

2020

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

AGE-FRIENDLY CITY PLAN 2020-2024 - OVERVIEW

**Presented by
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Minister for Seniors and Veterans
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HOW WE GOT HERE

According to the World Health Organisation, an age-friendly world:

... enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.

Since 2010, the ACT Government, with input from the Ministerial Advisory Council on Ageing, has been actively working to drive better support, connections and initiatives for older Canberrans across the areas of transport, infrastructure, health, justice and human rights.

In 2011, Canberra was accepted as a member of the World Health Organisation's Global Network of Age-Friendly Cities.

In 2018, older Canberrans participated in the *Age-Friendly City Survey*. Results revealed that older Canberrans have a high level of engagement with community and actively help and support family and friends. Almost all respondents indicated they had the information and support needed to stay healthy and connected.

However, results also indicated that we need to better value the experience and knowledge of older Canberrans, with nearly a third of respondents stating that they had been subject to age based discrimination.

With regard to housing, respondents indicated there is a need for more ground level, single storey, affordable housing options close to transport and amenities. In terms of transport, respondents spoke of the importance of readily available and accessible public transport and parking as well as safe walkways.

Taking into account these insights, in 2019 the ACT Government released *Age-Friendly Canberra - A Vision for Our City* (the Vision), which provided a foundation for our ongoing work to further develop Canberra as an age-friendly city.

The Vision outlined twelve principles across four focus areas:

- > Involved, connected and valued;
- > Safe, secure and free from abuse;
- > Information, services and supports which embrace diversity; and
- > A city for all ages.

The *Age-Friendly City Plan* should be read in conjunction with the Vision. The principles in the Vision provided the basis for the consultation forums that were held throughout 2019, which brought together community members and representatives of community agencies and government services to develop solutions to address the barriers that older people face.

The Plan seeks to further embed age-friendly approaches in future service design and delivery, and to address gaps in existing services and programs that were identified through the consultation process. It is designed to align with other key ACT Government Frameworks and with work at the national level. Further information about related ACT, national and international age-friendly programs are available on our website.

The *Age-Friendly City Plan* is organised under the same four focus areas as the Vision. Each focus area has designated outcomes, actions and indicators for achievement. It is holistic, intersecting across areas including health, public transport, human rights and planning.



AGE-FRIENDLY CITY PLAN 2020-2024



MINISTER'S FOREWORD

The Age-Friendly City Plan will guide the ACT Government over the next four years as we continue to work towards helping older Canberrans live their best lives. The Plan is guided by the principles outlined in Age-Friendly Canberra – A Vision for Our City.

Our older Canberrans are an asset for our city. We can all learn from their knowledge and experience, and they also make enormous contributions through caring for family and friends, volunteering and in advisory roles. In turn, we need to make sure older Canberrans are acknowledged and cared for, and that we adapt our services to suit their needs as their journey through life continues.

The focus of the Plan is on practical achievements that address the barriers older Canberrans have told us they face in living free from abuse, staying mobile and socially connected and accessing services. Implementation of actions relies on collaboration across the ACT Government, and also with our Commonwealth and state and territory counterparts, and with the community sector to achieve wide-ranging and holistic reforms. I am immensely proud of securing such commitment to improving the lives of some of our most vulnerable citizens.

I would like to thank the Ministerial Advisory Council on Ageing for the guidance and wisdom they have shown in the development of this Plan. I would also like to thank the community members and organisations who have participated in forums for their willingness to come together to tackle these issues.

We know that there are about 50,000 Canberrans aged 65 years and over, and that this number will continue to grow. Together, we can all contribute to the ongoing development of Canberra as an inclusive city that values the contributions, involvement and needs of older Canberrans.



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Minister for Seniors and Veterans

FOCUS AREA ONE: INVOLVED, CONNECTED AND VALUED

KEY DRIVERS/OUTCOMES

- > 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

ACTIONS

- > Promoting the achievements of older Canberrans through current award programs such as the Canberra Gold Awards and ACT Senior Australian of the Year
- > Increasing the number of intergenerational playgroups held across Canberra
- > Building the awareness of local business in supporting older Canberrans by piloting community events to foster social connection and sense of place
- > Promoting the whole of government flexible work policy to highlight employment opportunities for older Canberrans
- > Improving the volunteer administration system at Transport Canberra and City Services to better support volunteers, including older volunteers
- > Piloting a targeted campaign of local businesses to provide employment opportunities for older Canberrans
- > Improving the ACT Government's engagement and communication with older Canberrans by:
 - ensuring analysis of older Canberrans' needs are specified in ACT Government community consultation guidelines and frameworks
 - ensuring that a demographically representative sample of older Canberrans is recruited to the YourSay Community Panel
 - reflecting older Canberrans in government advertisements and communications

- > Developing baseline indicators that report on wellbeing outcomes for older Canberrans
- > Supporting the revitalisation of the Ngunnawal language

FOCUS AREA TWO: SAFE, SECURE AND FREE FROM ABUSE

KEY DRIVERS/OUTCOMES

- > 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

ACTIONS

- > 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
- > Considering ways to strengthen the powers of the ACT Civil and Administrative Tribunal (ACAT) in providing remedies and redress for the misuse of powers of attorney, and guardianship/financial management appointment
- > Amending record-keeping requirements under power of attorney legislation to ensure that requirements are consistent regardless of the capacity of the principal
- > Evaluating the changed attitudes and perceptions of the Canberra community to older Canberrans through YourSay Community Panel surveys
- > Running a broad inclusion and diversity social media awareness campaign including a focus on age discrimination
- > Piloting a series of e-learning modules for ACT Government employees on ageism awareness
- > Introducing legislation that makes elder abuse a criminal offence
- > Targeting promotion of the Home Safety Program for older Canberrans

FOCUS AREA THREE: INFORMATION, SERVICES AND SUPPORTS WHICH EMBRACE DIVERSITY

KEY DRIVERS/OUTCOMES

- > 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

ACTIONS

- > Promoting the Home Library Service to older Canberrans
- > Undertaking a feasibility study to explore the costing and options for developing regional community hubs that have an intergenerational focus
- > Piloting designated dementia-friendly spaces, including hosting dementia-friendly events, within ACT Government shopfronts and at major events across Canberra
- > Celebrating Canberra's rich language and cultural diversity through intergenerational Bilingual Story Times series
- > 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
- > Implementing a national code of conduct for non-registered health professionals
- > Implementing a strategy to support the mental health and wellbeing of older Canberrans
- > Undertaking targeted promotion of the Nature Prescriptions Program through allied health practitioner networks and ACT Health

FOCUS AREA FOUR: A CITY FOR ALL AGES

KEY DRIVERS/OUTCOMES

- > 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 people

ACTIONS

- > Using the Seniors Grant Program to support activities which occur in local outdoor community spaces
- > Promoting the benefits of the Seniors Card, particularly public transport concessions, to encourage increased uptake
- > Undertaking a review of community transport services to better support community needs, including those of older Canberrans
- > Continuing rollout of the Age Friendly Suburbs Program, including feedback and evaluation of its impact for Canberrans
- > 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
- > Undertaking a review of the Mobility Parking Permit Scheme and investigating parking provision requirements to inform future Government parking policy and management
- > Planning for future supply of a range of housing options to support ageing in place and diverse community needs
- > Reviewing homelessness services for gaps that may exist for older Canberrans as part of the 2021 homelessness service contract design phase

