

TIME TO BE LIVING WELL



Tasmanian Plan for Positive Ageing SECOND FIVE-YEAR PLAN

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Message from the Minister

Thank you to the many people who participated in the 2005 consultations with the Seniors Bureau and the Positive Ageing Consultative Committee on the development of this second *Tasmanian Plan for Positive Ageing*. Your willingness to draw upon your experience and share your views was of immeasurable value in formulating this plan.

You told us clearly at the community consultations that as older Tasmanians you want to be:

- healthy and happy
- independent and remain in your homes
- part of your community
- able to find the information you need to achieve these goals.

Many of you believe it is the *responsibility* of older Tasmanians to look after themselves as far as they can and it is their *right* to seek government and community support to help maintain their health, wellbeing and independence for as long as possible.

Access to information continued to be raised as a major issue for older Tasmanians, with many saying they weren't aware of the range of information available or that it's not readily accessible. For this reason information providers need to take into account people's different capacities and confidence in obtaining information.

The Positive Ageing Consultative Committee (PACC) has played a significant role in communicating key messages from the first *Tasmanian Plan for Positive Ageing*. PACC members have been a 'voice' for older Tasmanians and greatly assisted the Tasmanian Government's Seniors Bureau in the development of this plan.

The first *Tasmanian Plan for Positive Ageing* was developed as part of a national response to the United Nations International Year of Older Persons 1999. A key objective of the plan was to challenge traditional community expectations of growing older. This second plan aims to consolidate and support these changing expectations, and to build on the achievements of the first plan.

The State Government plays an essential role in the delivery of mainstream services and programs and in planning to meet future needs. However, a whole-of-community approach is needed to enable older Tasmanians to remain independent, healthy and socially connected. This goal can only be achieved by partnering with other service providers and the broader community.

All levels of government and the community have a critical role to play in providing the infrastructure and supports older people need to help them to maintain a healthy lifestyle and to cope with the effects of ageing.



Michelle O'Byrne

Minister for Community Development



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PART ONE

POSITIVE AGEING

Introduction

The world's population – and Tasmania's population – has never been 'old' before. The ageing of the population is a new phenomenon. In this respect, there is no precedent for where we are going.¹

Tasmania's population is ageing more rapidly than that in other parts of Australia, and the State continues to have a relative shortage of people in the 'child raising' age groups, and has a relatively low labour force participation rate.²

Demographic change is a pressing issue for Tasmania because:

- the population is ageing more rapidly than that of any other state or territory
- the State has the lowest labour force participation rate of any jurisdiction, increasing the vulnerability to the impact of any future decline in participation due to ageing
- Tasmanians are more reliant on Australian Government payments than most jurisdictions.

Tasmania has the second oldest population in Australia (after South Australia) with 18.4 per cent of its population aged 60 years and over. All regions in Tasmania have seen an increase in the number of older people over the past 10 years and this trend is expected to continue.

Currently the Tasmanian population is ageing at a faster rate than any other Australian state or territory, and now has the equal highest median age (39 years) with South Australia. Soon Tasmania's median age will be the highest, and remain the highest, of all the states and territories.³

The majority of population growth over the next 10 years is expected to occur in the older age groups. The rate of ageing is expected to peak between 2011 and 2021 when the 'baby boomer' generation (born between 1945 and 1965) will enter the 65 and over age group.

1 Seniors Bureau, Department of Premier and Cabinet, *All Ages, All Tasmanians Together, A Discussion Paper to Develop the Tasmanian Plan for Positive Ageing 2006-2011*, 2005, p.4.

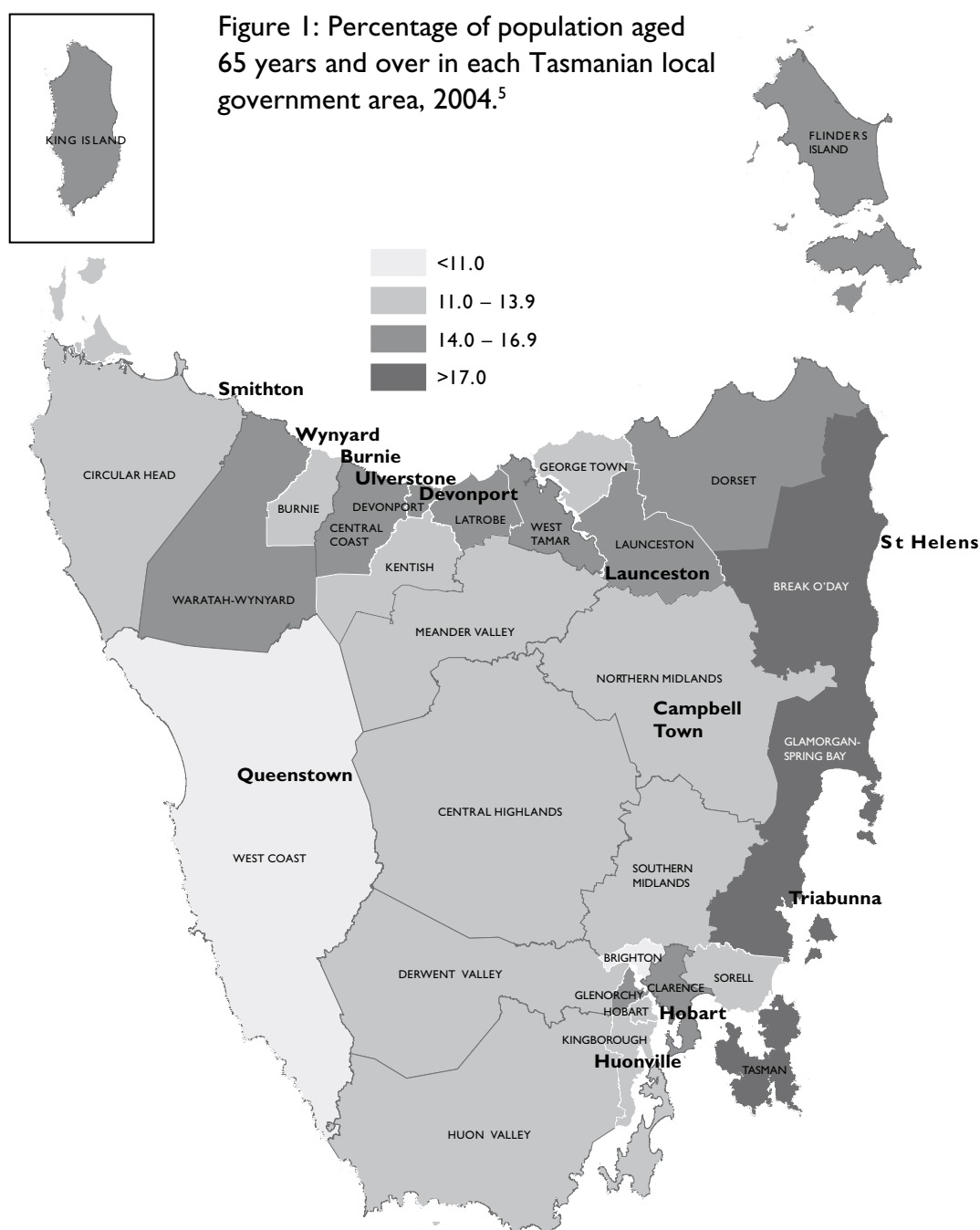
2 *2006-07 Tasmanian Budget at a Glance*, Department of Treasury and Finance, June 2006, p.5, www.treasury.tas.gov.au, accessed 1 February 2006.

3 Demographic Change Advisory Council, *Demographic Change in Tasmania: challenges and opportunities. Discussion Paper*, March 2007.



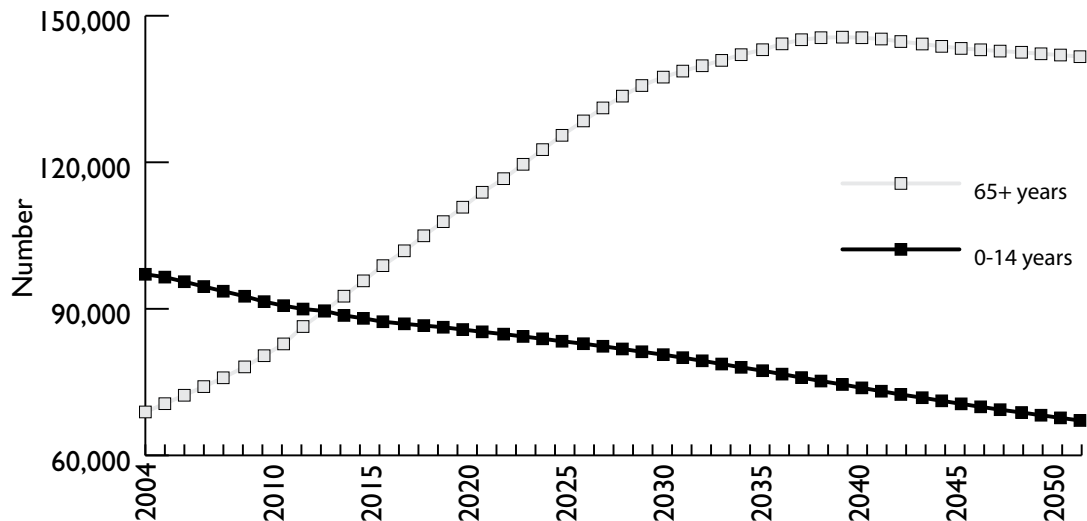
By 2019 Tasmania is expected to have the oldest population in Australia, with approximately one in every four people being 60 years and over.⁴

The number of Tasmanians aged 65 and over is projected to double from 70,400 (15 per cent of the total population) in 2005 to around 142,400 (31 per cent) by 2046. Within this group the number of Tasmanians aged 85 years and older is projected to increase from 7800 (1.6 per cent) in 2005 to about 32,800 (7 per cent) in 2046.



⁴ Tasmanian Plan for Positive Ageing Review, Submission, Department of Treasury and Finance using Australian Bureau of Statistics projections, 2006.

⁵ Natalie Jackson and Bruce Felmingham, *Population Ageing in Tasmania's Local Governments: A Community-Level Perspective*, University of Tasmania, 2005, p.20, http://www.taspop.tasbis.com/uploads/588/attachments/LGAT_report_final.pdf, accessed 1 February 2006.

Figure 2: Projected numbers aged 0-14 and 65+ years, 2004-2051, Tasmania⁶

Older people tend to participate less in the labour market than young adults, both in terms of being in the labour force and the hours they work. Tasmania's labour supply is expected to be lower in future years. After 2012, Australian Bureau of Statistics projections suggest the number of people entering the Tasmanian labour force will be less than the number of people leaving the labour force.

The ageing of the population will continue to present many opportunities and changes that call for recognition and planning. This plan seeks to provide a framework for all sectors of the community, not just government, to plan and work together to ensure the needs and contributions of older Tasmanians are recognised. A principal focus will be to ensure institutions, government services and community attitudes are geared towards enabling older Tasmanians to remain engaged and active in society while at the same time engaging and facilitating individuals, families and communities to identify and address the opportunities and challenges arising from an ageing population.⁷

The *Tasmanian Plan for Positive Ageing* forms part of the overarching response of the State Government to demographic change and the ageing of the population. Initiatives outlined in this plan will complement and support other whole-of-government and whole-of-community responses to the challenges and opportunities of demographic change, including:

- Tasmania *Together*, the community's 20-year social, environmental and economic plan for the State's development
- the work of the Demographic Change Advisory Council
- the directions outlined in the Tripartite Agreement for Population Ageing in Tasmania.⁸

Strategies and initiatives identified in *Live Life Get Moving, Tasmanian Physical Activity Plan 2005-2010* and the *Disability Framework for Action 2005-2010* will also play a significant role in shaping government and community responses to the ageing of the population.

⁶ Graph (Figure 2) provided courtesy Dr Natalie Jackson, University of Tasmania, Source: ABS (2005) Population Projections, Series B.

⁷ Tasmanian Plan for Positive Ageing Review, Submission, Department of Treasury and Finance, 2006.

⁸ For further detail on these initiatives see Part Two of this publication.

Our vision

The vision of both the first, and this, the second *Tasmanian Plan for Positive Ageing*, is to develop a Tasmanian society in which people of all ages are recognised and valued, treated with dignity and respect and encouraged to contribute their wealth of experience and skills.

The plan aims to:

- provide support for individuals to take a lifelong approach to their ageing
- facilitate links and initiatives across government agencies within the State to meet the needs of older Tasmanians
- encourage the community, including local government, business and community organisations, to provide opportunities for older Tasmanians to continue to participate in their community.

Tasmania will continue to work towards the vision of 'a society for all ages' proclaimed in 1999, the United Nations International Year of Older Persons, through the development and implementation of strategies that promote a positive approach to the challenges of an ageing population and plan for the effective use of its existing human, physical and financial resources. This plan seeks to maintain and maximise the control older Tasmanians have over their own lives as, well as recognising the benefits the ageing of the population can have across all sectors of the community.

The second *Tasmanian Plan for Positive Ageing* is not the only response to the ageing of the population or the impact of ageing on individuals, the community and the State. The plan forms part of a much larger framework for social and economic planning at the local, state and national level. For example:

- The State Government has introduced phased retirement as an option for public servants to help retain key employees and extend their working life. The Department of Economic Development promotes to industry the value of the phased retirement program in helping to reduce the impact of skills shortages in the Tasmanian economy; retaining skills and knowledge; and identifying and responding to the needs of both mature-age workers and older clients. Promotion of the program has had a significant impact in increasing employer and industry awareness of both the program itself, and an ageing workforce. Phased retirement has been included as an option in several local government enterprise bargaining agreements.
- The Department of Health and Human Services has released a *Policy Framework for Strengthening the Prevention and Management of Chronic Conditions*.⁹ While the impact of chronic disease in Tasmania will increase with the ageing of the population, the framework

⁹ Population Health, Department of Health and Human Services, *Strengthening the Prevention and Management of Chronic Conditions: Policy Framework 2005*, 2005.

is designed to guide the work of the department through a consistent and comprehensive approach to the improved prevention and management of chronic disease.

