Tablelands Regional Council

# Age-Friendly Strategy

2022–27

Aboriginal and Torres Strait Islander readers are warned the following document may contain images of deceased persons.

# Acknowledgement of Country

Tablelands Regional Council acknowledges the Traditional Custodians of the Tablelands Region and recognises their continuing connection to country. We pay respects to Elders past, present and emerging.



*First Nations Film Workshop*

# Foreword

## Message from Tablelands Regional Council

We are delighted to present the Tablelands Regional Council Age-Friendly Strategy 2022–27.

With the publication of this strategy, our aim is to now join the global network of age-friendly communities who are working to create more inclusive towns and cities.

Community members, businesses and community organisations shared their perspective on ageing in the region and the result is clear — older people play a valuable role in making our community vibrant, inclusive and sustainable. This strategy outlines the aspirations of the region to build a community where older people are valued, supported and able to contribute to the community in all spheres of life, no matter their age or ability.

As the number of older people in our region increases, including those who retire to the Tablelands and those who have lived here many years, it is important that we address issues and work to positively influence attitudes and behaviours. As the number of older tourists continues to increase, being age-friendly is important not only our residents but also to our many businesses who provide services for visitors to the region.

Implementing this vision cannot be achieved by Tablelands Regional Council (TRC) alone. We must work together as a community to decide on and implement actions. We are all growing older, and ageing affects each and every one of us. To build and benefit from an age-friendly community, we must influence our own networks, and help implement this strategy, at work, at home and in the community.

Thank you to the TRC Inclusion Advisory Committee, Councillors, Tableland Interagency Group, COTA Queensland, The Ageing Revolution and everyone who has contributed to the development of this age-friendly strategy. We look forward to sharing updates as we work together on improving the age-friendliness of the Tablelands region.

*Malanda Men's Shed*

# Message from the Community

To develop this strategy, TRC engaged and connected with a wide range of people in the community including older people themselves, business owners, Councillors, community groups and more. This engagement was critical to the process and the success of creating an age-friendly community. The following message was developed in collaboration with a group of older people to share with the wider community.

We are grateful to TRC for supporting the continued inclusion of older people in the community and hopeful that the TRC Age-Friendly Strategy 2022–27 will help guide planning and development into the future.

Our desire is that this strategy will shift mindsets. It's important to us as older people that our contribution to the community is valued. It's also important that we have access to housing, transport and services that meet our physical and social needs, that we can continue to participate safely in the community, and can easily enjoy the natural environment of the Tablelands.

Partnerships between older people, the community, business and local government should be underpinned by respect, empathy and meaningful engagement and consultation. We ask you to think about how your work might benefit from the lens of older people. How would you do things differently? What could change to improve inclusion? How might older people get involved?

We look forward to the strategy having a positive influence on community attitudes towards ageing and older people, bringing benefits to people of all ages across the Tablelands Region.

*Community Vision Workshop*

# Our Vision

The Tablelands is a place where people of all ages feel respected, included and valued. Their voices are heard in decision-making and they are supported to independently live and participate in ways they choose in the unique community of the region.

## Why Age-Friendly?

An age-friendly strategy is a plan to create long-term value.

The population is ageing globally. In Australia's regional areas particularly, the proportion of people aged 65 years and older is growing. In 2016, more than 20% of the Tablelands population were aged over 65 years. This is expected to continue to increase to more than 30% in the next 10–15 years. These statistics demonstrate the importance of integrating the needs and concerns of older people into planning processes as well as responding to immediate issues.

Age-friendly communities enable older people to live the life they choose and to be treated with respect and empathy. Age-friendly communities have an understanding of what it's like to grow older.

An age-friendly community is one where older people are valued, respected and actively engaged in their community. They can stay in touch with the people they care about and find the full complement of services and support they need.

The age-friendly approach taps into and builds on the individual and community strengths that bring benefits for the entire community. Age-friendly communities are more liveable for everyone — people of all ages, abilities and backgrounds — as well as older people.

The World Health Organisation (WHO) originally developed the age-friendly approach and has since declared 2020–30 to be the 'Decade of Healthy Ageing', with a focus on intersectoral collaboration to ensure older adults maintain optimal functioning across their lifespans, regardless of gender, socioeconomic status, or country of residence.

The Queensland Government supports the age-friendly approach through their strategic direction statement *Queensland: an age-friendly community and Queensland: an age-friendly community — Action Plan* that presents the goal for Queensland to build an age-friendly state in which all Queenslanders, regardless of their age, can stay active and connected, and contribute economically, socially, and culturally.

Key features usually include:

- enjoyable, secure and physically accessible outdoor spaces and public buildings
- affordable, well-designed and secure housing choices
- well-maintained and accessible roads and walkways
- affordable and accessible public transport
- secure neighbourhoods
- respectful relationships
- supportive health and community services
- opportunities to be socially active and to participate in suitable volunteer, civic and employed positions
- information that is easy to access and understand.

## What will the Tablelands Age-Friendly Strategy do?

The TRC Age-Friendly Strategy 2022–27 provides guidance to TRC, government agencies, community organisations, community groups and local business on actions that need to be taken to achieve an age-friendly community. It outlines key principles for developing age-friendly initiatives, known actions being undertaken across the eight age-friendly domains, and provides a framework for future collaboration and reporting.

