

STRONG, LIVEABLE COMMUNITIES

**Tasmania's Active Ageing Plan
Implementation Strategy 2021-2022
Final Report for 2021-2022**





Acknowledgement

The Tasmanian Government acknowledges Aboriginal people as the traditional owners, and continuing custodians of lutruwita (Tasmania) and recognises the Tasmanian Aboriginal people's deep and continuous connection to the Land, Sea and Sky.

We acknowledge and pay our deepest respects to Aboriginal Elders and people past and present as the holders and teachers of cultural and family knowledge. We honour the important role they play in Aboriginal families and their communities.



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Appreciation

The Department of Premier and Cabinet would like to thank the Council on the Ageing (COTA) Tasmania for the delivery of a wide range of programs and initiatives reflected in this report, and for their ongoing commitment to older people in Tasmania.

Message from the Minister



As the Minister for Community Services and Development, I am deeply committed to building an age-friendly State in which all Tasmanians, regardless of their age, are supported to be active, healthy, and connected in our community.

Older Tasmanians play an immensely important role in both our community and our economy, and we recognise the valuable contributions they make to our society.

Tasmania has the oldest population compared to other States and Territories in Australia. Tasmanians are ageing the fastest with a median age of 42 compared to the Australian median age of 38.

This means that there will be more older people living and working in Tasmania in the years to come.

As more Tasmanians become older, we want to ensure that our communities support older Tasmanians to be socially connected and live the purposeful, healthy and active lives they want to live.

Strong, Liveable Communities: Tasmania's Active Ageing Plan 2017-2022 (Active Ageing Plan) was the Tasmanian Government's commitment to support people to maintain their health, increase their participation, continue to learn, and feel secure as they age.

A key focus of the *Active Ageing Plan* has been building strong, liveable communities to create a Tasmania that is the best place to live, work, invest and be part of a family, as we grow older.

That's why we developed the *Strong, Liveable Communities Implementation Strategy 2021-2022*, our third and final implementation strategy to support the *Active Ageing Plan*.

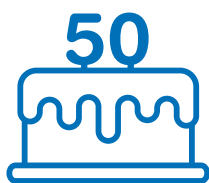
This report concludes this *Active Ageing Plan*. I am incredibly proud of the work we have achieved under the *Active Ageing Plan*, and I would like to thank our dedicated partners in the community sector, particularly COTA Tasmania, who have continued to work with the Government to support all older Tasmanians.

Older Tasmanians are integral to the diversity and strength of our communities, and we will continue to work with COTA Tasmania, local and Australian Governments, the non-government sector and the wider community to collaboratively plan for, and provide, the best opportunities for all older Tasmanians in developing our next plan.

**Hon Jo Palmer MLC
Minister for Community Services
and Development**

Strong, Liveable Communities 2021-22 – A Snapshot

40 per cent of Tasmanians were aged 50 years and over, compared to 35 per cent of all Australians as at the time of the 2021 Census.



About 25,000 Tasmanians will be aged over 85 years by 2032-33, doubling current figures.

In 6 of the 29 Local Government Areas, **25 per cent of people** were aged 65 years or older as at the time of the 2021 Census.

448 Seniors Week events were hosted across Tasmania in 2022.



There were approximately **8,000 to 9,000** attendees at Tasmanian Seniors Week events in 2021.



21 per cent of government-funded Vocational Education and Training program enrolments across Tasmania were people aged 40 years and older in 2022.

90 per cent of volunteer literacy tutors were aged between 50 and 70 years old during the reporting period.

490 eligible pensioners accessed the 50 per cent property transfer duty discount when downsizing their home in 2021-22.



4,596 Tasmanians had received an Australian Government Home Care Package as at December 2021.



765 older Tasmanian drivers attended the RACT Years Ahead program during the 2021-22 financial year.

Strong, Liveable Communities 2021-22 – A Snapshot

Approximately **125,000**
Seniors Card cardholders
and businesses were
registered as at
December 2022.



46 per cent of the workforce
in Tasmania in 2021 was aged
45 years or older, the oldest of
any State or Territory.

21 complaints were made to Equal
Opportunity Tasmania between
2021-22 alleging age discrimination.

148 recommendations
were made by the Royal
Commission into Aged
Care Quality and Safety
nationally.



63 per cent of Australians
experienced ageism between
2016 and 2021.

Some key statistics

The following statistics provide an overview of the demand for services, workforce engagement and complaints made in relation to age discrimination.

