

Strong, Liveable Communities

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



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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 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 contributions from people 50 years and over.

The Plan is accompanied by a series of implementation strategies that enable the Tasmanian Government to target and refine its actions based on what has worked.

The 2020 Active Ageing Progress Report provides information on strategies and actions undertaken by Tasmanian Government agencies under the *Strong Liveable Communities: Tasmania's Active Ageing Plan Implementation Strategy 2019 - 2020*. It covers the period 1 January 2020 until 31 December 2020.

The Active Ageing Plan and 2019-20 Implementation Strategy contains 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.

Responding to COVID-19

In early 2020 the Tasmanian Government was called upon to respond to the threat of COVID - 19 within the Tasmanian Community.

Although all age groups are at risk of contracting COVID-19, older people face a more significant risk of developing severe illness if they contract the disease. Adhering to physical distancing requirements has had a significant impact on older people in our community. For older people living alone this has been a particularly challenging time.

For this reason, the Tasmanian Government recognised the importance of ensuring that older Tasmanians are well-informed during COVID-19, as well being supported to stay connected and engaged with families, friends, and the community.

In response to the COVID-19 pandemic, the Tasmanian Government allocated additional funding to COTA Tasmania to ensure older Tasmanians stay empowered, connected and informed during this difficult time.

To achieve this COTA Tasmania:

- supported older Tasmania's to stay connected through on-line digital platforms;
- distributed a series of information sheets on eating well, health, and wellbeing and exercise for older Tasmanians;
- supported groups to transition to on-line communication with their members;
- worked with the NBN to provide support to organisations to enable them to host on-line events for Seniors Week; and
- launched a community campaign to encourage Tasmanians to reach out to people outside their normal circles and continue undertaking small acts of kindness; and
- distributed 14,220 *Stay safe at home during COVID-19* post cards to older Tasmanians.

COVID-19 has impacted on the delivery of some Government activities which are noted in this report. However, Tasmanian Government agencies have been active in adjusting their service delivery through initiating phone calls, providing on-line services and making other modifications to ensure that services to older Tasmanians continue to be delivered.



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

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

1.1 Providing parks and reserves experiences for older Tasmanians

In January 2020, the Parks and Wildlife Service (PWS) delivered a fully accessible Discovery Day event at Mount Field National Park. The event was planned in partnership with disability sector service providers. Attendees included participants of all ages, including older Tasmanians. Activities included guided walks on access-friendly trails, live music, and Discovery Ranger / Aboriginal Discovery Ranger led activities. Learnings from the planning and delivery of the event have been incorporated into the planning and delivery of

subsequent PWS education and interpretation activities, including the annual Discovery Ranger and Aboriginal Discovery Ranger summer programs. PWS are have maintained relationships with the disability sector service providers involved in this event and are planning subsequent accessible events.

1.2 Mental health: supporting consumers

The Mental Health Council of Tasmania (MHCT), through funding provided by the Tasmanian Department of Health, continues to administer Mental Health Week Grants as part of Mental Health Week in Tasmania which aims to celebrate personal recovery.

The MHCT has supported the community managed mental health sector to implement mental health promotion, prevention and early intervention approaches. The MHCT continues to use social media to promote positive mental health and to reduce stigma. This includes #checkin, an online presence for people seeking information and support about their own mental health, if they are concerned about others, or want to know what is occurring in their community.

The implementation of Connecting with People (CwP) training continues across Tasmania's health care system and community sector. The CwP suicide mitigation approach focuses 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*.

A mid-term review of the *Rethink Mental Health Plan* was completed with an updated document, *Rethink 2020*, released in late 2020. The reform directions remain consistent for *Rethink 2020*. The next phase will be the development of the *Rethink 2020 Implementation Plan* due for completion in June 2021. The Mental Health,

Alcohol and Drug Directorate is working in partnership with Primary Health Tasmania, Statewide Mental Health Services and the MHCT, consumers, carers and the community sector to progress this work.

Lifeline Tasmania was funded through the Department of Health to deliver a Tasmanian Lifeline, 1800 98 44 34. The new phone service has been set up to specifically deal with an unprecedented demand for information, advice and support because of the COVID-19 pandemic. This service has been well-supported with people over the age of 65 years being the group most likely to request a call back for support.

1.3 Geriatric care and rehabilitation

Work to progress a Tasmanian Statewide Subacute Care Framework, Rehabilitation Model of Care and Geriatric Model of Care in 2020 has been impacted due to the COVID-19 pandemic. Clinicians who are engaged in this project have had to prioritise the COVID-19 response.

This work has also been impacted by recent governance changes in the Department of Health and the Tasmanian Health Service, in particular a shift toward regional management and operation with the establishment of Hospitals South and Hospitals North/North West as defined service areas.

Work is currently occurring to focus on immediate needs of the particular regions, with emphasis on further improving quality of and access to care at the individual level and patient flow at a system level. Work will occur at a later stage to re-consider a statewide approach.

1.4 Sharing information between health services and the community

The Healthy Ageing Network South met in June 2020 to share innovative responses to COVID-19 as well as discussing ongoing challenges.

Meetings were hosted online and face to face where possible in February, June, October and

December 2020. Topics included inclusive LGBTIQ+ aged care practice, understanding the new Carer Gateway Service, considering what language matters to older people, mental health wellbeing initiatives in residential aged care, and COTA Tasmania's Living Well at Home program.

Other activities undertaken in this period included the development of a consultation tool for members to use to better understand the language their older clients and community members prefer to be used when being referred to or being addressed personally.

1.5 Raising awareness – adult immunisations

The Public Health Network and the immunisation team within the Department of Health have worked closely together throughout 2020. Stakeholders met monthly and more regularly when required.

General Practitioners have been involved in interactive regular updates from the immunisation team in the Department of Health, in collaboration with the Public Health Network, which included newsletters and Zoom Webinars focusing on changes to the National Immunisation Program affecting older Tasmanians (Pneumococcal vaccine). There was a strong uptake of Shingles vaccine in 71 – 79 age group in Tasmania, as a result of this program.

