

2021


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

Age-Friendly City Plan – Action Status Update (*Second Progress Report*)

**Presented by
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May 2022**

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 (Lead Directorate)	Measure	Progress to date	Process and Timeframe for Completion	Status
<p>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)</p>	<p>Increase promotion of and nominations for award programs</p>	<p>The achievements of older Canberrans continue to be celebrated via ACT Government communications channels, including web and social media. Posts celebrating the 2022 ACT Senior Australian of the Year, Valmai Dempsey, have performed well on ACT Government channels following her award in November 2021.</p> <p>Nominations targeted at older Canberrans are promoted via ACT Government channels (web and social media), across ACT Government Directorates (in particular the Community Services Directorate), and through stakeholder networks (including Legacy, Rotary, and other community organisations).</p> <p>Nominations for the Chief Minister’s Canberra Gold Awards have remained steady over the last couple of years, with the majority of these for older Canberrans. Nominations for the 2022 ACT Senior Australian of the Year Award were lower than previous years, however this was consistent with all categories of the Australian of the Year Awards and followed a trend Australia wide. The ACT Government will work closely with the National Australia Day Council (who own the awards) to ensure senior Australians are represented in their marketing for the award. The ACT Government will work closely with</p>	<p>Complete and ongoing. This action will continue to be implemented through ongoing encouragement of Older Canberrans to nominate for awards programs, and recipients will be recognised through ACT Government channels when appropriate.</p>	<p style="text-align: center;"></p>

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		community organisations and stakeholders to ensure the award is promoted to older Canberrans.		
Increase the number of intergenerational playgroups held across Canberra (CSD)	Growth in the number of intergenerational playgroups and attendees	<p>The impact of COVID-19 has been disruptive for playgroups and the organisation of intergenerational programs. CSD has, however, continued to support intergenerational initiatives through funding support for the ACT Children’s Week Committee and the Seniors Grants Program.</p> <p>CSD continues to provide specific funding and support to the ACT Children’s Week Committee for the organisation of intergenerational initiatives as part of the Children’s Week program of events. In 2021, 30 intergenerational events, with a particular emphasis on grandparents and older Canberrans, were organised as part of Children’s Week in October.</p> <p>CSD has also supported an intergenerational pen pal project and come and try fitness program combining classes for children and older people.</p>	CSD will continue to support intergenerational initiatives in the ACT community as a component of COVID-19 social recovery.	
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>CSD worked with local community organisations to host the World Elder Abuse Awareness Day expo (the WEAAD expo) in June 2021.</p> <p>The WEAAD expo took place in Weston Creek within the community and shopping precinct to target and engage older people, service providers and businesses in Cooleman Court and the Weston Creek Community Centre. In preparation for the expo, local businesses were invited to engage in the event through a diversity of ways and, critically, enhance their awareness and ability to support their older customers and clients who may be experiencing abuse.</p>	CSD will build on the success of the WEAAD expo to continue to build engagement and awareness on issues impacting older people within local community and business precincts.	

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<p>Pilot a targeted campaign of local businesses to provide employment opportunities for older Canberrans (CSD)</p>	<p>Roll out campaigns about the employment of older Canberrans. Increase the number of older Canberrans who are employed</p>	<p>This action is on hold due to the impacts of COVID-19 and the ACT Government’s primary objective to support local business and industry through the COVID-19 pandemic. The ACT Government has provided a range of supports for workers and businesses in response to the ongoing impacts of COVID-19.</p>	<p>As older people are one of the groups most affected by the impacts of COVID-19 on employment, this action will be a priority consideration in the social recovery.</p>	
<p>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, WOG)</p>	<p>Implement strategies for attraction and recognition of the contribution of older Canberrans within the ACTPS</p>	<p>The ACTPS is committed to supporting employees of all ages to have thriving and rewarding careers. Currently 9% of the ACTPS workforce are over 60 years of age. This has grown over the last decade from 8% in 2010-11. The 2021 ACTPS Employee Survey (the Survey) showed that older employees feel a stronger personal connection to the ACTPS than other groups and have higher than average satisfaction levels with their work. 46% of older employees indicated they wish to stay in the ACTPS for the next two years, with many people indicating that was so they could continue to work in a field of interest. 32% of older respondents to the Survey indicated they wished to retire in the next two years. In 2020-21, the most common reason for the over 60s to leave ACTPS employment was retirement. Retirement was the second most common reason (after resignation) for employees to leave the ACTPS. The ACTPS’s approach to flexible work supports older people to transition to retirement more easily than in the past. Provisions exist in the enterprise agreements in place across government, that specifically seek to provide older Canberrans with opportunities to continue working more</p>	<p>Updates to the Enterprise Agreement and policies are complete. Directorates continue to promote and monitor implementation.</p>	

