Tasmanian **Plan** *for* Positive Ageing

2000-2005

Tasmania 1999

towards a society for all ages

International Year of Older Persons 1999

Tasmania

Foreword

Our Vision for Positive Ageing

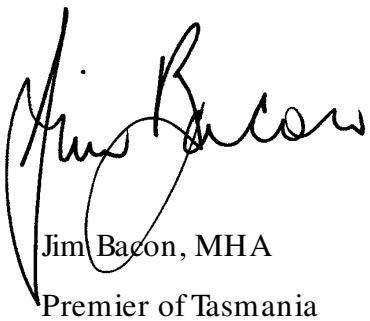
Tasmania moves into the next millennium with an ageing population: a population of people with a wealth of knowledge, skills and experience, which they share with their community. The *Tasmanian Plan for Positive Ageing 2000 – 2005* is about their future and the future of all Tasmanians.

A society for all ages is the key theme of this International Year of Older Persons. Our vision for positive ageing is for a Tasmanian society in which people of all ages are recognised and valued, treated with dignity and respect and encouraged to contribute their wealth of experience and skills.

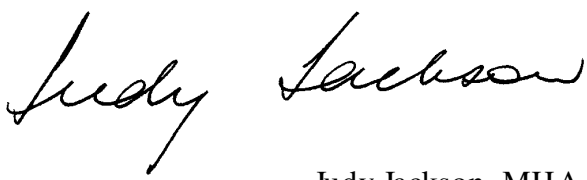
The *Tasmanian Plan for Positive Ageing* outlines five key areas for positive ageing. There are over 80 strategies that the Tasmanian government has committed resources to in ensuring the needs and interests of the older members of our community are respected. However the government does not have the sole responsibility for positive ageing. This Plan highlights the need for partnerships between all sectors of government, the community including businesses and individuals in contributing to positive ageing in Tasmania.

The *Tasmanian Plan for Positive Ageing* has been developed in consultation with Tasmanians of all ages throughout the community. We acknowledge the tireless work of the Positive Ageing Steering Committee and thank them for developing this Plan.

We commend to you the *Tasmanian Plan for Positive Ageing* and we look forward to working with you to ensure our vision of a Tasmanian society for all ages is achieved.



Jim Bacon, MHA
Premier of Tasmania



Judy Jackson, MHA
Minister for Health and Human Services

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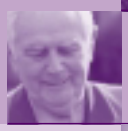

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Introduction

Growing older is a lifelong process. Positive ageing embraces the notion that individuals have opportunities and choices enabling them to maximise independence and control over their lives. The positive ageing approach focuses on an individual's quality of life and encourages continuing participation in all aspects of community life.

The *Tasmanian Plan for Positive Ageing* views health not just in medical terms but as a broad social issue. A range of factors influences the health and wellbeing of older people. For example access to appropriate housing, local transport, good social networks with friends and family, opportunities to participate in employment, education, recreation and voluntary activities, an individual's level of physical and mental health and feeling safe all have a significant impact on a person's quality of life.

The People

Like the rest of Australia, the population in Tasmania is undergoing a major shift. Currently in Tasmania there are about 75,000 people over the age of 60 years, which is around one in every six Tasmanians. By the year 2021, this proportion of people over 60 years is expected to increase to one in every four Tasmanians.

The term "older people" encompasses a large proportion of people. Older people are not an homogenous group of people. They are individuals with a wealth of knowledge and skills and have diverse needs, interests and backgrounds. An individual's capacity to age well is influenced by a range of complex inter-related factors such as gender, lifestyle practices, socio-economic background, cultural background, education level and general health.

Similarly issues of independence varies amongst older people. For some it means enrolling in a new course through Adult Education, or using community transport to attend a social club, while for others independence may be about learning new interests after moving into supported accommodation.

The Vision

The ageing of the population presents many opportunities and challenges that call for recognition and planning. The *Tasmanian Plan for Positive Ageing* provides a framework for all sectors of the community, not just government, to plan and work together to ensure that the needs and contributions of older Tasmanians are recognised.

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

The Plan aims:

- To facilitate links and initiatives across government departments within the State and also with Commonwealth agencies to meet the needs of older Tasmanians;
- To encourage the community including businesses, local government and community organisations to provide opportunities for older members to continue to participate in their community; and
- To support individuals to take a life long positive approach to their ageing.

The *Tasmanian Plan for Positive Ageing* aims to challenge the traditional expectations of growing older. Additional resources have been allocated to achieve the objectives in the Plan. However additional resources are not all that is required. More effective use of the existing human, physical and financial resources, to cater for the needs of all members of the community, will ensure that Tasmania can achieve the vision of a society for all ages.

Developing the *Tasmanian Plan for Positive Ageing*

The Tasmanian Government appointed a Positive Ageing Steering Committee to oversee the development of the first *Tasmanian Plan for Positive Ageing*. The Steering Committee includes older members of our community, as well as people from community-based organisations, and Local, State and Federal Governments. See Appendix 1 for membership of the Positive Ageing Steering Committee.

In January 1999 the Positive Ageing Steering Committee released a Discussion Paper *Our Future – Towards Positive Ageing in Tasmania*. This Discussion Paper raised a broad range of issues impacting on older people and the community as the population ages. Throughout the Paper a series of questions were asked and a response sheet was attached at the conclusion of the document to encourage people to submit their responses to the questions raised.