The TRC Age-Friendly Strategy 2022–27 aims to:

- express the vision of older residents, community and TRC for a more inclusive region for older people

- provide an understanding for TRC, key stakeholders and service providers on the needs of older people in the region, and the planning principles to meet those needs

- encourage collaboration from a shared point of reference for community partners and stakeholders to respond to funding, research and partnership opportunities.
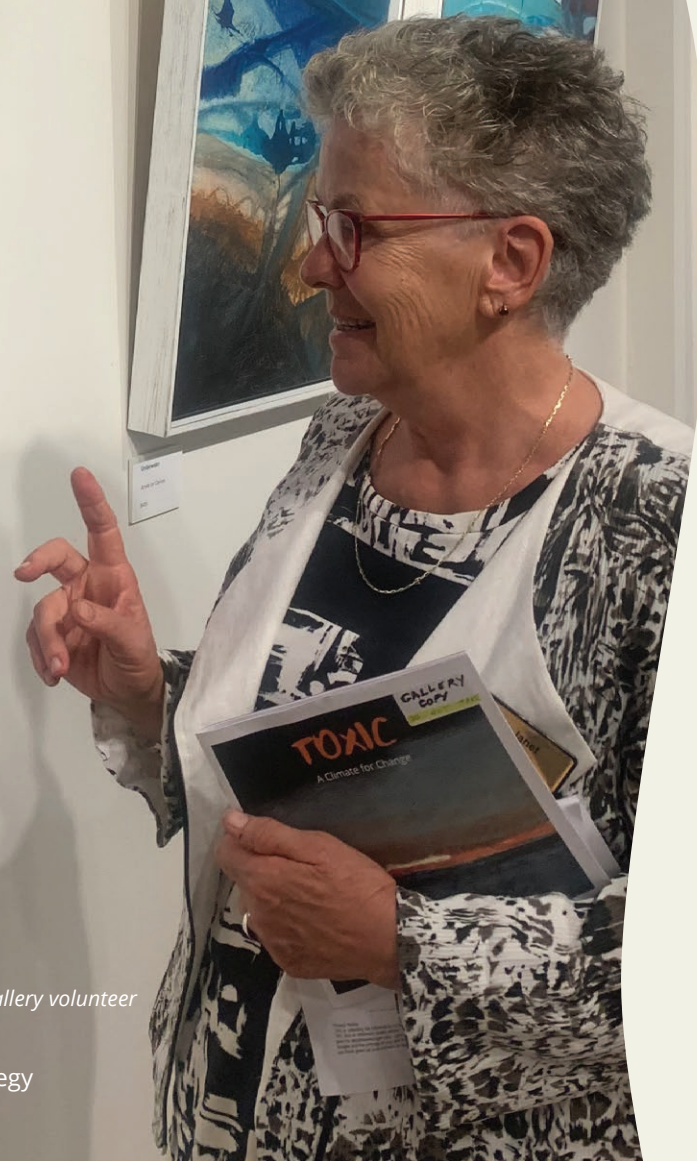
*Yungaburra Beautification volunteers*
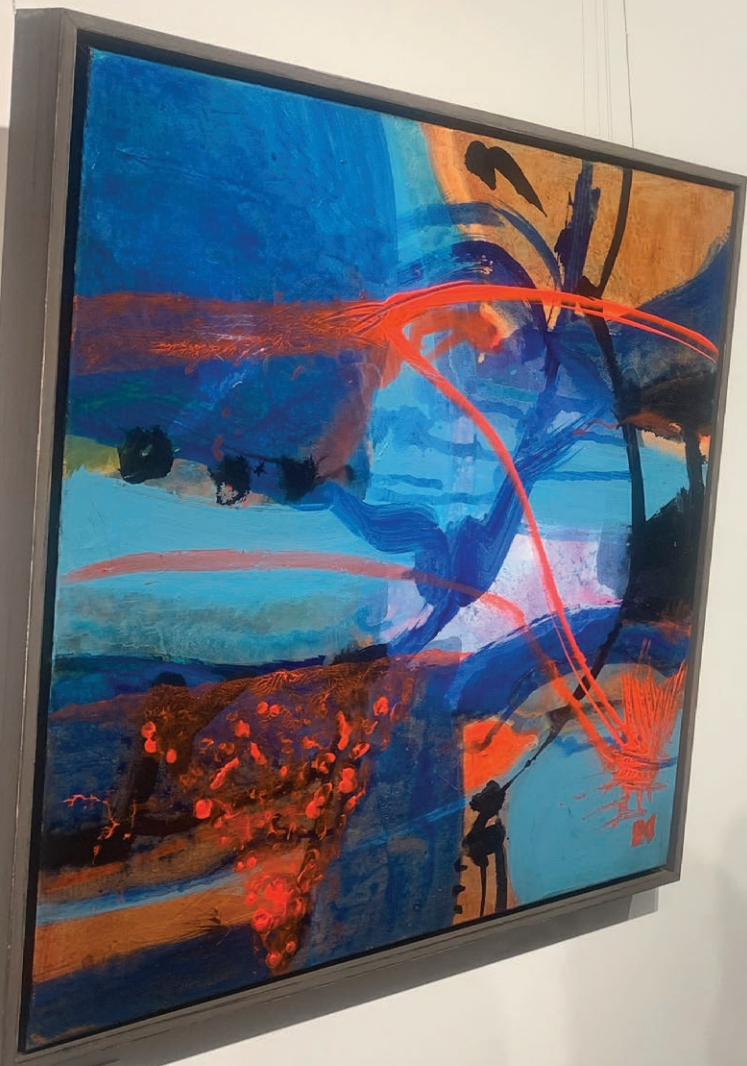
*Gallery volunteer*

# The Eight Age-Friendly Domains

Age-friendly is an approach developed by the WHO featuring eight interconnected domains that directly influence the quality of life and wellbeing of older people. These action areas provide a framework for guiding the delivery of the priority initiatives across the region.

