



Age-friendly report card 2018–19



Minister's message

Three years ago, the Queensland Government launched *Queensland: an age-friendly community action plan*. During that

time it has been wonderful to see Queensland continuing to grow into a place where our seniors are recognised, supported and connected in their communities.

I am pleased to provide you with a snapshot in our third report card highlighting progress across the Queensland Government from July 2018 to June 2019. The report card demonstrates government's commitment towards an age-friendly community and the key achievements making it a reality.

As the Queensland population ages, it is vital that we work together to better understand and respond to the needs of older people.

The Queensland Government continues to work with community and key stakeholders to respond to these needs. Almost 90 per cent of Queensland seniors aged 60 and over now hold a Seniors Card, Seniors Card +go or Seniors Business Discount Card. A new Queensland Retirement Villages and Parks Advisory Service program is delivering specialist legal information and advice to people living in manufactured homes and retirement villages. And more than 6100 mature-aged workers have been supported back into employment through the Skilling Queenslanders for Work initiative.

The *Queensland: an age-friendly community action plan* is a long-term strategy and as we look to 2020 and beyond, the Queensland Government's commitment to its goals remains as strong as ever.

Coralee O'Rourke
Minister for Communities
Minister for Disability Services and Seniors

Our focus for 2020

Our focus for the coming year will be:

- ✓ developing *B.OLD 2020: be B.OLDER* short films to challenge negative perceptions and stereotypes of older people
- ✓ implementing *Activate! Queensland 2019–2029* and *Our Active8 2019–2022* three-year action plan to support seniors to be physically active
- ✓ working in partnership with local governments to support and embed an age-friendly approach across the state
- ✓ implementing *Healthy ageing: A strategy for older Queenslanders* to improve health services for seniors
- ✓ holding pop-up stalls in shopping centres across Queensland to assist seniors to apply for a Seniors Card and link with Queensland Government concessions and support services
- ✓ monitoring the Royal Commission into Aged Care Quality and Safety to understand the issues faced by older people in the aged care sector
- ✓ working to raise awareness and address elder abuse in Queensland, including working with the Australian Government to implement the *National plan to respond to the abuse of older Australians*
- ✓ supporting Queensland seniors to manage the cost of living through access to Seniors Card, Carers Cards and the Seniors Business Discount Card, and access to a range of Queensland Government concessions estimated at \$283.1 million
- ✓ commence Queensland's Affiliate membership of the World Health Organisation's Global Network for Age-friendly Cities and Communities, including hosting a visit to showcase Queensland's age-friendly work.





Outdoor spaces and buildings

- ✓ Launch of the **Human Health and Wellbeing Climate Change Adaptation Plan for Queensland**, which was developed collaboratively by health care, aged care and early childhood education and care sector stakeholders to identify ways to reduce the impacts of climate change and heatwaves, including on the health and wellbeing of seniors.
- ✓ Release of the **Queensland State Heatwave Risk Assessment 2019**, which identifies the impacts of heatwaves on critical infrastructure, services and the community, and suggests overall system-wide changes and specific heat mitigation strategies, such as community education, improved design of buildings and public spaces, and improved communication about heatwave risks, to protect all Queenslanders from the risk of heatwaves, including older people who are most vulnerable to extreme heat.



Transport

- ✓ Increase of over 30,000 in the number of **Seniors Card +go** to over 269,447 seniors.
- ✓ Out of more than 50,000 trips to key local facilities on the **Logan Demand Responsive Transport** services, 36 per cent were made by seniors and pensioners.
- ✓ Over 27,000 seniors are active members of the **Taxi Subsidy Scheme**, taking 1.3 million trips and benefitting from over \$10 million in subsidies throughout Queensland.



Housing

- ✓ 37,495 households with older people and people with disability were supported to remain in their own homes or private rental tenancies through **Home Assist Secure**, a program that addresses critical home maintenance and safety issues.
- ✓ 2768 older people received information and advice through **RentConnect's Advisory Service** to assist in securing private rentals.
- ✓ **Specialist Homelessness Services** assisted 2027 older people who were homeless or at risk of homelessness.

- ✓ **Queensland Retirement Villages and Parks Advisory Service** assisted 243 people and has been funded to June 2023 to deliver specialist legal information and advice to people living in manufactured homes and retirement villages.
- ✓ **Housing Chats infoline** established to provide seniors with information and referrals to assist them plan for their housing needs as they age.



Social participation

- ✓ 89 per cent, or 892,720 of all Queensland seniors aged 60 years and over have a **Seniors Card, Seniors Card +go** or **Seniors Business Discount Card**.
- ✓ **Time for Grandparents Program's** grandfamily camps included 140 grandchildren and 95 grandparents.
- ✓ **Age-friendly community grants** totalling \$595,136 awarded to 11 projects to support seniors from diverse backgrounds to be active in their communities, including initiatives on the Gold Coast and in Toowoomba, Rockhampton, Gympie and Palm Island.
- ✓ Over 67,800 people participated in 870 **Seniors Week** events held across Queensland.



Respect and social inclusion

- ✓ More than 250 seniors attended a **Seniors Ballet workshop** with Li Cunxin, Queensland Ballet Artistic Director, as part of the Queensland Government's Seniors Week celebrations.
- ✓ 13 **age-friendly regional workshops** held to promote and increase capacity for local communities to use an age-friendly community approach in their work. More than 340 people attended workshops across Queensland including Cairns, Longreach, Mackay, Mount Isa, Maryborough, Roma, Townsville and Yeppoon.
- ✓ Stereotypes about ageing were challenged through eight **B.OLD short films** shown in six film festivals across Queensland including Winton, Yeppoon and Gold Coast, and made available online.

- ✓ \$3.5 million for programs for seniors to prevent and overcome **social isolation**, responding to more than 25,000 requests for information, advice and referral.

Civic participation and employment

- ✓ 563 mature-aged Queensland workers supported through the **Back to Work Program**.
- ✓ 47 businesses with owners who are seniors awarded **small business grants** totalling \$350,000.
- ✓ 6143 mature-aged jobseekers gained skills, qualifications and training through the **Skilling Queenslanders for Work** initiative. 5428 mature-aged jobseekers have participated in the initiative with 3533 securing ongoing employment and/or further study.
- ✓ **Mature Workers Mean Business Awards** launched, inviting Queensland businesses with older employees to share their story and nominate for the awards. Logan-based plant hire and civil construction business, Sniffers Group, won the award, with all finalists named as **Mature Age Worker Ambassadors** to promote the benefits of employing older workers.



Communication and information

- ✓ \$400,000 over four years to improve seniors' access to **information and protection** against fraud, abuse and scams, supporting 2409 people in 2018–19.
- ✓ 3756 seniors participated in 876 free digital training sessions through the **Tech Savvy Seniors program**.
- ✓ **Age-friendly community grants** totalling \$357,149 awarded to seven projects, including improving seniors' driver awareness in Ipswich, initiatives to support seniors with hearing loss in Redland City, and improving health literacy information through pharmacies across Queensland.
- ✓ 6463 older people applied for 10,445 Seniors Cards and Concessions through the online **Seniors Concessions Service**.



Community support and health services

- ✓ **Elder Abuse Prevention Helpline** responded to 1946 notifications of elder abuse and provided community awareness activities for 7174 people at 80 events.
- ✓ Six new **seniors legal and support services** and financial protections services added to complement five existing services across Queensland, with total funding of \$3.5 million, providing over 1600 case management services and responding to over 3700 contacts from seniors.
- ✓ **Healthy ageing: A strategy for older Queenslanders** will deliver new and enhanced models of care for seniors supported by a \$20 million investment.