

Queensland: an age-friendly community

Implementation schedule 2019–20 and 2020–21

- Action completed 2016–2019
- Core development period
- Ongoing implementation and review

Deliverable

| | Outdoor spaces and buildings | 2019–2020 | 2020–2021 |
|---|---|------------------|------------------|
|  | 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) | | |
| | Implement the Human Health and Wellbeing Climate Change Adaptation Strategy as part of the Queensland Adaptation Strategy to address the climate adaptation needs of different sections of the community including seniors. (DES) | | |
| | Promote to local government 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) | | |
| | Work with stakeholders to facilitate outdoor spaces that protect seniors from extreme climate events including heatwaves. (DES). COMPLETED | | |
| | 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. (DCCSDS in collaboration with relevant agencies) COMPLETED | | |
| | Review the current 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. (DILGP) COMPLETED | | |
| | 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. (DILGP) COMPLETED | | |
| | Implement five 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 COMPLETED including: <ul style="list-style-type: none"> • 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) | | |

| | Transport | 2019–2020 | 2020–2021 |
|---|--|------------------|------------------|
|  | 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) | | |
| | Implement the Logan Demand Responsive Trial to meet community needs and complement existing mass transport options and community-based services. (DTMR) | | |
| | Identify the key transport needs of older people across Queensland, and investigate possible solutions. (DTMR) | | |
| | 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. (DTMR) | | |
| | Provide seed funding under the new Advancing Queensland: an age-friendly community grants program to implement age-friendly transport solutions . (DCCSDS with DTMR and other agencies) COMPLETED | | |
| | Cut the cost of all public transport fees 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. (DTMR) COMPLETED | | |
| Implement two Advancing Queensland: an age friendly community grants program projects 2017-18 to provide transport solutions for older people, COMPLETED . Including: <ul style="list-style-type: none"> • an individualised transport service for Gold Coast seniors • a seniors driving program on the Fraser Coast. (DCDSS). | | | |

- Action completed 2016–2019
- Core development period
- Ongoing implementation and review

Deliverable

| | Housing | 2019–2020 | 2020–2021 | |
|---|---|------------------|------------------|--|
|  | 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 through Housing Principles for Inclusive Communities. (DHPW) | | | |
| | Implement a trial smoke alarm community fund for Home Assist Secure eligible clients to comply with the <i>Fire and Emergency Services (Domestic Smoke Alarms) Amendment Bill 2016</i> . (DHPW) | | | |
| | Implement the HomeStay Support Service in Logan 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 franchise 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 franchise 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 private rental products and services for eligible Queenslanders to access or sustain a private rental tenancy. (DHPW) | | | |
| | Encourage greater diversity of housing in all communities to provide greater housing choice for seniors. (DSDMIP) | | | |
| | 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) | | | |
| | Deliver a Housing Chats Info Helping to assist older Queenslanders to make the right decisions about their housing options so they maintain control over how and where they live. (DCDSS) | | | |
| | 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) COMPLETED | | | |
| 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. (DHPW) COMPLETED | | | | |
| Implement four Advancing Queensland: an age friendly community grants program projects 2017-18 to provide innovative housing solutions for older people in communities, COMPLETED Including: <ul style="list-style-type: none"> • a rural housing project • a care journal to support seniors to stay at home • a living arrangement transition pilot • innovative housing solutions (DCDSS) | | | | |

| | Social participation | 2019–2020 | 2020–2021 | |
|---|---|------------------|------------------|--|
|  | Deliver the Memory Lounge, - Archive and Dementia Program , a purpose-built dementia friendly space at Queensland State Archives to actively engage with older people. (DHPW) | | | |
| | 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) | | | |
| | Celebrate seniors through activities and events which acknowledge the contribution of seniors to the Queensland community. (DCDSS in collaboration with COTAQ) | | | |
| | Implement the Queensland Sport and Active Recreation Strategy Activate! Queensland 2019-29 and Our Active8 2019-22 Three Year Action Plan to enrich the Queensland way of life incorporating targeted initiatives for seniors under the Community Active Partnerships and Queensland Active Precincts programs. (DHPW) | | | |
| | Use findings from the Queensland Sport, Exercise and Recreation Survey of Adults to better understand participation by seniors in sports, exercise and recreation in Queensland for active ageing. (DHPW) | | | |
| | Provide information about how seniors can be active through Active Seniors online . (DHPW) | | | |
| | Fund and promote projects and organisations that support the active engagement of seniors and Elders in the arts and cultural life of Queensland, as artists, audience members and participants. (DES) | | | |
| | 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) | | | |
| | Deliver eleven Advancing Queensland: an age friendly community grants projects in 2019-20 to support seniors to be active in their community. (DCDSS) | | | |

- Action completed 2016–2019
- Core development period
- Ongoing implementation and review

