

Strong, Liveable Communities

Tasmania's Active Ageing Plan
Implementation Strategy 2019-2020
Progress Report for 2019



Table of Contents

Introduction.....3

ACTION AREA ONE: Health..... 4

1. Supporting people to be active in managing their own health 4
2. Facilitate access to physical activity to improve strength, resilience and participation 6
3. Provide information and programs about affordable, healthy eating..... 8
4. Improve access to mental and physical health care in rural communities 9

ACTION AREA TWO: Lifelong Learning..... 9

5. Work collaboratively to increase confidence and skills to use digital technology 9
6. Provide opportunities for diverse groups to share skills and knowledge 10
7. Work to lift literacy and numeracy levels of older adults..... 11
8. Provide targeted information about education, training and learning opportunities.. 11

ACTION AREA THREE: Participation 12

9. Strengthen the liveability of local communities 12
10. Maximise opportunities for older workers to re-enter, reskill, or remain in the workforce 13
11. Work with local businesses to respond to the needs of an ageing community 14
12. Implement whole-of-community strategies to overcome transport barriers..... 14
13. Support a skilled, sustainable volunteering workforce..... 15
14. Address ageism and combat age-related stereotypes 16

ACTION AREA FOUR: Security..... 17

15. Support awareness of, and improve our response to, elder abuse 17
16. Assist people to access appropriate cost of living support 18
17. Strengthen our efforts to provide appropriate and affordable housing 19
18. Facilitate education and support for older people to be safe online 20
19. Support older people to maintain independence as they age..... 21

GOVERNANCE and WHERE TO FROM HERE..... 22

20. Facilitate education and support for older people to be safe online 22



Introduction

An age-friendly community is one that enables people of all ages to actively participate in community life.

Strong, liveable communities: Tasmania's Active Ageing Plan 2017-2022 (the Active Ageing Plan) is the Tasmanian Government's commitment to support people to maintain their health, increase their participation, continue to learn, and feel secure as they age. It is a comprehensive plan, informed by the voices of older Tasmanians, to support individuals to make informed choices about their health and wellbeing, education, participation, and security.

The Plan is accompanied by an Implementation Strategy, which allows the Tasmanian Government to target and refine its actions based on what does and doesn't work.

This includes listening to, and learning from, older people, and exploring solutions to long-standing systemic barriers to living a good life as we grow older.

The Tasmanian Government has released *Strong Liveable Communities: Tasmania's Active Ageing Plan Implementation Strategy 2019-2020*. This Strategy supports the Government's *Strong Liveable Communities: Tasmania's Active Ageing Plan 2017-2022*.

The Active Ageing Plan and Implementation Strategy contain four priority action areas taking into account the needs of people over 50 as identified through consultations.

These action areas are:

- health;
- lifelong learning;
- participation; and
- security.

Compared to other states and territories, Tasmania has experienced the largest increase in median age over the last 21 years, increasing by over seven years, from 35 years old in 1996, to 42.2 years old in 2017. Interstate migration of younger adults from Tasmania to the Australian mainland has contributed to this accelerated ageing.

The Strategy aims to empower older Tasmanians to age well by promoting opportunities, giving them knowledge and skills to make informed choices, and recognising Tasmania's need for ongoing contribution from people 50 and over.

The following sections provide a summary of key actions taken by agencies during the reporting period up to December 2019.



ACTION AREA ONE: Health

The Tasmanian Government is keen to ensure that Tasmanians can access information and services and be active participants in managing their own health and wellbeing as they age

I. Supporting people to be active in managing their own health

I.1 Linking improved health to parks and reserves experiences carers

The Healthy Parks Healthy People program - a partnership between the Parks and Wildlife Service (PWS) and Healthy Tasmania - delivered nature-based activities to over 2 000 Tasmanians during 2019. This included a number of events that were targeted at, and tailored for Seniors, including events scheduled during Seniors Week. In parallel with the events, the program included regular social media outputs to share key health messages, including the health and wellbeing benefits of spending time in nature.

I.2 Mental health: supporting consumers

The Mental Health Council of Tasmania (MHCT), through funding provided by the Tasmanian



Department of Health, has worked in partnership with national organisation Everymind to develop the *Tasmanian Communications Charter: a state-based approach to Mental Health and Suicide Prevention*. The MHCT continues to administer Mental Health Week Grants as part of Mental Health Week in Tasmania; and has also released Tasmania's first Peer Workforce Development Strategy, which aims to develop an inclusive and respectful culture and recovery orientated services within the Tasmanian mental health system.

Roll out of the Connecting with People suicide mitigation training approach has begun in Tasmania. Suicide Awareness training has been provided to a range of community and government organisations, with a focus on building literacy in suicide prevention, breaking down myths about suicide, building an understanding of compassion, and safety planning. This training will continue to be rolled out in line with the *Tasmanian Suicide Prevention Strategy 2016-2020*.

1.3 Geriatric care and rehabilitation

The Department of Health is developing a Tasmanian Statewide Subacute Care Framework, Rehabilitation Model of Care and Geriatric Model of Care. These will inform and guide the future development of subacute care services that help all Tasmanians improve their quality of life and to continue living safely in their community.

1.4 Sharing information between health services and the community

The Healthy Ageing Network South (the Network) hosted a forum in March 2019 with the Council on the Ageing Tasmania (COTA) and the Hobart City Council on 'Food and Positive Ageing'. Thirty older people and service providers learnt about the nutrition needs of older people, tips for preparing simple meals, and what services and resources are available locally.

In July and September 2019, the Network hosted presentations from Kingborough Council and Glenorchy City Council to better understand the positive ageing work occurring in those areas.

