

# Queensland Seniors

Action Plan | 2024–2026









Supporting the Queensland Seniors Strategy








**Queensland**  
Government





**VISION: Queensland is an age-friendly state where older people live active, healthy and productive lives, where they are connected, cared for and celebrated.**




The World Health Organisation (WHO) identifies eight age-friendly domains of liveability:





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|  | Outdoor spaces & buildings |  | Respect and social inclusion          |
|  | Transport                  |  | Civic participation and employment    |
|  | Housing                    |  | Communication and information         |
|  | Social participation       |  | Community support and health services |

| <b>Outcome 1: Older Queenslanders are connected to their communities and the people and services that matter to them.</b> |               |                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                 |                                                             |                                                       |                      |
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| <b>WHO domain</b>                                                                                                         | <b>Action</b> |                                                                                                      | <b>Implementation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Timeline</b>                                 | <b>Lead agency</b>                                          | <b>Partner agency</b>                                 | <b>Target cohort</b> |
|                                          | 1             | Connect older people with services and information to support them to age well in their communities. | <p>Queensland Government will directly engage with older Queenslanders to connect them with local services that can help them age well in their communities.</p> <p>Engagement will include opportunities to hear from seniors in regional and remote parts of Queensland, and targeted opportunities to hear from Aboriginal and Torres Strait Islander older people, older people from culturally and linguistically diverse backgrounds, older people with disability and LGBTQIA+ seniors.</p> | 2024-2025 and 2025-2026                         | Department of Child Safety, Seniors and Disability Services | Smart Service Queensland<br>Queensland Police Service | All older people     |
|                                        | 2             | Address social isolation and loneliness in older people.                                             | <p>Expand the annual investment footprint of social isolation services (currently \$4.1 million across 42 services) by investing an additional \$2.5 million per year commencing 2024-25 (to a total value of \$6.6 million annually ongoing) across Queensland.</p> <p>Establish a peak body for seniors social isolation prevention services and programs.</p>                                                                                                                                   | New service agreements to commence in 2024-2025 | Department of Child Safety, Seniors and Disability Services |                                                       | All older people     |




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|   | 3 | <p>Partner with other agencies to identify service responses to prevent social isolation and loneliness for First Nations, culturally and linguistically diverse and LGBTQIA+ people, people living with disability and those in rural and remote areas.</p> | <p>As part of the Queensland Government's response to the recommendations of the Parliamentary Inquiry into Social Isolation and Loneliness, Communities 2032 and the Communities 2032 Action Plan 2022-25, identify the need to explore the unique context, experience, definitions and best practice responses to First Nations peoples, people from culturally and linguistically diverse backgrounds and LGBTQIA+ people, people living with disability and those in rural and remote areas. This will include older people within these cohorts.</p>                             | Ongoing | <p>Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts</p> | <p>Department of Child Safety, Seniors and Disability Services</p> | <p>Older people in regional and rural areas</p> <p>Aboriginal and Torres Strait Islander older people</p> <p>Older people from CALD backgrounds</p> <p>Older people living with disability</p> <p>LGBTQIA+ seniors</p> |
|   | 4 | <p>Enable older Queenslanders to receive expert information, advice, and referral via a conversation over the phone.</p>                                                                                                                                     | <p>In addition to online information, continue to offer a free call service staffed by experts through the Seniors Enquiry Line on the available services, supports and events available.</p>                                                                                                                                                                                                                                                                                                                                                                                         | Ongoing | <p>Department of Child Safety, Seniors and Disability Services</p>                                        |                                                                    | <p>All older people</p>                                                                                                                                                                                                |
|  | 5 | <p>Connect older women through the Queensland Women's Strategy.</p>                                                                                                                                                                                          | <p>The Queensland Women's Strategy includes a commitment to support older women to stay connected and contribute to their local communities.</p> <p>The Investing in Queensland Women grant program supports community groups and organisations across Queensland's urban, rural and remote regions to lead projects and events designed to create positive change for women and girls. Projects funded include supporting older women focused on safety, reducing social isolation and increasing visibility of older women, health, physical activity, and violence prevention.</p> | Ongoing | <p>Office for Women</p>                                                                                   |                                                                    | <p>Older women</p>                                                                                                                                                                                                     |