## Outdoor spaces and buildings

Older people live in an environment that includes open spaces, buildings, shaded areas and walkways that are safe and easy to navigate.

## Transport

Older people can get out and about using a range of affordable and user-friendly transport, and associated services.

## Housing

Housing options for older people are affordable, accessible and close to transport and community services.

## Social participation

There are social community activities accessible to older people where they can continue life-long learning, and sharing knowledge with others.

## Respect and social inclusion

The wisdom, knowledge and experience of all older people is valued and older people are included at all levels.

## Civic participation and employment

Older people participate in employment, training and volunteering opportunities, and inform government policies.

## Communication and information

Older people access information they need in a variety of formats to stay informed and connected with their communities, families and friends.

## Community support and health services

Older people are helped to stay healthy, active and independent through community support and health services, including services responding to elder abuse, fraud or exploitation.

1 outdoor spaces and buildings
2 transport
3 housing
4 social participation
5 respect and social inclusion
6 civic participation and employment
7 communication and information
8 community support and health services
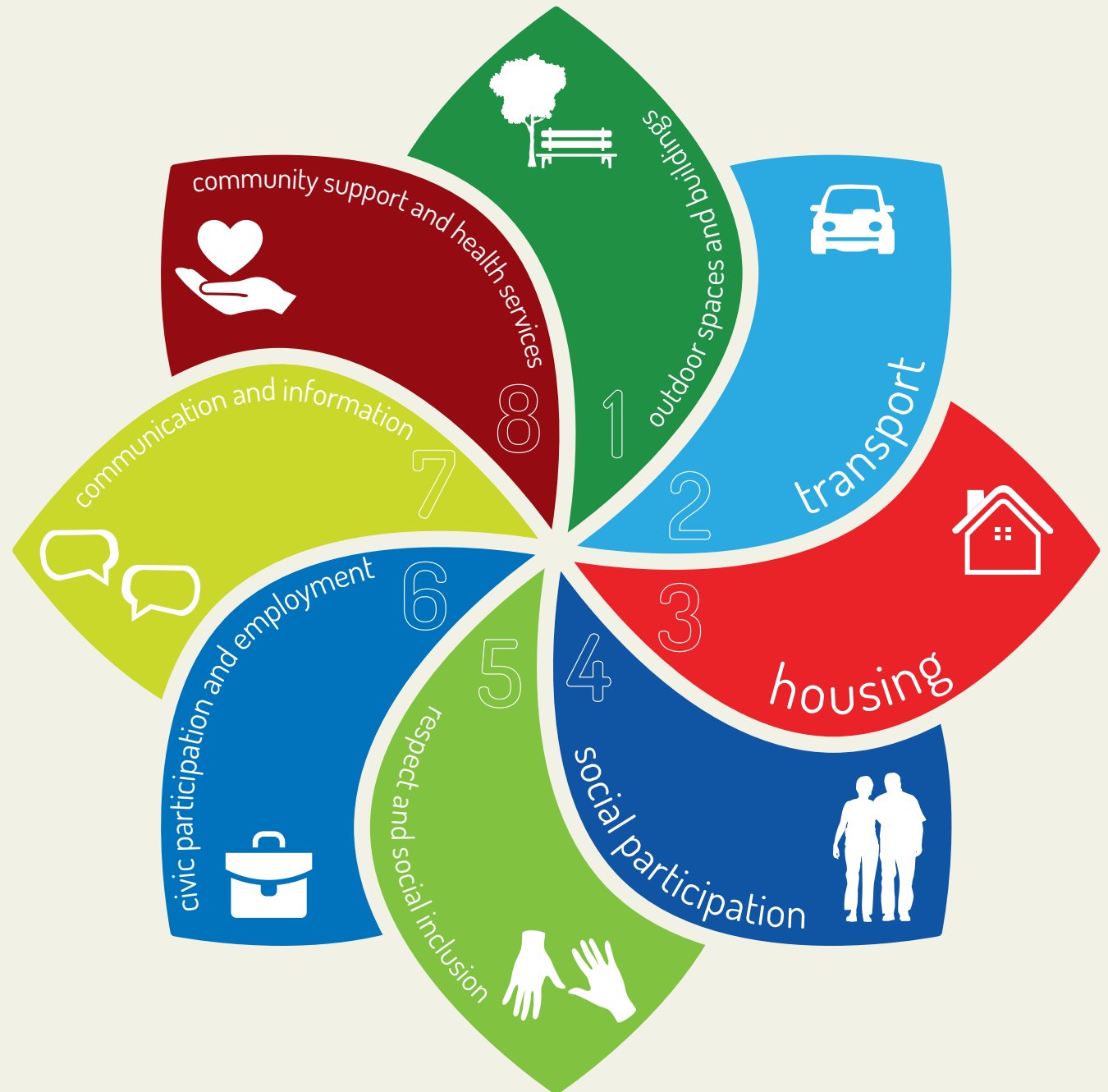
# Key Principles for an Age-Friendly Tablelands

An age-friendly community is built on shared values. Valuing the contributions of people of all ages, no matter their abilities or backgrounds, and enabling their participation at all levels is vital. These key principles were developed with community:

- Inclusive — an age-friendly approach enables people of all ages to actively participate in community life and thrive. It supports people to **access** community activities and services to make the most of community life. It enables people to have opportunities to express their **creativity**, be **adventurous** and have the **freedom** to live a life free from barriers to participation, no matter their age.