1.5 Raising awareness – adult immunisations

The *Tasmanian Immunisation Strategy 2019-24* (the Strategy), released in October 2019, is the guiding document for the administration of publicly funded vaccines in Tasmania. The Department of Health will work collaboratively with stakeholders, including Primary Health Tasmania, to implement the Strategy.

1.6 Making healthy changes Chronic conditions screening and management

The Tasmanian Government's *Anticipatory Care Project* is trialling new models to help identify, prevent or slow ill-health in people at risk of developing chronic conditions, including older Tasmanians. The Australian Government has provided funding to trial new ways of delivering anticipatory care to four communities: Ulverstone, Flinders Island, Clarence and the northern suburbs of Launceston.

The **Healthy Tasmania Challenge**, launched in early 2018, is a series of campaigns to motivate the community, including older Tasmanians, to become healthier through everyday activities. Twelve challenges were held in 2019, providing programs and incentives to encourage participation.

In 2019 the Department of Health worked with Neighbourhood Houses Tasmania on the *Active Every Day Challenge* to encourage small scale active living and physical activity initiatives in communities. Over the past two years funding has been provided to 19 groups and communities as part of the *Neighbour Day Challenge* to support a range of events and infrastructure.

The **Healthy Tasmania Portal** is an online preventative health directory which features community stories, health information, resources and community activities to help individuals, health professionals, organisations and communities improve their health and wellbeing. The portal was revamped in 2019 to improve usability and access to information.

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

2.1 and 2.2 Linking improved health to parks and reserves experiences

The Government committed to provide Seniors Card holders with free entry to our 19 National Parks for one year until 30 June 2019. This is designed to allow seniors to increase physical activity and wellbeing and make the most of their own backyard. During 2018-19, 23 091 Seniors registered for free passes, of which 33 per cent were to Tasmanians.

From 1 July 2019, Seniors Card holders can continue to enjoy our 19 National Parks with a 50 per cent discount on the concession fee of an All Parks annual or two-year pass. Annual and Two Year Seniors all park passes were introduced from 1 July 2019.

As at 20 January 2020, 2 577 Seniors Annual and 3 643 Seniors Two Year Passes have been sold, of which 14 per cent of Annual and 93 per cent of Two Year Seniors passes sold were to Tasmanians.

2.3 Older Tasmanians and State Sport and Recreation Infrastructure Strategies

The State Sport and Recreation Infrastructure Strategy is currently being developed and will consider the needs of Tasmanians, including older Tasmanians.

2.4 Improving health through innovative, sustainable, community-driven programs

Healthy Tasmania Community Innovation Grants were provided to 24 organisations in 2019 to deliver innovative community projects supporting physical activity, healthy eating, smoking cessation and building community connections. The Launceston and Glenorchy branches of the Good Neighbour Council both received grants to run programs specifically aimed to encourage physical activity in the elderly.

In addition, during 2019, 26 organisations were successful in securing Healthy Tasmania Fund grants of up to \$200 000. These grants support community initiatives to improve health and wellbeing with a focus on reducing smoking, reducing obesity and improving healthy eating and physical activity. The programs run through the grants are generally open to all age groups, including older Tasmanians. The Polish Association Hobart received a grant to run fitness classes specifically for seniors through its Fitness Fun 4 Seniors program.

2.5 Get Active booklets

CSR produced and distribute 2019 booklets. The contents were also posted on [Department of Communities Tasmania website](#).

Preparations are underway to produce the 2020 booklets.

2.6 Opportunities for older Tasmanians to be active

The [COTA Tasmania Community Activities](#) webpage was launched on the COTA Tasmania website on 1 August 2019. This webpage includes regular social, learning and physical community activities located in regions across Tasmania, and a Community Events section for promotion of one-off or annual events.



From August - December 2019, the number of community activities on the site grew from 735 to 802. Also, a total of 41 community events were added to the website during this same period. While the majority of submissions were for Hobart and surrounds, all regions in Tasmania were represented in activity and event pages. The Community Activities section had an average of 1 675 unique views per month from August to December 2019 (total = 6 699), and the Community Events page had an average of 48 unique views per month for the same period (total = 192).

2.7 Improving cycling experiences

The Parks and Wildlife service (PWS) is a key facilitator in the review and support of mountain bike trail construction and associated events, and has been instrumental in the development of the mountain bike networks established at Derby, St Helens, Meehan Range, Penguin and on the West Coast of Tasmania.

In addition, the increasing popularity of electric mountain bikes, and the appeal of these to the older demographic, has identified a range of additional opportunities to accommodate cycling activities on reserved land.

2.8 Parks for All People

This Action aims to promote the Parks for All People: Access for the mobility impaired in Tasmania's national parks and reserves resource, to encourage older Tasmanians to enjoy Tasmania's National Parks, be physically active, and form social connections. The PWS launched a new website that is fully access-compliant, including alt-text on images.

The new website includes updated access-friendly information for visitors to PWS parks and reserves, including details of all Grade 1 (wheelchair accessible) tracks.

TrailRiders (all-terrain wheelchairs) have continued to be available to visitors at Cradle Mountain, Mt Field and Freycinet. Work commenced on an access friendly events framework.

2.9 Discovery Ranger program

The Discovery Ranger (DR) engages with Tasmanians of all ages. Specific programs were developed this year to encourage older Tasmanians to participate in physical activities. The first was to develop a partnership – Healthy Parks Healthy People - with Healthy Tasmania and run activities that specifically targeted old age facilities. DRs ran activities both at Tamar Island



and Arboretum. One DR in the north ran specific activities that included visiting and liaising with retirement villages. All activities over the summer included those that would appeal to older Tasmanians, including yoga and short walks. Discovery Days aim to get older people out into the environment by scheduling activities that appeal to a range of audiences and promoting them in local communities. These included having the international folk group Belle Miners run special events at three national parks over summer, as well as having a reptile display at another location.

