

**2025**

**THE LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**ELEVENTH ASSEMBLY**

**Age-Friendly City Plan 2020-2024  
Status of Actions - Final Progress Report**

**Presented by  
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Minister for Seniors and Veterans  
June 2025**

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## Focus Area One: Involved, connected and valued

- The experience and wisdom of older Canberrans is valued
- Older Canberrans experience less age discrimination
- Older Canberrans are supported to maintain relationships with friends and family and to stay engaged with the community
- Older Canberrans are supported to keep contributing to the community economically through employment and volunteering opportunities.

| Action<br>(Lead Directorate)                                                                                                                                                                                              | Measure                                                            | Reporting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Timeframe and process for completion | Action status |
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| Promoting the achievements of older Canberrans through current award programs such as Canberra Citizen of the Year, Canberra Gold Awards and ACT Senior Australian of the Year and Australian Honours recipients (CMTEDD) | Increase promotion of and nominations for award programs           | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Complete and ongoing                 | ✓             |
| Increase the number of intergenerational playgroups held across Canberra (CSD)                                                                                                                                            | Growth in the number of intergenerational playgroups and attendees | <p>The Community Services Directorate (CSD) is committed to supporting intergenerational connections in the ACT across a range of age groups and through a diversity of initiatives.</p> <p>Funding allocated through the 2023-24 Budget for the Gold Soul program continued, supporting an intergenerational placement program which sees university students matched with older Canberrans residing in aged care homes, with the purpose of supporting meaningful intergenerational connections. The program, led by the University of Canberra, supported 4 social placements in Semester 2</p> | Complete and ongoing                 | ✓             |

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|                                                                                                                                                             |                                                                                                                            | <p>2024, and a further 4 placements in Summer Semester 2024/25.</p> <p>In 2024, CSD was proud to provide funding to the ACT Children's Week Committee to support 17 intergenerational events.</p> <p>CSD also provides funding to ACT Playgroups, which supports 4 intergenerational playgroups in the ACT.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                      |   |
| Build upon the awareness of local business in supporting older Canberrans by piloting community events to foster social connection and sense of place (CSD) | Hold community events promoting engagement with older Canberrans, in conjunction with local businesses throughout Canberra | <p>At the Seniors and Better Ageing Expo of 25 September 2024, attendees were surveyed in relation to the presence of local age-friendly businesses. The Community Services Directorate collected the surveys and engaged these local businesses for a promotional campaign. Promotional campaigns of age-friendly businesses which support older Canberrans to age well was generated through directorate social media platforms (Facebook and Instagram) in December 2024 and January 2025.</p> <p>A new agreement for the ACT Seniors Card Program was entered into on 1 July 2024, to test findings from the Commissioning process, to try, test and learn from delivery of new specifications developed through commissioning. The agreement includes a commitment to increased promotion of discounts and concessions available through the program, targeted to both cardholders and the local business sector.</p> <p>COTA ACT's Positive Ageing Awards celebrate the contributions by and for older Canberrans across 6 categories. The 2024 awards acknowledged a range of local individuals and</p> | Complete and ongoing | ✓ |

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|                                                                                                                                                                                                            |                                                                                                                             | organisations, with a ceremony held on 20 November 2024.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                      |   |
| Pilot a targeted campaign of local businesses to provide employment opportunities for older Canberrans (CSD)                                                                                               | Roll out campaigns about the employment of older Canberrans<br><br>Increase the number of older Canberrans who are employed | The above-mentioned social media campaign also promoted the employment of older Canberrans by profiling a local business – Fernwood Tuggeranong – who is dedicated to having older employees and acknowledge the value older workers individuals bring to a business model.<br><br>Such campaigns to acknowledge local individuals and businesses will continue.                                                                                                                                                                                                                                                                                                                                                                                       | Complete and ongoing | ✓ |
| Promoting the purpose and operation of the whole of government flexible work policy, including employment opportunities across whole of government for older Canberrans (CMTEDD lead, Whole of Government) | Implement strategies for attraction and recognition of the contribution of older Canberrans within the ACTPS                | The ACT Government is committed to flexible working arrangements, with whole of service flexible work policies in place. The following Directorates have provided further detail on how they have embedded this:<br><br><b>ACT Health Directorate (ACTHD)</b><br>New e-learning modules on age inclusion have been added to the Human Resources Information Management System for ACTHD staff to complete.<br><br><b>Justice and Community Services Directorate (JACS)</b><br><br>Whilst JACS do not have a targeted approach specific to older Canberrans as it relates to employment opportunities, we do value diversity in our workgroups and consider individual circumstances on a case-by-case basis as it related to flexible work agreements. | Complete             | ✓ |
| Improving the volunteer administration system at Transport Canberra and City                                                                                                                               | Increase the number of older Canberrans registering with                                                                    | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Complete and ongoing | ✓ |