People were asked to suggest possible ways in which the needs of older Tasmanians could be better met by individuals, the community, including businesses, and by government. Over 8,000 copies of the Discussion Paper were distributed widely throughout the Tasmanian community. More than 250 organisations and individuals returned the response sheets. Appendix 2 lists the organisations from which responses were received.

In addition to distributing over 8,000 copies of the Discussion Paper, the Positive Ageing Steering Committee held eight community consultation meetings at various locations throughout Tasmania in March 1999. The Steering Committee was specifically interested in hearing the views and opinions of older people and invited representatives from over 400 older persons' organisations to attend the consultations.

Eight community consultations were held, each facilitated by a member of the Positive Ageing Steering Committee and co-hosted by a local community based organisation. Appendix 3 outlines the schedule of the community consultations.

Throughout the consultations, key issues were identified that impact on older people and the population as the community ages. A total of nine Key Issues Working Parties were established in July 1999 to contribute to the development of the Plan. Members were asked to consider the information collated from the consultations and contribute their expertise and knowledge in recommending strategies to deal with the issues raised.

Membership of the Working Parties included older people who attended the community consultations, representatives from the relevant government departments, representatives from relevant peak agencies and service providers and people with expertise or knowledge of the particular issue.
A member of the Positive Ageing Steering Committee chaired each of the Working Parties.
See Appendix 4 for membership of the Key Issues Working Parties.

A key component in developing the Tasmanian Plan for Positive was a whole of government approach, involving representatives from all State government departments and the State office of the Commonwealth Department of Health and Aged Care.

About the Plan

The *Tasmanian Plan for Positive Ageing* provides a broad policy and planning framework for action by the Tasmanian government, the Tasmanian community including local government, businesses and community based organisations, and individuals. The Plan addresses five major issues each with a key objective to be achieved. The five issues and objectives are as follows:

1. Community Attitudes

Objective:

To develop a more positive community attitude to older people and ageing.

2. Participating in Your Community

Objective:

To increase the participation of older Tasmanians in recreation, paid work and voluntary activities.

3. Living in Your Community

Objective:

To improve local planning and design and access to transport to better meet the needs of older Tasmanians and to enhance their feelings of safety and security both within their homes and within the community.

4. Health, Independence and Community Support

Objective:

To support and promote older peoples' maintenance of a healthy lifestyle and independence in the community.

5. Education and Information in Your Community

Objective:

To improve older Tasmanians' access to and understanding of information, continuing education and technology.

Within each key issue the following information is outlined:

- Objective;
- Community View, highlighting the key themes from the consultation process;
- Strategies the government proposes to implement in the next five years (after each strategy is listed the key government department responsible for its implementation);
- Suggested initiatives for local government, businesses and community organisations; and
- Ideas for individuals.

The Positive Ageing Steering Committee consider this Plan to be just one mechanism that encourages the community to plan and work together to better meet the needs of older Tasmanians over the next five years. Already, throughout the process of developing the plan, changes in attitudes have occurred, new services have been developed and initiatives between the government, community and individuals have been enhanced.

The Committee is aware that the Plan is not all-inclusive in meeting **all** the needs of older people. However it does provide a broad framework for further planning. As the Plan is implemented, other issues will emerge and new objectives and strategies will be identified.

The *Tasmanian Plan for Positive Ageing* will be reflected in other statewide strategic planning processes. The Plan will link with local government through the Local Government Partnerships and with the broader community through the vision of *Tasmania Together*.

The Tasmanian Plan for Positive Ageing also links with two national strategies currently being developed:

- The *Commonwealth State and Territory Strategy on Healthy Ageing* provides a planning framework for the Commonwealth, State and Territory Governments to plan and work collaboratively together to respond to the challenges and opportunities of an ageing Australia;
- The *National Strategy for an Ageing Australia* is the Commonwealth Government's policy response to 1999 International Year of Older Persons and will outline key initiatives of the government to address issues resulting from Australia's ageing population.

Tasmania is contributing to the development of both these plans.

Community Attitudes

Objective:

To develop a more positive community attitude to older people and ageing.

Community view

The community expressed an overwhelming concern about the negative attitude towards older people and the ageing population. The consultations highlighted the need for greater acknowledgement of the skills and achievements of older people, greater respect for older people and a far more positive portrayal of older people in the media, marketing and advertising. Intergenerational activities were seen as a positive way of changing the community attitudes towards older people. Older people themselves acknowledged that they needed to advocate more on their own behalf and become more involved in community activities.

In the next five years the government proposes to:

- Develop a communication strategy to promote positive attitudes to ageing and older people involving the production of posters and information kits (Department of Health and Human Services);
- Increase the number and range of businesses that provide discounts to Seniors Card holders (Department of Health and Human Services);
- Produce and distribute regular newsletters to Seniors Card businesses offering advice and support in the provision of services for older people (Department of Health and Human Services);
- Sponsor a "positive portrayal of older persons" category in the Media, Marketing and Advertising annual awards (Department of Health and Human Services);
- Develop a "Partnership between Schools and Older People" project to increase intergenerational links between older and younger people and facilitate an exchange of skills and information (Department of Education);

- Enact the Anti-Discrimination Act, which will ensure older people are not discriminated against on the basis of age (Department of Justice and Industrial Relations);
- Establish a Positive Ageing Consultative Committee to provide advice on government initiatives within the Seniors Bureau and to assist in the monitoring of the *Tasmanian Plan for Positive Ageing* (Department of Health and Human Services);
- Develop a communication strategy with women, including emphasising a positive portrayal of older women's contribution to the community and their wealth of knowledge and experience (Department of Premier and Cabinet).

