

**870,000**



accessed the **Queensland Cards and Concessions scheme**

**11**

funded **seniors legal and support services**

across Queensland

(Brisbane, Cairns, Hervey Bay, Toowoomba, Townsville, Gold Coast, Sunshine Coast, Gladstone, Rockhampton, Mackay and Bundaberg)



**\$373 million**

in concessions and rebates for eligible Queenslanders



**876**

**events** during **Seniors Week**

through funding to Council on the Ageing Qld Inc



# Seniors

Our Seniors programs help provide age-friendly communities where older people are valued, respected and actively engaged in their community.

This includes services that support Queensland seniors to overcome age-related barriers, support with cost of living pressures and protection from elder abuse.

# Top 4 achievements

1

## » **Age-friendly communities**

The department continued delivering 93 actions across 13 Queensland Government departments as part of our commitment to support age-friendly communities. We have invested \$1 million annually through the Age-Friendly grants program, providing seed funding for 29 community initiatives that implement and promote innovative age-friendly projects. Thirteen regional workshops were also delivered with councils across Queensland in locations such as Cairns, Townsville, Mount Isa, Longreach, Roma and Mackay to improve understanding of how to adopt age-friendly approaches and establish cross-sector partnerships to deliver age-friendly initiatives.

2

## » **B.OLD short film competition**

Eight Queensland-made short films that challenged stereotypes about ageing were created as a result of the B.OLD short film competition launched in August 2018. Forty film-makers submitted scripts for short films that inspired community conversations and changed people's attitudes about ageing. Eight successful film-making teams were each given \$10,000 to make the films that comprise the B.OLD short film series. The films screened at six film festivals across Queensland to an audience of more than 4000 people before being released online as part of Seniors Week celebrations in 2019.

3

## » **Seniors financial protection services**

Navigating age-care contracts, family agreements and housing matters can be complex. To support seniors in accessing specialist financial information and support, we funded 11 seniors financial protection services (\$400,000 per year over three years). These services provided free independent financial information tailored to seniors. The department established a referral partnership with National Seniors Australia to support delivery of these services. Having access to an expert in these fields assists older Queenslanders to protect themselves against elder abuse and helps ease concerns for many older people navigating difficult and complex financial issues.

4

## » **Global Network of Age-friendly Cities and Communities**

The Queensland Government, through the department, applied to become an Affiliate member of the World Health Organisation's Global Network of Age-friendly Cities and Communities. As part of the application, the department has committed to continue supporting age-friendly environments for three years through a Collaborative Plan to work with local governments, community organisations and businesses to develop age-friendly approaches.

# Delivered objectives

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## Create jobs in a strong economy

- » Assisted eligible Queenslanders to receive cost of living aid through the available concessions and the Seniors Card, Seniors Business Discount Card, Carer Business Discount Card and Companion Card discounts.
- » Provided targeted quality services for seniors during times of need, such as wellbeing support, counselling and concessions.
- » Invested in quality responsive services and supports:
  - › Engaged with industry networks and alliances.
  - › Partnered with peak organisations that supported industry to respond to reforms.

## Keep communities safe

- » Helped people to stay living in their own homes with the support of a wide range of community services.
- » Supported older people and helped keep them safe through seniors legal and support services and the Elder Abuse Prevention Unit.
- » Strengthened local communities and helped them thrive:
  - › Invested in neighbourhood centres that provided a central access and focal point that supported individual and community inclusion.

## Give our children a great start

- » Supported carers through programs such as the Carers Business Discount Card scheme.
- » Partnered with other Queensland Government agencies and stakeholders that supported communities to deliver place-based and local solutions.

## Keep Queenslanders healthy

- » Supported older people through advice and referral services including elder abuse prevention, seniors legal and support services, and programs that reduced social isolation.
- » Actioned the *Queensland: an age-friendly community* strategy that enabled people of all ages to actively participate in community life.
- » Improved the wellbeing of individuals requiring seniors services:
  - › Seniors and carers accessed services that supported their wellbeing, safety and quality of life.
  - › Provided programs and services that supported financial resilience of individuals.



## Centenarian Portrait Project by Teenagers

The Centenarian Portrait Project by Teenagers brought young artists and Queensland's oldest residents together to create an art exhibition for Queensland Seniors Week 2019.

Sponsored by the department and created by community arts organisation Embraced, the project was an uplifting initiative that matched 100 teenage artists with 100 centenarians. From storytelling, reminiscing, joy and laughter came unique portraits and friendships to treasure between the generations.

The Centenarian Portrait Project by Teenagers was innovative, inspiring and highly successful in expanding our ways of looking at, and thinking about, older Queenslanders. The department is committed to building inclusive, age-friendly communities that value older people, and was proud to support the project and its contribution towards challenging stigma around ageing and building meaningful cross-generational relationships and connections.

# Future directions

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## Improve the wellbeing of individuals requiring seniors services

- » Promote opportunities that enable community participation for Queenslanders regardless of age, background or ability.
- » Contribute to the Queensland Parliamentary Inquiry into Aged Care.
- » Contribute to the implementation of the National Framework for Prevention of Elder Abuse.
- » Partner with the community services sector to protect the legal and financial interests of older Queenslanders.
- » Support actions to increase options for housing for older people.

## Strengthen communities and help them thrive

- » Listen to and support Queensland carers in their critical role.
- » Implement the *Queensland: an age-friendly community* strategy to promote respect and inclusion of older Queenslanders.
- » Support eligible seniors and carers with cost of living pressures through available concessions.

## Invest in quality responsive services and supports

- » Support Volunteering Queensland to build capacity, raise awareness, and promote and support volunteering activities in Queensland.
- » Engage and partner with industry networks, alliances and peak associations.
- » Make communities across the state welcoming and inclusive in terms of building infrastructure and enabling social connectedness and acceptance.