



## LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

### SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),  
Dr Marisa Paterson MLA

### QUESTION ON NOTICE

Nicole Lawder MLA: To ask the Assistant Minister for Families and Community Services

Ref: Community Services Directorate

In relation to: Age Friendly City Plan

Date (Question Lodged by Member): 30/08/2022

Date (Question Sent to DLO): 05/09/2022

1. **What monitoring has been conducted on the patronage of ACT Seniors Card Holders through MyWay data since the beginning of the Age Friendly City Plan?**
  - a. **Can you provide this data on notice?**
2. **Has a review been undertaken of the Mobility Parking Permit Scheme and if not, when will a review be undertaken?**
3. **What planning has been done for a future supply of housing options to support aging in place and diverse community needs?**
4. **What targeted promotion have you done of the Home Safety Program for Older Canberrans?**
5. **Has the ACT Government run a broad inclusion and diversity social media awareness campaign with a focus on age discrimination?**
  - a. **(If yes) When, how long did it last, what did it involve, how were the impacts measured, when is the next one.**
  - b. **(If no) Why not? When will you?**
6. **Since your update in May 2022, what progress has occurred on making Canberra a more dementia friendly city and have frontline ACT employees (such as bus drivers) been provided dementia-friendly training?**
  - a. **(If yes) Please provide a breakdown of the categories of frontline staff and what percentage have received the training to the committee.**
  - b. **(If no) When will frontline staff such as ACT bus drivers receive dementia friendly training?**
7. **Please outline where the work on making CMAG dementia friendly is up to, particularly in relation to the ramp.**

Minister Davidson: The answer to the Member's question is as follows: –

1. Transport Canberra is unable to monitor public transport patronage data specific to ACT Senior Card Holders, as some ACT Seniors Cards are only used for identification purposes and are not registered as MyWay Cards. No data is available in response to this question.

2. A review of the Mobility Parking Permit Scheme was undertaken in 2016. Following the review, new offences and increased existing penalties related to the Mobility Parking Permit Scheme were introduced, including increasing fines and penalties for parking in an accessible parking bay without a permit. There is no additional review planned.
3. In relation to public housing, the ACT Housing Strategy: Growing and Renewing Public Housing Program (the Program), sets a plan to guide the growth, renewal, and realignment of the Territory's public housing stock over the coming years.

Under the Program, at least 1,000 existing public housing properties will be renewed and portfolio growth of at least 400 new dwellings achieved. All new properties are designed to at least Liveable Housing Australia's Gold standard.

Adaptable and Liveable Housing options enable a broader range of potential tenants to live in the new homes, including older Canberrans, enabling aging in place, without costly modifications. Since the ACT Government commenced its program of large-scale public housing renewal in 2014, the Territory's supply of Adaptable housing options has increased by over 200 per cent, with over 600 new adaptable dwellings delivered in this time.

Additionally, there are a number of initiatives supporting this action:

- The ACT Government worked closely with the Aboriginal and Torres Strait Islander Elected Body to deliver 3 dedicated, long-term older persons accommodation complexes, comprising five Class C Adaptable dwellings on each site.
- Common Ground Dickson, due to be officially opened soon, delivers 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 the units have been designed to Class-C adaptable standards to enable people to age in place.

The Demonstration Housing Project is an example of EPSDD's planning for a future supply of housing options to support ageing in place and diverse community needs. The Demonstration Housing Project seeks to rethink how housing is designed and delivered in Canberra by working with proponents to showcase different housing ideas that are not permitted under current planning rules in a range of locations across the Territory.

In addition, two Demonstration Housing proposals have been designed specifically for people looking to downsize or 'age in place' in the suburbs they live:

- 'In Loco O'Connor', with three Liveable Housing Design Gold Level townhouses; and
- 'In Loco Forrest', with three Liveable Housing Design Gold Level townhouses.

Recently, Building Ministers agreed to changes to the National Construction Code (NCC) 2022 to include minimum accessibility provisions for residential housing and apartments in the NCC 2022, based on the Livable Housing Design Guidelines silver standards. The provisions will apply to all new class 1a (single dwellings) and class 2 (units/apartments) residential buildings. Changes include reducing steps where possible, more space in the bathroom, wider doorways and hallways, and providing for future adaptations through reinforcing to add grabrails. These requirements will become mandatory for new buildings from 1 October 2023. Ministers also agreed to publish a voluntary gold technical standard for accessible housing.

Under the Planning System Review and Reform Project, Territory Plan provisions are being considered, consistent with the Housing Choices Project, to increasing housing choices specifically to increase options for Canberrans to downsize in their local areas and for ageing in place.