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		<p>flexibly and/or transition to retirement in a manner that suits the individual.</p> <p>Supporting flexible work for older employees benefits the ACTPS and the individual by ensuring that important skills and knowledge are gradually transferred and not lost suddenly from key business areas.</p> <p>The COVID-19 pandemic was a key catalyst for the flexible work practices that the ACTPS was already implementing. In 2020, Directorates sought employee feedback on flexible ways of working. A positive response was signalled from employees who access flexible working arrangements and a clear desire was identified to continue flexible working wherever possible.</p> <p>Using this feedback, Strategic Board has progressed work to promote the purpose and operation of flexible working across six enabling domains: Physical spaces; tools and technology; employment framework; capability; behaviour; and organisational structures.</p> <p>Throughout 2021, the Head of Service has been regularly updating employees on the progress of initiatives under each of these domains and general support of flexible and hybrid working practices.</p> <p>In 2021, as part of the enterprise agreement bargaining process, an inter-directorate working group was established to provide a forum for dialogue and debate on employee flexible working options. Discussions with key stakeholders in the enterprise agreement bargaining process are enabling existing ACTPS Enterprise Agreement provision options to be further developed.</p> <p>An Australia and New Zealand School of Government (ANZSOG) research partnership was also publicly announced in 2021. The partnership between ANZSOG, the</p>		
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		<p>UNSW ADFA and the ACTPS will explore the impact of flexible working on the wellbeing and effectiveness of employees.</p> <p>Further, the ACTPS is exploring opportunities to refurbish vacant ACT Government office spaces in Belconnen and Tuggeranong to create flexi-offices. The flexi-office concept aims to provide ACTPS staff with the opportunity to work within their local residential area, providing benefits to work/life balance through reduced commutes, while also offering access to fully equipped flexible office environments.</p> <p>Within EPSDD, 132, or 14.8% of employees are aged 55 and over. Of these, 17 commenced employment with the ACT Government in the last 3 years. 5 people are aged 70 and over.</p> <p>EPSDD promotes flexible working arrangements with 10.6% of those people aged 55 and over working part-time arrangements.</p> <p>JACS has continued to support working from home arrangements and flexible work approaches during the ongoing Covid emergency, and will maintain them where possible to benefit employees requiring flexible work including older Canberrans.</p> <p>In 2019, TCCS developed an Employee Value Proposition Toolkit to promote the Directorate as an Employer of Choice in a competitive job market. The Directorate’s commitment to diversity and inclusion, as well as its range of professional opportunities, show job seekers that they can make a valuable contribution to our city at any stage of life or career.</p> <p>TCCS continues to implement a range of diversity and inclusion employment strategies. These strategies have</p>		
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▲ Work not commenced ● In progress ✓ Complete ■ On hold


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		<p>included the delivery of a ‘Best Practice Recruitment and Selection’ eLearning module, including a section on addressing unconscious bias. The module is a pre-requisite for attending a one-day face-to-face recruitment training course. In 2020-21, 185 staff took part in both the e-learning and face-to-face modules.</p> <p>With Canberra Health Services, the Home-Based Work procedure outlines the application process, responsibilities and implementation process of a home-based work arrangement.</p> <p>This procedure includes a Home-Based Work Health Safety Checklist to ensure all staff have a safe and suitable place to work under a home-based work arrangement.</p>		
<p>Improving the volunteer administration system at Transport Canberra and City Services to better support volunteers, including older volunteers (TCCS)</p>	<p>Increase the number of older Canberrans registering with Transport Canberra and City Services to volunteer</p>	<p>City Presentation Volunteer Program for Urban Parks and Places currently supports 66 active volunteer groups who have a passion or interest in conservation, presentation, and maintenance of Canberra’s many public urban open space areas. The groups provide an important opportunity for older Canberrans to become involved in land management issues that matter to them and offers social engagement, a sense of belonging and brings together peoples of all ages. The groups are supported by volunteer coordinators with additional resources brought online in 2021 .</p> <p>City Presentation has a parks and places volunteering portal where Canberrans are able to register and join an existing group or start their own. Canberrans who may have accessibility issues are able to liaise directly with a person to assist with the registration process. For those who want to go through the online registration, but aren’t confident the volunteer coordinator provides fact sheets and instructions to help them through the process.</p>	<p>Complete and ongoing. The Volunteer Gateway has been launched and will have ongoing application. The Urban Parks and Places Portal was implemented mid-2021. The work to encourage older Canberrans into volunteer roles, such as the Urban Parks and Places programs is ongoing.</p>	<p style="text-align: center;"></p>


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		<p>Managing the urban forest: Support for volunteer tree management groups continued through facilitation of 39 events across Canberra. These groups collectively planted 896 trees and undertook young tree maintenance, data collection for mapping, and minor pruning.</p> <p>In 2020-21, TCCS launched the inaugural TCCS Volunteers Handbook. TCCS also began to use the TCCS Volunteers Gateway, which significantly replaces paper forms in our volunteer administration. It enables automation of volunteer shifts and streamlines the recruitment of new volunteers. The system also improves our ability to manage and report on our volunteers' activities. Specialised user guides and FAQs have been developed for volunteers, as well as face to face support for those volunteers who require extra assistance.</p>		
<p>Improving the ACT Government's engagement and communication with older Canberrans by:</p> <ul style="list-style-type: none"> 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 	<p>Reflect older Canberrans in government advertisements and campaigns</p>	<p>Engagement Resources A whole of government resource for engaging with older Canberrans is being developed and will be presented for endorsement by July 2022.</p> <p>YourSay Panel Older Canberrans are active participants on the YourSay Panel. Panellists aged 55+ years are well represented on the Panel at 33% (55-64 years is 17%, 65-74 years is 12% and 75+ years is 4%) compared with Census population statistic from 2016 of 28%. Of that cohort, 53% identify as female and 45% as male. Panel members are spread out proportionally across the different regions of Canberra.</p>	<p>Ongoing. This work is in progress and on track.</p>	

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<p>recruited to the YourSay Community Panel</p> <ul style="list-style-type: none"> reflecting older Canberrans in government advertisements and communications <p>(CMTEDD)</p>		<p>Advertising & Campaigns</p> <p>Older Canberrans are regularly featured in Our Canberra and other forms of government communication. In supporting the government’s response to COVID-19, a number of public information campaigns have been produced which include elements featuring older Canberrans. These include Campaigns such as JobTrainer, COVID-19 and climate action communications. In many cases for COVID-19 communications an illustrative approach was taken to ensure it captured a range of age ranges easily. A number of materials have also been written in Easy Read English to assist in readability.</p>		
<p>Developing indicators that report on wellbeing outcomes for older Canberrans (CMTEDD)</p>	<p>Develop wellbeing indicators</p>	<p>Through the Wellbeing Framework, the ACT Government is committed to reporting on the wellbeing of older Canberrans.</p> <p>The Wellbeing Team is currently considering the best way to understand and report on the experience of older Canberrans. The focus is on how disaggregated data can gain insights at the indicator and domain level.</p> <p>The intention is to illustrate the similarities and differences between the experience of an ‘average’ Canberran and an older Canberran. The Wellbeing Team will share and use this data to inform and support government decision making and reporting. In time it will be shared with the Canberra community via the wellbeing website Home - ACT Wellbeing Framework.</p>	<p>The Wellbeing Team are planning to refresh the wellbeing dashboard during 2022. This includes:</p> <ul style="list-style-type: none"> Reviewing and updating existing data where updated datasets are available; Enhancing the insight and analytics capability on the website and dashboard; Within the one dashboard, add additional disaggregations where possible, including for specific groups such as older Canberrans; and 	

