



**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).

- Action completed 2016–2017
- Core development period
- Ongoing implementation and review

**Deliverable**



**Housing**

2017–2018

2018–2019

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)

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**

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)

**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)

- Action completed 2016–2017
- Core development period
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**Deliverable**


	<b>Social participation</b>	<b>2017–2018</b>	<b>2018–2019</b>
	Fund programs and services to <b>reduce social isolation</b> of older Queenslanders. (DCDSS)		
	Deliver the <b>Seniors Card and Seniors and Carers Business Discount</b> schemes. (DCDSS and DHPW)		
	Deliver <b>Seniors Week</b> activities and events, which celebrate and acknowledge the contribution of seniors to the Queensland community. (DCDSS in collaboration with COTAQ)		
	Use findings from the <b>Active Queensland Survey</b> 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 <b>Active Seniors online</b> . (Sport and Recreation)		
	Fund projects and organisations that support <b>the active engagement of seniors in the arts and cultural life</b> of Queensland, as artists, audience members and participants. (Arts Queensland)		
	Promote good practice in delivering <b>age-friendly arts and cultural events</b> , through articles published through Arts Queensland's digital channels. (Arts Queensland)		
	Deliver a range of QAGOMA programs that support the active <b>engagement of seniors with arts and culture</b> , 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 <b>Reminiscence Program</b> 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)			


	<b>Respect and social inclusion</b>	<b>2017–2018</b>	<b>2018–2019</b>
	Promote <b>positive images</b> of older Queenslanders as valued and respected community members in publications and online materials. (CEOs of all agencies)		
	Ensure the <b>views of older Queenslanders</b> inform programs and policies, and ensure older people's voices are heard. (CEOs of all agencies)		
	Pilot the <b>Casserole Club</b> volunteer meal-sharing program to help communities support isolated older people. (DCCSDS) <b>COMPLETED</b>		
	Develop and implement a <b>range of strategies</b> to support different groups of older people in the community, including women, people with disability, and people from culturally and linguistically diverse backgrounds; <b>COMPLETED</b> ; and identify opportunities to strengthen connections and break down barriers between young and older people through inter-generational activities and connections. (DCDSS)		
	Recognise the <b>contribution of carers</b> 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 <b>age discrimination and unconscious bias</b> as part of the suite of educational products offered to businesses, government and community organisations. (ADCQ)		
	Cross-promote the prevention of <b>age discrimination and age-friendly community resources and information</b> 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 <b>promote and support the age-friendly community model</b> , and build understanding, awareness and capacity of what it means to be age-friendly in Queensland. (DCDSS)		
	Implement a <b>Queensland Financial Inclusion Plan</b> to ensure vulnerable Queenslanders, including older people, have access to appropriate, affordable and acceptable financial resources. (DCDSS)		
	Value the voice of <b>Aboriginal and Torres Strait Islander Elders and seniors</b> , and engage with them in co-designing initiatives for seniors. (CEOs of all agencies)		
	<b>Support and safeguard the interests of older people</b> 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)		
	<b>NEW ACTIONS</b>		
	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 <b>Australian Law Reform Commission Elder Abuse Inquiry recommendations</b> . (OPA)			
<b>Advocate for national regulation</b> of the use of restrictive practices in residential aged care. (OPA)			



Action completed 2016–2017  
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	Civic participation and employment	2017–2018		2018–2019	
	<p>Provide eligible Queenslanders, including mature-age people, with <b>access to subsidised training opportunities</b> 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)</p> <p><b>Support workforce participation</b> 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)</p> <p>Work with key stakeholders on strategies to support <b>improved employment opportunities</b> for seniors in Queensland, including delivery of an employment forum for seniors. (DESBT) <b>COMPLETED</b></p> <p>Provide financial support of up to \$15,000 through the <b>Back to Work Regional Program</b> to employers who hire eligible job seekers in regional Queensland including mature-age job seekers. (DESBT)</p> <p>Conduct research into <b>entrepreneurship among older people</b> 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)</p> <p>Support lifelong learning through the <b>U3A Network Queensland</b>. (DCCSDS) <b>COMPLETED</b></p> <p>Promote <b>age-friendly employment practices</b> in the Queensland Public Service through the Queensland Public Sector Inclusion and Diversity Strategy, and implement contemporary flexible working arrangements for employees. (PSC)</p> <p>Investigate options to address the <b>retirement gender income gap</b> and raise awareness of the income gap in the non-government sector. (DCSYW)</p> <p>Deliver the <b>Volunteers in Policing Program</b> to recruit and train local community members, including older people, to work in partnership with the Queensland Police Service. (QPS)</p> <p>Provide <b>volunteering opportunities</b> 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)</p> <p><b>NEW ACTIONS</b></p> <p><b>Extend the Back to Work Program</b> to introduce support payments to South East Queensland employers to take on long-term unemployed jobseekers, including mature-age jobseekers. (DESBT)</p> <p>Provide a short-term financial boost of up to \$20,000 through the <b>Back to Work Program</b> to employers who hire eligible mature-age jobseekers between 1 January 2018 and 30 June 2018. (DESBT)</p> <p>Review <b>older entrepreneurs research</b> and implement findings as applicable across the range of Office of Small Business services (DESBT)</p> <p>Provide <b>targeted small business advice and assistance to older entrepreneurs</b>, including promoting opportunities to participate in Small Business Entrepreneur Grants. (DESBT)</p> <p>Review existing content on <b>Business Queensland website</b> and identify opportunities with Queensland Government departments to provide targeted small business advice and assistance to older entrepreneurs, supporting the <i>Advance Queensland</i> innovation agenda. (DESBT)</p> <p>Appoint a prominent Queenslanders as an <b>Ambassador</b> to promote and advocate to employers the benefits of employing mature-aged workers. (DESBT)</p> <p>Establish an <b>Awards</b> program to recognise and showcase Queensland businesses that demonstrate best practice in employing mature-aged workers. (DESBT)</p>				

