

ACT ACTIVE AGEING FRAMEWORK 2015 – 2018

Progress on 2016-2017 actions (and on 2015-2016 actions not previously completed)

1. CIVIC PARTICIPATION AND EMPLOYMENT

2015-2016 ACTIONS

Recognise seniors for their important contribution to the continuing social and economic prosperity and development of ACT and surrounding region

Actions	KPI	2016-2017 Reporting
1. Conduct a feasibility study of IRT Health (Jobs) Checkpoint plan pilot to be implemented in the ACT for people in their early 50s.	Implement IRT Health (Jobs) Checkpoint plan pilot in the ACT by December 2016.	<p>Equivalent work established</p> <p>The Mature Age Skills Checkpoint Pilot was an Australian Government initiative. Locally, the 2017-2018 ACT Government Budget provides \$1 million over four years from 2017-18, to assist in the development of initiatives to boost the number of females working in trades, and to assist mature age workers to up-skill and re-skill.</p> <p>The above work will be progressed by the Chief Minister’s Treasury Economic Development Directorate (CMTEDD) and include work to create more options for mature age workers to gain the skills they need to enhance their job opportunities or to seek a new career. Skills Canberra is undertaking research and initial consultations to inform development of this initiative.</p>
2. Educate local employers about the benefits of employing mature aged people and dispelling common myths.	Distribution of the ACT Business Chamber Mature Age Workers toolkit to local businesses.	<p>Equivalent work established</p> <p>The toolkit did not progress and is not available for distribution.</p> <p>Work to assist mature age workers is being progressed by CMTEDD (see Action Item 1).</p>
3. Provide a range of ACT Government grants for seniors to encourage participation and enable seniors to build their communities.	Number of Participation (Seniors), Participation (Digital) grants projects with a seniors employment, training and volunteering focus increased.	<p>Work established</p> <p>In 2016-2017, 13 projects were funded a total of \$78,561.61 under the 2016-2017 Participation (Veterans and Seniors) Grants Program. A list of projects funded can be found at: http://www.communityservices.act.gov.au/wac/ageing/grants</p> <p>In 2017-2018 the ACT Participation (Veterans and Seniors) Grants Program are planned to open in August. Priority areas of funding will include projects promoting Canberra’s Seniors participation in all aspects of community life.</p> <p>Each year the Participation (Digital Communities) Grants fund ACT community organisations to establish and/or enhance their capacity to effectively engage their communities and clients to participate fully in the life of Canberra through the use of digital technology.</p>

2016-2017 ACTIONS

Strengthen opportunities for employment, training and volunteering pathways to promote opportunities for mature aged workers

Actions	KPI	2016-2017 Reporting
<p>15. Encourage volunteering and mentoring programs which link the relevant skills, knowledge and experience of seniors.</p>	<p>Increased participation by seniors in the ACT in Volunteering ACT initiatives and participation on ACT Boards and Committees.</p>	<p>Work established</p> <p>ACT Health invites Health Care Consumers and Consumer Representatives to participate on committees/working groups, for example the Dementia Advisory Group and the Transitional Therapy and Care Program Executive Group.</p> <p>Libraries ACT (TCCS) recruits and engages seniors in volunteer roles including facilitating English conversation classes, making deliveries for the Home Library Service, literacy tutoring for adults, and preparing discarded library items for sale. These roles provide a valuable community service, a meaningful way to contribute to the city, and opportunities for social engagement.</p> <p>The Justice and Community Safety Directorate (JACS) launched a JACS Inclusion Statement in May 2016 which sets the foundation on which the Directorate will progress its efforts to build an inclusive workplace culture which values all employees at all points of their employment life cycle and recognises their unique qualities, ideas, voices and perspectives. The three year JACS Inclusion Statement has committed the Directorate to develop mechanisms to transition and retain an ageing workforce. An Executive Champion has been assigned for each of the six diverse workforce areas in the statement, of which ageing is one. While the Directorate’s focus has been on the attraction and retention of Aboriginal and Torres Strait Islander employees and employees living with a disability, work will progress in all workforce focus areas including ageing.</p> <p>The JACS Workforce Strategy was endorsed by the Executive on 7 July 2017. There are two clear volunteer related strategies within the JACS Workforce Strategy – one involving policy around the engagement of volunteers; and one relating to planning into the future. Mature aged workers as volunteers will be fully considered in this approach.</p> <p>The Actsmart Low Income Curtain Program utilised mature aged volunteers to make and customise curtains for installation into eligible low income households.</p> <p>When requested, the Office for Veterans and Seniors circulate information on EOI processes for positions on ACT Government Boards and Committees to members of the Ministerial Advisory Council for Ageing (MACA) for wider circulation. Information relating to EOI processes for some positions, such as ACT Public School Board positions, is included in the ACT Veterans and Seniors Newsletter.</p>