The Department of Health immunisation team moved all education activities into the virtual space in 2020 due to COVID-19. The usual face-to-face education sessions were transitioned onto Zoom and were held regularly throughout 2020.

Influenza vaccination became mandatory for staff and visitors into residential aged care facilities (as per a Direction under the *Public Health Act (Tas)*). Older Tasmanians were encouraged to access influenza vaccinations via their General Practitioner.



1.6 Making healthy changes Chronic conditions screening and management

The Tasmanian Anticipatory Care Project (ACP) is now complete. It has been a collaborative effort between the Department of Health, four Tasmanian communities (Ulverstone, Clarence, the Northern Suburbs of Launceston, and Flinders Island) and research partners University of Tasmania, the Sax Institute and The Australian Prevention Partnership Centre.

The project trialled and evaluated a range of methods, processes and initiatives at a local level to see the effect of engaging at-risk Tasmanians and supporting them to access primary care for the assessment and management of their health needs.

Key steps in the ACP project included:

- Mapping anticipatory care in the four participating communities;
- Collecting and analysing data about the nature and experiences of anticipatory care in each community;
- Implementation of recommended actions;
- Monitoring the impacts of implemented actions; and
- Reporting of outcomes and overall findings.

There were some promising initiatives, processes and methods trialled, along with some local level health promotion activities.

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.

Online and offline Healthy Tasmania Challenge campaigns in 2020 included:

- Motivating healthy habits through the Healthy Tasmania Facebook Challenge with prizes to win.
- Building social connection across Tasmania through Neighbour Day Challenge with grants

to creatively connect people during COVID-19 restrictions.

- Neighbourhood Houses encouraging members of their community to get active through Active Living Challenge grants.

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. The redesigned portal continued to share community stories showcasing grant projects and outcomes of other Healthy Tasmania initiatives. A newly created 'Timely Topics' section hosted blogs on trending topics relevant to Healthy Tasmania priorities

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

Seniors Card holders 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.

5,470 Seniors annual and 5,200 Seniors 2 Year park passes were sold, of which 10% of annual and 91% of 2-year passes were to Tasmanian seniors.

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.

A Sport and Active Recreation Strategy is also being developed to increase opportunities for all Tasmanians to participate in sport and active recreation.

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

Healthy Tasmania Community Innovation Grants

All second-round projects as part of the Community Innovations Grants were completed including:

- The Volunteering Tasmania – Meals on Wheels: The next generation project that continued provision of nutritious meals and social connection for older people or those living with a disability in Tasmania;
- The Glenorchy City Council – Live Well, Live Long program took a holistic approach to the wellness of older people, resulting in people making better physical activity and healthy food choices, and supportive lifestyle changes; and
- The Good Neighbour Council Launceston – Healthier for Longer improved health and wellbeing (including mental health) for elderly migrants through a gentle group exercise program.

Sharing stories about the projects continued throughout 2020 to showcase the community impact of the Healthy Tasmania grant projects. These projects were completed on various dates throughout 2020.

Healthy Tasmania Fund

The first round of the Healthy Tasmania Fund funded 26 organisations for a total of nearly \$2.2

million. Projects commenced in January 2020 and will be completed by December 2021. Grants projects are generally open to all age groups, including older Tasmanians.

Projects that have a focus on older Tasmanians include:

- Polish Association's Fitness Fun 4 Seniors program supporting seniors to improve health and wellbeing through group fitness classes;
- Glenhaven Family Care's Meals for Home project involves isolated senior community members in budget-friendly cooking programs;
- Flinders Island's Island Life - Furneaux Healthy Food & Lifestyle Program educating older community members about the benefits of healthy eating and lifestyle by helping to build skills for a better life; and
- Arthritis Tasmania's Taking the first step (help to get yourself moving) project encouraging Tasmanians living with arthritis and other chronic conditions to make physical activity a part of their everyday life.

COVID-19 impacted on Healthy Tasmania Fund round one projects. Some of the suspended projects were able to resume or adapt activities.

In late 2020, a review was underway for small and large grants in the second round of Healthy Tasmania Fund of up to \$200 000 for projects up to two years.

Successful projects will continue to build community connections while helping Tasmanians to:

- reduce smoking;
- improve healthy eating;
- be more physically active; and
- improve mental health and wellbeing.

2.5 Get Active booklets

The 2020 booklets were not produced due to the cancellation of community sport and recreation activities in response to COVID-19. The 2021 booklets have been published and



distributed in the North and North West and a digital version is available on the Communities, Sport and Recreation website.

2.6 Opportunities for older Tasmanians to be active

The COTA Tasmania Community Activities 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.

Feedback to COTA on the portal has been very positive. For the 2020 calendar year there were 38,773 page views comprising 31,178 unique page views and an average view time 1.19 minutes.

A series of 'how to helpsheets' were also developed to help people install and use Zoom and Messenger to boost online communication. 5000 copies were distributed.

2.7 Improving cycling experiences

An increasing number of older Australians are taking up cycling as an activity to improve their health.

The Parks and Wildlife Service (PWS) is a key facilitator in the review and support of mountain bike trail construction and associated events.

PWS recently completed the Freycinet Shared Use Trail – a shared cycling and walking track from the Freycinet Visitor Centre to the Wineglass Bay car park. The PWS commenced planning a new shared use track linking the Coles Bay township with the new track within the National Park.

PWS has been working in partnership with the Cradle Coast Mountain Bike Club to develop mountain bike trails in the Dial Range Regional Reserve and Montgomery State Reserve with the 'Iron Tor' Loop opening in October 2020.

PWS tendered the construction of a new toilet building at the Mountain Biking (MTB) trailhead / car park at Swimcart Beach.

PWS negotiated a lease agreement with the Clarence City Council for the ongoing management of the Clarence MTB Park. Outside the MTB park in the Meehan Range Nature Recreation Area, the PWS commenced auditing MTB trails and upgrading trail signage.

