

# TRIPARTITE PARTNERSHIP AGREEMENT FOR POPULATION AGEING IN TASMANIA

*between the*  
Australian Government,  
State Government  
*and*  
Local Government  
Association of Tasmania



Australian Government  
Department of Health and Ageing



Tasmania



Local Government Association Tasmania

# TRIPARTITE PARTNERSHIP AGREEMENT FOR POPULATION AGEING IN TASMANIA

An agreement made on the 28th day of August, two thousand and six

between  
THE AUSTRALIAN GOVERNMENT,  
THE CROWN IN RIGHT OF THE STATE OF TASMANIA  
and  
THE LOCAL GOVERNMENT ASSOCIATION OF TASMANIA

## 1. PREAMBLE

The Australian Government, the State Government and the Local Government Association of Tasmania (the Parties) agree, within their respective roles and responsibilities, to implement this Partnership Agreement (the Agreement) on mutually agreed terms 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.

## 2. PRINCIPLES

The following principles underpin the development of the Agreement:

- the Agreement reflects the desire for improved cooperation between the Australian Government, the State Government and Local Government, aimed at developing a genuine partnership for the health and wellbeing of ageing Tasmanians;
- the Agreement will be implemented in a cooperative manner based on the identification of shared objectives and ways in which all spheres of government can work towards effectively meeting these objectives;
- any amendment to existing service delivery arrangements will be the subject of contractual arrangements between the Parties to ensure appropriate accountability and transparency of implementation;
- outcomes from the Agreement should be measurable through agreed performance indicators;
- changes in responsibilities should achieve overall efficiency across all spheres of government;
- the schedules to this Agreement deal with the specific outcomes the Parties wish to achieve, together with implementation strategies.

### 3. DESIRED OUTCOMES

The Parties agree that:

- the development and delivery of services will be streamlined;
- the Agreement will result in improved collaboration in implementing standards for aged care facilities;
- there will be enhanced provision of aged care services across spheres of government;
- there will be an enhanced match between services to meet community need and demand;
- there will be increased encouragement of private investment in aged care services;
- there will be improved communication between stakeholders leading to better planning and development; and
- there will be improved access to information regarding ageing and aged care services for the community and non-government providers of care.

### 4. MONITORING AND REVIEW

- A Steering Committee with representatives from each sphere of government will be established to oversee the implementation of the Agreement.
- The major roles of the Steering Committee will be:
  - supervision of the various Working Groups established to implement the schedules to the Agreement;
  - regular monitoring and reporting on progress of the Agreement to each sphere of government;
  - overseeing the 12-month evaluation and three-year review of the Agreement;
  - approving any new schedules to the Agreement; and
  - considering any outstanding issues raised during the period of the Agreement.
- Implementation reports will be made every three months for the first 12 months following the signing of the Agreement and every four months for the duration of the Agreement.
- An annual evaluation will be an opportunity for issues and priorities to be discussed and confirmed and for additional issues to be considered for possible inclusion in the Agreement on the agreement of all parties.
- The Agreement may be amended or new schedules added at the annual evaluation held at the end of each year of the Agreement, or the review held at the conclusion of the Partnership Agreement.
- The Steering Committee will provide an annual report to the Parties involved.
- While the Parties are committed to all the schedules in the Agreement, the initiatives outlined in Schedule 3, Planning and Implementation Processes for Aged Care Services, in the Context of Bed Readiness and Land Use, are acknowledged as the immediate priority for implementation under the Agreement.
- The Parties agree that any disputes as to the operation of this Agreement will be negotiated initially through the Partnership Agreement Steering Committee.
- The operation of this Agreement will be reviewed within three months of the expiry of a three-year period commencing on the date of signing of the Agreement.

**SIGNED** for and on behalf of  
the **AUSTRALIAN GOVERNMENT**  
by Senator the Hon. Santo Santoro  
Minister for Ageing

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**SIGNED** for and on behalf of **THE CROWN**  
**IN RIGHT OF THE STATE OF TASMANIA**  
by the Hon. Paul Lennon MHA  
Premier

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**SIGNED** for and on behalf of  
**LOCAL GOVERNMENT**  
by Cr Michael Gaffney  
President, Local Government Association of Tasmania

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# SCHEDULES

*for the*  
Tripartite Partnership Agreement  
for Population Ageing in Tasmania

# SCHEDULES

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## 1.0 IMPROVED COMMUNITY CAPACITY

### 1.1 Community awareness

#### Issues

In recognition that there is a diverse understanding of population ageing and its impact on the community, the Parties agree that the issues to be addressed are:

- identifying the capacity of the three tiers of government 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;
- identifying opportunities for government agencies to support relevant peak bodies which represent consumer and provider interests to improve community access and support for older people in the community; and
- identifying specific strategies to enable coordinated access to information for older people, acknowledging that the approaches will be different in urban and rural settings.