2. COMMUNICATION AND INFORMATION & SOCIAL PARTICIPATION

2016-2017 ACTIONS

ACT government information is provided to seniors when and where it is required and in a format that is accessible and user friendly

Actions	KPI	2016-2017 Reporting
16. Support community organisations to specifically support <i>Age-friendly</i> initiatives and research the feasibility of the creation of an <i>Active Ageing Online directory and an ACT Age-friendly Mobile App</i> .	Number of community groups that advertise on the Active Ageing Online directory and users of the <i>ACT Age-friendly Mobile App</i> .	<p>Work established</p> <p>The ACT Seniors Directory provides readily accessible online information for seniors sorted by 12 topic areas of: Computer Access and Support; Legal, Advocacy and Safety; Finances; Seniors Support Services; Work; Lifelong Learning; Health and Wellbeing; Seniors Organisations; Housing and Accommodation; Transport and Mobility; Volunteering and Recreation and Clubs. A link is also provided to the free commercial YourLifeChoices seniors e-magazine which provides useful information for 45+ readers on such topics as health, finances, travel and work is. It offers a regular e-newsletter option.</p> <p>Libraries ACT provides the community with access to ACT Government information via promotional material about Government services and programs, consultation documents and through hosting Government consultation sessions and programs like ACT Smart Heating, Property crime prevention, Estate Planning, Legal Aid, Tax Help, and ACT No Waste's 'Reuse, Remake, Repurpose'.</p>
17. Support Alzheimer's Australia ACT to develop programs similar to the ACT Home and Community Care program that provide information, support, counselling, education and training for people with dementia and their carers.	Increased number of constituents accessing Alzheimer's Australia ACT programs and services.	<p>Work established</p> <p>In 2017-18, ACT Health will provide Alzheimer's Australia ACT Ltd with funding of \$253,165 for the provision of social support; client assessment and care coordination; transport; and Counselling Support and Advocacy.</p>

3. RESPECT AND SOCIAL INCLUSION

2015-2016 ACTIONS

Establish protocols in all aspects of ACT Government service planning and delivery to ensure diversity is considered in the context of Age-friendly initiatives

Actions	KPI	2016-2017 Reporting
<p>6. Provide cultural and diversity awareness training for ACT Government staff and volunteers who are working with Age-friendly initiatives.</p>	<p>Increased number of ACT Government staff and volunteers who participate in cultural and diversity awareness training.</p>	<p>Work established</p> <p>ACT Health staff participate in cultural and diversity training through e-learning; face to face training; in-services and operational areas; as students and during orientation. There is currently a proposal to provide a coordinated approach to health literacy (including to people with lower English proficiency) which will include comprehensive staff education. It is also worth noting that since 2013, interpreter bookings have doubled.</p> <p>Libraries ACT employs a Multicultural Learning Coordinator and an Aboriginal and Torres Strait Islander Learning Coordinator to work with the community in a targeted way and to advice on development of library services and programs.</p> <p>Libraries ACT staff are trained in a range of cultural and diversity areas including: Aboriginal and Torres Strait Islander cultural awareness, Disability awareness, and LGBTQI awareness.</p> <p>The Justice and Community Safety Directorate (JACS) launched a JACS Inclusion Statement in May 2016 which sets the foundation on which the Directorate will progress its efforts to build an inclusive workplace culture which values all employees at all points of their employment life cycle and recognises their unique qualities, ideas, voices and perspectives. The three year Statement has committed the Directorate to develop mechanisms to transition and retain an ageing workforce.</p> <p>The Directorate (JACS) continued to provide staff access to the Respect, Equity and Diversity (RED) Awareness and development programs. Along with this, the Directorate is exploring all mechanisms to transition and retain an ageing workforce.</p> <p>This includes, aligning this body of work to the <i>JACS Strategic Plan 2017-2019 Workforce Strategy</i> and the <i>JACS Inclusion Statement 2016-2019</i>(areas for the directorate to explore transition and retention; workforce planning, flexible employment arrangements and reviewing role descriptions including workforce fitness standards and application to functional requirements for specific roles).</p> <p>This is supported also by an Executive Champion to progress this body of work, overseen by the RED Executive Sponsor.</p> <p>In the CSD Directorate over financial years 2015-2016 and 2016-2017, a total of 51 staff completed introductory training in Cultural Proficiency (e-learning) and 52 staff completed Aboriginal and Torres Strait Islander Competence Foundation training.</p>