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 Parks and Wildlife Service (PWS) worked with a representative from ParaQuad Tasmania to continue review and ground-truthing of access-friendly facilities, tracks and information across PWS sites. This included updating online information to better support park users with mobility restrictions.



PWS undertook a review of Trailrider (all-terrain wheelchair) use at Mount Field, Cradle Mountain and Freycinet National Parks with the aim of increasing their use by park visitors. Outputs to date have included improving information about Trailriders on the PWS website.

PWS also commenced regular meetings with access and inclusion staff from Parks Victoria to share learnings and best practice in this space.

2.9 Discovery Ranger program

The annual Parks and Wildlife Service Discovery Ranger/Aboriginal Discovery Ranger training included a session on access-friendly events, including using the Department of Communities Tasmania *Accessible Event Guidelines and Checklists* to improve the way our education/interpretation activities are promoted and delivered.

2.10 Parks and Wildlife Service discounts



A 20% discount is applicable for holders of Seniors Cards (excluding Seniors Business Cards issued in Victoria and Queensland to seniors still working up to full time) to these activities.

3. Provide information and programs about affordable, healthy eating



3.1 Healthy food for older Tasmanians

COTA Tasmania has continued to deliver a peer education program *Eat for Life* in 2020. The program aims to support older Tasmanians in improving their knowledge of age appropriate diets.

3.2 Nutrition for older Tasmanians - training packages

Free online training for health and community workers and volunteers continues to be offered in 2020. Around 150 participants completed the courses in 2020, with positive feedback continuing to be reported.

3.3 Healthy Ageing Toolkit

The Healthy Ageing website has been a valuable portal during 2020 for Tasmanian workers who support older people living in the community. It has provided access to a great range of credible nutrition and physical activity related resources, including updated 'Appetite for Life' fact sheets for use with clients.

A total of 23 'blog/latest news' articles have been published on the website; and service providers who have signed up receive monthly update emails. COVID-19 has influenced the focus of the blog posts – for example, providing ideas for keeping active while staying at home and



preparing food safely. With less face-to-face support available, positive feedback has been received about access to the webpages and use of the resources on it.

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

4.1 Improving the provision of health services in rural communities

With the requirement for social distancing in response to the COVID-19 pandemic, the Department of Health (DoH) has continued work to increase the uptake of telehealth generally in the community. DoH has also been working with residential aged care facilities to increase use of telehealth for Tasmanian Health Service (THS) outpatient appointments.

4.2 Addressing ageism through intergenerational collaboration

Piecing it Together is an intergenerational street art project that brings younger and older people together to learn about, design, and create street art. The project challenges stereotypes about being younger and becoming older. The project aims to reduce ageism and promote respect and understanding in our communities.

In partnership with Clarence City Council, RACV Hotels Hobart, and Vicinity Centres, COTA Tasmania's *second Piecing it Together* project was a great success.

The project was held in January 2020 over six days and resulted in creating a new piece of art at Eastlands reflecting the theme of 'taking risks and stepping into the unknown to embrace change and new possibilities.'



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

Libraries Tasmania provides introductory courses and one-to-one support sessions to improve digital confidence and skills, including programs for older Tasmanians in local communities. These programs include support to access the internet and navigate critical services online, such as MyGov and My Health Record.

Libraries Tasmania is an active partner of the Australia wide BeConnected network. In 2020, the Libraries Tasmania network continued capacity building and engaging with communities, through promotion and use of BeConnected resources and grant funding. Engagement activities across libraries included outreach,

webinars and workshops (where permitted under COVID-19 requirements) primarily targeted at people aged 55 years and over. Topics included, safe online banking, shopping online, connecting and keeping in touch with others online, internet, email and social media basics.

Libraries Tasmania also works in partnership with the Department of State Growth to promote Digital Ready for Daily Life resources across the statewide network, through its digital and computing programs. The Finding the right mobile fit booklet, provided by Digital Ready for Daily Life has proven very popular and as a promotional tool for the use of the Digital Ready for Daily Life online resources.

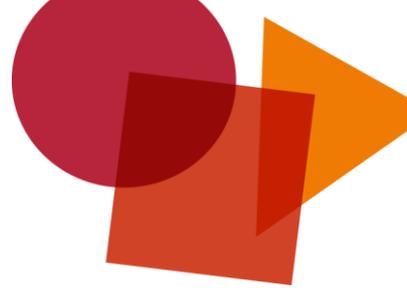
Specific examples include:

- The North West Collective (Burnie and Devonport Library Catchments) trialled a Digital Ambassador program that was highly successful in training people in our community with basic digital skills to help their friends, family and older Tasmanians to get online.
- Glenorchy Library has a dedicated Coffee, Cake and Computers for older Tasmanians, where they can build confidence and skills around technology.

Libraries Tasmania is also incorporating the Digital Skills Framework into its broader Adult literacy program. This will involve training to improve the digital literacy skills of volunteer tutors, many of whom are older Tasmanians.

5.2 Improving digital inclusion

COTA Tasmania hosted free, one-on-one, sessions to help older Tasmanian's use mobiles, laptops, computers and their programmes. The program was offered across the State during early 2020. Due to COVID-19 the Program was suspended and resumed in Seniors Week 2020, and has been ongoing since. The program has been well received by older Tasmanians, who have appreciated the opportunity for individual



tuition to gain greater confidence in using technology.

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

6.1 Supporting Men's Sheds

The Tasmanian Government recognises the important role that Men's Sheds play in communities in Tasmania.

In 2018-19, the Government increased support to the Tasmanian Men's Shed Association (TMSA) from \$90 000 to \$110 000 annually providing peak body funding, with indexation of 2.25 per cent applied from 2019-20.

In 2018, the Government allocated a further \$375 000 over three years to support the sustainable development of Men's Sheds in Tasmania through the TMSA Grants program.

This is in addition to commitments of \$296 000 that the Government made to individual Men's Sheds across the State.

In response to the COVID-19 pandemic, the Tasmanian Government allocated \$65 000 to the TMSA to help its members stay connected.