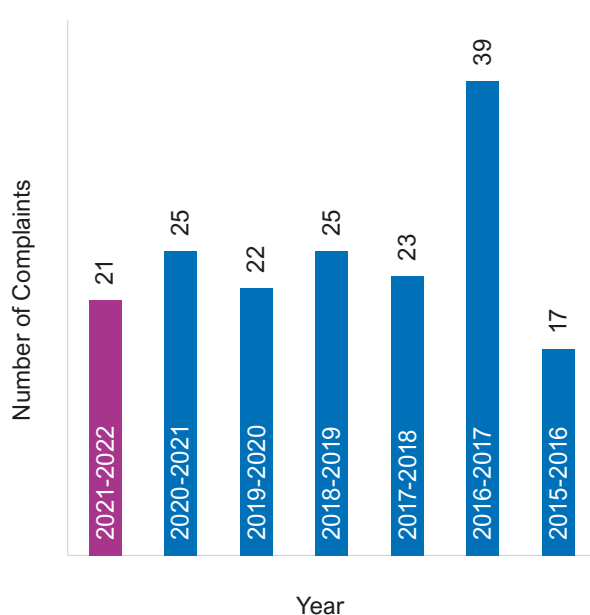
Level of demand for aged-based services and facilities in proportion to other age groups¹

Service age groups	2021	2016
Older workers and pre-retirees (50 to 59)	13.1%	14.3%
Empty nesters and retirees (60 to 69)	13.2%	13.3%
Seniors (70 to 84)	12.3%	10.6%
Elderly aged (85 and over)	2.3%	2.3%

Workforce engagement by age in Tasmania²

Year	Engagement status	2021	2016	2011
55 to 64 years	Fully engaged	33.3%	31.4%	30.3%
	Partially engaged	27.1%	24.4%	23.6%
	Disengaged	34.6%	37.1%	41.0%
	Undetermined/Not stated	5%	7.1%	5.1%
65 years and over	Fully engaged	4.5%	3.8%	3.4%
	Partially engaged	8.3%	7.1%	6.1%
	Disengaged	78.9%	77.8%	79.3%
	Undetermined/Not stated	8.4%	11.3%	11.3%

Number of complaints made to Equal Opportunity Tasmania alleging age discrimination³



Active Ageing in Tasmania

Our vision

The Tasmanian Government is committed to creating an age-friendly community that ensures every Tasmanian, regardless of their age, can access health care and education opportunities, participate in their community, feel safe and secure, and have their values and preferences respected.

Strong, Liveable Communities: Tasmania's Active Ageing Plan 2017-2022 (Active Ageing Plan) was a comprehensive whole-of-government strategy to support people to maintain their health, increase their participation, continue to learn, and feel secure as they age.

To support the *Active Ageing Plan*, Tasmanian Government agencies developed *Tasmania's Active Ageing Plan Implementation Strategy 2021-2022 (Third Implementation Strategy)*, which included actions to be progressed by agencies between January 2021 and December 2022.

The *Active Ageing Plan* and *Third Implementation Strategy* included four action areas, which were identified through consultations with older Tasmanians, to guide the Tasmanian Government's approach: health, life-long learning, participation, and security.

The *Third Implementation Strategy* outlined 87 actions to be progressed across these four key areas up until 31 December 2022.

The Tasmanian Government funds COTA Tasmania as a peak body to represent the needs and issues of older Tasmanians, and to implement programs in support of the Government's *Active Ageing Plan* and *Third Implementation Strategy*.

The Tasmanian Government has also provided funding to COTA Tasmania to undertake community consultations for the development of the next Plan to support Older Tasmanians, which will seek to build upon the work achieved under the *Active Ageing Plan* and *Third Implementation Strategy*.

This report details the Tasmanian Government's actions to implement strategies and policies that support older Tasmanians, and outlines the next steps in developing our new plan.

The Active Ageing Plan was a comprehensive whole-of-government strategy to support people to maintain their health, increase their participation, continue to learn, and feel secure as they age.

Ongoing impacts of COVID-19

The Tasmanian Government recognises the resilience and adaptability of older Tasmanians throughout the COVID-19 pandemic, and acknowledges the important contributions made by many organisations in the delivery of services to older Tasmanians, including in our response to, and recovery from COVID-19.

COTA Tasmania's **COVID-19 Community Conversations Report** published in May 2021 (Report) noted that for many community and health services, the initial stages of COVID-19 were their busiest ever. Many services needed to be reconfigured or at times closed and outreach efforts including emergency food relief increased.

The Report highlighted several lessons that can be learnt from COVID-19 about how best to support older Tasmanians. These lessons include the importance of providing clear, strong health advice, and improving digital literacy and inclusion, to ensure that older people can access information and stay connected.