#### Actions and timeframes

The Parties agree the following actions and timeframes will be used:

	<b>Actions (Lead Agency)</b>	<b>Outcome/Output (Timeframe)</b>
<b>1.1.1</b>	Establish an Inter Government Community Awareness Working Group (CAWG), to be tasked with developing responses to the identified issues <i>(DPAC through the PMT advises the Steering Committee on Membership and Terms of Reference)</i>	CAWG established (3 months)
<b>1.1.2</b>	<b>Increasing awareness</b> Identify the range of strategies currently undertaken by all spheres of government to inform, educate and consult with the community about population ageing issues <i>(DoHA with CAWG, in consultation with relevant stakeholders, including media representatives)</i>	<ul style="list-style-type: none"> <li>• Existing community education strategies documented (5 months)</li> <li>• Research documented (5 months)</li> <li>• Protocol agreed for coordinated community education approach (11 months)</li> <li>• Media action plan developed (16 months)</li> </ul>
<b>1.1.3</b>	<b>Coordinated access to information</b> Identifying opportunities for better coordination and access <i>(DoHA with LGAT, DHHS [CAWG])</i>	<ul style="list-style-type: none"> <li>• Audit document – access to existing information (9 months)</li> <li>• Scoping document of alternatives (13 months)</li> <li>• Communication plan to enable all spheres of government to develop appropriate information access mechanisms at local or regional levels (19 - 25 months)</li> </ul>

## **I.2 Wellbeing**

### ***Issues***

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 Parties agree to:

- enhance intergenerational activity that improves the connections across 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 younger volunteers to work with older people;
- enhance awareness of healthy ageing and self-management of chronic conditions; and
- enhance and build upon current activities that enable older people to be and feel safe in their community.

## Actions and timeframes

The Parties agree the following actions and timeframes will be used:

	Actions (Lead Agency)	Outcome/Output (Timeframe)
1.2.1	<p><b>Community transport</b></p> <ul style="list-style-type: none"> <li>Establish Community Transport Working Group (CTWG), comprising representatives from DIER, DHHS, DoHA, LGAT and Community Transport Services Tasmania</li> <li>Map current activity and make recommendations to improve community transport service coordination and address service gaps</li> </ul> <p><i>(DHHS with DIER)</i></p>	<ul style="list-style-type: none"> <li>CTWG established (DPAC through the PMT advises the Steering Committee on Membership and Terms of Reference) (3 months)</li> <li>Current activity and gaps identified (mapping) in order to assist providers in service planning for current and future provision (7 months)</li> <li>Recommendations on community transport (13 months)</li> </ul>
1.2.2	<p><b>Volunteers</b></p> <p>Identify what supports currently exist for older volunteers and make recommendations around identified gaps</p> <p><i>(DPAC [Policy Unit])</i></p>	<ul style="list-style-type: none"> <li>Volunteer Working Group established (DPAC through the PMT advises the Steering Committee on Membership and Terms of Reference) (3 months)</li> <li>Issues specific to ageing will be included in the Diversity Schedule of the agreement between Volunteering Tasmania and the Tasmanian Government</li> <li>Projects reflecting national best practice identified for consideration of their applicability in Tasmania: <ul style="list-style-type: none"> <li>Mapping (7 months)</li> <li>Recommendations (13 months)</li> <li>Pilot projects identified and ready for implementation (18 - 24 months)</li> </ul> </li> </ul>
1.2.3	<p><b>Healthy ageing</b></p> <p>Explore opportunities to promote nutrition and physical activity with the aim of reducing chronic conditions and improving health and wellbeing in the community</p> <p><i>(DHHS)</i></p>	<ul style="list-style-type: none"> <li>Healthy Ageing Working Group established (DPAC through the PMT advises the Steering Committee on Membership and Terms of Reference) (3 months)</li> <li>Programs already in existence enhanced (12 - 18 months)</li> <li>New programs based on evidence of effectiveness and community identified (12 - 18 months)</li> <li>Communities identified for implementing selected pilot projects (18 - 24 months)</li> </ul>
1.2.4	<p><b>Safety</b></p> <p>Work with the Tasmania <i>Together</i> Progress Board and the Crime Prevention and Community Safety Council to establish the best process for identifying and communicating existing and new community safety strategies that benefit older people and which engage all spheres of government</p> <p><i>(LGAT [through the CAWG])</i></p>	<ul style="list-style-type: none"> <li>Establish process (12 months)</li> <li>Existing strategies documented (12 months)</li> <li>Communication plan for all Local Government Areas to apply information about community safety strategies as appropriate to their area (Identified projects 12 - 18 months)</li> </ul>