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|    | 6 | <p>Provide community education about the Office of the Public Guardian’s role in preventing and responding to the abuse and mistreatment of older people with impaired decision-making capacity.</p>                                       | <p>Educate the community about human rights and how people can plan for their future in the event they may be unable to make their own decisions.</p>                                                                                                                                                                                                                                                                                                                                              | Ongoing   | Office of the Public Guardian                                               |  | <p>Queensland community organisations who provide support services to people with impaired decision-making capacity</p> |
|    | 7 | <p>Fund projects and deliver programs that support the active engagement of older Queenslanders in arts and cultural activities as artists, audience members and participants, to support life-long learning and health and wellbeing.</p> | <p>Queensland Art Gallery and Gallery of Modern Art deliver programs that support the active engagement of seniors with a diverse range of exhibitions, arts and culture programs to sustain life-long learning including Access Programs and the Volunteer Guiding Program. The Gallery’s award-winning Art and Dementia Program for people living with dementia and their carer supports psychosocial wellbeing through an Arts and Health framework.</p>                                        | Ongoing   | <p>Arts Queensland<br/>Queensland Art Gallery<br/>Gallery of Modern Art</p> |  | <p>Older people aged 55+</p>                                                                                            |
|   | 8 | <p>Ensure older Queenslanders enjoy the benefits of equitable and inclusive work environments across the Queensland public sector.</p>                                                                                                     | <p>Consider agency Equity and Diversity Action Plans and Working for Queensland survey data to determine the needs of the cohort and further opportunities for advancing equity and inclusion.</p>                                                                                                                                                                                                                                                                                                 | Ongoing   | Public Sector Commission                                                    |  | <p>Older Queenslanders working or seeking to work in the Queensland Public Sector</p>                                   |
|  | 9 | <p>Support mature age workers to access, retrain and gain the skills they need to secure well-paid and secure jobs in demand through the new Good Jobs, Great Training: Queensland Skills Strategy 2024 – 2028.</p>                        | <p>The Queensland Skills Strategy 2024-2028 is Queensland’s five-year plan to further strengthen the state’s training system to deliver the skills needed to power our economy and provide access to good jobs with better pay for Queenslanders.</p> <p>The Skills Strategy promotes the value of training for Queenslanders at every stage of life and commits to support mature age workers to access, retrain and gain the skills they need to secure well-paid and secure jobs in demand.</p> | 2024-2028 | Department of Employment, Small Business and Training                       |  | <p>Mature age workers</p>                                                                                               |

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|  | 10 | <p>Harness the potential of all Queenslanders, drive economic growth and strengthen Queensland's communities.</p>                                                                                    | <p>Good People. Good Jobs: Queensland Workforce Strategy 2022-2032, Queensland's whole of government workforce strategy, aims to harness the potential of our people, drive economic growth and strengthen our communities. The Queensland Workforce Strategy supports industry and community-led projects that address workforce shortages. Maximising workforce participation is a focus area and not only enables employers to draw on a larger talent pool but ensures all Queenslanders have access to employment opportunities, including those older adults who want to keep working.</p> | 2022-2032                                     | <p>Department of Employment, Small Business and Training</p> |                                         | <p>All Queenslanders</p>                                                                      |
|  | 11 | <p>Improve accessibility to the transport network by upgrading stations to enable South East Queensland's seniors to age actively and remain engaged in their community.</p>                         | <p>Implementation of Transport and Main Roads' (TMR) Accessibility and Inclusion plan to improve accessibility to the transport network by upgrading stations to enable the city's seniors to age actively and remain engaged in their community. Support engagement with older people about their accessible transport needs through the TMR Accessibility Reference Group.</p> <p>Upgrades include lift-accessible footbridges, raised platforms, hearing aid loops, upgraded accessible parking, and improvements to facilities, signage, and security.</p>                                   | Ongoing                                       | <p>Department of Transport and Main Roads</p>                |                                         | <p>Seniors with disability (e.g., age frail) or reduced mobility in South East Queensland</p> |
|  | 12 | <p>Improve social connections by providing more affordable public transport, connecting Queenslanders including older people to jobs, education, healthcare, social services and other services.</p> | <p>Commencing on 5 August 2024 the Queensland Government will reduce the cost of all Translink public transport services to 50 cents for a period of six months, delivering state-wide cost-of-living relief. This will ensure public transport is more affordable for all Queenslanders, including seniors, and enable them to stay connected to jobs, education, health care, social services and other crucial services and supporting a reduction in social isolation.</p>                                                                                                                   | <p>2024–2025 (August 2024 – January 2025)</p> | <p>Department of Transport and Main Roads</p>                | <p>Queensland Government (Treasury)</p> | <p>All Queenslanders</p>                                                                      |