2.10 Parks and Wildlife Service discounts



Discounts for a variety of activities managed by the PWS are offered to senior concession card holders to encourage seniors to keep active and maintain their physical health and participation levels. These include bookable walking track products, cave tours and access to Highfield House. These discounts are ongoing and are advertised annually in the Government Concession Guide.

3. Provide information and programs about affordable, healthy eating



3.1 Healthy food for older Tasmanians

The *Eat for Life* program has been renamed '*Eat To Cheat Ageing*' in line with the book it is based on: '*Eat to Cheat Ageing*' by Ngaire Hobbins. In June 2019, a peer educator training and refresher course for the "*Eat for Life*' Peer education

program was conducted. This course was run by Ngaire Hobbins. Eight peer educators attended.

In 2019, fifteen *Eat for Life* Peer education sessions were delivered to 178 people. Eleven of these were delivered in the south of the state; three were delivered in the north; and one to Wynyard in the North West. The '*Eat for Life*' sessions were delivered to a range of organisations and groups including day centres, Neighborhood Houses, council groups, adult education and other social, fellowship and health groups.

Feedback was sought from participants which showed that these sessions increased awareness and understanding of the key messages delivered about healthy eating, the importance of a diet rich in protein and staying active. Most people were very positive in their feedback and indicated that they found the sessions helpful and informative. Peer educators reported that all groups were well engaged and responsive.

3.2 Nutrition for older Tasmanians - training packages

Free online training for health and community workers and volunteers continues to be offered. About 150 participants completed the courses in 2019, with positive feedback continuing to be reported.

3.3 Healthy Ageing Toolkit

The Healthy Ageing webpages were launched in mid-2019. They contain a significant range of Tasmanian nutrition, physical activity and heart health resources for health and community workers, and members of the public. The webpages have a 'latest news blog' where short articles of interest are posted one to two times each month. The Healthy Ageing webpages are being promoted via the Healthy Tasmania social media pages, as well as directly to service providers across Tasmania. All resources can be accessed free, including links to online training. Feedback from users has been very positive.

4. Improve access to mental and physical health care in rural communities

4.1 Improving the provision of health services in rural communities

Telehealth Tasmania has continued to expand service provision for rural and remote communities through engaging with clinical service providers to explore delivering their care using telehealth. Patients living in rural and remote communities are able to use telehealth consultations to access an increasing number of clinical specialities, including cardiology, renal, neurology, and multiple sclerosis. Rural communities where telehealth services are available include Queenstown, Smithton, St Helens, Zeehan, Dover, and Ulverstone.

4.2 Addressing ageism through intergenerational collaboration

COTA Tasmania partnered with Clarence City Council, Eastlands/Vicinity Centres, and RACV Hotel to organise its second *Piecing it Together* intergenerational art project to be delivered in January 2020 with Tasmanian artist, Jamin. Eleven participants were recruited, comprising six people aged 60 years and over, and five young people between the ages of 12 and 18 years.

Funding from Clarence City Council was secured in November 2019 to support the program.



ACTION AREA TWO: Lifelong Learning

The Tasmanian Government wants to ensure that learning is accessible and inclusive of older Tasmanians so that they feel valued, accepted and able to cope with change

5. Work collaboratively to increase confidence and skills to use digital technology

5.1 Tech programs for older Tasmanians

In 2019, Libraries Tasmania continued to provide exciting and engaging computing and technology programs tailored to older Tasmanians.

Kingston and Ulverstone Libraries engaged with older Tasmanians through groups such as the University of the Third Age to build digital confidence and skills on tablets, smart phones and using apps.

Older community members regularly attended the weekly Coffee, Cake and Computers program at Glenorchy Library to learn about podcasts, YouTube, online video calls and coding, in a friendly and relaxed environment.

During Seniors Week, Cygnet and Bridgewater Libraries invited older community members to enter the exciting world of Virtual Reality.



5.2 Improving digital inclusion

During 2019, COTA Tasmania developed and implemented a program of one-to-one IT help sessions both at the COTA office and via an outreach program to regional locations on a trial basis.

This approach was adopted as COTA found that many older learners need to build confidence in a one-to-one setting before they can progress to group or other online learning opportunities. A partnership with Aurora will allow this program to expand in 2020.

6. Provide opportunities for diverse groups to share skills and knowledge

6.1 Supporting men's sheds

Men's sheds play an important role in communities. They are places for communities to gather, work and share information. Sheds are also where men are busy, have mateship and may "open up" to discuss health and wellbeing issues. The Government continues to support the Tasmanian Men's Shed Association as the peak body for Sheds through providing them with annual peak body funding. The \$125 000 Men's Sheds Grants Program supports capacity building and the sustainable development of Men's Sheds.

6.2 Enhancing cultural experiences

Aboriginal Discovery Rangers (ADRs) work to provide Aboriginal cultural activities for visitors to parks and reserves. ADRs provided Aboriginal cultural activities throughout the year and across the State. Over the summer, ADR programs were conducted at Freycinet National Park, Tasman Peninsula, Bruny Island, Mt Field, the north west, Bay of Fires and on the Spirit of Tasmania. Throughout the rest of the year, the ADR program runs a range of school and events both on and off-reserve, including some specific activities for Seniors, for example as part of Seniors Week events at the Tamar Wetlands Centre and the Arboretum. There are currently six ADRs employed by the PWS, with one based at Freycinet as part of the Freycinet Aboriginal Education Program. Programs engage visitors of all ages and are often sought out by older people.