Actions	KPI	2016-2017 Reporting
<p>7. Host computer training courses for seniors from multicultural, inter-faith, ACT Lesbian, Gay, Bisexual, Transgender, Bisexual, Intersex and Queer and Aboriginal and Torres Strait Islander communities.</p>	<p>By June 2016.</p>	<p>Equivalent work established</p> <p>Libraries ACT technology training programs are available to all members of the community. They cover a range of subjects, e.g. Tablet and smart phone basics, Privacy and security online, Skype and FaceTime.</p> <p>Older Canberrans are provided with opportunities to improve their digital literacy through Libraries ACT's technology learning programs such as group classes and one-on-one sessions. This increases their skills and familiarity with the internet, using online services and includes skills in using tablets, smart phones and cloud based technologies. These sessions also offer seniors opportunities for social connections with family and friends.</p> <p>Seniors also participate in the library's range of lifelong learning programs which cover a range of subject, such as: resume success secrets, gardening hints and tips, legal aid, creative thinking and innovation, creative writing, and mindfulness. Libraries ACT provide help in learning and using technology-based communication methods via our technology classes which include Skype, social media, and smart phones.</p> <p>The Royal Society for the Blind received a grant of \$6,276, through the ACT Government's ACT Veterans and Seniors Participation Grants, for the local branch to provide training in the use of iPhone and iPhone applications to vision impaired Canberrans over the age of 55, assisting these Canberrans to stay connected and participate in a range of activities.</p>

2016-2017 ACTIONS

Promote active ageing in the ACT by providing increased opportunities for seniors to participate in a range of social, cultural and recreational activities

Ensure that seniors are safe, socially connected and healthy

Support initiatives that bring the generations together and reinforce respect for seniors and reduce social isolation

Actions	KPI	2016-2017 Reporting
<p>18. Identify opportunities for intergenerational collaboration via the ACT Ministerial Council on Ageing, ACT Ministerial Council on Women, Aboriginal and Torres Strait Islander Elected Body, ACT Lesbian, Gay, Bisexual, Transgender, Bisexual, Intersex and Queer Ministerial Advisory Council and the Youth Advisory Councils.</p>	<p>Increased participation by Advisory Council and Elected Body members in cross portfolio senior initiatives including Refugee Week, Harmony Day, Reconciliation Week, NAIDOC Week, Multicultural Festival Seniors Sanctuary, Seniors Week Expo etc.</p>	<p>Work established</p> <p>The Lesbian, Gay, Bisexual, Transgender, Intersex, Queer (LGBTIQ) Ministerial Advisory Council attended the Senior's Week Expo at Epic on 23 March 2017 to promote engagement and a better understanding of the interests of older LGBTIQ Canberrans.</p> <p>The Council also continues to participate in conversations about the findings of the LGBTIQ Age Care Report with training providers (including CIT and Australian Catholic University), graduate nurses and age care providers concerning the provision of aged care services to older LGBTIQ people.</p> <p>The Ministerial Advisory Council on Women have identified older women's housing stress as a priority area.</p> <p>The Ministerial Advisory Council on Ageing have met for the first time during their new term and noted the Minister's request they look for opportunities to strategically collaborate with other key advisory councils.</p>
<p>19. Promote the <i>Telecross</i> program funded through the ACT Home and Community Care Program run by the Red Cross. Telecross provides a daily phone call by volunteers to members of the community who are socially isolated to ensure that they are safe and well.</p>	<p>Increased number of calls received by Telecross.</p>	<p>Work established</p> <p>The Office for Veterans and Seniors have worked with the Red Cross in relation to their Telecross program to offer to promote their program through the ACT Seniors and Veterans Newsletter.</p> <p>ACT Health- Aged care is the responsibility of the Commonwealth Government nationally. ACT Health does not provide funding to the Australian Red Cross ACT Division (Red Cross) for older clients accessing Telecross as this funding is provided by the Commonwealth Government. However, ACT Health do provide funding to the Red Cross for clients under the age of 65 years (under the age of 50 years for Aboriginal and Torres Strait Islander people).</p>

4. COMMUNITY AND HEALTH

2015-2016 Actions

Seniors have access to accessible information including preparedness and end-of life

