



**ACT MINISTERIAL ADVISORY COUNCIL ON AGEING**

**REPORT ON IMPLEMENTATION OF THE  
ACT STRATEGIC PLAN  
FOR POSITIVE AGEING**

**15 NOVEMBER 2011**



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## Executive Summary

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In 2009 the then Minister for Ageing initiated the requirement for a whole-of-government Strategic Plan for Positive Ageing. The ACT Ministerial Advisory Council on Ageing (MACA) was tasked to assist in the development of the plan through community consultation and the wide involvement of ACT Government agencies.

Following three community consultation sessions a draft plan was developed for public comment. This was subject to a further community consultation meeting leading to the *ACT Strategic Plan for Positive Ageing 2010-2014: Towards an Age-Friendly City* being tabled in the Legislative Assembly in December 2009.

The Plan is based on seven Strategic Priorities: Information and Communication; Health and Wellbeing; Respect, Valuing and Safety; Housing and Accommodation; Support Services; Transport and Mobility; and Work and Retirement.

Each Strategic Priority has a number of Actions for the first reporting period to June 2011 and performance indicators associated with these Actions.

In 2010, Canberra was admitted to the World Health Organization Global Network of Age Friendly Cities. The Strategic Plan is closely compatible with the check-list for age-friendly cities.

Monitoring implementation of the Plan has been carried out through a cross-agency committee with MACA representation, by the Office for Ageing and through meetings of Council members with agencies.

Reports have been provided by agencies on the level of achievement of performance indicators. These have been assessed by MACA as either Achieved, Partially Achieved or Not Achieved, or have been Noted.

A number of the agency reports on achievement of performance indicators indicate that a very useful basis has been established for continuation of actions in the next reporting period and for setting a baseline for measuring future progress. Some suggestions are provided of possible matters to include in the next Action Plan.

Meeting Strategic Priorities was assessed as 'Very Good' for one category and 'Good' for six categories. There has been credible achievement in meeting the Strategic Priorities – a tribute to the many ACT Government officers involved in the implementation of the Plan.

Notwithstanding the challenges in developing and implementing the first ACT Government Strategic Plan for Positive Ageing, MACA considers that implementation of the Plan for the first reporting period has been successful, delivering a firm foundation for future progress.

## **REPORT ON IMPLEMENTATION OF THE ACT STRATEGIC PLAN FOR POSITIVE AGEING**

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### **Background**

1. Since the appointment of the current Ministerial Advisory Council on Ageing (MACA) in early 2009, the major focus of the Council has been on the ACT *Strategic Plan for Positive Ageing 2010-2014: Towards an Age-Friendly City*. The Council has been involved in the development and implementation of the Strategic Plan and, more recently, in monitoring progress of actions identified for implementation to June 2011.
2. The development of the Plan occurred during 2009 and involved meetings on a number of occasions of an inter-departmental committee and of the Council. Importantly, there was the distribution of a discussion paper by the then Minister for Ageing, Mr John Hargreaves MLA, on 2 March 2009 followed by three community forums (Kippax – 6 March 2009, Greenway – 10 March 2009 and Ainslie – 12 March 2009), where issues of concern to older people were identified. This comprehensive approach involving government officers, MACA members and community representatives ensured that key areas of concern were identified. A draft Plan was issued for public comment by Minister Hargreaves on 7 August 2009 and a further community forum to consider the approach was held on 19 August 2009. The *ACT Strategic Plan for Positive Ageing 2010-2014: Towards an Age-Friendly City* was tabled in the ACT Legislative Assembly by the Minister for Ageing, Ms Joy Burch MLA, on 10 December 2010 and publicly launched by the Minister on 15 December 2010.
3. The Minister for Ageing then tasked MACA to provide a report on the implementation of the Plan for the first reporting period to June 2011. Accordingly, the Council in conjunction with the Office for Ageing has monitored progress of the Plan and assisted in implementing some actions. MACA representatives have also met with ACT Government officers to discuss progress on those actions relevant to particular agencies. These meetings were very valuable in ensuring that MACA had a comprehensive understanding of agency approaches to achieving the performance indicators.

### **World Health Organization Age Friendly City Network**

4. During the final community forum, the Council was made aware of the World Health Organization (WHO) initiative of a Guide to Age Friendly Cities. The commonality between the WHO Guide to Age Friendly Cities and the developing

Strategic Plan was self-evident. This is illustrated in the comparison of the priority areas of the Strategic Plan with the WHO characteristics of an age-friendly city as shown in table 1.

Table 1.

Strategic Plan Priority Area	WHO Guide
Information and Communication	Communication and information
Health and Wellbeing	Social participation Community support and health services
Respect, Valuing and Safety	Respect and social inclusion
Housing and Accommodation	Housing
Support Services	Community support and health services
Transport and Mobility	Transportation Outdoor spaces and buildings
Work and Retirement	Civic participation and employment

5. In mid-2010, through the initiative of the Minister for Ageing, Ms Joy Burch MLA, Canberra was admitted to the WHO Global Network of Age Friendly Cities. As a result, there is a need to submit an action plan to WHO in 2013 following a baseline assessment of the age-friendliness of the city. This assessment is currently being conducted by the ANU Centre for Mental Health Research through a comprehensive survey.
6. A feature of the WHO approach is the requirement to establish mechanisms to involve older people in all stages of the Age-friendly Cities process. Cities are also encouraged to build partnerships, by engaging non-governmental organisations and academic institutions. The continuing development and implementation of the Strategic Plan, the ACT Older Persons' Assembly held on 30 September 2011, and the development of the Canberra Age Friendly City Network<sup>1</sup> should assist significantly in the WHO evaluation of Canberra as an age-friendly city.

## Assessment Approach

7. Each of the seven Strategic Priorities of the Strategic Plan has a Goal and a number of Actions for implementation in the first reporting period to June 2011.

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<sup>1</sup> Network meetings are attended by representatives of ACT Government Directorates, MACA, COTA ACT, National Seniors, and Canberra Institute of Technology

Actions, together with their respective Performance Indicators, were allocated to Lead Agencies. Since the Strategic Plan was issued, the ACT Public Service has undergone administrative restructuring involving a change from departments to directorates and the redistribution of some responsibilities. This report is based on former departmental responsibilities as these were extant at the end of the first reporting period. The departmental acronyms are listed at Annex A.

8. Annex B contains a detailed report on achievement of the Performance Indicators, together with explanatory departmental comments and MACA evaluation.
9. In assessing the progress of the Actions for the first reporting period of the Strategic Plan, MACA has been conscious of the following factors:
  - This has been the first Strategic Plan for Older People which has required significant involvement across ACT Government agencies. Hence, there has not been a tried successful format to follow. In many ways it has been an evolutionary process.
  - The various Actions and their associated performance indicators were developed with the best of intentions. However, Government priorities change and resources may be reassigned. It is unrealistic to expect that all the requirements of the Strategic Plan would be met during the first reporting period to June 2011.
  - During the first reporting period a sub-committee of MACA met with a number of ACT Government Officers to discuss departmental progress. The responses were positive and enthusiastic. Additionally, departments often identified additional initiatives being undertaken by them to enhance positive ageing.
10. MACA's approach to evaluate progress on meeting the objectives of the Strategic Plan has been to:
  - Assess the degree to which each of the 117 performance indicators has been satisfied by classifying them as either Achieved, Partially Achieved or Not Achieved, or as being Noted. These are shown at Annex B.
  - Accept that performance indicators requiring the reporting of a number of activities warrant being classified as 'Noted'. However, in many cases these have been combined with the other classifications on the basis that it is reasonable to infer a specific level of contribution to the related Actions.
  - Summarise the performance indicator assessment results against each of the 58 Actions for the reporting period to June 2011 – see Annex C.

- Arrive at a reasonable position on achievement for the first reporting period for the seven Strategic Priorities and for the Strategic Plan as a whole, taking account of the limitations associated with implementation.

11. The qualitative scale used for assessing achievement is shown in table 2

**Table 2:**

Designation	Definition
Very Good	'Achieved' at least 70% and combined 'Achieved'/'Partially Achieved' at least 80%
Good	'Achieved' at least 60% and combined 'Achieved'/'Partially Achieved' at least 70%
Adequate	'Achieved' at least 50% and combined 'Achieved'/'Partially Achieved' at least 60%
Poor	'Achieved' at least 40% and combined 'Achieved'/'Partially Achieved' at least 50%
Inadequate	Results below the 'Poor' designation

12. In developing the next Action Plan, further consideration should be given to the framing of performance indicators so that the beneficial changes resulting from the identified Actions are apparent. Some points for consideration are at Annex D.

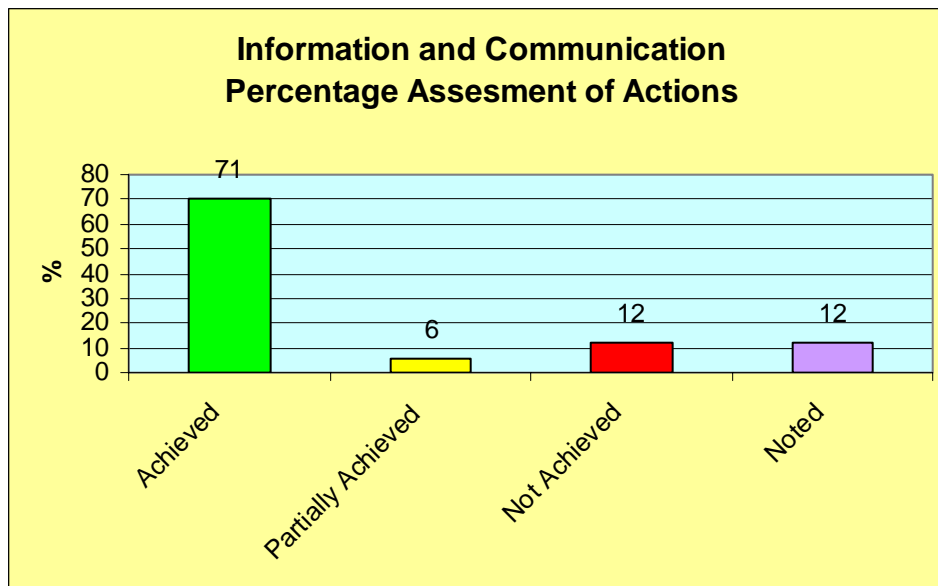
### **Strategic Plan Progress Assessment**

13. In the following paragraphs, for each of the seven Strategic Priorities, a summary is provided of the assessed progress in meeting the Action requirements by numbers (in tables) and percentage (in charts). Selected highlights of each Strategic Priority are also discussed.
14. Although some of the Actions have been assessed as Partially Achieved, MACA has observed that their progress was well advanced and completion was dependent on legislative approval, or the performance indicator had been finalised after June 2011.



### Strategic Priority 1 – Information and Communication

<b>ACTIONS:</b>	Achieved	12	Partially Achieved	1	Not Achieved	2	Noted	2
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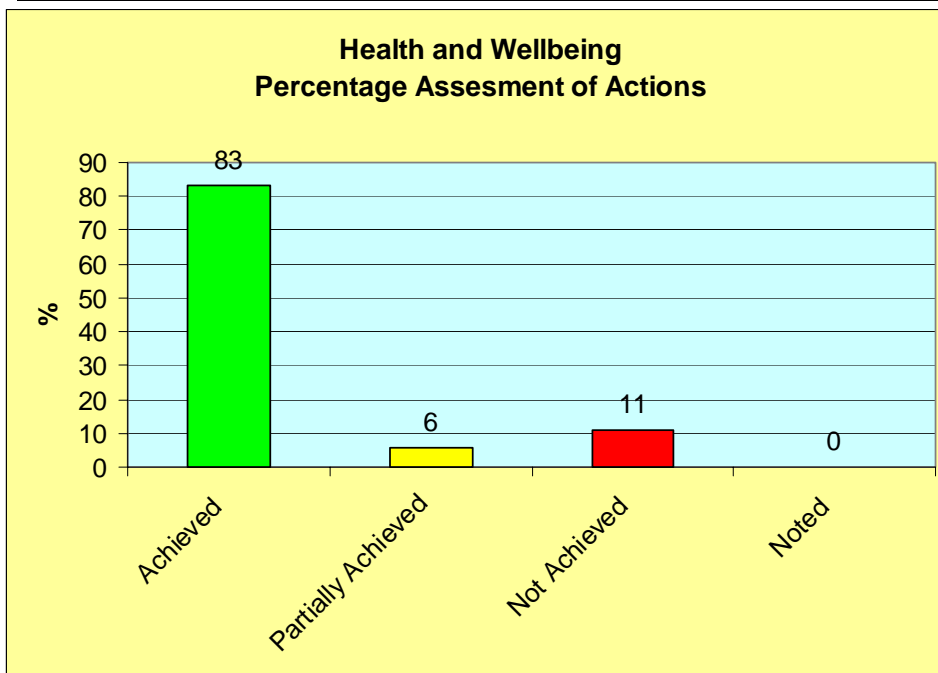


15. Through the consultation process, older people identified that access to Information and Communication was a key issue. A significant achievement has been the establishment and promotion of an on-line Seniors Information Portal.
16. The Seniors Week Expo and the Retirement and Lifestyle Expo have been important events for promotion of information to older people on a large number of topics and services.
17. The promotion of interpreter services is an area that requires further consideration.