Suggested initiatives for local government, businesses and community organisations:

- Avoid negative stereotyping and promote positive images of older people in media, marketing and advertising;
- Link with the local media and provide interesting articles and information on older people and intergenerational activities and issues;
- Provide feedback to the media and advertisers when negative images of older people are portrayed;
- Provide training to staff on issues associated with ageing in our community;
- Sponsor seminars and meetings on issues of concern and interest to older people, for example:
    - Safety and security issues
    - Recreation, volunteering and educational opportunities
    - Health related issues
    - Retirement planning
    - Community services for older people;
- Host an annual "Older Person of the Year" award.

Ideas for individuals:

- Provide the media with information on interesting and/or notable older people, intergenerational activities and issues;
- Become involved in intergenerational activities in your local community, school and kindergarten;
- Promote the positive aspects of growing older to your local community by offering to speak on interesting topics in schools;
- Offer your knowledge, skills or expertise to your local community by being involved in committees and organisations.

Participating in Your Community

Objective:

To increase the participation of older Tasmanians in recreation, paid work and voluntary activities.

Community view

Throughout the consultations the community expressed the need for an increased range of opportunities in volunteering, recreation and employment for older people. In developing activities for older people, the community requested that issues such as transport, the cost of the activity and intergenerational initiatives be considered. Greater publicity and promotion of existing volunteering and recreational opportunities was also seen as important. The community suggests employment opportunities for older Tasmanians need to be increased through specific strategies and policies targeting older people and employers. The abolition of compulsory retirement in Tasmania was suggested as a major strategy for improving work opportunities for older Tasmanians.

In the next five years the government proposes to:

- Conduct research into employment issues for older people in Tasmania including unemployment, access to training and promotional opportunities, compulsory retirement, discrimination on the basis of age, occupational categories and ages and models of inclusive practices for mature age workers (Department of Health and Human Services & Department of Premier and Cabinet);
- Review the necessity of a compulsory retirement age, specified under the Tasmanian State Services Act (Department of Premier and Cabinet);
- Offer programs for older women wishing to return to the workforce and to explore the possibility of extending this service to older men (Department of Education);

- Consider harnessing Wildcare Volunteers to assist in transporting older people to their Summer Parks Program (Department of Primary Industry, Water & Environment);
- Develop specific Parks Programs for older people (Department of Primary Industry, Water & Environment);
- Work with deliverers of sport and recreation services to develop information on access to current activities available for older adults (Department of State Development);
- Encourage sport and recreation organisations to provide services for older adults (Department of State Development);
- Develop partnerships with state and local government and community organisations, which emphasise the creation of sport and recreation opportunities for older adults (Department of State Development).

Suggested initiatives for local government, businesses and community organisations:

- Provide information in relation to community recreation clubs and activities to older people by developing and distributing Local Council Community Directories;
- Acknowledge and celebrate the valuable contribution of older volunteers through a Volunteer of the Year Award, including recognition of older volunteers;
- Establish a volunteer register to provide opportunities for older people who want to continue to contribute to their community;
- Encourage intergenerational activities, such as:
    - Older people sharing their handicraft skills and knowledge with others
    - Younger people teaching older people about technology;
- Establish a community noticeboard in a prominent position and encourage community groups to use this in promoting their activities;
- Distribute information on local community activities to clients of home and community services;
- Nominate a "buddy" or someone to greet first time participants in community clubs and groups;
- Hold Open Days to encourage new membership of local community clubs and groups;
- Cater for the needs of older people at health and fitness centres by offering specific classes and programs and considering cost and transport issues;
- Refer older people to exercise and recreation opportunities when they visit their General Practitioner;
- Raise awareness of issues of concern to older workers and older unemployed people through the business communities' newsletters and other promotional material;
- Offer incentives for older workers to continue in employment such as phased in retirement, part time work, contract or mentoring opportunities and opportunities to work from home.

Ideas for individuals:

- Encourage friends and neighbours to join community groups and voluntary activities:
    - By promoting your group/club/activity
    - By providing transport
    - By accompany first time participants;
- Consider ongoing employment opportunities where appropriate;
- Seek information on recreation opportunities from sources such as:
    - Local council
    - Office of Sport and Recreation
    - Newspapers – daily and local
    - Yellow Pages of the telephone book
    - Libraries
    - ADCIS (Aged & Disability Care Information Service)
    - Community Health Centres
    - Adult Education Guide
    - And many more;
- Seek advice from your doctor regarding the benefits of exercise and participation in your community;
- Contact Volunteering Tasmania regarding volunteering opportunities in your local community.

Living in Your Community

Objective:

To improve local planning and design and access to transport to better meet the needs of older Tasmanians and to enhance their feelings of safety and security both within their homes and within the community.

Community view

Access to transport was one to the highest priority issues identified throughout the consultations and the issue of safety and security in the community generated significant discussion. Older people highlighted the changes required to community infrastructure, including housing and transport, to better cater for their access needs. Such changes included better street lighting, more seats, ramps and handrails in public places and an increase in pedestrian crossings and traffic islands in heavily trafficked areas. The community raised the issue of communities becoming more involved in communal transport options such as car-pooling and volunteer drivers. Older people discussed their fear of crime and the sensationalism by the media of older people as victims of crime.

