



# Residential Transition for Ageing Queenslanders

## Report card 2018

### Minister's message



The Queensland Government is committed to creating an age-friendly Queensland.

As part of this commitment, the government appointed the Advisory Taskforce on Residential Transition for Ageing Queenslanders to

explore emerging issues in meeting the housing and related needs of older people.

This report card highlights work delivered during 2017–18 to implement the government's response to taskforce recommendations.

Many government departments are contributing to implementation. Recommendations for my department include implementing and building on *Queensland: an age-friendly community action plan*, improving financial resilience and inclusion for Queenslanders, ensuring information is available on concessions and supporting people to consider and plan for their housing futures.

The Department of Housing and Public Works is also leading several recommendations, many of which were incorporated in the *Queensland housing strategy 2017–2027*.

Significant progress has been made during the past 12 months. We will build on this work to continue supporting older Queenslanders to retain their independence as they age, and to control how and where they live.

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

### Taskforce recommendations

The final report of the Advisory Taskforce on Residential Transition for Ageing Queenslanders made 21 recommendations across four key themes:

- ▶ **Individual resilience:** These recommendations focus on the personal factors that impact on an individual's capacity to secure or maintain a supportive living situation — including assisting vulnerable people to access and maintain appropriate housing; providing greater security of tenure for older people in private rental housing; and supporting individuals to plan for their housing future and access their housing needs.
- ▶ **Home resilience:** These recommendations pertain to the individual dwelling and seek to ensure that all housing types are built to design standards that cater for the occupant's needs and preferences over their life, and ensure that individuals are able to select the housing pathway most suitable to their needs, wants and preferences.
- ▶ **Suitable housing options:** These recommendations seek to improve the supply of a variety of housing types, including new and innovative housing options. They also look to improve the range of financial options that enable housing choices, as well as the regulatory frameworks to enable these.
- ▶ **Suitable local community services:** These recommendations seek to ensure the variety, diversity and supply of appropriate community services to support ageing in place, including to support the engagement of older people with technologies that assist housing choices.

The Queensland Government's response to taskforce recommendations will be implemented over three years.



Queensland  
Government



## INDIVIDUAL RESILIENCE

- ✓ Assisted vulnerable Queenslanders, including older people, to access financial information, advice and products through the Financial Resilience Program — for example:
  - ▶ 34,844 hours of assistance were provided to 10,541 clients by financial counsellors and resilience workers in 30 locations across the state
  - ▶ the Good Money stores provided 855 no-interest and low-interest loans and responded to 3843 inquiries
- ✓ Provided a range of concessions to assist older people with cost-of-living expenses — for example:
  - ▶ 402,432 pensioners, 85,900 seniors, 10,669 veterans and 11,163 ex-servicemen accessed vehicle registration concessions
  - ▶ eligibility for public transport concessions (50 per cent discount on fares) was extended to 19,000 Department of Veterans' Affairs White Card holders
- ✓ Delivered a series of Seniors Living Videos, with transcripts, to inform older people about housing options in retirement
- ✓ Provided information and advice to 1676 older people about accessing and sustaining tenancies in the private rental market through the RentConnect Advisory Service
- ✓ Continued to fund the Queensland Statewide Tenant Advice and Referral Service, which assists Queenslanders, including older people, understand and exercise their tenancy rights and responsibilities
- ✓ Launched the Renting in Queensland initiative to facilitate discussions with tenants, landlords and industry about how to improve Queensland's rental market
- ✓ Advocated for improvements in residential aged care through the Australian Government's Inquiry into the Quality of Care in Residential Aged Care Facilities
- ✓ Continued to deliver the Hospital in Home program which provides patients with a safe and high-quality alternative to hospital treatment in the comfort of their own home

- ✓ Provided programs to support the early development of financial literacy — for example:
  - ▶ the Guide Your Money program (delivered to girls aged 7–12 by Girl Guides Queensland)
  - ▶ professional development for teachers in the area of consumer and financial literacy