## 2.0 GREATER ACCESS TO INFORMATION

### 2.1 Identification of key ageing-related information and research

#### **Issues**

In order to enable better planning and delivery of services for older people, the Parties agree the key issues to be addressed are:

- identifying the capacity of each stakeholder to contribute to greater information exchange;
- identifying the quality of data/information collected by stakeholders;
- identifying stakeholder data collections that will contribute meaningfully to aged care planning; and
- identifying aged care information gaps and matters for future research.

#### **Actions and timeframes**

The Parties agree the following actions and timeframes will be used:

	<b>Actions (Lead Agency)</b>	<b>Outcome/Output (Timeframe)</b>
<b>2.1.1</b>	Audit and analyse aged care data related to chronic conditions, primary health care, community aged care and residential aged care in terms of reliability and relevance to aged care planning <i>(DoHA)</i>	<ul style="list-style-type: none"><li>• Information Exchange Working Group established (IEWG) (DPAC through the PMT advises the Steering Committee on Membership and Terms of Reference) (3 months)</li><li>• List produced of relevant data/information items (10 months)</li></ul>
<b>2.1.2</b>	Develop an Aged Care Information Exchange List that includes preferred data items <i>(DoHA)</i>	Produce an Aged Care Information Exchange List (10 months)

## 2.2 Development of mechanisms for exchanging information across spheres of government

### Issues

In order to enable better planning and delivery of services for older people, the Parties agree the key issues to be addressed are:

- identifying the capacity of each stakeholder to contribute to greater information exchange;
- improving access to information that is currently available;
- identifying obstacles to the exchange of aged care information across spheres of government;
- reducing the duplication of information collected;
- increasing the effective use of existing information collection mechanisms;
- improving access to key ageing information that is currently available; and
- documenting deficits and gaps in key ageing information.

### Actions and timeframes

The Parties agree the following actions and timeframes will be used:

	<b>Actions (Lead Agency)</b>	<b>Outcome/Output (Timeframe)</b>
2.2.1	Establish protocols for exchanging information <i>(DoHA and DHHS [IEWG])</i>	Document resource implications, roles and responsibilities for information exchanges (18 months)
2.2.2	Develop Local Government-based aged care profiles <i>(DHHS)</i>	Pilot aged care profile produced (22 months)
2.2.3	Establish network of contacts to facilitate information exchange <i>(DoHA and DHHS)</i>	Network of contacts established to ensure information exchange (27 months)

## 3.0 PLANNING AND IMPLEMENTATION PROCESSES FOR AGED CARE SERVICES IN THE CONTEXT OF BED READINESS AND LAND USE

### 3.1 Improving the planning of aged care services

#### ***Issues***

In order to ensure that planning processes for aged care services enable access to the appropriate level of care when it is needed, the Parties agree the key issues are:

- the need for long-term planning to support Tasmania's rapidly increasing ageing population to enable participation and connectedness within the community and access to services;
- planning and provision of aged care services should occur within an integrated long-term plan for the community and locality, incorporating the capacity to expand services, recreational areas, accessible/suitable infrastructure and the capacity to facilitate future innovation in the delivery and support of aged care services;
- Local Government's knowledge of local communities, demographic and social changes together with its understanding of current and future developments would add value to the planning and allocation of aged care services; and
- assisting aged care providers to work with Local Government in identifying appropriate sites for the development of aged care services and in facilitating the orderly development and expansion of aged care services and supportive infrastructure.