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|    | 13 | <p>Integration of active transport infrastructure and services to increase sustainable transport options and make active transport more convenient and attractive.</p>                            | <p>Active transport is a key commitment of the future transport system, with safe and accessible footpaths, dedicated cycling paths and safe pedestrian crossings making walking and cycling more attractive for all Queenslanders.</p> <p>Shared bike services and integration of active transport with other modes, such as facilities at interchanges, will make active transport a realistic alternative in communities across the state, improving the liveability and sustainability of communities by supporting health lifestyles, improving community connections and managing emissions.</p> | Ongoing   | Department of Transport and Main Roads                      |  | All Queenslanders |
|    | 14 | <p>The Queensland Government will collaborate with the active industry to ensure Queensland seniors have access to inclusive opportunities to participate in sport and active recreation.</p>     | <p>Continue to implement Activate! Queensland 2019-2029, the Queensland Government's 10-year strategy to enrich the Queensland way of life through physical activity.</p>                                                                                                                                                                                                                                                                                                                                                                                                                              | 2019–2029 | Department of Tourism and Sport                             |  | All Queenslanders |
|    | 15 | <p>Support the development of age-friendly initiatives, plans and programs with local government, community organisations and businesses.</p>                                                     | <p>Revise the age-friendly toolkit to better support local governments, community organisations and businesses to bring age-friendly initiatives to life in their communities.</p>                                                                                                                                                                                                                                                                                                                                                                                                                     | 2024-2025 | Department of Child Safety, Seniors and Disability Services |  | All Queenslanders |
|  | 16 | <p>Leverage the Brisbane 2032 Olympic and Paralympic Games to advance Queensland's economy, improve the environment, enhance connectivity and build more inclusive communities through sport.</p> | <p>The Elevate 2024 Legacy Strategy ensures the Games drives lasting benefits beyond the Games themselves. This includes legacy foundations focused on respecting, advancing and celebrating Aboriginal and Torres Strait Islander peoples and advancing accessibility and empowering people with disability, including age frail seniors. By 2042 its success will be measured by the extent to which our future community is inclusive and connected, engaged equitably in economic, lifestyle and wellbeing opportunities and living more sustainably in a resilient landscape.</p>                 | 2024-2042 | Games Venue and Legacy Delivery Authority                   |  | All Queenslanders |





## Outcome 2: Older people are healthy and active and cared for by world class services when support is needed.





| WHO domain                                                                          | Action                                                                                                                      | Implementation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Timeline           | Lead agency                                          | Partner agency | Target cohort                             |
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|    | 17 Deliver satellite hospitals to support more accessible public healthcare delivery in South East Queensland (SEQ).        | <p>Satellite hospitals in major growth areas allow people to access healthcare services in a purpose-built community setting, closer to home, without having to travel to a major hospital's emergency department.</p> <p>Each satellite hospital will provide free walk-in, urgent care for minor illnesses and injuries, additional referral-based outpatient services, such as mental health support, and a range of medical and allied health specialty clinics, based on the needs of their local communities. Outpatient and other services will be available by appointment only.</p>                                                          | Ongoing across SEQ | Queensland Health                                    |                | All older people in South East Queensland |
|    | 18 Improve consumer access to medications for common medical conditions through an expansion of the Pharmacy Pilot program. | <p>The Queensland Community Pharmacy Scope of Practice Pilot aims to improve consumer access to required medications by allowing participating pharmacists to prescribe medicines for a range of common health conditions.</p> <p>Participating pharmacists will be able to treat and prescribe medicines for a range of health conditions and wellbeing services, shingles, mild skin conditions, heart disease risk reduction and support to quit smoking.</p> <p>This is an Australian-first community pharmacy pilot to improve consumer options around accessing healthcare services and reduce the burden on GPs and emergency departments.</p> | Ongoing            | Queensland Health                                    |                | All older people                          |
|  | 19 Promote community-led, local health initiatives relevant to seniors across the ConnectingQ platform and network.         | ConnectingQ is an online platform for people focused on creating active and healthy communities across disciplines, sectors and regions to connect and share resources.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Ongoing            | Queensland Health<br>Health and Wellbeing Queensland |                | All older people                          |