**Overall assessment of Strategic Priority 1: GOOD.**

### Strategic Priority 2 – Health and Wellbeing

<b>ACTIONS:</b>	Achieved	15	Partially Achieved	1	Not Achieved	2	Noted
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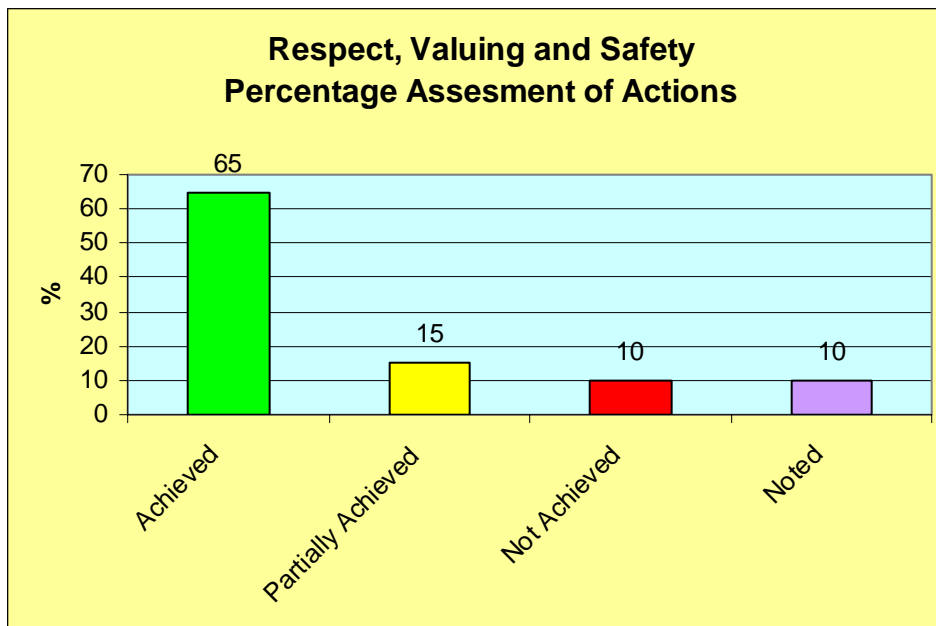


18. ACT Health reported on a variety of successful programs in support of Strategic Priority 2. These included the GP Aged Day Service, In-Hours Locum Service, Falls Prevention initiatives, and Rapid Assessment of the Deteriorating Aged at Risk (RADAR) in residential aged care facilities.
19. The ANU Ageing Research Unit has been engaged to undertake an Age Friendly City Survey, various DHCS programs promoted social inclusion and TAMS Sport and Recreation Services and libraries contributed positively to this Strategic Priority.

**Overall assessment of Strategic Priority 2: VERY GOOD.**

### Strategic Priority 3 – Respect, Valuing and Safety

<b>ACTIONS:</b>	Achieved	13	Partially Achieved	3	Not Achieved	3	Noted	2
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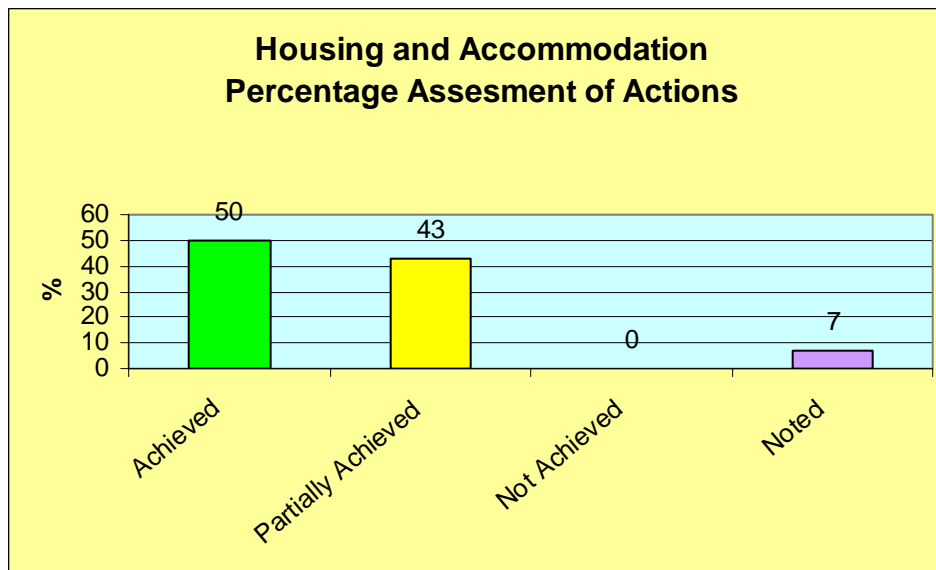
20. Highlights of Strategic Priority 3 were Gold Awards to 164 individuals and nine groups, the success of the CIT program involving eldership mentoring to young Aboriginal and Torres Strait Islanders, the implementation of a revised Elder Abuse Prevention Program, the uptake of the Respecting Patient Choices Program and progress in introducing legislation for mandatory background checks for people working with vulnerable people<sup>2</sup>.
21. A three-year Home Safety Service Funding Agreement initiated by JaCS is expected will be particularly beneficial to many older people in the future.

***Overall assessment of Strategic Priority 3: GOOD.***

<sup>2</sup> The Working with Vulnerable People (Background Checking) Bill 2010 was passed in the ACT Legislative Assembly on 25 October 2011

### Strategic Priority 4 – Housing and Accommodation

<b>ACTIONS:</b>	Achieved	7	Partially Achieved	6	Not Achieved	0	Noted	1
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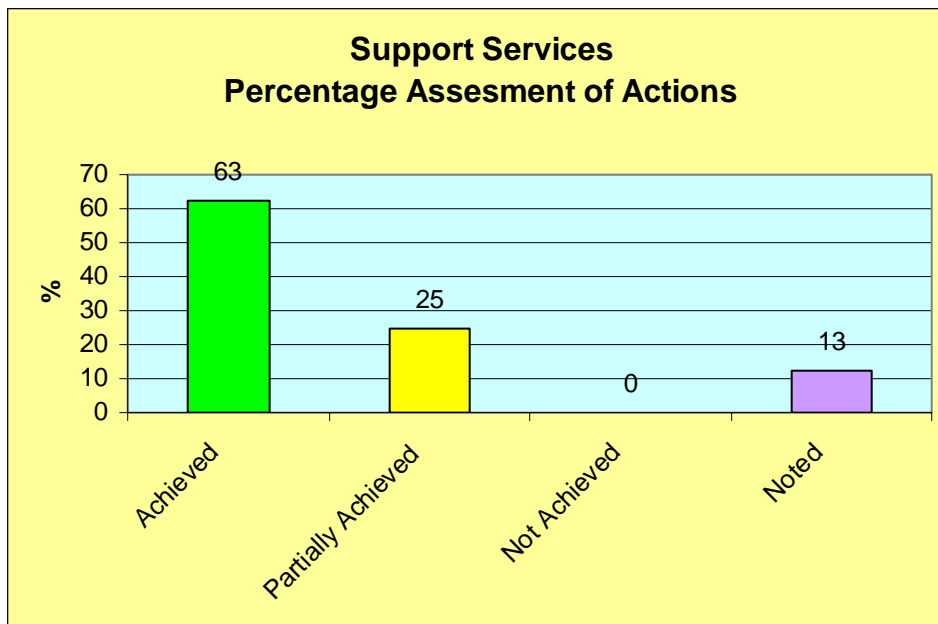


22. Much has been achieved in the reporting period in meeting housing and accommodation needs of older people. Inevitably, the planning, approval and implementation of facilities involves activities over an extensive time period. Although not all actions have been achieved, substantial work is progressing on a number of items. Of particular note is the construction of older persons units, the use of universal design guidelines and the draft variation to the Canberra Plan to permit secondary residences.
23. Application of the assessment criteria (table 2, page 5) gives a resulting rating of Adequate. However, this needs to be balanced by the very significant achievements in meeting housing and accommodation needs of older people during the reporting period. Furthermore, a number of actions that have been partially achieved were dependent on progress by organisations not in control of the ACT Public Service. Accordingly, MACA has increased the rating level.

**Overall assessment of Strategic Priority 4: GOOD.**

**Strategic Priority 5 – Support Services**

<b>ACTIONS:</b>	Achieved	6	Partially Achieved	1	Not Achieved	0	Noted	1
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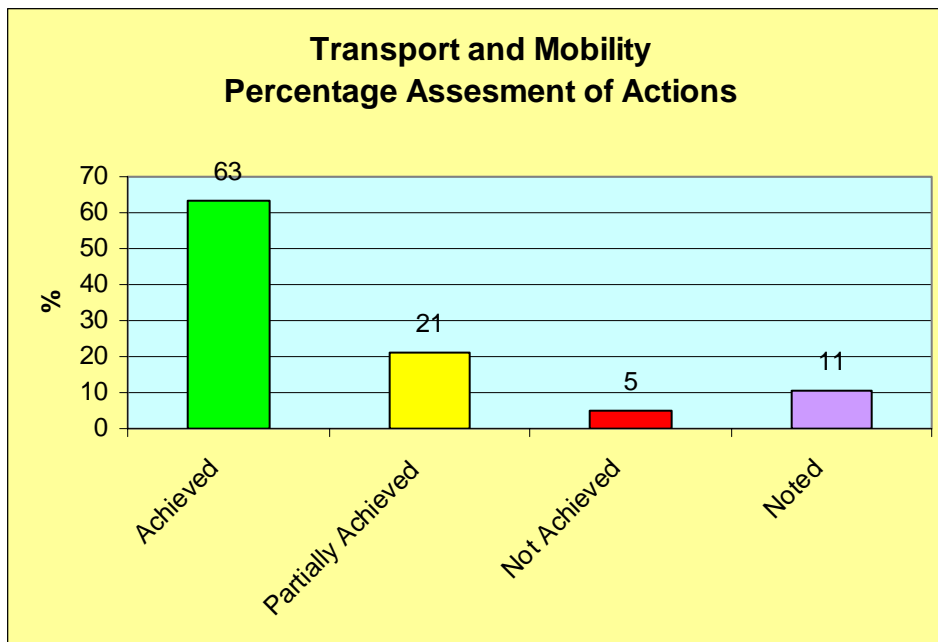


24. Six of the eight performance indicators for Strategic Priority 5 required the reporting of statistics. The Agency Progress Reports indicate that there was a positive approach to implementing the Actions associated with the statistical reporting areas.
25. The pilot project to establish a Virtual Village has been completed and the project generated much public interest. However, the concept has yet to be implemented. The Government has not yet provided a view on the project report and funding has not been allocated in the 2011-12 ACT Budget for progressing the concept. MACA recommends that the Virtual Village concept is pursued in the next Action Plan, together with a range of associated developments such as growth in community activities.
26. During committee hearings on Support Services at the Older Persons Assembly on 30 September the title 'Support Services' was interpreted widely by the participants – something that could be used whenever they required help, be that with medical help, or home help and modifications; help to remain in their homes, such as gardening and cleaning or help with shopping and food preparation; support such as is provided by the HACC services; or transport to medical appointments or to social activities. In this broader concept of Support Services, there has been contribution across the Strategic Plan to this area.

**Overall assessment of Strategic Priority 5: GOOD.**

**Strategic Priority 6 – Transport and Mobility**

<b>ACTIONS:</b>	Achieved	12	Partially Achieved	4	Not Achieved	1	Noted	2
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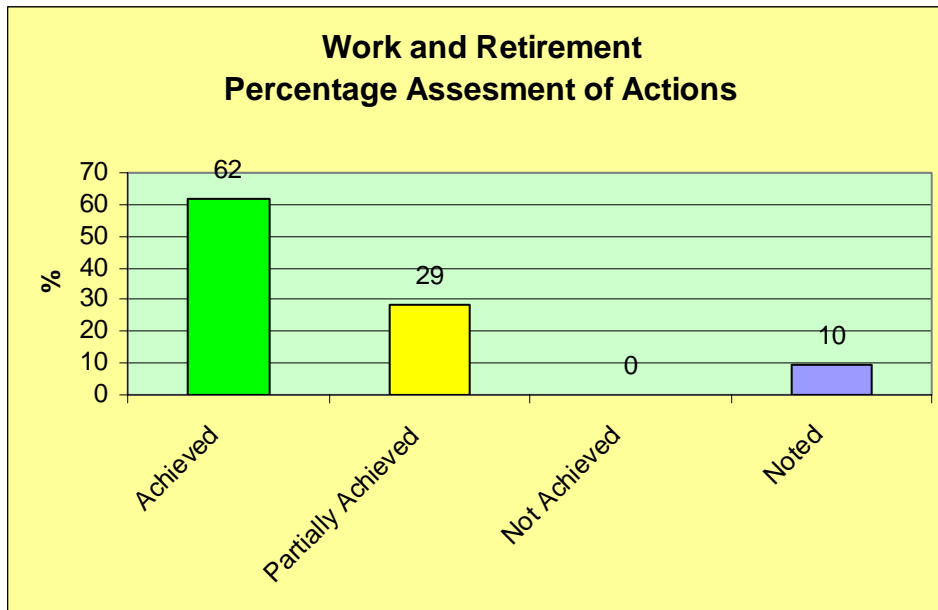


- 27. Major achievements for Strategic Priority 6 have been: the introduction of the ACT Seniors MyWay Card for bus travel and seniors card concessions; and the progressive distribution of 18,000 new disability parking permits in accordance with the Australian Disability Parking Scheme. Many older people have remarked on how they appreciate these achievements.
- 28. MACA is aware that the Regional Community Bus Services are valued by many older people. However, no system has been developed to identify the number of older people using the service.
- 29. The preliminary survey by TAMS of the operations of Community Buses has not been released. Hence, MACA has not seen the identification of service improvements and implementation program as listed as a performance indicator.