	Communication and information	2017–2018		2018–2019	
	<p>Launch <b>Connecting Seniors: a one-stop shop for seniors</b> to provide information via phone, internet or in person that best suits their information needs and access preferences <b>COMPLETED</b> This includes:</p> <ul style="list-style-type: none"> <li>Expand and improve the <b>Seniors Entitlements</b> digital service for easy access to concessions, all in one place, as Queenslanders approach 65 years of age (DHPW)</li> <li>Improve seniors' <b>access to online government information and services</b> through the seniors franchise (<a href="http://www.qld.gov.au/seniors">www.qld.gov.au/seniors</a>) (DCDSS and DHPW)</li> <li>Deliver and improve <b>My Account</b> 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)</li> <li>Fund the <b>Seniors Enquiry Line</b> to link Seniors with community information across Queensland. (DCDSS)</li> </ul> <p>Deliver the <b>Tech Savvy Seniors Queensland</b> 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)</p> <p>Deliver the <b>Advance Queensland Community Digital Champions</b> program to encourage Queenslanders, including seniors, to embrace digital technologies and participate online. (DHPW)</p> <p>Develop <b>age-friendly resources</b>, 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)</p> <p>Support the <b>Get Ready Queensland</b> initiative to engage with all sectors of the community, including seniors, to support preparedness and community resilience for natural disasters. (QRA)</p>				

Deliverable	Build the <b>capacity of older people to deal with emergency situations</b> 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 <b>impacts of climate change</b> for every region in Queensland. (DES)								
	<b>Engage with the community and share information</b> on a range of topics important to seniors through the Queensland Government's Seniors Facebook page <a href="http://www.facebook.com/qldsensors">www.facebook.com/qldsensors</a> . (DCDSS)								
	<b>NEW ACTION</b>								
	Develop policies and strategies that <b>engage seniors</b> in disaster recovery and resilience-building (QRA)								

Action completed 2016–2017  
 Core development period  
 Ongoing implementation and review

**Deliverable**



**Community support and health services**

2017–2018

2018–2019

Deliverable	2017–2018	2018–2019
Deliver a vision and 10-year strategy for the Queensland health system <b>My health, Queensland's future: Advancing health 2026</b> (Advancing Health 2026) to improve health outcomes for Queenslanders. (QH) <b>COMPLETED</b>		
Deliver <b>consumer-centred health care and engage with older people</b> 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 <b>Older Persons Health Care Strategy</b> to improve health services for older Queenslanders. (QH)		
Conduct a <b>survey of Hospital and Health Services</b> across the state to provide age-friendly hospital services. (QH) <b>COMPLETED</b>		
Deliver a <b>\$35 million Integrated Care Innovation Fund</b> to support integrated and coordinated health care pathways for patients, connecting hospitals with community and primary health networks. (QH)		
Provide <b>\$20 million</b> in grants over four years to non-government organisations to provide <b>long day respite for carers</b> that caters to the <b>specific needs of people with dementia and neurodegenerative conditions</b> . (QH)		
Expand the <b>Elder Abuse Prevention Unit's Elder Abuse Helpline</b> and Seniors Legal and Support Services. (DCDSS)		
Commission a review into the <b>prevalence and characteristics of elder abuse</b> to better understand the impacts on older people and to inform the development of integrated service response models. (DCDSS) <b>COMPLETED</b>		
Implement all supported responses to the <b>Parliamentary Inquiry</b> into the adequacy of existing financial protections for Queensland's seniors. (Multiple agencies)		
Deliver <b>public safety and crime prevention support</b> to older Queenslanders. (QPS)		
Develop education resources and promote awareness of <b>financial elder abuse</b> , including the roles and responsibilities of people exercising powers of attorney. (Public Trustee, Public Guardian and DCDSS)		
Fund programs that provide resources and referrals to address <b>elder abuse prevention</b> in culturally and linguistically diverse communities and assist older people transitioning into retirement. (Public Trustee) <b>COMPLETED</b>		
<b>NEW ACTIONS</b>		
Implement new measures to improve responses to and <b>support for people experiencing elder abuse</b> , particularly financial abuse. \$1.85 million has been committed over four years from 2017-18 : <ul style="list-style-type: none"> <li>\$1.4 million for statewide Seniors Legal and Support Services to provide specialist financial advice to older people.</li> <li>\$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)</li> </ul>		