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|    | 20 | Supporting seniors to prepare for the frequency and duration of heatwaves, by providing education and advice on how to stay safe during heatwave conditions. | As part of the Get Ready Queensland program, the Queensland Reconstruction Authority has partnered with Queensland Health to promote the Heatwave Stakeholder Toolkit to local governments, to communicate information about the risk heat can have on health and wellbeing and to build the resilience and preparedness of Queenslanders, especially vulnerable groups including the elderly.                                                                                                                                                                                                                                                                                                                                                                                             | Ongoing | Queensland Health                           | Queensland Reconstruction Authority | All older people                                    |
|    | 21 | Implement the First Nations Healthy Ageing Initiative.                                                                                                       | <p>The First Nations Healthy Ageing Initiative aims to improve access to specialist older persons care for First Nations elders living in SEQ and is planned to commence in July 2024.</p> <p>The First Nations Healthy Ageing Initiative will include:</p> <ul style="list-style-type: none"> <li>• delivery of First Nations Healthy Ageing Clinics in SEQ co-developed with Aboriginal and Torres Strait Islander Community Controlled Health Services.</li> <li>• improved access to specialist geriatrician services, co-ordination, and system design in care of First Nations elders through clinical leadership.</li> <li>• improved General Practitioner, Nursing, Allied Health and First Nations health workers knowledge and confidence in caring for older adults.</li> </ul> | Ongoing | Queensland Health – Health Improvement Unit |                                     | First Nations older people in South East Queensland |
|   | 22 | Continue to design age-friendly hospital environments to improve the functioning of older inpatients with cognitive impairments.                             | Improve hospital design to meet the specific needs of the increasing number of people with cognitive impairment, including dementia, delirium, acquired brain injury, and other causes. Superior design can contribute to safe and high-quality care by enabling physical, functional, and social activities to maintain and restore function; preventing delirium and other hospital-acquired harms; reducing frustration and emotional distress; assisting staff workflows; and preserving patient dignity and autonomy.                                                                                                                                                                                                                                                                 | Ongoing | Queensland Health – Health Improvement Unit |                                     | All older people                                    |
|  | 23 | Continue to deliver age-friendly hospital initiatives to improve the quality and care of older Queenslanders in hospital.                                    | Continue to deliver high quality care to older people in hospitals with the Frail Older Persons Program to improve the safety, quality and care of older Queenslanders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Ongoing | Queensland Health                           |                                     | All older people                                    |








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|    | 24 | Explore different models of care to better support people with dementia across Queensland including building networks to services in rural and remote regions.                   | Explore the establishment and delivery of a networked, Queensland-wide cognitive impairment, dementia, and memory service to provide equitable access to timely dementia diagnosis and ongoing management across Queensland.                                                                                                                                                                                                                                                                    | Ongoing   | Queensland Health – Health Improvement Unit |                                              | All older people in rural and remote areas  |
|    | 25 | Support older women through the Women and Girls' Health Strategy 2032, designed to deliver a life-course approach and optimise health and wellbeing outcomes.                    | Queensland Health led an extensive consultation and engagement process from late 2022 to inform the development of the Strategy. This included targeted consultation sessions with women and girls, engagement with key stakeholders, a commissioned evidence review, online surveys, and more.                                                                                                                                                                                                 | 2024-2028 | Queensland Health                           |                                              | Older women                                 |
|    | 26 | Improve health as we age through actions in Healthy Ageing: A strategy for older Queenslanders.                                                                                  | Continue to improve support services, increasing residents' choices about where they receive care and improving the safety and quality of care provided.                                                                                                                                                                                                                                                                                                                                        | Ongoing   | Queensland Health                           |                                              | All older people                            |
|   | 27 | Deliver the Rapid Response Long stay program to support patients including seniors to access a supported and sustainable discharge.                                              | Deliver the Long-Stay Rapid Response (LSRR) program which provides a pathway to support patients (including older patients) that do not need care delivered in hospital to access a timely discharge, whilst they wait for an adequate response through mainstream services such as MyAgedCare or other Commonwealth Aged Care programs.                                                                                                                                                        | Ongoing   | Queensland Health                           |                                              | All older people                            |
|  | 28 | Ensure the welfare of vulnerable patients, including seniors, by facilitating hearings for patients requiring a substitute decision maker to facilitate discharge from hospital. | Queensland Health continues to collaborate with the Queensland Civil and Administrative Tribunal (QCAT) to facilitate hearings for patients within public hospitals who have been identified to have impaired capacity and require consideration from QCAT to determine the need of the appointment of a guardian and/or administrator. The program aims to ensure the welfare of vulnerable patients is respected, their needs are met, and their general health care interests are protected. | Ongoing   | Queensland Health                           | Queensland Civil and Administrative Tribunal | Older people in Queensland public hospitals |