**Overall assessment of Strategic Priority 6: GOOD.**

**Strategic Priority 7 – Work and Retirement**

<b>ACTIONS:</b>	Achieved	13	Partially Achieved	6	Not Achieved	2	Noted	1
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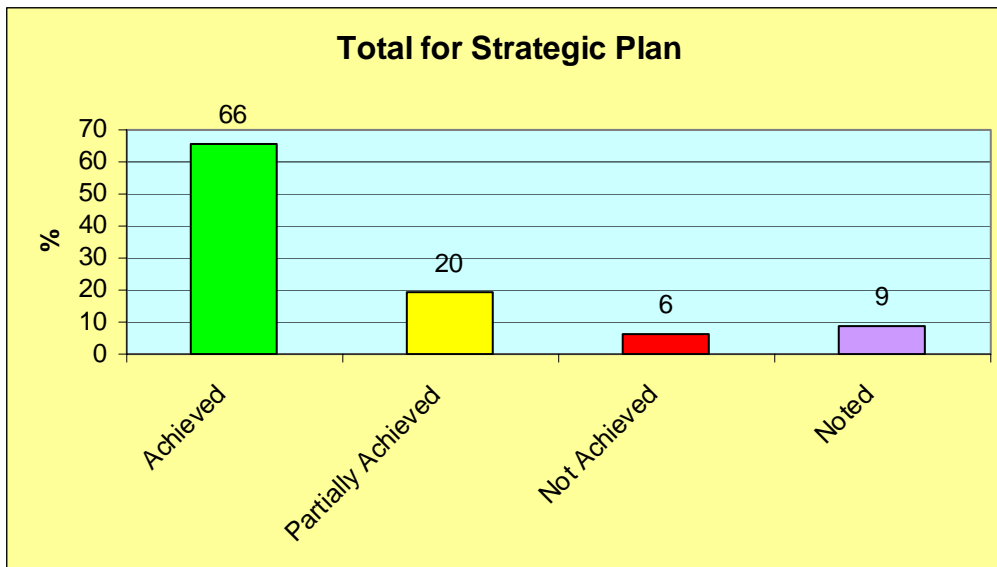


- 30. Although the guides for engaging seniors as customers and employees were not available during the reporting period, these were launched successfully by the Minister for Ageing on 16 September 2011.
- 31. The Seniors Card continues to be successful with 314 business partners.
- 32. MACA hopes that there will be progress in the development of initiatives to support mature age employment in the ACT Public Service during the next reporting period, particularly as an exemplary incentive to the ACT private sector and to the Commonwealth.
- 33. The Government provided major support to seniors clubs with provision of funding for a new club in Tuggeranong. The official opening is on 18 November 2011.

**Overall assessment of Strategic Priority 7: GOOD.**

## Evaluation

34. The development and implementation of the ACT Government's inaugural *ACT Strategic Plan for Positive Ageing 2011-2014* presented many challenges. However, these were met with a very constructive approach at all levels. Evaluation would have been easier if there were far fewer performance indicators for the individual Action Items. However, a compromise approach was taken with the classifications allocated in most cases as discussed above.
35. Meeting Strategic Priorities was assessed as Very Good for one category and Good for six categories.
36. Of the 117 performance indicators, 77 were Achieved, 23 Partially Achieved, 7 were Not Achieved and 10 were Noted. The percentage distribution in the following chart shows that 86 percent of the performance indicators were Achieved or Partially Achieved.





## **Future Issues**

37. As the appointments of the current members of MACA expire in December 2011, some suggestions are provided in this section for consideration in development of the next Implementation Plan.

### **Priority 1 – Information and Communication**

38. Develop strategies for improving access to Information to seniors who are not computer literate.
39. Develop a whole-of-government approach to cultural awareness and provision of interpreter assistance for older people.

### **Priority 2- Health and Wellbeing**

40. Achieve higher levels of participation of older people in physical, mental and social activities for the maintenance of health and wellbeing.

### **Priority 3 –Respect, Valuing and Safety**

41. Vigorously promote 'old' as a positive, valuable and prestigious stage of life.
42. Identify intergenerational activities undertaken and promote their wider implementation.

### **Priority 4 – Housing and Accommodation**

43. Encourage younger seniors to evaluate their accommodation in relation to size, maintenance, locality and transport and to make changes, if appropriate, to assist living a secure, comfortable and confident old age.
44. Survey the experiences of residents of the older persons units that were completed in 2011.

### **Priority 5 – Support Services**

45. Provide a pilot program for the Virtual Village concept.

### **Priority 6 – Transport and Mobility**

46. Explore the use of small buses or subsidised taxis to transport seniors from outer suburbs to and from Civic and Town Centres during weekends and off-peak periods.
47. Review the standards of pathway construction and repair response arrangements in relation to their trip hazard for older people.

**Priority 7 – Work and Retirement**

48. Implement a comprehensive mature age employment strategy for the ACT Public Service.
49. In conjunction with Seniors Clubs, develop an upgrade/replacement program to enable their facilities to meet current needs and be adaptable to future requirements.

## Conclusion

50. The development of the *ACT Strategic Plan for Positive Ageing 2010-2014: Towards an Age-Friendly City* and its implementation for the first reporting period to June 2011 have involved lengthy but thorough processes. This has resulted in credible achievements in furthering the seven Strategic Priorities.
51. MACA acknowledges, in particular, the challenging coordinating work associated with the Plan undertaken by the Office for Ageing and the oversight by senior officers of DHCS.
52. MACA considers that the implementation of the Strategic Plan for the first reporting period has been successful, delivering a firm foundation for future progress. This is a tribute to the many ACT Government officers involved in the implementation of the plan.

## **Annex A: Organisational Acronyms**

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ACTPLA	ACT Planning and Land Authority
CIT	Canberra Institute of Technology
CMD	Chief Minister's Department
COTA	Council on the Ageing
DET	Department of Education and Training
DHCS	Department of Disability, Housing and Community Services
HRC	Human Rights Commission
JaCS	Department of Justice and Community Safety
LPS	Department of Land and Property Services
TAMS	Department of Territory and Municipal Services

**Annex B: Achievement of Performance Indicators**

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**ACT Strategic Plan for Positive Ageing  
2010-2014**

**Towards an Age-Friendly City**

**Implementation Status  
For the Period  
1 July 2010- 30 June 2011**

## Strategic Priority 1 – Information and Communication


### Our Goal:



People in the ACT easily access information about healthy living, retirement planning, support services and products, entitlements, and community groups and clubs.


### Our Approach:

Government and community agencies will work together to provide consistent and relevant information to seniors through:




- the telephone, internet, printed material radio and other media; and
- face-to-face assistance, interpreters and alternative formats.



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
1. Coordinate information available to seniors in the ACT by working with relevant ACT and Commonwealth Government, community and business information services.	DHCS	Partnerships are established and maintained, especially between the ACT Office for Ageing, Canberra Connect, Library Services, ACT Health, the Dept of Health and Ageing, the Dept of Veterans' Affairs, Citizen Advice Bureau, and COTA ACT.	The Office for Ageing is developing partnerships with organisations and has held meetings with Canberra Connect, Citizens Advice Bureau and COTA ACT in February and March 2010.	<p><b>Achieved</b></p> 


ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	Seniors information services are mapped.	Seniors information services have been mapped. A new Seniors Information Portal was developed.	<p>Achieved</p> 
	DHCS	Service roles are agreed and information sharing is improved.	<p>A cross-agency meeting was held on 6 July 2010 with Canberra Connect, Citizens Advice Bureau, COTA ACT, the Department of Health and Ageing, Carers ACT (the administrator of the ACT's Commonwealth Respite and Carelink Service) and Centrelink (Financial Information Service).</p> <p>This meeting discussed access to information by ACT seniors, and sought to establish a better mutual knowledge of service providers and a better sharing of information between services.</p> <p>The meeting resulted in useful feedback on the new online portal, and on 12 July 2010, the Department of Health and Ageing sent the Office for Ageing some very useful in-confidence marketing research reports on their Seniors Portal and Aged Care Australia sites.</p>	<p>Achieved</p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>2. Enhance and promote the ACT Government Seniors Information Line administered by Canberra Connect, and the face-to-face concierge service at ACT Government Shopfronts.</p>	<p>TAMS</p>	<p>Number of calls to the Seniors Information Line.</p>	<p>Canberra Connect provides a telephone number (132281) for seniors to access ACT Government services.</p> <p>Performance indicators for Action 2 are inappropriate as there is no specific seniors information line. The calls go through 132281 which is Canberra Connect’s main information line. While the information line is available to seniors (as stated) Canberra Connect cannot differentiate calls by caller – only by subject matter.</p>	<p><b>Noted.</b> It is not considered appropriate to seek information on the age of a caller to Canberra Connect.</p>
	<p>TAMS</p>	<p>Number of concierge services provided.</p>	<p>Canberra Connect provides concierge staff at shopfronts who provide information and assistance to seniors on a range of government services.</p> <p>While concierge services are provided at shopfronts, there are a range of services and they are not categorised i.e. demographics cannot be captured)</p>	<p><b>Achieved,</b></p> <p></p> <p>To request the age of people seeking shopfront services is inappropriate.</p>






ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
3. Develop and promote an online 'Seniors Information Portal'.	DHCS	Portal is developed and promoted.	The Portal was launched on 1 October 2010, the International Day of Older Persons.	<p><b>Achieved</b></p> 
	DHCS	Number of Portal hits.	2958 unique hits were recorded between 1 October 2010 – 30 May 2011	<p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	DHCS	Direct feedback through link on Portal.	<p>The Portal is updated based on community feedback and information made available through the media.</p> <p>A number of organisations have requested that their websites are included on the Portal.</p> <p>Visitors can provide comments through the DHCS Feedback form.</p> <p>A new tab, 'Resources for Professionals' has been added.</p>	<p><b>Achieved</b></p> 
	DHCS	Positive feedback from Seniors Week survey regarding awareness and usefulness of the Portal.	Not undertaken during Seniors Week 2011– but will do so for Seniors Week 2012.	<p><b>Not achieved</b></p>  <p><b>Noted</b> for inclusion in next Action Plan.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>4. Promote Government and community information services e.g. Libraries, Citizens Advice Bureau and COTA ACT.</p>	<p>DHCS</p>	<p>Seniors' information services are promoted through the Seniors Information Portal, press advertising and pamphlets, especially during Seniors Week and International Day of Older Persons.</p>	<p>Information services were promoted at the Seniors Week Expo in March 2011 and the Canberra Retirement and Lifestyle Expo in May 2011.</p> <p>The Citizens Advice Bureau search engine is also promoted on the Office for Ageing website.</p>	<p><b>Achieved</b></p>  <p>There is a continual need to promote information services. MACA recommends that means other than expos are explored.</p>
<p>5. Develop and promote information communication technology (ICT) services and training for seniors.</p>	<p>TAMS</p>	<p>Number of ICT programs available for seniors.</p>	<p>Canberra Connect provides a range of online services available to seniors, such as bill payments.</p> <p>Approximately 25-30% of library computer users are estimated to be seniors.</p> <p>Woden Library provides seniors-specific ICT services and training sessions. Other library branches provide internet and other computer training sessions, but these are not specifically targeted at seniors.</p> <p>Information on such sessions is at:  <a href="http://www.library.act.gov.au/learning/internet_and_computer_training">www.library.act.gov.au/learning/internet_and_computer_training</a></p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DET	Number of seniors enrolled in ICT courses.	<p>DET administers three funding programs for which seniors aged 60 years and over are eligible: Priorities Support Program (PSP), Productivity Places Program (PPP) and ACT Adult Community Education grants program (ACE).</p> <p>In 2010-11 under PSP, 18 ICT specific training programs were available for adults of all ages, including seniors. In addition, 11 training programs that included basic ICT skills were available. Basic ICT skills include operating a personal computer and sending and retrieving information using the internet and email.</p> <p>Under PSP, 14 seniors enrolled in ICT specific courses and four enrolled in courses that included gaining competency in basic ICT skills.</p> <p>Under PPP, five seniors were enrolled in ICT specific courses.</p> <p>Under PPP, nine ICT specific training programs were available for adults of all ages, including seniors.</p> <p>Under ACE, three ICT training programs were available for adults of all ages, including seniors.</p>	<p><b>Achieved</b></p> <p></p> <p>MACA recommends greater promotion by DET of these courses, through seniors' organisations and the media, to improve their uptake by seniors.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	TAMS	Estimated percentage of Library computer users who are seniors.	<p>Approximately 25-30% of library computer users are estimated to be seniors.</p> <p>Woden Library provides seniors-specific ICT services and training sessions. Other library branches provide internet and other computer training sessions, but these are not specifically targeted at seniors.</p> <p>Further information on such sessions is at: <a href="http://www.library.act.gov.au/learning/internet_and_computer_training">http://www.library.act.gov.au/learning/internet_and_computer_training</a></p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>Library computer facilities are clearly valued by older people.</p>
6. Promote the use of interpreter services to seniors whose first language is not English e.g. through the national Translating and Interpreting Service.	DHCS	Number and nature of promotions.	I Need an Interpreter' cards continue to be distributed to older groups who participate in a range of activities and events at the Theo Notaras Multicultural Centre. This year, information about the card was included in a orientation presentation by Office of Multicultural Affairs to new DHCS employees. Cards were also distributed to these employees as part of a package of information relating to services for members of the multicultural community.	<p><b>Achieved</b></p> <p></p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	Number of 'I need an interpreter' cards distributed through ACT Government agencies.	'I need an Interpreter' cards are available from the front reception desk at Child and Family Centres and staff distribute these cards to clients as required	<p><b>Partially Achieved</b></p> <p></p> <p>MACA considers that there is scope for wider distribution of cards where agencies have contact with the public.</p>
7. Provide training to health professionals to promote the effective use of interpreter services.	ACT HEALTH	Number of workshops provided to health professionals by ACT Health Migrant Health Unit.	There have been no workshops as the Health Directorate is currently undertaking a review of the services provided by the Migrant Health Unit. The review aims to enhance the cultural responsiveness of all Health Directorate services by developing a model for future service provision which meets the needs of the current and future multicultural community of the ACT.	<p><b>Not achieved</b></p> <p></p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
8. Investigate the introduction of more publicly accessible telephone lines for seniors to Canberra Connect in ACT Government buildings.	TAMS	Number of telephones available in public buildings.	Canberra Connect provides a public telephone in each of its seven shopfronts which is available for seniors to use.	<p><b>Achieved.</b></p>  <p>Although this has not been expanded to other public buildings, the approach is considered reasonable.</p>


