

Queensland: an age-friendly community

Action Plan



Outdoor spaces and buildings

NEW ACTIONS

- Implement the new **South East Queensland Regional Plan 2017 - ShapingSEQ**, including supporting diverse types of housing, affordable living, and access to services and public transport. (DSDMIP)
- Review existing **climate change campaigns** and ensure they include ways to meet the needs of older people. (DES)
- Support the development of the **'human health and wellbeing'** sector adaptation plan as part of the Queensland Climate Adaptation Strategy to address the climate adaptation needs of different sections of the community including seniors. (DES)
- Implement **Advancing Queensland: an age friendly community grants** program projects 2017-18 to provide accessible and user-friendly spaces and places for older people in communities, including:
 - development of mobility maps (also Transport domain)
 - Magnetic Island seniors fitness trail
 - age friendly seating in the Hinchinbrook area
 - shade and age-friendly spaces in SEQ
 - age-friendly fitness area/park in the Tablelands area (DCDSS)

ONGOING ACTIONS

- 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. (DCDSS)
- Implement the **Queensland Climate Adaptation Strategy** to help address the effects of extreme heat waves to vulnerable citizens, including older people, which are responsible for more excess deaths than any other extreme climate events. (DES)



Transport

NEW ACTIONS

- Implement **Advancing Queensland: an age friendly community grants** program projects 2017-18 to provide transport solutions for older people, including:
- an individualised transport service for Gold Coast seniors
 - a seniors driving program on the Fraser Coast. (DCDSS).

ONGOING ACTIONS

- Improve **access to passenger transport infrastructure and services** for seniors, including working with industry and operators, to highlight the importance of disability awareness training. (DTMR)
- **Maintain significant investment in concessions and subsidies** to make transport affordable for the ageing population. (DTMR)
- Trial a **new flexible demand responsive public transport service** in Logan in 2017-18 that is tailored to meet community needs and complements existing mass transport options and community-based services. (DTMR)
- Identify the **key transport needs** of older people across Queensland, and investigate possible solutions. (DTMR and DCDSS)
- Deliver the **Seniors Card +go program**. (DTMR and DCDSS)
- 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. (DTMR)
- Improve **accessibility to the public transport network** for people with disability and those with limited mobility, including older people, through implementation of the Disability Action Plan. (DTMR)
- Provide easy to use **public transport information** for seniors with improved access through printed materials, contact centre, website, MyTranslink app, social media, face-to-face assistance and targeted education programs. (DTMR)
- 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. (DTMR)

Housing



NEW ACTIONS

- Deliver **enhanced housing support for seniors** by responding to the issues raised by the Advisory Taskforce on Residential Transition for Ageing Queenslanders, including through an allocation of \$500,000 over two years to assist older Queenslanders to make the right decisions about their housing options. (DCDSS)
- Implement **Advancing Queensland: an age friendly community grants** program projects 2017-18 to provide innovative housing solutions for older people in communities, including:
 - a rural housing project
 - a care journal to support seniors to stay at home
 - a living arrangement transition pilot
 - innovative housing solutions (DCDSS)
- Implement the **Queensland Housing Strategy 2017-2020** Action Plan. (DHPW)
- Publish online examples of **good practice, case studies and information** on housing and living arrangements based on the preferences of older people and people with disability. (DHPW)

- Include consideration of **best practice housing solutions** for older people and people with disability in assessment processes for government procurement proposals and funding rounds. (DHPW)
- Implement a **trial smoke alarm community fund** for Home Assist Secure eligible clients to comply with the Fire and Emergency Services (Domestic Smoke Alarms) Amendment Bill 2016. (DHPW)
- Establish a **new HomeStay Support Service in Logan** LGA to provide early intervention for people who are housed but are at risk of homelessness, including older Queenslanders. (DHPW)
- Implement the amendments to the **Retirement Villages Act 1999 and the Manufactured Homes (Residential Parks) Act 2003** to ensure fairness and improve consumer protection for residents and home owners, including improved pre-contractual disclosure processes and new behaviour standards. (DHPW)
- Establish a **Queensland Government housing portal** that will consolidate information to ensure it is user-friendly and accessible to people of all abilities, including seniors, people from culturally and linguistically diverse backgrounds and people with disability. The portal will provide information about the full range of housing options including home ownership, retirement living and affordable rental. (DHPW)
- Provide **advocacy and support** through peak groups and resident and home owner associations to retirement village residents, manufactured home owners and vulnerable residents living in residential services, including helping to prepare for legislative changes. (DHPW)
- Construct 50% of public housing dwellings to the **Livable Housing Design Guidelines** Gold Level or Platinum Level standards to increase accessibility and adaptability. (DHPW)
- Deliver a **new suite of flexible assistance packages** to enable access to private rental properties. (DHPW)

