



# Age-friendly report card

2017–18



## Minister's message

**The Queensland Government has demonstrated its commitment to develop age-friendly**

**and thriving communities where people are able to be independent, active and connected as they grow older.**

This Report Card reflects on some of our key achievements in the second year of the *Queensland: an age-friendly community Action Plan*.

These achievements build on the previous year's actions and deliver new services and investments to progress our vision of a community that supports all Queenslanders of all ages.

I am pleased to say that we're seeing many government actions that support age-friendly communities in each of the eight age-friendly domains of transport, housing, outdoor spaces and buildings, social participation, respect and social inclusion, civic participation and employment, communication and information, and community support and health services.

In the next year and into the future, the Queensland Government will continue to support and consult with governments, communities and older people. Our focus will change and grow with Queensland's changing needs, as we progress further along the journey to being a truly age-friendly place.

Coralee O'Rourke

Minister for Communities  
Minister for Disability Services and Seniors

## The year ahead

Our focus for the coming year will be on:

- ✓ funding innovative age-friendly projects through a \$1 million grants program.
- ✓ providing a range of information and support services with \$12.3 million in dedicated Seniors funding, including:
  - ✓ preventing and addressing elder abuse through allocating \$4.6 million;
  - ✓ ensuring legal and financial protection advice for seniors with \$3.4 million for 10 seniors legal and support services and \$1.4 million over four years for these services to provide financial advice to seniors.
- ✓ working in partnership with local governments to support and embed an age-friendly approach through regional forums across the state.
- ✓ promoting greater awareness of age-friendliness with \$150,000 for a community awareness campaign and funding the eight winning entries to the B.OLD short film competition.
- ✓ assisting older people to meet their cost of living expenses by bringing in the Electricity Asset Ownership Dividend.



Queensland  
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## Outdoor spaces and buildings

- ✓ Five age-friendly mobility maps for Mooloolaba, Maroochydore, Maleny, Nambour and Caloundra.
- ✓ Developed the Health and Wellbeing Climate Adaptation Plan to manage risks with climate extremes for vulnerable groups including seniors.
- ✓ Age-friendly community grants funding to install the Magnetic Island Fitness Trail designed to meet seniors' health and fitness needs.



## Transport

- ✓ Increase of over 63,000 in the number of Seniors Card +go to over 239,400 seniors.
- ✓ Of the more than 15,000 trips made on the Logan Demand Responsive Transport services to key local facilities 41 per cent were seniors and pensioner fares.
- ✓ Over 26,000 seniors are active members of the Taxi Subsidy Scheme who took 817,043 trips and claimed over \$6.1M in subsidies.



## Housing

- ✓ 1676 seniors received information and advice through RentConnect's Advisory Service to assist in securing private rentals.
- ✓ 84 per cent of new social housing dwellings constructed in 2017–18 under the Housing Construction Jobs Program were designed to Livable Housing Design Guidelines Gold or Platinum Level.
- ✓ Specialist Homelessness Services assisted 1118 seniors who were homeless or at risk of homelessness.
- ✓ The *Housing Legislation (Building Better Futures) Amendment Act 2017* was passed to improve consumer protection for seniors in retirement villages or residential parks.



## Social participation

- ✓ 90 per cent or 876,000 of all Queensland seniors aged 60 years and over hold a Seniors Card and/or a Business Discount Card.
- ✓ 8575 people received information and support from the Time for Grandparents Program with 128 grandparents and 156 grandchildren attending grandfamily camps.
- ✓ 16,000 people participated in 723 Seniors Week events delivered by 421 organisations.



## Respect and social inclusion

- ✓ Age-friendly community grants awarded to eight projects, including a digital literacy project in Palm Island for Indigenous older people.

- ✓ The Seniors Road Safety Forum delivered information sessions in Gympie, Maryborough and Bundaberg to 130 participants.
- ✓ Good Money Stores provided 855 no interest and low interest loans, and responded to 3843 enquiries and 34,844 hours of assistance to 10,541 clients.



## Civic participation and employment

- ✓ Age-friendly community grant funding to increase the participation of identified older workers in the tourism and hospitality sectors.
- ✓ 4457 mature-aged workers gained skills, qualifications and training through the Skilling Queenslanders for Work initiative. 3764 mature-age workers have exited with 2190 securing ongoing employment and 409 gaining a training outcome.
- ✓ The Queensland Government invested \$43.5 million supporting 24,290 mature-age people through the Certificate 3 Guarantee program; and \$12.2 million supporting 4104 mature-age workers through the User Choice program.
- ✓ 63 per cent or 199 of the Volunteers in Policing Program participants are older people.



## Communication and information

- ✓ 3024 older people applied for 5899 Seniors Cards and concessions through the Seniors concessions digital service.
- ✓ A 14 per cent increase on the number of people who received information, advice or support through the Seniors Enquiry Line, or 16,124 in total.
- ✓ 9842 seniors participated in 2173 digital training sessions through the Tech Savvy Seniors program including outreach to aged care facilities and retirement villages.



## Community support and health services

- ✓ Age-friendly community grants awarded to eight projects including the Dementia Friendly Pharmacy Program to establish 30 dementia-friendly pharmacies.
- ✓ The Elder Abuse Prevention Unit provided community education to 3501 people at 121 events and 1477 hours of telephone support.
- ✓ \$200,000 to set up specialist financial advice through seniors legal and support services operating in ten locations.
- ✓ 95 per cent of carers reported being satisfied with respite services for people with dementia and neurodegenerative conditions.