## Strategic Priority 2 – Health and Wellbeing

### Our Goal:

People in the ACT maintain their health and wellbeing across their lifespan to allow them to age positively and to actively participate in their community as they get older.


### Our Approach:

Appropriate and accessible information and support is made available to maximise health and wellbeing, reduce social isolation and increase community participation.



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
9. Promote healthy lifestyles through public awareness and advertising campaigns such as ‘How do you measure up’.	ACT HEALTH	Number of programs provided.	<p>The Get Healthy Information and Coaching Service® is a free confidential telephone based service which helps people make lifestyle changes regarding: healthy eating, being physically active and achieving and maintaining a healthy weight. This service has been offered to adults in the ACT since June 2010. The Health Promotion Branch has actively been promoting this service through the ACT community to encourage people to live a healthier lifestyle.</p> <p>Evaluation results show that: 19.2% of total calls made to the Get Healthy service were from the age group 50-59 and 13% of total calls were made from 60-69 year age group.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>


ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
			<p>The Health Promotion Branch continues to promote healthier lifestyles through the 'Swap it don't stop it' campaign (formerly the 'how do you measure up' campaign). This campaign is partially funded by the Commonwealth Government and promotes the message of swapping unhealthy behaviours for healthy behaviours such as food portion sizes, physical activity and active transport. This campaign has been promoted on TV, print and through local events that the Health Promotion Branch has been involved in.</p> <p>The 2010 Exercise, Recreation and Sport Survey results have not yet been released.</p>	






ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>10. Promote lifelong health and fitness through the Health Promotion Branch and Sport and Recreation Services.</p>	<p>ACT HEALTH</p>	<p>Number of projects funded through the falls prevention program.</p>	<p>Funding totalled \$204,165.</p> <p>Projects funded in the 2010/11 Stay On Your Feet® Falls Prevention Round covering the period July 2010 – June 2011 included:</p> <p>Arthritis ACT – Helping people with musculoskeletal conditions to stay on their feet (\$21,993). This project represents a further development of the 2009-10 project entitled “More ways to help our members stay on their feet”.</p> <p>Diabetes Australia ACT – Diabetes Education and Falls Prevention Exercise in High Risk Populations (\$9,970). A unique program has been proposed combining diabetes education with a falls prevention exercise component. This program is designed to build staff capacity in the area and management of people in Aged Care Facilities.</p> <p>Goodwin Aged Care Services – Goodwin Falls Prevention Program – (\$126,776). The project is offered to maximise effectiveness to the ageing body, mind, and spirit plus expand social networks for residents of aged care facilities.</p> <p>Multiple Sclerosis Ltd – Tai Chi for Health and Balance (\$9,350). The project will provide two day training for 25 health and support workers nominated by a range of community agencies working with older people in the ACT.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>


ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
			<p>Southside Community Services (SCS) – Falls Prevention for a Culturally and Linguistically Diverse (CALD) Population (\$36,076) Four elements of the proposal include:</p> <ol style="list-style-type: none"> <li>1. Delivering a Falls Prevention Program to the CALD Spanish, Chinese and Croatian groups;</li> <li>2. Falls Prevention training for relevant staff within SCS delivered by the COTA ACT;</li> <li>3. Translating the written material in the ‘Don’t Fall For It, Falls Can Be Prevented’ booklet into Spanish and Croatian; and</li> <li>4. A presentation by a GP from the same ethnic background to each of the Spanish, Chinese, Croatian CALD groups.</li> </ol>	



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	TAMS	Regular participation rate' of people aged 45+ in annual Exercise, Recreation and Sport Survey.	Sport and Recreation Services (SRS) initiated an Inclusive Participation Funding Program for 2011 targeting older adults and people with a disability. The purpose of these grants is to support new participation initiatives for the targeted groups, including better accessibility and engagement. The assessment process for these grants is currently underway, and a number of applications supporting older adult participation have been received.	<p><b>Partially Achieved</b></p> <p></p> <p>Approach has focussed on people with a disability, but not on those aged 55 years within the general population (the age at which people are more likely to considering retirement). MACA recommends that the approach is reviewed in the next Action Plan.</p>
	TAMS	The <i>Actively Ageing Framework</i> is reviewed with stakeholders.	This has ceased to be a priority	<p><b>Not achieved</b></p> <p></p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>11. Encourage people of all ages to maintain their physical health by getting out into our parks.</p>	<p>TAMS</p>	<p>Number and nature of promotions of the 'Healthy Parks: Healthy People' program.</p>	<p>Promotion of the 'Healthy Parks: Healthy People' program and brand, has focussed on the continued distribution of the 'Get Out There' brochure, which includes specific branding and promotion for Healthy Parks, Healthy People.</p> <p>In addition, TAMS delivered or supported a wide range of activities across the ACT that contributed to the objective of encouraging people of all ages to maintain their physical health by getting out into our parks.</p> <p>Highlights included:                      The provision of monthly 'Explore' Ranger guided activities program, including opportunities that can be tailored for older participants;</p> <p>Supporting organised events across the parks system that target family and specific interest groups such as the 'Round Town' events, celebrations for Fathers Day, Mothers Day, Grandparent Day, the extremely popular Dogs Day Out and the Tidbinbilla Extravaganza; and</p> <p>Providing support for numerous community-based sporting, exercise and recreational events on TAMS managed land.</p>	<p><b>Achieved</b></p> 

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>12. Encourage people of all ages to maintain their mental health through reading and participating in lifelong learning programs in Libraries.</p>	<p>TAMS</p>	<p>The number of programs provided by Libraries.</p>	<p>Libraries ACT conducted regular weekly early childhood programs with approximately 18,750 participants.</p> <p>Approximately 140 lifelong learning programs for adults were conducted with more than 1,400 participants in 2010-11.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
<p>13. Implement a business-hours locum service to support GPs and residents of residential aged care facilities.</p>	<p>ACT HEALTH</p>	<p>Number of GP visits provided each year through the in-hours locum service.</p>	<p>The GP Aged Day Service (GPADS) provides an in-hours locum to support people who are homebound or in residential aged care facilities (RACFs) when their regular GP is unable to make a house call. The service aims to support ACT GPs and potentially reduce the load on hospitals by providing care to patients who need prompt attention and might otherwise have ended up in hospital.</p> <p>The ACT Division of General Practice holds a Service Funding Agreement with ACT Health to develop and manage the service until 2013. The service commenced on 21 March 2011 and has had 66 referrals until 30 June 2011. The GPADS Practice Manager continues to work closely with ACT general practices and RACFs to promote the service and the uptake continues to grow.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>Close monitoring of the uptake of the service is recommended so as to assess whether further promotion activities are required.</p>


ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
14. Expand the range of health services accessible to older people.	ACT HEALTH	Number of primary health services provided by Rapid Assessment of the Deteriorating Aged at Risk (RADAR) in residential aged care facilities.	RADAR received 239 referrals from GPs, of which 42 were received for residents in Residential Aged Care Facilities (RACFs). The remaining referrals were for clients in other community settings. There were 285 occasions of service for the period 1 July 2010-30 June 2011.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>MACA considers that RADAR is a valuable and active service.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	ACT HEALTH	Reduced waiting times to access health services through an increased number of allied health staff.	<p>Community Care Occupational Therapy received funding through HACC for two additional Occupational Therapist positions in late 2009. This has contributed to improved access to occupational therapy services during 2010-2011.</p> <p>A change in the model of care provided by the Community Rehabilitation Team has improved waiting times for access to the community rehabilitation service. Prior to the changes, wait times for individual disciplines were up to 12 weeks. Following the changes, all patients are seen at a multidisciplinary assessment clinic, and wait times are currently 2-4 weeks to access this clinic.</p> <p>The establishment of a new trainee allied health assistant position aims to provide follow-on assistance following completion of the more formal rehabilitation, and aid community re-integration. This traineeship position commenced in March 2011 and is still under development/evaluation.</p>	<p><b>Achieved</b></p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	ACT HEALTH	Reduction in avoidable admissions to hospitals through expanded home services.	RADAR received 239 referrals for the period 1 July 2010-30 June2011. Of these referrals, only 46 people required admission, therefore 195 people avoided admission. Of the people requiring admission, only 6 were admitted through Emergency Department (ED) and these were on the weekend or after hours. The remaining 40 admissions were admitted directly into Medical Assessment and Planning Unit (MAPU) or privately or directly onto the Acute Care of the Elderly Unit or one of the Geriatric Evaluation and Management (GEM) beds at Calvary.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	ACT HEALTH	Additional targeted services are provided, e.g. Older Person's Dieticians.	<p>A range of programs and initiatives provided by Community Care Program (in Rehabilitation, Aged and Community Care), while not exclusively offered only to older persons, is accessed mainly by older ACT community dwelling residents. These include:</p> <ul style="list-style-type: none"> <li>• A Healthy Communities Grant where Mini Health Checks are conducted by allied health and nursing staff to senior and disadvantaged population groups in the ACT.</li> <li>• A Healthy Communities Grant which provides funding for a dietician to conduct nutrition education programs for seniors and for overweight and obese disadvantaged persons.</li> </ul>	<p><b>Achieved</b></p> 





ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
			<ul style="list-style-type: none"> <li>• A Living a Healthy Life with Chronic Conditions course is delivered in conjunction with Arthritis Australia and SHOUT to a target group that mainly comprises of older persons. These courses aim to foster coping strategies and enhance independent living. The course completion rate for 2010 (calendar year) was 100 participants.</li> <li>• An Allied Health and nursing team participated in promoting and raising awareness of Community Care Health services at Seniors Week, Canberra Show Seniors Day and the Chronic Conditions Expo.</li> <li>• A Healthy Legs Club operates as an educational forum for older persons who may be vulnerable to leg ulcers.</li> <li>• Specialist clinical services in the areas of continence, wounds and stoma management provide professional clinical support for older persons.</li> <li>• Clients registered with RADAR undergo mini nutrition screening.</li> </ul> <p>A project has been commenced by the Community Nursing and Nutrition team to identify older clients at risk of malnutrition who are accessing Community</p>	



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
			Nursing. This project is due for completion in July 2011.	
15. Implement the E-health strategy <sup>3</sup> to deliver a safer, better connected and more sustainable health care system over the next decade.	ACT HEALTH	E-health strategy implemented.	Several new technologies and solutions are currently being implemented to support Health Directorate's E-Health strategy including; a new and innovative Intensive Care Unit critical care system (implemented), a remote reading service for Breast Screening (implemented), wireless connectivity to support point of care systems in the wards (implementing), upgrading and improving the reliability of the network through the Medical Grade Network project (implementing), Community Based Services clinical information system (procured for implementation), mobile devices for community nursing (testing), Cancer Information Management System (implementing), Renal Clinical Information System (procured for implementation), Food Services/Nutrition System (implementing), establishing a 'one stop shop' website for GPs to improve collaboration with Health Directorate services (implementing) and an Electronic Medication Management (currently procuring).	<p><b>Achieved</b></p> 

<sup>3</sup> E-health refers to the better use of electronic record-keeping systems to improve health services.