In the next five years the government proposes to:

Transport:

- Facilitate greater access to transport options for older people by implementing legislation that will increase the flexibility and licensing of transport services (Department of Infrastructure, Energy and Resources);
- Offer Older Driver Safety education courses, encouraging and supporting older drivers to drive safely (Department of Infrastructure, Energy and Resources);
- Consider new older driver assessment procedures that will be used to determine an older driver's fitness to continue to drive (Department of Infrastructure, Energy and Resources);

- Provide advice to transport providers to enhance their compliance with the Commonwealth's *Disability Discrimination Act*, thereby facilitating older people's access, in particular those with a physical disability, to public transport (Department of Infrastructure, Energy and Resources);
- Investigate the lowering of speed limits in specific areas to reduce senior pedestrian and driver accidents (Department of Infrastructure, Energy and Resources);
- Review the timing of pedestrian traffic lights and other options for assisting older people with mobility problems to cross roads safely (Department of Infrastructure, Energy and Resources).

Housing

- Complete and implement a security and safety audit of Housing Tasmania's older people's unit complexes (Department of Health and Human Services);
- Develop and implement caretaker models to support older people to maintain their tenancies in Housing Tasmania homes (Department of Health and Human Services);
- Explore community housing options for older people with the aim of increasing the range of housing options for older Tasmanians (Department of Health and Human Services);
- Explore shared equity options to enable greater flexibility in housing options for older people (Department of Health and Human Services);
- Include information for older people on housing options on the Housing Tasmania web site (Department of Health and Human Services);
- Investigate the housing needs of low income older Tasmanians to inform the development of innovative housing options (Department of Health and Human Services).

Planning

- Raise awareness of the planning and design needs of older people by monitoring local government's planning schemes to ensure they reflect the needs of the older members of their community (Department of Primary Industry, Water & Environment).

Safety and Security

- Audit fire safety features of Housing Tasmania homes occupied by older people and develop strategies to decrease the incidence of accidental and deliberate fires (Tasmanian Fire Services & Department of Health and Human Services);
- Implement Project Wake Up! including the provision of free home fire safety audits and smoke alarms for needy older people and people with disabilities, identified with the assistance of HACC service providers (Tasmanian Fire Service);
- Develop and implement specific fire safety education strategies for older people, including television commercials and fire safety brochures (Tasmanian Fire Service);
- Develop a community education program aimed at making women of all ages feel safe in their homes, with a particular emphasis on older women (Department Premier and Cabinet);
- Promote and market to older people the availability, via the Internet, of information concerning safety programs and issues (Department of Police and Public Safety);
- Increase the number of police recruited to the Tasmanian Police Service (Department of Police and Public Safety);
- Encourage Police Liaison Officers to increase their links with local older persons' organisations and aged-care facilities (Department of Police and Public Safety).

The Crime Prevention and Community Safety Council will implement a number of strategies aiming to enhance safety within the community and reduce people's fear of crime. The following strategies aim to benefit the entire community, including older people:

- Increase and enhance the presentations on safety and security issues delivered by Community Police to older people (Department of Police and Public Safety);
- Fund two part-time Community Safety Officers for twelve months in Circular Head and Launceston City Councils (Department of Police and Public Safety);
- Develop guidelines in planning for community safety in accordance with the principles of Crime Prevention through Environmental Design (Department of Police and Public Safety & Department of Primary Industry, Water & Environment);
- Develop and implement strategies to address fear of crime and community safety issues associated with selected public places in southern Tasmania, including Elizabeth Street Mall, Hobart and Glenorchy Bus Transit Malls, Franklin Square and St David's Park (Department of Police and Public Safety);
- Implement *Project Samaritan* on a statewide basis. This project aims to prevent repeat burglaries by offering support and crime prevention advice to residential burglary victims, including older people (Department of Police and Public Safety).

Suggested initiatives for local government, businesses and community organisations:

- Support the development of a volunteer community transport scheme;
- Establish community transport shuttle services to local shopping centres;
- Improve accessibility of public and commercial transport and transport terminals;
- Establish Metro Advisory Groups, including representation from older people, as an avenue to advocate their transport needs;
- Assist and encourage members of older persons' organisations to advocate their planning and housing needs and become involved in local planning processes;
- Invite Police and Magistrates to discuss concerns regarding crime, sentencing, and safety issues with community groups;

- Develop and distribute information on "Tips for keeping safe while traveling on, and waiting for public transport" through Safety House;
- Establish telephone networks/trees to link with older isolated people;
- Implement public and private Safety Audits at local councils;
- Develop Local Council Community Safety Policies, including the development of a community safety committee involving older people;
- Promote volunteer programs to assist older people with maintenance tasks and safety and security issues;
- Ensure new subdivisions and residential areas are accessible to public transport;
- Consider infrastructure, planning and design issues which will improve older people's access and safety within their local community including:
    - Better lighting, safer footpaths, spoons at gutters and painted edges in streets
    - Remove obstructions in the streets, eg overhanging branches
    - Install hand rails, non slip flooring, easy to read signs, ramps and eliminate heavy doors in public buildings
    - Increase seating areas in shopping centres, parks and other public areas
    - Install more pedestrian crossings and islands on heavy traffic roads
    - Clearly mark safety zones along roads and shopping centres
    - Request that all dogs be on leads in built up areas
    - Educate planners and designers on the needs of older people
    - Ensure older people are consulted in the planning and location of new facilities
    - Ensure availability to parking facilities close to doctors' surgeries and hospitals
    - Increase the availability of toilets accessible to people with mobility problems
    - Reduce speed limits and increase traffic calming devices in built up areas
    - Ensure toilet doors in public areas are sliding or outward opening
    - Ensure consideration of the needs of older people in building codes/legislation/guidelines
    - Market best practice in design and models
    - Install seats at all bus stops and ensure their accessibility to people with mobility problems.

