

ACT STRATEGIC PLAN FOR POSITIVE AGEING - ACTION PLAN 2012-2014

The *ACT Strategic Plan for Positive Ageing 2010-2014* provides a blueprint for a coordinated approach across Government and the community to support positive ageing and an age-friendly city where older people are respected, valued and supported to actively participate. It was developed in 2009 by the ACT Office for Ageing in partnership with the ACT Ministerial Council on Ageing, and guided by an Interdepartmental Committee.

The Plan was a commitment in the *Canberra Plan - Towards our Second Century* to formulate a comprehensive strategy to support healthy and meaningful ageing, decrease social isolation and help people adapt to retirement.

The *ACT Strategic Plan for Positive Ageing 2010-14* includes seven strategic priorities that closely align with the World Health Organisation's (WHO) Checklist of Essential Features of Age-Friendly Cities. These are:

1. Information and Communication;
2. Health and Wellbeing;
3. Respect, Valuing and Safety;
4. Housing and Accommodation;
5. Support Services;
6. Transport and Mobility; and
7. Work and Retirement.

How was the 2012 -14 Action Plan developed?

In June 2010, Canberra was invited to join the WHO Global Network of Age-Friendly Cities - a group of municipalities that seek to improve the living experience of its senior residents.

Membership of this WHO Network is dependent upon direct involvement and feedback of older residents of the city in a five year cycle of planning, implementation and review.

This involves an initial two year planning period to develop a three year Action Plan, to be followed by subsequent Action Plans of up to five years. The first Implementation Plan covered the period of January 2010 to June 2011.

The 2012-2014 Action Plan represents the ACT Government's first three year Action Plan. It was developed under the guidance of the Canberra Age-Friendly City Network, in partnership with the ACT Ministerial Advisory Council on Ageing and through feedback from the 2011 ACT Older Persons Assembly. Feedback from the *2011 Baseline Survey of Canberra as an Age-Friendly City* and the 2011 MACA report on the implementation of the Strategic Plan for Positive Ageing have also informed the final Plan.

How will this Strategic Plan be implemented?

Each Strategic Priority in the Strategic Plan has a stated goal and a number of objectives and actions. Performance indicators are linked to each Action

Identified lead agencies will develop, implement and report against their actions and performance indicators in consultation with the community and business sectors.

How will this Strategic Plan be measured and reported?

Performance indicators in the Implementation Plan will form the basis for assessing progress.

For the WHO Checklist to be effective, older people must continue to be involved in assessing Canberra's strengths by describing how the checklist of features matches their experiences. The community has a role in suggesting changes and in implementing and monitoring improvements.

In 2011, a *Baseline Survey of Canberra as an Age-Friendly City* was conducted to assess progress against the Age-Friendly City Checklist. It is intended that this survey will be undertaken bi-annually to monitor progress.

Agencies will report against relevant Action Plan actions and performance indicators in their Annual Reports as part of normal business reporting. The Ministerial Advisory Council on Ageing will use these ACT Government Annual Reports to produce progress reports for the Minister for Ageing.

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.

Objective	Actions	Performance indicators	Lead
1. Older Canberrans can access Information and Communication Technology (ICT) training and services.	<ul style="list-style-type: none"> Promote Information and Communication Technology (ICT) services and training for seniors. 	<ul style="list-style-type: none"> Increase in the number of Seniors aged over 60 enrolled in ICT courses in CIT and ETD. Number of cyber safety and internet programs in public libraries. Number of participants at ICT and social media training sessions for seniors in public libraries. 	<p>ETD/CIT</p> <p>TAMSD</p>
2. Information for older people is available in accessible formats and through a variety of media and approaches.	<ul style="list-style-type: none"> Distribute information about Government services and seniors related matters through print media, radio and online formats and through telephone, correspondence, face-to-face and online services. 	<ul style="list-style-type: none"> Number of occasions seniors information is published in print, on radio and online each year. Cultural awareness and interpreter framework launched by June 2014. ACT Language Policy launched in 2012. 	<p>All Agencies</p> <p>CSD</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.