- Collaborative — age-friendly communities need a wide range of stakeholders to work together to meet the needs of older people. This includes a commitment from multiple stakeholders in the community, business and other levels of government to work **collaboratively** to achieve the goals of this strategy.

- Respectful and continuing engagement with older people — the **involvement** of older people is key to the development of successful age-friendly community initiatives. Age-friendly strategies include older people as **decision-makers**, **value** older people's **lived experience** and see older people as **self-determining**, **autonomous**, **capable** and **independent**.

- Leadership and **advocacy** by local government — local government leadership on age-friendly communities ensures an ongoing commitment and recognises the key role of local government to **inclusive** and **sustainable** communities.

autonomy
CHOICE creative
SUPPORTED
control achievement
freedom
involved
person-centred
flexible capable
RESPECT adventurous
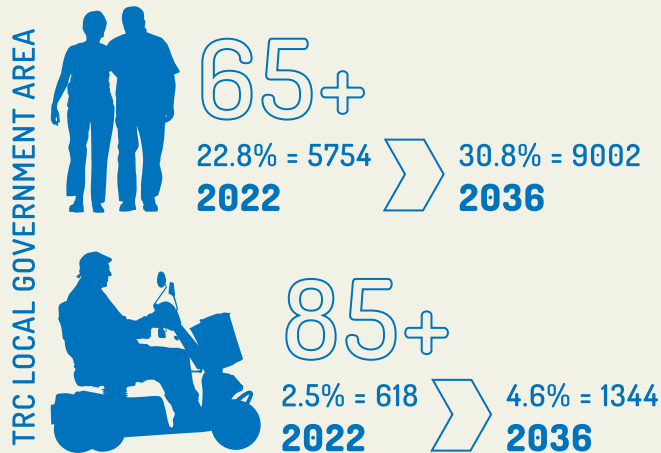collaborative
independent

*Rural Active Women Program in Malanda*

# Demographic Snapshot

The ageing of the population has seen the share of Queensland's population aged 65 years and over steadily increasing, reaching 15.7% in 2019 or an estimated 800,000 people, including 91,800 people aged 85 years and older. This age group is projected to increase more rapidly as further cohorts of baby boomers turn 65 over the next decade.

This is reflected in the population statistics for the Tablelands. The Tablelands Local Government Area (LGA) is among the five LGAs across Queensland with the highest proportion of older people aged 65 and older (22.8% of the population). This is projected to increase to 30.8% in 2036, almost doubling the number of 65+ people living in the region now (from 5754 to 9002 people).

The proportion of people aged 85+ is also expected to increase to more than double the numbers, from 2.5% of the population (618 people) to 4.6% of the population (1344 people).


U3A Mahjong

## TRC LOCAL GOVERNMENT AREA

**65+**

22.8% = 5754 **2022** > 30.8% = 9002 **2036**

**85+**

2.5% = 618 **2022** > 4.6% = 1344 **2036**

Approximately 7.3% of the population is Indigenous on the Tablelands. Although the life expectancy for Indigenous people has increased, the gap between non-Indigenous and Indigenous has still not closed. In 2015–17 in Queensland, life expectancy at birth was 72.0 years for Indigenous males and 76.4 years for Indigenous females. In comparison for the same time period in Queensland, the non-Indigenous life expectancy at birth was 80.5 years for males and 84.6 years for females.

**7.3%**
INDIGENOUS

72 years **2015–17**

76.4 years **2015–17**

# Shared Roles & Responsibilities

Community, council, government, business and industry must work together
to lay the foundation for an age-friendly community to flourish.

## Role of TRC

TRC is committed to developing and leading the TRC Age-Friendly Strategy 2022–27 to prepare our region for an increased population aged over 65 years. Local government is identified as central to developing age-friendly cities and communities. This recognises the key role of local government to influence community wellbeing, impact the social and built environment and enable partnership and collaboration across multiple stakeholders.

In bringing the strategy to life, TRC has a variety of different roles to play including leading projects, partnering with local organisations, encouraging and enabling partnerships and collaboration, and advocating for change.

TRC will lead the monitoring and evaluation of the strategy over its life via an evaluation framework. Evaluation measures will be reviewed throughout the project cycle and the strategy reviewed as required. The TRC Inclusion Advisory Committee is the key governance mechanism overseeing the strategy and will also provide an avenue for individuals and community groups to participate in implementation.

## Role of Community

Collaborative effort from key players in the community is necessary to bring this strategy to life and ensure its success. Although common issues exist across the region, solutions will be dependent on the unique needs of each local area. A willingness on the part of community organisations and services to collaborate and form partnerships will support the development of solutions that meet these needs across the region.

Community organisations, industry and business will be engaged to collaborate and partner on relevant projects, and hopefully lead initiatives. Local businesses will also be engaged, acknowledging their role in providing meaningful participation for older people. Initiatives that encourage the sharing of skills and knowledge, along with meaningful participation in employment and volunteering, will be explored.

Individual community members will be involved at all levels, from the implementation of projects to evaluation and annual review of the strategy and action plan. The inclusion of older people and an intergenerational approach is crucial to the success of the actions within the strategy.

## Strategic Alignment with Other TRC Priorities

- **Corporate Plan 2021–26.** A key strategic theme is that 'our community is active, inclusive, connected and empowered'.

- **Tablelands Community Plan 2030+** key priorities are community, healthy lifestyles, infrastructure, environment and economy.

- **Sport and Recreation Plan 2019–24.** TRC's role is continuing to develop and strengthen TRC's partnerships with community groups and other agencies to deliver a range of sport and recreation opportunities.