Separate to the Planning System Review and Reform Project, Territory Plan variation V365 commenced in February 2022. This variation implemented elements of the Housing Choices Collaboration Hub recommendations numbers 5 and 7 by introducing new provisions into the Territory Plan for co-housing and updating existing provisions for boarding houses.

Specifically, V365 introduced a definition for Co-housing and for it occur in all residential zones, except the low density residential RZ1 zone. Co-housing is essentially a development with separate dwellings or private living areas, with some common/shared indoor components such as kitchens, living areas, bedrooms and laundries. Private living areas must each contain a bedroom and a bathroom as a minimum and may contain a kitchenette. The common/shared indoor components may be provided in a separate building.

Amendments were also made to the Territory Plan to better achieve the outcomes sought for boarding houses including limiting bedroom numbers in certain areas, consistent with the objectives of the various residential zones.

4. Key performance indicators for the delivery of the Home Safety Program (now known as the SafeHome Program) by SupportLink includes the promotion of home safety and security information at practical workshops delivered to at-risk or vulnerable community groups.

As reported in progress reports for the Age-Friendly City Plan, in 2020, the Justice and Community Safety Directorate conducted 5 workshops to promote to target older Canberrans to promote the Home Safety Program.

In 2021, SupportLink delivered and videoed an online workshop for the Council on Ageing (COTA) ACT, providing targeted promotion of the program and home safety information to older Canberrans.

More broadly, workshops are delivered to a variety of community and residents' groups, the membership of which includes older Canberrans.

Some of these activities have been limited by COVID-19 and lockdowns across 2021-22.

5. (a) Yes. The Discrimination, Health Services, Disability & Community Services Commissioner (the Commissioner) runs ongoing social media, print and community radio announcements promoting a safe, diverse and inclusive ACT community. These include specific promotions regarding safety for older people, people with disability and anti-racism messaging. Over 2020-21 and 2021-22, campaigns have run on Facebook and Twitter, in community print media and on community radio in a number of community languages. Community feedback has identified these strategies have been effective in promoting age discrimination and older person safety messages. Regular advertisements have been complemented by community information sessions, participation in community panels, and attendance and sponsorship at the COTA ACT Seniors Expo, to promote awareness of the protections available to older people regarding age discrimination and abuse, neglect or exploitation of older people in the ACT.

The impact and effectiveness of these campaigns is reflected in the increased number of age discrimination complaints received by the ACT Human Rights Commission, with an increased number of complaints regarding alleged elder abuse, an increased number of older people using the ACT Human Rights Commissions complaint processes across multiple jurisdictions, and increased awareness of the complaint pathways available for concerns regarding age discrimination and elder abuse in the ACT. These campaigns are ongoing.

6. A number of areas across ACT Government, including the Community Services Directorate and Events ACT, have identified dementia-friendly events as part of their events strategy and are committed to including dementia-friendly principles, as far as practicable, in the organisation of key events, with staff supported in how to deliver such events.

(a) Not all frontline ACT Government staff have received dementia-friendly training, although training has been delivered for all Access Canberra frontline staff. Access Canberra continue to provide training to new starters belonging to the following teams:

- Service Centres;
- Applications and Approvals team (operating in the Mitchell Land, Planning and Building Services Centre); and
- Land Titles Office.

The percentage of ACT Government frontline staff receiving training is not available.

(b) Discussions with directorates to take up dementia-friendly training are ongoing.

7. The Cultural Facilities Corporation, an independent body with a governing board, advises:

- In July 2021, CMAG commissioned audio recordings produced by Access 2 Arts for the Ruth Lane-Poole exhibition, specifically to improve access for vision impaired people.
- In September 2021, nominated CMAG staff undertook professional development in audio description of exhibitions.
- CMAG is working with Dementia Australia to provide dementia-friendly training to their staff.
- CMAG has completed the upgrade of the access ramp which leads to its Open Collections gallery. The improvements, informed by Eric Martin, who is an architect with expertise in accessibility, include floor refinishing for greater visual contrast and installation of new handrails.
- CMAG is also working on replacing the manual-opening ground floor gallery doors with automatic doors. Work has been delayed due to supply chain pressures across the building industry, with works anticipated in January 2023.
- Dementia Australia is completing a Dementia Friendly Communities Environment Audit Review and Report for the museum and gallery spaces.
- A series of Creative Dementia Workshops are being offered in the period September to November 2022.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature: *Emma Davidson*

Date: 9 September 2022

By Minister Davidson [Assistant Minister for Families and Community Services]