6.3 Intergenerational learning opportunities

Libraries across the state implemented intergenerational digital learning activities in 2019. Huonville and Smithton Libraries participated in the Be Connected Young Mentors' Program. This involved students from local high schools sharing their digital knowledge and teaching older Tasmanians to better navigate and engage in the



digital world. Rosny and Sorell Libraries coordinated similar intergenerational digital learning, particularly using tablets and smart phones.

These programs have built community connections and inspired older Tasmanians to feel more confident in engaging in the digital world.

6.4 Connecting new migrants to place and community

Through the Get Outside with Community program, the Department of Primary Industries, Parks, Water and Environment works in partnership with the Migrant Resource Centres and Wildcare to deliver activities, using Tasmania's natural environment, to help connect new migrants to place and community. The Parks and Wildlife Service (PWS) delivered Get Outside with Community programs in northern Tasmania, including a leadership camp for new migrants that was run in partnership with Wildcare. The PWS also provided support to the Wildcare-managed Get Outside with Community programs in the southern region.

7. Work to lift literacy and numeracy levels of older adults

7.1 Literacy and numeracy mentoring opportunities

26TEN promoted the role older people can play in encouraging those needing literacy support to ask for help, through an article published in the COTA Tasmania news in May 2019.

Recent research by 26TEN and Libraries Tasmania has found that the majority of adult literacy volunteer tutors are older and not working. More than 70 per cent are aged over 55, with the majority over 65.

Responses to a recent survey asking a cohort of 55 to 64 year olds why they volunteer to support literacy included:

“I've had a fortunate life and I want to give back to the community.”

“To try to make a difference to someone's life.”

“I had retired and wanted to do something worthwhile.”

Adult Literacy volunteer tutor, Shelley Charlton, aged over 55, won a Department of Education Volunteer of the Year award.

Libraries Tasmania has continued to encourage volunteering by older Tasmanians by supporting flexible volunteering hours and extended volunteer absences: for example, for older retirees who holiday elsewhere in winter.

Literacy services are inclusive of all adults seeking literacy and numeracy support. About 23 per cent of adult literacy clients at Libraries Tasmania are aged over 50.

The 26TEN website highlights stories from [older learners](#).

7.2 Literacy and numeracy programs for older Tasmanians

In 2019, 26TEN helped COTA Tasmania to implement its 26TEN Action Plan, running a literacy awareness workshop for COTA staff and volunteers. 26TEN also provided resources in support of the 26TEN Chat and to celebrate 26TEN Week.

8. Provide targeted information about education, training and learning opportunities

8.1 Maximise opportunities for use of Department of Education facilities

The Department of Education undertook an audit of the Community Use of Facilities Policy in 2019 to assist with scoping a review of the policy and has committed to a full review in 2020.

8.2 Migrant Mentor Program

The Mentoring4Migrants Project is delivered by the Australian Red Cross Society Tasmania (Red Cross). The program aims to help migrants with their settlement by building their social networks, skills and ultimately, their employability with the support of an experienced volunteer mentor. Program participants included a number of older mentors and mentees.

Key outcomes for 2018-19 are as follows: 34 mentees were actively supported by 27 volunteer mentors in the Migrant Mentoring program. Mentees reflect a mix of experience and backgrounds, some with complex barriers to employment, and others who are highly skilled professionals with strong international work experience. In this period, 12 mentees (35 per cent) successfully gained employment, bringing the total number of employment outcomes for the two year duration of the project to 22.



ACTION AREA THREE: Participation

We need to ensure that older Tasmanians are able to fully participate in family, community and civic life

9. Strengthen the liveability of local communities

9.1 Liveable Communities Toolkit

COTA Tasmania continued to promote Liveable Community principles and programs through its Liveable Communities Facebook page. COTA was asked by the West Coast and Clarence City Councils to review their updated Liveable/Positive Ageing plans.

COTA plans to update the Liveable Communities Toolkit in 2020.

9.2 Improving liveable communities

COTA Tasmania is discussing the Citizen Science model and plan to contact the University of Adelaide in early 2020 to begin scoping the capacity for this project to be used in Tasmania. COTA is considering partnerships through the



Tasmanian Active Living Coalition, of which it is a member, to support and drive this project.

9.3 Planning for liveable communities through Tasmanian Planning Policies

It is important to ensure State Planning Policies guide the location of development based on proximity to health and community services. The Tasmanian Planning Policies are being progressed in the first instance by the preparation of a Scoping Paper to seek input into the topics that should be included in the policies.

The scoping exercise will seek input from a variety of targeted stakeholders and the broad public in the first half of 2020 before the policies are drafted. The issue of location of settlement to transport, community facilities, and services was articulated as one of the initial 'indicative' policies.

9.4 Supporting older Tasmanians with disability

In January 2018, the Government released *Accessible Island: Tasmania's Disability Framework for Action 2018-2021* (Accessible Island).

Accessible Island is the third stage of a whole-of-government approach to ensure that all government agencies implement socially-just policies and practices for Tasmanians with disability.

The Premier's Disability Advisory Council oversees implementation of Accessible Island and provides an annual report to the Premier and Cabinet.

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

10.1 Vocational education and training for older learners

TasTAFE is open all year-round, with a range of courses starting at different times. There are flexible and online delivery options, as well as some evening classes. Support is provided to

learners who have not engaged in study for some time.

10.2 Training for older Tasmanians who have lost their jobs

The *Rapid Response Skills Initiative* provides up to \$3 000 financial support for training to people who have lost their jobs. The focus on this program is to support people to gain skills and support to help with this transition. This program is [currently open to eligible applicants](#).

10.3 Identifying needs of older workers (Tasmanian State Service)

This work continues as part of the *Diversity and Inclusion Framework*. In 2019, the State Service Management Office undertook a project to research the benefits and costs regarding Financial Literacy as this one was an area noted during the Active Ageing Project. Agencies supported the finding that Financial Literacy is not a matter only for older employees, but has significant impact on all ages and employee health and wellbeing.