The *Tasmanian Plan for Positive Ageing* acknowledges each person's ageing will be shaped by their lifetime experience and their health, education and employment outcomes. The community's attitude to ageing will be the key factor for success. To be truly inclusive, the community needs to have a positive attitude to the challenges of an ageing population.¹⁰ In responding to the challenges and opportunities of an ageing population, the attitudes and actions of older Tasmanians will be just as crucial to success as the attitudes and actions of government, community and business.

What do we mean by positive ageing?

Positive ageing is also referred to as ageing well, successful ageing, or productive ageing. It is a lifestyle that individuals, government and the community need to promote so that, as we age, we are able to live our lives to the full. Older Tasmanians should have the opportunity to live happy, healthy, independent lives and maintain their connections to the community.

Researchers agree that only about 30 per cent of physical ageing can be traced to our genes. The rest is down to lifestyle...The influence of environmental factors on our health becomes more important, rather than less so, as we age.¹¹

The challenge in the 21st century will be to enable individuals to develop the capacity and tools to manage their lifestyle and choices in order to ensure they experience good health for as close to the total length of their lives as possible – by minimising the risks of physical decline and the period of morbidity at the end of life.

Based on the emerging research, the 2005 discussion paper *All Ages, All Tasmanians Together* identified the key factors that support successful ageing:

- for individuals to maintain a low risk of disease or disability
- for individuals to maintain an active body and mind
- for individuals to maintain a meaningful engagement with life.

The community and all levels of government have a key role to play in supporting successful ageing by working together to build age-friendly communities, through attention to the physical environment (transport, urban infrastructure, housing and accommodation) and the social environment (education, recreation, technology, safety and security, work and retirement). The 2005 community consultations for this plan demonstrated many older Tasmanians already lead engaged and connected lives and have embraced the opportunities of post-paid work.

¹⁰ Municipal Association of Victoria/COTA Local Government Positive Ageing Project Bass Coast Shire Council Final Project Report for Phase 1 Demonstration Grants, 2005, p.3, www.mav.asn.au, accessed 1 February 2006.

¹¹ Seniors Bureau, DPAC, *All Ages, All Tasmanians Together*, pp.11-12.

*I am 65 and, in spite of some health problems, am very active and have lots of interests. I think attitudes towards old age are very bad these days and need a drastic rethink. It's the best age to be and the longest!*¹²

*Most senior Tasmanians tell us that they still have something to offer; that they want to continue to work, to volunteer, to learn and contribute. They see themselves as vital cogs in the community and family life. They want to maintain their vitality and health for as long as possible and are prepared to put in an effort to achieve their goals.*¹³

Healthier eating and greater levels of physical activity, and the social engagement this often brings, will play a key role in addressing all of Australia's designated National Health Priority Areas – asthma, cancer, cardiovascular health, diabetes, injury prevention, mental health, arthritis and musculoskeletal conditions. Public health programs around the four key risk factors – tobacco use, diet, alcohol misuse and physical inactivity – are important in the prevention and management of many chronic conditions.¹⁴

Physical activity ranks second only to tobacco control among the most important factors in disease prevention in Australia, and the evidence for the positive links between physical activity and mental health are also growing.¹⁵ ***It is estimated physical inactivity contributes to more than 8000 deaths in Australia each year.***

In addition to the direct physical and mental health benefits for individuals, activities that promote positive ageing can provide important social, environmental and economic benefits to the broader community. The economic benefits of health promotion activities such as those targeted at increasing physical activity and improving nutrition are immense. For example:

- Health promotion programs to reduce coronary heart disease over the past 30 years in Australia have cost an estimated \$810 million but created estimated benefits of \$9.3 billion, predominantly through reductions in risk factors of smoking, cholesterol and blood pressure.
- Interventions that result in weight loss of five kilograms in all Australians who are overweight or obese could reduce the healthcare costs associated with type 2 diabetes and its complications alone by up to \$44 million per year.
- Appropriate diet and maintenance of healthy body weight could prevent 30–40 per cent of all cancers and thus save Australia about \$571–\$761 million per year in direct health system costs.¹⁶

12 Tasmanian Plan for Positive Ageing Community Consultations, Questionnaire response, 2005.

13 Tasmanian Plan for Positive Ageing Community Consultations, Submission, COTA National Seniors Policy Council (TAS), 2005.

14 Population Health, Department of Health and Human Services, *Evidence for Prevention of Chronic Diseases*, Tasmania, September 2005, www.dhhs.tas.gov.au/agency/pro/chronicdisease/index.php, accessed 1 February 2006.

15 B. Raphael, M. Schmolke, S. Wooding in 'Links between Mental and Physical Health and Illness', H. Herman, S. Saxena, S. R. Moodie (Eds) *Promoting Mental Health: Concepts, Emerging Evidence, Practice*. WHO, Geneva, 2004.

16 Population Health, Department of Health and Human Services, *Evidence for the Prevention of Chronic Disease*, 2005.

Over the next 40 years, the total expenditure on health care in Australia is predicted to increase from 10 per cent of gross domestic product (GDP) to between 16 and 20 per cent of GDP.¹⁷ Given that chronic aged-related conditions are behind much of this increase and these conditions currently account for 70 per cent of the national burden of disease, these types of health promotion programs are becoming increasingly important. Additional benefits of health promotion activities can also include increasing community connections, improving social networks, providing recreational enjoyment and reducing violence, urban traffic congestion and pollution.¹⁸

Key principles for positive ageing

Tasmania is an island community, unique for its natural and cultural environment, where people enjoy a prosperous lifestyle based on quality, creativity and opportunity.¹⁹

Positive attitudes to ageing and expectations of continuing productivity challenge the notion of older age as a time of retirement and withdrawal from society. The focus is on lifetime experience contributing to wellbeing in older age, and older age as a time for ongoing participation in society.²⁰

Positive ageing means to love, to work, to learn something we did not know yesterday and to enjoy the remaining precious moments with loved ones.²¹

The key principles outlined in the first *Tasmanian Plan for Positive Ageing* have underpinned the development of the second plan and will continue to be relevant in shaping the response of the Tasmanian community to population ageing. Ageing no longer implies a withdrawal from society. A 'society for all ages' calls for continuing participation in, and engagement with, the community. The strong message that emerged from the 600 consultation participants and 200 submissions was that a key plank of the second *Tasmanian Plan for Positive Ageing* should be a focus on the role of individuals, their families and community networks in ensuring successful responses to ageing and the need for strategies to support self-reliance. The key principles reflect this shift in the community's view on the importance of each individual's response to the challenges and opportunities of ageing.

17 Productivity Commission, *Review of National Competition Policy Reforms*, 2004.

18 Premier's Physical Activity Council, Department of Premier and Cabinet, *Get Moving Tasmania*, 2006.

19 Tasmania Together Progress Board, 'Vision', *Tasmania Together Revised 2020*, TAS, 2006, inside front cover.

20 Office for Senior Citizens, *New Zealand Positive Ageing Strategy Annual Report for 2005/2006 and Action Plan for 2006/2007, Towards a Society for All Ages, 2006/2007*, www.osc.govt.nz

21 G.Vaillant, *Ageing Well*, Melbourne, Scribe Publications, 2002, p.16.

KEY PRINCIPLES FOR POSITIVE AGEING

- *Ageing is a lifelong process.*
- *Positive ageing relies on the actions of individuals supported by their wider community, including business and government.*
- *Older Tasmanians have a right to have access to information that enables them to make informed choices and to be included in making decisions about their lives.*
- *Partnerships between individuals; communities, including businesses; and governments are essential in ensuring the planning and delivery of services for older Tasmanians.*
- *Older people's desire and capacity to participate fully and independently in community life is acknowledged.*
- *Older Tasmanians are not a homogenous group. The diverse needs, interests and abilities of older people from different cultural and socio-economic backgrounds are to be recognised.*
- *Intergenerational community participation and opportunities enhance positive ageing.*
- *The continuing contribution of older Tasmanians to our community is valued.*

While the theme of individual responsibility in ensuring successful ageing was clearly articulated during the consultations, many participants expressed frustration and confusion about the difficulties they experienced in gaining access to information about, and the resources or support needed to pursue, positive ageing activities. A recurring issue throughout the consultations was the identification of reliable information sources on health and wellbeing issues, and the difficulty caused by contradictory or competing messages.

There is an ongoing role for all levels of government in facilitating user-friendly information sources and in planning for information and service provision at the whole-of-government and whole-of-community level. Older Tasmanians need to be confident in using a range of approaches to obtain the information they require. Existing information services include:

- the Australian Government's CareLink, which provides information through shopfronts, over the phone and online
- ADCIS, the web-based Aged and Disability Care Information Service, maintained by the Council on the Ageing (Tasmania)
- the Australian Government's Seniors Portal, a web-based information service that is also published annually as the *Australian Government Directory of Services for Older People*.²²

22 See Part Five of this publication for contact details.

Who are older Tasmanians?

Older people are even more diverse than younger groups. They suffer more inequality, bigger differences in quality of life, physical and mental ability. They should stop being seen as a homogeneous body, but rather recognised as a heterogeneous group with many different cultural, gender, class and race sub-groups.²³

A key theme that emerged from the consultations was the increasing recognition of the crucial role of each and every Tasmanian in planning for, and enjoying the benefits of, a positive approach to ageing. In planning for an ageing population, we need to recognise that our experiences throughout life – health, education, employment and social – will all contribute to our wellbeing as we age. The statistical snapshot provides an indication of the diversity of life experiences of older Tasmanians.

Seniors in Tasmania – statistical snapshot²⁴

DEMOGRAPHICS

- At 30 June 2005, 95,665 Tasmanians were aged 60 years and over – 46 per cent were male and 54 per cent were female.
- The proportion of Tasmanians aged 60 years and over increased from 16.2 per cent in 1996 to 19.7 per cent in 2005.
- In 2001, 686 Aboriginal and Torres Strait Islanders identified as older people residing in Tasmania – comprising one per cent of all older Tasmanians. This is consistent with the national figure.
- The top three countries of birth for older Tasmanians born overseas are England, Scotland and The Netherlands.
- As at 2004, the life expectancy for Tasmanian men was 77.2 years and 82.1 years for women.
- In 2003, 71 per cent of Tasmanians aged 60 years and over had their main source of income from a government pension or allowance, 17 per cent from superannuation or other private income and 9 per cent from wages, salary or business income.

²³ Malcolm Dean, *Growing Older in the 21st Century*, Economic & Social Research Council, UK, 2003, p.6, www.esrc.ac.uk, accessed 1 February 2006.

²⁴ This data was compiled by the Australian Bureau of Statistics. Refer to the Bibliography for the ABS data sources used in compiling this profile.

RELATIONSHIPS (2001)

- 72 per cent of Tasmanian men aged 60 years and over were married, compared with 47 per cent of women.
- Significantly more senior women (40 per cent) identified as being widowed compared with 12 per cent of senior men.

EDUCATION (2001)

- Of the population aged 60 years and over, 35 per cent left school at year 8 or below (compared with 11 per cent of all Tasmanians), and 22 per cent had achieved year 12 or equivalent level (compared with 31 per cent of all Tasmanians).
- 30 per cent of men and 13 per cent of women aged 60 years and over had gained a non-school qualification.

WORKFORCE PARTICIPATION (2001)

- 6023 men and 3230 women aged 60 years and over were employed in the Tasmanian labour force.
- 30 per cent of people aged 60–64 years, 11 per cent of people aged 65–69 years and three per cent of people aged 70 years and over were employed.

HEALTH AND WELLBEING (2004-05)

- 36 per cent of Tasmanians aged 65 years and over reported their overall health as being excellent or very good, with 35 per cent reporting fair or poor health.
- 9 per cent of Tasmanians aged 65 years and over were smokers compared with 28 per cent of people aged 18–64 years.
- 45 per cent of Tasmanians aged 65 years and over were sedentary, 33 per cent did low-level exercise and 22 per cent did moderate or high-level exercise.
- In 2003, 48 per cent of all Tasmanians aged 65–74 years, 63 per cent aged 75–85 years and 73 per cent aged 85 years and over had some form of disability.
- The most common long-term conditions affecting Tasmanians aged 65 years and over were diseases of the eye, diseases of the musculoskeletal system and connective tissue and diseases of the circulatory system.

COMMUNITY PARTICIPATION

- In 2000, 14,800 Tasmanians aged 65 years and over participated in the unpaid workforce as volunteers, contributing an estimated 2.8 million hours annually.
- Over a three-month period in 2003, 92 per cent of Tasmanians aged 60 years and over had a visit from family or friends, 96 per cent had a phone call with family or friends, while 87 per cent visited relatives or friends themselves.

Differences in the experience of ageing

The experience of ageing may have distinct differences for older Tasmanians who have a disability, who come from an Aboriginal or culturally and linguistically diverse background, or who live in rural and regional areas.

PEOPLE WITH DISABILITY

In 2003, four per cent of men and six per cent of women in Tasmania aged over 60 reported they had disability that caused core activity limitations (communication, mobility and self-care).²⁵ The issues for adults ageing with long-term disability are similar in some ways to those for people without disability. However, people who have lived with disability most of their lives are likely to approach their older years from a very different position and with very different resources – financial, emotional and psychological.

For people who have lived with disability all or most of their lives, age-based stereotypes add further rationales for low levels of participation, and even exclusion, from the rest of society. This challenge requires whole-of-government cooperation with the disability sector to develop community-based responses. The *Disability Framework for Action 2005-2010* sets out the Government's vision for a fully inclusive society in which the lives of people with disability are valued and they are respected as equal members of our community, and provides a whole-of-government framework for Tasmanians with disability.²⁶

THE ABORIGINAL COMMUNITY

*Planning for retirement is a luxury that not many Aboriginal people enjoy because of limited employment and education opportunities. Most elderly Aboriginal people have never been in full-time employment, and survive on a fortnightly government benefit.*²⁷

As with other Aboriginal communities around the nation, the role of elders in the Tasmanian Aboriginal community is an important one. Elders are respected for their knowledge and leadership and they play an important role in educating the young. They are looked to within the community for advice and provide a vital link to the past.

PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

*Many times we were told of the difference it made when staff made the effort to learn just a few key phrases in the languages of their residents. To be told 'Good morning' in their own language often made the day for non-English speaking residents.*²⁸

25 Australian Bureau of Statistics, *Disability, Ageing and Carers, Australia: Disability and Long Term Health Conditions 2003*, Cat No. 4430.0.

26 Department of Premier and Cabinet, *Disability Framework for Action 2005-2010*, Tasmania, 2005.

27 Tasmanian Plan for Positive Ageing Community Consultations, Submission, Office of Aboriginal Affairs, Department of Premier and Cabinet, 2005.

28 Ibid. p.17.

People from culturally and linguistically diverse (CALD) backgrounds will require support in overcoming issues such as language, isolation, depression and the availability of culturally specific activities and workers who understand these needs. The community needs to be aware of the increased vulnerability felt by people from CALD backgrounds due to factors connected to cultural difference.²⁹ Older migrants often experience language difficulties and are at risk of losing their command and understanding of English as a result of stroke or dementia. This may lead to their social isolation given the small size of migrant communities in Tasmania and the increasing geographic mobility as families move interstate. Language loss may also mean that older migrants lose the ability to communicate with younger family members.

RURAL AND REGIONAL AREAS

*In isolated communities, lack of personal and community transport prevents people getting out of their home and joining in the social life of their town.*³⁰

*Loss of a driver's licence is the biggest social problem.*³¹

*The cost of fuel, registration and car ownership can be prohibitive for retirees. There is no public transport in the Dorset and Break O'Day municipalities. We have some community cars but we need better transport services for town and outlying districts.*³²

In 2004, over 17 per cent of the population in three local government areas (Break O'Day, Glamorgan-Spring Bay and Tasman) were aged over 65 years. In a further six northern municipalities, between 14 and 17 per cent of the population were over 65 years of age. Refer to Figure 1 on page 4.

Rural and regional participants in the consultation process reported concerns in relation to transport services, access to health and ancillary services, and the provision of community facilities. Concerns were also raised about the wellbeing of older Tasmanians in rural areas who experienced social isolation due to a range of factors such as household location, limited access to transport, bereavement and family members moving away from the district.

Social isolation – the emerging challenge

*Human beings are not meant to live solitary lives. Talking, touching and relating to others is essential for our wellbeing. These facts are not unique to children or to older men or women; they apply to all of us from birth to death.*³³

*Loneliness should be addressed, as it is a barrier to a healthy life.*³⁴

29 Multicultural Council of Tasmania Inc, *Power & Powerlessness. A Project Investigating Matters Affecting Residents from Culturally and Linguistically Diverse Backgrounds in Aged Care Facilities*, 2003, p.7.

30 Tasmanian Plan for Positive Ageing Community Consultations, Summary, Huonville participants, 2005.

31 Tasmanian Plan for Positive Ageing Community Consultations, Summary, Bicheno participants, 2005.

32 Tasmanian Plan for Positive Ageing Community Consultations, Summary, Scottsdale participants, 2005.

33 J W Rowe and R L Kahn, *Successful Ageing*, quoted in *Cross-Government Project to Reduce Social Isolation of Older People Interim Report Project Phases 1-3*, 2006, p.2, www.communities.qld.gov.au, accessed 1 February 2006.

34 Seniors Bureau, Department of Premier and Cabinet, *Plan for Positive Ageing 2006-2011 Summary of Consultations*, 2005, p.17.

[One of] the most vulnerable groups in our society...are the older people who are left alone without family or friends to look out for them. This includes women and men who have never married or those who have lost partners and have no siblings nearby. Government and community groups must develop more effective approaches to the identification of, and service delivery to, these people.³⁵

Older migrants who continue to have difficulties learning English may be at greater risk of social isolation in later life. Older migrants...may find it particularly difficult to locate suitable activities that allow them to remain socially active in their community. As a result, their choices to take greater responsibility for their own independence will be severely limited.³⁶

In recognising the diverse life experiences of older Tasmanians, it is necessary to acknowledge that not only will their life experience shape their attitudes to ageing, but that the absence of, or their withdrawal from, social networks will also have a major impact on their experience of ageing. The increasing level of community awareness and acceptance of positive ageing messages must also be accompanied by an understanding of the needs of those who experience social isolation because of personal, social, economic or geographic factors.

Research has shown that isolation is a powerful risk factor for poor health, that social support directly and positively affects health and that the presence of social support can reduce the health-related effects of ageing.³⁷

Social isolation was recognised as a major issue for many seniors in the Tasmanian community during the consultations. There was widespread acknowledgement of the importance of formal community support services and informal neighbourhood and intergenerational contact as a means of countering such isolation. However, given the complex causes of social isolation, participants were largely unable to articulate strategies to achieve these objectives. Community programs such as Eating with Friends, day centres, involvement in voluntary work, church groups and clubs were seen as important ways to address social isolation.

As a community we are only just beginning to understand the complex interplay of factors that can cause social isolation among older Tasmanians. For example, service providers are aware of elderly women who will stay awake throughout the night because of their fear of crime, and therefore need to sleep during the day. For some older Tasmanians with health issues, a visit from the community nurse or Meals on Wheels may be their only regular contact with the outside world.

Respondents to the consultations also identified the accessibility of transport services as a contributing factor to social isolation in both urban and rural areas. There is a need for more research to be undertaken in relation to the causes and effects of social isolation, in order to develop targeted initiatives to better support community participation among older Tasmanians.

35 Tasmanian Plan for Positive Ageing Community Consultations, Submission, Zonta Club Storm Bay, 2005.

36 Tasmanian Plan for Positive Ageing Review, Submission, Multicultural Tasmania, 2006.

37 Quoted in *All Ages, All Tasmanians Together*, p. 16.

Recent consultations in Queensland³⁸ identified the delicate balance of the protective factors that help a person to maintain social connection and the risk factors that increase the likelihood of social isolation.

Key factors influencing social isolation (Queensland, 2006):

Individual	Social	Community
<ul style="list-style-type: none">• Health• Financial status• Character traits• Gender• Time spent on one's own	<ul style="list-style-type: none">• Family networks• Social networks• Carer relationships	<ul style="list-style-type: none">• Social capital• Awareness of social opportunities, benefits, services and events• Transport• Ageism• Extent of social and service infrastructure for older people

Clearly, the protective factors (such as health, social networks, social capital and awareness) reiterate the core messages of positive ageing. However, a shortfall in any of these factors may increase a person's risk of experiencing social isolation.

38 Queensland Government, Department of Communities, *Cross-Government Project to Reduce Social Isolation of Older People – Interim Report Project Phases One to Three*, 2006, p.13, www.communities.qld.gov.au/seniors/isolation/consultation/summary_report.html, accessed 2 February 2007.

PART TWO

TASMANIAN GOVERNMENT – INITIATIVES IN SOCIAL POLICY

All levels of government and the Tasmanian community need to work together in order to ensure an age-friendly community that recognises the key roles of both the physical and social environment in supporting positive ageing. All levels of government have a role to play in facilitating user-friendly information sources and in planning for information and service delivery at the whole-of-government and whole-of-community level. The Tasmanian Government's positive ageing initiatives outlined in Part Three will contribute to the development of an age-friendly community.

Since the release of the first *Tasmanian Plan for Positive Ageing* there has been a range of social policy initiatives that supports a whole-of-community and whole-of-government approach to positive ageing:

- Tasmania *Together* and complementary policy frameworks
- expansion of the Local Government Partnership Agreement program
- negotiation and signing of the Tripartite Partnership Agreement for Population Ageing
- the establishment of the Demographic Change Advisory Council.

Tasmania *Together*

Launched in 2001, Tasmania *Together* is a plan developed by Tasmanians for Tasmanians. It outlines what we want for ourselves and our children by 2020 and measures our progress towards that vision. The first Five-Year Review of Tasmania *Together* was conducted over five months in late 2005 with extensive community consultation. The community's views formed the basis for refining the vision, goals and benchmarks of Tasmania *Together*.

Tasmania *Together* is:

- a 20-year social, economic and environmental plan for Tasmania
- a community-based vision for the State
- one vision, 12 goals³⁹ and 143 benchmarks that help shape government policy service delivery and budgets into the future

³⁹ See Appendix 5 for a listing of the Tasmania *Together* goals.



- closely linked to planning in the business and community sector
- monitored and promoted by an independent statutory authority, the Tasmania *Together* Progress Board, which is the guardian of the community's vision.

The benchmarks and goals of Tasmania *Together* lay the foundations for a community that is healthier, better educated, environmentally sustainable and more equitable. Together, the goals and benchmarks add up to a comprehensive framework for tackling the problems and achieving the aspirations of the Tasmanian community. The goals reflect the changing aspirations of the community particularly in relation to developing measurable targets for community connection, family cohesion, lifelong learning opportunities, healthy lifestyle/recreation and the provision of aged and disability care services.⁴⁰

The Tasmania *Together* goals and benchmarks have helped to inform the community consultations, working party deliberations and State Government agency responses to the development of the *Tasmanian Plan for Positive Ageing*. The agency initiatives detailed in Part Three are linked to the Tasmania *Together* goals.

Tasmania *Together* Goal 4⁴¹ states that the Government will “develop an approach to health and wellbeing that focuses on preventing poor health and encouraging healthy lifestyle”. In 2001, the Premier’s Physical Activity Council (PPAC) was established to provide a coordinated approach to addressing the issue of physical inactivity in Tasmania and to encourage Tasmanians to be active as a regular part of their lifestyle. In 2005, PPAC released *Live Life Get Moving: Tasmanian Physical Activity Plan 2005-2010*, which provides a framework for government and the community to work together to achieve the vision of a more active and healthy Tasmania. The *Disability Framework for Action 2005-2010: a whole-of-government framework for Tasmanians with disabilities* provides a comprehensive social justice approach to disability and strategies to achieve the vision of a Tasmanian society that highly values, and continually enhances, the full participation of people living with disability.⁴² The framework is referenced to six of the original Tasmania *Together* goals. The framework identifies several strategies to address the increased rates of disability arising from an ageing population, and acknowledges the impact of ageing on carers’ capacity to provide ongoing care and support.

Local Government Partnership Agreements

Tasmania has provided national leadership in its cooperative approach to major issues through the State and Local Government Partnership program, which was launched in December 1998. The aims of the program are to find better ways of serving Tasmanian communities, support

40 Tasmania *Together* Progress Board, *Tasmania Together Revised 2006 Recommendations to Parliament*, 2006, Post Five-Year Review Tasks. p.2 and p.8.

41 Formerly Tasmania *Together* Goal 5.

42 Aligned to original Tasmania *Together* Goals 1, 2, 6, 9, 12 and 13.

sustainable economic development, promote social and environmental outcomes and better coordinate service delivery to the community. All 29 Tasmanian councils are now involved in bilateral partnership agreements.

A partnership agreement sets out actions and timeframes that will be undertaken to address agreed key issues over a three-year period. Partnership agreements provide an agreed framework for action and have been successful in delivering positive outcomes for local communities.

The Seniors Bureau proposes the inclusion of a positive ageing schedule in all partnership agreements, and the provision of advice and support to council officers in the research, development and implementation of positive ageing plans. Positive ageing plans have been endorsed by five councils – Hobart City (2002), Northern Midlands (2003), Glamorgan-Spring Bay (2005), Burnie City (2006) and Clarence City (2007). The Latrobe, Sorell and Glenorchy City councils are currently developing positive ageing plans, while nine councils have also indicated their intention to develop plans during the formulation of their partnership agreements.

Tripartite Partnership Agreement for Population Ageing in Tasmania

[The Tripartite Agreement] recognises Councils' intimate knowledge of their communities and values the input that can be made at the local level. The Agreement is an acknowledgment that if we are going to meet [the challenges of an ageing population] we need to rethink policies and practices in land-use planning, road and streetscape design, transportation, public facilities, housing and provision of services.⁴³

In August 2006, the Australian Government, the State Government and the Local Government Association of Tasmania signed the Tripartite Partnership Agreement for Population Ageing with the following objectives:

- to deliver improved services from all spheres of government to the community for the care of older Tasmanians
- to improve living and community environments for older people living in Tasmania.

The tripartite agreement, which will be in place for three years, reflects the desire for improved cooperation between the Australian Government, the State Government and local government, to develop a genuine partnership for the health and wellbeing of ageing Tasmanians. The agreement includes a commitment to joint action by the three spheres of government to work cooperatively towards:

- better coordination and access to information

43 Speech by Cr Mike Gaffney, President Local Government Association, August 2006.

- improved planning of aged care services
- encouraging best practice and innovation in providing aged care services and accommodation.

The issues and actions identified in Schedule 1 (Improved Community Capacity) of the tripartite agreement reflect some of the key issues – community awareness and wellbeing – that were raised during the consultations.

In recognition of the need to enhance community understanding of the impact of population ageing and its impact on the community, the three levels of government agreed to:

- work together to increase awareness and understanding of population ageing in order to change community perceptions and to develop more positive attitudes towards the capacities and needs of older people and the ageing process
- identify opportunities for government agencies to support relevant peak bodies that represent consumer and provider interest to improve community access and support for older people in the community
- identify specific strategies to enable coordinated access to information for older people, acknowledging that the approaches will be different in urban and rural settings.

In recognition of the need to enhance physical, emotional and social wellbeing with a focus on reducing social isolation and to enable continuing quality of life for older people, the three levels of government agreed to:

- enhance intergenerational activity that improves connections across the generations
- enhance opportunities for ageing Tasmanians to participate in their community through coordinated access to transport services
- enable continuing support for older volunteers in the delivery of services
- promote activities and incentives for older volunteers in the delivery of services
- promote activities and incentives for younger volunteers to work with older people
- enhance awareness of healthy ageing and self-management of chronic conditions
- enhance and build upon current activities that enable older people to be and feel safe in their community.

Schedules 2 and 3 of the tripartite agreement relate to initiatives to enable better planning and delivery of services to older people and improving the planning and implementation processes for aged care services.

Demographic Change Advisory Council

In order to have strong communities we need to appreciate and understand the challenges and opportunities resulting from demographic change. As part of the 2006-07 Budget, Treasurer Michael Aird announced the establishment of the Demographic Change Advisory Council. The Treasurer chairs the council, and members include the Minister for Health and Human Services, the Minister for Education, the President of the Local Government Association of Tasmania and representatives from the peak business, union, community sector groups and the University of Tasmania.