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| Services to better support volunteers, including older volunteers (TCCS)                                                                                                                                                                                                                                                                                                                                                                                                                                         | Transport Canberra and City Services to volunteer                   |                                                                                                                                                                                                                                                                    |                      |   |
| <p>Improving the ACT Government's engagement and communication with older Canberrans by:</p> <ul style="list-style-type: none"> <li>ensuring analysis of older Canberrans' needs are specified in ACT Government community consultation guidelines and frameworks</li> <li>ensuring that a demographically representative sample of older Canberrans is recruited to the YourSay Community Panel</li> <li>reflecting older Canberrans in government advertisements and communications</li> </ul> <p>(CMTEDD)</p> | Reflect older Canberrans in government advertisements and campaigns | <p><b>Engagement resources</b></p> <p>The new best practice guide on engaging and consulting older Canberrans has been finalised and provided to all communications and engagement staff through the Whole of Government Communications and Engagement Portal.</p> | Complete and ongoing | ✓ |
| Developing indicators that report on wellbeing outcomes for older Canberrans (CMTEDD)                                                                                                                                                                                                                                                                                                                                                                                                                            | Develop wellbeing indicators                                        | The wellbeing data dashboard was released in 2021 and includes 56 indicators across the 12 domains of wellbeing in the ACT Wellbeing Framework. Currently, 25 of these indicators                                                                                  | Complete and ongoing | ✓ |

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|                                                                                                                       |                                                                               | <p>include data that can be disaggregated by age and help in understanding the experiences and wellbeing of older Canberrans. The Wellbeing Team will continue to strengthen data collection and sharing mechanisms for wellbeing related data, including providing age disaggregation where possible, noting there are some indicators where data cannot be disaggregated by age (for example, air quality data, or data that is only available at a household level). Data in the dashboard is updated every 2 years, with the next update expected in 2025.</p> <p>Additionally, the ACT Government uses Wellbeing Impact Assessments to support decision-making and investment through Cabinet and Budget processes. Wellbeing Impact Assessments provide decision-makers with information on how a proposal will impact wellbeing in Canberra, including whether a proposal will have a disproportionate (positive or negative) impact on the wellbeing of different groups in the community, including older Canberrans.</p> <p>Incorporating a specific focus on wellbeing into the business of government, including collecting and sharing age-disaggregated data against wellbeing indicators, is an ongoing process and will continue to evolve over time and in collaboration with key stakeholders.</p> |          |   |
| Supporting the revitalisation of the Ngunnawal language through a workshop for Ngunnawal elders and community and the | Implement initiatives to support the revitalisation of the Ngunnawal language | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Complete | ✓ |

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| production of recorded voice and video content for use by the ACTPS (CMTEDD) |  |  |  |  |
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## Age-Friendly City Plan 2020-2024 – Status of Actions (Final Progress Report)

Reporting Period: January 2024 to December 2024

▲ Discontinued

✓ Complete

### Focus Area Two: Safe, secure and free from abuse

- The Canberra community becoming more aware of the contribution of older Canberrans
- Elder abuse being made a criminal offence
- Older Canberrans being able to access remedies for elder abuse more easily
- Older Canberrans feeling safer in their homes.

| Action<br>(Lead Directorate)                                                                                                                                                                  | Measure                                                                                    | Reporting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Timeframe and process for completion | Action status |
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| Working with the Commonwealth and other jurisdictions to develop a national register of powers of attorney documents and to improve consistency of power of attorney legislation (JACS [HRC]) | Achieve progress on the development of a national register of powers of attorney documents | The Justice and Community Safety Directorate (JACS) continues to participate in the Enduring Power of Attorney Working Group (EPOAWG) with the Commonwealth, States and Territories. The EPOAWG is currently working through the feedback received from a community consultation undertaken at the end of 2023. The EPOAWG will provide an update to the Standing Council of Attorneys-General in 2025 on areas of potential law reform to be undertaken by jurisdictions to achieve better harmonisation of legislation. | Complete                             | ✓             |
| Consider ways to strengthen the powers of the ACT Civil and Administrative Tribunal (ACAT) in providing remedies                                                                              | Engage the community about options to strengthen ACAT's powers to provide                  | As previously reported, amendments were passed in the <i>Courts and Other Justice Legislation Amendment Act 2021</i> and are now in effect, giving ACAT additional powers to                                                                                                                                                                                                                                                                                                                                              | Complete                             | ✓             |