Activities are occurring across the Service as a result of work being undertaken to support Diversity and Inclusion. These have focussed on a range of diversity characteristics and in building positive and inclusive workplaces. This work also benefits older employees and includes support for flexible working arrangements and the recent release of a Carer's toolkit.

10.4 Mental health best practice framework in Tasmania

This action remains an area of focus for the Department of Health. It is anticipated the framework will be completed by the end of 2020. The changing health and wellbeing needs of Tasmanians as they age will be considered through a consultation process.

10.5 Ensuring workers are not disadvantaged by changes to the Age pension eligibility age

In October 2018, the WorkCover Tasmania Board (WCTB) were requested to undertake a review of provisions concerning entitlements to weekly payments under section 87 of the *Workers Rehabilitation and Compensation Act 1988*.

In August 2019, the WCTB wrote to the Minister providing the Board's advice. The review and the Board's advice are being considered by the Government.

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

11.1 Encouraging industry to recruit, retain and retain older workers

Skills Tasmania continues to work with industry partners on their workforce development strategies. Skills Tasmania continues to promote programs, such as the *Skills Checkpoint for Older Workers* to stakeholders.

11.2 Community of Practice – workforce planning for an older workforce

The *Ageing Workforce Community of Practice* group met twice in 2019 to discuss its scope and future directions. Upon receiving funding to deliver the *Getting to Work: Mature Age Workforce* project, members of the Community of Practice were invited to be on the Reference Group and provide input to this project.

The *Getting to Work* project will inform COTA Tasmania's Ageing Workforce Community of Practice project as it gathers ageing workforce data, research and experiences of Tasmanian employers and employees.

11.3 Employer of Choice program and WorkSafe Tasmania

The Employer of Choice Renewal Scheme was launched in late 2019. The scheme invites existing

Employers of Choice to highlight their successful workforce development strategies. It is anticipated that case studies on age-friendly workplaces will be drawn from the submissions and presented at Employer of Choice events in 2020.

11.4 Age-friendly businesses resources

COTA Tasmania met with Eastlands and Northgate retailers to discuss its Age-friendly Business Toolkit, and while the majority of retailers expressed interest and support for the Toolkit, none sought further information or training from COTA. COTA met with the Department of Communities and Seniors Card Office to discuss the opportunity to develop training for Seniors Card Businesses. A survey to scope interest and capacity for Seniors Card Businesses to partake in such training was developed to be delivered early 2020.

12. Implement whole-of-community strategies to overcome transport barriers

12.1 Supporting older drivers

RACT has been provided with \$100 000 to run several road safety programs for 2019-20 including the 'Years ahead' and 'CarFit program'. Funding has been secured under the *Towards Zero Action Plan 2020-2024* for RACT to continue these programs until the end of 2024.

12.2 Supporting affordable transport options

The Department of State Growth continues to support the Transport Access Scheme through its ongoing administration of the various program components.

Recently, the Department has implemented process and other improvements to support more streamlined program administration. This has included improved timeliness of production of Parking Permits. In 2020 the second stage of a



review of the Scheme will begin to ensure that the Scheme remains sustainable for the benefit of transport disadvantaged Tasmanians.

12.3 Making bus services more accessible

The Department of State Growth is reviewing bus networks across the state. As part of these changes services have become more integrated and common timetables have been produced. These changes means that services to most areas will also operate on Sundays and public holidays.

Changes to the south of the state occurred in January 2019, changes to the north occurred in January 2020 and changes to the north west and connections between Devonport, Launceston and Hobart are now planned for January 2021 after being deferred due to COVID-19.

12.4 Making bus services more affordable

As part of the changes to improve public transport some changes to concessions for adults will be applied to address some historical disparities between services.

13. Support a skilled, sustainable volunteering workforce

13.1 Supporting volunteers

Communities, Sport and Recreation (CSR) funded Volunteering Tasmania (VT) \$112 493 during the reporting period to operate as a peak body representing the interests of volunteers and organisations involving volunteers.

VT administer the Volunteer Connect Portal which volunteers can search the database for vacancies, and volunteer involving organisations can place free advertisements for volunteer opportunities.

CSR funds VT \$170 000 per annum towards its Safeguarding Volunteering in Tasmania Project. The outcomes of this project are to:

- maintain or increase the number of people volunteering in Tasmania over the next 10 years;
- increase the number of Local Government Areas that incorporate volunteering into their strategic planning;
- increase training opportunities to support and build capacity of volunteer management programs within organisations/groups ie National Standards; and
- support the Tasmanian Government to build on their current commitment and capacity to support and sustain volunteering in Tasmania.

13.2 Engaging older volunteers – Parks and Wildlife

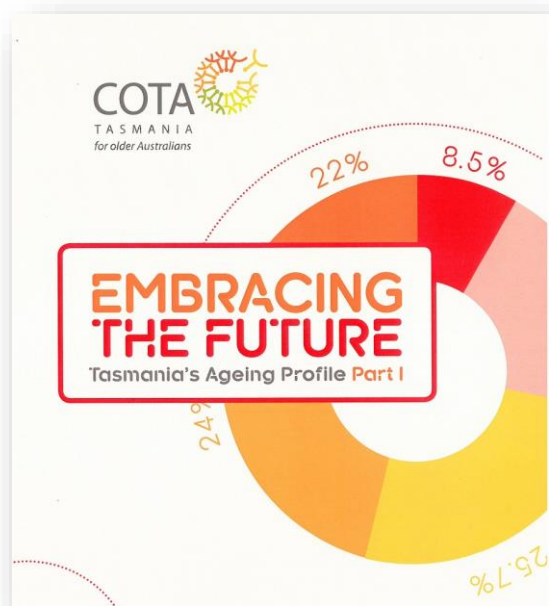
The Department of Primary Industries, Parks, Water and Environment works with Wildcare and other volunteer organisations to engage older volunteers in Parks and Wildlife programs. The Department provides meaningful volunteering opportunities across the organisation and, in 2019, engaged with 2 500 volunteers, including many seniors.