In a post-pandemic world, demand for many services has remained high. For example, Libraries Tasmania's digital support service has provided a vital service for older community members, with library staff assisting community members to navigate check-in apps, access MyGov and MyHealth, and organise vaccinations and vaccination certificates.

As we are now well into the covid-19 recovery journey with community sector programs and activities back up and running, the Tasmanian Government is focused on what we can do to maximise opportunities for older people to re-enter, reskill, or remain in the workforce or volunteering sector.

For many community and health services, the initial stages of COVID-19 were their busiest ever.



Legal and policy frameworks

The following are the legislative and policy documents that guide the Government's vision for an age-friendly State.

Delivering on our election commitment, the Tasmanian Government introduced its Carer Recognition Bill 2022 into Parliament in June 2022. The *Carer Recognition Act 2023* passed unanimously through the House of Assembly and Legislative Council. The Act establishes a Carers Charter and sets out the obligations of government agencies to monitor and report on the Charter and the Tasmanian Carer Action Plan.

The Anti-Discrimination Act 1998: requires all Tasmanian Government agencies and service providers to create a workplace that is free from discrimination.

The Disability Services Act 2011: sets out how individuals with disability, disability service providers, and researchers are funded. It also provides the rules of the approval and conduct of restrictive practices.

The Tasmanian Government has recently released a new draft Disability Inclusion Bill for public consultation and intends to table this in Parliament shortly.

Key policies, plans and strategies:

- *Accessible Island: Tasmania's Disability Framework for Action 2018-2021*
- *Equal means Equal: Tasmanian Women's Strategy 2022-2027*
- *Food Relief to Food Resilience: Tasmanian Food Security Strategy 2021-2024 and Action Plan 2023-2025*
- *Get Active in the North 2023 and Get Active in the North West 2023*
- *Healthy Tasmania Five-Year Strategic Plan 2022-2026*
- *Jobs Tasmania Strategic Plan 2021-2024*
- *Older Persons Mental Health Services Fact Sheet*
- *Our Healthcare Future: Advancing Tasmania's Health December 2022*
- *Premier's Economic and Social Recovery Advisory Council Final Report March 2021*
- *Lifelong Respect: Tasmania's Strategy to end the abuse of older people (Elder Abuse) 2023-2029*
- *Rethink 2020: A State plan for mental health in Tasmania 2020-2025*
- *Supporting Tasmanian Carers: Tasmanian Carer Action Plan 2021-2024*
- *Tasmanian Community Sport and Active Recreation Infrastructure Strategy – Draft*
- *Tasmania's Affordable Housing Strategy 2015-2025 and Action Plan 2019-2023*
- *The Future of Local Government Review*
- *Transport Access Strategy*

Key Achievements 2021-2022

Health

Support people to be active in managing their own health

- The Older Persons Mental Health Services (OPMHS) Reform Project started, including recruiting key staff and designing Operational Service Models for OPMHS Inpatient and Community Services (Action 1.2).
- The Immunisation Unit in the Department of Health is working with the Pharmacy Guild and the Pharmaceutical Society of Australia to support pharmacists in continuing to increase their services and make vaccines more accessible to all Tasmanians. Pharmacies have played a major role in the provision of COVID-19 vaccines to older Tasmanians, and in 2022 many pharmacies also commenced providing free influenza vaccines through the National Immunisation Program. The Immunisation Unit provides pharmacists with clinical support, guidance documents and educational materials (Action 1.4).

Facilitate access to physical activity to improve strength, resilience and participation

- In February 2022, the Get Active in the North and North West booklets were released and hard copies were delivered to a range of organisations, including libraries, Service Tasmania outlets, Centrelink offices, hospitals and community houses. These booklets are a key resource for engaging in activity for older Tasmanians. The Get Moving website now includes links to a range of community physical activity programs including those targeting people of all abilities. (Action 2.5 and 2.6).



Provide information and programs about affordable, healthy eating

- In 2022, COTA Tasmania provided Eat to Cheat peer education sessions which supported older Tasmanians in improving their knowledge of age-appropriate diets (Action 3.1).

Improve access to mental and physical health care in rural communities

- In 2022, COTA Tasmania travelled extensively to connect with and listen to Tasmanians about their experiences of ageing for the H.E.A.R consultation. This consultation is informing the development of the next plan to support older Tasmanians (Action 4.2).