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| and redress for the misuse of powers of attorney, and guardianship/financial management appointment (JACS)                                                             | remedies and redress for misuse of powers of attorney, guardianship, and management of property orders                                                                                      | provide compensation and other remedies for misuse of substitute decision making powers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |          |   |
| Amending record-keeping requirements under power of attorney legislation to ensure that requirements are consistent regardless of the capacity of the principal (JACS) | Introduce legislative amendments to ensure that attorneys are required to keep and produce records of powers exercised under a power of attorney, whether or not the principal has capacity | As previously reported, these amendments were made permanent in the <i>Justice and Community Safety Legislation Amendment ACT 2020</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Complete | ✓ |
| Evaluating the changed attitudes and perceptions of the Canberra community to older Canberrans through YourSay Community Panel surveys (CMTEDD)                        | Monitor attitudes of the Canberra community towards older Canberrans through YourSay Community Panel surveys                                                                                | <p>In April 2024, we started engaging with the community through YourSay Conversations about the <a href="#">Age-Friendly City Plan 2025-35</a>. Facilitated discussions were held throughout May and the consultation closed in June. The listening report was published in late July 2024.</p> <p>In May 2024, a survey was conducted through the YourSay Panel to help inform the development of the next Age-Friendly City Plan for the ACT. The survey included a series of questions to help evaluate the attitudes and perceptions of the Canberra community to older Canberrans.</p> <p>As part of normal business, we will continue to seek the views of Canberrans, including older Canberrans, via the YourSay Panel on a range of topics.</p> | Complete | ✓ |

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| Running a broad inclusion and diversity social media awareness campaign including a focus on age discrimination (JACS [HRC]) | More Canberrans contact the Human Rights Commission (HRC) on age-related matters | The HRC will continue to rollout campaigns and communications to promote the human rights of older Canberrans.<br><br>The HRC continues to spread awareness through radio, print events, social media, letter dropping and working with aged care facilities. | Complete | ✓ |
| Pilot a series of e-learning modules for ACT Government employees on ageism awareness (CSD)                                  | Deliver e-learning modules                                                       | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                      | Complete | ✓ |
| Introducing legislation that makes elder abuse a criminal offence (JACS)                                                     | Introduce legislation that makes elder abuse an offence                          | As previously reported, this offence was introduced in the <i>Crimes (Offences Against Vulnerable People) Legislation Amendment Act 2020</i> , which came into effect in April 2021.                                                                          | Complete | ✓ |
| Targeting promotion of the Home Safety Program for older Canberrans (JACS)                                                   | Promote the Home Safety Program to older Canberrans                              | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                      | Complete | ✓ |



## Age-Friendly City Plan 2020-2024 – Status of Actions (Final Progress Report)

Reporting Period: January 2024 to December 2024

▲ Discontinued

✓ Complete

### Focus Area Three: Information, services and supports which embrace diversity

- Older Canberrans can access the services and supports they need to stay active, connected and enjoy a good quality of life
- Service provision is responsive to individual circumstances
- Older Canberrans can exercise choice and control over their lives.

| Action<br>(Lead Directorate)                                                                                                       | Measure                                                                            | Reporting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Timeframe and process for completion          | Action status |
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| Promoting the Home Library Service to older Canberrans (TCCS)                                                                      | Increase promotion of the Home Library Service                                     | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Complete and ongoing                          | ✓             |
| Undertake a feasibility study to explore options for developing regional community hubs that have an intergenerational focus (CSD) | Complete feasibility study for community hubs and consider options arising from it | <p>A feasibility study has not been undertaken and is not planned to occur.</p> <p>The ACT Government has engaged Council on the Ageing (COTA) ACT to curate and deliver the Seniors Arts Festival, to be held in March 2026. This initiative will provide opportunity to test intergenerational aspects within the arts.</p> <p>While not a dedicated focus, existing infrastructure across the ACT currently supports aspects of intergenerational connection, including through Libraries ACT programming and Seniors Centres programming. Older Canberrans would particularly benefit from multi-disciplinary centres utilised for an intergenerational initiative. The ACT Government is investigating multiuse centres to</p> | Complete and ongoing – action intent achieved | ✓             |