Actions	KPI	Reporting for 2016-2017
<p>8. Work collaboratively with ACT Government and relevant health service providers to support initiatives that encourage identification of and responses to elder abuse.</p>	<p>Coordinated ACT inter-agency support provided by relevant services to seniors experiencing elder abuse.</p>	<p>Work established</p> <p>The Community Service Directorate provides the Abuse Prevention and Referral Line (APRIL). The number of calls APRIL responded to increased from 89 in 2015-2016 to 129 in 2016-2017.</p> <p>Over 2016-2017, the Community Service Directorate has funded the following projects through grants programs:</p> <ul style="list-style-type: none"> • ACT Disability Aged and Carer Advocacy Service received \$20,000 to develop a training package to raise awareness of elder abuse and ways to prevent and respond to it. • Carers ACT received funding of \$10,000 to raise awareness of elder abuse, and to develop strategies to identify abuse risk factors and reduce these risks; • Legal Aid ACT received funding of \$14,900 to produce a suite of resources to raise awareness of the experiences of older women subjected to family violence in the ACT and to offer practical information to women, support workers, family and friends. • The Bangladeshi Seniors Club Canberra received funding of \$3,250 to improve the lives of Bangladeshi seniors, reduce social isolation and raise awareness of elder abuse and domestic violence. <p>The Justice and Community Safety Directorate (JACS) is scoping meaningful responses to the Law Reform Advisory Council’s Guardianship Report.</p> <p>JACS and CSD are members of the national working group developing responses to the Australian Law Reform Commission’s Elder Abuse Inquiry recommendations.</p> <p>The Ministerial Advisory Council on Ageing has identified Elder Abuse as a priority area. CSD is working with JACS and MACA to coordinate these efforts. Outcomes of the consultations and the Ministerial Advisory Council on Ageing’s expert advice will be used to inform a review of the ACT Government’s Elder Abuse Prevention Program Policy and the future direction of improvements to ACT Government’s work in the area of preventing and responding to elder abuse.</p> <p>ACT Health, respond to concerns about elder abuse in a variety of ways. In Canberra there is the older persons Abuse Prevention and Information Line (APRIL) and the ACT Human Rights Commission. More broadly, the Aged Care Complaints Commissioner provides a free service for anyone to raise their concerns about the quality of care services being delivered to people receiving aged care services subsidised by the Commonwealth Government. ACT Health fully supports any work the Commonwealth Government is, or will, be undertaking to ensure no older person is subjected to any form of abuse, mistreatment or neglect.</p>

Actions	KPI	Reporting for 2016-2017
		The Public Trustee and Guardian publishes a factsheet on elder abuse to increase awareness about the risks facing older people in the ACT community and outline ways people can protect themselves.

2016-2017 Actions

Support seniors to develop healthy lifestyles

Actions	KPI	2016-2017 Reporting
20. Encourage seniors to be informed about how to be healthier through ACT government and Community Education programs and services.	Increased participation of seniors in ACT Government health and fitness initiatives e.g. Healthy Weight Initiatives Program, Home Nutrition.	<p>Work established</p> <p>ACT Health continue to attend the annual COTA Seniors Expo to help engage with this target group and inform them of services available and provide general health education.</p> <p>Specific community based health education programs are available to all residents of the ACT, including Older residents. Services offered includes Footsure; Adult Healthy Weight Program (an education on good nutrition and active lifestyle – open to all ages); Self Management of Chronic Conditions “Living a Healthy Life with a Chronic Condition” and Pelvic Floor Workshops (an education session for women of all ages in understanding basic physiology, to identify and prevent continence issues). ACT Health also continues to provide ‘Falls Prevention: Stepping On’ program aimed at helping older adults identify and address their own falls risk factors.</p> <p>The Aged Care Assessment Team continues to provide information to Consumers, Community groups and Service providers about the My Aged Care phone line and website to assist them find information on how to apply for in home support, short term care or residential care.</p> <p>Libraries ACT provides access to a wealth of health and wellbeing resources including self-help books and magazines and eResources such as the Health and Wellness database. Many of the library’s lifelong learning programs are also related to health and wellbeing. For example, information sessions in partnership with Breast Screening ACT and CycleJam bicycle maintenance workshops which encourage active travel. The library also hosts programs such as Living with chronic conditions, Be safe with Hepatitis B, Foot health, How to have a healthy heart, and Seniors First Aid.</p>

5. HOUSING & OUTDOOR SPACES AND BUILDINGS

2015-2016 ACTIONS

Design features and recreational facilities that encourage seniors to remain physically and socially active, to maintain a healthy lifestyle, to be socially engaged