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			<ul style="list-style-type: none"> Support comparisons between the ACT and other jurisdictions. <p>Consultation with the Office for Seniors and Veterans, members of the community and external stakeholders will inform this refresh.</p>	
Supporting the revitalisation of the Ngunnawal language through a workshop for Ngunnawal elders and community and the production of recorded voice and video content for use by the ACTPS (CMTEDD)	Implement initiatives to support the revitalisation of the Ngunnawal language	Due to COVID-19 and the reallocation of communications resources to the government response, the delivery of these videos has been shifted to 2022.	Music to be recorded and added to video. Final approvals will be sought and videos ready to be shared with stakeholders mid-2022.	

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Focus Area Two: Safe, Secure and Free from Abuse				
<ul style="list-style-type: none"> • 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	Measure	Reporting	Timeframe and process for completion	Action Status
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	Following national stakeholder consultation, Commonwealth, State and Territory Attorney Generals have tasked officials to consider alternative models for the National Register of Enduring Powers of Attorney, and provide recommendations for law reform, for Attorneys-General consideration and agreement by the end of 2022.	Further advice will be provided to Attorneys General by the end of 2022.	
Consider 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 (JACS)	Engage the community about options to strengthen ACAT's powers to provide remedies and redress for misuse of powers of attorney, guardianship, and management of property orders	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 provide compensation and other remedies for misuse of substitute decision making powers.	Complete	

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<p>Amending record-keeping requirements under power of attorney legislation to ensure that requirements are consistent regardless of the capacity of the principal (JACS)</p>	<p>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</p>	<p>These amendments were made permanent in the <i>Justice and Community Safety Legislation Amendment ACT 2020</i>.</p>	<p>Complete</p>	
<p>Evaluating the changed attitudes and perceptions of the Canberra community to older Canberrans through YourSay Community Panel surveys (CMTEDD)</p>	<p>Monitor attitudes of the Canberra community towards older Canberrans through YourSay Community Panel surveys</p>	<p>No age-specific surveys have been undertaken, however YourSay Panel members are given the opportunity to complete all surveys which cover a range of topics from community priorities for government to light rail, to the Coat of Arms and, of course, COVID-19. Much of the past 18-24 months has focused on the impacts of COVID-19 on all Canberrans including those aged 55+ years.</p> <p>Analysis of data identifies any areas where older Canberrans may be differently impacted compared to other respondents (either positive or negatively) or where attitudes or behaviours differ or have changed over time, and these insights are provided to relevant business areas for appropriate action.</p>	<p>Ongoing</p>	
<p>Running a broad inclusion and diversity social media awareness</p>	<p>More Canberrans contact the Human Rights Commission</p>	<p>The HRC has undertaken specific print media and radio advertising regarding the rights of older people, rights regarding elder abuse and age discrimination. Public Service Announcements (PSAs) have been run on a regular</p>	<p>Complete and ongoing. The HRC will also continue to rollout campaigns and communications</p>	

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campaign including a focus on age discrimination (JACS, HRC)	(HRC) on age-related matters	basis on community radio in a number of community languages providing information about the complaints process, age discrimination and elder abuse.	to promote the human rights of older Canberrans.	
Pilot a series of e-learning modules for ACT Government employees on ageism awareness (CSD)	Deliver e-learning modules	CSD is in the process of developing materials to enhance awareness and understanding of ageism among ACT public servants.	Due to the disruption of COVID-19, work against this action has slowed, however CSD is planning to launch materials in 2022.	
Introducing legislation that makes elder abuse a criminal offence (JACS)	Introduce legislation that makes elder abuse an offence	This offence was introduced in the <i>Crimes (Offences Against Vulnerable People) Legislation Amendment Act 2020</i> . It 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	During 2020 five workshops have been conducted targeting older Canberrans.	Complete	



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Focus Area Three: Information, Services and Supports which Embrace Diversity				
<ul style="list-style-type: none"> 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	Measure	Reporting	Timeframe and process for completion	Action Status
Promoting the Home Library Service to older Canberrans (TCCS)	Increase promotion of the Home Library Service	<p>Libraries ACT provide a Home Library Service delivering collection items to people who are unable to physically visit a branch because of a disability, illness or limited mobility, and a range of digital resources. The percentage of the ACT population who are registered library members has increased from 41 per cent to 44 per cent in 2020-21.</p> <p>Due to COVID-19 restrictions and health advice, the Home Library Service was suspended for several months until the implementation of contactless delivery and collection by staff employed under the Jobs for Canberrans initiative.</p> <p>Mystery Box Mystery Box Project is a Libraries ACT trial project that started in July 2020 to support Canberrans affected by COVID-19 by delivering a hand-picked mystery selection of books to their homes.</p> <p>This project was supported by Jobs for Canberra with 15 new job opportunities providing the service.</p> <p>By the end of 2021, the service had 1700 customers, with the majority of customers located in Gungahlin, Belconnen, and Tuggeranong.</p>	<p>The Home Library Service is an ongoing library service.</p> <p>The trial Mystery Box delivery service ran until December 2021.</p>	