- Increase neighbourhood/community programs:
    - Award prizes for the friendliest street
    - Increase communication and interaction between neighbours eg BBQs, street parties
    - Establish local "Information Hotlines" run by volunteers.

Ideas for individuals:

- Offer transport to people in your local area who do not have transport;
- Discuss with your local council and businesses the idea of establishing a community transport shuttle service;
- Promote ideas and options for older people on accommodation options;
- Install smoke detectors in your home;
- Seek advice and explore alternative payment methods to cash;
- Join local community groups such as Neighbourhood Watch and Safety House;
- Monitor the safety of your street and report to the appropriate authority safety concerns such as overhanging branches and broken lights;
- Investigate the use of technology such as mobile phones and personal alarms as an emergency tool;
- Discuss your access and planning needs with your local council, shopping centres and other authorities;
- Establish telephone networks/trees amongst your friends, neighbours or community groups.

Health, Independence and Community Support

Objective:

To support and promote older people's maintenance of a healthy lifestyle and independence in the community.

Community view

Maintaining independence and control over one's life were considered extremely important issues for older people. Throughout the consultations access to health care both in the community and in hospitals was raised as an issue of concern as was the need to continue to provide support services in the community that enable older people to remain living in their own home. Greater publicity of, and opportunities to be involved in health promotion activities were suggested as means of encouraging older people to maintain their health and wellbeing. Access to residential care in the community was also raised as a concern.

In the next five years the government proposes to:

Home and Community Care

- Conduct a statewide review of Home and Community Care's home help and maintenance services, including home modifications, to ensure services are meeting the needs of clients (Department of Health and Human Services & Commonwealth Department of Health and Aged Care);
- Provide additional Home and Community Care funding for case management and brokerage services to clients on the West Coast of Tasmania (Department of Health and Human Services & Commonwealth Department of Health and Aged Care);
- Develop strategies to provide increased Home and Community Care support services to older people in rural and remote areas (Department of Health and Human Services & Commonwealth Department of Health and Aged Care;

- Review the effectiveness and potential expansion of community transport provided through Home and Community Care (Department of Health and Human Services & Commonwealth Department of Health and Aged Care);
- Implement a single point/comprehensive assessment of clients to ensure they receive only one Home and Community Care assessment for all services required (Department of Health and Human Services & Commonwealth Department of Health and Aged Care).

Mental Health

- Implement the State Dementia Care Plan, to be released in December 1999, which will provide a focus for community-based services, institutional services and carers (Department of Health and Human Services);
- Continue the policy of community integration of elderly patients from the Royal Derwent Psychiatric Hospital into community settings, including nursing homes and hostels (Department of Health and Human Services);
- Redevelop to modern facilities the remaining beds for elderly patients in Royal Derwent Psychiatric Hospital (Department of Health and Human Services);
- Ensure early detection and treatment of depression amongst older people, especially those living in institutional care, through working with key agencies including aged care facilities, Department of Veterans' Affairs, and community groups (Department of Health and Human Services);
- Provide training and education to General Practitioners, in conjunction with state and regional divisions of General Practice, to ensure that mental health issues are considered in the care of patients with chronic illness (Department of Health and Human Services & Commonwealth Department of Health and Aged Care).

Older People with an Intellectual Disability

- Explore a broad range of mainstream health and community services for older people with an intellectual disability currently accommodated in group homes (Department of Health and Human Services).

Nutrition

- Provide ongoing education, resources and support to community health nurses regarding older peoples' nutritional issues and provide information and education to groups of older people on nutrition (Department of Health and Human Services).

Palliative Care

- Develop policies that will ensure consistency of palliative care practice and services for older people across rural, remote and metropolitan areas (Department of Health and Human Services);
- Increase the provision of consultancy and education to staff and carers within aged care facilities to enhance clinical support skills to older people requiring palliative care (Department of Health and Human Services).

Rehabilitation

- Develop coordinated linkages across service providers to facilitate consistency and equity of access to rehabilitation services for older people throughout Tasmania (Department of Health and Human Services);
- Develop strategies to ensure improved access to specialist rehabilitation and maintenance services for older people throughout Tasmania (Department of Health and Human Services).

Rural Health

- Involve older people in overseeing the provision of health services in rural areas by encouraging their membership on the Community Partnership Groups that assist in the development of both Multipurpose Centres and Multipurpose Services (Department of Health and Human Services & Commonwealth Department of Health and Aged Care);
- Increase the level of health promotion services delivered to older people in rural areas of Tasmania (Department of Health and Human Services).