Objectives	Actions	Performance Indicators	Lead
3. Enhance health delivery services.	<ul style="list-style-type: none"> Improve support services for carers of older people with mental illness living in the community. 	<ul style="list-style-type: none"> Number of mental health carer discussion forums or information bulletins provided to carers. Percentage of Mental Health ACT committees that have representation from senior consumers and carers of seniors. 	HD
	<ul style="list-style-type: none"> E-Health initiatives are introduced. 	<ul style="list-style-type: none"> Continued development of electronic medication management in the ACT. Continue working collaboratively with the Commonwealth to implement the National Personally Controlled Electronic Health Records (PCEHR) system. Continue working collaboratively with the Commonwealth to develop the National E-health Consumer Portal. 	HD
	<ul style="list-style-type: none"> Link discharge procedures to a range of medical and support services. 	<ul style="list-style-type: none"> Activity of the 11A discharge support allied health assistant (AHA); number of referrals and occasions of service. 	HD
	<ul style="list-style-type: none"> Provide information to seniors on end-of-life choices and advance care planning. 	<ul style="list-style-type: none"> Number of patients assisted by the <i>Respecting Patient Choices</i> Program to put in place either an advance care plan or an 	HD

Objectives	Actions	Performance Indicators	Lead
	<ul style="list-style-type: none"> • Provide information to seniors on wills and Enduring Power of Attorney. 	<p>Enduring Power of Attorney.</p> <ul style="list-style-type: none"> • Number of workshops and public presentations. • Number of information sessions on Wills and Enduring Power of Attorney provided each year. 	JACSD
4. Develop and promote activities for seniors and encourage participation.	<ul style="list-style-type: none"> • Support a diversity of events for people aged over 55 each year including through the Seniors Grants and Sponsorships Program. 	<ul style="list-style-type: none"> • Increase in membership of Canberra’s four main seniors clubs. • Number of positive media stories generated by Seniors Grants and Sponsorships projects. • Wellbeing Indexes considered in the development of 2013 Survey of Canberra as an Age-Friendly City. • Number and nature of health promotions for older people including through the <i>Falls Prevention</i> program. • Fee-for-service physical health program for older adults is held. • Opportunities for engagement by sport and recreation sector facilitated through funding programs administered by Sport and Recreation Services. • Real-time captioning and hearing loops are included at major events. • Percentage of public events that offer concessions to Pensioner Concession Card 	<p>CSD</p> <p>HD</p> <p>CIT</p> <p>EDD</p> <p>TAMSD</p>

Objectives	Actions	Performance Indicators	Lead
	<ul style="list-style-type: none"> • ACT Government funded arts organisations provide arts programs that are accessed by older people. • Social isolation included as a priority for the 2012-2013 Seniors Grants and Sponsorship Program. • Develop partnerships with key government agencies and community organisations to assist older people who are, or who are at risk of being, socially isolated. • Investigate how new technologies such as Face book and Skype can reduce loneliness and isolation and increase awareness of Government programs and opportunities. 	<p>holders and seniors.</p> <ul style="list-style-type: none"> • Number of programs and activities in public libraries. • Number of funded arts organisations providing programs suitable for, and accessed by, seniors. • Number if events funded through the Seniors Grants and Sponsorship Program that promote social inclusion of seniors. <p>• Study undertaken by 2014.</p>	CSD

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.