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		<p>The most popular genre for the boxes had been Children’s Picture Books.</p> <p>The Mystery Box also made fortnightly deliveries to Early Childhood and Child Care Centres across Canberra.</p> <p>The additional trial Mystery Box delivery service was extended from its previous end day of 30 June 2021 and had 10 full-time employees who have been recruited via the Jobs for Canberra initiative.</p>		
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	CSD, in partnership with the Ministerial Advisory Council on Ageing (MACA), is in the process of investigating the feasibility of supporting and promoting regional community hubs focussing on the social inclusion and participation of older Canberrans. This work is also exploring the role and function of community hubs in an increasingly digital world.	CSD will continue to work with the MACA on the possible options for delivery in relation to this action in 2022.	
Pilot designated dementia-friendly spaces, including hosting dementia-friendly events, within ACT Government shopfronts and at major events across Canberra (CMTEDD lead, WOG)	<p>ACT Government shop fronts become dementia-friendly and host dementia-friendly events.</p> <p>Provide dementia friendly spaces at major events across Canberra</p>	<p>All Access Canberra Service Centres are dementia friendly. Access Canberra engaged Dementia Australia to undertake an environmental review of Service Centres in October 2020. The review excluded the Gungahlin Service Centre as this review was previously completed in May 2018. Dementia Australia has noted that Access Canberra Service Centres scored well in each area of assessment, particularly in comparison to other organisations and businesses of a similar nature.</p> <p>The new Belconnen Service Centre was opened to the public on 17 January 2022. Dementia Australia have said,</p> <p><i>“I greatly commend Access Canberra on designing a well-considered centre with many features to ensure it is dementia-friendly, I particularly commend them on seeking to educate all staff on</i></p>	<p>Dementia training for Access Canberra staff planned for completion by 30 June 2022.</p> <p>Dementia Australia has reviewed all Access Canberra sites, with the last site reviewed in January 2022.</p> <p>CSD is planning to include dementia-friendly principles, as far as practicable, in the organisation of key events.</p> <p>The collaboration between Dementia Australia and Libraries ACT plans to be ongoing.</p>	


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		<p><i>how best to support a customer living with dementia.”</i></p> <p>Events ACT has identified dementia-friendly events as part of the events strategy for development in 2022. The first dementia-friendly event will be Floriade 2022.</p> <p>CMAG is developing a series of hands-on dementia workshops to be delivered in Autumn 2022.</p> <p>CMAG are upgrading the access ramp which leads to its Open Collections gallery, which is to be completed in 2022. Improvements include floor refinishing for greater visual contrast and installation of new handrails and tactile indicators</p> <p>In July 2021 the Gallery commissioned audio recordings produced by Access 2 Arts for the exhibition Ruth Lane-Poole, specifically to improve access for the vision impaired.</p> <p>The gallery has subsequently commenced professional development for staff, in the area of Audio Description, who will then apply these skills to projects both onsite in the Gallery and online.</p> <p>A collaboration and partnership between Libraries ACT and Dementia Australia has been initiated.</p> <p>Dementia Australia has already begun to visit locations to view Libraries ACT spaces (branches and Heritage). During this time, Dementia Australia have been invited to speak with staff in order to gain an understanding of the services and spaces we offer and can, in return, potentially offer advice in regards to how the space can be utilised in ways which benefit those with dementia, their families, and carers.</p>		
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		<p>Libraries ACT has requested training be disseminated by Dementia Australia for Libraries staff.</p> <p>CSD is investigating the application of dementia-friendly principles in the delivery of key events.</p> <p>The CHS Work Health and Safety Management System incorporates safety in design features to ensure CHS is inclusive of access and the use for persons with various disabilities such as physical, biomechanical, cognitive and psychological characteristics to work together with the needs and capabilities of the people involved.</p> <p>Safety in Design is a fundamental aspect of WHS risk management and a key focus area of the <i>CHS WHS Strategy 2018-2022</i>.</p>		
<p>Celebrating Canberra’s rich language and cultural diversity through intergenerational Bilingual Story Times series (TCCS)</p>	<p>Record the number of bilingual story times and participation at them</p>	<p>Bilingual Story Times</p> <ul style="list-style-type: none"> • Aimed at ages 5-8. • Libraries ACT have continued to help families and young people to learn more about different languages and cultures during COVID-19, by moving our Bilingual Story Times online. • Videos have been produced in the following languages: Urdu, Farsi, Tamil, Vietnamese, Mandarin, Cantonese, Thai, Hindi, Bangla, Arabic, Spanish, Indonesian. • Special videos to celebrate important cultural events such as Diwali and the Lunar New Year have also been created. <p>The ACT Heritage Library collected 10 digital stories by local Aboriginal and Torres Strait Islander people as part of an exhibition called The Art of the Story Circle: Ten Years</p>	<p>Complete and ongoing. TCCS will continue to deliver programs to celebrate Canberra’s rich language and cultural diversity and intergenerational connections.</p>	<p style="text-align: center;"></p>



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		Collaborating with Communities to Create Personal Stories.		
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	<p>Support activities and initiatives for LGBTIQ+ older Canberrans are undertaken through the Capital of Equality Grants Program. In past rounds several funded projects identified LGBTIQ+ older Canberrans as a target audience. This has included:</p> <ul style="list-style-type: none"> • Inter-generational digital storytelling project ‘Forward Together’: An inclusive digital storytelling workshop, film festival event and online publication that aims to foster inter-generational dialogue within Canberra’s LGBTIQ+ community and promote public understanding of the evolving challenges and diverse joys of living LGBTIQ+. • Stories from the ACT LGBTIQ+ Community: ‘A Community in Isolation’: Aims to highlight the experiences of LGBTIQ+ Youth and Adults in periods of social, emotional, and physical isolation. <p>Future rounds of the Capital of Equality Grants Program will consider supporting diverse LGBTIQ+ communities and individuals enabling specific projects for older Canberrans to be eligible for this funding.</p> <p>Issues that LGBTIQ+ older Canberrans experience are also represented through the work of the LGBTIQ+ Ministerial Advisory Council.</p>	Ongoing	
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	A Whole-of Government Working Group oversaw the analysis of two alternative policy options for implementing the National Code in the ACT in 2021.	The ACT Health Directorate (ACTHD) is continuing to collaborate with Chief Minister, Treasury and Economic Development Directorate and key	