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.

The annual PWS Discovery Ranger/Aboriginal Discovery Ranger training included a session on access-friendly events, including using the Department of Communities Tasmania Accessible Event Guidelines and Checklists to improve the way education/interpretation activities are promoted and delivered

6.3 Intergenerational learning opportunities

Libraries Tasmania continues to identify and progress opportunities for intergenerational learning involving schools and older Tasmanians. Examples include the following:

- Kingston Library has 11 students from Kingborough High School volunteering to support learning programs, including the support of digital seniors programs.
- Rosny Library has delivered 'Mastering your Device' sessions to students in the catchment area, so that they can support one-to-one sessions with seniors.

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.

Due to COVID-19, the majority of *Get Outside with Community* events that the Parks and Wildlife Service would have delivered were cancelled in 2020. Events normally include opportunities for participants of all ages to undertake supported visits to national parks and reserves, with a focus on connecting with nature and community and building capacity for independent visits

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

7.1 Literacy and numeracy mentoring opportunities

A number of 26TEN radio interviews have been broadcast as part of National Print Radio series with further interviews in progress. (Print Radio is an 'on air' reading service providing Tasmanians, mostly aged or having a disability,

with a diverse range of programs and information from various publications which they otherwise might not be able to access or read.) The 26TEN series is to inform listeners about 26TEN and encourage action to improve Tasmanian literacy amongst older people.

7.2 Literacy and numeracy programs for older Tasmanians

2020 marked the midpoint of the ten-year, whole-of-government 26TEN Tasmanian Strategy. A focus of the work in 2020 has been finalising the assessment of the first five-year strategy to determine what will be most effective over the next five years. As part of building stronger communities, the 26TEN Coalition led the development of the *26TEN Communities: Local Literacy for work and Life Program*.

26TEN grants supported organisations and communities to build their skills in literacy, numeracy and plain English. Recipients from across the state shared over \$500 000 in grants to boost skills in their organisations to improve efficiency and wellbeing. They include for-profit and not-for-profit workplaces in the agriculture, food production, local government, community care, aged care and disability care sectors.

As part of the 'COVID-19 – Getting Plain English online Program', 26TEN hosted a live on-line Business Writing Essentials course for Tasmanian organisations.

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

8.1 Maximise opportunities for use of Department of Education facilities

The review of the Community Use of Facilities policy is well-progressed and will be completed by the Department of Education by June 2021. The policy has been reviewed and updated to provide a more consistent and easier to follow approach. The Department is currently reviewing

COVID-19 requirements, including the use of the Check-in TAS app.

8.2 Migrant Mentor Program

The Australian Red Cross Society Tasmania (Red Cross) delivered a Mentoring4Migrants Program. 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. Mentees reflected a mix of experience and backgrounds, some with complex barriers to employment, and others who were highly skilled professionals with strong international work experience.

Red Cross partnered with experienced professionals, including older Tasmanians to help to build participants' skills, experience and networks.

During this period:

- 48 mentees were supported by 29 volunteer mentors;
- 17 participants gained employment; and
- 22 multicultural awareness training sessions were delivered to Tasmanian workplaces to build cross-cultural competencies.



ACTION AREA THREE: Participation

9. Strengthen the liveability of local communities

9.1 Liveable Communities Toolkit

The Liveable Communities Toolkit is available on the COTA Tasmania website. The Toolkit aims to support councils and communities to create a supportive, inclusive, safe and engaging Tasmania for people of all ages, backgrounds and mobility.

The Toolkit is a web-based resource that includes information about the ingredients of liveable communities, how they can be achieved and where to go for more information. New Toolkit resources developed in 2020 include:

- What is a Liveable Community?;
- Tasmania's Ageing Population;
- Becoming a Liveable Community;
- Communicating with Your Community;
- Engaging with Your Community;
- 10 Easy Ways to Improve Your Community's Liveability;
- 5 Large Scale Ways to Improve Your Community's Liveability; and
- Liveable Community Resources.

These resources complement a series of earlier on-line resources. The COTA Toolkits provide a much-needed resource for people – to think about how best to engage with Local Government towards creating liveable communities. They also provide a resource for councils to consider steps towards community engagement that will shape liveable communities.

9.2 Improving liveable communities

COTA Tasmania undertook research around liveable communities from an older person's perspective using a citizen science model of data collection.

A Walkability Audit Program, Toolkit and Postcards were launched in 2020. The walkability audit prepares people to assess areas of walkability in their community. It provides tips on what to consider when assessing walkability, checklists to use, and what steps to take next. Completed walkability postcards are available from the COTA Tasmania [website](#). These can be sent directly to local councils.

9.3 Planning for liveable communities through Tasmanian Planning Policies

The preparation of Tasmanian Planning Policies was delayed in 2020 due to the COVID-19 pandemic. However, these principles have already been included in the requirements for rezoning land under the *Housing Land Supply Act 2018*.

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 oversights implementation of Accessible Island

and provides an annual report to the Premier and Cabinet.

The Premier's Disability Advisory Council has received the 2020 Agency reports and is currently reviewing these to develop their report on implementation.

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 offers learning to a diverse range of students, respecting individual differences and values the unique experiences, knowledge and skills that all students bring.

TasTAFE is committed to ensuring all learners have the support they need to successfully complete their qualifications, and have a range of general supports in place to meet a diverse range of student needs.

10.2 Training for older Tasmanians who have lost their jobs

To support Tasmanians in responding to COVID -19, the existing Rapid Response Skills Initiative was expanded to help redeploy people who have lost their job as a result of COVID-19.

The Rapid Response Skills Initiative guidelines were revised to assist applicants to access support more easily.

10.3 Identifying needs of older workers (Tasmanian State Service)

The State Service Management Office continues to work with Agencies to progress a range of employment diversity activities. These activities have included consultation on a revised Diversity Framework (to be released in 2021) and contributing to a research project that considered the needs of older workers.