Action	Complete	Ongoing	In progress
1 Support people to be active in managing their own health.			
1.1 Work with organisations to provide safe experiences in parks and reserves.	✓		
1.2 Pursue opportunities under <i>Rethink Mental Health, Better Mental Health and Wellbeing: A Long-Term Plan for Mental Health in Tasmania 2015-2025</i> .			✓
1.3 Implement relevant frameworks and models of care for subacute care, rehabilitation and geriatric services, as part of <i>Our Healthcare Future</i> reforms.			✓
1.4 Encourage older Tasmanians to access adult immunisations for older Tasmanians.			✓
1.5 Update the Department of Health's 'Working in Health Promoting Ways' website and develop the next phase of the <i>Healthy Tasmania Strategic Plan 2021-2026</i> .			✓
2 Facilitate access to physical activity to improve strength, resilience and participation.			
2.1 Offer discounts for a variety of activities managed by the Parks and Wildlife Service to senior Concession Card holders.		✓	
2.2 Provide an ongoing 50% discount for all annual or two-year Parks passes for Seniors Card holders.		✓	
2.3 Ensure the needs of older Tasmanians are considered in the development of State sport and recreation infrastructure strategies.		✓	
2.4 Deliver Healthy Tasmania Fund projects over two years.	✓		
2.5 Release annual North and North-West Get Active booklets to provide ideas for older Tasmanians to be active and social in their local area.	✓		
2.6 Support COTA Tasmania to ensure that older Tasmanians can readily access information about participation in sport, recreation and community life.		✓	
2.7 Provide infrastructure that encourages the physical challenge of cycling.		✓	
2.8 Continue to work with ParaQuad Tasmania to review and provide access-friendly facilities, tracks and information for park users. *	✓		
2.9 Promote the Discovery Ranger program to encourage older Tasmanians to participate in physical activity events and expand on the introductory accessibility training provided to Discovery Rangers and Aboriginal Discovery Rangers. **			✓

Action	Complete	Ongoing	In progress
3 Provide information and programs about affordable, healthy eating.			
3.1 Support COTA Tasmania to offer the <i>Eat to Cheat Ageing</i> peer education program.	✓		
3.2 Continue to offer the <i>Nutrition for Older People and Malnutrition in Older People</i> online training.		✓	
3.3 Continue to update and maintain the Healthy Ageing webpages on the Department of Health website.		✓	
4 Improve access to mental and physical health care in rural communities.			
4.1 Improve the provision of health services in rural communities through telehealth, connecting to individual's personal devices or computers, or at Tasmanian Health Service facilities.			✓
4.2 Support COTA Tasmania to provide support to older people in regional, rural and remote areas of Tasmania through extended outreach of its consultation and programs.		✓	
4.3 Support Rural Alive and Well to build healthy and resilient rural communities, and assist individuals, families and communities through mental health issues with a focus on suicide prevention.			✓

* The research program was not funded and project did not proceed.

** This action did not commence during the reporting period and the program is currently being reviewed, as part of the Department of Natural Resources and Environment Tasmania's Disability Action Plan.

Lifelong Learning

Work collaboratively to increase confidence and skills to use digital technology

- Libraries Tasmania continued to run a range of digital inclusion programs, with many programs tailored to older Tasmanians and focused on building confidence with tablets, computers, and phones (Action 5.1). These programs included:
 - George Town Library delivering a beginners computer course for older Tasmanians over five weeks.
 - Hobart Library delivering a 'Digital Finger Painting with your Grandkids' workshop using an iPad finger painting app.
 - Swansea Library holding a robotics outreach session at aged care facilities.
 - Glenorchy Library delivering a podcasting session where older Tasmanians recorded their own podcast.
- The Digital Ready for Daily Life program partnered with Bucaan Community House, COTA Tasmania, and the Smith Family to deliver targeted digital assistance sessions designed to build participants' confidence and digital capability (Action 5.2).
- Between September and December 2022, U3A sessions were delivered at the Hobart and Kingston U3A centres, focusing on using smartphones and tablets efficiently, and how to avoid online phishing and scams (Action 5.2).

Provide opportunities for diverse groups to share skills and knowledge

- The Kingston Library provided inter-generational digital learning programs, including Tea and Tech with a Teenager where Kingston High School students shared their skills and knowledge in navigating a digital world with older Tasmanians (Action 6.3).