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|                                                                                                                                                                                                            |                                                                                                                                                                           | <p>achieve broader community connection and best utilisation of space.</p> <p>Development of the next Age-Friendly City Plan will consider feedback received in relation to the need for community hubs and regional facilities in developing its action plans.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                      |   |
| <p>Pilot designated dementia-friendly spaces, including hosting dementia-friendly events, within ACT Government Service Centres and at major events across Canberra (CMTEDD lead, Whole of Government)</p> | <p>ACT Government Service Centres become dementia-friendly and host dementia-friendly events.</p> <p>Provide dementia friendly spaces at major events across Canberra</p> | <p><b>Chief Minister, Treasury and Economic Development Directorate (CMTEDD)</b></p> <p>Access Canberra Service Centres remain dementia-friendly spaces for customers and their carers.</p> <p>Access Canberra is currently liaising with Dementia Australia to explore refresher training options that may be suitable for Service Centre staff to engage in to continue to further awareness and support.</p> <p><b>ACT Health Directorate (ACTHD)</b></p> <p>The National Dementia Action Plan 2024-34 was launched in December 2024 with the aim of improving the lives and care of people living with dementia in Australia over the next 10 years.</p> <p>The ACT Government's implementation of NDAP will be guided by three national Collective Priority Frameworks. Each framework will run for 3 or 4 years, setting clear focus areas for positive change. The Collective Priority Framework 2025-27 comprises the following three priorities:</p> <p>(1) Empower individuals and communities to minimise risk where they can, and delay onset and progression;</p> | Complete and ongoing | ✓ |

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|                                                                                                                                                                                                               |                                                                      | <p>(2) Improve dementia diagnosis and post diagnostic care and support; and</p> <p>(3) Improve dementia data, maximise the impact of dementia research and promote innovation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                      |   |
| Celebrating Canberra's rich language and cultural diversity through intergenerational Bilingual Story Times series (TCCS)                                                                                     | Record the number of bilingual story times and participation at them | <p>Monthly bilingual programs celebrated our rich cultural diversity by exploring different languages and cultures in sessions with the same format as our popular core programs, Story Time (3-5 year olds and their parents/carers) and Giggle &amp; Wiggle (0-2 year olds and their parents/carers).</p> <p>The programs open new windows to culture, identity and language for participants, who learn about them through stories, songs, and craft.</p> <p>The program is supported by the library's bilingual picture book collection.</p> <p>Bilingual Story Time was delivered in Vietnamese, Spanish, Mandarin, Thai, Farsi, Urdu, Hindi, Tamil.</p> <p>Bilingual Giggle &amp; Wiggle was presented in Spanish and Vietnamese.</p> | Complete             | ✓ |
| Supporting LGBTIQ+ elders through ongoing social and creative action that combats ageism, social isolation, and discrimination, in line with the Capital of Equality ACT Government LGBTIQ+ Strategy (CMTEDD) | Support LGBTIQ+ elders to engage with and participate in community   | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Complete and ongoing | ✓ |

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| Implementing a national code of conduct for non-registered health professionals (ACTHD and JACS)                                      | Achieve progress on the implementation of the national code of conduct for non-registered health professionals | <p>The <i>Human Rights Commission Amendment Bill 2023 (National Code of Conduct for Health Workers)</i> entered into force on 1 January 2024. The legislation protects older Canberrans, by providing greater confidence in the health services they receive from non-registered healthcare workers.</p> <p>The Human Rights Commission continues to promote it to both health workers and to older Australians about their rights to safe health services.</p>                                                                                                                                                                                                          | Complete     |  |
| Implementing a strategy to support the mental health and wellbeing of older Canberrans (ACTHD and CHS)                                | Implement the strategy to support the mental health and wellbeing of older Canberrans                          | <i>Nil further update from that provided for fourth progress report.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Complete     |  |
| Undertaking targeted promotion of the Nature Prescriptions Program through allied health practitioner networks and ACT Health (EPSDD) | Undertake targeted promotion of the Nature Prescriptions Program                                               | <p>This initiative has not progressed as proposed in the action.</p> <p>EPSDD undertakes a range of activities to address the intended outcome through other means.</p> <p>There are over 100 environmental volunteer groups in the ACT, with an active membership base of volunteers aged 61 years and older. For example, 40% of registered volunteers in the ACT Government's Urban Parks and Places volunteer program are 61 years and older, while around 25% of registered volunteers in the ParkCare volunteering program are also in this age cohort. Both EPSDD and TCCS have a number of identified areas designed to allow age friendly access to nature.</p> | Discontinued |  |



## Age-Friendly City Plan 2020-2024 – Status of Actions (Final Progress Report)

Reporting Period: January 2024 to December 2024

▲ Discontinued

✓ Complete

### Focus Area Four: A city for all ages

- Older Canberrans find pathways, buildings, open spaces and roads safer and easier to navigate
- Older Canberrans feel safer accessing public transport
- Older Canberrans can more conveniently access public transport and parking
- Public housing design standards incorporate the needs of older Canberrans.