- **Disability Access and Inclusion Policy.** A community with increased awareness and capacity to support a more inclusive, age-friendly and accessible region, and enhanced service delivery within the community to improve opportunities for all people to engage and participate.

- **Inclusion Advisory Committee Action Plan 2020–22.** Identifies key priorities and actions that support the human rights of people of all abilities, ages and backgrounds. The Inclusion Advisory Committee is responsible for the implementation of this action plan.

- **Cultural Plan.** Celebrating and nurturing the cultural life of older residents and older visitors to the region is highlighted throughout the plan. Many consumers of the arts, cultural events, history and heritage, and volunteers in these areas, are older community members.

- **Economic Development Strategy 2018–22.** Recognises the ageing population as impacting on the nature and demand for health and social services. This sector will be a pivotal one in the Tablelands region's economic future for industry expansion.

## You Spoke, We Listened

## What matters to older people on the Tablelands?

TRC undertook an extensive engagement process to determine the age-friendly priorities for the community. Workshops with older people, community groups, and carers were held in Atherton, Malanda, Yungaburra, Herberton, Ravenshoe, Mount Garnet and Tolga. TRC also held a specific workshop with Aboriginal and Torres Strait Islander Elders. A hard-copy and online survey was completed by 161 residents, most of whom were 60 years and older. This survey forms the baseline assessment for the Age-Friendly Strategy and will be undertaken annually as part of the evaluation process.

Workshops were held with industry and sector stakeholders including community service providers, chambers of commerce, business and industry, and council employees.

This data was analysed and five key focus areas were identified. These focus areas highlight a range of priorities reflected in the Community Plan priorities and the eight age-friendly domains.

1. Staying connected
2. Housing diversity
3. Less tech, more face-to-face
4. Wellbeing and health
5. Working together as a community

Residents raised the importance of a healthy social, economic and physical infrastructure to enable age-friendly communities. The Tablelands were highly valued as having a beautiful natural environment, friendly people and a community feel that contributed to people wanting to participate. A desire for more volunteering and employment opportunities was also identified. A dominant theme was the lack of public transport and affordable social housing and private rentals. Residents suggested improvements could include transport options that support access to town centres and outdoor spaces; a focus on well-maintained footpaths, ramps to buildings and more all-abilities areas; and an increase in the number of two-bedroom units. Residents discussed a need for less tech and more face-to-face and that the lack of face-to-face service diminishes customer service experiences. A lack of accessibility to technology was identified as a significant issue for older people.

Health care and aged care-related issues were raised including the lack of bulk-billing doctors, more access to a range of health services and issues accessing home-care packages. Residents identified opportunities to improve social cohesion including creating events and activities that engage more First Nations people, give older and younger people an opportunity to interact, and encourage older people to contribute to civic engagement and decision-making.

staying connected

housing diversity

less tech, more face–to–face

wellbeing and health

working together as a community

# Our Age-Friendly Action Plan to Achieve Our Goals

The Age-friendly Action Plan outlines the goals, identified community needs, and the actions being taken to achieve progress. TRC, through the Inclusion Advisory Committee, will review the action plan annually and make available an updated action plan highlighting key initiatives and actions. TRC will continue to engage with the community and older people to see how they are progressing towards an age-friendly Tablelands.

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|---|---|
| **Short-term** | Within the next two years (2022–24) |
| **Medium-term** | Within the next four years (2022–26) |
| **Long-term** | Within the next five years or beyond this strategy |
| **Ongoing** | In place and will continue |

| Role | TRC Role | Community and Partners' Roles |
|---|---|---|
| Advocacy | Support community and community organisations to raise awareness of barriers and advocate for increased funding and resources. | Identify and raise awareness of barriers. Advocate for increased funding and resources. |
| Partner | Work with not-for-profits, government agencies, community groups, business and organisations to implement and work towards actions. | Share knowledge and expertise. Work with TRC and others to implement actions. |
| Support | Support action plan via existing TRC mechanisms including community grants and communication channels. | Support actions and share knowledge. |
| Delivery | TRC service delivery | Service delivery |
| Investigate | Seek information | Assist TRC in seeking information regarding the identified action. |

*Photo: Carrie de Brueys Tableland Community Link*

## Priority 1 Outdoor spaces and buildings

| | |
|---|---|
| **Goal** | Older people live in an environment that includes open spaces, buildings, shaded areas and walkways that are safe and easy to access and navigate. |
| **Identified need — what our community said** | Better connected, well-maintained footpaths \| Buildings, outdoor spaces and parks that are accessible to everyone \| More seating in public spaces \| More public toilets \| Improved tree cover in parks. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 1.1 Consider accessibility for older people in the design and construction of facilities | Ongoing | Delivery — Infrastructure Services. Where appropriate, seek input from Inclusion Advisory Committee. | Delivery — community and partner organisations when building and renovating | Improved accessibility of facilities | Number of designs that incorporate accessibility. Number of grant applications |
| 1.2 Design new open spaces/ parks with opportunities for older and younger people to interact and connect | Ongoing | Delivery — Infrastructure Services. Where appropriate, seek input from Inclusion Advisory Committee | Support — participate and provide feedback during community engagement activities | Increased social connectedness and wellbeing | Number of open spaces/ parks that incorporated youth and senior interaction into the design |
| 1.3 Raise awareness of available public toilet facilities, opening hours and accessibility through the promotion of the Australian Government National Toilet Map | Short–medium | Delivery — Infrastructure Services | Delivery — update the toilet map or advise TRC if information is out of date | Increased tourism and visits to the region, and increased wellbeing | Inclusion of TRC public facilities on the Australian National Toilet Map |
| 1.4 Hold annual pensioner pre-cyclone clean-up | Ongoing | Delivery — Infrastructure Services and Emergency Management | Support — communicate to networks regarding the clean-up day | Annual event held | Demand increases and is met |