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
16. Promote the services of the Partners in Culturally Appropriate Care and Community Partners Program Officers. <sup>4</sup>	ACT HEALTH	Number of information requests and referrals.	From 1 July 2010 – 30 June 2011, the Community Partners Program (CPP) and Partners in Culturally Appropriate Care (PICAC) presented 27 information sessions to culturally and linguistically diverse (CALD) Carers Groups.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>These have been successful programs that have filled a gap in the delivery of sensitive health services.</p>
	ACT HEALTH	Number of cultural competency training sessions for aged care services.	<p>249 hours of cultural awareness training were provided to aged care staff - 6 information sessions to Aged Care Service providers were presented by PICAC and CPP (PICAC – Partners in Culturally Appropriate Care; CPP- Community Partners Program).</p> <p>These programs are funded by the Federal Department of Health and Ageing to improve access to aged care services by multicultural communities.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	ACT HEALTH	Number of aged care information sessions for CALD community groups.	<p>27 information sessions to culturally and linguistically diverse (CALD) Carers Groups.</p> <p>Strategies or initiatives undertaken include:</p> <ul style="list-style-type: none"> <li>• Networking opportunities to facilitate partnerships in the ACT CALD community.</li> <li>• Support and advice to aged care providers on culturally appropriate services/resources to support their CALD clients.</li> <li>• Development and distribution within the ACT Health, a resource that lists General Medical Practitioners who are bilingual.</li> <li>• Participation at the Council on the Ageing (COTA) Senior Citizens Expo.</li> <li>• Presentations at interagency meetings, HACC, Disability Services and Support Asian Women’s Friendship Association training program for CALD volunteers from seven communities in collaboration with Carers ACT.</li> <li>• Placement of CALD volunteers at RACFs.</li> <li>• Survey of CALD client use of residential aged care facilities and community aged care packages, and the CALD staff involved in delivering these services.</li> <li>• Mentoring support for the Community</li> </ul>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
			<p>Partners Program and Queanbeyan Multicultural Centre.</p> <ul style="list-style-type: none"> <li>Cultural competency training for residential aged care facilities.</li> </ul> <p>Contributions were also made to the: ACT Government Multicultural Summit; ACT Government Multicultural Strategy; Office of Ageing Positive Ageing forum and ACT Disability Strategic Framework.</p>	
<p>17. Promote activities and events that encourage the social inclusion and wellbeing of seniors through the ACT Seniors Grants and Sponsorships Program.</p>	<p>DHCS</p>	<p>Number of events that promote the social inclusion of seniors.</p>	<p>Social inclusion is encouraged during Seniors Week and through the Canberra Retirement and Lifestyle Expo.</p> <p>13 projects were approved in the 2010-11 Grants Round e.g. Multicultural Open Day (Alzheimers) Telechat (Red Cross), Old Stories, Young Eyes (Chrissie Shaw), Seniors English Program (MARSS) and Grand Party in the Park (Seniors Clubs).</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment. MACA observed that the Grand Party in the Park was in its second year and the event has progressed to a successful and ongoing Seniors' Week activity.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
18. Develop partnerships with key government agencies and community organisations to assist older people who are, or who are at risk of being, socially isolated.	DHCS	Initiatives are developed through joint government and community sector networks (e.g. a referral pathway guide) to increase the social inclusion and participation of seniors, and reduce social isolation.	A workshop in which services develop a referral pathway is being considered for the next Action Plan.	<p><b>Not achieved</b></p>  <p><b>Noted</b> for follow-up in next Action Plan. Social inclusion continues to be an important and continuing issue, as identified in various reports provided to the Council.</p>
19. Invite ANU Ageing Research Unit (ARU) staff to advise on the development of ACT Government policy and services that support positive ageing.	DHCS	ANU ARU researchers are invited to be involved in the development and review of relevant seniors programs.	<p>In December 2011, DHCS met with the ARU to discuss the development of ACT Government strategic indicators re positive ageing.</p> <p>The ARU is the successful tenderer for the Age-Friendly City Survey.</p>	<p><b>Achieved</b></p> 


## Strategic Priority 3 – Respect, Valuing and Safety




### Our Goal:

Seniors feel respected and valued and experience the ACT as a safe place to live and visit.



### Our Approach:


- Promote, with the full participation of seniors, activities that create positive images, stories and experiences of seniors; and
- Provide seniors with opportunities to maximise their personal and financial safety through community education and legal services.



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
20. Promote positive images of seniors	DHCS	Number of entries in Life Reflections photographic competition and public votes at the Exhibition.	<p>The 2011 Life Reflections Photographic Competition received 137 entries.</p> <p>The 2011-12 Life's Reflections Photographic Competition was launched in May 2011.</p> <p>There was no 'people's choice' voting due to a request by the Canberra Centre.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	CMD	Number of Canberra Gold Awards.	In March 2011, the former Chief Minister recognised 164 individuals and 9 groups with Canberra Gold Awards. The awards recognise the long term commitment to the Canberra Community made by individuals and groups who have lived or operated in the ACT for 50 years or more. A total of 2538 individuals and 44 groups have now received a Gold Award since its inception in 2005.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	CMD	Exhibitions held at the Canberra Museum and Gallery, commencing in 2010, celebrating the contribution made by Canberra Gold Award recipients.	<p>The 2010 Canberra Gold exhibition ran from 26 February to 26 July 2011, with an expected attendance of approximately 17,500 people. The exhibition was part of a series of annual Canberra Gold exhibitions culminating in a large exhibition scheduled for the centenary year.</p> <p>On 15 March 2011 a special community program was held: Canberra’s Golden Tales: A Canberra Day Morning Tea in association with the exhibition and the Canberra Festival.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
21. Promote positive inter-generational relationships.	TAMS	Number of libraries with the ‘Grandparents in Libraries’ program and number of volunteers.	This program has not yet commenced. It is intended it will be implemented later in the life of the Positive Ageing Implementation Plan.	<p><b>Not achieved</b></p>  <p><b>Noted</b> for follow-up in next Action Plan.</p>





ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	CIT	Number of promotions conducted to recruit CIT student volunteers to support older people with ICT skills.	'Grey Tech' has been promoted to senior Australians working with computers and other 21st Century technology, and was designed to assist them to better understand the various types of technology in the modern world. There has been no take up of places.	<p><b>Not achieved</b></p>  <p>MACA recommends a review of the promotional strategy.</p>
	CIT	Number of elder mentoring sessions for young Aboriginal and Torres Strait Islander CIT students at the Yurauna Centre.	<p>Eight elders have been enrolled in a clothing production program and provided Eldership mentoring to young Aboriginal and Torres Strait Islander students at the Yurauna Centre. Elders told stories and actively engaged in discussion with youth to encourage respect for others and attendance.</p> <p>Eight sessions were held between July and December 2010. No further elder mentoring sessions were held during the January –July 2011 period.</p>	<p><b>Achieved</b></p> 




ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
			<p>Yurauna Centre works in partnership with Burrunjū Aboriginal Corporation to provide programs specifically to meet the needs of their Elder clientele. This includes a Training Program in Clothing Production or participation in the CI – CIV Aboriginal or Torres Strait Islander Cultural Arts program to registered Elders for July 2011 to November 2011.</p> <p>We are seeking to encourage Elder participation in VET including seeking an opportunity for Elders to participate in the Yurauna Community with youth.</p> <p>Elders that participate in CI-CIV Aboriginal or Torres Strait Islander Cultural Arts also participate in Art Exhibitions at CIT or community events.</p> <p>Yurauna Centre also participates in community established activities designed for Elders such as Boomanulla Oval’s NAIDOC and Christmas Luncheons.</p>	
<p>22. Protect the rights and welfare of seniors who may be experiencing, or be at risk of experiencing, elder abuse.</p>	<p>DHCS</p>	<p>Launch of an improved Elder Abuse Prevention Program (EAPP) in 2010.</p>	<p>An Elder Abuse Prevention Program Policy was released in April 2010.</p>	<p><b>Achieved</b></p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	Number of referrals to EAPP helpline.	<p>57 calls were received by the Older Persons Abuse Prevention, Referral and Information Line from 1 July 2010 to 16 March 2011.</p> <p>Anglicare took over the phone line on 17 March 2011.</p> <p>31 calls were received by the Older Persons Abuse Prevention, Referral and Information Line from 17 March to 30 June 2011.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	DHCS	Number of EAPP information sessions provided.	<p>Information sessions:</p> <p>Sept 2010 – ACT Ambulance Service</p> <p>Oct 2010 – Monaro Domestic Violence Committee</p> <p>Feb 2011 – ACT Ambulance Service</p> <p>Mar 2011 – Tuggeranong Men’s Shed</p> <p>April 2011 –Aged Care Students - Canberra Institute of Technology (2 sessions)</p> <p>June 2011 - ACT Ambulance Service</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
23. Promote ACT Enduring Power of Attorney (EPA) provisions; and work with other jurisdictions to standardise EPA provisions.	JaCS	Number of EPAs registered.	8 EPAs were registered.	<p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>Number registered is considered to be small.</p> <p>MACA recommends a review of the promotional strategy.</p>
	JaCS	Number of EPA information sessions provided.	12 EPA information sessions were provided.	<p><b>Noted</b> – statistics provide a baseline for future assessment.</p>



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>24. Promote the 'Respecting Patient Choices Program' (RPCP) to empower people regarding their future care.</p>	<p>ACT Health</p>	<p>Number of RPCP care plans registered.</p>	<p>A total of 690 advance care plans registered as at 30 June 2011, in addition, during this reporting period the ACT Health Respecting Patient Choices (RPC) Program has focused on the following activities:</p> <p>Training of Residential Aged Care Facility (RACF) staff. The aim is to increase the number of RPC Facilitators in the aged care sector who can provide advice and assistance in end of life decision making.</p> <p>Community presentations to help inform the local community about the RPC Program and how to access the service have increased exposure and profile. Additional promotion of the program through newsletters, articles, community events and a joint venture to create a DVD with the Rural Health Education Foundation were undertaken.</p> <p>The RPC Program is participating in a quality improvement project led by the Health Directorate Chronic Care Program. A mobile unit is available every second Thursday to assist patients to complete documentation.</p> <p>A research project is being undertaken by oncology, haematology and radiation oncology units to assess the uptake and administration of advance care planning. The RPC Program Coordinator is providing training and resources for this project.</p> <p>The RPC Program has received additional resources to better meet the increase in demand.</p>	<p><b>Achieved</b></p>  <p>50</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>25. Introduce mandatory background checks for people working with vulnerable people (WWVP) in the ACT.</p>	<p>DHCS</p>	<p>Legislation is enacted to facilitate WWVP checks.</p>	<p>The Working with Vulnerable People (Background Checking) Bill was tabled in the Legislative Assembly on 26 August 2010.</p> <p>The first phase of consultation commenced with the community roundtable that was hosted by the Minister for Disability, Housing and Community Services, Joy Burch MLA on 29 September 2010. Participants considered the broad structure of the risk assessment process to inform development of the first draft of the Guidelines.</p> <p>The second phase of consultation was conducted from 25 January 2011 until 4 March 2011, where comments were sought on the first draft. Responses from stakeholders have informed further development of the Guidelines, which have been revised to incorporate feedback from consultation.</p> <p>Consultation with stakeholders is continuing in preparation of the debate of the Bill in the Assembly later in 2011.</p>	<p><b>Partially Achieved</b></p> <p></p> <p>Depends on legislative implementation.</p> <p>Note: The Working with Vulnerable People (Background Checking) Bill 2010 was passed in the ACT Legislative Assembly on 25 October 2011.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	A central screening unit is established.	The passage of the Working with Vulnerable People (Background Checking) Bill 2010 will provide the authority to establish the Working with Vulnerable People Screening Unit within the Office of Regulatory Services, Justice and Community Safety Directorate. This will allow for partial achievement of the indicator.	<p><b>Partially Achieved</b></p>  <p>Depends on legislative implementation.</p>
26. Promote safety programs that encourage neighbourhood connections.	JaCS	Number of active neighbourhood groups and programs e.g. Neighbourhood Watch, 'Prepare - Act – Survive', Red Cross Redi Plan and TeleCross.	JACS has entered into a Service Funding Agreement with Supportlink Australia to Manage a Home Safety Program targeting vulnerable and at risk persons in the ACT and assisting them improve their safety in their homes. This includes undertaking 550 home assessments and 400 minor home improvements over the life of the contract (to 30 June 2013).	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	JaCS	Number of Home Safety Program kits distributed.	<p>As at 17 May 2011:</p> <ul style="list-style-type: none"> <li>• 8 coordinated presentations had been delivered;</li> <li>• 1,022 information packs had been delivered by mail; and</li> <li>• 96 home assessments had been undertaken.</li> </ul>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	JaCS	Number of community safety seminars held.	63 home and personal safety presentations to seniors from the ACT community groups were conducted.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	JaCS	Number of ACT Policing Suburban Police Consultative Committees established.	<p>The original concept of the ACT Policing Suburban Police Consultative Committees was discontinued during the period 2010-11 (due to reduced attendance at the committee meetings and some committee members withdrawing altogether from the concept) in favour of a web-based system that allows community input on police priorities through online forums.</p> <p>The ACT Policing website also highlights the various services offered by ACT Policing and other agencies for specific community groups in the ACT, such as households, businesses and vulnerable persons. This is further enhanced by regular updates by ACT Policing on community crime related issues via Twitter.</p>	<p><b>Partially Achieved</b></p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
27. Protect the consumer rights of seniors.	JaCS	Number of 'ACT Seniors Consumer Guides' distributed.	The Office of Regulatory Services (ORS) attended the Seniors Expo on 24 March as part of Seniors Week 2011. ORS distributed guidance materials relating to scams, Australian Consumer Law, consumer issues and retirement villages. Promotional materials such as ORS pens, bags, shopping pads and magnets were also distributed. ORS staff engaged with approximately 250 people during the day.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	JaCS	Number of people attending seminars on fair trading issues such as scams and refund rights.	ORS attended the Retirement and Lifestyle Expo (as part of the ACT Government stand) from 27-29 May 2011. ORS distributed guidance materials relating to scams, the Australian Consumer Law, consumer issues and retirement villages. Promotional materials such as ORS pens, bags, shopping pads and magnets were also distributed. ORS staff and ORS staff engaged with approximately 1650 people during the three days.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

## Strategic Priority 4 – Housing and Accommodation


### Our Goal:



ACT seniors access appropriate and affordable housing.