Health Care

- Develop and implement a statewide strategy to maximise the number of community members who are competent in the provision of Cardio Pulmonary Resuscitation. This strategy should specifically target the training needs of older persons (Department of Health and Human Services);

- Evaluate and review public hospitals' admission and discharge policies ensuring that it addresses pre admission and discharge planning needs of older people when entering and leaving hospitals (Department of Health and Human Services);
- Promote and market to older people and service providers the availability of health care plans and annual health assessments for older people (Department of Health and Human Services & Commonwealth Department of Health and Aged Care);
- Implement a statewide client registration system throughout the public hospital system, which will assist the provision of coordinated services to older people (Department of Health and Human Services);
- Collaborate with General Practitioners and other service providers to enhance the provision of coordinated and integrated care for older people (Department of Health and Human Services & Department of Commonwealth Health and Aged Care);
- Ensure that hospital and ambulance planning takes automatic account of the increasing number of older people in the Tasmanian population, and the complexity of their needs (Department of Health and Human Services);
- Develop and implement the Strategic Framework for Diabetes in Tasmania that includes specific strategies for the diagnosis and good management of older people with diabetes (Department of Health and Human Services);
- Implement the Tasmanian Visual Impairment Prevention Program, which include strategies aimed at reducing the risks of vision complications related to diabetes (Department of Health and Human Services);

- Encourage the quality use of medicines by older people in the community by increasing the number of presentations delivered to community groups and contributions to newsletters, and continuing to provide a medication information resource (Department of Health and Human Services);
- Increase the awareness of the general community and the skills of health workers, in the prevention and management of osteoporosis (Department of Health and Human Services);
- Facilitate integrated health service delivery to older people across State and Commonwealth Government Departments (Department of Health and Human Services).

Falls Prevention

- Consolidate and disseminate information on best practice relating to falls prevention for older people and develop a State Strategic Plan on Falls Prevention (Department of Health and Human Services & Commonwealth Department of Health and Aged Care).

Immunisation

- Continue to promote and implement immunisation programs specifically targeting older people in relation to pneumococcal infection, influenza and tetanus (Department of Health and Human Services).

Food Safety

- Work with operators of premises that cater for and/or accommodate older people to maintain minimum food safety standards and clarify their legal responsibilities (Department of Health and Human Services).

Dental Care

- Amend legislation to enable dental hygienists to work in the state in order to reduce the level of periodontal disease and its impact on the general health of older people (Department of Health and Human Services);
- Develop strategies to improve access to restorative dental care for eligible clients of the Tasmanian Dental Service (Department of Health and Human Services);
- Develop strategies to improve the provision of dentures to older people who are eligible clients of the Tasmanian Dental Service (Department of Health and Human Services);

- Increase the level of oral health promotion particularly in relation to the oral health of older people (Department of Health and Human Services);
- Encourage dental practitioners to work with other service providers to contribute to the case management of people over 65 with complex or chronic health conditions (Department of Health and Human Services).

Suggested initiatives for local government, businesses and community organisations:

- Promote the availability of care plans and voluntary annual health assessments through older persons' organisations & service providers' newsletters & other promotion material;
- Ensure older patients and customers are aware of the benefits and side effects of their medications through information provided by General Practitioners and Pharmacists;
- Request guest speakers to discuss with older persons' organisations health related topics such as diet, exercise, dental health and arthritis;
- Host community forums, expos or information sessions on health related issues by community health providers;
- Promote the importance of good nutrition and a healthy lifestyle through brochures, pamphlets and static displays in shops or shopping centres.

Ideas for individuals:

- Seek information on diet, smoking, exercise and other health related issues through key organisations
- Request a voluntary annual health assessment if over 75 years;
- Request a care plan from your General Practitioner if over 65 years and have chronic medical conditions;
- Use your Care Plan to regularly review your use of medications;
- Ask your General Practitioner or Pharmacist about the relevance and side effects of all medications;
- Request a discharge plan when leaving hospital and discuss this with your General Practitioner.

Education and Information in Your Community

Objective:

To improve older Tasmanians' access to and understanding of information, continuing education and technology.

Community view:

Access to information is a key to maintaining independence and facilitating choice and was frequently raised as a significant issue throughout the consultations. The community requested greater promotion and publicity of existing community opportunities and services such as recreation activities, care support services and Metro bus timetables. Raising awareness and providing education to older people on how to use new technologies, especially at the banks, was a key priority raised throughout the community consultations. Older people also expressed a strong desire to continue to learn through both formal and informal educational programs.

In the next five years the government proposes to:

- Work with local older persons' organisations to increase the availability of School for Seniors services throughout Tasmania thereby offering older people increased learning opportunities (Department of Education);
- Increase the number of Adult Education computer training classes offered to older people (Department of Education);
- Market to older persons' organisations access to government services and information via the Internet (Department of Premier and Cabinet);
- Promote the use of Online Access Centres' services, including access to technologies, to local older persons' organisations (Department of Education);
- Develop a specific service package at Service Tasmania Centres, for use over the Internet, for older people (Department of Premier and Cabinet);

- Provide training to older people on how to access government services through the Online Access Centres (Department of Education);
- Market to older people the Libraries' information and accessing services, including the new community information service (Department of Education).

Suggested initiatives for local government, businesses and community organisations:

- Promote through older persons' organisations the banks' educational services on how to use EFTPOS, ATMs, on line banking and other banking initiatives;
- Inform Libraries of community groups existence/services and ensure this information is available on the new community information service at the library;
- Market ADCIS (Aged & Disability Care Information Service) services to the wider community though Online Access Centres and the new community information service;
- Sponsor computer education for older people;
- Involve older people, schools and colleges and Online Access Centres in joint technology and teaching projects that encourage older people to learn about technology.