## Priority 2 Transport

| Goal | Older people can get out and about using a range of affordable and user-friendly transport, and associated services |
|---|---|
| Identified need — what our community said | The need for accessible ways to travel around our community as we grow older \| Transport options that not only support access to town centres but also to natural areas and outdoor spaces, which are highly valued aspects of the Tablelands Region. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 2.1 Continue to pursue grant funding to support connected footpaths and cycling trails | Ongoing | Advocacy — Infrastructure Services and Community Services | Advocacy — provide letters of support | Increased walkability and access | Grant success in footpaths and trails that connect to destinations |
| 2.2 Audit current disabled parking places at TRC facilities | Short–medium | Delivery — Infrastructure Services | Support — provide information as required | Increased community awareness of disabled parking | Audit is completed and communicated to the public |
| 2.3 At Tablelands Traffic Advisory Group Meetings, consider safety challenges for older people | Ongoing | Advocacy — Infrastructure Services. | Support — provide information and data as required | Increased awareness of safety challenges | Quarterly meetings held and attended |
| 2.4 Support advocacy for improved public transport | Short–medium | Advocacy | Advocacy | Increased awareness of the barriers and challenges for older people | Number of advocacy actions for public transport across the region |
| 2.5 Promote awareness of community and public transport services | Short–medium | Support — via Tablelands Interagency Group Network | Delivery — communicate via networks and websites | Increased community awareness of transport services | Evidence of communication on transport services availability. Annual agenda item Tableland Interagency Group |
| 2.6 Consider the development of a mobility scooter safety program | Medium–long | Investigation — Community Development | Support — provide information and data as required | Improved safe use of mobility scooters | Mobility Scooter Safety Program is investigated, and recommendation made |
| 2.7 Undertake a needs assessment of recharge facilities for motor scooters | Short–medium | Investigation — via Inclusion Advisory Committee | Investigation — seek information via networks | Understanding of community need for recharge facilities | Needs assessment completed |

## Priority 3 Housing

| Goal | Housing options for older people are affordable, accessible and close to transport and community services. |
|---|---|
| **Identified need — what our community said** | More safe unit living options (specifically two-bedroom housing) \| A community of villas with their own small private green space More affordable social housing and private rentals \| Better and safer assisted living options. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 3.1 Advocate for more housing options and more social housing for older adults to age in place | Short–long | Advocacy via Tableland Interagency Group Housing and Homelessness | Advocacy via Tableland Interagency Group Housing and Homelessness | Increased awareness of housing options for older people | Number of advocacy actions across the region. TRC Incentive Policy (in development) |
| 3.2 Continue to promote and supply emergency relief | Ongoing | Support — Events team (Mayors Christmas Appeal) | Delivery — community organisations and not-for-profits | Increased awareness and access by older people for emergency relief | Demonstrated evidence of effective regional communication and delivery |
| 3.3 Continue to provide animal registrations, rate and utility concessions to older people | Ongoing | Delivery — Finance and Regulatory Services | Support — communicate to networks | Increased awareness of concessions | Annual review of concession policy and number of concessions granted |
| 3.4 Continue to review and simplify assessment processes for development applications | Ongoing | Delivery — Planning | Support — provide feedback on processes | Simplified development application processes | Continual review of planning and application processes |
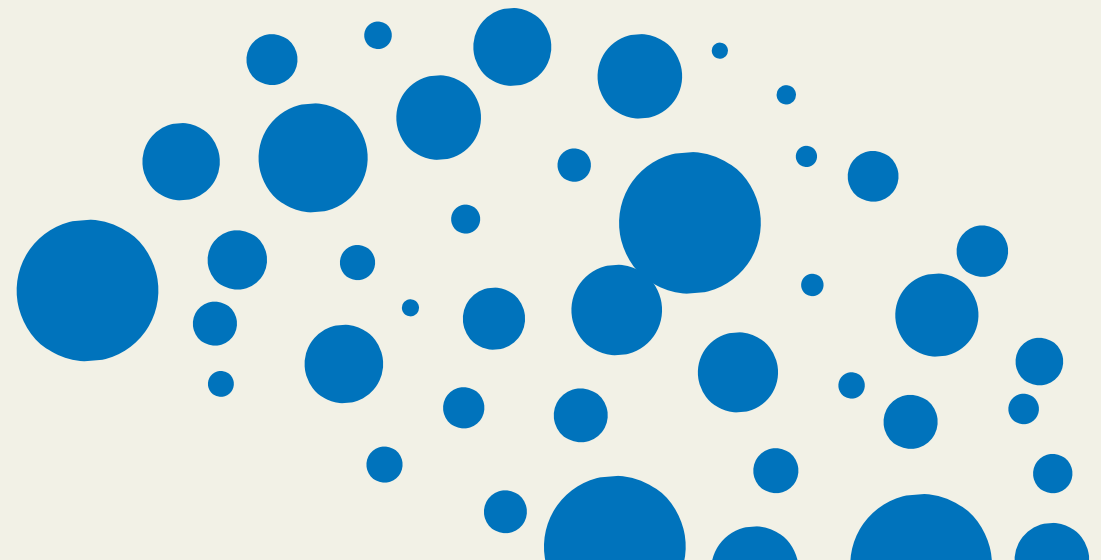
## Priority 4 Social Participation