10.4 Mental health best practice framework in Tasmania

Work on the development of this framework has been delayed due to waiting for the national policy context around suicide prevention to be settled before progressing local initiatives.

A mid-term review of the *Rethink Mental Health Plan* was completed with an updated *Plan Rethink 2020*, released in late 2020. The reform directions remain consistent for *Rethink 2020*.

The next phase will be the development of the *Rethink 2020 Implementation Plan* which is currently being finalised with the intention of releasing it in mid-2021.

The Mental Health, Alcohol and Drug Directorate is working in partnership with Primary Health Tasmania, Statewide Mental Health Services and the Mental Health Council of Tasmania, consumers, carers and the community sector to progress this work, which will include a review of the Tasmanian Suicide Prevention Strategy under which this best-practice framework action sits.

The framework will apply to all people in Tasmania's workplaces, including considering the needs of older people in the workplace. As older people near the end of their working career, they may have specific needs in the workplace that will be identified and considered in the framework. These may include transition to retirement, caring responsibilities, and flexibility.

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

The WorkCover Tasmania Board completed a review of the provisions in 2019 and presented its advice to the Minister for Building and Construction.

The Tasmanian Government has considered the review and requested that amendment to the



Workers Rehabilitation and Compensation Act 1988 be drafted.

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

The disability sector worked to assist providers in the sector to access financial incentives including Career Transition Assistance, Restart, Career Revive, and Skills for Education and Employment (SEE) funding to encourage hiring and retraining mature age employees.

11.2 Community of Practice – workforce planning for an older workforce

COTA Tasmania has developed a strong community of practice around supporting small and medium Tasmanian businesses to increase productivity and workforce experience by using data and resources to highlight the importance of planning for an ageing workforce, and supporting businesses to retain and recruit older workers.

In May 2020, COTA Tasmania launched a new website to support older job seekers and encourage employers consider older workers. The content and design of the website was informed by the lived experience of job seekers, employers and employment service providers who generously gave us their input to the project.

Work45+ provides a one-stop-shop for both mature age job seekers and employers. COTA Tasmania ensures that information on the website is current. The site was developed with the support of the Department of State Growth.

11.3 Employer of Choice program and WorkSafe Tasmania

The 2020 Employer of Choice Awards were postponed due to COVID-19.

Employers were encouraged through the Employer of Choice program to conduct activities around valuing and planning for older workers.

11.4 Age-friendly businesses resources

COTA Tasmania has updated its age-friendly business resources in collaboration with Tasmanian businesses and Seniors Card businesses.

The COTA Age-Friendly Business Toolkit gives Tasmanian businesses information and ideas about looking after customers of any age, background or current situation. This includes information on:

- what defines an age-friendly business;
- a checklist to assess age-friendliness;
- examples of Tasmanian and international businesses that are age-friendly; and
- a list of resources for more information.

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

12.1 Supporting older drivers

Funding to RACT to deliver the Years Ahead and CarFit Program continued. From 1 July 2020, RACT was approved to increase the number of Years Ahead sessions delivered in place of the CarFit sessions. Years Ahead is a program for senior community groups and covers safe driving tips and pedestrian safety.

12.2 Supporting affordable transport options

In March 2020, the Department of State Growth revised the conditions of use on Tasmanian Australian Disability Parking Permits (ADPPs) for consistency with other jurisdictions and make it

easier for people with a disability to access parking places. There was no change to who can access the ADPP Program.

The National Disability Insurance Agency is responsible for funding transport for National Disability Insurance Scheme participants, including taxi transport where a participant cannot access other forms of transport due to their disability.

Introduction of a capped Taxi Supplement for NDIS participants to move them off the Transport Access Scheme's Taxi Subsidy Scheme has been delayed by agreement with the NDIA and the Australian Government.

12.3 Making bus services more accessible

In March 2020, the Department of State Growth revised the conditions of use on Tasmanian Australian Disability Parking Permits (ADPPs) to harmonise them with other jurisdictions and make it easier for people with a disability to access parking places. There was no change to who can access the ADPP Program.

Introduction of a capped Taxi Supplement for NDIS participants to move them off the Transport Access Scheme's Taxi Subsidy Scheme has been delayed by agreement with the NDIA and the Australian Government.

12.4 Making bus services more affordable

From 19 January 2020, bus concession fare eligibility was expanded with the existing adult urban fare categories extended to travel in non-urban areas, creating a consistent concession system across Tasmania's bus network.

Concession fares on non-urban services are now available to holders of Australian Government Health Care Cards, Centrelink Pensioner Cards or Veterans Affairs Pensioner Cards, and Seniors Cards, as well as for anyone aged over 70 years and for those classified as war widows by the Department of Veterans' Affairs.

13. Support a skilled, sustainable volunteering workforce

13.1 Supporting volunteers

The Tasmanian Government increased peak body funding to Volunteering Tasmania (VT) in 2018 - 19 to \$100 000. From the 2019-20 financial year, indexation of 2.25 per cent has applied to VT's peak body funding.

In addition to peak body funding, VT is receiving \$50 000 per annum over four years from 2017-18 to 2020-21 to support EV-CREW and in response to COVID-19, the Tasmanian Government allocated an additional \$130 000 in 2019-20 to VT to assist in mobilising volunteers in those areas that most need them.

VT is also receiving \$170 000 per annum from 2018-19 to 2020-21 in project funding, to support its 'Safeguarding Volunteering in Tasmania' project and the annual Tasmanian Volunteering Awards.

From 2020-21 to 2022-23, VT will receive \$351 000 to support the re-engagement of volunteers across Tasmania. This will include re-connecting past volunteers and encouraging Tasmanians to take up volunteering opportunities.

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.

Due to COVID-19, there was minimal volunteer activity by older Tasmanians in 2020. At the beginning and end of the year however, some older volunteers participated in programs such as at the Tamar Island Wetlands, the Penguin to Cradle Trail and caretaking at various sites such as Cape Bruny and Cockle Creek.