Actions	KPI	2016-2017 Reporting
<p>12. ACT Government public facilities to include strategies <i>with</i> Age-friendly considerations.</p>	<p>ACT Government public facilities to include consideration of age friendly strategies.</p>	<p>Work established</p> <p>This work is being progressed through the Age-Friendly Suburbs Project which is about making it easier, more convenient and more accessible for older residents to move in and around their community and to create an urban environment supportive of healthy, active ageing.</p> <p>In late 2015 consultation was undertaken with residents of Ainslie and Weston, the Office for Ageing and the Environment and Planning Directorate, who had met with the Council of the Ageing (COTA), to identify improvements to make it easier for older residents to get around.</p> <p>Suburbs are prioritised for age friendly suburb improvements based on their current and future demographic profiles, the location of age care facilities and the suburb's need for additional active travel facilities. Implementation of further priorities will be considered as part of the ACT Government's ongoing maintenance programs.</p> <p>Construction of priority improvements for crossings, footpaths and bus stops commenced in 2016. Age Friendly Suburb project components have been delivered by TCCS in Ainslie, Weston, Kaleen and Monash, with softworks for the Monash improvements to commence at the end of the winter months (softworks relate to landscaping/grassing).</p> <p>Future designs around urban aspects of suburb upgrades where possible will have active features including age friendly inclusions.</p>
<p>13. Investigate feasibility study into the vertical Age- friendly communities.</p>	<p>By June 2016.</p>	<p>Equivalent work established</p> <p>There are exemplar projects already in place in the ACT that align with the aims of vertical age friendly communities. Bellerive in Lyons is one example.</p>

2016-2017 ACTIONS

Age-friendly physical environment that promotes independence and safety

Actions	KPI	2016-2017 Reporting
<p>21. Ensure <i>green</i> spaces and outdoor seating <i>are</i> sufficient in number, well-maintained and safe and develop a guide to community gardens by conducting a study into where and what is required, as ongoing maintenance.</p>	<p>By December 2016</p>	<p>Work established</p> <p>The ACT Government installs seats in locations that provide resting points for aged persons walking to shops or in parks.</p> <p>The Guide to Community Gardens in the ACT has been completed and available on the Environment Planning and Sustainable Development Directorate website: http://www.planning.act.gov.au/topics/current_projects/studies/community_gardens_in_the_act</p> <p>The 'Guide to Community Gardens in the ACT: Policy and site selection Criteria', released in 2016, identifies matters to be considered when selecting a site for a new community garden. The Guide is designed for both community organisations wishing to establish a community gardens in Canberra, as well as by government officials in determining if proposed sites are appropriate.</p>
<p>22. Provide public infrastructure that promotes community safety and Age-friendly community practices e.g. street lighting.</p>	<p>By December 2016</p>	<p>Work established</p> <p>Active living principles are being incorporated into the Territory Plan (the ACT's statutory planning instrument) in order to support healthy active lifestyles for all Canberrans, including active ageing. Active living principles concern creating safe and attractive places, supportive infrastructure and inclusive environments.</p> <p>Plans are in place for future designs around urban aspects of suburb upgrades. Where possible, these will have active features including age friendly inclusions such as an appropriate number and style of seating; appropriate paths and access points; and appropriate lighting.</p>

6. TRANSPORTATION

2015-2016 ACTIONS

Support accessible and Age-friendly transport

Actions	KPI	2016-2017 Progress
14. Develop a community education strategy to include a cyclist's code of conduct.	A cyclist code of conduct available by June 2016.	Work established The Cyclist Code of Conduct was completed by JACS in October 2015.

2016-2017 ACTIONS

Develop programs and services geared to the needs of seniors and invest in modern transport infrastructure

Actions	KPI	2016-2017 Progress
24. Extension of the Flexible Bus Service to meet the specific needs of isolated seniors in the ACT noting an extension of this service would be conditional on the outcome of a future budget bid.	Increased number of seniors using the Flexible Bus Service and the extension of the service.	Work established ACTION provides free bus travel for over 70s. Transport and City Services Directorate implemented a flexible transport bus service, launched in September 2014, to provide travel to areas within the ACT to assist seniors access shopping centres, attend medical appointments and participate in social events such as seniors week. The Flexible Bus Service has proven very successful since it's commencement with over 50,000 passenger trips and over 1000 passengers recorded on the booking system. The average age of passengers is late 70's to mid 80's and the majority of the passengers are female. Expansion of the service to the Inner North of Canberra is scheduled for September 2017. Transport Canberra has facilitated a Senior concession validation process for the NSW Opal Card. This enables ACT seniors to obtain ongoing senior concession status on the NSW Opal Card. This has enabled cost effective travel with NSW for ACT seniors.