Work to lift literacy and numeracy levels of older adults

- The 26TEN campaign encouraged older Tasmanians to volunteer and support adults to improve their literacy and numeracy. This was achieved with 90 per cent of volunteer literacy tutors working in the Library Tasmania Adult Literacy Service and in 26TEN communities aged between 50 and 70 years old (Action 7.1).
- In 2022, the 26TEN Communities initiative supported approximately 90 Tasmanians aged over 50 years with literacy, numeracy and digital skills in four 26TEN communities (Action 7.1).
- Libraries Tasmania Adult Literacy Service supported 186 clients aged 50 years old and older, including 52 clients who were 65 years and older (Action 7.1).





Case Study

Digital assistance with a royal difference in George Town community (Action 5.1)

Alice lives with her son and daughter-in-law Thelma, who is her carer. Thelma and Alice come into the George Town Library every week and Alice selects up to 10 books each visit. Thelma also attends George Town Library's digital sessions each week.

On one occasion, Thelma asked George Town Library team member, Linda, for digital literacy assistance to request a letter for Alice from Her Majesty the Queen for her 100th birthday.

On the day of Alice's 100th birthday, she was presented with letters and cards from the Queen, the Governor General, the Prime Minister, and the Tasmanian Premier, highlighting the important role libraries play in digital inclusion for older people.

Pictured above: George Town Library team members Linda and Rob dressed as Wonder Woman and Revan from Star Wars for Book Week, with Alice celebrating her 100th birthday.

Action	Complete	Ongoing	In progress
5 Work collaboratively to increase confidence and skills to use digital technology.			
5.1 Continue to provide computing and technology programs for older Tasmanians in local communities through Libraries Tasmania.		✓	
5.2 Deliver the Digital Ready for Daily Life program that helps ensure older Tasmanians are not left behind in an increasingly digital world, with training in local communities.			✓
6 Provide opportunities for diverse groups to share skills and knowledge.			
6.1 Promote ongoing funding to support a State-wide, coordinated approach for Men's Sheds in Tasmania.		✓	
6.2 Aboriginal Discovery Rangers continue to provide Aboriginal cultural activities for visitors to parks and reserves.	✓		
6.3 Through Libraries Tasmania continue to identify inter-generational learning opportunities involving local schools and older Tasmanians.		✓	
6.4 Continue to work in partnership with Wildcare and the Migrant Resource Centre to deliver inclusive, supported park visits State-wide.	✓		
7 Work to lift literacy and numeracy levels of older adults.			
7.1 Through the 26TEN campaign, encourage older Tasmanians to volunteer and support older people to build their skills.		✓	
7.2 Support COTA Tasmania to implement its 26TEN Action Plan.		✓	
8 Provide targeted information about education, training and learning opportunities.			
8.1 Support COTA Tasmania to provide targeted information to older Tasmanians on education, training and learning opportunities.		✓	

Participation

Strengthen the liveability of local communities

- The Liveable Communities Toolkit continues to be promoted and aims to support councils and communities to create a supportive, inclusive, safe and engaging Tasmania for people of all ages, backgrounds and mobility (Action 9.1).

Maximise opportunities for older workers to re-enter, reskill, or remain in the workforce

- In 2021, TasTAFE began delivering the Certificate II in General Education for Adults, with students aged 45 years and older representing 16 per cent of enrolments in 2021 and 2022 (Action 10.1).
- The JobTrainer Fund supported over 10,000 Tasmanians to enrol in training. Of the approximate 2,000 JobTrainer enrolments delivered by TasTAFE, over 10 per cent were aged 45 years and older (Action 10.1).
- Since July 2021, Jobs Tasmania has introduced the Career Connector Service to support older Tasmanians to engage with work, education or training, and 7 Regional Job Hubs to support older jobseekers to access local training and employment opportunities across the State (Action 10.2).

- In 2021-22, consultations took place with key stakeholders in relation to draft amendments and tools to support older workers to make workers compensation applications to the Tasmanian Civil and Administrative Tribunal (Action 10.5).
- COTA Tasmania attended the Hobart Jobs Hub Careers Expo to promote the Work45+ website (Action 10.6).

Work with local businesses to respond to the needs of an ageing community

- The Employer of Choice program, now managed by Jobs Tasmania, continues to provide opportunities to collaborate, share knowledge and address a range of workforce issues, such as workplace discrimination and workforce diversity through events (Action 11.1).

Implement whole-of-community strategies to overcome transport barriers

- During the 2021-22 financial year, the RACT delivered 22 presentations of the Years Ahead program to 765 older drivers. The Tasmanian Government has committed funding to the RACT to deliver road safety educational programs until 2025 (Action 12.1).
- In October 2022, Metro offered free travel for Tasmanian Seniors Card holders during Seniors Week (Action 12.5).