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	for non-registered health professionals	Consultation with government and non-government key stakeholders has identified significant complexities in implementing the national code of conduct legislation within the established public sector regulation frameworks.	stakeholders, including unions, to comprehensively develop the regulatory frameworks required to implement the Code in the ACT within the 10 th Legislative Assembly. The Code is expected to be implemented in 2022.	
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	<p>The Older Persons Mental Health Community Team Model of Care which supports the Older Person’s Mental Health Strategy has undergone an extensive review. The model has been shaped by community consultation, evidence based research, benchmarking with other health jurisdictions and national headline documents, standards and laws.</p> <p>The Re-envisioning Older Person’s Mental Health and Wellbeing in the ACT Strategy 2022-2026 has been drafted through consultation with the community and through a working group. The documents review has been delayed over the second half of 2021 due to COVID-19.</p>	<p>The completed <i>Older Persons Mental Health Community Team Model of Care</i> was endorsed in 2021.</p> <p>The <i>Re-envisioning Older Person’s Mental health and Wellbeing in the ACT Strategy 2022-2026</i> is scheduled for review in 2022. and will be released afterwards and implementation will commence. (OMMHW)</p>	
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	Work has not-yet-commenced and options for implementation are being actively explored.	Options for implementation will continue to be reviewed in 2022.	


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Focus Area Four: A City for All Ages				
<ul style="list-style-type: none"> • 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	Measure	Reporting	Timeframe and process for completion	Action Status
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	The Seniors Grants Program guidelines now includes a targeted focus on, 'Projects that encourage older Canberrans to engage in activities in local outdoor community spaces, which support active, healthy living and reduce social isolation.'	Complete and ongoing. Work will continue to ensure future grant rounds attract and support projects for older Canberrans in outdoor spaces, in line with the amended guidelines.	✓
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>The introduction of an online Seniors Card application form in mid-2020 has enhanced access to this initiative. As at 14 November 2021, the number of applications received via the online is:</p> <ul style="list-style-type: none"> • 1 July 2020 – 30 June 2021 Total 10487 • 1 July 2021 – 14 November 2021 Total 2773 • Total applications received via the online form since introduction 13,260. <p>COTA ACT has actively promoted the Seniors Card, including through the launch of the 2021-23 Seniors Card</p>	Complete and ongoing. The introduction of an online Seniors Card form has enhanced increased uptake of the Seniors Card. Work to promote and enhance access to the Seniors Card will continue.	✓


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		<p>Discount Directory in 2021, resulting in 7245 new cardholders in 2021.</p> <p>CSD continues to promote the Seniors Card through a number of channels, including the Office for Seniors and Veterans newsletter.</p>		
<p>Undertaking a review of community transport services to better support community needs, including those of older Canberrans (TCCS)</p>	<p>Complete the review of community transport services and implement actions arising as a result of the review</p>	<p>Transport Canberra continues to provide the Flexible Bus Service which operates in five zones to help Canberra residents, such as the aged or people with mobility difficulty, to get from their home to local community locations such as hospitals, shopping centres and medical centres. The service is provided by a fleet of wheelchair accessible mini-buses. This service provided 12,926 passenger trips in 2020-21.</p> <p>The ACT Government is currently undertaking an evaluation of the Flexible Bus program, including feasibility study into a new on-demand model of delivery with the addition of a booking system to improve the ease and responsiveness of bus services for older Canberrans.</p> <p>The Aboriginal and Torres Strait Islander Community Bus provided 356 passengers with trips to local appointments, meetings, and social gatherings in 2020/21. Transport Canberra also provide a self-driven minibus for the Aboriginal and Torres Strait Islander community to travel locally and interstate to attend sporting events, community events and funerals. In 2020-21 37 trips were undertaken to various events.</p> <p>The program uses two mini-buses with one bus being wheelchair accessible. A community bus coordinator is available during office hours to assist with bookings, driving duties, and vehicle servicing. A self-drive option is also available, both during and outside normal business hours, providing access to the vehicles for volunteers</p>	<p>Ongoing</p>	

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		<p>wanting to transport groups to sporting or cultural events. The community bus service provided 3,434 passenger movements in 2020-2021.</p> <p>Light Rail The Light Rail Operator, CMET, continues to support older Canberran’s to feel safer and more comfortable accessing public transport.</p> <p>CMET Customer Service Officers (CSOs) are deployed across the light rail network during all operating hours and are available to assist and support light rail customers. Help points and hearing loops are located at every stop and onboard all Light Rail Vehicles (LRVs) which customers can easily access.</p> <p>CMET regularly engages with organisations such as Council on the Ageing (COTA) to ensure information and resourcing is aligned with community needs. A ‘Familiarisation Day’ is also held each year, with various Community Groups participating, including COTA, Senior Citizen Clubs, Probus and various retirement villages. These organisations are invited to a light rail stop where members have the opportunity to practice boarding and alighting from a stationary LRV. This provides a relaxed and safe environment to build confidence on and around the light rail with support from CSOs.</p>		
<p>Continuing rollout of the Age Friendly Suburbs Program, including feedback and evaluation of its impact for Canberrans (TCCS)</p>	<p>Continue roll-out of the Age Friendly Suburbs Program and measure the</p>	<p>Active travel The active travel infrastructure program continued to deliver improvements to the active travel network with new path connections and priority crossings along main community and local routes, delivery of wayfinding</p>	<p>Age Friendly Suburbs program 2021-2025:</p> <ul style="list-style-type: none"> • Planning and design work to be undertaken in 2021-22. • Construction of improvements scheduled to 	