| Action<br>(Lead Directorate)                                                                                                | Measure                                                                                                                                               | Reporting                                                                                                                                                                                                                                                                                                                                            | Timeframe and process for completion | Action status |
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| Use the Seniors Grant Program to support activities which occur in local outdoor community spaces (CSD)                     | Develop grant guidelines with a specific focus on local outdoor community spaces and record the number of grant activities funded under this category | <p>The Seniors Grant Program guidelines continue to promote:</p> <p><i>‘Projects that encourage older Canberrans to engage in activities in local outdoor community spaces, which support active, healthy living and reduce social isolation.’</i></p> <p>At the time of reporting, the 2024-25 Seniors Grant Program is in an assessment phase.</p> | Complete and ongoing                 | ✓             |
| Promoting the benefits of the Seniors Card, particularly public transport concessions, to encourage increased uptake (TCCS) | Monitor change in patronage by ACT Seniors Card holders through MyWay data                                                                            | <p>Over the period 1 July 2022-30 June 2023, 12,670 applications were received via the online form.</p> <p>A total of 43,739 applications have received via the online form since its introduction.</p> <ul style="list-style-type: none"> <li>• 17,675 seniors have applied for the Motor Vehicle Registration Concession when</li> </ul>           | Complete and ongoing                 | ✓             |

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|  |  | <p>applying for their ACT Seniors Card since the introduction of the online form.</p> <ul style="list-style-type: none"> <li>19,442 customers have applied for a replacement ACT Seniors Card through the online process since the introduction of the online form (figures included in the total).</li> </ul> <p><b>Introduction of MyWay+ - 27 November 2024</b><br/> MyWay+ is Transport Canberra's next generation ticketing system, offering a range of simple payment options for bus and light rail. Through the implementation of MyWay+ the decision was made to separate the ACT Seniors Card from the MyWay+ ticketing system. MyWay+ offers customers a variety of payment options including MyWay+ travel card, QR code via MyWay+ app, linked credit/debit card to the customer's account, or simply paying with a credit or debit card.</p> <p>Through the transition period between MyWay and MyWay+, older Canberrans are able to travel until June 2025 during 'free travel periods' by showing their ACT Seniors Card to the driver upon boarding Transport Canberra services. Support is provided to older Canberrans through targeted communications across a variety of channels, community pop-ups, presence of Transport Canberra staff at the ACT Seniors Expo, through Transport Canberra Customer Experience and in partnership with COTA ACT at ACT Library pop-up sessions. All senior travel concessions are still applicable, including off-peak free travel for older</p> |  |  |
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|                                                                                                                                                                                                    |                                                                                                                        | Canberrans aged 60-69 and free travel for older Canberrans aged over 70.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                      |   |
| Undertaking a review of community transport services to better support community needs, including those of older Canberrans (TCCS)                                                                 | Complete the review of community transport services and implement actions arising as a result of the review            | Transport Canberra is exploring options to improve the scope of Canberra's Flexible Transport service with a new booking system to be tested in vehicles designed to shorten booking times, enable drivers to pick up rides whilst on a route and optimise travel times. Once the system has gone through a testing period later in 2025, data gathered will enable further decisions to be made on the next steps.                                                                                                                                                                                                                                                                                                                                                   | Complete and ongoing | ✓ |
| Continuing rollout of the Age Friendly Suburbs Program, including feedback and evaluation of its impact for Canberrans (TCCS)                                                                      | Continue roll-out of the Age Friendly Suburbs Program and measure the impact of the Program                            | Work undertaken under the Age Friendly Suburbs program has continued over the reporting period. The ACT Government provides ongoing updates for the public on the <a href="#">City Services website</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Complete and ongoing | ✓ |
| Promoting avenues for Canberrans to make recommendations regarding improvements and access to city services and facilities, with the view to establish a committee to oversee this function (TCCS) | Increase engagement and feedback from older Canberrans on required works and establish a body to oversee this function | Transport Canberra continues to chair a joint Accessibility Reference Group with City Services, meeting quarterly with key accessibility groups from across the Canberra community. The group has welcomed discussion on some important areas of engagement as we develop new initiatives but also manage ongoing and current areas of concern. Highlights from 2024 include briefings on and experience of the new MyWay+ ticketing system demo bus, and Transport Canberra's battery electric bus, Canberra metro light rail involving the community in specific accessibility initiatives such as providing days for people experiencing disabilities to visit light rail. Additionally separate meetings have been held with groups such as Council on the Ageing | Complete and ongoing | ✓ |