### Our Approach:




Affordable, appropriate and socially connected housing is created or maintained for seniors through:



- relevant planning and regulation;
- the provision of public and community housing properties; and
- the development and provision of government and community services which support home maintenance, modification and safety.



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
28. Support pilot schemes and land releases that better enable private investment in affordable accommodation for older people.	LPS	A rolling program is maintained of aged persons' accommodation sites (infill and greenfield).	Two blocks have been identified in Franklin for release in 2012 for aged accommodation, including 20 per cent affordable housing and all with universal design.	<p><b>Achieved</b></p> 

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	LPS	Number of residential places created through new developments.	Two further blocks are due for release in November 2011 (located in Calwell and Isabella Plains) with flexibility for the market to determine the appropriate mix of care and accommodation. This includes flexibility with regards to the percentage of residential care, supported accommodation, and independent living units.	<p><b>Achieved</b></p> 
29. Seek private investment, including not-for-profit providers, for an older persons' accommodation development, combining universal design and external services to facilitate ageing in place.	LPS	A suitable site is released for such a development, subject to a successful Expression of Interest.	Land released in Franklin has been identified as a suitable site, subject to an EOI for a development that facilitates ageing in place.	<p><b>Partially Achieved</b></p> 

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
30. Support the affordable provision of 'granny flats', demountables/ prefabricated dwellings and extensions, and for dual occupancies, in existing and new suburbs.	ACTPLA/ LPS	Number of relevant development/ extension approvals to accommodate older persons.	The proposal to permit secondary residences was on public exhibition as part of DV306 with comments invited by 2 August 2011.	<p><b>Partially Achieved</b></p> <p></p> <p>MACA has supported relevant parts of DV306, including the requirement that the secondary residence does not have to be occupied by a family member.</p>
	ACTPLA	Review Residential Code for Special Dwellings.	The proposal to permit secondary residences was on public exhibition as part of DV306 with comments invited by 2 August 2011.	<p><b>Achieved</b></p> <p></p>
31. Increase appropriate housing for seniors by implementing initiatives of the <i>Nation Building and Jobs Plan Taskforce</i> by December 2010.	DHCS	Launch new pamphlet on 'Housing Choice for Older Public Housing Tenants'.	A new pamphlet on <i>Housing Choice for Older Public Housing Tenants</i> was launched in March 2010.	<p><b>Achieved</b></p> <p></p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	Number of seniors relocating to more appropriate accommodation.	<p>Approximately 200 seniors have relocated.</p> <p>Almost 300 new older persons units are scheduled for completion in 2011 (on ex-community facilities land) with downsizing tenants being considered a priority group.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	DHCS	Number of public and community housing tenancies for older tenants.	As at 3 June 2011, there were 4,235 people aged 60+ in public tenancies.	<p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
32. Develop and promote Universal Design in housing.	LPS/ ACTPLA	Universal Design Guidelines are developed with industry.	A draft version of the guidelines has been prepared, in line with the Commonwealth Liveable Design guidelines.	<p><b>Partially Achieved</b></p> <p></p>
	LPS/ ACTPLA	Percentage of new detached housing that complies with Universal Design guidelines.	Government has commenced consultation with industry on the guidelines.	<p><b>Partially Achieved</b></p> <p></p> <p><b>Noted</b> for follow-up in next Action Plan.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
33. Ensure the Access and Mobility General Code of the Territory Plan is used in development approvals.	ACTPLA	Code is implemented.	The Access and Mobility General Code is used as an integral development assessment criteria. The Code is being reviewed to assess whether any changes are required following the adoption of Building Code of Australia 2011 on 1 May 2011.	<p><b>Partially Achieved</b></p> 
34. Assist eligible seniors to move to accommodation more suited to their needs through the Pensioner Duty Concession Scheme.	Treasury	Uptake of Scheme.	85 people were provided assistance up to 31 May 2011 compared with 57 in 2009-10.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>35. Initiate research into people living in squalor, who are often seniors experiencing social isolation, mental illness and neglect.</p>	<p>DHCS</p>	<p>A policy on response to squalor is developed and implemented.</p>	<p>This project is being scoped and Housing and Community Services is a participant in the ACT Squalor Network (facilitated by Southside Community Service). They are also working with Northside Community Services on squalor strategies.</p> <p>Home Help Service ACT Inc has commenced a HACC funded 'Fresh Start' program for clients with hoarding behaviour leading to squalid living conditions.</p>	<p><b>Partially Achieved</b></p> <p></p> <p><b>Noted</b> for follow-up in next Action Plan.</p> <p>This is considered to be an innovative program which is respectful and supportive of its clients.</p>
<p>36. Support the provision of home maintenance and home modification services through the Home and Community Care Program.</p>	<p>ACT Health</p>	<p>Number of hours of home maintenance provided to persons aged 65 years and over.</p>	<p>Home Help ACT provided 22,161 hours of home maintenance to persons aged over 65 for the period 1 July 2010 to 30 June 2011.</p> <p>In addition, Home Help ACT provided Home Modifications to the approximate value of \$894,000 to persons aged over 65 for the period 1 July 2010 to 30 June 2011.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>The Home Help program provides an important low-cost safety service.</p>


## Strategic Priority 5 – Support Services

### Our Goal:



Seniors use appropriate and accessible support services to assist them to maintain active and relatively independent lives.




### Our Approach:


Appropriate and accessible services are developed, supported and promoted through Government programs and community organisations to assist seniors to remain active and to continue contributing to the community.

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
37. Trial the establishment of a 'Virtual Village', a model based on the community services cooperative used in Beacon Hill, Boston, USA.	LPS	Model developed and trialled.	<p>Communities@Work and Winton Sustainable Research Strategies performed a six month pilot, launched in Weston Creek in September 2010 and completed in May 2011.</p> <p>The draft report on the pilot has been provided to the Government. No funding was provided in the ACT Budget for 2011/12 for an ongoing program. However, the Government is now investigating whether Communities@Work may conduct the project independently, with Government assistance.</p>	<p><b>Partially Achieved</b></p> <p></p> <p><b>Noted</b> for follow-up in next Action Plan.</p>



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>38. Develop and implement the <i>ACT Policy Framework for People with Disability who are Ageing</i> in consultation with community agencies, to better ensure that older people with lifelong disabilities are supported within the community.</p>	<p>DHCS</p>	<p>Policy developed and implemented.</p>	<p>A draft of the <i>People with a Disability who are Ageing Policy Framework</i> is complete. An implementation plan for consultation is to be delivered by mid- 2011.</p>	<p><b>Partially Achieved</b></p> <p></p> <p><b>Noted</b> for follow-up in next Action Plan.</p>
<p>39. Promote the Companion Card and Seniors Card programs to eligible seniors and to the business community.</p>	<p>DHCS</p>	<p>Number of cards issued to seniors.</p>	<p>The total number of Seniors cardholders at 30 May 2011 was 59,423.</p> <p>The total number of Companion Card holders for financial year 30 June 2011 to 30 May 2011 was 136 (database not age disaggregated).</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p> <p>Consider greater promotion of Companion Card in next Action Plan.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
		Number of businesses that accept the Cards.	Over 334 businesses accept the Seniors Card. 52 businesses accept the Companion Card.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
40. Provide concessions to eligible seniors to assist them with essential services.	DHCS	Number and nature of concessions promotions.	<p>Concessions were promoted at the Seniors Week Expo in March 2011, the Canberra Retirement and Lifestyle Expo in May 2011, and on the new ACT online concessions portal (launched July 2009). (<a href="http://www.concessions.act.gov.au">http://www.concessions.act.gov.au</a>)</p> <p>A new brochure on ACT Government concessions was prepared in May 2011.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
41. Support older carers.	ACT Health	Number of carer support groups provided to people from diverse cultural backgrounds.	<p>Carers ACT currently operate 12 groups for people from diverse cultural backgrounds on a monthly basis.</p> <p>81 sessions were held between 1 July 2010- 31 June 2011.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
42. Encourage the public to contact the ACT Health Services Commissioner for help if they have an unresolved concern about a service provided to an older person. <sup>5</sup>	HRC	Number of complaints received and resolved.	Two services for older people complaints received, and one complaint resolved.	<b>Noted</b> – statistics provide a baseline for future assessment.  MACA is aware that there more inquiries in recent months.
	HRC	Number of community education seminars held that promote the role of the Health Services Commissioner.	47 seminars, outreach sessions and public contacts promoted the role of the Health Services Commissioner.	<b>Achieved</b>  <b>Noted</b> – statistics provide a baseline for future assessment.  Future statistics should also identify separately seminars for older people.



## Strategic Priority 6 – Transport and Mobility




### Our Goal:



Seniors easily move around in their community through personal, community and public transport, and walkways.



### Our Approach:



Affordable and safe transport and mobility options for seniors will be achieved through the design, maintenance and regulation of transport services and public spaces.

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
43. Ensure that public transport is accessible to seniors with mobility limitations.	TAMS	Percentage of ACTION fleet that is wheelchair accessible.	ACTION estimates that 44.6% of the ACTION fleet will be wheelchair accessible by 30 June 2011. Deviations from this figure may occur due to variations in expected retirements or additions prior to the end of the financial year.	<p><b>Partially Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	TAMS	Use compliant signage for identification of priority seating.	All priority seating on ACTION buses are identified through the use of a sticker in line with the Minimum Service Standards associated with ACT Government Road Transport legislation.	<p><b>Achieved</b></p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
		New options for securing mobility aids in buses and taxis.	Current Australian Design Standards/Regulations do not require mobility aids to be secured in urban buses (urban buses are those travelling 80km or less and able to accommodate standees). ACTION will continue to comply with the design rules and will continue to be involved in discussions across the industry on this issue. There has been no action by the taxi industry.	<p><b>Not achieved</b></p>  <p>Continuation of this Performance Indicator should be re-examined in next Action Plan.</p>
44. Provide additional bus shelters and seats for seniors.	TAMS	Number of bus shelters and seats.	Thirty shelters have been built this financial year. In addition, 392 seats were installed during this period.	<p><b>Achieved</b></p>  <p><b>Noted</b> for follow-up in next Action Plan.</p>
45. Introduce an ACTION Smart Card ticketing system that is connected to the Seniors Cards Program for easy use.	TAMS	Smart Card introduced.	TAMS and COTA ACT negotiated options to implement the ACT Seniors MyWay Card. The new card provides seniors with cheaper travel. The implementation date was negotiated to coincide with Seniors Week in March 2011.	<p><b>Achieved</b></p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
		Number of Smart Cards issued and used by Seniors Card holders	21,534 ACT Seniors MyWay Cards were issued.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
46. Review Canberra’s taxi services to improve service levels and regulation.	TAMS	Service improvements are identified and implementation program developed.	<p>A Taxi Review completed in December 2010 outlined recommendations that have been approved for implementation in 2011 and subsequent years.</p> <p>Recommendations include Wheelchair Accessible Taxi (WAT) improvements by introducing a centralised booking system; increases to the ACT taxi fleet through a taxi ballot that was held on 13 April 2011; addressing demand; and reviewing the performance indicators for the taxi industry.</p>	<p><b>Achieved</b></p> 