Deliverable

| Respect and social inclusion | 2019–2020 | 2020–2021 |
|--|-----------|-----------|
| 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) | | |
| 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. (QHRC) | | |
| 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 QHRC) | | |
| Promote the age-friendly community model , to build understanding, awareness and capacity of what it means to be age-friendly in Queensland. (DCDSS) | | |
| Implement the 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) | | |
| Actively involve Aboriginal and Torres Strait elders in Treaty consultations . (DATSIP) | | |
| Ensure active involvement of Aboriginal and Torres Strait Islander community elders in the development and implementation of the Local Thriving Communities program . (DATSIP) | | |
| 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) COMPLETED | | |
| 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 (DCDSS) COMPLETED | | |
| Pilot the Casserole Club volunteer meal-sharing program to help communities support isolated older people. (DCCSDS) COMPLETED | | |
| Implement eight Advancing Queensland: an age friendly community grants program projects 2018-19 to provide innovative respect and inclusion project for older people in communities, (DCDSS) COMPLETED | | |

| Civic participation and employment | 2019–2020 | 2020–2021 |
|--|-----------|-----------|
| 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 vocational education and training (VET) programs 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 Program to employers who hire unemployed Queenslanders in regional Queensland and eligible parts of South East Queensland including mature-age job seekers. (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) | | |
| 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) | | |
| Work with key stakeholders on strategies to support improved employment opportunities for seniors in Queensland, including delivery of an employment forum for seniors. (DESBT) COMPLETED | | |
| 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 <i>Advance Queensland</i> Innovation agenda. (DESBT) COMPLETED | | |
| Support lifelong learning through the U3A Network Queensland . (DCCSDS) COMPLETED | | |
| Investigate options to address the retirement gender income gap and raise awareness of the income gap in the non-government sector. (DCSYW) COMPLETED | | |
| 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) COMPLETED | | |
| Review older entrepreneurs research and implement findings as applicable across the range of Office of Small Business services (DESBT) COMPLETED | | |
| Provide targeted small business advice and assistance to older entrepreneurs , including promoting opportunities to participate in Small Business Entrepreneur Grants. (DESBT) COMPLETED | | |
| 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) COMPLETED | | | | |
| Implement one Advancing Queensland: an age friendly community grants project in 2018-19 focussed on enhancing civic participating and employment for older people in communities, (DCDSS) COMPLETED | | | | |
| Appoint a prominent Queensland as an Ambassador to promote and advocate to employers the benefits of employing mature-aged workers. (DESBT) COMPLETED | | | | |
| Establish an Awards program to recognise and showcase Queensland businesses that demonstrate best practice in employing mature-aged workers. (DESBT) COMPLETED | | | | |

- Action completed 2016–2019
- Core development period
- Ongoing implementation and review

Deliverable

|  | Communication and information | | |
|---|--|------------------|------------------|
| | | 2019–2020 | 2020–2021 |
| | Develop policies and strategies that engage seniors in disaster recovery and resilience-building. (QRA) | | |
| | 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) | | |
| | 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) | | |
| | Deliver seven Advancing Queensland: an age friendly community grants projects in 2019-20 to support seniors to access information and stay connected. (DCDSS) | | |
| | 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. (DHPW) COMPLETED | | |
| | 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) COMPLETED | | |
| | 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) COMPLETED | | |

|  | Community support and health services | | |
|---|--|------------------|------------------|
| | | 2019–2020 | 2020–2021 |
| | 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 : <ul style="list-style-type: none"> • \$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) | | |
| | 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) | | |
| | Implement the Healthy ageing: a strategy for older Queenslanders to improve health services for older Queenslanders. (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) | | |
| | Fund the expanded Elder Abuse Prevention Unit's Elder Abuse Helpline and Seniors Legal and Support Services . (DCDSS) | | |
| | 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) | | |
| | 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) COMPLETED | | |
| | 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. (QH) COMPLETED | | |
| | Conduct a survey of Hospital and Health Services across the state to provide age-friendly hospital services. (QH) COMPLETED | | |
| | 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. (DCDSS) COMPLETED | | |
| | Implement all supported responses to the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors. (Multiple agencies) COMPLETED | | |
| | 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. (Public Trustee) COMPLETED | | |
| | Implement eight Advancing Queensland: an age friendly community grants program projects 2018-19 to provide community support and health service for older people in communities, COMPLETED | | |

Abbreviations

| | |
|--------|---|
| COTAQ | Council on the Ageing Queensland |
| DATSIP | Department of Aboriginal and Torres Strait Islander Partnerships |
| DCDSS | Department of Communities, Disability Services and Seniors |
| DCSYW | Department of Child Safety, Youth and Women |
| DESBT | Department of Employment, Small Business and Training |
| DES | Department of Environment and Science |
| DHPW | Department of Housing and Public Works |
| DJAG | Department of Justice and Attorney-General |
| DSDMIP | Department of State Development, Manufacturing, Infrastructure and Planning |
| DTMR | Department of Transport and Main Roads |
| ECQ | Electoral Commission of Queensland |
| OPA | Office of the Public Advocate |
| PSC | Public Service Commission |
| QAGOMA | Queensland Art Gallery and Gallery of Modern Art |
| QFES | Queensland Fire and Emergency Services |
| QH | Queensland Health |
| QHRC | Queensland Human Rights Commission |
| QPS | Queensland Police Service |
| QRA | Queensland Reconstruction Authority |
| SLQ | State Library of Queensland |