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	<p>impact of the Program</p>	<p>signage, and ongoing delivery of the aged-friendly suburbs program.</p> <p>These improvements contribute to making a safer and more accessible path network for older Canberrans.</p> <p>Age Friendly suburbs 2021-25 Under the 2021-22 Better Infrastructure Fund program, \$2 million has been allocated over four years (2021-2025) to continue the Age Friendly Suburbs program.</p> <p>This program will deliver improvements to the active travel network in Reid, Scullin, O’Connor and Chifley to make the path network safer, more accessible and with improved amenity for older Canberrans. Upgrades will likely include new path connections, priority crossings, and wayfinding signage. Including installation of pedestrian crossing facilities or traffic calming devices on roads where there is a demand for crossing, particularly near aged care facilities.</p> <p>Delivery of the new 2021-22 Better Infrastructure Fund Age Friendly Suburbs program has commenced – planning and design consultancy engagement process.</p> <p>Works were completed in the first half of 2021 on new priority crossings on Bandjalong Crescent Aranda and on Luke Street Holt completing the 2020-21 Aged Friendly suburbs program.</p> <p>Community path network improvements program Currently maintenance of community paths is undertaken on a reactive basis and is based on the urgency and number of requests received and the age of infrastructure in some suburbs. The replacement of the aged paths has</p>	<p>commence in the 2022-23 Financial Year.</p>	
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		<p>been traditionally undertaken as part of a maintenance program.</p> <p>This new program will provide more attractive and viable connections to encourage elderly population to walk and cycle and better meeting local community needs. Outputs will include design and construction of selected community path network with ‘very poor’ condition ratings.</p> <p>This program will support local jobs by expanding the successful age friendly suburbs program to improve path networks and promote accessibility for older Canberrans.</p>		
<p>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)</p>	<p>Increase engagement and feedback from older Canberrans on required works and establish a body to oversee this function</p>	<p>Managing the urban forest</p> <p>In 2020-21, 755 public suggestions for tree planting locations were received through the YourSay interactive map and 921 trees were planted in response.</p> <p>In April 2021 a new pilot Street Forestry Program was launched, partnering with local communities to help grow and maintain the urban forest.</p> <p>The program aimed to assess if a targeted engagement involving education on the social, economic, and environmental value of street trees might result in better tree health outcomes in the future.</p> <p>Streets in Bonython, Florey, Kambah, Mawson, Ngunnawal, and Scullin were selected to participate in the program as they were identified as being vulnerable to heat due to low canopy cover. Residents in selected streets were engaged in a variety of ways including a dedicated program webpage, short surveys, pop-up information stalls, a webinar, and a voting process on tree species selection.</p> <p>During the engagement process, 1,163 residents in the selected streets received a letter, engagement survey, vote card, and follow-up evaluation survey. A total of 137</p>	<p>Feedback will be used to help inform future engagement with the community on tree planting.</p>	<p style="text-align: center;"></p>

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		<p>residents completed the engagement survey with 191 street tree vote cards received. Forty-six residents attended a pop-up information stand, eight residents attended the Street Forestry Program webinar, and 20 residents completed the follow-up evaluation survey.</p> <p>Key feedback received included:</p> <ul style="list-style-type: none"> • a general appreciation of trees by residents and the value they add to the local neighbourhood; • an understanding by residents that trees are highly beneficial for increasing shade and cooling, reducing carbon emissions, and adding to the attractiveness of suburbs; • over 60 per cent of survey respondents believing that street trees are very important for improving a suburb's resilience to climate change; and • the most common methods used by residents to care for their street trees were watering, pruning, and weeding. <p>Feedback will be used to help inform future engagement with the community on tree planting.</p> <p>Transport</p> <p>TCCS has established an Accessibility Reference Group (ARG) which involves diverse organisations representing older Canberrans, people with a disability and other stakeholders with an interest in improving the accessibility of public spaces, transport, city services and infrastructure. The Group provides input during design of programs and projects to ensure that accessibility is at the forefront of the process.</p>		
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Age-Friendly City Plan – Status of Actions (*Second Progress Report*)


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<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 new administrative arrangements following the 2020 ACT Elections, responsibility for parking policy has been transferred from EPSDD to TCCS.</i></p>	<p>Consider findings from the review of the Mobility Parking Permit Scheme to support accessibility and transport policy</p>	<p>Key stakeholder engagement and analysis of findings is due by mid-2022. Reporting and completion by end of 2022.</p>	<p>Program to commence in 2023.</p>	
<p>Planning for future supply of a range of housing options to support ageing in place and diverse community needs (CSD [ACT Housing])</p>	<p>Strategic planning identifies opportunities 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>	<p>The ACT Housing Strategy: Growing and Renewing Public Housing Program, sets a plan to guide the growth, renewal, and realignment of the Territory’s public housing stock over the coming years.</p> <p>Under the Program, we will see at least 1,000 existing public housing properties renewed and portfolio growth of at least 260 new dwellings. As far as practical and where site conditions permit, all new properties are designed and constructed to AS4299’s Class C adaptable standard or Liveable Housing Australia’s Gold level.</p> <p>Adaptable and Liveable Housing options enable a broader and more diverse range of potential tenants to live in the new homes, including older Canberrans, supporting tenants of all ages and abilities, and enabling aging in place, without costly modifications.</p> <p>Housing ACT recognises the importance of well-located housing options, particularly for older individuals and those with limited mobility. As such, the Program aims to</p>	<ul style="list-style-type: none"> • The Growing and Renewing Public Housing Program is currently in its third year, with work on approximately 80 per cent of the new homes underway, in various stages of the development pipeline (design, approvals, procurement, construction, etc.). • The Program aims to renew 1,000 existing properties and grow the portfolio by at least 260 new dwellings, by 30 June 2025. 	

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		<p>deliver new properties situated along public transport routes, and close to shopping and essential services.</p> <p>In addition to the dwellings delivered through the Growing and renewing program there are a number of additional housing initiatives supporting this action:</p> <p>Ningulangu (meaning ‘Belonging to home, place’) will provide 5 x two bedroom units for Aboriginal and Torres Strait Islander older persons in Dickson. This is the third development targeting this cohort.</p> <p>Common Ground Dickson will deliver 40 residential units (20 supportive and 20 affordable), with a mix of one, two and three-bedroom dwellings, as well as communal areas and on-site support services. The proposed cohort includes older women, single parents and families with children. All of the units have been designed to Class-C adaptable standards to enable people to age in place.</p>		
<p>Review homelessness services for gaps that may exist for older Canberrans as part of the 2021 homelessness service contract design phase (CSD [ACT Housing])</p>	<p>Address service system gaps during the 2021 homelessness service contract design phase</p>	<p>Ongoing quantitative and qualitative analysis is undertaken to assess needs and identify service gaps for homelessness services to inform the homelessness commissioning process.</p> <p>Whilst most of the findings apply to people of all ages, services did report specifically that:</p> <ul style="list-style-type: none"> • The impacts of the Covid-19 pandemic in 2021 have created an unknown inconsistency into the lives of many older people. Many old people have felt the harsh impact of isolation and exclusion from society and have been unsure where to turn. • Data analysis in 2020-21 indicated that for clients of all ages, long-term accommodation, transitional and short-term accommodation, mental health services, assistance for sustaining tenancy, health 	<ul style="list-style-type: none"> • Engagement activities with stakeholders will be implemented from January to June 2022 to better understand service needs and gaps. • Housing ACT will continue engaging with a wide range of stakeholders during the commissioning process in 2021-22 to assess needs and identify service gaps. These findings will be used to prioritise and design service system post 2023. 	