13.3 Upskilling sporting volunteers

The Department of Communities Tasmania, through the Communities, Sport and Recreation Division continues to lead and support activities aimed at up-skilling volunteers, coaches and officials within the sport and recreation sector.

This includes:

- funding provided to State sport and recreation organisations to support volunteers, coaches and officials through the Sport and Recreation State Grants Program;
- a weekly coaching/development newsletter;
- articles in Communities, Sport and Recreation's monthly newsletter *Actively in Touch*; and
- Tasmanian Institute of Sport, Women's Coaching Scholarship (s) offered annually.

Forums and information sessions were offered to the sector on-line in 2020.

14. Address ageism and combat age-related stereotypes

14.1 Supporting COTA Tasmania

The Tasmanian Government continues to 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.

COTA Tasmania received core funding of \$115 005 in 2020-21.

14.2 Supporting Seniors Week

Funding was provided to COTA Tasmania to deliver Seniors Week 2020. which provides opportunities for Tasmanians over 50 to participate and celebrate the contributions of older Tasmanians.

Despite COVID-19 Seniors Week was celebrated from 12 – 18 October 2020. The program offered a novel range of on-line and group activities, in line with COVID Safe requirements.

In the lead up to Seniors Week COTA Tasmania worked with the NBN to provide support to organisations to enable them to host on-line events for Seniors Week 2020 (50 on-line events were included in this year's Seniors Card program).

Metro Tasmania and Mersey Link provided free transport for Senior Card Holders during Seniors Week 2020.

14.3 Understanding life experiences of older Australians

COTA Tasmania collaborated with other COTA Federation members to construct a second national survey of older Australians. The aim of the survey is to better understand the views, life experiences and needs of older Australians. COTA Tasmania provided support in relation to the development of survey content, questions, and in the analysis of results.



ACTION AREA FOUR: Security

The Tasmanian Government is working 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

The strategy, *Respect and Protect Older Tasmanians – Tasmanians Elder Abuse Prevention Strategy 2019 – 2022*, was launched in June 2019, along with the actions to support the strategy.

15.2 Understanding elder abuse

Under the supporting actions of the strategy, work continues to improve understanding of elder abuse and how best to respond. This includes recurrent funding for the Tasmanian Elder Abuse Help Line, a Memorandum of Understanding with the Australian Government to participate in the national 1800 ELDERHelp, and Tasmanian projects including a funded

research project into the service system response to elder abuse in Tasmania, and also into adult safeguards relative to elder abuse.

15.3 Elder Abuse Awareness Campaign

The new Tasmanian elder abuse awareness campaign and micro-website was launched in June 2020. This new campaign, a supporting action of the strategy, includes television, radio, newspaper, social media and bus advertising and has, to date, received positive feedback from the sector and general community.

15.4 Tasmanian Elder Abuse Helpline

The Helpline assists older people, families, service providers and the community to respond to elder abuse and provides better access to existing supports and services.

Advocacy Tasmania is recurrently funded to deliver the Tasmanian Elder Abuse Help Line service.

15.5 World Elder Abuse Awareness Day

COTA Tasmania is funded until December 2021 to deliver a range of services to assist in the prevention of, and raising awareness of elder abuse, including funds to support the organisation of the National Elder Abuse Conference (NEAC), to be held in Hobart in 2022.

Due to COVID 19 restrictions the annual Walk Against Elder Abuse held on 15 June by COTA Tasmania was replaced with a webinar entitled Talking Against Elder Abuse: Stories of Hope. The forum was a great success, with powerful insights provided in de-identified case studies of people achieving positive outcomes through their own actions or by reaching out for support. A highlight of the event was the launch of a new elder abuse awareness campaign by the Minister for Human Services.



15.6 Supporting Tasmanians to be safe in home and community

On 1 July 2020, the Tasmanian Government released *Safe Homes, Families, Communities: Tasmania's action plan for family and sexual violence 2019-2022* (Safe Homes, Families, Communities).

Safe Homes, Families, Communities invests \$26 million over three years for 40 actions to prevent and respond to family and sexual violence in Tasmania. It builds on the achievements of the Government's first family violence action plan, Safe Homes, Safe Families.

New and ongoing actions were identified through the Family Violence Service System Review, which included extensive stakeholder and community consultation; the Hearing Lived Experience Survey, which engaged 500 victim-survivors of family and sexual violence; and comprehensive research and analysis of the family and sexual violence service systems operating in Tasmania and other jurisdictions.

The Tasmanian Government continues to take a flexible and responsive approach, monitoring implementation of each action and undertaking ongoing evaluation to inform future delivery. Safe Homes, Families, Communities is a living document and will be refined and updated over time, so actions continue to be based on current evidence and best practice.

Safe Homes, Families, Communities: Responding and Reporting 2020 was released in November 2020. It provides an overview of key achievements in the first year of implementation of Safe Homes, Families, Communities.

The Our Watch Senior Advisor Tasmania, a position established under Safe Homes, Families, Communities, has engaged with COTA Tasmania, including to promote the issue of violence against older women on the International Day for the Elimination of Violence Against Women on 25 November 2020 and during the 16 days of Activism Against Gender-based Violence.

15.7 Protect older Tasmanians

The Tasmanian Government has continued to work in partnership across government and the community sector to protect older Tasmanians. In response to the COVID-19 pandemic, the Tasmanian Government allocated an additional \$65 000 to COTA Tasmania to ensure that older Tasmanians stay empowered, connected and informed.

16. Assist people to access appropriate cost of living support

16.1 Economic security for women of all ages

In September 2018, the Tasmanian Government released the first action plan under the Tasmanian Women's Strategy, the *Financial Security for Women Action Plan 2018-2021* (the Financial Security Action Plan). The Financial Security Action Plan for Women outlines detailed actions across government to tackle the underlying causes of financial insecurity experienced by many Tasmanian women, including pay equity and employment opportunities in non-traditional areas of employment for women.

Since the Financial Security Action Plan for Women was released, a number of actions have been achieved, including actions that impact on cost of living pressures such as reducing rising energy costs by capping electricity price rises at CPI for three years under the 'Electricity Supply Industry Amendment (Price Cap) Act 2018'.