## **Actions and timeframes**

The Parties agree the following actions and timeframes will be used:

	<b>Actions (Lead Agency)</b>	<b>Outcome/Output (Timeframe)</b>
<b>3.1.1</b>	Facilitate Local Government nomination to the Aged Care Planning and Advisory Committee (ACPAC) <i>(DoHA)</i>	LGAT nominee on ACPAC (next appointment process)
<b>3.1.2</b>	Establish a Planning and Implementation Working Group (PIWG) to be tasked with developing responses to the identified issues <i>(DPIW with LGAT)</i>	PIWG Established (DPAC through the PMT advises the Steering Committee on Membership and Terms of Reference) (3 months)
<b>3.1.3</b>	Examine existing Partnership Agreements to identify those dealing with ageing issues <i>(DPAC)</i>	Statewide picture of how ageing issues are being addressed in Partnership Agreements (6 months)
<b>3.1.4</b>	Encourage Councils to address the provision of aged care services and accommodation in their strategic plans <i>(LGAT)</i>	Improved capacity for an ageing population to continue to participate within the community and access to appropriate services (6 months)
<b>3.1.5</b>	Identify suitable land for the development of accommodation for the ageing and examine ways to ensure that such land can be made available for these purposes <i>(DED and LGAT)</i>	Improved capacity of aged care providers to access appropriate locations for provision of residential aged care (15 months)
<b>3.1.6</b>	Examine ways to assist Councils in the facilitation of developments for the aged and in the provision of infrastructure to provide a physical and social environment that meets the needs of an ageing population <i>(LGAT)</i>	An improved planning process to ensure that individual developments are considered in the context of long-term planning (18 months)
<b>3.1.7</b>	Investigate and recommend appropriate forums that will facilitate interaction between Councils and aged care service providers on long-term planning and service provision infrastructure <i>(DoHA)</i>	An increased understanding of the long-term issues facing each party and better exchange of expertise between parties (6 months)

## **3.2 Identifying and addressing barriers to aged care developments**

### ***Issues***

In order to maximise the capacity of industry to take up allocated places in the required timeframe, the Parties agree the key issues are:

- identifying barriers to the timely implementation of allocated places;
- developing and implementing strategies that remove or minimise the impact of identified barriers;
- ensuring that aged care providers are fully aware of statutory land use planning and approval processes;
- enhancing Local Government's understanding of its role, and the roles of other spheres of government and providers, in the provision of aged care services; and
- addressing the issue of fire safety compliance.

## **Actions and timeframes**

The Parties agree the following actions and timeframes will be used:

	<b>Actions (Lead Agency)</b>	<b>Outcome/Output (Timeframe)</b>
<b>3.2.1</b>	<p>Identify and develop strategies to remove or minimise barriers to implementation of approved places:</p> <ul style="list-style-type: none"> <li>• consult providers to identify difficulties encountered with statutory planning approval processes;</li> <li>• consult Councils to identify how many applications for aged care developments over previous 5 years have been submitted/approved and the nature of any objections;</li> <li>• examine planning schemes to establish how aged care accommodation is provided for; and</li> <li>• research the impact of aged care facilities on surrounding neighbourhoods.</li> </ul> <p><i>(LGAT with DoHA [PIWG])</i></p>	<ul style="list-style-type: none"> <li>• Documented data in respect to perceived/ actual barriers (15 months)</li> <li>• Recommendations to address identified barriers (18 months)</li> </ul>
<b>3.2.2</b>	<p>Develop materials for providers in respect to Local Government planning processes, in particular developing plans and early discussions with Councils prior to making application for places</p> <p><i>(DoHA [LGAT support])</i></p>	<p>Education package to assist aged care providers in project management, particularly planning, development and approval stage (15 months)</p>
<b>3.2.3</b>	<p>Develop materials and conduct information sessions for Local Government to increase Councils' understanding of roles of other spheres of government and providers in the provision of aged care services and accommodation</p> <p><i>(DoHA)</i></p>	<p>Education package to assist Councils (15 months)</p>
<b>3.2.4</b>	<p>Identify issues in respect to fire safety and develop a consistent agreed approach in response</p> <p><i>(DoHA)</i></p>	<ul style="list-style-type: none"> <li>• Specialist working group established with representatives from each sphere of government, aged care providers and other key stakeholders (4 months)</li> <li>• Consistent statewide approach to fire safety requirements with clear understanding between the various agencies on areas of responsibility (9 months)</li> </ul>

### 3.3 Encouraging best practice and innovation in the provision of aged care services and accommodation

#### Issues

In order to ensure the provision of aged care accommodation and services that meet the needs of the ageing population, the Parties agree the key issue is:

- encouraging best practice and innovation in design and delivery of accommodation and services, particularly in respect to people with special needs.