Support a skilled, sustainable volunteering workforce

- The State Emergency Service (SES) is ensuring pathways exist to enable ongoing participation and contribution of older SES volunteers who may not be physically capable of all operational roles. SES does this by providing alternative pathways for volunteering, such as additional training in incident management operations (Action 13.3).

Address ageism and combat age-related stereotypes

- In 2022, 448 Seniors Week events were hosted across the State, with 92 per cent of event organisers stating they would participate again and 10 per cent of event organisers running five or more events (Action 14.2).



Action	Complete	Ongoing	In progress
9 Strengthen the liveability of local communities.			
9.1 Promote the updated Liveable Communities Toolkit, resources and Facebook page to local councils.		✓	
9.2 Commence the scoping of issues for coverage by the Tasmanian Planning Policies (TPPs) in early 2021, with the submission of draft TPPs for formal review by the Tasmanian Planning Commission in late 2021.			✓
9.3 Implement Accessible Island: Tasmania's Disability Framework for Action 2018-2021 to support access and inclusion for older Tasmanians with disability.		✓	
9.4 Ensure apartment developments include consideration of adequate open space, avoidance of lengthy corridors, appropriate setbacks for sunlight, privacy and amenity.			✓
10 Maximise opportunities for older workers to re-enter, reskill, or remain in the workforce.			
10.1 Through TasTAFE continue to offer training for older learners who are planning to commence, return to, or continue with study, and deliver the Certificate II in General Education for Adults in 2021.			✓
10.2 Review the role and responsibility of career advisors.			✓
10.3 Revise and update the Tasmanian State Service Diversity and Inclusion Framework in 2021.			✓
10.4 Finalise a draft mental health best practice framework for workplaces in Tasmania.			✓
10.5 Undertake targeted consultations with stakeholders on the draft amendments and tools to support older workers making applications to the Workers Rehabilitation and Compensation Tribunal.	✓		
10.6 Support COTA Tasmania to continue to promote the Work45+ website and to work with industry councils to encourage employers to hire and retain older workers.			✓
11 Work with local businesses to respond to the needs of an ageing community.			
11.1 Encourage employers and industry to participate in their own workforce planning and development activities.			✓
11.2 Support COTA Tasmania to continue the Ageing Workforce Community of Practice to promote age-friendly workplaces.*	✓		

* This action did not proceed. COTA Tasmania has contacted Job Skills Tasmania to re-establish connection and ensure the needs of the Mature Age Workforce is represented in employment and training opportunities within the State. E.g. action item 2.8

Action	Complete	Ongoing	In progress
11.3 Continue the Employer of Choice program of events.			✓
11.4 Support COTA Tasmania to implement and update age-friendly business resources in collaboration with Tasmanian businesses and Seniors Card businesses.	✓		
12 Implement whole-of-government community strategies to overcome transport barriers.			
12.1 Fund RACT to continue to deliver the Years Ahead program.			✓
12.2 Provide taxi subsidies to National Disability Insurance Scheme participants until the participant has had their plan reviewed or until 31 October 2022, whichever occurs first.			✓
12.3 Continue to implement a more connected network of bus services across the State that continues to operate more regularly and consistently.			✓
12.4 Provide a \$500,000 Community, Coach and Car Fund for local community sector organisations to access.	✓		
12.5 Continue free bus travel on Metro during Seniors Week for Tasmanian Seniors Card holders.			✓
13 Support a skilled, sustainable volunteering workforce.			
13.1 Fund Volunteering Tasmania to support local volunteer organisations and help them find and retain volunteers.	✓		
13.2 Continue to work with Wildcare and other volunteer organisations to engage older volunteers in the Parks and Wildlife Service programs.		✓	
13.3 Continue to lead and support activities aimed at up-skilling volunteers, coaches and officials with the sport and recreation sector.		✓	
13.4 Through the State Emergency Service, continue to support a skilled, sustainable volunteering workforce by providing opportunities for older Tasmanians to participate and contribute towards community safety.		✓	
14 Address ageism and combat age-related stereotypes.			
14.1 Provide indexed funding to COTA Tasmania to act as the peak body representing the needs of older people, and the older persons' sector, in Tasmania.		✓	
14.2 Fund COTA Tasmania to deliver Seniors Week in 2021 and 2022.	✓		

Security

Support awareness of, and improve our response to, elder abuse

- In 2023, a new *Respect and Protect Older Tasmanians – Tasmania’s Elder Abuse Prevention Strategy* was released (Action 15.1).
- The Tasmanian Elder Abuse Help Line service has been funded until 30 June 2024 (Action 15.4).