The Plan will end in 2021 and will be reported on in the next Tasmanian Women's Strategy Annual Report. A new Tasmanian Women's Strategy is being developed.

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 *2020-2021 Discounts and Concessions Guide* is available on-line and was released in December 2020.

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 117 000 Seniors Cardholders, supported by more than 575 businesses that offer a diverse range of discounts on products and services.

The 2021 Seniors Card Discount books were sent out to more than 130 distribution points around Tasmania.

16.4 Emergency relief initiatives

On 27 March 2020, the Premier announced an additional \$800 000 for emergency food relief due to the coronavirus pandemic. On 15 October 2020 the Government announced a further \$400 000 in funding to emergency food relief providers to continue to respond to the impacts of COVID-19.

From 2018-19 to 2020-21, \$360,000 was provided in total to the three food vans; Louis Food Van, Mission Beat and Gran's Van to provide food support at vulnerable community locations throughout the state.

\$990 000 in total was also allocated to the Family Assistance Program to provide funding to Salvation Army, St Vincent de Paul, Anglicare, Hobart City Mission and Launceston City Mission to provide emergency relief to Tasmanian families suffering financial hardship.

In total, the Tasmanian Government provided approximately \$2 million in total core funding to Foodbank Tasmania and Loaves and Fishes Tasmania over three years (2018-19 to 2020-21), to support their operations, including the distribution of food to emergency food relief providers.

Foodbank Tasmania and Loaves and Fishes Tasmania also received additional funding (\$200,000 and \$312,000 respectively) over two years (2019-20 and 2020-21) to increase their operations in response to COVID-19.

16.5 Energy Hardship Fund

The Energy Hardship Fund Grant Deed concluded on 30 June 2020. The Government re-entered into a new Grant Deed with the Salvation Army to continue to administer this fund. Funding remained consistent with the previous 2017-2020 Grant Deed, \$350 000 per annum.

16.6 Water and sewerage discounts

Eligible TasWater customers were entitled to a Tasmanian Government funded discount of up to \$197 (\$98.50 for water, \$98.50 for sewerage) off their water and sewerage service charges for the 2019-20 financial year.

To be eligible for the concession, individuals were required to be legally responsible for the TasWater account and occupy the property as the principal place of residence. Eligible concessions were available to holders of a:

- DHS Health Care Card;
 - DHS or DVA Pensioner Concession Card;
- or



- DVA Health Card - All Conditions (Gold Card).

16.7 PowerSmart Homes program

The PowerSmart Homes program has concluded. 146 Tasmanian households received home energy efficiency assessments, energy efficiency information, and (in most cases) a range of low-cost energy efficiency upgrades.

17. Strengthen our efforts to provide appropriate and affordable housing

17.1 Housing Connect's one-stop-shop services

The Housing Connect Reform commenced under *Tasmania's Affordable Housing Action Plan 2019-2023* (Action Plan 2).

The Reform will improve the way that the Housing Connect system assists people in housing crisis. A new service model has been designed that will be tested and refined in 2021, with implementation occurring from late 2022. This includes tailored interventions to assist specific cohorts (including older Tasmanians) based on their life stage and individual needs.

17.2 Continue to design and construct public housing for older Tasmanians

All new social housing dwellings are constructed in accordance with Housing Tasmania's 'Design Policy for Social Housing'.

This policy states that all new homes will be constructed to meet the changing needs of residents across their lifetime, including easy and cost-effective adaptation for the specific needs of people living with disability.

Works also commenced in 2020 to redevelop an existing 50 unit complex to deliver a supported aged specific accommodation complex, with many features being retrospectively applied to achieve contemporary accessibility requirements.

17.3 Support construction of a new aged care facility

The Wirksworth Estate Integrated Aged Care project (Wintringham) will deliver a new 50-bed integrated aged care, housing and support service, tailored to older Tasmanians who are financially disadvantaged, homeless or at risk of becoming homeless.

The Wintringham aged care facility has planning approval but has been delayed while Aboriginal cultural heritage material was being investigated. Construction has commenced and is now complete on the independent living units and construction of the residential aged care facility will commence in March 2021.

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. The capacity of women's shelters in the North and South of the State is being expanded.

Magnolia House in the North and Jireh House and the Salvation Army in the South will receive \$5.3 million in funding from the State Government for crucial upgrades, matched by \$4 million from the Commonwealth's Safe Places Grant Program.

This will allow more women to access care and support from these organisations, ensuring they have access to safe and secure accommodation, support services, and assistance to help them in their time of need.

It expands on work already done over the last 18 months, including a further eight units that have been delivered with Catholic Care, seven extra family sized units that have been secured and will be managed by Hobart Women's Shelter, and the delivery of a further 10 two-bedroom units through Hobart Women's Shelter.

17.6 Prioritise housing for homeless women

The Department of Communities Tasmania continues to use the Housing Assessment Prioritisation System (HAPS) to ensure women who experience homelessness and/or family violence are categorised as priority applicants on the Housing Register for social housing. Additionally, the Rapid Rehousing initiative provides accommodation and support for women experiencing family violence.

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 vulnerable older male residents into more stable housing.

Additional capacity has also been provided in 2020 with 18 new 'pod' units of accommodation and 24 units of supported accommodation for homeless men managed by Bethlehem House in the South.

For older men in the North West, a new crisis accommodation service is planned for delivery in 2022.

17.9 Providing in-house support services

Specialist tenancy support for older Tasmanians living in social housing will be introduced through the Housing Connect Reform project. This support, provided by Wintringham, will identify and assist at risk tenants to sustain their social housing. Tenants will be linked with mainstream aged care supports and resources as required to facilitate stable, age appropriate accommodation and support

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 continued to provide support and information to older Tasmanians regarding internet use, including contemporary information on scams and online safety, along with personal and household safety (also see item 19.1 for more detail).