13.3 Upskilling sporting volunteers

CSR produced and distributed a weekly coaching/development newsletter throughout 2019. Coaching forums were held in Launceston and Hobart in conjunction with Tasmanian Institute of Sport Articles and information on relevant topics were included in CSR's monthly *Actively in Touch* newsletter. CSR's Sport and Recreation State Grants Program includes participation, governance, inclusion, coach development and official development as strategic priorities for funding.

14. Address ageism and combat age-related stereotypes

14.1 Supporting the Council on the Ageing Tasmania



COTA Tasmania released Embracing the Future Report parts I & II which updated the previous Facing the Future Demographic Profile of Tasmania's aging population. The organisation made submissions to the Aged Care Royal Commission, the Tasmanian Parliamentary Select Committee on Affordable Housing, the Adult Learning Strategy consultation 2019-2022, Community Consultation on the State Budget and the Workcover Board Review of section 87 of the Workers Rehabilitation and Compensation Act.

COTA also participated in the development of the Community Sector Industry Development Plan. COTA hosted an Age Discrimination Community Forum with the Age Discrimination Commissioner at Parliament House, co-hosted a visit to Hobart by Ashton Applewhite (international speaker on ageism) with Wicking and Every Age Counts, held two information forums regarding the Aged Care Royal

Commission, conducted three Suicide Prevention Workshops in the north of the state and hosted bi-monthly meet and greet sessions in Launceston to meet with older Tasmanians. In addition, COTA updated their strategic plan and increased their media profile both in the traditional and social media spaces.

14.2 Supporting Seniors Week

The overarching theme of Seniors Week 2019 was "Connections". The official events program retained the popular, research-proven large format with international senior friendly, standard typeface and font size. 23 000 copies of the 96 page program featuring over 500 events were distributed statewide.

After more than 20 years, Metro withdrew their free travel sponsorship in 2019. The Department of State Growth provided \$20 000 grant funding for a bespoke Greencard promotion and older people's public transport useage survey in the lead up to Seniors Week in a bid to encourage more Greencard takeup and public transport use in Seniors Week and beyond.

14.3 Understanding life experiences of older Australians

Due to reduced financial support from members of the COTA Federation, the national survey was amended to biannually rather than annually. As a result, no survey was produced during 2019.

COTA Tasmania began development of a Tasmanian specific survey that will be released and reported on during the first half of 2020. This survey will most likely have a focus on ageism and intergenerational attitudes.



ACTION AREA FOUR: Security

We need to ensure that older Tasmanians are supported to be safe and secure in their own home and in their community

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

15.1 Elder Abuse Prevention Strategy \

With strong engagement and input from the State-wide Elder Abuse Prevention Advisory Committee, the new strategy – Respect and Protect Older Tasmanians – Tasmania’s Elder Abuse Prevention Strategy 2019-2022 and its supporting actions was coordinated by Department of Communities Tasmania and launched by the Minister for Human Services in June 2019.

15.2 Understanding elder abuse

The supporting actions of the new Respect and Protect Older Tasmanians – Tasmania’s Elder Abuse Prevention Strategy 2019 – 2022 include short, mid and long-term actions to be carried out up to 2022. A 2019 – 2020 Budget

Commitment provided capacity to ensure that the priorities of the strategy and action plan are met. This money has funded a 12-month position with Department of Justice to research safeguards for older Tasmanians, including a gap analysis, and to complete an Options Paper for Tasmanian Government. A new awareness campaign is also a priority action, which is well underway.

15.3 Elder Abuse Awareness Campaign

A new Elder Abuse Prevention Awareness Campaign is a priority action of the new strategy.

The 2019-2020 Budget Commitment for elder abuse has ensured that a quality, far reaching multi-media campaign can be delivered to the Tasmanian community.

The State-wide Elder Abuse Prevention Advisory Committee and relevant working group have made good progress towards actioning this priority, and it is anticipated that the campaign will be rolled out prior to the end of the 2019-2020 financial year.

15.4 Tasmanian Elder Abuse Helpline

The Community Services Policy and Programs area of Department of Communities Tasmania continues to fund the Tasmanian Elder Abuse Helpline (TEAHL).

During this 12-month reporting period, Advocacy Tasmania has entered into MOU agreements with several identified organisations to streamline referral and support processes. During this reporting period, the national elder abuse telephone line was established, which directs Tasmanian callers back to the TEAHL.

Advocacy Tasmania has supported the Department in the distribution of elder abuse awareness bookmarks developed by the Office of the Age Discrimination Commissioner.

15.5 World Elder Abuse Awareness Day

The Community Services Policy and Programs area of Department of Communities Tasmania continues to fund the COTA Tasmania. During this reporting period COTA Tasmania coordinated World Elder Abuse Awareness Day activities in Launceston and Hobart – both of which were well attended and received positive media attention. COTA Tasmania continues to deliver a range of elder abuse awareness and prevention programs within the community.

15.6 Supporting Tasmanians to be safe in home and community

On 1 July 2019, the then Premier and Minister for Prevention of Family Violence, the Hon Will Hodgman MP launched Safe Homes, Families, Communities: Tasmania's action plan for family and to prevent and respond to family and sexual violence in Tasmania.

Safe Homes, Families, Communities represents the next stage of the Tasmanian Government's long-term commitment to preventing and responding to family violence and a new response to sexual violence.