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
<p>47. Evaluate the operation of the Regional Community Bus Service to ensure that it is effectively meeting the needs of clients, including seniors.</p>	<p>DHCS/ TAMS</p>	<p>Service improvements are identified and implementation program developed.</p>	<p>TAMS has completed a preliminary survey of the current operations of Community Buses as part of the Coverage Services Delivery Study, which will be finalised alongside a broader review of the Regional Community Bus Services by 30 June 2011. The study is supported by a project committee including representatives from Chief Minister and Cabinet, Community Services and Health Directorates.</p>	<p><b>Partially Achieved</b></p> <p></p> <p>Awaiting outcome of survey and implementation program.</p>
<p>48. Promote community transport options and concessions.</p>	<p>DHCS</p>	<p>Number of seniors accessing Regional Community Bus Services.</p>	<p>Each Regional Community Service provides at least 25 hours of community transport service per week and they report the community buses are well patronised by seniors (travelling as individuals or groups).</p> <p>Measuring actual numbers of seniors using these buses has proved problematic due to the Regional Community Services providing different types of information (e.g. number of clients/ number of trips/ number of runs).</p>	<p><b>Partially Achieved</b></p> <p></p> <p>MACA recommends that a standard system is introduced for all Regional Services to capture relevant statistics.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS/ TAMS	Number and nature of promotions of concessions, including the 2009 National Agreement regarding reciprocal public transport concessions for Seniors Card holders.	<p>Seniors concession fare information is promoted on the ACTION and MyWay websites, and pamphlets are available at MyWay and ACTION Customer Service Centres and at Canberra Connect shopfronts.</p> <p>Community transport and public transport concessions were promoted at the Seniors Week Expo in March 2011, at the Canberra Retirement and Lifestyle Expo in May 2011, on the new ACT online concessions portal, and on the ACTION and ACT Office for Ageing websites, including the concession entitlement of interstate Seniors Card holders.</p> <p>A new brochure on ACT Government concessions was prepared in May 2011.</p>	<p><b>Achieved</b></p> 
	TAMS	Number of Regional Community Bus Services with Library partnerships.	A partnership between Woden Community Services Inc and Libraries ACT is currently trialling a weekly bus to the library. The aim is to bring socially isolated people to the library.	<p><b>Partially Achieved</b></p>  <p>Subject to a successful outcome of the trial, MACA recommends that the service is expanded to other libraries.</p>



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
49. Improve disability parking in the ACT.	TAMS	Number of disability parking spaces.	At the last review of disabled spaces in 2008 it was found that there were 678 spaces available	<b>Noted</b> – statistics provide a baseline for future assessment.
	TAMS	Parking space ratios.	The current ratio as of 2010 is set at three spaces per 100 (3%).	<b>Noted</b> – statistics provide a baseline for future assessment.
	TAMS	The ACT works with the Australian Government on a proposed nationwide parking permit scheme with nationally consistent eligibility criteria.	In November 2010, the ACT implemented the new Australian disability parking permit and commenced rolling-out approximately 18,000 new Australian disability parking permits to existing ACT mobility parking permit holders.	<b>Achieved</b> 
50. Respond promptly to reported pathway and streetlight maintenance issues to maximise seniors' ease of access and safety on pathways.	TAMS	Pathways and streetlights are repaired within the timeframes of agency standards.	Pathways are inspected and repairs scheduled within eight working days on average.  Streetlight issues are forwarded to ActewAGL when received. Simple repairs are conducted within 10 days and complex repairs within 35 days.	<b>Achieved</b>  <b>Noted</b> – statistics provide a baseline for future assessment.

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	TAMS	Seniors Information Service accepts referrals to TAMS and ACTEW about pathway and lighting issues.	Canberra Connect accepts these referrals.	<p><b>Achieved</b></p> 
51. Support older people to assess their driving competency and, where appropriate, to better regulate their driving habits or explore alternative transport options.	TAMS	Number of 'Older Driver Handbooks' distributed to drivers when they turn 75 years.	994 handbooks were distributed.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	ACT HEALTH	Number of driver assessments done through the Driver Assessment and Rehabilitation Service for those aged 75 years and over.	<p>Completed 170 driver assessments with people over 75 from 1 July 2010 until 30 June 2011. Referral numbers for driver training increased by 16% in 2011</p> <p>Up to the end of April 2011, 830 ACTION Gold Cards were issued to people over the age of 75 providing free travel on ACTION buses.</p> <p>With the introduction of MyWay, seniors over 75 also have access to ACT Seniors MyWay Cards allowing free travel on ACTION services. Over 4,000 cards were issued during the exchange period until 31 March 2011.</p> <p>ACTION Gold Cards will only be issued now for customers who insist that they want photo ID which is not currently available on ACT Seniors MyWay Cards.</p>	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	DHCS	Number of hits on the Council on the Ageing (ACT) Livedrive website - <a href="http://www.livedrive.org.au">www.livedrive.org.au</a>	There were 3825 unique hits on Livedrive between 1 Sept 2010 - 30 June 2011. Figures were not available for July and August 2010.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>


## Strategic Priority 7 – Work and Retirement




### Our Goal:



People plan for their retirement and, once retired, continue to actively participate in our community through paid and unpaid work, and through educational and recreational activities.




### Our Approach:



- People are supported with their transition into retirement through the development and promotion of pre-retirement educational material and courses and the introduction of more flexible work arrangements.
- Seniors are supported to maintain employment or volunteer opportunities of their choosing through the promotion of the value of seniors.
- Seniors are supported with recreational and educational opportunities.

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
52. Encourage the business sector to be more accessible and inclusive of seniors, as employees and customers.	DHCS	A guide to engaging with seniors as customers and employees is developed in collaboration with the Council on the Ageing (ACT), the Canberra Business Council and the ACT and Region Chamber of Commerce and Industry.	The ACT Office for Ageing is working with the ACT Ministerial Advisory Council on Ageing and the business community to develop an ACT Business Guide to Seniors as Customers and an ACT Business Guide to Seniors as Employees. These Guides provide practical information and advice to assist the ACT business community to better understand, and respond to, the needs of seniors as customers and employees.	<p><b>Partially Achieved</b></p>  <p>The guides were launched in September 2011.</p>



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	Number of Seniors Card Business Partners.	There are currently over 334 Seniors Card business partners.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	DHCS	The provision of carers leave for staff caring for elderly parents and grandparents.	Provisions of the DHCS Enterprise Agreement 2010-11 provides sufficient flexibility for an employee (other than a casual employee) to take Personal Leave to provide for carer responsibilities.	<p><b>Achieved</b></p> 
53. Pursue initiatives that will support mature aged employment; and assist people to either stay in work where they wish to, or to transition to retirement, through flexible work options.	CMD	Improvements in the retention rates of ACT Government staff aged over 55 years.	<p>Work is continuing on the development of an ACT Public Service Mature Age Employment Strategy, consistent with commitments made as part of Enterprise Agreements.</p> <p>Assistance was also provided in the launch of the ACT Business Guide to Mature Workers – see Action 52.</p>	<p><b>Partially Achieved</b></p>  <p><b>Noted</b> for follow-up in next Action Plan.</p>



ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
54. Promote educational and recreational opportunities.	DET	Number of older workers accessing subsidised accredited vocational training under the Priorities Support Program.	In 2010-11, 65 people aged 60 years and over accessed nationally accredited vocational education and training under the Priorities Support Program.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	DET	Number and nature of ACT Government-funded Adult and Community Education courses that are accessible by seniors.	Under Adult and Community Education courses in 2011, seniors are eligible to access 21 courses that received grants totalling \$245,000. These courses aim to deliver quality community-based learning opportunities in a range of non-formal settings such as activity centres and community men’s sheds. One such course, Dovetail for Diggers and Metal Manglers, is delivered by the ACT Vietnam Veterans and Veterans Federation and provides one-on-one instruction by retired tradesmen.	<p><b>Achieved</b></p> 


ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	CIT	Number of CIT enrolments of people aged over 55.	CIT had 1,664 enrolments for students aged 55 and over for the period 01 July 2010 to 30 June 2011 (as at 30 June 2011).	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	TAMS	Number of U3A programs provided through Libraries, especially through learning spaces in the new Gungahlin Library.	The University of the 3rd Age (U3A) program is provided through all ACT Government libraries including Gungahlin. U3A groups also meet on an occasional basis at Woden Library.	<p><b>Achieved</b></p> 
55. Promote the role of the Human Rights Commission in investigating complaints of age discrimination.	HRC	Number of complaints resolved.	Six age discrimination complaints received, five resolved, one ongoing.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>


ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	HRC	Number of education sessions on age discrimination.	<p>General discrimination training includes age discrimination – six sessions with 68 people.</p> <p>Paid radio advertisements about HRC included age discrimination.</p> <p>HRC stall at Retirement and Lifestyle Expo in May 2011.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	HRC	Number of attendees at above sessions.	Six sessions with 68 people.	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>





ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
56. Foster and promote pre-retirement planning to assist individuals in planning for lifestyle changes.	DHC	Number of Seniors Grants projects with a life planning focus.	The 2010-11 Seniors Grants included 'Living Happily in Retirement for Chinese Seniors' (ACT Chinese Australian Assoc).	<p><b>Partially Achieved</b></p> <p></p> <p>Conduct of such projects depends on number and quality of submissions for grants.</p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
	CMD	Number of seniors seeking assistance with establishing small businesses through the Canberra Business Point.	32 seniors sought assistance with establishing small businesses through the Canberra Business Point.	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	JaCS	Number of Enduring Power of Attorney seminars.	<p>12 EPA seminars were conducted.</p> <p>The Public Trustee held a free seminar on Wills and Enduring Powers of Attorney during Seniors Week with approximately 90 people in attendance. A free will service was offered to every person of 60 years of age and over.</p>	<p><b>Achieved</b></p> <p></p> <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>
<p>57. Expand and promote volunteer opportunities within ACT Government services and events (e.g. services such as schools and tourist assistance; and events such as the Multicultural Festival) and in the community through partnerships with community organisations (e.g. community drivers and landcare projects).</p>	DHCS	Seniors volunteering strategy developed and implemented.	<p>The ACT Government is preparing a set of principles – a Volunteer Statement – to recognise and support volunteers and to guide its understanding of volunteering in the ACT.</p> <p>Volunteering plays an invaluable role in strengthening our communities, giving a sense of belonging and social cohesion. The ACT has the highest proportion of volunteers in the country with 38% of Canberrans volunteering in some capacity.</p> <p>The development of a Volunteer Statement will acknowledge the vital role which volunteers play including older Canberra’s and will celebrate the tenth anniversary of the International Year of Volunteers which will fall in December 2011. Information is available online at <a href="http://www.communityengagement.act.gov.au">www.communityengagement.act.gov.au</a></p>	<p><b>Partially Achieved</b></p> <p></p> <p><b>Noted</b> that the ACT Government issued a Volunteer Statement Information Paper in August 2011.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	Number of Government services with volunteer programs that target seniors.	<p>All ACT Government employees are entitled to three days paid Community Service Leave per year to undertake volunteering activities with recognised community organisations.</p> <p>The ACT Government also runs and supports a range of volunteering programs and opportunities. For example, more than 400 volunteers – including university students, retirees, mums and dads and even full time workers – support the work of the Canberra Hospital. This support occurs through a range of programs, including, but not limited to the Auxiliary’s Kiosk, trolley service to the wards, hospital guides, and a library service, the Cancer Council’s Wig Service, the volunteers providing hand and foot massages to oncology patients and the Pastoral Care and Chaplaincy volunteers. More information is available at:</p> <p><a href="http://www.dhcs.act.gov.au/wac/strategic__policy/volunteer_statement">http://www.dhcs.act.gov.au/wac/strategic__policy/volunteer_statement</a></p>	<p><b>Partially Achieved</b></p>  <p><b>Noted:</b> there would appear to be scope for wider volunteer support to other government services.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
	DHCS	An ACT 'Golden Gurus' mentoring program is launched.	<p>Golden Gurus was launched in December 2009 as a national program by the Parliamentary Secretary for Social Inclusion and the Voluntary Sector, Senator Ursula Stephens. From 1 July 2010, Australian Government grants of up to \$10,000 are available to organisations delivering the program, to help prepare mentors for their roles.</p> <p>The Smith Family has been listed under ACT organisations on the Golden Gurus web site. Pro Bono Australia has been listed as a supporting partner.</p>	<b>Noted</b> – ACT intention overtaken by Australian Government program.
	DHCS	Number of older volunteers at key community organisations.	Data not available.	<b>Noted.</b> Inability to collect data.
	DHCS	Number of hits on Seniors Information Portal volunteering page.	188 unique hits were recorded between 1 October 2010 - 31 May 2011.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

ACTIONS	LEAD AGENCY	PERFORMANCE INDICATORS	AGENCY PROGRESS REPORTS	MACA COMMENTS
58. Promote the role of clubs for seniors in the ACT.	DHCS	A permanent Tuggeranong seniors club is built.	Building has commenced and is expected to be completed in mid-November. Negotiations regarding the management of the facility have commenced with the Club and Communities@Work.	<p><b>Partially Achieved</b></p> 
	DHCS	Number and nature of promotional activities, especially through events during Seniors Week and International Day of Older Persons.	Seniors Clubs were promoted at Seniors Week events in March 2011, including the Seniors Week Expo and the Grand Party in the Park; at the Canberra Retirement and Lifestyle Expo in May 2011 and at the 1 October 2010 'International Day of Older Persons' celebrations at Belconnen Seniors Club.	<p><b>Achieved</b></p>  <p><b>Noted</b> – statistics provide a baseline for future assessment.</p>

## Annex C: Achievement of Actions to June 2011

The following table summarises the MACA assessment of each of the Actions to be implemented in the first reporting period.