#### Actions and timeframes

The Parties agree the following actions and timeframes will be used:

	<b>Actions (Lead Agency)</b>	<b>Outcome/Output (Timeframe)</b>
<b>3.3.1</b>	Identify and promote models of best practice for the planning and development of aged care accommodation and services <i>(DoHA Planning and Implementation Working Group [PIWG])</i>	<ul style="list-style-type: none"> <li>• Development of best practice and innovative models that will address the changing needs of an ageing population (1 - 3 years)</li> <li>• Opportunities to apply best practice identified (1 - 3 years)</li> </ul>
<b>3.3.2</b>	Identify and promote greater use of innovation in flexible and adaptable design for both institutional accommodations and housing for the aged <i>(DoHA Planning and Implementation Working Group [PIWG])</i>	Development of best practice and innovative models that will address the changing needs of an ageing population (1 - 3 years)

## LINKAGES TO OTHER GOVERNMENT PROCESSES

### Links to Tasmania Together Benchmarks

The outcomes of the Tripartite Partnership Agreement for Population Ageing have linkages to a number of Tasmania Together Benchmarks, in particular:

Goal	Standard	Indicator	Indicator definition
1	4	4.1	Aged care costs and availability
6	1	1.2	Level of satisfaction with access to health and community services
14	1	1.1	Number of cooperative programs between levels of government

### Links to Tasmanian Plan for Positive Ageing 2000-2005

This Agreement complements, and is coherent with, the *Tasmanian Plan for Positive Ageing 2000-2005*. A process to review and update this plan commenced during 2005.

### Links to Australian and Local Government Strategic Plans

The actions identified above are referred to in the following strategic plans administered by the Australian Government Department of Health and Ageing:

- The Australian Government Department of Health and Ageing Corporate Plan 2003-05 notes that the department is committed to a whole-of-government approach to the challenges of an ageing Australian population. The development and implementation of this Partnership Agreement is consistent with this objective.
- The Australian Government Department of Health and Ageing Tasmanian Office Business Plan 2004-05 commits the department to participating in the working groups established as part of this Partnership Agreement.

Each Council in Tasmania is required to develop strategic plans in line with the *Local Government Act 1993*. Responses to ageing issues will vary in each municipal area.

## LIST OF ABBREVIATIONS AND DEFINITIONS

DHHS:	Tasmanian State Department of Health and Human Services
DoHA:	Australian Government Department of Health and Ageing
LGAT:	Local Government Association of Tasmania
DED:	Tasmanian State Department of Economic Development
DIER:	Tasmanian State Department of Infrastructure, Energy and Resources
DPIW:	Tasmanian State Department of Primary Industries and Water
CAWG:	Community Awareness Working Group – referred to in schedule 1.1.1
CTWG:	Community Transport Working Group – referred to in schedule 1.2.1
VWG:	Volunteer Working Group – referred to in schedule 1.2.2
HAWG:	Healthy Ageing Working Group – referred to in schedule 1.2.3
IEWG:	Information Exchange Working Group – referred to in schedule 2.1.1
PIWG:	Planning and Implementation Working Group – referred to in schedule 3.1.2

**Aged Care Planning Advisory Committees (ACPAC):** Committees provide advice to the Secretary of the Department of Health and Ageing on the distribution of aged care places within specified aged care planning regions. Committees are established under the *Aged Care Act 1997*, Section 12-7 and function in accordance with the Allocation Principles.

**Steering Committee:** The committee of senior officials overseeing this Agreement.

**Project Management Team (PMT):** The team of officials responsible for the day-to-day development and implementation of this Agreement.

**Lead Agency:** The lead agency referred to in schedules has the responsibility to coordinate response to scheduled action, call meetings, chair and provide executive support to those meetings as required. Tasks may be shared across spheres of government as agreed.

**Timeframe:** The timeframe referred to against actions contained within the schedules is the agreed period for response from the date of signing of the Agreement.