18.4 Peer education sessions – financial safety

COTA Tasmania has continued to deliver the ‘Financial Elder Abuse’ and ‘Protecting Your Finances from Abuse’ peer education sessions that provide older community members with information about how to recognise scams, keep finances safe and reduce vulnerability to financial abuse.

19. Support older people to maintain independence as they age

19.1 Supporting older Tasmanians to be safe

Tasmania Police

Officers continued to engage with older Tasmanians in a variety of ways to reassure and support individuals. During 2020, presentations and information sessions were smaller to meet COVID-19 safety standards.

A popular topic for older Tasmanians was road safety and the road rules. Due to COVID-19, group presentations were limited for 2020. However, police members have continued to engage through alternative media options.

Tasmania Police continued to provide support with strategies for online, personal and household safety. Other methods of connecting with this demographic was by contributing to provide newsletters for various community and social groups as well as providing articles in local newspapers.

Tasmania Fire Service

The Tasmania Fire Service supported older Tasmanians in this action through targeted community fire safety programs. These include:

- Free fire safety resources, fact sheets, and online information, such as the Visual Guide to Home Fire Safety;
- Carer and home support worker resources and training on bushfire and home fire risk assessment and management;
- A home fire safety check and installation of smoke alarms, if required;
- COTA Tasmania peer education program of home fire safety training to senior volunteers who deliver talks to seniors’ groups; and
- Home fire safety information sessions to specialised groups and events on request.

State Emergency Service (SES)

SES has developed the *People at Increased Risk in an Emergency Guidelines*, which is available on the [TasCOSS website](#).

The scope of this Guide covers all types of vulnerable people, including older Tasmanians. The Guide was developed from of a review of the 2015 Tasmanian Emergency Management Framework for Vulnerable People and is aligned with and supports the Tasmanian Emergency Management Arrangements. The purpose of the Guide is to:

- provide strategies for individuals and community service providers to work together to improve the safety and security, health and wellbeing of people at increased risk
- foster a shared approach to emergency planning to improve the resilience of people at increased risk and reduce the impact of emergencies on people at increased risk.

19.2 Carer Action Plan

The Department of Communities Tasmania has commenced an internal review of the Carer Action Plan and is consulting with agencies on a new Action Plan. Cares Tasmania and Mental Health Family and Friends are also being consulted. The new Carer Action Plan will be developed in 2021.

COTA Tasmania is working with older Tasmanians to deliver peer to peer workshops on the topic of end of life planning documents.

This activity is funded through the End of Life Care small grants program.

19.3 Compassionate communities

The Government has been implementing *Compassionate Communities: A Tasmanian Palliative Care Policy Framework 2017-2021*, which aims to create a contemporary, inclusive approach to palliative care in Tasmania.

Activities in 2020 included:

- Continued promotion and implementation of the *Tasmanian Palliative Care Community Charter*;
- Continued promotion and development of the Tasmanian Bereavement Care Network;
- Commenced implementation of *Strengthening Communities of Care: A strategy to build the capacity and capabilities of all Tasmanians in palliative care 2018-21*;
- Continuing to promote and encourage the uptake of the Tasmanian Policy Statement, *End of Life Care: Supporting Tasmanians to live well at end of life*;
- Development of a reporting and performance framework for the statewide specialist palliative care service;
- Partners in Palliative Care Reference Group continued to meet quarterly, providing leadership and advice to enhance services and coordination across the palliative care system.
- Review of the *Tasmanian Health Service Advance Care Directive* form and development of supporting resources;
- Funding to Palliative Care Tasmania to deliver End of Life Care education to GPs; and develop e-resources and education regarding the role of the Guardianship and Administration Board in caring for people with life-limiting illnesses.
- Implementation and evaluation of a dedicated palliative care after hours phone support service.
- Ongoing implementation and monitoring of a Statewide End of Life Care Supplementary

Support Service to deliver short term end of life supplementary palliative care support services.

19.4 Consider findings from the Review of Notional Estates

The Tasmania Law Reform Institute (TLRI) released its final report in September 2019. The TLRI recommended that notional estate laws not be introduced in Tasmania in the absence of nationally uniform family provision laws.

19.5 Educating community: Powers of Attorney and Guardianship

The Department of Justice has continued to progress a gap analysis of the current Tasmanian legislative and oversight system for safeguarding Tasmanians and considered recent safeguarding reforms in other jurisdictions in line with National Plan to Respond to Elder Abuse 2019-23 and Tasmania's Elder Abuse Prevention Strategy 2019-2022.

This analysis has also considered a range of recommendations made by the Tasmania Law Reform Institute in its Review of the Guardianship and Administration Act 1995 (the Act) regarding improvements to representative decision-making structures and broadening of decision-making principles. Amendments required to the Act to improve safeguarding of older Tasmanians will be included in an Options Paper for consideration by the Tasmanian Government.

The Department of Justice also commenced implementation of the Review of the Act, beginning with a project to legislate for Advance Care Directives. A Bill for this purpose was released in 2020 for public consultation, and is due for introduction to Parliament in March 2021.

Throughout 2020, the Department of Justice also continued to participate on a national Working Group established under the National Implementation Plan (Elder Abuse), progressing a staged approach to power of attorney reform, in



particular the establishment of a national register for Enduring Powers of Attorney.

Tasmania Legal Aid is also preparing a fact sheet (funded by Communities Tasmania) clarifying the duties of attorneys with a view to preventing elder abuse.

WHERE TO FROM HERE?

The 2020 Progress Report is final report under *Strong Liveable Communities: Tasmania's Active Ageing Implementation Strategy 2019- 2020*.

A further two-year implementation strategy Implementation Strategy has been developed for 2021-22, which will be the final implementation strategy under *Strong Liveable Communities, Tasmania's Active Ageing Plan 2017-22*.

During 2022 COTA Tasmanian will be consulting state-wide with older Tasmanians to develop a new Tasmanian Active Ageing Plan.

The Tasmanian Government remains committed to ensuring its programs and services support older Tasmanians to stay healthy, engaged and active in the community.



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