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|                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                       | ACT to ensure that transition to the MyWay+ ticketing system is as seamless as possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                      |   |
| <p>Undertaking a review of the Mobility Parking Permit Scheme and investigating parking provision requirements to inform future Government parking policy and management (TCCS)</p> <p><i>NB: Under the administrative arrangements following the 2020 ACT Election, responsibility for parking policy has been transferred from EPSDD to TCCS.</i></p> | Consider findings from the review of the Mobility Parking Permit Scheme to support accessibility and transport policy | <p>Transport Canberra and City Services (TCCS) further examined a refresh to its existing parking policy settings during 2024, including kerbside parking management and priority parking allocations.</p> <p>The annual program of parking surveys was completed for the City Centre, Belconnen Town Centre, Gungahlin Town Centre, Tuggeranong Town Centre, Woden Town Centre, Dickson Group Centre and areas of Yarralumla including the Local Centre.</p> <p>TCCS continues to require the minimum 3% disabled parking provision in new developments as per the Australian Standards (and more for some uses such as Health Centres) and recognises that parking supply in centres needs to be carefully managed to support essential services to older Canberrans and people with disability. The efforts to refresh the existing parking policy settings (including a review of mobility permits) were postponed during 2024, as attention was primarily directed toward implementing and embedding the new parking specifications introduced under the new Territory Plan and enabling industry to adapt to the updated outcomes-based requirements. The design of all new and retrofitted disabled parking spaces is required to comply with the most recent version of the Australian Standards.</p> | Complete and ongoing | ✓ |
| Planning for future supply of a range of housing options to                                                                                                                                                                                                                                                                                             | Strategic planning identifies opportunities                                                                           | The Growing and Renewing Public Housing Program continues, expanding the availability of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Complete and ongoing | ✓ |

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| support ageing in place and diverse community needs (CSD [Housing Assistance]) | for a range of housing options to meet the needs of older Canberrans, to support ageing in place and meet the diverse needs of the community | <p>public housing homes with accessible and adaptable features that can meet the needs of people with a range of abilities and ages. Up to December 2024, 747 homes have been delivered to the Gold Liveable Housing Design Guidelines or Adaptable Class C standards and Housing ACT estimates at least 90% of the dwellings delivered under the program will meet these standards.</p> <p>Since the start of the program (in July 2019) to 31 December 2024, the Growing and Renewing Public Housing Program has:</p> <ul style="list-style-type: none"> <li>• completed construction of 764 dwellings;</li> <li>• purchased 208 dwellings from the market;</li> <li>• an additional 179 dwellings currently under construction, and a further 161 dwellings in either procurement, development application phase or design; and</li> <li>• a further 87 properties approved by Government for progression via expression of interest and committed for purchase delivery in future years.</li> </ul> <p>Tenant Relocation Officers continue to work with current tenants who wish to downsize to properties that better meet their needs, including tenants 65 years and over who require properties that provide more age-appropriate amenities. This allows older tenants to age in place for as long as practical.</p> |  |  |
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| Review homelessness services for gaps that may exist for older Canberrans as part of the 2021 homelessness service contract design phase (CSD [Housing Assistance]) | Address service system gaps during the 2021 homelessness service contract design phase | <p>The ACT Government is undertaking a strategic investment procurement for the Homelessness Sector, drawing on the Commissioning engagement process to set out how and where the government will invest in future homelessness service delivery for the ACT. This investment will ensure the development of a sustainable and fit for purpose homelessness sector over the next 10 years.</p> <p>As at December 2024, 24 new contracts/grants have been entered into through this strategic investment, and an additional 18 contracts/grants have been extended to allow further consideration and/or alignment to other service programs within CSD.</p> | Complete and ongoing |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------------------------------------------------------|

## Additional initiatives

Some directorates elected to provide additional input on broader initiatives which benefited older Canberrans. This is not a mandatory reporting requirement.

### ACT Health Directorate (ACTHD)

#### End of Life and Palliative Care Policy Function – Update provided in January 2025

In the period January 2024 to December 2024, ACTHD continued to support a whole of system approach to palliative care through:

- continued partnership with Palliative Care ACT to steward the palliative care sector as a peak body, and
- continued partnership with the Commonwealth Government to deliver the Comprehensive Palliative Care in Aged Care measure, which ensures the CHS Palliative Aged Care Specialists (PEACE) team supports residents in every residential aged care home in the ACT to access palliative care.

In June 2024, the ACT Legislative Assembly passed the *Voluntary Assisted Dying Act 2024*, which will provide eligible Canberrans with end-of-life choices that align with their rights, preferences and values. Voluntary assisted dying services will begin in the ACT from 3 November 2025.

*Note: While not exclusively for older people, older people are the main beneficiaries of palliative and end of life care.*

#### Health literacy

ACTHD funded the Canberra Health Literacy website, maintained by the Health Care Consumers' Association, which contains health literacy information and resources for the ACT and region, for health and community services, clinical and allied health professionals. The contract with the Health Care Consumers' Association of the ACT to develop and maintain the Canberra Health Literacy website has expired and all funds have been expended. The Canberra Health Literacy website will remain a live resource.