Assist people to access appropriate cost of living support

- The Tasmanian Government Concessions and Discounts Guide supports Tasmanians to access essential services is updated annually.
- On 13 October 2022, the new Seniors Card online cardholder and business platform went live, allowing cardholders and businesses to enrol online and update their details (Action 16.2).

Strengthen our efforts to provide appropriate and affordable housing

- In partnership with Wintringham Specialist Aged Care, over 280 independent living units were developed in Southern Tasmania and the design phase for the northern Wintringham facility is currently underway (Action 17.3).
- A site has been identified and preliminary design work commenced for a new independent living unit complex for older Tasmanians experiencing or at risk of homelessness in Devonport (Action 17.6).
- 8 social housing units have been built in Rokeby in partnership with Hobart City Mission and Homes Tasmania for older men who are at risk of homelessness, together with 7 units of homelessness accommodation for older men (Action 17.11).



Facilitate education and support for older people to be safe online

- BeConnected webinars and resources assisted older Tasmanians to deepen their understanding of topics like buying and selling online, online banking, avoiding and spotting scams, password management, digital literacy, anti-virus software and safe use of social media (Action 18.1).
- Kingston Library and the Kingsborough Council Emergency Response partnered to develop a 'Scanning your Important Documents' program to support older Tasmanians to prepare for emergencies, such as flood and bushfire by ensuring important documents are digitised (Action 18.1).

Support older people to maintain independence as they age

- 63 aged care facilities in Tasmania received services under the Comprehensive Palliative Care in Aged Care program, with this initiative continuing up until 30 June 2024 (Action 19.6).
- In November 2022, the Tasmanian Government released *Compassionate Communities: A Tasmanian Palliative Care Policy Framework 2022-27* which identified 6 priority action areas for the palliative care sector (Action 19.6).
- On 22 November 2022, an Act to amend the *Guardianship and Administration Act 1995* to introduce a legislative framework for the making and execution of advance care directives commenced (Actions 19.7 and 19.8).

Action	Complete	Ongoing	In progress
15 Support awareness of, and improve our response to, elder abuse.			
15.1 Work with the State-wide Elder Abuse Prevention Advisory Committee to undertake actions arising from the <i>Respect and Protect Older Tasmanians – Tasmania's Elder Abuse Prevention Strategy 2019-2022</i> and the <i>National Plan to Respond to the abuse of Older Australians 2019-2023</i> , and facilitate the review and consultation for the development of a new strategy.	✓		
15.2 Consider research undertaken as part of the <i>National Plan to Respond to the Abuse of Older Australians Elder Abuse 2019-2023</i> and outcomes from the Royal Commission into Aged Care.	✓		
15.3 Continue to deliver the Elder Abuse Prevention Awareness Campaign.		✓	
15.4 Fund Advocacy Tasmania to deliver the Tasmanian Elder Abuse Help Line service.		✓	
16 Assist people to access appropriate cost of living support.			
16.1 Promote and update the annual Tasmanian Government Discounts and Concessions Guide.		✓	
16.2 Administer the Seniors Card Program.		✓	
16.3 Continue to support the delivery of emergency relief initiatives.		✓	

Action	Complete	Ongoing	In progress
16.4 Provide financial assistance for families to meet the cost of energy through the Energy Hardship Fund.		✓	
16.5 Provide winter energy bill relief of \$125 per household for concession customers.	✓		
16.6 Provide funding to the No Interest Loan Scheme Energy Saver Loan and Subsidy Scheme for energy efficient appliances.			✓
17 Strengthen our efforts to provide appropriate and affordable housing.			
17.1 Work with Housing Connect to raise awareness of the role and function of Housing Connect's one-stop-shop services.		✓	
17.2 Continue to design and construct new accommodation and public housing suitable for older people.		✓	
17.3 Support the construction of a new aged care facility in Southern Tasmania to support frail elderly people on low incomes.			✓
17.4 Support the transfer of 132 social housing units to Wintringham to provide tenancy management and support for older people in the South.			✓
17.5 Through Housing Tasmania work with Wintringham to provide outreach support for older people who are applicants on the Housing Register.			✓
17.6 Support the construction of new supported accommodation facilities for older Tasmanians in the North-West of the State.			✓
17.7 Continue to monitor housing demand from older Tasmanians through the Housing Register.		✓	
17.8 Continue to fund women's shelters in each region to provide crisis and transitional accommodation for adult women across the State.		✓	
17.9 Continue to use the Household Assessment Prioritisation System to ensure homeless women are categorised as priority applicants.		✓	
17.10 Offer a concession that provides a 50 per cent discount on property transfer duty for eligible pensioners.	✓		
17.11 Work with the Hobart City Mission to co-invest in new homeless accommodation for older men in the South.			✓
17.12 Provide an in-home support service for older residents in social housing in the South.		✓	