## HOME RESILIENCE

- ✓ Committed under the *Queensland housing strategy 2017–2020 action plan* to construct 50 per cent of new social housing homes to Liveable Housing Australia Design Guidelines, Gold or Platinum Levels (containing features such as wider hallways, level thresholds and provisions for grab rails)
- ✓ Designed 485 homes (71 per cent) to these levels in 2017–18, including 127 to Platinum Level
- ✓ Continued to fund the Home Assist Secure program, which supports home owners and private housing tenants aged 60 years and older (or any age with a disability) to stay in their homes safely for longer
- ✓ Implemented the Affordable Energy Plan including an electricity rebate of \$50 per year for households, and an energy-efficient appliance rebate of up to \$300

## SUITABLE HOUSING OPTIONS

- ✓ Awarded five grants for innovative age-friendly housing projects:
  - ▶ Sundale Ltd's Better Together project to develop a new shared tenancy model for supporting older women find independent accommodation on the Sunshine Coast
  - ▶ Horizon Housing Company's My Home, My Place rural housing project in the Maranoa region
  - ▶ The Ageing Revolution's Our Care Journal project to develop a mobile app that supports older people stay in their homes longer
  - ▶ Marsden Families Program's living arrangement transition pilot project to support older people age in place
  - ▶ Maleny Neighbourhood Centre Association's project to develop innovative housing solutions for ageing in place



- ✓ Released the South East Queensland Regional Plan 2017 — *ShapingSEQ* — which sets the direction for sustainability and high-quality living by promoting more choice of housing and lifestyle options and vibrant, fair, healthy and affordable living and housing to meet all the community's needs
- ✓ Established the South East Queensland Housing Supply Expert Panel to advise government about managing housing supply and associated affordability issues
- ✓ As part of the *Advancing our cities and regions strategy*, assessed current land holdings to progressively release key sites to market for the specific delivery of housing outcomes for older Queenslanders (via development partners)
- ✓ Continued to work with private land owners and developers in priority development areas to facilitate the delivery of diverse housing outcomes, including those for older Queenslanders
- ✓ Built two Ageing in Place homes in Cloncurry to be released to market, and financed the construction of three in Barcaldine to be managed by Barcaldine Aged Care and act as a catalyst for building other similar homes
- ✓ Provided State Government-managed rental accommodation to 24,089 Queenslanders over 60 years of age, including 1881 Aboriginal and Torres Strait Islander peoples
- ✓ Reviewed the *Manufactured Homes (Residential Parks) Act 2003*, *Retirement Villages Act 1999* and *Residential Services (Accreditation) Act 2002* and passed the *Housing Legislation (Building Better Futures) Amendment Act 2017* to improve consumer protection for people living in regulated accommodation
- ✓ Funded five organisations under the Building Consumer Confidence program to provide advocacy and support for people living in residential parks, residential services and retirement villages so that they understand their rights under the amended legislation and can represent their interests

## SUITABLE COMMUNITY SERVICES

- ✓ Delivered the Tech Savvy Seniors program to 9842 participants through 2173 training sessions across the state
- ✓ Delivered 215 sessions of the Deadly Digital Communities program, which is based on a whole-of-community approach and brings all generations together to learn and share culture and knowledge using digital platforms
- ✓ Commenced development of a website providing information on retirement village locations, costs and services
- ✓ Delivered female-focused superannuation and financial literacy programs for older women
- ✓ Assisted older Queenslanders in regional, rural and remote areas to access Telehealth services
- ✓ Funded 176 Specialist Homelessness Services whose clients included 1338 people aged 60 years and older
- ✓ Provided information and resourcing via the Community Care Smart Assistive Technology Platform to community care providers, individuals and their carers about how this technology can assist people, including the elderly, to remain living at home longer and improve their quality of life
- ✓ Provided information about public transport concessions through various channels including social media, and the TransLink website and contact centre which offers interpreter and hearing-impaired services