ONGOING ACTIONS

- Implement the **Ageing in Place strategy** to build adaptable housing in regional communities to enable seniors to remain in their communities. (DSDMIP)
- 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. (DCDSS and DHPW)
- Provide **social housing** to eligible seniors on low incomes that is physically appropriate or adapted to their needs. (DHPW)
- Assist seniors to enter the **private rental market** through the RentConnect program. (DHPW)
- Help seniors **maintain their tenancies** through the HomeStay Support and Common Ground initiatives. (DHPW)
- 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. (DHPW)
- Assist older Queenslanders who are homeless or at risk of homelessness to regain their independence through **Specialist Homelessness Services** funded by the Queensland Government. (DHPW)



Social participation

ONGOING ACTIONS

- Fund programs and services to **reduce social isolation** of older Queenslanders. (DCDSS)
- Deliver the **Seniors Card and Seniors and Carers Business Discount** schemes. (DCDSS and DHPW)
- Deliver **Seniors Week** activities and events, which celebrate and acknowledge the contribution of seniors to the Queensland community. (DCDSS in collaboration with COTAQ)
- Use findings from the **Active Queensland Survey** to better understand participation by seniors in sports, exercise and recreation in Queensland for active ageing. (Sport and Recreation)
- Provide information about how seniors can be active through **Active Seniors online**. (Sport and Recreation)
- 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. (Arts Queensland)
- Promote good practice in delivering **age-friendly arts and cultural events**, through articles published through Arts Queensland's digital channels. (Arts Queensland)
- Deliver a range of QAGOMA 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. (QAGOMA)
- Deliver the **Reminiscence Program** at the Cobb + Co campus in Toowoomba, using objects and photographs to encourage residents of aged-care facilities to talk about their memories and share their stories. (Queensland Museum)



Respect and social inclusion

NEW ACTIONS

- Consider delivery of the **Drive-Thru voting program** at State general elections to provide an accessible voting option for individuals with a disability or mobility issue, seniors and their carers. (Electoral Commission Queensland)
- Advocate for the implementation of select **Australian Law Reform Commission Elder Abuse Inquiry recommendations**. (OPA)
- Advocate for **national regulation** of the use of restrictive practices in residential aged care. (OPA)

ONGOING ACTIONS

- Promote **positive images** of older Queenslanders as valued and respected community members in publications and online materials. (CEOs of all agencies)
- Ensure the **views of older Queenslanders** inform programs and policies, and ensure older people's voices are heard. (CEOs of all agencies)
- Identify opportunities to strengthen connections and break down barriers between young and older people through **inter-generational activities and connections**. (DCDSS)
- 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. (All agencies)
- 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. (ADCQ)
- 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. (DCDSS and ADCQ)
- Work in partnership with COTAQ 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. (DCDSS)
- Implement a **Queensland Financial Inclusion Plan** to ensure vulnerable Queenslanders, including older people, have access to appropriate, affordable and acceptable financial resources. (DCDSS)
- Value the voice of **Aboriginal and Torres Strait Islander Elders and seniors**, and engage with them in co-designing initiatives for seniors. (CEOs of all agencies)
- **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. (DJAG)



Civic participation and employment

NEW ACTIONS

- **Extend the Back to Work Program** to introduce support payments to South East Queensland employers to take on long-term unemployed jobseekers, including mature-age jobseekers. (DESBT)
- Provide a short-term financial boost of up to \$20,000 through the **Back to Work Program** to employers who hire eligible mature-age jobseekers between 1 January 2018 and 30 June 2018. (DESBT)
- Review **older entrepreneurs research** and implement findings as applicable across the range of Office of Small Business services. (DESBT)
- Provide **targeted small business advice and assistance** to older entrepreneurs, including promoting opportunities to participate in Small Business Entrepreneur Grants. (DESBT)