Objective	Actions	Performance Indicators	Lead
5. Promote greater respect and intergenerational understanding of older persons.	<ul style="list-style-type: none"> The <i>ACT Business Guide to Older Customers</i> is included in staff orientation for ACT Government frontline staff who work with older clients. An annual Grandparents Day is established in 2012. The <i>Centenary of Canberra</i> Celebrations include an event to recognise centenarians. 	<ul style="list-style-type: none"> Number of entries in the Life's Reflections Photographic Competition. Number of libraries with seniors programs and number of senior volunteers. Number of Canberra Gold Awards presented. 	<p>CSD</p> <p>TAMSD</p> <p>CMCD</p>
6. Raise awareness about age discrimination, financial and legal issues for older people.	<ul style="list-style-type: none"> The ACT Public Service Respect, Equity and Diversity (RED) Framework is implemented to address workplace age discrimination including age-based harassment. Address issues of age discrimination in the workplace. Promote the role of the Human Rights Commission in investigating complaints of age discrimination. Raise awareness about the Elder Abuse Prevention Program 	<ul style="list-style-type: none"> Number of resolved complaints regarding age discrimination. Number of education sessions on age discrimination. Number of information sessions for older people that raise awareness of financial and legal issues. Number of attendees at above sessions. Number of calls, education sessions and promotions. 	<p>JACSD</p> <p>CSD</p>
7. Create a safe	<ul style="list-style-type: none"> Ensure all public spaces frequented by older 	<ul style="list-style-type: none"> Number of CCTVs, lighting, security presence 	TAMSD

Strategic Priority 4 Housing and Accommodation

Our Goal:

ACT seniors access appropriate and affordable housing.

Objective	Actions	Performance Indicators	Lead
8. Support innovative accommodation models for older citizens.	<ul style="list-style-type: none"> • Promote Liveable Design in housing. • Develop flexible housing options to meet the needs of older persons. 	<ul style="list-style-type: none"> • Implementation of universal housing design guidelines based on Liveable Housing Design Silver Standard for all new Class 1a detached residential properties introduced from 1 May 2013. • New detached public housing dwellings to comply with Liveable Housing Design Gold Standard. • Report on housing options available for older people by 2014. • Number of clients allocated into Affordable Lease/Licence properties for older people. • Number of clients allocated into Affordable Rental properties for older people. 	<p>EDD/ ESDD</p> <p>CSD</p>
9. Support the move of older public housing tenants to more suitable accommodation.	Address safety issues for senior public housing tenants in line with the 2012-13 budget – the Security Improvement Program for elderly public housing tenants.	<ul style="list-style-type: none"> • Security measures introduced in line with safety standards by 2013. • Continued support through the <i>Helping Our Senior Tenants</i> (HOST) Program. • Number of older tenants that have 	CSD

Objective	Actions	Performance Indicators	Lead
		<p>downsized to properties that better suit their needs and/or relocated to Aged Persons Units.</p> <ul style="list-style-type: none"> • Number of home modifications completed. • Uptake of Pensioner Concession Duty Scheme. 	TSY
10. Improve regulation of retirement villages.	<ul style="list-style-type: none"> • Undertake discussions with industry and residents about appropriate regulations to accompany the Retirement Villages Act 2012. 	<ul style="list-style-type: none"> • Bill implemented in 2013. 	JACSD
11. Support older people at risk of homelessness	<ul style="list-style-type: none"> • Provide crisis accommodation or priority access to housing for older people who become homeless. 	<ul style="list-style-type: none"> • Percentage of people over 55 who access crisis accommodation or priority access to housing. 	CSD

Strategic Priority 5 Support Services

Our Goal:

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

Objective	Actions	Performance Indicators	Lead
12. Improve information communication to older persons and their families about community support services.	<ul style="list-style-type: none"> • Increase awareness about available concessions. • 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 person¹. • Improve access for hearing impaired in public buildings. 	<ul style="list-style-type: none"> • Maintain and promote a centralised assistance website. • Number of complaints received and resolved. • Number of community education seminars held that promote the role of the Health Services Commissioner in dealing with older persons issues. • Hearing loops to be increasingly incorporated into ACT Government buildings. 	<p>CSD</p> <p>HRC</p> <p>All agencies</p>

¹ The Commissioner investigates complaints about, and promotes improvements in the provision of, services 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.