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|    | 29 | Continue to provide inpatient guardians in hospitals and health services to promote the rights of people with impaired decision-making capacity. | The Office of the Public Guardian and Queensland Health have partnered to embed guardians in hospital and health services to promote the rights of hospital inpatients with impaired decision-making capacity. These guardians provide advice and information about the guardianship system, the rights of people with impaired decision-making capacity and the role of the Public Guardian. They work closely with medical and health professionals on potential guardianship matters to ensure QCAT applications seeking the appointment of the Public Guardian are only made as a last resort. | Ongoing    | Office of the Public Guardian                               | Queensland Health        | Hospital inpatients who may have impaired decision-making capacity |
|    | 30 | Develop and implement a new palliative and end-of-life care strategy.                                                                            | <p>The Queensland Government has committed approximately \$171 million for palliative care reform.</p> <ul style="list-style-type: none"> <li>Investing in community-based services to improve and promote choice for care at end-of-life through increased home-based and after-hours care, focusing on regional, rural and remote service provision outside South East Queensland.</li> <li>Enhancing digital and telehealth solutions for consumers.</li> <li>Providing education and advocacy about dying, death and advance care planning.</li> </ul>                                         | 2024- 2026 | Queensland Health                                           |                          | All Queenslanders                                                  |
|   | 31 | Continue to advocate for and provide support to carers in their caring journey.                                                                  | The Queensland Government will continue to strengthen the voice of carers through supporting the work of the Queensland Carers Advisory Council, which provides expert advice on the needs of older carers. The Council is appointed under the <i>Carers (Recognition) Act 2008</i> which includes the objective of recognising the valuable contribution that carers make to the community as well as in the lives of those they care for.                                                                                                                                                        | Ongoing    | Department of Child Safety, Seniors and Disability Services | Smart Service Queensland | Carers of older people                                             |
|  | 32 | Continue to provide free will-making services, including telephone appointments, for all Queenslanders.                                          | <p>The Queensland Public Trustee assists Queenslanders by making free Will documents and providing safe and secure storage of these at no cost to the customer.</p> <p>The Queensland Public Trustee offers telephone appointments to assist its rural and remote customers to access its Will-making services.</p>                                                                                                                                                                                                                                                                                | Ongoing    | Public Trustee Queensland                                   |                          | All Queenslanders                                                  |




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|    | 33 | Continue to offer Queensland Public Trustee's financial management customers the opportunity to participate in the Financial Independence Pathway program. | The Financial Independence Pathway program educates, supports and empowers financial management customers to manage their money and ultimately achieve independence from administration where possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Ongoing               | Public Trustee Queensland                                   |                                                                  | All Queenslanders                                                  |
|    | 34 | Continue to provide information and services to safeguard against financial abuse of older people.                                                         | The Queensland Public Trustee provides access to information and fact sheets on its website to raise awareness and provide tips to protect yourself or family members against financial abuse of older people.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Ongoing               | Public Trustee Queensland                                   |                                                                  | All Queenslanders                                                  |
|    | 35 | Continue to provide cost-of-living relief to older Queenslanders through concessions and rebates.                                                          | Commencing 2024-25 the Queensland Government will provide concessions and rebates with increased value (valued at \$3.3B) that support older Queenslanders and other vulnerable Queenslanders on low or fixed incomes (including holders of Queensland Seniors Cards, Health Care Cards, Immicard, Low Income Health Care Cards, Pensioner Concession Cards, Totally and Permanently Incapacitated and War Widow/Widower DVA Gold Cards).<br><br>Eligible seniors, pensioners and concession card holders can receive up to \$1,672 off their power bills in 2024-25 in addition to continuing reticulated natural gas, rates and water concessions and increased value for medical energy concessions. | 2024-2025 and Ongoing | Department of Child Safety, Seniors and Disability Services | Smart Service Queensland<br><br>Department of Energy and Climate | Eligible Concession Card holders (including Seniors) in Queensland |
|  | 36 | Provide energy efficiency measures and advice for eligible Queensland households, including seniors, under the Queensland Energy and Jobs Plan.            | The Queensland Government Budget 2023-24 commits \$70 million to provide support for all Queenslanders, including seniors, to upgrade old household appliances and hot water systems to energy-efficient appliances with an energy rating of 4 stars or better, and through the delivery of projects to provide energy efficiency advice and activities that will help reduce energy bills for Queenslanders experiencing vulnerability.                                                                                                                                                                                                                                                                | 2024-2026             | Department of Energy and Climate                            |                                                                  | Older Queenslanders                                                |