#### Better healthcare for Older Canberrans

The ACTHD is progressing the Better Healthcare for Older Canberrans initiative that will strengthen the ACT health system to meet the health and wellbeing needs of older Canberrans with complex health needs. A Dementia Health Experts Network (DHEN) has been established, that is co-chaired by a senior geriatrician and health care consumer, and its membership includes consumers, carers, clinicians, academic researchers, and peak organisations to co-design an ACT behavioural and psychological symptoms of dementia framework incorporating evidence from lived experiences and best practice.

In 2024, the DHEN has overseen a research and consultation process to co-design an ACT behavioural and psychological symptoms of dementia health services action plan. The plan incorporates evidence from data, lived experiences, best practices and transboundary models of dementia care.

### Council on the Ageing ACT (COTA ACT)

ACTHD funds COTA ACT as the peak body for older people in the ACT. COTA ACT providing advocacy, representation, and information services to older people, and inform policy development on issues relating to older people. Funding provided for the 2024-25 financial year is approximately \$251,000.00 (GST excl.).

### Geriatric Evaluation and Management (GEM) in the Home Program

In partnership with the Australian Government, the ACT Government (CHS and ACTHD) will continue and expand the following programs to improve health, function and wellbeing outcomes for older people in the community and their carers.

The Geriatric Evaluation and Management (GEM) in the Home Program: (GEM@Home) will expand the ACT's Rapid Assessment of the Deteriorating Aged at Risk (RADAR) model and the Geriatric Rapid Acute Care Evaluation (GRACE) service with the goal to treat, manage and prevent acute medical and health concerns, and improve the function of an older person in the community with multidimensional needs, including addressing complex psychosocial problems.

The GEM@Home and SPICE programs will support older people who are or are at-risk of becoming long stay older patients by avoiding emergency department or hospital presentations and admission.

### Partnership with the University of Canberra

Collaborating with the University of Canberra Centre for Ageing Research and Translation (CARAT) on a range of initiatives to establish pilot programs to better support access to appropriate programs and supports including:

- Sustainable Personalised Interventions for Cognition, Care, and Engagement (SPICE). SPICE is an intensive 12-week program for people with dementia and carers that combines multiple evidence-based components. The SPICE program promotes quality of life and physical and functional capacity among participants, as well as a toolkit of strategies and resources for the future.
- SPICE @ Home – a pilot program in early stages of development for clients with dementia. It is being formulated through a collaborative design process. Delivery of services will occur through the Brindabella Day and Ambulatory Rehabilitation Services.

### Chief Minister, Treasury and Economic Development Directorate (CMTEDD)

#### Sunflower initiative

In 2024 Access Canberra Service Centres became proud members of the Hidden Disabilities Sunflower initiative. The internationally recognised Hidden Disabilities Sunflower was created to encourage inclusivity, acceptance and understanding of disabilities, conditions or chronic illnesses that are not immediately obvious to others. These hidden disabilities may be neurological, cognitive and neurodevelopmental, as well as physical, visual and auditory. They also include respiratory, rare diseases and chronic conditions. The initiative provides a tool for people to share that they have a hidden disability voluntarily. By wearing a sunflower lanyard or pin, individuals can indicate to our Service Centre teams that they might need extra help, understanding, or just more time.

All Access Canberra Service Centre staff have undertaken training and are wearing a Hidden Disabilities Sunflower supporter pin to signal they are willing and able to support people with a hidden disability when completing government services and transactions. Signage has been installed across all Service Centres advising of our support of this initiative.

### Weekly quiet hour

Access Canberra Service Centres are now also offering a quiet hour each week (except for our appointment only centre in Dickson). Between 10am to 11am every Wednesday, Service Centres will strive for a calmer, less stimulating environment for customers to complete their transactions.

### Bookable appointments

Bookable appointments remain a great option for customers, including older Canberrans, who may like a certainty in their service time or need some additional assistance and support at a Service Centre. A pre-call option has been introduced where customers can choose to receive a phone call from the Service Centre prior to their appointment and discuss any accommodations or extra support that can be provided, or simply check paperwork requirements, or logistics such as accessible parking in the area.

## Community Services Directorate (CSD)

### Home Energy Support

The 'Home Energy Support: Public Housing Program' is contributing to improved comfort and energy affordability, with up to 5,000 households supported from 2023 to 2026. This program is installing ceiling insulation and replacing gas appliances with electric alternatives. On 30 June 2024 over 1,070 properties have been insulated and over 240 properties have received electric appliances. While this Program is not specifically targeted for the benefit of the elderly and those people ageing in place, the program is expected to affect those cohorts most likely to experience energy hardship, including the elderly.

### Integrated Energy Plan

Under the Integrated Energy Plan, announced on 19 June 2024, the ACT Government committed to 'electrify all feasible community and public housing properties in the ACT by the end of 2030'. This will build on the success of the Home Energy Support: Public Housing Program'. All gas appliances in public and community housing will be replaced with more efficient electrical appliances for space heating, water heating and cooking. In addition to any ongoing insulation upgrades, which help to provide safe and comfortable homes for those most in need, including the elderly and people aging in place.