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		<p>and medical services are those services that have highest level of unmet needs.</p> <ul style="list-style-type: none"> • During 2019-20, the homelessness sector supported 294 older clients, accounting for approximately 7% of all clients (4,143 clients) 		
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In response to COVID-19, the following actions were undertaken across the ACT Government in 2021:

- The **ACT COVID-19 Disability Strategy** was enacted to ensure that people with disability, their families, carers and the disability sector are supported through the COVID-19 health emergency and during the post-emergency transition. This has included \$286, 000 in Respite Effect and Recovery Grants to support 816 people with disability and their families, and carers, to help relieve some of the challenges the community faced during lockdown.
- In response the increased pressure on Canberrans – including older Canberrans – during the COVID-19 pandemic, CSD has led emergency food relief efforts for those in crisis and without the financial means to purchase items. Food relief efforts have taken place through the re-activation of the **Canberra Relief Network** in August 2021 as well as through the provision of food and essential items to support individuals quarantining at home or at the Ragusa Quarantine Facility due to COVID-19. Additionally, over the course of the 2021 lockdown, COTA ACT ensured access to priority home delivery shopping for Seniors Card holders, underlining the benefits of the card to the community during a particularly challenging period.
- Over the last 18 months and in response to the latest outbreak, Housing ACT has been working closely with homelessness sector partners to continue to deliver essential services to all vulnerable in our community including older Canberrans. There are a number of initiatives to address the impact of COVID-19 for people of all ages including older Canberrans. These include:
 - **Winter Lodge** provides crisis and transitional accommodation for men experiencing or at risk of homelessness
 - **Mackillop House** program provides accommodation for women with and without children experiencing or at risk of homelessness
 - **Axial Housing** program provides long-term accommodation and wrap around support to rough sleepers.
 - **OneLink**, the central intake service, provides emergency accommodation in hotel/motel and support during lockdown and post lockdown periods to assist Canberrans who are experiencing or at risk of homelessness during or due to the COVID-19 pandemic.
- **Connect in Canberra Hub**: an online information hub to help Canberrans stay in the loop, keep connected, be part of the community and get assistance and support when needed.
- The fortnightly **Community Partner Bulletin** continued to provide community organisations and their members important information in a way that’s easy to use and share. It is being distributed to around 620 subscribers, including community health organisations, faith-based organisations and organisations which involve seniors. The fortnightly update is being used as another way to reach people in our community, particularly for those who may not regularly access mainstream media, social media and other internet-based sources.

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- During 2020-21, Transport Canberra delivered an **integrated public transport approach to COVID-19** across the bus and light rail network. Measures introduced included cashless travel to provide safe travel for customers. The [ACT Transport Recovery Plan](#) has also been released to help guide important work that will return public transport patronage to its pre-pandemic levels and keep patronage growing into the future.

Transport Canberra has also provided direct assistance in response to the pandemic. This has included:

- free public transport to members of the public travelling to an ACT Government mass vaccination clinic;
 - meeting repatriation flight passengers at Canberra Airport and taking them to quarantine locations;
 - providing a free shuttle bus service from the Canberra Airport Terminal bus stop to the mass vaccination clinic in Pialligo;
 - providing access to the AIS mass vaccination clinic via R9 diversion; and
 - an on-request community bus service to enable Aboriginal and Torres Strait Islander community members to attend vaccine appointments.
- **Slower Streets:** 2020-21 saw a continued reduction in travel demand due to the COVID-19 pandemic. However, in the same period, there has been increased interest in cycling and walking as forms of active travel. During 2021-22 an education and awareness campaign will be developed to harness this opportunity, assisting people to overcome barriers to walking and riding, in the first instance with a focus on short local trips, but also for work. Canberra’s suburban streets experienced a walking and cycling boom during the 2020 COVID-19 restrictions when more people were exercising and living locally in their local streets.

Slower Streets was a temporary initiative developed in partnership with walking and cycling groups and delivered by self-nominating residential organisations and networks. The initiative aimed to encourage people to slow down and look out for their neighbours. Slower Streets did not change speed limits but was an invitation to look out for each other.

Signs and basic guidance were provided on the placing of signage with residential communities installing the signs according to local circumstances and communicating with their neighbourhoods about the scheme.

Whilst Slower Streets was initially a response to COVID-19 restrictions, the initiative tapped into an underlying sentiment in communities to have more people-friendly streets and communities. By the end of 2020, 20 suburbs had become involved.

The trial of interactive smiley face speed responsive signs was expanded in 2020-21 and now includes sign footings at 23 residential streets with six portable signs rotated around these footings every three to four months. The selection of residential streets is based on a combination of current traffic data and community concerns.