The role of the council is to identify economic, social and fiscal implications arising from demographic change, and strategies to address them from a whole-of-Tasmania perspective. The council will assist the Tasmanian Government to plan for the opportunities and challenges of demographic change, such as the ageing of the population, a decrease in the size of the workforce, skill shortages and the geographic spread of the Tasmanian population.

The council released a discussion paper in March 2007, to be followed by issues and strategies papers scheduled for release in July and December 2007 respectively.⁴⁴

44 www.dcac.tas.gov.au



PART THREE

TASMANIAN GOVERNMENT INITIATIVES TO SUPPORT POSITIVE AGEING

The built environment has a critical impact on the mobility, independence and quality of life for older people – being able to get around and do the things you want to do, with the people you want to share your time with, is fundamental not only to physical health but also mental wellbeing and social equity.⁴⁵

One important lesson ... is the importance of the combination of smaller, less high-profile services – a post office, street lighting, refuse collection, street cleaning, libraries, local police officers as well as access to transport and voluntary groups in creating a good quality of life for older people.⁴⁶

A particular preoccupation, around the role of government in the lives of the older members of our community, was the problem of decentralisation and all it entails for equity of service delivery and access to amenities.⁴⁷

About the *Tasmanian Plan for Positive Ageing*

The *Tasmanian Plan for Positive Ageing: Second Five-Year Plan* provides a broad policy framework for actions by the Tasmanian Government, local government and individuals to support positive ageing. The second five-year plan also complements the *Tasmania Together* vision of participation and equal access for all Tasmanians.

Within the vision of *Tasmania Together* are goals that seek to ensure:

- a reasonable lifestyle and standard of living for all Tasmanians (Goal 1)
- confident, friendly and safe communities (Goal 2)
- high quality education and training for lifelong learning and a skilled workforce (Goal 3)
- active, healthy Tasmanians with access to quality and affordable health care services (Goal 4)

⁴⁵ Speech by Cr Mike Gaffney, President Local Government Association, August 2006.

⁴⁶ Malcolm Dean, *Growing Older in the 21st Century*, p.7.

⁴⁷ Seniors Bureau, *Plan for Positive Ageing 2006-2011, Summary of Consultations*, p.11.

- vibrant, inclusive and growing communities where people feel valued and connected (Goal 5)
- open and accountable government that listens and plans for a shared future (Goal 8)
- increased work opportunities for all Tasmanians (Goal 9).

In developing this plan, the key role of business and community organisations was acknowledged by their significant input into the consultations and the deliberations of the specialist working parties convened by the PACC and the Seniors Bureau. While the second *Tasmanian Plan for Positive Ageing* does not seek to provide detailed strategies for community and business responses to the challenges of an ageing population, it seeks to inform public opinion and to provide a level of awareness of the issues and context in which considered approaches will be developed.⁴⁸

The *Tasmanian Plan for Positive Ageing 2000–2005* contained 85 positive ageing initiatives, including:

- enactment of anti-discrimination legislation prohibiting discrimination on the basis of age
- abolition of the compulsory retirement age under the *State Service Act 2000* (effective March 2001) and the implementation of phased-in retirement in the State Service from January 2005
- publication of the *Parks for all People* booklet to provide information about easily accessible national parks and reserves – a 20 per cent discount on park entry fees was also granted to Seniors Card holders
- promotion of sport and recreation programs for older people by the Department of Economic Development
- measures to encourage and support older drivers to drive safely included delivery of older driver safety education courses to over 1 000 people and the distribution of over 30,000 copies of the *Older Driver Handbook*
- expansion of community housing units for older people
- provision of free home fire safety audits and smoke alarms for needy older people and people with disabilities through Project Wake Up!
- publication of the *Safe and Secure Living* booklet to provide information about safety programs and issues
- implementation of strategies to address fear of crime and community safety in Hobart and Glenorchy
- revision of the *Appetite for Life* manual and *Eating with Friends* kit to provide ongoing nutrition education. Eating with Friends established 19 groups to bring people together to promote nutrition, and the Community Nutrition Unit has provided support to community nurses and the Council of the Ageing (COTA) peer education program.

⁴⁸ The *Tasmanian Plan for Positive Ageing 2000–2005* included a wide range of suggestions of ways in which businesses and community groups could support positive ageing. The plan can be accessed at www.seniors.tas.gov.au, February 2007.

TASMANIAN GOVERNMENT INITIATIVES

The plan does not seek to provide an exhaustive list of all the services provided by the State Government to older Tasmanians, but to present agency initiatives intended to support and promote positive ageing in line with the findings from the community consultations and the discussions of the specialist working groups.

An age-friendly community is one in which the broad environment is supportive and enables older people to develop and maintain strong community ties and to participate at a level of their choosing. To be involved in the community helps older people to stay physically active, maintain social links and stay mentally and emotionally healthy.⁴⁹

Nothing about us without us – we ask to be heard despite our diminishments. It's not always fun getting older, but a sense of humour and altruism [helps].⁵⁰

Tasmanian Government Agency acronyms (as at June 2007)

Department of Economic Development	DED
Department of Education	DoE
Department of Health and Human Services	DHHS
Department of Infrastructure, Energy and Resources	DIER
Department of Justice	DoJ
Department of Police and Emergency Management	DPEM
Department of Premier and Cabinet	DPAC
Department of Primary Industries and Water	DPIW
Department of Tourism, Arts and the Environment	DTAE
Department of Treasury and Finance	Treasury

⁴⁹ Seniors Bureau, *All Ages, All Tasmanians Together*, p.19.

⁵⁰ Dr Sheila Given AM, Paper presented to Tasmanian Ageing Well Research Network Positive Ageing Symposium, UTAS, September 2006.

PHYSICAL ENVIRONMENT

Transport

Tasmania Together Goal 1: A reasonable lifestyle and standard of living for all Tasmanians

Standard 1 To ensure that all Tasmanians have the economic capacity to enjoy a reasonable standard of living and access to basic services.

Indicator 1.7 Transport accessibility.

The community view

As with the *Tasmanian Plan for Positive Ageing 2000-2005*, access to transport remained one of the highest priority issues identified in the consultations. The consultations took place against a backdrop of rising fuel prices, and a number of respondents highlighted the difficulty of running a car on a fixed income, particularly in rural areas. Many people cited the need for accessible public transport; expanded evening and weekend services; and flexible and doorstopper type services. There was strong support for the expansion of volunteer driver and community transport programs.

The Tasmanian Government will:

- a) Review and enhance the administration of the Transport Access Scheme (TAS). The continued growth of the scheme, and the expanded availability of wheelchair accessible taxis, will provide a wider benefit to older Tasmanians as will the overall emphasis on the introduction of accessible vehicles.
- b) Review the delivery of core passenger services. The review, which commenced in 2004-05, is a three-year project to broadly examine the delivery of all core passenger services (urban, regional and school) within Tasmania. The review will benefit users, communities and operators and ensure value for money from the substantial government funding dedicated to the delivery of these bus services. One issue that has emerged during the review's consultative process is the opportunity to provide expanded access to school bus services in outlying areas in order to assist other residents who have difficulty accessing transport services. The review is scheduled to deliver its recommendations in 2007.
- c) Develop proposals to ensure full and equitable access to public transport. The Rural Transport Solutions Project aims to ensure access to essential services is made available to as many Tasmanians as possible through the cooperative use of existing resources that include community vehicles, buses and taxis.

DIER

Urban infrastructure

Tasmania Together Goal 2: Confident, friendly and safe communities

Standard 1 To support safe and responsible behaviour and ensure that community facilities and spaces, transport systems, workplaces and private homes are, and are perceived to be, safe environments.

<p>The community view</p> <p>Respondents to the consultations frequently identified local solutions – older people living in regional centres referred to the need for more pedestrian crossings and the installation of traffic lights on major roads. Respondents cited the need to provide more public seating, ramps, handrails and improved street lighting.</p>	
<p>The Tasmanian Government will:</p> <ul style="list-style-type: none"> a) Work with local government to ensure resource management planning system objectives are embraced in strategic plans and ultimately within the local statutory planning schemes. b) Promote the use of best practice guidelines such as the Tasmanian Code for Residential Development (TASCORD), which includes suggestions on 'liveable communities' – neighbourhood design, transport, recreation and community safety issues – that are of benefit to all age groups in the community. c) Continue to provide local government with information on programs that are the responsibility of other agencies, such as Affordable Housing (DHHS), Integrated Land Use and Transport (DIER) and Community Safety through Environmental Design (DPEM). 	<p>DoJ</p> <p>Land Use Planning</p>
<ul style="list-style-type: none"> d) Improve physical access to the Tasmanian courts through improved access routes, signage and facilities for the hearing impaired. 	<p>DoJ</p>

Housing and accommodation

Tasmania Together Goal 2: Confident, friendly and safe communities

Standard 1 To support safe and responsible behaviour and ensure that community facilities and spaces, transport systems, workplaces and private homes are, and are perceived to be, safe environments.

The community view

Increased innovation in the provision of cluster or villa style housing for older people, and the placement of these types of developments in areas close to services and transport were key issues identified during the consultations. Participants also wanted to see assistance provided for home modifications to suit the needs of owners as they aged and access to affordable assistance with minor household repairs (changing light globes and tap washers, or upgrading home security).

The Tasmanian Government will:

- a) Work towards best practice in housing policy and design to meet the needs of a wide range of clients, including older Tasmanians.
- b) Continue to investigate the housing needs of low-income, older Tasmanians in order to inform the development of innovative housing options.
- c) Provide information on housing options for older Tasmanians on the Housing Tasmania website, at its service centres and through the *Community Chat* newsletter.

DHHS
Housing
Tasmania

SOCIAL ENVIRONMENT

Community attitudes

Tasmania Together Goal 5: Vibrant, inclusive and growing communities where people feel valued and connected

Standard 1 Tasmania has inclusive and supportive communities.

Standard 3 Recognise and value the many contributions that volunteers and unpaid workers can – and do – make to their community.

Indicator 3.1 Per capita voluntary participation in community and service activities in a 12-month period.

The community view

A clear message from consultation participants was that they believed they had much to offer their communities in a range of settings including as volunteers, mentors, employees and as participants in community life. Some participants were concerned by negativity about the ageing population. On the whole, they were keen to explore the options for intergenerational activities and to continue to engage with their communities. It was clear many had valued the opportunity to be involved in programs in local schools.

The Tasmanian Government will:	
a) Promote greater community understanding of the effects of ageing through <i>Age: Coming to a body near you</i> , a publication released by the Office of the Anti-Discrimination Commissioner during Human Rights Week in December 2006.	DoJ Anti-Discrimination Commission
b) Acknowledge the role older Tasmanian women have played, and continue to play, at a local, state, national and international level and preserve their stories through the Tasmanian Honour Roll of Women.	DPAC Women Tasmania
c) Produce an information sheet on culturally and linguistically diverse older Tasmanians.	DPAC Multicultural Tasmania and Seniors Bureau
d) Continue to increase understanding of the concept of positive ageing through the marketing of the Seniors Card program and maintain a high level of awareness of the program among older Tasmanians and the business community.	DPAC Seniors Bureau
e) Assist seniors' organisations, community groups and local government to promote successful ageing messages and activities within local communities, through an annual small grants program.	
f) Promote successful ageing strategies and the <i>Tasmanian Plan for Positive Ageing</i> through placement of articles in regional papers and newsletters produced by State Government agencies and instrumentalities and local government.	
g) Recommend the inclusion of a positive ageing schedule in all bilateral and regional negotiations on local government partnership agreements and assist Tasmanian councils in the development of positive ageing plans.	
h) Develop strategies to increase awareness of demographic changes and their impacts on sport, recreation and physical activity participation.	DED Sport and Recreation Tasmania
i) Include issues identified by older people from culturally and linguistically diverse backgrounds into cultural sensitivity sessions conducted by Multicultural Tasmania, or organisations funded by Multicultural Tasmania, as appropriate.	DPAC Multicultural Tasmania

Education and technology

Adults with hobbies that exercise the brain are 2.5 times less likely to have Alzheimer's disease. The most important thing middle aged adults can do to enjoy cognitive health in their later life is to commit to making mental vitality a routine part of each day.⁵¹

[We need the service providers such as] Telstra to run groups for seniors in language that they can understand. [We need] to recognise that technology can help to reduce social isolation amongst seniors. [We need] more accessible, informal and non-threatening classes presented in a social atmosphere.⁵²

The Huon LINC concept should be adopted more widely – one-stop shops should be established.⁵³

Tasmania Together Goal 3: High-quality education and training for lifelong learning and a skilled workforce

Standard 2 Support improved levels of community literacy.

Standard 3 Access to and participation in lifelong learning that is responsive to individual and community needs.

The community view

Many consultation participants identified themselves as members of the National Seniors Association, University of the Third Age (U3A) and clubs including Probus, Jollity and Golden Years. Tasmania's network of 66 Online Access Centres has continued to grow in popularity as a source of community engagement, learning and volunteering opportunities.

The *All Ages, All Tasmanians Together* discussion paper asked what help older Tasmanians needed in order to take full advantage of new and emerging technologies. Many participants wanted additional assistance for older Tasmanians and people with disability – such as simplified and tailored instructions on the basics of using mobile phones, setting up DVD players, accessing the internet and the use of ATMs and B-PAY facilities. There was a range of views as to who should provide this training – telecommunications providers, retailers, councils, libraries, Adult Education and TAFE. Some participants suggested one-on-one models such as peer mentoring through U3A or younger people providing support through 'buddy' systems.

51 Alzheimer's Australia, *Mind your Mind. A User's Guide to Dementia Risk Reduction*, 2006, pp.4-5.

52 Response to 'What can be done to help older people take full advantage of the new technology?' in *Plan for Positive Ageing 2006-2011 Summary of Consultations*, 2005, pp.37-38.

53 Tasmanian Plan for Positive Ageing Community Consultations, Summary, Huonville participants, 2005. See Part Four for more information on the Huon LINC, a regional model for providing social space, community and vocational learning opportunities, library and information services and volunteering opportunities.