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|    | 37 | <p>Making Queensland communities safe by addressing the root causes of crime and reducing rates of offending.</p>                                                                                                                        | <p>The Community Safety Plan for Queensland is a roadmap for the Queensland Government for tackling crime and its causes in Queensland and commits to making communities safe places to live, work and enjoy Queensland’s great lifestyle. The plan builds on a strong foundation including investment across criminal justice, policing, health, education, sport, employment, domestic, family and sexual violence, and housing.</p> <p>The Plan invests almost \$40 million limited life funding to extend the Helping Seniors Secure their Homes trial in its current locations until the end of 2024.</p> | Multiple Years | Department of Premier and Cabinet                           | Queensland Government agencies | All Queenslanders, with specific initiatives for older people |
|    | 38 | <p>Continue to provide an accessible Elder Abuse Helpline for expert confidential support.</p>                                                                                                                                           | <p>The Elder Abuse Helpline (1300 651 192) provides confidential support, information, advice and referral to anyone who experiences, witnesses or suspects that an older person is being abused.</p>                                                                                                                                                                                                                                                                                                                                                                                                          | Ongoing        | Department of Child Safety, Seniors and Disability Services |                                | All older people                                              |
|    | 39 | <p>Generate evidence on current and emerging trends through research and data analysis, and report on findings to inform prevention and intervention policy and services to combat abuse of older people.</p>                            | <p>Provide \$250,000 per annum to fund analysis and reporting on trends in abuse of older people.</p> <p>Deliver an annual Year in Review Report.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2024-2025      | Department of Child Safety, Seniors and Disability services |                                | All older people                                              |
|  | 40 | <p>Continue to fund Seniors Legal and Support Services (SLASS) and the Seniors Financial Protection Service (SFPS), which support older Queenslanders impacted by abuse or neglect, or who require specialist financial information.</p> | <p>Continue to invest in the SLASS, to provide person-centred prevention and intervention responses that uphold the rights of the older person and that are holistic, accessible and easily navigated.</p> <p>Continue to invest in the SFPS, to provide older Queenslanders with access to free independent financial advice to help protect them from financial abuse.</p>                                                                                                                                                                                                                                   | Ongoing        | Department of Child Safety, Seniors and Disability services |                                | All older people                                              |

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|    | 41 | Continue to raise awareness of the abuse of older people through a rolling public education campaign coinciding with World Elder Abuse Awareness Day (WEEAD) (15 June each year). | The annual campaign will coincide with WEAAD and is designed to raise awareness and understanding of the abuse of older people, and encourage family members, friends, carers and neighbours of older people to connect with services and seek support.                                                                                                            | Ongoing from 2024-2025 | Department of Child Safety, Seniors and Disability services        | Queensland Government agencies | All older people                            |
|    | 42 | Promote the housing principles for inclusive communities of rights choice, control and inclusion.                                                                                 | Update the Housing principles for inclusive communities through co-design and target communications to a variety of stakeholders.                                                                                                                                                                                                                                  | 2024-2026              | Department of Housing, Local Government, Planning and Public Works |                                | All older people and people with disability |
|    | 43 | Strengthen partnerships with people with lived experience of disability to improve housing outcomes.                                                                              | Through Partnering for inclusive housing with Queenslanders with disability 2024-2027 the Queensland Government is investing in inclusive, accessible and well-designed homes for people with disability, ensuring they have affordable housing options and living arrangements, including (but not limited to) social housing, private rental and home ownership. | 2024-2027              | Department of Housing, Local Government, Planning and Public Works |                                | All people with disability                  |
|   | 44 | Enhance consumer protections and affordable housing options for Queensland seniors who reside in retirement villages and residential (manufactured home) parks.                   | Continue to progress actions under Homes for Queenslanders to modernise the housing legislative framework and improve customer protection in residential parks and retirement villages, while making sure it's still viable for investors and operators to provide these housing options.                                                                          | Ongoing                | Department of Housing, Local Government, Planning and Public Works |                                | All older people                            |
|  | 45 | Protecting older Queenslanders from scams and fraud and strengthening consumer protections.                                                                                       | The Queensland Government will continue to provide older Queenslanders with access to a scams and fraud protection helpline, operated by the Seniors Enquiry Line, to provide them with the information they need to protect their money and themselves.                                                                                                           | Ongoing                | Department of Child Safety, Seniors and Disability Services        | Office of Fair Trading         | All older people                            |