15.7 Protect older Tasmanians

The Statewide Elder Abuse Prevention Advisory Committee comprises key stakeholders from both government and non-government agencies – this Committee is actively engaged in working towards achieving the supporting actions of the new strategy, which includes actions to protect older Tasmanians. Outside of this committee, the Department actively engages and works with government and community sector to ensure that safeguarding and protection of older Tasmanians is considered in the development or review of any policies and programs within the Tasmanian community.

16. Assist people to access appropriate cost of living support

16.1 Economic security for women of all ages

The *Financial Security for Women Action Plan 2018-2021* is the first in a series of action plans under the *Tasmanian Women's Strategy 2018-21*.

The strategic priorities of the *Financial Security for Women Action Plan 2018-2021* are:

- Improving outcomes for women in paid employment;
- Increasing women's participation in science, technology, engineering, maths and medicine (STEMM);
- Building women and girls financial capabilities;
- Supporting women in business; and
- Addressing cost of living impacts on women.

A progress report on the Tasmanian Women's Strategy has been publicly released which contains information on activities to promote women's financial security, increase gender diversity in the workplace, and promote women in male dominated occupations.

16.2 Discounts and concessions

The Tasmanian Government provides information on a range of concessions and discounts on the cost of government services to support older Tasmanians to access essential services.

The discounts and concessions aim to achieve a balance in the standard of living and access to essential services for all members of the Tasmanian community. The *2019-2020 Discounts and Concessions Guide* was released in August 2019.

16.3 Seniors Card Program



SENIORS CARD

The Tasmanian Seniors Card Program is a State Government initiative, jointly supported by private enterprise.

Currently in Tasmania there are over 114 000 Seniors Cardholders, supported by more than 650 businesses that offer a diverse range of discounts on products and services.

16.4 Emergency relief initiatives

CSR funded the three food vans \$120 000 (\$40 000 per van) for the provision of food and other services, through the Devonport, Launceston and Hobart areas.

CSR funded five organisations \$330 000 to deliver the Family Assistance Program which provides direct emergency relief to Tasmanians families suffering financial hardship and deliver preventative support programs that are ancillary to the provision of emergency relief.

CSR funded \$450 000 to three emergency food relief providers to assist with operational costs of distributing surplus and donated food to charitable and non-profit organisations that deliver emergency food relief for the purpose of improving access to quality, safe and nutritious food for families and individuals at risk of food insecurity.

16.5 Energy Hardship Fund

CSR funded the Salvation Army \$350 000 to administer the Emergency Hardship Fund.

During this period approximately 1 800 people were provided with assistance.

16.6 Water and sewerage discounts

The pricing arrangements (freeze this year and a cap on increases until 30 June 2025) were initiated in the Memorandum of Understanding of 1 May 2018 and are now in TasWater's governance documents.

16.7 Power\$mart Homes program

The needs of older Tasmanians were considered in designing the program through the Power\$mart Homes Stakeholder Advisory Group, which includes a representative from the Council on the Ageing Tasmania.

The Power\$mart Homes program has been discontinued. For more information, please visit www.climatechange.tas.gov.au

17. Strengthen our efforts to provide appropriate and affordable housing

17.1 Housing Connect's one-stop-shop services

This work is ongoing and is part of the larger project of review and improvement of Housing Connect.

17.2 Continue to design and construct public housing for older Tasmanians

The work of commissioning and building accessible homes is ongoing. The Housing Design – Standards for Social Housing policy, which already mandates these standards, is still under review. The new policy, which will be finalised by June 2020, will improve on the existing policy by providing users with practical examples and tools to deliver improved liveable design outcomes in new dwellings.

17.3 Support construction of a new aged care facility

The Wintringham aged care facility has planning approval but there are Aboriginal heritage issues at the site to work through that have delayed the start of construction. Construction is scheduled to commence in April 2020.

17.4 Monitor housing demand for older Tasmanians

The Department of Communities Tasmania continues to monitor housing demand from older Tasmanians through the Housing Register.

17.5 Providing women's shelters

Through the Department of Communities Tasmania, the Government continues to fund women's shelters in each region to provide crisis and transitional accommodation for adult women across the State.

17.6 Prioritise housing for homeless women

The Department of Communities Tasmania continues to use the Household Assessment Prioritisation System to ensure homeless women are categorised as priority applicants.

17.7 Duty concession for pensioners downsizing

The Department of Treasury and Finance offers a concession that provides a 50 per cent discount on property transfer duty for eligible pensioners who sell their former home in Tasmania and downsize by buying another home in Tasmania. Further information around eligibility is available through [the State Revenue Office](#).

17.8 Assisting homeless older men

The Department of Communities Tasmania is working with the Hobart City Mission to co-invest in new homeless accommodation for older men in the South to assist residents into more stable housing. This initiative is part of a pilot program for the Housing Connect review. It is at the design stage.

17.9 Providing in-house support services

The Department of Communities Tasmania provides an in-home support service for older residents in social housing in the South to

improve their stability of tenure and health and wellbeing.

18. Facilitate education and support for older people to be safe online

18.1 Improve cyber safety and 18.2 eSmart library service

Libraries Tasmania was granted Be Connected (a program also referred to as Digital Literacy for Older Australians – DLOA) funding in 2019 to support increasing digital inclusion for older Tasmanians. This ongoing project has involved three Libraries Tasmania staff training 287 Libraries Tasmania staff and volunteers, and representatives from community organisations in each of the three regions of the state. The training helped participants develop their digital skills and confidence to become digital mentors. Mentors support older Tasmanians seeking to develop their own knowledge and skills in the digital world, including understanding how to stay safe online.