Actions for first reporting period to June 2011		Achieved	Partially Achieved	Not Achieved	Noted
<b>TOTAL FOR STRATEGIC PLAN</b>		<b>72</b>	<b>23</b>	<b>7</b>	<b>10</b>
<b>Strategic Priority 1</b>					
<b>INFORMATION AND COMMUNICATION</b>					
<i>People in the ACT easily access information about healthy living, retirement planning, support services and products, entitlements, and community groups and clubs.</i>	<i>SUMMARY</i>	12	1	2	2
1. Coordinate information available to seniors in the ACT by working with relevant ACT and Commonwealth Government, community and business information services.		3			
2. Enhance and promote the ACT Government Seniors Information Line administered by Canberra Connect, and the face-to-face concierge service at ACT Government Shopfronts.		1			1
3. Develop and promote an online 'Seniors Information Portal'.		2		1	1
4. Promote Government and community information services e.g. Libraries, Citizens Advice Bureau and COTA ACT.		1			
5. Develop and promote information communication technology (ICT) services and training for seniors.		3			

<b>Actions for first reporting period to June 2011</b>		<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>
6.	Promote the use of interpreter services to seniors whose first language is not English e.g. through the national Translating and Interpreting Service.	1	1		
7.	Provide training to health professionals to promote the effective use of interpreter services.			1	
8.	Investigate the introduction of more publicly accessible telephone lines for seniors to Canberra Connect in ACT Government buildings.	1			
<b>Strategic Priority 2</b> <b>HEALTH AND WELLBEING</b> <i>People in the ACT maintain their health and wellbeing across their lifespan to allow them to age positively and to actively participate in their community as they get older.</i>					
<i>SUMMARY</i>		<b>15</b>	<b>1</b>	<b>2</b>	
9.	Promote healthy lifestyles through public awareness and advertising campaigns such as 'How do you measure up'.	1			
10.	Promote lifelong health and fitness through the Health Promotion Branch and Sport and Recreation Services.	1	1	1	
11.	Encourage people of all ages to maintain their physical health by getting out into our parks.	1			
12.	Encourage people of all ages to maintain their mental health through reading and participating in lifelong learning programs in Libraries.	1			

<b>Actions for first reporting period to June 2011</b>		<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>
13.	Implement a business-hours locum service to support GPs and residents of residential aged care facilities.	1			
14.	Expand the range of health services accessible to older people.	4			
15.	Implement the E-health strategy to deliver a safer, better connected and more sustainable health care system over the next decade.	1			
16.	Promote the services of the Partners in Culturally Appropriate Care and Community Partners Program Officers. <sup>6</sup>	3			
17.	Promote activities and events that encourage the social inclusion and wellbeing of seniors through the ACT Seniors Grants and Sponsorships Program.	1			
18.	Develop partnerships with key government agencies and community organisations to assist older people who are, or who are at risk of being, socially isolated.			1	
19.	Invite ANU Ageing Research Unit (ARU) staff to advise on the development of ACT Government policy and services that support positive ageing.	1			
<b>Strategic Priority 3</b>					
<b>RESPECT, VALUING AND SAFETY</b>					
<i>Seniors feel respected and valued and experience the ACT as a safe place to live and visit.</i>					
<i>SUMMARY</i>		<b>13</b>	<b>3</b>	<b>2</b>	<b>2</b>
20.	Promote positive images of seniors.	3			
21.	Promote positive inter-generational relationships.	1		2	



<b>Actions for first reporting period to June 2011</b>		<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>
22.	Protect the rights and welfare of seniors who may be experiencing, or be at risk of experiencing, elder abuse.	3			
23.	Promote ACT Enduring Power of Attorney (EPA) provisions; and work with other jurisdictions to standardise EPA provisions.				2
24.	Promote the 'Respecting Patient Choices Program' (RPCP) to empower people regarding their future care.	1			
25.	Introduce mandatory background checks for people working with vulnerable people (WWVP) in the ACT.		2		
26.	Promote safety programs that encourage neighbourhood connections.	3	1		
27.	Protect the consumer rights of seniors.	2			
<b>Strategic Priority 4</b>					
<b>HOUSING AND ACCOMMODATION</b>					
<i>ACT seniors access appropriate and affordable housing.</i>					
<i>SUMMARY</i>		<b>7</b>	<b>6</b>		<b>1</b>
28.	Support pilot schemes and land releases that better enable private investment in affordable accommodation for older people.	2			
29.	Seek private investment, including not-for-profit providers, for an older persons' accommodation development, combining universal design and external services to facilitate ageing in place.		1		
30.	Support the affordable provision of 'granny flats', demountables/ prefabricated dwellings and extensions, and for dual occupancies, in existing and new suburbs.	1	1		

<b>Actions for first reporting period to June 2011</b>		<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>
31.	Increase appropriate housing for seniors by implementing initiatives of the Nation Building and Jobs Plan Taskforce by December 2010.	2			1
32.	Develop and promote Universal Design in housing.		2		
33.	Ensure the Access and Mobility General Code of the Territory Plan is used in development approvals.		1		
34.	Assist eligible seniors to move to accommodation more suited to their needs through the Pensioner Duty Concession Scheme.	1			
35.	Initiate research into people living in squalor, who are often seniors experiencing social isolation, mental illness and neglect.		1		
36.	Support the provision of home maintenance and home modification services through the Home and Community Care Program.	1			
<b>Strategic Priority 5</b>					
<b>SUPPORT SERVICES</b>					
<i>Seniors use appropriate and accessible support services to assist them to maintain active and relatively independent lives.</i>					
<b>SUMMARY</b>		<b>5</b>	<b>2</b>	<b>0</b>	<b>1</b>
37.	Trial the establishment of a 'Virtual Village', a model based on the community services cooperative used in Beacon Hill, Boston, USA.		1		
38.	Develop and implement the ACT Policy Framework for People with Disability who are Ageing in consultation with community agencies, to better ensure that older people with lifelong disabilities are supported within the community.		1		

<b>Actions for first reporting period to June 2011</b>		<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>	
39.	Promote the Companion Card and Seniors Card programs to eligible seniors and to the business community.	2				
40.	Provide concessions to eligible seniors to assist them with essential services.	1				
41.	Support older carers.	1				
42.	Encourage the public to contact the ACT Health Services Commissioner for help if they have an unresolved concern about a service provided to an older person.	1			1	
<b>Strategic Priority 6</b> <b>TRANSPORT AND MOBILITY</b> <i>Seniors easily move around in their community through personal, community and public transport, and walkways.</i>		<b>SUMMARY</b>	<b>12</b>	<b>4</b>	<b>1</b>	<b>2</b>
43.	Ensure that public transport is accessible to seniors with mobility limitations.	1	1	1		
44.	Provide additional bus shelters and seats for seniors.	1				
45.	Introduce an ACTION Smart Card ticketing system that is connected to the Seniors Cards Program for easy use.	2				
46.	Review Canberra's taxi services to improve service levels and regulation.	1				
47.	Evaluate the operation of the Regional Community Bus Service to ensure that it is effectively meeting the needs of clients, including seniors.		1			

<b>Actions for first reporting period to June 2011</b>		<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>
48.	Promote community transport options and concessions.	1	2		
49.	Improve disability parking in the ACT.	1			2
50.	Respond promptly to reported pathway and streetlight maintenance issues to maximise seniors' ease of access and safety on pathways.	2			
51.	Support older people to assess their driving competency and, where appropriate, to better regulate their driving habits or explore alternative transport options.	3			
<b>Strategic Priority 7</b> <b>WORK AND RETIREMENT</b> <i>People plan for their retirement and, once retired, continue to actively participate in our community through paid and unpaid work, and through educational and recreational activities.</i>					
	<i>SUMMARY</i>	<b>13</b>	<b>6</b>	<b>0</b>	<b>2</b>
52.	Encourage the business sector to be more accessible and inclusive of seniors, as employees and customers.	2	1		
53.	Pursue initiatives that will support mature aged employment; and assist people to either stay in work where they wish to, or to transition to retirement, through flexible work options.		1		
54.	Promote educational and recreational opportunities.	4			
55.	Promote the role of the Human Rights Commission in investigating complaints of age discrimination.	3			

<b>Actions for first reporting period to June 2011</b>	<b>Achieved</b>	<b>Partially Achieved</b>	<b>Not Achieved</b>	<b>Noted</b>
56. Foster and promote pre-retirement planning to assist individuals in planning for lifestyle changes.	2	1		
57. Expand and promote volunteer opportunities within ACT Government services and events (e.g. services such as schools and tourist assistance; and events such as the Multicultural Festival) and in the community through partnerships with community organisations (e.g. community drivers and landcare projects).	1	2		2
58. Promote the role of clubs for seniors in the ACT.	1	1		1

## Annex D: Development of Performance Indicators

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In general terms performance indicators can be quantitative or qualitative measures that can be applied to the Actions of the Strategic Plan to assist in verifying their accomplishment. In the selection of performance indicators possible options are:

- Inputs – the resources committed.  
These generally indicate an effort by agencies associated with an Action.
- Outputs – results achieved.  
These indicate the results achieved through the efforts by an agency.
- Outcomes – effects and benefits.  
These indicate the change that has resulted from inputs and outputs.  
Outcomes are harder to measure than inputs and outputs, but they are the most valuable type of performance indicator.

Of the 117 performance indicators in the Plan, over half commence with 'Number of' or 'Number and'. Most of these are inputs relating to departments efforts.

Typical output performance indicators in the Strategic Plan are: Develop and promote an online 'Seniors Information Portal'; Legislation is enacted to facilitate WWVP checks; Universal design guidelines are developed with industry; Smart Card introduced.

There are very few outcome performance indicators. Examples are: Reduced waiting times to access health services ..., and Improvements in the retention rates of ACT Government staff aged over 55 years.

A large number of performance indicators in the Strategic Plan required the reporting of statistics. While these provide a baseline for future assessment of progress they reflect efforts by agencies rather than the effect on the community. In most cases it can be reasonably assumed that there is a linkage between effort and result.

From a practical viewpoint, MACA recognises that input performance indicators are the simplest to measure and that outcome performance indicators can require the establishment of quite complex arrangements involving research.

For the next Action Plan it would be desirable to reduce the number of input performance indicators in favour of an output and outcome approach, consistent with the recommendations of the Australian National Audit Office Report No 5 2011–12 of 8 September 2011, 'Development and Implementation of Key Performance Indicators to Support the Outcomes and Programs Framework.'

Selected quotations are provided in the following paragraphs.

‘For qualitative performance indicators agencies should include aspirational goals or milestones that are intended to be used by the program.’

‘If a program’s objectives are quantitative in nature, agencies are encouraged to consider the use of targets.’

‘Current literature provides a range of approaches to the successful development, implementation and review of Key Performance Indicators (KPI)... it is important that they are SMART, i.e:

- Specific:** So as to focus on those results that can be attributed to the particular intervention/program.
- Measurable:** Include quantifiable units or targets that can be readily compared over time.
- Achievable:** Realistic when compared with baseline performance and the resources to be made available.
- Relevant** Embody a direct link between the program’s objective and the respective effectiveness KPI.
- Timed** Include specific timeframes for completion.’

Further guidance is provided in the report as follows:

Criteria	Consideration
<b>Specific</b>	<p><i>Key Question: Is there a description of a precise or specific behaviour/outcome that is linked to rate, number percentage or frequency?</i></p> <ul style="list-style-type: none"> <li>• Are the KPIs in ‘plain English’?</li> <li>• Do they contain jargon or unexplained acronyms?</li> <li>• Are the deliverables and KPIs different?</li> <li>• Could a ‘reasonable person’ understand the meaning of the KPI?</li> </ul>
<b>Measureable</b>	<p><i>Key Question: Is there a reliable system in place to measure progress towards the achievement of the objective?</i></p> <ul style="list-style-type: none"> <li>• Does the KPI show a trend over years?</li> <li>• Is there a target or benchmark to measure achievement against?</li> <li>• Is the form of measurement used clear and in a quantifiable amount? (e.g. numeric or %)</li> <li>• Is the form of measurement used appropriate to express success of the program?</li> </ul>
<b>Achievable</b>	<p><i>Key Question: With a reasonable amount of effort and application, can the objective be achieved?</i></p> <ul style="list-style-type: none"> <li>• Have the deliverables or KPIs changed significantly over years without a reasonable explanation? (e.g. an increase or decrease in the budget)</li> </ul>

Criteria	Consideration
<b>Relevant</b>	<p><i>Key Question: Does the KPI link to the program objective?</i></p> <ul style="list-style-type: none"> <li>• Is the entity's business obvious from reading the PBSs (Portfolio Budget Statements)?</li> <li>• Is there a paragraph outlining the reason the KPIs were selected?</li> <li>• Is there an obvious link between the outcome, program, program objective, deliverables and the KPI?</li> <li>• If a KPI has changed, is there a footnote explaining the reason?</li> </ul>
<b>Timed</b>	<p><i>Key Question: Does the KPI span the relevant forward years (or is there an explanation as to why it does not)?</i></p> <ul style="list-style-type: none"> <li>• Is a timeframe specified for achieving the KPI (over several years)?</li> <li>• Does the measure provide information in time for action to be taken?</li> </ul>