**Outcome 3: Older Queenslanders are recognised, celebrated, and valued for the significant contributions they make to our economy, our society and our community.**

| <i>WHO domain</i>                                                                  | <i>Action</i>                                                                                                                                                                      | <i>Implementation</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <i>Timeline</i>   | <i>Lead agency</i>                                          | <i>Partner agency</i> | <i>Target cohort</i> |
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|   | 46 Invest in Seniors Month initiatives that celebrate seniors.                                                                                                                     | Continue to provide grant funding for local community events including those that are intergenerational and aim to end ageism.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | October each year | Department of Child Safety, Seniors and Disability Services |                       | All older people     |
|   | 47 Amplify the voice of seniors through peak representation.                                                                                                                       | Ensure the voices of Queensland seniors are heard through a seniors peak body to generate advice and research for government on behalf of older Queenslanders, represent the views and perspectives of seniors in policy and service development, undertake system level advocacy to governments, as well as promoting positive ageing.                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Ongoing           | Department of Child Safety, Seniors and Disability Services |                       | All older people     |
|  | 48 Harness the expertise of our mature age workforce by supporting initiatives for them to retrain as trainers and assessors through the new Queensland Skills Strategy 2024-2028. | <p>A key action under the Queensland Government’s Good people. Good jobs: Queensland Workforce Strategy 2022-2032 is the development of a Queensland Vocational Education and Training (VET) Strategy to ensure the Queensland Government’s significant annual investment in skills and training is targeted to meeting growth industries and local community needs.</p> <p>The new Queensland Skills Strategy 2024-2028, includes a number of initiatives to attract people with industry expertise to reskill as trainers and assessors, particularly in regional Queensland, and share their expertise with future workforces.</p> <p>Potential measure includes the number/percentage of mature age workers accessing training to update and reskill as trainers and/or assessors.</p> | 2024-2028         | Department of Employment, Small Business and Training       |                       | Mature age workers   |

|                                                                                   |    |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                       |         |                                                             |                                                                                                    |                  |
|-----------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------|
|  | 49 | Recognise the contribution that senior volunteers make, identify barriers to volunteering and develop tailored approaches for seniors.                                          | Partner with Volunteering Queensland to develop and implement a plan to increase awareness and opportunities for seniors to volunteer in their local communities.                                                                                                                                                                                     | Ongoing | Department of Child Safety, Seniors and Disability Services | Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts | All older people |
|  | 50 | Identify how policy, programs, services and strategies can best meet the needs of older people who are carers and how carers can be celebrated for the contributions they make. | Continuing to invest over \$1 million annually in the Time for Grandparents program, as a means to provide grandparent carers and their grandchildren to connect and build a network through camps and other activities.<br><br>Engaging and supporting the Queensland Carers Advisory Council to provide expert advice on the needs of older carers. | Ongoing | Department of Child Safety, Seniors and Disability Services |                                                                                                    | All carers       |
|  | 51 | Promote Grandparents Day celebrations.                                                                                                                                          | Continue to recognise the contribution grandparents make to families, communities, and the economy.                                                                                                                                                                                                                                                   | Ongoing | Department of Child Safety, Seniors and Disability Services |                                                                                                    | All older people |

### Translating and Interpreting



The Department of Child Safety, Seniors and Disability Services is committed to providing accessible information and services to Queenslanders from all cultural and linguistic backgrounds. To talk to someone about the *Queensland Seniors Action Plan 2024-2026* in your preferred language call 1800 512 451 and ask to speak with the Seniors and Carers, Strategy and Reform team.