Ideas for individuals:

- Seek information on services from:
    - ADCIS (Aged & Disability Care Information Service)
    - Libraries
    - Service Tasmania
    - Local Councils
    - Newspapers
    - Front pages of the telephone book;
- View or tape the Open Learning TV program about computer training;
- Ask for assistance and training in using ATMs, EFTPOS and Online banking if you have access to a bank;
- Read "Choice" (the magazine of the Australian Consumers' Association) in your local library when considering buying new technological equipment;
- Join Senior Link Tasmania and take advantage of their buddy system if interested in learning more about computers;
- Inquire about local educational opportunities through TAFE, Adult Education, University of the Third Age, School for Seniors, colleges and the University.

Implementing and Monitoring the *Tasmanian Plan for Positive Ageing*

Implementing the proposals, initiatives and ideas outlined in the *Tasmanian Plan for Positive Ageing* is the responsibility of all sectors of the community: State, Federal and Local Governments, community organisations, the business sector and individuals. The Plan highlights the broad direction in which the Tasmanian government will work in partnership with individuals and other sectors of the community to improve the health and wellbeing of older Tasmanians.

The Tasmanian government is committed to implementing the strategies outlined for government in the Plan. Alongside each strategy relevant to the state government is highlighted the key department responsible for the implementation of the strategy.

The Seniors Bureau, with advice from the Positive Ageing Consultative Committee, is responsible for the coordination and monitoring of the *Tasmanian Plan for Positive Ageing*. In measuring the outcomes of the Plan, individual government departments will report to Cabinet, through the Seniors Bureau, on the progress of the strategies outlined in the Plan.

The Seniors Bureau will identify and promote Positive Ageing Champions within the community who actively implement the suggested initiatives for local government, businesses and community organisations.

In addition, the Report *Older People in Tasmania: A Profile* has recently been published. This Report includes a diverse range of information such as older peoples':

- health status,
- satisfaction with transport and housing,
- feelings of safety in their community,
- involvement in community activities including volunteering and recreation,
- employment status and
- other information on factors that influence the health and wellbeing of older people.

The Seniors Bureau intends to update this Report every five years. This will enable a comparison over five years of the health and wellbeing of older people and give an indication of the impact of the strategies outlined in the *Tasmanian Plan for Positive Ageing*.

Appendix 1

Members of the Positive Ageing Steering Committee

Dr Sheila Given		
Revd. Kelvin Viney		
Mr Bill Flassman	President	Council on the Ageing
Mrs Ethel Guy	State Secretary	Tasmanian Pensioners Union
Mr Hayden Jones	Policy Analyst	Department Premier and Cabinet
Mrs Deirdre Flint	Councillor	Central Highlands Council
Ms Alison Larkins / Mr Paul McGlew	State Manager/Acting State Manager	Department of Health and Aged Care
Mrs Mary Bent – Chair	Director Health Advancement	Department of Health and Human Services

Appendix 2

Our Future – Towards Positive Ageing in Tasmania

Responses were received from the following organisations (responses were also received from over 200 individuals):

Abbeyfield Hull Street House
Adult Education School for Seniors
Advocacy Tasmania Inc.
Aged Care Tasmania
Ainslie House Association
Alice Elliot Day Centre Auxiliary
Ambrose Nursing Home
Anglican Parish of Cressy
Anglican Parish of Franklin/Esperance
Anglican Parish of St John, New Town
Association of Independent Retirees
Association of Independent Retirees – Mersey Branch
Australian Labor Party – Women's Group
AWAS & AAMWS
British Resident in Tasmania Society
Burnie Public Health Forum
Catholic Women's League
Centre for Public Management, University of Tas
Centrelink
Clarence City Council
Clarence U3A
Combined Probus Club of Bridport
Community Hostels Association – Langford House
Council on the Ageing
CWA Bridport Branch
CWA Tasmania Inc.
Dept. Health & Human Services staff
Ethnic Communities Council
Family Based Care
Fred French Nursing Home
Glenorchy City Council
Glenorchy Tas Pensioners Union
Hobart Legacy Club
Hobart U3A
Housing Tasmania
Huon Valley Council
Independent Living Centre
King Island Council
Kingston School for Seniors
Lillian Martin Home
Lilydale Unit & Day Care Committee
Mary Ogilvy House
National Council of Women – Launceston
National Seniors Association – Hobart Branch
Northern Midlands Community & Health Forum
Older Women's Network Tasmania
Polish Senior Citizens Club
Polish Welfare Office
Port Cygnet Senior Citizens Club
Probus
Prospect Ladies Probus Club
Rheumatoid & Arthritis Foundation of Tasmania
RSID Ellison House
R & S L A Auxiliary
R & S L A – King Island
R & S L A Women's Auxiliary
Salvation Army
Senior Link Tasmania
St Marks Church of Bellerive
St Thomas Anglican Church, Howrah
Tasmanian Ex POW Association S Branch
Toc H Tasmania
University of the Third Age
Volunteering Tasmania
Waratah-Wynyard Council
West Coast Aged & Disability Care