Objective	Actions	Performance Indicators	Lead
13. Improve public transport services to better address the needs of older Canberrans.	<ul style="list-style-type: none"> Continue to improve the accessibility of the public transport bus fleet for seniors and others with mobility limitations in accordance with the Accessible Transport Plan. Develop park and ride options throughout Canberra to reduce driving time and eliminate the need for driving on congested major roads. Promote community transport options and concessions 	<ul style="list-style-type: none"> Increase in number of protective bus shelters. Maintain frequent bus services from Woden to the Canberra Hospital. Percentage of ACTION fleet that is wheelchair accessible. Audio cues and large and bright characters introduced on all buses as part of options in Real Time System development by 2013. Number of new park and ride facilities constructed. Review of ACT community transport completed by 2013. 	<p>TAMSD</p> <p>TAMSD</p> <p>ESDD</p>
14. Assist older Canberrans to transition from driving.	<ul style="list-style-type: none"> Promote transition from driving, including education in the use of public transport. 	<ul style="list-style-type: none"> Number of revised Older Driver Handbooks distributed to drivers when they turn 75. Increase in the number of driver assessments undertaken through the Driver Assessment and Rehabilitation Service for those aged 75 years and over. Increase in the number of hits on the COTA 	<p>JACSD</p> <p>HD</p>

Objective	Actions	Performance Indicators	Lead
	<ul style="list-style-type: none"> • Regulate for safer use of mobility scooters and provide user education. • An electronic card system is developed and implemented with clients of the Taxi Subsidy Scheme. 	<ul style="list-style-type: none"> ACT live drive website - www.livedrive.org.au • Provide education on the safe use of mobility scooters. • Electronic card in use by the Taxi Subsidy Scheme by 2013. 	<p>CSD</p> <p>JACSD</p> <p>CSD</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.

Objective	Actions	Performance Indicators	Lead
<p>15. Introduce, and showcase for the broader community, mature age worker retention strategies.</p>	<ul style="list-style-type: none"> • Implement a comprehensive mature age employment strategy for the ACT Public Service. • Promote the value of mature age workers including initiating an award recognition program for ACT employers who encourage and retain older workers. 	<ul style="list-style-type: none"> • ACT Public Service Mature Age Employment Strategy reviewed and monitored. • Report annually on age diversity in each agency and initiatives put in place. • Evaluate the effectiveness of mature age employment incentive programs in both the ACT Public Service and the ACT workforce through the Annual Workforce Profile. • <i>Business Guide to Mature Age Workers</i> is reviewed and updated. • Options to institute an award are explored. 	<p>CMCD</p> <p>CSD</p>
<p>16. Provide training and education opportunities for older people.</p>		<ul style="list-style-type: none"> • Number of older workers accessing subsidised accredited vocational training under the Priorities Support Program. • Number and nature of ACT Government-funded Adult and Community Education courses accessible by seniors. 	<p>ETD</p>

		<ul style="list-style-type: none"> • Number of CIT enrolments of people aged over 55. • Number of U3A programs provided through Libraries ACT. 	<p>CIT</p> <p>TAMSD</p>
17. Support retirement planning initiatives which equip older Canberrans with the knowledge and skills for an active and healthy semi-retirement and retirement.	Assist seniors to plan for life after retirement.	<ul style="list-style-type: none"> • Number of information sessions on retirement planning held for ACTPS employees. 	All agencies
18. Promote volunteering for older Canberrans and increase volunteering opportunities.	Promote volunteering opportunities for older people.	<ul style="list-style-type: none"> • Number of hits on Seniors Information Online relating to Volunteering ACT and the on-line tool 'Go Volunteer'. • Number of Government services with volunteer programs that target seniors. 	CSD
19. Support community men's sheds and seniors clubs.	Develop a policy on ACT Government support for men's sheds and seniors clubs.		CSD

Acronyms

CIT	- Canberra Institute of Technology
CMD	- Chief Minister and Cabinet Directorate
COTA ACT	- Council on the Ageing ACT
CSD	- Community Services Directorate
EDD	- Economic Development Directorate
ESDD	- Environment and Sustainable Development Directorate
ETD	- Education and Training Directorate
HRC	- Human Rights Commission
ICT	- Information and Communication Technologies
JaCSD	- Department of Justice and Community Safety
NSA	- National Seniors Australia
TAMSD	- Territory and Municipal Services Directorate
TSY	- Treasury

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