| Goal | There are social community activities accessible to older people where they are encouraged to continue life-long learning and sharing knowledge with others. |
|---|---|
| Identified need — what our community said | More opportunities for writing, drama, art, community gardens and dance \| More opportunities to create more social cohesion between Indigenous and non-Indigenous social groups \| More opportunities and functions to connect younger people with older people. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 4.1 Support eligible community groups and organisations to offer music, events, drama and dance opportunities for older people | Ongoing | Delivery — Community Services (community grants program). | Delivery — hosting | Increased requests for grants to support music, events, drama and dance | Annual increase of TRC grant applications related to culture and events (e.g. music, events, drama and dance) and evidence of community organisations and not-for-profits supporting/hosting events |
| 4.2 Deliver the Ageing Well program (during Seniors Month) to engage older people to learn about social opportunities and services in the community | Ongoing | Delivery — Events team | Partner — stallholders, and communication and promotion of event | Increased knowledge of community services | Program feedback / number of partners |
| 4.3 Continue to deliver events and programs aimed at older people | Ongoing | Partner — Community Services | Partner — community organisations and groups e.g. U3A | Continued participation by older people in areas of interest | Number of events or program delivery (e.g. Garden Awards, health programs/ events, gardening talks, arts classes, Volunteer Week, Christmas Lights Competition, etc) |
| 4.4 Deliver library programs for older community members e.g. local poet readings, digital literacy, etc | Ongoing | Delivery — Libraries | Support — promote and attend the programs | Increased participation by older people at libraries | Number of people aged 65+ participating in library programs. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 4.5 Recognise and/or celebrate NAIDOC, Men's and Women's Health Week, Seniors Month, Harmony Day, Reconciliation Week, Anzac Day and Volunteer Week | Ongoing | Partner — Community Services | Partner | Recognition of volunteers | Event or program delivery (community or TRC) |
| 4.6 Promote initiatives that encourage intergenerational participation | Short | Partner via Youth Advisory Committee | Partner | Increased intergenerational participation | Number of events/ programs on TRC events calendar |

## Priority 5 Respect and Social Inclusion

| Goal | The wisdom, knowledge and experience of older residents is valued, and older people are included at all levels. |
|---|---|
| Identified need — what our community said | Develop respect between Indigenous and non-Indigenous people in the community \| Residents felt they were not always engaged properly to participate in decisions, or the community consultation processes \| Lack of public transport to and from events and living too far away from town are seen as participation barriers. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 5.1 Continue to consult with local First Nations Elders to strengthen reconciliation and inclusive opportunities | Ongoing | Partner — Community Services | Partner — Southern Tablelands Traditional Owners Alliance and PBCs | Effective consultation and engagement with First Nations, and increased invitation for Welcome to Country | Representation from Southern Tablelands Traditional Owners Alliance on TRC's Reconciliation Action Plan. |
| 5.2 Facilitate connections between First Nations Elders, community organisations and TRC | Ongoing | Partner — Community Services | Partner — Southern Tablelands Traditional Owners Alliance and PBCs | Increased collaboration and engagement | Number of meetings or programs that facilitate connections between First Nations seniors and Elders |
| 5.3 Continue to implement TRC Inclusion Advisory Committee's Action Plan | Ongoing | Delivery via Inclusion Advisory Committee | Support — provide information, expertise and knowledge | Delivery of actions that increase diversity and inclusive practices | Annual review of progress against the plan and presented to Council |
| 5.4 Continue TRC Inclusion Advisory Committee (IAC) | Ongoing | Delivery — Community Services | Support — promote membership opportunities | Diverse representation in committee | IAC membership includes an older representative |
| 5.5 Continue to facilitate Australia Day Awards | Ongoing | Delivery — Events team | Support — promote awards and nominate community members | Acknowledge and celebrate the contribution of older community members | Number of older nominees |

## Priority 6 Civic Participation and Employment

| Goal | Older people participate in employment, training and volunteering opportunities and inform government policies. |
|---|---|
| **Identified need — what our community said** | Recognising and valuing volunteerism \| Mentoring young people for intergenerational learning and sharing \| Connect young people with older people such as older people mentoring at schools \| Young people visiting aged-care homes \| Intergenerational programs. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 6.1 Continue to provide opportunities for digital literacy for older people | Ongoing | Delivery — Libraries | Delivery — community organisations e.g. ECHO and Ravenshoe Community Centre | Increased confidence and knowledge of digital platforms | Number of digital literacy programs delivered across the region |
| 6.2 Consider older people and other vulnerable groups when undertaking disaster planning and resilience activities | Ongoing | Delivery — Community Services and Emergency Management | Delivery — community organisations and government agencies | Coordinated support in a crisis | Local Disaster Management Group Social Human Sub-group meet twice per year |
| 6.3 Increase awareness of volunteer opportunities across the region | Short | Partner — Community Services | Partner — community organisations, and sport and recreation groups | Increased social and community connection | Increased evidence of promotion and communication of volunteer opportunities |
| 6.4 Implement the Making Business Better Toolkit and associated Every Body Welcome Here campaign | Short | Delivery — Community Development, Economic Development and Inclusion Advisory Committee | Support — consider implementing actions from the guide | Improved inclusiveness of business and services across the region | Making Business Better launches delivered |
| 6.5 Continue to promote to businesses the value of hiring older people | Ongoing | Support — Economic Development | Delivery — government departments | Increased awareness of the benefits and incentives of hiring older people | Support promotion of programs and grants |