Action	Complete	Ongoing	In progress
18 Facilitate education and support for older people to be safe online.			
18.1 As an eSmart library service equip Libraries Tasmania staff to support Tasmanian library users with the skills they need for smart, safe and responsible use of technology.	✓		
18.2 Inform and support older Tasmanians on issues of online safety, personal and household safety, and through print and social media platforms.		✓	
19 Support older people to maintain independence as they age.			
19.1 Collaborate with our partners and other relevant organisations to support older Tasmanians to feel safe.		✓	
19.2 Administer the Companion Card program for people with disability who require lifelong support from a companion carer to participate at community venues and events.		✓	
19.3 Revise the <i>Tasmanian Carer Action Plan 2017-2020</i> which includes recognition of the role and contribution of older carers, and those who care for older Tasmanians.	✓		
19.4 Introduce Tasmania's first Carer's recognition legislation and provide funding for a new Carers Week community grants program.	✓		
19.5 Extend supports for informal kinship carers, including grandparents, who help raise children who are unable to live with their parents.		✓	
19.6 Implement <i>Compassionate Communities: A Tasmanian Palliative Care Policy Framework 2017-2021</i> .			✓
19.7 Progress staged implementation of the Tasmanian Law Reform Institute's Final Review of the <i>Guardianship and Administration Act 1995</i> and continue to educate older people about guardianship and Power of Attorney issues.			✓
19.8 Finalise the legislative framework for Advanced Care Directives.	✓		
19.9 Continue to support and participate at a national level to progress reforms for the establishment of a National Register of Enduring Powers of Attorney.			✓

Next Steps

Between February and June 2022, COTA Tasmania undertook State-wide consultation to inform the development of the Government's next plan for older Tasmanians through funding allocated by the Tasmanian Government.

Following this consultation, COTA Tasmania released the *Healthy, Engaged and Resilient Consultation Outcome Report (Outcome Report)* on 3 November 2022.

The Tasmanian Government is considering the report and working with COTA Tasmania and Government agencies on the development of the new plan. Further consultation is a critical element of this work.



Endnotes

- 1 .id, 'State Growth Tasmania – community profile', <https://profile.id.com.au/tasmania/service-age-groups>.
- 2 .id, 'State Growth Tasmania – community profile', <https://profile.id.com.au/tasmania/disengagement-by-age?EndYear=2011&DataType=UR>.
- 3 Equal Opportunity Tasmania, 'Equal Opportunity Tasmania Annual Report 2021-22', https://equalopportunity.tas.gov.au/__data/assets/pdf_file/0003/683301/Equal-Opportunity-Tasmania-Annual-Report-2021-22-Tagged-PDF.PDF, p. 11; Equal Opportunity Tasmania, 'Equal Opportunity Tasmania Annual Report 2020-21', https://equalopportunity.tas.gov.au/__data/assets/pdf_file/0004/636070/eot_annualreport2021_Final-accessible-tagged.pdf, p. 10; Equal Opportunity Tasmania, 'Equal Opportunity Tasmania Annual Report 2019-20', https://equalopportunity.tas.gov.au/__data/assets/pdf_file/0008/591227/20.10.09-eot_annualreport2020_Final-accessible-Pdf.pdf.PDF, p. 13; Equal Opportunity Tasmania, 'Equal Opportunity Tasmania Annual Report 2018-19', https://www.equalopportunity.tas.gov.au/__data/assets/pdf_file/0008/548792/19.09.30-EOT-Annual-Report-2018-19-Accessible.pdf, p. 20; Equal Opportunity Tasmania, 'Equal Opportunity Tasmania Annual Report 2017-18', https://equalopportunity.tas.gov.au/__data/assets/pdf_file/0019/451351/EOT-Annual-Report-Accessible-2017-18.PDF, p. 28; Equal Opportunity Tasmania, 'Equal Opportunity Tasmania Annual Report 2016-17', https://equalopportunity.tas.gov.au/__data/assets/pdf_file/0003/398181/EOT-Annual-Report-Accessible-2016-17.PDF, p. 32; Equal Opportunity Tasmania, 'Anti-Discrimination Commissioner Annual Report 2015-16', https://www.equalopportunity.tas.gov.au/__data/assets/pdf_file/0018/361404/EOT_Annual_Report_2015-16.PDF, p. 47.



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