Digital mentors undertook an eSafety learning module as part of the Be Connected training. Through this training, they have become skilled in providing support and delivering programs to older Tasmanians through libraries by using the online Be Connected 'Safety first' resources. This supported Libraries Tasmania's role as an eSmart service, and included information about smart, responsible and safe practices with passwords, viruses, online shopping, downloading and avoiding scams.

18.3 Online safety awareness

Tasmania Police continue to attend gatherings/meetings and provide talks relating to internet use, including contemporary information on scams, and online safety. Groups include aged care facilities, Progress Associations, Independent Retired groups, Probus, Lyons, Senior Week forums etc.



18.4 Peer education sessions – financial safety

These peer education programs facilitated by COTA Tasmania continued in the 2019 calendar year with the *Protecting Your Finances from Abuse* being the most popular and well attended. A total of 29 sessions with 468 participants were delivered.

19. Support older people to maintain independence as they age

19.1 Supporting older Tasmanians to be safe – Tasmania Police

Officers continue to engage with the community in a variety of ways to reassure and support individuals and groups with strategies for personal and household safety. Officers are involved in Cuppa with a Cop in various regions across the state, attend Neighbourhood Watch meetings, aged care facilities, independent retired group meetings and School for Seniors, engaging with the community. Other methods of connecting with this demographic is by contributing to newsletters for various community and social groups as well as providing articles in local newspapers.

19.2 Carer Action Plan

In December 2017, the Government released the *Tasmania Carer Action Plan 2017-2020*, which can be viewed online. The Actions in the Action Plan respond to issues identified by carers and cover existing, ongoing and new actions.

19.3 Compassionate communities

The Compassionate Communities Framework was released by the Minister for Health in May 2017. Several actions were progressed under this Framework in 2019, including:

- A Sustainability Working Group was formed to ensure ongoing awareness and implementation of the Tasmanian Palliative Care Community Charter in organisational policy and practice.

- The *Policy statement: Supporting Tasmanians to live well at end of life*, a consistent approach across Tasmania to delivering end of life care, was publicly released in June 2018. In 2019, applications were sought to implement small projects to enhance end of life care and are currently being assessed.
- The Tasmanian Bereavement Care Network was established in March 2018 and continues to grow and be promoted. The Network uses a web portal to connect and support both formal and informal providers of bereavement care who live and work in our communities. The site offers a calendar of events and a services directory to ensure Tasmanians can access and receive appropriate compassionate bereavement care when needed. In 2019, the Network provided stalls on bereavement care at five events across Hobart and Launceston, including the Ageing Wonderfully Well Expo in August 2019 in Kingston, which encouraged fitness activities for seniors in the local community.
- The Partners in Palliative Care Reference Group meets quarterly to provide oversight for the implementation of Compassionate Communities (the Tasmanian statewide Palliative Care Policy Framework). The group includes representatives from Palliative Care Tasmania, COTA Tasmania, Carers Tasmania, Primary Health Tasmania, and Aged and Community Services Tasmania.

19.4 Consider findings from the Review of Notional Estates

The TLRI released its Final Report “Should Tasmania Introduce Notional Estate Laws” in September 2019. The report is available from the [University of Tasmania website](#).

19.5 Educating community: Powers of Attorney and Guardianship

The Department of Justice, in collaboration with the Department of Communities Tasmania, is continuing to progress work under the National Plan to Respond to the Abuse of Older Australians 2019-2023 developed by the Council of Attorneys-General and the State equivalent, Tasmania's Elder Abuse Prevention Strategy 2019-2022, developed with input from the Statewide Elder Abuse Prevention Advisory Committee (SEAPAC).

As part of this work, the Department of Justice is progressing a gap analysis of the current Tasmanian legislative and oversight system for safeguarding older Tasmanians and will make recommendations to the Tasmanian Government on the gap analysis in due course. Tasmania is also participating in a Working Group under the Council of Attorneys-General that is considering reforms relating to the establishment of a national register, and other matters.

The National Plan can be found [online](#).

The Statewide Strategy can be found [online](#).

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GOVERNANCE and WHERE TO FROM HERE

20. Facilitate education and support for older people to be safe online

Tasmanian Government departments take an integrated and coordinated approach to delivering actions under Strong, Liveable Communities. The Active Ageing Government Advisory Group, which is led by Communities Tasmania and comprises senior officials from key State Government departments, remains in place to implement Strong, Liveable Communities.

Strong, Liveable Communities is integrally linked to the Government's commitments to jobs and economic growth, education, health, housing and supporting Tasmanians in need.

The Tasmanian Government is committed to working with older people so that the action plan responds to their needs and aspirations over the next four years.

It is also working with the Australian Government, local governments, the business community and non-government organisations, to ensure a coordinated effort to help people age well.



Implementation and reporting

The Active Ageing Government Advisory Group is developing rolling Implementation Strategies over the life of Strong, Liveable Communities. The 2019-20 Implementation Strategy clearly outlined specific initiatives under each of the areas for action and the State Government department responsible for delivery.

Through the Implementation Strategies the Tasmanian Government will continue to address the longer-term challenges to ageing well. Strong, Liveable Communities is a living document, and therefore the Government will take a flexible approach to action areas over time to ensure that these continue to be based on the best available evidence, take into account the needs of older Tasmanians, and are an effective use of resources.

The Minister for Disability Services and Community Development is the responsible Minister, and is monitoring progress on the Strong, Liveable Communities action areas.

Monitoring and evaluation

Given the Tasmanian Government's commitment to initiatives that enable older people to age well, it is essential that the Government monitors and evaluates its efforts.

As part of the Active Ageing grant funding, COTA Tasmania is collaborating with other COTA federation members to conduct a national survey of older Australians. The survey will provide rich data about older people's views, concerns and aspirations. Results from this survey will help inform ongoing actions to support active ageing in Tasmania.



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