<p>The Tasmanian Government will:</p> <p>a) Develop a policy and strategy framework for the delivery of enhanced library services targeting Tasmanians aged 50 and over.</p> <p>b) Continue to host Seniors Week events in Online Access Centres and at major libraries.</p>	<p>DoE</p> <p>Tasmanian Communities Online and Library and Information Services</p>
<p>c) The Community Knowledge Network is designed to enhance lifelong learning opportunities for all Tasmanians by more closely aligning the programs and services of the State Library of Tasmania, the Online Access Centre network, Adult Education and the Archives Office of Tasmania. This model will draw on the strengths of these networks to find new and collaborative ways to address community learning, literacy and information needs, particularly in rural and regional Tasmania.⁵⁴</p>	<p>DoE</p>
<p>d) Continue to provide targeted services – audiobooks and the Home Library Service – for older Tasmanians with disability or mobility problems.</p>	<p>DoE</p> <p>State Library of Tasmania</p>
<p>e) Provide training for older Tasmanians through the network of 66 community Online Access Centres.</p> <p>f) Offer volunteering opportunities for older Tasmanians in Online Access Centres, and recognise their contribution through the provision of free training.</p>	<p>DoE</p> <p>Tasmanian Communities Online</p>
<p>g) Provide a broad range of Adult Education courses targeting mature-age people, and designed to meet the specific learning needs of older Tasmanians.</p> <p>h) Offer statewide, targeted Adult Education courses for older Tasmanians during Seniors Week.</p> <p>i) Provide ongoing administrative and infrastructure support to School for Seniors (South) in delivery of seminars.</p> <p>j) Provide ongoing support to U3A groups at Clarence and Kingston and School for Seniors (Launceston) in their delivery of courses.</p>	<p>DoE</p> <p>Adult Education</p>
<p>k) Investigate, implement and document effective e-learning support strategies required to help participants (unemployed people over the age of 45 and sole parents) to complete a Certificate II in Business.</p>	<p>DoE</p>
<p>l) Continue to provide regular public awareness presentations to community groups representing older Tasmanians.</p>	<p>DoJ</p> <p>Office of Consumer Affairs and Fair Trading</p>

54 Media release by Minister for Education, Tasmania, 13 November 2006.

m) Improve service delivery for Seniors Card holders through an upgraded database, which will enable an increased range of services to be provided through Service Tasmania telephone services and shops.	DPAC Seniors Bureau
n) Implement, in partnership with local government, Club-Wise, a training and education program initiated by Sport and Recreation Tasmania for club volunteers in the sport and recreation sector.	DED Sport and Recreation Tasmania

Recreation and community participation

Tasmania Together Goal 5: Vibrant, inclusive and growing communities where people feel valued and connected

Standard 3 Recognise and value the many contributions that volunteer and unpaid workers can – and do – make to their community.

Indicator 3.1 Per capita voluntary participation in community and service activities in a 12-month period.

Indicator 3.2 Primary carers devoting more than 20 hours per week to care.

The community view

Consultation participants, perhaps because of their interest in positive ageing issues, reported a high level of involvement in, and awareness of, the volunteering and recreation opportunities for older Tasmanians. There was strong support for Seniors Week (held 1-7 October each year), although some participants expressed concern about the range of activities offered. Many participants wanted to ensure that encouragement to get active and involved in the arts and volunteering was supported by programs and resources available in the community. They also wanted to enjoy activities in accessible and safe environments.

The Tasmanian Government will:

- | | |
|---|------------------------|
| <ul style="list-style-type: none"> a) Develop strategies to identify and increase the awareness of the impact of social isolation on older Tasmanians and seek opportunities to partner with government and non-government bodies on targeted initiatives. b) Promote and coordinate Seniors Week in Tasmania through enhanced distribution strategies to reach older Tasmanians, with a particular focus on reaching socially isolated seniors. Explore opportunities to diversify the range of activities on offer. c) Promote participation by a wide range of State Government agencies and businesses in the delivery of activities and services during Seniors Week. | DPAC
Seniors Bureau |
|---|------------------------|

d) Enable the participation in cultural and recreational activities of older Tasmanians with disability who require attendant care through the Companion Card program.	DPAC Disability Bureau
e) Provide older Tasmanians with volunteering opportunities in libraries that have an intergenerational focus such as reading aloud to children.	DoE State Library of Tasmania
f) Explore a strategy designed to encourage older Tasmanians to share their personal stories of Tasmania through volunteer programs with the Tasmanian Visitor Information Network Centres.	DTAE Tourism Tasmania
g) Develop and deliver a range of programs to maintain the wellbeing of older Tasmanians through targeted strategies which: <ul style="list-style-type: none"> • encourage them to maintain a connection with horticulture, gardening and related activities • provide structured volunteering opportunities that encourage light exercise, social interaction, intellectual stimulation and incorporate accredited training • provide opportunities to record their stories as a cultural heritage resource • encourage participation via special access programs. 	DTAE Royal Tasmanian Botanical Gardens
h) Ensure Royal Tasmanian Botanical Gardens infrastructure and services effectively meet the needs of older people – such as easy access pathways.	
i) Develop tourism programs specifically catering for older people.	
j) Continue to improve access to facilities and services in areas managed by the Parks and Wildlife Service, including track improvements.	DTAE Parks and Wildlife Service
k) Raise awareness of the locations and products available for older Tasmanians and people with disabilities through publications such as <i>Parks for all People</i> and increased use of images of older Tasmanians enjoying a range of parks and reserves in Tasmania.	
l) Provide support to projects that increase participation by older Tasmanians in sport, recreation and physical activity.	DED Sport and Recreation Tasmania
m) Produce and distribute booklets promoting sport, recreation and physical activity opportunities for older Tasmanians.	
n) Work with local government and a range of organisations to ensure the provision of facilities, services and programs that meet the sport, recreation and physical activity needs of older Tasmanians.	DED Sport and Recreation Tasmania and Premier's Physical Activity Council

- o) Explore strategies to promote the participation of older Tasmanians in the arts and to establish a cost-effective and sustainable approach for arts venues to reach older audiences, in particular:
- promote the publication of targeted information addressing concerns on transport, personal security, ease of access and companionship
 - a targeted campaign to increase volunteering in cultural organisations
 - produce an information pack for cultural organisations on strategies to attract (and retain) older volunteers.

DTAE
Arts Tasmania

Safety and security

Tasmania Together Goal 2: Confident, friendly and safe communities

Standard 1 To support safe and responsible behaviour and ensure that community facilities and spaces, transport systems, workplaces and private homes are, and are perceived to be, safe environments.

Indicator 1.2 Percentage of people who feel safe at home.

Indicator 1.3 Percentage of people who feel safe in public spaces.

The community view

A frequently expressed view during the consultations was the need to recover or maintain a sense of community and these observations were often linked to the need for public security and respect. Some participants were vocal in stating their views on the need for more police officers, increased police protection, harsher penalties for offenders and improved street lighting. As noted in Part One, fear of crime can be a significant factor contributing to social isolation. Government assistance with home security, personal alarms and older driver training were seen as desirable, as was a stronger sense of community and the provision of neighbourhood support.

The Tasmanian Government will:

Continue to implement and support a range of strategies to educate older Tasmanians about crime prevention and community safety issues. The strategies are designed to provide information and support to older Tasmanians whether or not they have been a victim of crime. Several strategies have been specifically targeted at older persons as data and research indicates a higher level of 'fear of crime' within this demographic group.

DPEM

- a) Project Samaritan – provides an information kit and advice for victims of burglary and aims to decrease the risk of repeat burglaries.
- b) Older Victims of Crime Visitation Service – Community Policing Officers provide a follow-up service for older victims of crime including referral to support services and home security assessments.
- c) Crime prevention groups such as Neighbourhood Watch and Bush Watch – raise awareness of crime prevention and community safety and have a high level of involvement and commitment from older Tasmanians.
- d) Operation Dead Latch – provides the opportunity for victims of crime aged 65 and over to have dead latches supplied and fitted free to their homes. Launched in 2006, Operation Dead Latch is a partnership between Tasmania Police, Neighbourhood Watch, the Crime Prevention and Community Safety Council and a private security business.
- e) *Safe and Secure Living* handbook – the Crime Prevention and Community Safety Council and Council on the Ageing (Tasmania) (COTA (Tas)) worked together on the revision of the *Safe and Secure Living* handbook and presentation kit, which was released in September 2006. The handbook provides security and safety information specifically targeted at an older audience and includes contemporary crime and safety issues (e.g. scams and fraud) that have arisen from advances in technology. From early 2007, Community Policing Officers and COTA (Tas) Peer Educators will focus on delivering presentations to seniors groups statewide.
- f) Assigned Aged Care Liaison Officers within the Western and Northern Districts Commands – act as a resource for older people living in aged care and independent living facilities providing information, advice and a regular presence that may act as a deterrent to criminal activity. The initiative has been well received and the department will encourage the adoption of this initiative across all commands.
- g) Provide advice on Crime Prevention Through Environmental Design (CPTED) principles to the residential and business community to assist in building community capacity to accommodate an ageing population.
- h) Work with the media on an ongoing basis to influence appropriate and responsible reporting of crime and to proactively seek opportunities to decrease 'fear of crime' perceptions among older people in the community.

DPEM

<p>i) Expand opportunities for the recruitment of Tasmanian retirees as volunteers for community road safety projects (including acting as supervisory drivers for learners and presenters at older driver seminars).</p> <p>j) Consider the needs of vulnerable road users including older pedestrians when sponsoring projects or undertaking operational activities, including ensuring compliance with the <i>Disability Discrimination Act 1992</i> at road crossings, pram ramps, pedestrian refuges, audio tactile pedestrian signal crossings, and the provision of sufficient timings at traffic signals.</p> <p>k) Address the road safety of older pedestrians through the Community Road Safety Partnerships program – A Step in the Right Direction – developed in conjunction with COTA (Tas), which comprises a workshop and supportive resources for older pedestrians.</p> <p>l) Continue to expand the delivery of the Older Drivers' seminar program to all regions of Tasmania by utilising education and community networks, such as senior citizens' organisations, service clubs, RSL groups, sporting clubs and TAFE Tasmania.</p> <p>m) Continue pro-active driver licensing programs that help reduce the risks and improve the safety of older drivers (e.g. through the provision of printed material).</p>	DIER
<p>n) Continue to conduct investigations into, and monitor, key areas where older consumers are vulnerable and provide priority assistance to older Tasmanians if they feel unable to deal with a complaint themselves.</p>	DoJ Office of Consumer Affairs and Fair Trading
<p>o) Develop a policy for the security and safety of older people in public housing.</p>	DHHS Housing Tasmania
<p>p) Present comprehensive seminars, in collaboration with the Public Trustee, on financial abuse issues to providers of aged and community care services in Tasmania.</p>	DoJ Guardianship & Administration Board
<p>q) Continue to explore options to extend the Safe at Home program to include other familial, household and carer relationships.</p>	DoJ
<p>r) Examine and progress options for improving the protection of older people in Tasmania in line with the commitment made by all key participants at the Elder Abuse Summit convened by Aged Care Services Tasmania.</p>	DPAC

s) Support the development of a whole-of-government approach to the issue of elder abuse. Promote awareness of elder abuse within the community through consultation processes and presentations at aged and community care industry forums.	DPEM
t) Increase awareness of the recommendations and findings of the Multicultural Council of Tasmania's <i>Power and Powerlessness</i> Forum (2003) among broader community and aged care service providers as they relate to the needs of older Tasmanians from culturally and linguistically diverse backgrounds.	DPAC Multicultural Tasmania

Working life

Tasmania Together Goal 9: Increased work opportunities for all Tasmanians

Standard 2 To promote fair workplaces.

Indicator 2.1 Proportion of employees who have flexible work arrangements.

The community view

Many participants identified the need for employers and workplaces to recognise that older workers have a lot to offer in terms of their experience, knowledge and commitment. They identified the need for flexible workplaces that take account of the needs of older workers through provision of part-time work and phased-in retirement programs. Some participants expressed disappointment at being unable to secure or retain paid employment, which they attributed to ageist attitudes of employers. There was also strong support for using mature-age workers as mentors and trainers for younger workers.

The Tasmanian Government will:

- a) As part of a Structured Training and Employment Project⁵⁵, target mature-age Aboriginal people and Torres Strait Islanders (45 years and older) seeking employment and career development opportunities within the Tasmanian State Service. This will include workplace preparation skills and assistance with entry or re-entry into the workforce through traineeships, cadetships or entry-level positions with the Tasmanian Government. Participants will receive accredited pre-employment training and will be able to access vocational training courses to upgrade their skills.

DPAC
Office of
Aboriginal
Affairs

⁵⁵ In conjunction with the Australian Department of Employment and Workplace Relations.