Appendix 3

Schedule of Community Consultations

LOCATION	HOST ORGANISATION	DATE	VENUE
Clarence	Tas. Pensioners Union	Friday 5 March 2pm – 4pm	Rosny Library
Queenstown	West Coast Council	Thursday 11 March 10am – 12 noon	Queenstown Senior Citizens
Cygnet	University of the Third Age	Tuesday 16 March 2pm – 4pm	Cygnet Town Hall
Glenorchy	Ethnic Communities Council	Monday 22 March 10am – 12 noon	German Club, Glenorchy
Ulverstone	R&SLA	Wednesday 24 March 10am – 12 noon	Ulverstone Returned Servicemen's Club
Hobart	COTA	Friday 26 March 10am – 12 noon	Hobart Senior Citizen's Club
Launceston	Older Persons Reference Group	Monday 29 March 2pm – 4pm	Launceston Tramsheds
Oatlands	Country Women's Association	Wednesday 31 March 1.30pm – 3.30pm	Oatlands Community Hall

Appendix 4

Membership of Key Issues Working Parties:

Transport Working Party

Ethel Guy	Positive Ageing Steering Committee
Toby Green	Taxi Industry Association of Tasmania
Pat Reading	Community Transport Services Tasmania Inc.
Stuart Davies	Metro Tasmania
Craig Hoey	Department of Infrastructure Energy and Resources
Jim Langford	Department of Infrastructure Energy and Resources
Eilaine Poole	Commonwealth Department of Health and Aged Care
Alec Dziendzel	Polish Senior Citizens Club
Jane Targett	Local Government Association c/ Glenorchy Council
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Community Attitudes Working Party

Sheila Given	Positive Ageing Steering Committee
Stephanie Roberts	Clemenger Tasmania Pty Ltd
Guy Dow-Sainter	Mazengarb Leo Burnett
Stevan Djokick	Southern Cross Television
Ros Lehman	ABC
Ann Hughes	IYOP
Mollie Campbell-Smith	Older Persons Reference Group
Graeme Cooksey	Department of Education
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Community Participation Working Party

Bill Flassman	Positive Ageing Steering Committee
Nyree Hatzimihail	Office of Sport and Recreation
Terry Curtain	Health and Fitness Alliance
Joy Searle	Hobart Senior Citizens Club
Nick Toonen	Volunteering Tasmania
Pat Stevens	Cygnet U3A
Jean Sweet	Lindisfarne School for Seniors
Greg Peart	TAFE Tasmania
Deb McKay	Mary's Grange Reachout Project
Stuart Beswick	Office of Multicultural & Ethnic Affairs
Andrew Smith	Department of Primary Industry, Water & Enviornment
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Employment Working Party

Deirdre Flint	Positive Ageing Steering Committee
Lynne Fitzgerald	Tasmanian Trades and Labor Council
Lis de Vries	TASCOSS
Sue Diley	Working Women's Centre
Ann French	Department of Education
Kirk Warren	Department of Employment Workplace Relations and Small Business
Sonni Azzopardi	TCCI
Bill Flassman	Council on the Ageing
Tony Martin	Department of Premier and Cabinet
Robert Henderson	Human Rights and Equal Opportunity Commission
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Health and Support in the Community Working Party

Sheila Given	Positive Ageing Steering Committee
Vicki Rundle	Department of Health and Human Services
Jill Harper	Tasmanian General Practice Division
Wendy Simmons	Department of Veteran's Affairs
Anthony Speed	Commonwealth Department Health and Aged Care
Andrew van der Schoor	Aged Care Tasmania
Kate Fennel	Department of Health and Human Services
Kelly Jenkus	Department of Health and Human Services
Tony Sansom	Department of Health and Human Services
Judy Armstrong	Carer's Association
Marianne Holford	Migrant Resource Centre
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Transition Planning Working Party

Sheila Given	Positive Ageing Steering Committee
Lynne Fitzgerald	Tasmanian Trades and Labor Council
Jim McBride	Retiree
Joan Hill	Association of Independent Retirees Inc.
Ethel Guy	Tasmanian Pensioners Union
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Information and Technology Working Party

Bill Flassman	Positive Ageing Steering Committee
Glenda Russell Bergan	ADCIS
Nella Pickup	Launceston Library
Ron Clarke	Senior Link Tasmania
Jeanette McKenzie	Tasmanian Community Network
Susan Nolan	Trust Bank
Liz Marchant	Service Tasmania Project
Deirdre Brown	Tasmanian Communities Online
June Hazzlewood	Older Persons Reference Group
Sharon Brackenridge	Westpac Bank
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Planning and Design Working Party

Kelvin Viney	Positive Ageing Steering Committee
Rebecca Cunningham	Housing Tasmania
Ruth Morgan	Women's Health Centre
Anita Leggate	Independent Living Centre
Jenny Bolkunowicz	Local Government Association c/ Glenorchy Council
Jack Matthews	Council on the Ageing
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

Safety and Security Working Party

Ethel Guy	Positive Ageing Steering Committee
Wendy Latham	Department of Veterans' Affairs
David Chambers	Department of Police and Public Safety
Malcolm Grant	Neighbourhood Watch Program
Ian Cutler	Journalist
Jackie Dermody	Safety House Association
Bill Millar	National Seniors Association
Debra Rigbey	Department of Justice
Rosanne Lee	Local Government Association c/ Glenorchy Council
Neil Gardner	Local Government Office
Vanessa Goodwin	Crime Prevention and Community Safety Council
Reg Brown	Glenorchy Police
Ken Hammond	Tasmanian Fire Services
Michelle Fleming	Housing Tasmania
Rebecca Cunningham	Housing Tasmania
Linda Jamieson	Seniors Bureau, Department of Health and Human Services

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