- Libraries ACT Face to face public programs have continued to be impacted by COVID-19 however, in **2020-21 Libraries ACT:**
 - delivered online program formats, including Story Time and Giggle & Wiggle;
 - provided technical assistance through a Libraries ACT Digital Helpline to assist customers with online membership, e-resources access, basic computer problems, and advice on the smart, safe, and responsible use of digital tools;
 - promoted twelve local authors through conversations recorded under the title 'Read Local', making these available online;

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- shared children's stories by four local children's authors, through the Story Walks initiative;
- supported 217 book clubs, loaning 332 book sets, and made titles available in electronic formats to facilitate non-physical access to the collection;
- hosted three exhibitions at the ACT Heritage Library: 'The Art of the Story Circle', Brayshaw's Hut, and 'Enchant: Moments of Expression from the Humanitarian Settlement Program';
- participated in community events including Floriade Reimagined 2020, the 2021 Canberra and Region Heritage Festival, and Tracks to Reconciliation; and
- promoted and linked library resources with national events including Australian Reading Hour, National Simultaneous Storytime, National Science Week, Tree Week, International Mother Language Day, National Reconciliation Week, Refugee Week, and Harmony Day.

Additional initiatives in place across the ACT Government that benefited older people in 2021 include:

- Earlier in 2021 prior to the lockdown, the ACT Government provided funding for a range of initiatives to enhance the digital inclusion and support community connection of older people through the **Technology Upgrade Fund Grants Program** and the **Community Connections Grants**. These included:
 - \$42,875 to reinvigorate the Capital Region Community Services website with particular consideration given to seniors and users with a disability;
 - \$2,850 to Gordon Community Centre for a gentle exercise program for seniors;
 - \$3,000 for workshops for older Chinese Canberrans to learn digital skills and make cloth face masks;
 - \$2,032 towards a series of trapeze workshops for Canberrans over fifty years of age; and,
 - \$4,500 to HelpingACT towards activities including digital skills training for older and vulnerable community members.
- The **Demonstration Housing Project** is an ACT Government initiative to deliver and test innovative housing typologies not possible under current planning rules. Several of the Demonstration Housing proposals have the potential to benefit older Canberrans as one of the main aims of the developments is to allow the proponents to 'age in place' - that is, to stay in their suburb but in more suitable accommodation. The first Territory Plan Variation for small-scale co-housing in Ainslie has been approved, and several more draft Territory Plan Variations are anticipated to be released for public comment for Demonstration Housing Proposals in 2022. Further information can be found at <https://www.planning.act.gov.au/urban-renewal/demonstration-housing-project>.
- The **City Renewal Authority** focusses on the following to benefit older Canberrans:
 - Ensuring the revitalisation of the city's public realm and parks creates safe, attractive spaces and supports their use by a wide age range and demographic (for example the City Walk Upgrade);

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- Ensuring that community facilities are available and easily accessible to older people in the city centre (for example through the design of the new Haig Park Community Centre); and
- Encouraging diversity of dwelling types in city centre residential development projects.
- ACT Government funding enabled Palliative Care ACT to open **Leo's Place** to its first clients in January 2021. Leo's Place is a proof-of-concept, non-clinical facility that provides overnight and day respite for patients with a life-limiting illness, in a pleasant, home-like environment. This allows carers to have a short break, reducing carer isolation and fatigue. Leo's Place also provides support for carers such as access to advice, information, counselling, service navigation, financial advice, and access to wellbeing services.
- Libraries ACT actively support lifelong learning, connecting people to information, ideas, and practical skills. Various formats are used to support learning outside formal education pathways, with online and face-to-face programs delivered to the public.

● **Story Walks**

In January 2021, Libraries ACT launched Libraries ACT's first Summer Story Walk. The activity was promoted with the idea that reading and walking both have great health benefits and, the Story Walk combines these to create a walking route with a twist. Maps were available at Library branches and were also available to download. A webpage was developed to view the story stops and listen to the author reading each page aloud. The Story Walk received media attention and garnered a high response online, with 5,131 views spread across video coverage.

● **Waste Initiatives**

Green waste – This service remains popular with over 91,157 households opting in for the service, a take-up rate of 54 per cent. The contamination rate for 2020-21 is under 0.001 per cent, an outstanding result reflecting the commitment by residents to use their green bins correctly and shows how convenient this service is for residents. A Food Organics, Garden Organics (FOGO) trial is now underway in the suburbs of Belconnen, Bruce, Cook and Macquarie. FOGO helps residents in the pilot recycle food scraps along with garden waste in their FOGO bin. The FOGO bins are collected each week and processed into compost right here in Canberra.

Bulky Waste collection - This service continued to be a focus in 2020-21. Collections commenced in Gungahlin and Tuggeranong in July 2020 and in Belconnen in April 2021. Bulky waste collections are now available to all Canberra residents, making it easier for older Canberrans to remove larger waste items from their properties. All households are entitled to one free collection per financial year. In 2020-21, 5995 bulky waste collections were undertaken.

Bin assistance - ACT residents who live in a property where no one is physically able to take their bin(s) to the kerbside for collection due to chronic illness, frail age or disability can apply for bin assistance. On the scheduled collection day the collection contractor will retrieve the bin from the designated area, empty it, and return the bin to the designated area. This service is free for eligible residents.

● **Volunteering Case Study**

Having commenced in 2004, the volunteer dog walkers' program has provided exercise, socialisation, and enrichment for dogs at the Symonston shelter. Volunteers have helped by improving the quality of life for dogs, enhancing the scope for rehoming.

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Training for a new program commenced in October 2020 with an initial 17 volunteers. The program was reimaged using design thinking principles and practice including researching the approach of other facilities, mapping state processes, and co-designing the new program with staff and volunteers. Initial ideas and activities were tested and refined before the launch and Volunteering ACT was consulted to ensure best practice volunteer guidelines were incorporated.

The program has been relaunched with new processes including:

- enhanced dog selection and handover procedures;
- succinct volunteer role statements;
- online application and selection portal, and
- a new volunteer training program.

In March 2021, Domestic Animal Service undertook the second intake of volunteers into the new program. Interest in the program has exceeded expectations and helped expand volunteer numbers to 40, out of which 12 Volunteers are aged over 61. They remain the most consistent volunteers, contributed to an average of 16 - 20 hours a week and were the most prevalent attendees during our restricted lockdown program. In 2021 (to date) they provided mental and physical stimulation to over 820 times (approx. 420 hours of love and care). To put it into perspective, 44% of our dogs exercised by the volunteers in 2021 were by those aged 61 and above.