### Affordable rentals for over 65s

The Affordable Rental Office (ARO) scheme supports people who are of Aged Pension age and qualify for Commonwealth Rent Assistance. Eligible applicants can have reduced rent, based on their income, up to 75 per cent of the average Australian weekly income. Rental payments vary from 33.3 per cent to 74.9 per cent of market rent. As of 30 June 2024, the ARO managed 70 properties in Bonython, Chapman, Florey, Kambah and Rivett. All of which are tenanted.

## Environment, Planning and Sustainable Development Directorate (EPSDD)

### Territory Plan

The Suburban Land Agency's Mingle Community Development Program has supported the Age-Friendly City Plan through the following:

- Mingle responds to local communities needs and interests, through providing ongoing opportunities for all segments of the community to engage in free or low cost events, workshops and initiatives.
- The program values the experience and wisdom of older Canberrans by supporting older residents to lead initiatives such as Laughing Club and Card Games in Whitlam.
- Mingle supports Pedal Power's Bike Library in Taylor every Tuesday and the first Saturday of the month. This enables an opportunity for residents to stay engaged with their community and volunteer. Many attendees are retired or visiting grandparents.
- Mingle hosts a weekly dance and fitness group in Taylor, facilitated by Liz Lea as part of the BOLD Festival for people over 55 years supporting healthy active living.
- English conversation groups in both Taylor and Whitlam provide space and a hospitable environment to meet in order to build relationships across cultures. Groups are mostly attended by visiting grandparents of local residents. They are an important stepping stone toward fuller engagement in civic life and potential employment, volunteering, or other community activity.

### Curtin Dementia Village

A current development tender is in market for sale and delivery of the Curtin Dementia Village. A Place Development Brief informing the future of the site and guiding the developer was co-designed with dementia care experts, people with lived experience of dementia, their families and friends as well as local community. ACTHD has provided critical policy advice about similar Dementia Village models and key environmental aspects to inform the development obligations. There is a requirement that a community/public facing space is co-located with the Village.

Justice and Community Services Directorate (JACS)

ACT Civil and Administrative Tribunal

In late 2024, ACAT commenced guardianship hearings at the Canberra Hospital and North Canberra Hospital. These hearings support not only elderly people, but also people with a disability, intellectual disability and mental health issues.

### ACT Policing

ACT Policing participate in the Council on the Ageing Elder Abuse Network. The Elder Abuse Network Meets on a three-monthly basis to discuss trends current and emerging with the ACT and within specific agencies. Discussions include networking, referrals and current clients (anonymously) who come to specific agencies to assist with joint agency responses.

ACT Policing have developed an easy to use Next Of Kin Card (NOK) designed specifically to assist our older and vulnerable community members. The cards are designed to be simple and only hold specific information including the card holders:

- name
- nominated NOK's name
- nominated NOK's contact number.

ACT Policing members respond to a number of incidents involving older, frail and vulnerable members of the community who at times are unable to provide police with details of who to contact on their behalf if the need arises. These cards will assist emergency services to quickly contact a person's Next of Kin. Once the card is completed it should be placed in the card holder's wallet or purse for easy reference if required by police or emergency services. Information recorded on the cards is not kept by ACT Policing. The card becomes the responsibility of the holder once provided to that person. The NOK Cards are available at every ACT Police Station Front Office.

### ACT Emergency Services Agency

The ACT Emergency Services Agency (ESA) often engages with community members of all ages before, during and after emergencies to provide support when they need it most. This is particularly common with Canberra's elderly community, as they remain one of our most vulnerable stakeholders. As such, the ESA has a number of initiatives designed to support older persons to ensure they remain informed, connected, safe and prepared when emergencies occur.

These initiatives include:

- Access to a Dementia-friendly ACT Ambulance Service vehicle, which has incorporated the introduction of visual images, music to help calm patients, and sensory mitts patients can put their hands inside to distract and calm them;
- Free ambulance services for aged pension and health care concession card holders within the ACT;
- Free fire alarm installation and checks provided by ACT Fire and Rescue for vulnerable and elderly community members;
- Free gutter cleaning assistance (known as the Legacy Gutter Cleaning Program) available to widows/widowers of Australian Defence Force veterans residing in the ACT provided by ACT State Emergency Service volunteers in partnership with Legacy House; and
- Provision of 'emergency preparedness' community engagement and information sessions for retirement communities in the ACT, particularly in the lead up to the bushfire and storm seasons (assessed on a case-by-case basis by the ESA's Public Information & Engagement team).