# Actions in relation to the Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors

Action completed 2016–2017  
 Core development period  
 Ongoing implementation and review

## Deliverable

	2017–2018		2018–2019	
<b>Action 1:</b> Launch the whole-of-government <b>age-friendly seniors strategy</b> . (DCCSDS) <b>COMPLETED</b>				
<b>Action 2:</b> Support the development and ongoing implementation of the seniors' policy agenda through <b>appropriate staffing arrangements</b> in DCCSDS. (DCDSS)				
<b>Action 3:</b> Progress new initiatives and make <b>improvements to information and services</b> for older people such as the one-stop shop for seniors. (DCDSS) <b>COMPLETED</b>				
<b>Action 4:</b> Investigate policy development to improve <b>employment outcomes</b> for older workers and other groups of people facing additional barriers in the labour market. (DESBT)				
<b>Action 5:</b> Findings and recommendations from the <b>review of Translink fares and electricity pricing</b> to inform consideration of a broader review of concessions. (QT) <b>COMPLETED</b>				
<b>Action 6:</b> Explore options for <b>growing affordable and accessible housing</b> and supports for seniors. (DHPW with support from DCDSS)				
<b>Action 7:</b> Finalise <b>reviews of the Retirement Villages Act 1999</b> and the <b>Manufactured Homes (Residential Parks) Act 2003</b> and present outcomes for Queensland Government consideration. (DHPW) <b>COMPLETED</b>				
<b>Action 8:</b> Consider exploring options to address the <b>credit and insurance needs</b> of financially excluded seniors, and improving referral pathways linking older Queenslanders with safe, affordable alternative financial service products during design of the Financial Literacy and Resilience package. (DCDSS)				
<b>Action 9:</b> Develop a <b>whole-of-government seniors strategy</b> based on the World Health Organisation age-friendly approach to address social isolation concerns and foster active engagement and participation of seniors in community and social life. (DCCSDS) <b>COMPLETED</b>				
<b>Action 10:</b> Investigate joining the <b>Age-friendly Affiliated Programs</b> scheme. (DCDSS) <b>COMPLETED</b>				
<b>Action 11:</b> Consider exploring options to improve the <b>efficacy of current financial literacy efforts</b> through the incorporation of more interactive, practice-based program delivery methods during design of the Financial Literacy and Resilience package. (DCDSS) <b>COMPLETED</b>				
<b>Action 12:</b> Explore options to <b>encourage long-term financial planning and proactive independent decision making</b> , including improved uptake of powers of attorney, advanced care directives and will making. (DCDSS, DJAG and Public Trustee)				
<b>Action 13:</b> Make representation to the Australian Government regarding investigation of options for establishing a <b>financial advice helpline</b> drawing on the model by the UK FirstStopService: <a href="http://www.firststopcareadvice.org.uk">www.firststopcareadvice.org.uk</a> (DCCSDS) <b>COMPLETED</b>				
<b>Action 14:</b> Make representations to the Australian Government on the <b>complexity of aged-care related contracts and consumer education</b> in consultation with aged care peak bodies and services. (DCCSDS) <b>COMPLETED</b>				
<b>Action 15:</b> Explore the <b>availability of financial counselling</b> in Queensland, and investigate ways to better facilitate vulnerable seniors' <b>access to and uptake of free and independent financial advice</b> through design of the Financial Resilience and Inclusion package. (DCDSS) <b>COMPLETED</b>				
<b>Action 16:</b> Explore policy options to encourage the <b>formalisation of family agreements</b> . (DCDSS)				
<b>Action 17:</b> Supplement training to recruits with a specially developed Online Learning Product and review and include training information in the Detective Training Program to provide sensitive and appropriate <b>support for victims of fraud</b> . (QPS)				
<b>Action 18:</b> Explore options to improve support for Queensland seniors who are <b>victims of fraud</b> including through existing initiatives. (DJAG and DCDSS)				
<b>Action 19:</b> Maintain and develop relationships with various national bodies and industry associations regarding <b>fraud and cybercrime</b> . Continue to promote fraud prevention in the community. (QPS and PSBA)				
<b>Action 20:</b> Undertake a range of initiatives to support <b>seniors' digital engagement and skills development</b> to enable positive engagement with computing and internet technologies. (DCDSS) <b>COMPLETED</b>				
<b>Action 21:</b> Continue to promote <b>fraud prevention</b> and use of portals such as ACORN and Policelink to report fraud-related crimes and explore the development of an interactive application for smart phones. (QPS)				
<b>Action 22:</b> Continue to provide telephone and internet advice services on a range of topics in relation to <b>consumer protection</b> , and seek to improve information to increase older people's awareness of fraud where appropriate. (DCDSS)				
<b>Action 23:</b> Continue to refer credit and/or responsible lending matters to the Australian Securities and Investments Commission and <b>encourage ethical business practices</b> in areas of state responsibility. (DJAG)				
<b>Action 24:</b> Explore options to undertake an <b>audit of Seniors Legal and Support Services</b> to inform future service provision. (DCCSDS) <b>COMPLETED</b>				
<b>Action 25:</b> Examine opportunities and/or approaches that allow the Office of the Public Guardian to continue to <b>investigate a matter</b> notwithstanding the death of the individual whose affairs are being investigated. (DJAG and Public Guardian)				
<b>Action 26:</b> Explore the <b>development of standards of care</b> for relevant health services where they do not exist to recognise and identify risk factors, and support patients who are experiencing elder abuse and exploitation. (QH)				
<b>Action 27:</b> Make representations to the Australian Government recommending that clinical staff working in aged care in Queensland are required to be <b>mandatory reporters</b> where abuse or exploitation of a person with impaired capacity is suspected, regardless of the nature of the abuse or exploitation. (DCCSDS) <b>COMPLETED</b>				
<b>Action 28:</b> Consideration will be given to <b>amending 'relevant relationship'</b> to include paid carers, companions, friends and boarders during the review of the Domestic and Family Violence Prevention Act 2012 (DFVPA). (See also Actions 11–13). (DCDSS)				