## Priority 7 Communication and Information

| | |
|---|---|
| **Goal** | Older people access information they need in a variety of formats to stay informed and connected with their communities, families and friends. |
| **Identified need — what our community said** | Opportunities to increase understanding and knowledge on how to use the internet, social media and websites \| Some residents preferred paper-based ways of communication (flyers, newspaper and noticeboards) to be able to find information \| There is a lack of accessibility and understanding of technology \| Older people can't always find information for social activities and connections through technological information \| Opportunities to improve customer service delivery. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 7.1 Provide opportunities to community organisations and groups to promote information and services for older people | Ongoing | Delivery — Libraries and information centres | Delivery — neighbourhood houses and community centres | Increased awareness and promotion that is more accessible to older people | Number of promotions |
| 7.2 Promote free public access to wi-fi in main town centres and libraries | Ongoing | Delivery — Libraries, information centres and Customer Relations | Support — distributing to networks | Free and public wi-fi is accessible to all | Number of promotions |
| 7.3 Investigate hearing loop technology | Short–medium | Investigate — Community Development | Support | Greater accessibility to TRC services | Investigation and recommendation provided. Seek grant opportunities |
| 7.4 Provide a range of age-friendly resources (e.g. music, large print and audiobooks) | Ongoing | Delivery — Libraries | Delivery — neighbourhood houses and community centres | Increased access to library services | Library report on access by people aged 65+ |
| 7.5 Continue to provide demographics to the community | Ongoing | Delivery via Economy ID subscription | Support — promote training opportunities | Increased understanding of service organisations, providers and TRC | Number of training sessions offered to community / community organisations on Economy ID |

## Priority 8 Community Support and Health Services

| Goal | Older people are helped to stay healthy, active and independent through community support and health services, including services responding to elder abuse, fraud or exploitation. |
|---|---|
| Identified need — what our community said | Assistance navigating the aged care system and increased need for My Aged Care navigation services \| Reduced time to access home-care packages when they have been approved \| Access to quality health services and bulk billing \| End of life options / assisted dying (improved care, support and information for support for dying) \| Wellbeing through physical environments, social and active living \| Using the parks and open spaces with the cool climate and fresh clean air. |

| Actions | Timeline | TRC Role | Community and Partner Role | Expected Outcome | Reporting Measure |
|---|---|---|---|---|---|
| 8.1 Facilitate in-person sessions to educate older people and their families on retirement planning, advance care planning, aged care support services and housing options, and consider needs of CALD | Short–long | Support | Delivery — COTA, Aged-care Navigator, Diversicare and community organisations | Older people and families increase knowledge of options | Number of information sessions delivered in region (hosted by TRC or community organisations) |
| 8.2 Implement the Mental Health and Wellbeing Project actions | Short–medium | Partner — Mental Health Subgroup | Partner — Mental Health Subgroup | Increased awareness of mental health services in the region | Number of actions implemented |
| 8.3 Deliver the Rural Active Women initiative | Ongoing | Deliver — Community Programs | Partner — Mulungu, Mamu, FNQ Fitness and not-for-profit organisations | Improved health, wellbeing and social connection | Number of older people who participate in the program and satisfaction survey |
| 8.4 Deliver the Men's Shed Physical Activity initiative and Men's Health Month activities | Ongoing | Partner — Community Programs | Partner — Queensland Health Community Health, FNQ Fitness, not-for-profit organisations and Men's Shed | Improved health, wellbeing and social connection | Number of older people who participate in the program. |
| 8.5 Advise on gaps in service provision through the Tablelands Interagency Group (TIG) | Ongoing | Delivery — Community Development host meetings | Partner — Tableland Interagency Group | Advises on current trends and gaps in service provision in the community | Four Tablelands Interagency Group meetings per year |
| 8.6 Advocate for increased access to medical, allied health and mental health including Telehealth and specialist services | Ongoing | Advocacy — Community Services, and Communication and Engagement | Advocacy — Tableland Interagency Group, Mental Health Subgroup members, Queensland Health and PHN | Increased awareness of regions health needs | Number of letters of support and advocacy activity |

| 8.7 Consider initiatives that address community services industry workforce challenges | Ongoing | Support — attendance on committees and providing information | Delivery — government departments, COTA, PHN and NDS | Increased community interest in jobs related to older people and aged care | Number of activities that promote programs/ training |
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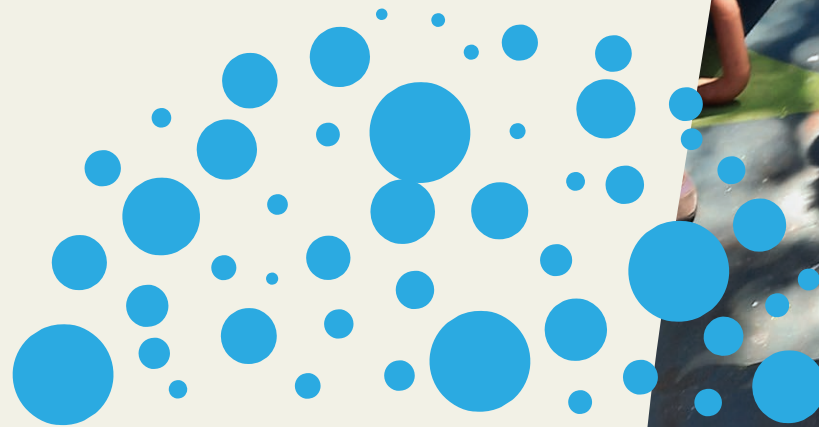
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