<p>b) Develop <i>Skills Equip</i>, an initiative to address the training and employment needs of people who may face barriers to training participation, including older workers.</p> <p>c) Provide additional opportunities and training places through the competitive bids program for mature-age workers to upgrade existing skills or re-skill.</p>	DoE Office of Post Compulsory Education and Training
<p>d) Assist small to medium businesses to understand the factors that contribute to skilled labour shortages and promote strategies those organisations can adopt, including strategies to recruit and retain mature-age jobseekers.</p> <p>e) A key initiative of the Tasmanian Government, the <i>Employer of Choice Awards</i> will encourage, celebrate and reward workplaces that, among other things, adopt flexible work arrangements as part of a strategy to attract and retain skilled workers.</p> <p>f) Provide contemporary human resource guidance through the <i>Better Workplaces</i> program that will assist in the adoption of strategies to attract and retain more mature-age workers.</p> <p>g) Encourage employers to retain more mature-age employees by providing information on phased retirement practices and policies.</p>	DED
<p>h) Establish policy and programs that support mature-age workers to extend their participation in the workforce after 55 years of age:</p> <ul style="list-style-type: none"> • promote the State Government's phased retirement arrangements for State Service employees and officers over 55 years of age who wish to reduce their hours of work or change duties leading up to formal retirement • establish a program to support mentoring arrangements in the State Service with a particular focus on mature-age workers participating in the transition of skills and knowledge, and contributing to the professional and personal development of younger workers through mentoring • market materials for the phased retirement and mentoring programs to private sector employers through the Department of Economic Development's <i>Better Workplaces</i> program 	DPAC

<ul style="list-style-type: none"> • ensure mature-age workers have access to a range of flexible work arrangements and conditions of employment that assist them to achieve a better work/life balance. For example: <ul style="list-style-type: none"> – State Service Accumulated Leave Scheme (SSALS) – accruing extra leave by deferring salary – leave without pay for career breaks – flexitime for flexible working hours and accrued time – leave entitlements including long service leave, annual leave and carers leave – additional sick leave for Returned Services personnel – time off in lieu of overtime payments. 	
<p>i) Establish conditions of employment and associated arrangements that lead to improved retirement planning for State Service employees:</p> <ul style="list-style-type: none"> • most State Service employees have access to tax-effective salary sacrifice arrangements for the purpose of improving superannuation benefits • the Retirement Benefits Fund and its subsidiary, Tas-Planning Pty Ltd, will be encouraged to continue a free advisory service for superannuation advice and financial planning for members of its superannuation schemes • the Tasmanian Government will continue to support 'superannuation fund choice' as established by state and Commonwealth legislation, providing greater flexibility to state employees in managing their personal superannuation arrangements. 	DPAC/Treasury
<p>j) Conduct a survey of DPIW employee intentions in order to develop exit and retention strategies for older workers.</p> <p>k) Develop and implement retirement seminars for older workers as part of the DPIW's Managing Diversity framework.</p>	DPIW
<p>l) Support and promote the development of national and state-based seniors registers for volunteering, employment, recreation or mentoring opportunities.</p>	DPAC Seniors Bureau
<p>m) Include employment strategies to increase and support the recruitment and retention of older Tasmanians and consider workplace flexibility when developing succession plans to enable the retention of older employees.</p>	DTAE Royal Tasmanian Botanical Gardens

n)	Develop occupational health and safety, diversity ⁵⁶ and employment strategies to recognise, value and reward the contribution of older workers. Strategies will include development of a wellbeing program; policies to encourage flexible working conditions to meet the needs of older age workers, especially those seeking phased retirement; training for managers and supervisors on the needs of older workers; and targeted diversity management and awareness training.	DTAE
o)	Encourage positive interaction with older Tasmanians through enhanced diversity training, which will foster effective interactions between younger staff and their older paid and volunteer colleagues to facilitate the transfer of their knowledge and experience.	DTAE Tasmanian Museum and Art Gallery
p)	Facilitate opportunities for older women in receipt of a Centrelink Health Care Card to start or grow a small business through the Women in Business Micro-credit Program.	DED & DPAC Women Tasmania

HEALTH, WELLBEING AND FUTURE PLANNING

Tasmania Together Goal 4: Active, healthy Tasmanians with access to quality and affordable health care services

Standard 1.2 Improve Tasmanians' health through promotion and support of healthy lifestyle choices.

Indicator 1.1 Avoidable mortality.

Indicator 1.2 Percentage of population who do not do enough exercise to avoid chronic disease.

Indicator 1.4 Proportion of Tasmanians over 18 who eat at least two serves of fruit and five serves of vegetables a day.

Indicator 1.5 Proportion of Tasmanians over 18 who are overweight or obese.

Indicator 1.6 Prevalence of Type 2 diabetes in persons aged 25–64.

Standard 2 To improve self-assessed physical and mental wellbeing.

Indicator 2.1 The proportion of Tasmanians 15 years and over reporting their health as very good or excellent.

⁵⁶ Under Section 7(1) (c) of the *State Service Act 2000*, agencies are required to provide a 'workplace that is free from discrimination and recognises and utilises the diversity of the community it serves'.

<p>The community view</p> <p>Participants shared the view that there is a need for ongoing reinforcement of a healthy lifestyle message at all levels in the community and to remind individuals of all ages to take greater responsibility for their continuing good health and independence. Participants were very aware of the importance of communicating the key roles of diet, exercise, intellectual stimulation and management of chronic conditions in contributing to positive ageing. Participants believed that it was the <i>responsibility</i> of older Tasmanians to look after themselves as far as they could and that it is their <i>right</i> to seek government and community support that will help them maintain their health, wellbeing and independence for as long as possible.</p>	
<p>HEALTH</p> <p>The Tasmanian Government will:</p> <p>a) Contribute to the implementation and utilisation of a Tripartite Partnership Agreement for Population Ageing, established between the Tasmanian Government, the Australian Government and local government.</p> <hr/> <p>b) Continue to maintain and expand the Home and Community Care (HACC) Program providing services to help older Tasmanians remain living at home.</p> <p>c) Continue to implement a range of initiatives to support older Tasmanians on discharge from hospital and, where possible, prevent premature admission to residential aged care facilities including:</p> <ul style="list-style-type: none"> strengthen transition care following discharge, through the establishment of a geriatric evaluation and management unit together with expanded and improved rehabilitation and supported sub-acute care services ongoing implementation of a range of projects to improve healthcare pathways for clients with complex care needs. <p>d) Implement the Long Stay Older Patient's initiative that aims to identify and actively manage interventions at the point of access to hospitals. This initiative will provide support to alleviate inappropriate admissions/readmissions to hospitals through access to outreach support programs. It will utilise funding provided through the Council of Australian Governments (COAG) program.</p> <hr/>	<p>DHHS, DIER, DoJ, DPAC</p> <hr/> <p>DHHS</p>

<p>e) Collaborate with the Australian Government and other states and territories over the next four years on the implementation of the <i>National Framework for Action on Dementia</i> to promote and support a better quality of life for people with dementia and their carers.</p> <p>f) Continue to implement the major service changes outlined in the <i>Palliative Care in Tasmania: Current Situation and Future Directions Report</i> (2004).</p> <p>g) Continue to work with the Australian Government in addressing the needs of people with disability who are ageing.</p>	DHHS
<p>h) The Prisons Infrastructure Redevelopment Program recognised the need for measures to cope with an ageing prison population and the significant growth in the numbers of inmates with vulnerabilities or special management needs who will not be able to be appropriately accommodated in a general prison environment. A special care unit for inmates with intellectual, physical or age-related disability was opened in late 2006. Staffing of the unit includes an occupational therapist, supported by health staff and prison service psychologists.</p>	DoJ Tasmanian Prison Service
<p>WELLBEING</p> <p>The Tasmanian Government will:</p> <p>a) Support older Tasmanians to be more physically active in their daily lives, through the implementation of the Tasmanian Physical Activity Plan 2005-2010, <i>Live Life Get Moving</i>.</p> <p>b) Promote and disseminate the National Physical Activity Guidelines for Older Australians.</p>	DED Sport and Recreation
<p>c) Develop and expand horticultural therapy programs for older Tasmanians, particularly those with dementia and related conditions.</p>	DTAE Royal Tasmanian Botanical Gardens
<p>d) Promote and encourage the service sector and broader community to hold a positive vision and high expectations for people who are ageing with disability, in line with the <i>Tasmanian Government's Disability Framework for Action</i>. For the service sector this involves raising awareness of the importance of continuity, planning for the future, and the protective role of social networks.</p>	DPAC Disability Bureau

<p>FUTURE PLANNING</p> <p>The Tasmanian Government will:</p> <ul style="list-style-type: none"> a) Seek opportunities to collaborate with key industry stakeholders to promote a cohesive approach to the education of aged care providers. b) Continue to support aged care providers in developing policies and admission procedures that support a patient's self-determination to ensure any substitute decision makers are appointed in accordance with the <i>Guardianship and Administration Act 1995</i> or the <i>Powers of Attorney Act 2000</i>, and are noted in the records of residents and included in decision-making processes. c) Pursue opportunities to provide community education sessions on the care of older Tasmanians with disability. d) Continue to deliver information sessions on 'writing and registering your enduring guardianship' through Adult Education. 	<p>DoJ Guardianship and Administration Board</p>
<ul style="list-style-type: none"> e) Provide ongoing support to, and maintain active involvement in, the Respecting Patient Choices Program (pilot) at the Royal Hobart Hospital (RHH), and provide representatives on the ethico-legal committee for the program. This program integrates the current system of enduring guardianship into the processes and protocols of the RHH and allows individuals the capacity to take greater responsibility for their own health and independence. 	<p>DoJ Office of the Public Guardian and Guardianship and Administration Board</p>
<ul style="list-style-type: none"> f) Consider options to expand the eligibility of the Seniors Card. 	<p>DPAC Seniors Bureau</p>

PART FOUR

COMMUNITY, STATE & LOCAL GOVERNMENT INITIATIVES TO SUPPORT POSITIVE AGEING

Messages from the community consultations and working groups

The information presented in this section aims to:

- reflect the breadth of views and possible approaches to support positive ageing, which were raised in the consultations, and the potential strategies suggested by the working groups
- showcase whole-of-community responses that currently support positive ageing in Tasmania.

In May 2005, the discussion paper *All Ages, All Tasmanians Together* was launched to inform and stimulate debate in preparing the second five-year plan for positive ageing. The discussion paper asked people to suggest possible ways in which the needs of older Tasmanians could be better met by individuals; the community, including businesses; and by government. Community consultation meetings with older people were held throughout Tasmania with the support of local government and community organisations.⁵⁷

Following the consultations, working parties were established to consider the main themes emerging from the consultations. The membership of the working parties was broadly based and included representatives from business and service providers, state and local government, and the community sector.⁵⁸ Working party members were invited to contribute their expertise in proposing initiatives to support positive ageing for individuals; community, including businesses; and government. The discussions were widely agreed to have provided a stimulating and productive sharing of ideas and possibilities for future directions. The outcomes of these discussions are summarised on the following pages to provide assistance

⁵⁷ See Appendices 2 and 3 for details.

⁵⁸ See Appendix 4 for details.



for individuals, communities and institutions in planning for an ageing population. Many of the ideas expressed on the following pages in relation to housing design, transport, access and urban planning were also reflected in the recommendations of the *Report of the National Speaker Series* released by the Australian Government's Department of Health and Ageing in June 2006.⁵⁹

In addition, the *Tasmanian Plan for Positive Ageing 2000-2005* provided a wide range of suggestions for individuals, local government, businesses, and community organisations to pursue in developing and maintaining age-friendly services, supports and facilities.

The plan can be accessed at www.seniors.tas.gov.au

WORKING GROUP SUGGESTIONS

What steps can individuals (or their families and carers) take to support positive ageing?

Staying positive, proactive and involved

- Lobby or meet with the local council about measures to meet the needs of older people. Seniors groups in some areas have established ongoing dialogue with their councils.
- Be proactive about voicing your concerns about individual or community issues and in accessing information about the facilities, services and activities available in the local community.
- Encourage other seniors to get involved in local activities.
- Take the initiative and request access to existing facilities (e.g. school facilities, meeting rooms).
- Explore ways to maintain or enhance your connections within your community through involvement in schools, local community groups and volunteering.
- Encourage and support the development of intergenerational projects, such as work-for-the-dole gardening projects, and young people working at nursing homes.

Staying active, getting help to help ourselves

- Take advantage of the cultural, physical and social activities available in your local area.
- Ensure that your home is accessible and able to be modified to cater for your physical needs as you age.
- Plan ahead – think about access to transport and other services.
- Ask questions of your general practitioner about managing chronic conditions and ways to maintain your health.
- Maintain or improve your health and fitness to enable you to continue to work and/or enjoy retirement.
- Find out what support there is available to assist you in developing new life skills.

⁵⁹ K. Suter, *A Community for all Ages – Building the Future. The Report on the Findings and Recommendations of the National Speaker Series*, Australian Government Department of Health and Ageing, June 2006, pp.3-6.

- Support peers/family members to report any abuse concerns.
- Take greater responsibility in catering for your own transport needs.
- Offer assistance with transport or shopping to those in need.
- Promote and make use of car pooling among friends and neighbours.

Staying smart

- Challenge yourself and avoid getting stuck in your comfort zone.
- Accept responsibility and encourage people to plan for their later years.
- Become a lifelong learner.
- Ensure your financial affairs, including wills and power of attorney, are organised in the early years of your retirement.
- Take advantage of information sessions on retirement and financial planning (including power of attorney) offered by organisations such as banks, Centrelink, the Public Trustee or the Guardianship Administration Board.

What steps can business/local government/community organisations take to support positive ageing?

What needs to be done?

- Increase awareness among property developers of the financial implications of the ageing population, including the market opportunities to be gained from using the universal design principles.
- Develop a 'Universal Design' course for builders similar to 'GreenSmart' program.⁶⁰
- Communities, including businesses, should work together to develop strategies to maximise the use of existing resources and ensure the effective provision of services.
- Promote the social, financial, physical benefits to the individual and community of continuing to work past retirement age.
- Develop community education programs on retirement and estate planning including power of attorney and guardianship issues.
- Information sessions on financial planning, lifestyle and retirement planning and tailored information on specific products could be offered by employers, superannuation companies and the banking industry.
- Ensure any strategies are appropriate for people from culturally and linguistically diverse (CALD) backgrounds.
- Promote access to career planning services to people of all ages including mature-age workers.

⁶⁰ The Housing Industry Association GreenSmart program provides information to builders on environmental design, building practices and products for environmentally sustainable homes.

How can businesses and institutions make a difference?

- Employers to consider incentives for older workers to continue in employment, such as work/life balance, promote more flexible work environments and consider adoption of phased retirement programs.⁶¹
- Employers could consider offering retirement and lifestyle information sessions for mature-age staff.
- Advise and support managers in small to medium organisations to implement and manage flexible work environments.⁶²
- Improve understanding of issues that influence older workers' decisions on workforce participation.
- Increase promotion of participation in local communities and volunteering opportunities and the outcomes and benefits of volunteering by organisations such as Volunteering Tasmania, Council of the Ageing (COTA) and National Seniors Association.
- Greater promotion of existing activities. Venues such as supermarkets and libraries play an important role in providing practical support to promote activities within their local area.
- Consider introducing dedicated seniors car parking spaces.

How can local government make a difference?

