government will review the action plan each year and make available a summary report card, highlighting progress of implementation at the state level.

The action plan will be updated over time to reflect new actions and priorities.

The Queensland Government will continue to consult with the community and seniors to see how we are progressing towards an age-friendly Queensland.



For more information go to:

www.qld.gov.au/agefriendlycommunity

www.facebook.com/qldsensors

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