- Review existing content on **Business Queensland** website and identify opportunities with Queensland Government departments to provide targeted small business advice and assistance to older entrepreneurs, supporting the Advance Queensland innovation agenda. (DESBT)
- Appoint a prominent Queenslander as an **Ambassador** to promote and advocate to employers the benefits of employing mature-aged workers. (DESBT)
- Establish an **Awards program** to recognise and showcase Queensland businesses that demonstrate best practice in employing mature-aged workers. (DESBT)

ONGOING ACTIONS

- 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. (DESBT)
- Support **workforce participation** of different groups in the community, including mature-age job seekers through the Skilling Queenslanders for Work initiative, by providing tailored assistance to those Queenslanders who need support to gain the skills, qualifications and experience needed to enter and stay in the workforce. (DESBT)
- Provide financial support of up to \$15,000 through the **Back to Work Regional Program** to employers who hire eligible job seekers in regional Queensland including mature-age job seekers. (DESBT)
- Conduct research into **entrepreneurship among older people** to understand what support seniors need to open a small business (DCCSDS in partnership with DESBT) and provide targeted small business advice and assistance to older entrepreneurs, supporting the Advance Queensland Innovation agenda. (DESBT)
- Promote **age-friendly employment practices** in the Queensland Public Service through the Queensland Public Sector Inclusion and Diversity Strategy, and implement contemporary flexible working arrangements for employees. (PSC)
- Investigate options to address the **retirement gender income gap** and raise awareness of the income gap in the non-government sector. (DCSYW)
- 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. (QPS)
- 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. (Queensland Museum)



Communication and information

NEW ACTION

- Develop policies and strategies that engage seniors in **disaster recovery and resilience-building**. (QRA)

ONGOING ACTIONS

- Expand and improve the **Seniors Entitlements** digital service for easy access to concessions, all in one place, as Queenslanders approach 65 years of age. (DHPW)
- Improve seniors' **access to online government information and services** through the seniors franchise (www.qld.gov.au/seniors). (DCDSS and DHPW)
- Deliver and improve **My Account** enabling 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. (DHPW)
- Fund the **Seniors Enquiry Line** to link seniors with community information across Queensland. (DCDSS)
- Deliver the **Tech Savvy Seniors Queensland** program to encourage more seniors to embrace information technology by delivering free training sessions for seniors through selected local government library services and Indigenous Knowledge Centres across Queensland. (SLQ, DCDSS and Telstra)
- Deliver the **Advance Queensland Community Digital Champions** program to encourage Queenslanders, including seniors, to embrace digital technologies and participate online. (DHPW)
- 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. (DCDSS)
- Support the **Get Ready Queensland** initiative to engage with all sectors of the community, including seniors, to support preparedness and community resilience for natural disasters. (QRA)
- 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 Safehome community education program. (QFES)
- Release a series of information resources, developed in an age-friendly format, to communicate the **impacts of climate change** for every region in Queensland. (DES)
- **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/qldseniors. (DCDSS)



Community support and health services

NEW ACTIONS

- Implement new measures to improve responses to and **support for people experiencing elder abuse**, particularly financial abuse. \$1.85 million has been committed over four years from 2017-18 :
 - \$1.4 million for statewide seniors legal and support services to provide specialist financial advice to older people.
 - \$450,000 to respond to a range of existing and emerging issues for older Queenslanders, including recommendations from the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland Seniors. (DCDSS)

ONGOING ACTIONS

- 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. (QH)
- Develop the **Older Persons Health Care Strategy** to improve health services for older Queenslanders. (QH)
- 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. (QH)
- 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**. (QH)
- Expand the **Elder Abuse Prevention Unit's Elder Abuse Helpline** and **Seniors Legal and Support Services**. (DCDSS)
- Implement all supported responses to the **Parliamentary Inquiry** into the adequacy of existing financial protections for Queensland's seniors. (Multiple agencies)
- Deliver **public safety and crime prevention support** to older Queenslanders. (QPS)
- Develop education resources and promote awareness of **financial elder abuse**, including the roles and responsibilities of people exercising powers of attorney. (Public Trustee, Public Guardian and DCDSS)