- Liaise and consult with seniors on a regular basis.
- Develop positive ageing plans or ageing strategies with the involvement of older residents, community groups and service providers, which take a whole-of-council approach.
- Community Development Officers could encourage and facilitate community groups to work together, integrate programs and maximise the use of existing services and facilities.
- Community Development Officers to feed information from their local network to the elected members and other sections of council on population ageing issues.
- Promote age-friendly communities through community newsletters.
- Host volunteer recognition events.

Communities making it happen

- Establish community initiatives that develop skills and strengths and enhance the resilience of a community, such as community arts or sustainable environment projects.
- Promote activities and provide information on topical issues (such as safety or crime prevention) using existing newsletters such as those produced by council or parliamentary representatives.

61 and 62 cross-reference to DED initiative in Part Three 'Working Life' p.42

- Increase business awareness of the market opportunities arising from the ageing population.
- Provide training and information to the taxi industry to increase awareness of the needs of the ageing population and to develop targeted recruitment strategies to recruit drivers who understand seniors' needs.
- Educate the community on the benefits of using taxis and public transport compared with the cost/benefits of owning a vehicle.
- Increase promotion of services by transport providers to older Tasmanians and seniors' groups and develop niche services to meet seniors' needs.
- Offer training to volunteer drivers on the specific medical needs of clients, the needs of people with disability, and occupational health and safety issues.

Showcase of Tasmanian initiatives that support positive ageing

MAIN STREET MAKEOVER PROGRAM

The Main Street Makeover Program has allowed local government to work with the State Government to improve the appearance of main streets in towns across Tasmania.

Introduced in 2005-06, the program aims to provide improved tourism outcomes and provide a lasting positive impact on the local community amenity. Two million dollars was allocated in the 2005-06 Budget and grants were approved for nine projects in Franklin, Latrobe, Maydena, Oatlands, Penguin, Scottsdale, Smithton, St Helens and Zeehan.

Sailability Set Sail for Seniors Week

Sailability cruised into the Seniors Week program for the first time in 2006, offering short sails on the Derwent River to attract able-bodied volunteers to assist the disabled sailing mission. Sailability is a not-for-profit, volunteer-based organisation that, through the activity of sailing, enriches the lives of people with any type of disability, the elderly, the financially and socially disadvantaged. Mission accomplished! After the release of the Seniors Week program, plenty of volunteers came forward to offer their services.

KINGBOROUGH SENIORS ACTION GROUP (KSAG)

In late 2005, about 30 seniors from Kingborough met to discuss issues of common interest including the future of the local U3A group, transport, social isolation and the provision for open space. KSAG meetings are informal and individual members are supported by the group to pursue specific issues.

KSAG's achievements in its first year include:

- liaison with Metro resulted in enhancements to bus services to suit the needs of seniors
- organising the Summer Taste in 2006 and 2007 – in recognition that summer can be a lonely time for seniors, with many organisations in recess, a range of events was organised on a shoestring budget
- a drop-in coffee club operated throughout 2006 with about eight to 10 regular attendees.

HUON LINC LEARNING AND INFORMATION NETWORK CENTRE

Located in a central position in Huonville, the Huon LINC makes it easier for people in the Huon Valley to access information services and lifelong learning opportunities by bringing together a range of government and community organisations under one roof. A wide range of education and training programs is offered by training providers who use the Huon LINC as their base in the Huon Valley.

The Huon LINC also promotes lifelong learning for people in the Huon Valley by providing high-quality meeting rooms at affordable cost for the community and for training providers.

The Huon LINC is part of the Tasmanian Department of Education and was established with the financial support of the Tasmanian and Australian governments. Huon LINC is a regional model for providing social space, community and vocational learning opportunities, library and information services and volunteering opportunities.

SHEFFIELD SCHOOL – COMMUNITY LEARNING CENTRE

The Community Learning Centre at Sheffield School opened in July 2003. The centre is a shared facility between the school and community that extends the operation of the school facilities beyond normal school hours and has created a local 'hub' of learning that supports the learning needs of the whole community. The entire community has access to the school library, the State Library, the Online Access Centre and vocational education and training under one roof.

Since the opening of the centre, the school has changed its name from Sheffield District High School to Sheffield School, symbolically communicating that it is now a facility where the whole community can participate in learning. There has been a significant culture shift in the community towards learning, and having adult learners within the school community has provided strong role models for school students.⁶³

⁶³ Department of Education, *Engaging our School Communities – Taskforce Report to the Minister for Education, Tasmania*, October 2006, p.12.

COMMUNITY ACTION – MEN’S SHEDS AND COMMUNITY GARDENS

*The Shed has had an impact on the lives of all those who visit.*⁶⁴

*‘Community gardens have proved to be of value to a wide range of people including older people who are isolated due to living alone in units; kids struggling with learning and people with disabilities.’*⁶⁵

In just a few years, men’s sheds have become a significant part of the community landscape in Tasmania. Perhaps the best known is Pete’s Community Shed, which was started in the Brighton Municipality by Bill Griffiths and George Startup with help from the Brighton Council and Housing Tasmania. Bill says the shed, which is run entirely by retired men, “has made a big difference to the community, especially to the young people”.⁶⁶ Shed volunteers teach young people metal and woodworking skills, bicycle and lawnmower repairs and undertake community projects. Local nursing home residents also visit the shed on a regular basis.

A number of sheds have been set up across the State. A Community Shed Conference was held in September 2006, with representatives from nine sheds across the State. In December 2006, two more sheds opened in George Town and Scottsdale.

Neighbourhood houses and schools have been instrumental in establishing community gardens in about 20 locations across the State. Community gardens have been shown to boost community health and wellbeing through exercise, improved nutrition and increased opportunities for friendship.

THE KNITTING ROOM

The Knitting Room is an innovative project by Uniting Aged Care Southern Tasmania aimed at valuing the skills of older people and promoting friendships between nursing home residents and the wider community. Under the guidance of the Project Coordinator, Robyn Carney, a group of women from the Strathaven and Strathglen residential care homes, their families and friends and regional community groups have met weekly over the past few years to create a family and its 1950s home – all knitted or crocheted. After a widely acclaimed exhibition at the Moonah Arts Centre in early 2006, the Knitting Room formed part of the program for the 2007 Ten Days on the Island festival.

‘STEAL A HEART’

While many marketers are trying to capture the tweens and youth audience, the Seniors Bureau is working with businesses to tap into the baby boomer and seniors market. In 2006, Clemenger Tasmania designed a suite of print advertisements for the Seniors Card program,

⁶⁴ Office of the Anti-Discrimination Commissioner, *Age – coming to a body near you*, Tasmania, 2006.

⁶⁵ Quoted in Bingham, I., *Growing together. Community Garden on way in Devonport*, *The Advocate*, October 2006.

⁶⁶ *Age – coming to a body near you*, 2006.

which were characterised by an empowering and cheeky approach to advertising to the over 60s age group and moved away from the stereotypical modelling of the seniors sector.

Clemenger Tasmania subsequently won a gold award for one of the advertisements, 'Steal a Heart', at the 2006 Tasmanian Printing Industry Craftsmanship Awards.

PART FIVE

FURTHER INFORMATION

For information regarding all State Government organisations, go to www.service.tas.gov.au/GovOrgs or phone 1300 13 55 13.

The following list provides guidance in locating further information on strategies, initiatives and services referred to in Parts One to Four of this document.

PROGRAM/SERVICE	OVERVIEW
Aged and Disability Care Information Service (ADCIS) www.adcis.org.au	ADCIS is a web-based information service provided by the Council on the Ageing (Tasmania), which provides access to detailed information on a broad range of community, government and health services throughout Tasmania.
Aged Care Australia www.agedcareaustralia.gov.au Freecall 1800 500 853 Aged Care Information Line See also: www.health.gov.au	This website aims to provide comprehensive impartial information about aged care for older Australians or people looking after an older family member or friend, and aims to identify services available to help them. See the website of the Australian Government Department of Health and Ageing for information on national policy and programs.
Australian Local Government Association (ALGA) www.alga.asn.au	ALGA has established the <i>Planning for an ageing community</i> website to assist local government to plan for an ageing population.



PROGRAM/SERVICE	OVERVIEW
Commonwealth Carelink Centres Walk-in, shopfront centres in Moonah, Burnie and Launceston Freecall 1 800 052 222 Online search facility: www9.health.gov.au/ccsd/	Commonwealth Carelink Centres provide free and confidential information for older people, people with disabilities and those who provide care and services. Centres provide information on community aged care, disability and other support services available locally, interstate or anywhere within Australia; and on the many types of assistance, from personal care and domestic help to accommodation in nursing homes and hostels.
Companion Card Program Disability Bureau Department of Premier and Cabinet Freecall 1 800 009 051 www.companioncard.org.au	The Companion Card is for people who, due to their disability, require attendant care support to participate at community facilities and events. The cardholder presents their card when purchasing a ticket or paying an admission fee, and receives a ticket or entry for their companion carer at no extra cost.
Crime Prevention Through Environmental Design (CPTED) www.police.tas.gov.au/community/safer-by-design	The Safer By Design website provides useful advice for the residential and business community on crime prevention through environmental design (CPTED).
Get Moving Tasmania www.getmoving.tas.gov.au Freecall Business Point: 1 800 440 026 Email: ppac@getmoving.tas.gov.au	The Get Moving Tasmania website provides information on the Premier's Physical Activity Council (PPAC) and the Australian Physical Activity Guidelines.
Premier's Physical Activity Council www.getmoving.tas.gov.au Freecall Business Point 1 800 440 026 email: ppac@getmoving.tas.gov.au	PPAC provides a coordinated approach to the promotion and provision of opportunities for physical activity in Tasmania. The council represents the Tasmanian Government's commitment to encouraging all Tasmanians to be physically active as a regular part of their lifestyle. The <i>Live Life – Get Moving</i> plan for physical activity was launched in 2005. A booklet, <i>Get Moving Tasmania – Working Towards an Active Tasmania</i> , supporting the plan and promoting active communities was launched in 2006.

PROGRAM/SERVICE	OVERVIEW
<i>Safe and Secure Living – Your Personal Handbook (version 2)</i> 03 6228 1897 admin@cotatas.com.au or Tasmania Police Community Policing 03 6230 2178	Republished in 2006 by the Council on the Ageing (Tas), the <i>Safe and Secure Living</i> booklet is a valuable safety resource for older people and offers simple, practical tips and strategies to improve personal and household safety.
Seniors Card www.seniors.tas.gov.au/savings 1300 13 55 13	Tasmanian residents aged over 60 years and not working more than 20 hours per week are eligible for a Tasmanian Seniors Card.
Seniors Portal www.seniors.gov.au	The Seniors Portal provides a single point of access to government and non-government information and services for Australians aged over 50.
Tasmanian Government Concessions Booklet www.premier.tas.gov.au 1300 13 55 13	Published annually, the Concessions Booklet provides information on State Government concessions. Information is also provided on a range of grant programs provided by the State Government for building community capacity.
Transport Access Scheme (TAS) www.transport.tas.gov.au/concessions 1300 851 225	<p>The Transport Access Scheme assists people who have a permanent and severe disability that prohibits independent access into the community. The intent of TAS is to provide a range of concessions to enable such people to retain access into the community.</p> <p>An increasing proportion of the TAS membership is frail, elderly people without a disability who experience restricted mobility and increased dependence.</p>
Women in Business Micro-credit Program www.development.tas.gov.au/business/womeninbusiness.html Business Point 1800 440 026	Assists women on low incomes (Health Care Card holders) by providing business mentoring support and small interest-free loans.



PART SIX

APPENDICES

Appendix I

Members of the Positive Ageing Consultative Committee

The Positive Ageing Consultative Committee (PACC) was convened in 2000 with the release of the *Tasmanian Plan for Positive Ageing 2000-2005*. PACC comprises up to 12 people from across Tasmania who have a good knowledge and understanding of positive ageing issues. PACC provides advice and support on government initiatives within the Seniors Bureau and on broader positive ageing issues.

PACC assisted the Seniors Bureau in preparing the final report on the *Tasmanian Plan for Positive Ageing 2000-2005* and had a strong involvement in the 2005 consultations to inform the development and implementation of the second *Tasmanian Plan for Positive Ageing*.