## Deliverable

- Action completed 2016–2017
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<b>Action 29:</b> Explore options for the development and implementation of <b>Supported Elder Mediation</b> . (DJAG) <b>COMPLETED</b>				
<b>Action 30:</b> Commission a review into the <b>prevalence and characteristics of elder abuse</b> in Queensland to inform the development of integrated service response models. (DCDSS) <b>COMPLETED</b>				
<b>Action 31:</b> Explore options to work with service providers to develop a broader range of strategies that assist individuals <b>manage their affairs</b> in the least restrictive, most supported way possible. (DCDSS and DJAG)				
<b>Action 32:</b> Consider approaches to <b>ensuring substitute decision-making</b> paperwork better reflects principles of supportive decision making and more clearly communicates to the parties involved the implications of the arrangements. (DJAG)				
<b>Action 33:</b> Examine ways to <b>enhance safeguards</b> for older people who appoint attorneys under enduring powers of attorney. (DJAG)				
<b>Action 34:</b> Consider possible options to <b>enhance attorney's awareness and knowledge</b> of their duties and responsibilities. (DJAG)				
<b>Action 35:</b> Examine ways to enhance attorneys' <b>awareness of their duty to keep and preserve accurate records</b> . (DJAG)				
<b>Action 36:</b> Examine ways to encourage the <b>lodgement of certified copies</b> of enduring powers of attorney with appropriate agencies and entities (such as attorneys, doctors, health providers, solicitors, accountants and stockbrokers). (DJAG)				
<b>Action 37:</b> Examine ways to address the aims of recommendations 17.18 and 17.19 of Queensland Law Reform Commission report no. 67, <b>A review of Queensland's Guardianship Laws (2010)</b> . (DJAG)				
<b>Action 38:</b> Examine options to <b>improve available financial remedies and compensation</b> available for seniors experiencing financial elder abuse and in particular adults with impaired capacity. (DJAG)				
<b>Action 39:</b> Continue to <b>promote awareness of elder abuse</b> through delivery of the annual elder abuse awareness campaign, and target elder abuse through the Queensland Government's communications strategy on domestic and family violence, including consideration of education programs that outline the role and responsibilities of powers of attorney. (DCDSS)				
<b>Action 40:</b> Consider implementing a <b>multi-disciplinary approach to training, support and reporting elder abuse</b> as part of the elder abuse review and implementation of the government response to the recommendations of the Special Taskforce on Domestic and Family Violence in Queensland. (DCDSS)				
<b>Action 41:</b> Make representations to the Australian Government to develop <b>more formal protocols and service obligations for financial services providers</b> with regard to elder abuse, including exploring opportunities for trials of coordinated partnership projects and mandatory reporting. (DCCSDS) <b>COMPLETED</b>				

## Abbreviations

ADCQ	Anti-Discrimination Commission of Queensland
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
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
SLQ	State Library of Queensland