Members of the PACC from 2004 to 2006:

Dr Sheila Given AM (Chair)	Kingston
Mrs Beth Bennett	Orford
Mrs Jill Burbury	Woodbury
Ald Jan Blizzard	Burnie (resigned July 2006)
Ms Lyn Cameron	Launceston
Mrs Mollie Campbell-Smith MBE	Launceston
Mr Iain Duguid	Orford
Mr Barry Isaac	Turners Beach
Mr Ken Lowry	Hawley Beach
Mrs Rowena MacKean OAM	Montagu Bay

Members of the PACC as at May 2007:

Mr Barry Isaac (Chair)	Turners Beach
Mrs Beth Bennett	Orford

Cr Robert Beveridge	Hawley Beach
Ms Lyn Cameron	Launceston
Mrs Heather Donaldson	Westbury
Mr Iain Duguid	Orford
Mrs Dianne Heckenberg	Sandy Bay
Mrs Rowena MacKean OAM	Montagu Bay
Mr Ken McNeill	Ulverstone
Mr John Porter	Howrah
Mrs Sally Walker	Orielton
Mrs Shirley Williams	Brighton

**Members of the Review of the Tasmanian Plan for Positive Ageing
Steering Committee 2004-2007:**

Deputy Secretary (Chair) Department of Premier and Cabinet	Mr Bob Rutherford
Project Manager, Aged and Community Care Strategic Policy and Planning Unit Department of Health and Human Services	Ms Sally Williams (until January 2005) Ms Mary Massina (until March 2005) Mr Brendon Davidson (until February 2006) Ms Janet Carty (from February 2006)
Policy Manager, Local Government Association of Tasmania	Ms Liz Gillam
Manager, Seniors Bureau, Department of Premier and Cabinet	Ms Anne Herbert (until May 2005) Ms Linda Jamieson (until February 2006) Ms Terese Smith (from May 2006)
Tasmania <i>Together</i> Progress Board	Mr Ian Kennett (until February 2006) Ms Louise Sullivan (from February 2006)
Department of Premier and Cabinet	Mr John McCormick (until May 2006) Deputy Director Policy Ms Marguerite Scott (from May 2006 as part of an Agency restructure) Director, Community Development Division
State Manager, Adult Education Policy and Services, Department of Education	Mr Greg Peart
State Manager, Australian Government Department of Health and Ageing	Ms Lisa Wardlaw-Kelly (until February 2006) Ms Katharine Campbell (from February 2006)
Director, Passenger Transport, Infrastructure Policy, Department of Infrastructure, Energy and Resources	Ms Penny Nicholls (until December 2004) Mr Nick Wright (until February 2006) Mr David Hope (from February 2006)

Appendix 2

Submissions received – *All Ages, All Tasmanians Together* – a discussion paper to develop the *Tasmanian Plan* *for Positive Ageing 2006-2011*

Over 200 written submissions were received during the consultation phase. Many of these took the form of the Discussion Paper Response Sheet and personal letters. Responses were received from the following organisations and organisation member(s): ⁶⁷

- Advocacy Tasmania
- Anglican Parish of Sorell, Richmond and Tasman
- Assemblies of God Church Devonport member(s)
- Australian Bureau of Statistics
- Australian Government Department of Employment and Workplace Relations
- Australian Government Department of Family and Community Services
- Bishop Davies Court – One Care Ltd
- Blokes United member(s)
- Burnie Baptist Church member(s)
- Burnie Scottish Country Dancers
- Burnie Senior Citizens Club member(s)
- Burnie Square Dance Club member(s)
- Casa Italia Association Inc.
- Catholic Country Parish Pastoral Group member(s)
- Chigwell Elderly and Disabled Support Group
- COTA National Seniors Partnership
- Council on the Ageing member(s)
- Country Women's Association Tas Inc. – Ranelagh Branch
- Department of Economic Development
- Department of Health and Human Services
- Department of Justice
- Department of Police and Public Safety (now Police and Emergency Management)
- Department of Primary Industries, Water and Environment (now Primary Industries and Water)
- Department of Tourism, Arts and the Environment
- Department of Treasury and Finance
- Derwent Waters Residents Committee
- Devonport Carers Group
- Diversional Therapist – NESM Hospital Nursing Home Scottsdale
- Dutch Australian Society
- Elizabeth Macquarie Homes Inc.
- George Town Senior Citizens Club member(s)
- German Australian Association
- Glenorchy City Council
- Glenorchy City Council Advisory Council member(s)
- Glenorchy Golden Years Club member(s)
- Greek Community member(s)
- Hellenic Community member(s)

⁶⁷ Member(s) responses reflect their view and may not have been endorsed by the organisation.

- Hobart YMCA
- Independent Living Centre Tasmania Inc.
- Jollity Club member(s)
- Kingston Ladies Probus Club member(s)
- Launceston Presbyterian Homes Retirement Village Norwood
- Local Government Division – Department of Premier and Cabinet
- Metro Tasmania Pty Ltd
- Migrant Resource Centre (South)
- Multicultural Tasmania – Department of Premier and Cabinet
- National Seniors Association members
- New Norfolk Legacy Widows Club
- Northern Midlands Community and Health Interest Group member(s)
- Oakdale Services Tasmania
- Office of Aboriginal Affairs – Department of Premier and Cabinet
- Over 50s Group member(s)
- Polish Welfare Office
- Population Health Priorities – Department of Health and Human Services
- Probus Club members
- Queenstown Community Nursing Representative
- Returned and Services League of Australia (RSL) members
- Rosny School for Seniors member(s)
- Sandy Bay Ladies Probus Club members
- Scamander Probus member(s)
- School for Seniors members
- Senior Citizens Club members
- Spring Bay Ratepayers Association
- State Library of Tasmania – Department of Education
- State Nutrition Officer – Department of Health and Human Services
- Tasman Multi-Purpose Service members
- Tasmanian Communities Online
- Tasmanian Council of Social Service Inc. (TasCOSS)
- Tasmanian Library Advisory Board
- Tasmanian Pensioners Union Scottsdale Branch
- Norma Jamieson MLC Member for Mersey
- The Mary Ogilvy Homes Society
- The Public Trustee
- The Salvation Army Assistance with Care and Housing for the Aged
- The Sunshine Club
- University of the Third Age members
- War Widows & Legacy members
- Waratah-Wynyard Council
- West Tamar Council
- Westbury Community Centre
- Westbury Day Centre members
- Women's Christian Temperance Union
- Women's Christian Temperance Union of North Eastern Tasmania
- Zonta Club of Storm Bay
- 50 & Better Centre member(s)

Appendix 3

Schedule of community consultations

All Ages, All Tasmanians Together: consultations with older people, to develop the new Tasmanian Plan for Positive Ageing

During 2005, the Seniors Bureau and the Positive Ageing Consultative Committee undertook extensive community consultations with the support of 11 local government and two community organisations. More than 630 people attended the consultations. Group discussions were based on the series of 15 questions posed in the *All Ages, All Tasmanians Together* discussion paper. Participants were also invited to submit their personal views on the discussion paper response sheet. Over 200 response sheets were received.

Consultations were held at the following locations:

Clarence	28 June 2005	Howrah Recreation Centre
Scottsdale	10 July 2005	Scottsdale RSL
Launceston	11 July 2005	Punchbowl Christian Centre
Glenorchy	14 July 2005	Glenorchy Civic Centre
Hobart	20 July 2005	50 & Better Centre
Burnie	2 August 2005	Burnie Civic Centre
Devonport	3 August 2005	Devonport Soccer Club
Huonville	17 August 2005	Health and Community Centre
Bicheno Premier's Forum	21 August 2005	Bicheno School & Community Hall
Queenstown	23 August 2005	Council Chambers
Oatlands	25 August 2005	Central Tasmanian Community College

Appendix 4

Membership of Tasmanian Plan for Positive Ageing Working Parties

Age-Friendly Communities and Connectedness Working Party

NAME	POSITION	REPRESENTING
Mrs Jill Burbury (Chair)	Member	Positive Ageing Consultative Committee (PACC)
Mr Bruce Churchill	Senior Policy Analyst	Department of Primary Industries and Water
Mr Stuart Clues	Manager Operations	Housing Industry Association

NAME	POSITION	REPRESENTING
Mr Peter Gaggin	Member	Royal Australian Institute of Architects
Ms Liz Gillam	Policy Manager	Local Government Association of Tasmania
Mr Rod Hunt	Executive Officer	Aged and Community Services Tasmania
Ms Linda Jamieson	Manager	Seniors Bureau, Department of Premier and Cabinet (DPAC)
Ms Janet Locke	Principal Policy Analyst	Housing Tasmania
Ms Penny Saile	Manager Community Programs	Hobart City Council
Sgt Darren Spinks	Senior Sergeant	Department of Police and Emergency Management
Mr Max Stuart	Member	PACC

Education, Lifelong Learning and Access to Information Working Party

Ms Glynis Flower	Executive Officer	Tasmanian Association of Community Houses (TACH)
Ms Siobhan Gaskell	Director Library and Information Services	Department of Education
Ms Liz Gillam	Policy Manager	Local Government Association of Tasmania
Mr Jim Hursey	Coordinator	Glenorchy School for Seniors
Ms Linda Jamieson	Manager	Seniors Bureau, DPAC
Mrs Rowena MacKean (Chair)	Member	PACC
Ms Fin McShane	Senior Policy Analyst, Adult Community Education	Department of Education
Mr Bill Millar	Member	Linking Tasmanian Seniors
Mr Andy Norris	Manager Online Access Centres	Department of Education (also representing Libraries)
Ms Viv Stewart	Manager, State of Learning Operations	Department of Education
Ms Danielle Walker	Community Development Officer	Hobart City Council

Health, Wellbeing and Recreation Working Party

Ms Julie Andersson	Community Development Officer, Clarence City Council	Local Government Association of Tasmania
Mrs Beth Bennett	Member	PACC
Ms Sue Frendin	Coordinator Healthy Lifestyle Initiatives	Department of Health and Human Services

NAME	POSITION	REPRESENTING
Mr David Gardiner	Senior Program Officer	Tasmanian General Practice Divisions
Dr Sheila Given (Chair)	Chair	PACC
Ms Maxine Griffiths	Chief Executive Officer	Volunteering Tasmania
Ms Linda Jamieson	Manager	Seniors Bureau, DPAC
Ms Helen Langenberg	Manager, Sport and Recreation Services	Sport and Recreation Tasmania, Department of Economic Development
Mr John MacKean	President	Council on the Ageing
Ms Marianne Potma	Team Leader, Frail Aged Care & HACC CDO	Migrant Resource Centre

Security and Protection Working Party

Ms Hillary Brown	Member	Advocacy Tasmania
Ms Lyn Cameron (Chair)	Member	PACC
Mr Brendon Davidson	Senior Policy Consultant	Department of Health and Human Services
Mr Malcolm Grant	Member	Neighbourhood Watch
Mr Ken Hardaker	Manager	Advocacy Tasmania
Mr Barry Isaac	Member	PACC
Ms Linda Jamieson	Manager	Seniors Bureau, DPAC
Ms Sandra Lovell	Manager	Crime Prevention and Community Safety Council
Mr Brendan McManus	Corporate Solicitor	The Public Trustee
Ms Nicola Riley	Graduate Research Officer	Department of Justice
Mr Malcolm Schyvens	Board Member	Guardianship and Administration Board
Sgt Gerry Scott	State Community Policing	Tasmania Police
Ms Sharon Stewart	Community Development Officer, Sorell Council	Local Government Association of Tasmania

Transport Working Party

Mrs Mollie Campbell-Smith (Chair)	Member	PACC
Ms Joy Cox	CEO	Wattle Group – Launceston
Mr Shane Dewsbery	President	Tasmanian Bus Association
Ms Marnie Ferguson	Manager Business Development	Department of Infrastructure, Energy and Resources
Mr Ken Fitzpatrick	General Manager	Mersey Community Care Association

NAME	POSITION	REPRESENTING
Ms Liz Gillam	Policy Manager	Local Government Association of Tasmania
Ms Linda Jamieson	Manager	Seniors Bureau, DPAC
Mr Peter Kruup	Manager Marketing and Research	Metro
Mr Geoff Lewis	General Manager	Tasmanian Bus Association
Ms Janet Ong	Senior Policy Analyst	Department of Infrastructure, Energy and Resources
Mr Robert Postma	Director	City Cabs
Mr Peter Ryan	CEO	Community Transport Services Tasmania
Mr Steve Webber	Senior Consultant Care Reform	Department of Health and Human Services
Mr Nick Wright	Director Passenger Transport	Department of Infrastructure, Energy and Resources

Work, Retirement Planning and Financial Management Working Party

Mr Peter Allan	State Manager	Department of Employment and Workplace Relations
Dr Michaela Anderson	Director Policy and Research	Association of Superannuation Funds Australia
Ms Wanda Buza	Director	Women Tasmania, DPAC
Mr Simon Cocker	Secretary	Unions Tasmania
Ms Julie Cowley	Financial Information Services Officer	Centrelink Retirement Service
Mr Iain Duguid (Chair)	Member	PACC
Ms Lynne Fitzgerald	Manager Labour and Employment	Department of Economic Development
Ms Linda Jamieson	Manager	Seniors Bureau, DPAC
Mr Scott McNamara	Senior Policy Analyst	Department of Treasury and Finance

Appendix 5

Tasmania *Together* goals

ONE VISION AND 12 GOALS

Tasmania *Together* now has an updated vision and 12 goals.

Tasmania has changed and the community has become more proud and confident over the past five years. Tasmanians have a different view of where they want to be in 2020 and this is articulated in the revised vision:

Tasmania is an island community, unique for its natural and cultural environment, where people enjoy a prosperous lifestyle based on quality, creativity and opportunity.

To review the goals, the Tasmania *Together* Progress Board identified the issues that were important to the community during extensive consultations in 2005. The Progress Board then considered how these issues related to the existing 24 goals and identified those goals that had a narrow focus or that only had a limited number of measurable benchmarks or that overlapped with other goals.

In this way, the Progress Board was able to reduce the number of goals to 12 and better align them with the key issues raised by the community in 2005 and 2000.

12 HEADLINE INDICATORS

For each of the 12 goals, the Progress Board has identified a headline indicator. These headline indicators have been selected from the set of indicators under each goal to provide a snapshot of progress that can be regularly reported using only a handful of indicators.

Headline indicators will assist the Progress Board to communicate how Tasmania is performing in a brief and more accessible way. The more comprehensive reporting against all benchmarks every two years will continue.



Tasmania*Together*2020

The Tasmania *Together* headline indicators are:

GOAL	HEADLINE INDICATOR
1. A reasonable lifestyle and standard of living for all Tasmanians	Cost of living
2. Confident, friendly and safe communities	Feeling safe
3. High quality education and training for lifelong learning and a skilled workforce	Literacy and numeracy
4. Active, healthy Tasmanians with access to quality and affordable health care services	Avoidable mortality
5. Vibrant, inclusive and growing communities where people feel valued and connected	Urban/regional population
6. Dynamic, creative and internationally recognised arts community and culture	Attendance at cultural heritage sites
7. Acknowledgement of the right of Aboriginal people to own and preserve their culture, and share with non-Aboriginal people the richness and value of that culture	Cultural interpretation at visitor centres
8. Open and accountable government that listens and plans for a shared future	Local government elections
9. Increased work opportunities for all Tasmanians	Workforce participation rate
10. Thriving and innovative industries driven by a high level of business confidence	Investment growth
11. Built and natural heritage that is valued and protected	Land protection
12. Sustainable management of our natural resources	Greenhouse gas emissions

143 BENCHMARKS

Tasmania *Together* now has 143 benchmarks. Each benchmark comprises a standard, an indicator with baseline data and targets set at five-year intervals.

The benchmarks are the key component of Tasmania *Together* against which the Progress Board monitors and reports Tasmania's progress towards the vision and goals.

In 2001, approximately half of the original 212 benchmarks were incomplete, generally because the necessary data were not available. Since then, the Progress Board has worked to identify data, find proxy measures and establish targets for incomplete benchmarks. An important aim of the Progress Board was for the Tasmania *Together* review to produce only benchmarks that are measurable.

For further details go to: www.tasmaniatogether.tas.gov.au

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