Redland City Council

Redlands Coast

Age-friendly Action Plan

2021 – 2026

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Acknowledgment of Traditional Owners and Country

Redland City Council acknowledges the Quandamooka People, the Traditional Owners of the land, water and seas of Redlands Coast. We pay respects to Elders past, present and future and extend respect to all Aboriginal and Torres Strait Islander People who live and work on the Redlands Coast.

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Mayor Foreword

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Contents

Mayor Foreword	3
Vision	7
Themes and outcomes	7
Council's role	8
Role of community	9
Policy framework	10
Strategic planning framework	11
Redlands Coast snapshot	12
Community consultations	14
Trends and issues in ageing	16
1 Outdoor spaces and buildings	26
2 Transport	29
3 Housing	32
4 Social participation	34
5 Respect and social inclusion	36
6 Civic participation & employment	38
7 Communication and information	40
8 Community support and health services	42

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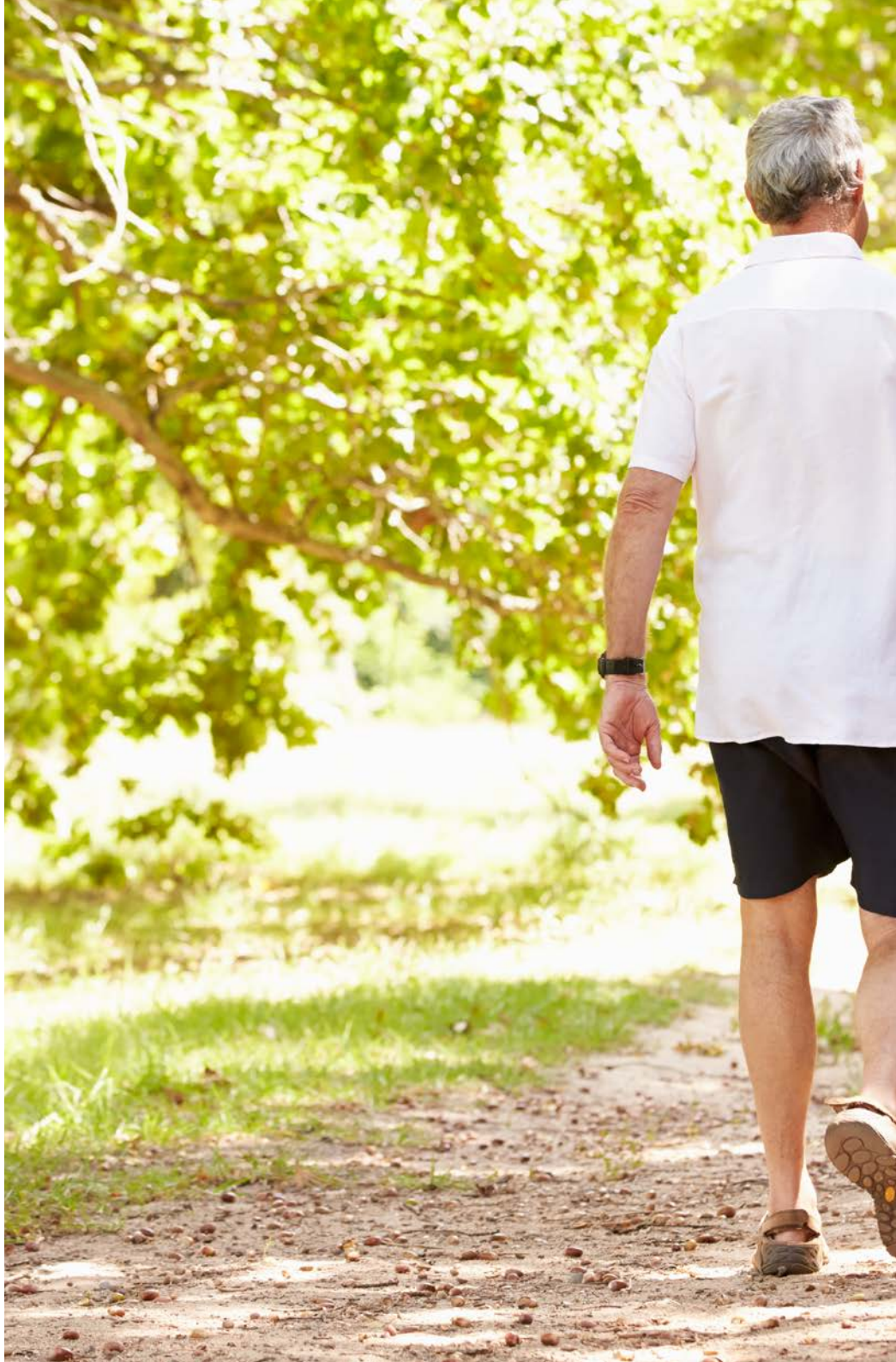
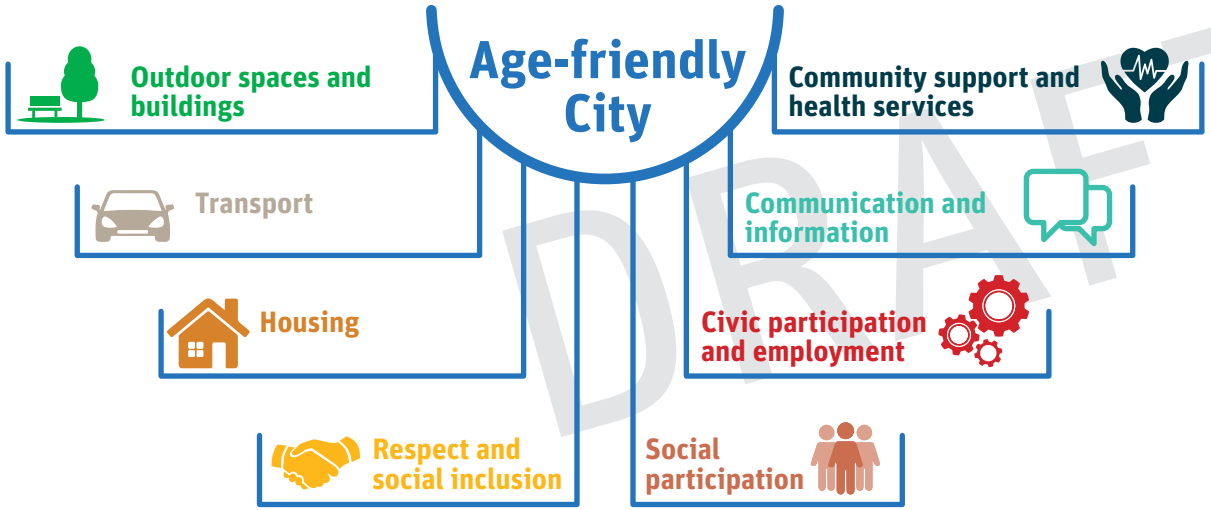


The Redlands Coast Age-friendly Action Plan 2021-2026 is built on the understanding that communities designed to be inclusive of older adults, can positively influence the health, wellbeing and happiness of all residents, and create a vibrant community that promotes productivity and economic growth.

The plan recognises there is no typical older person, like young people older people are a diverse group with varying experiences, capacities, lifestyles, cultures, identities and interests, and that each of these factors influence ageing. This plan is based on the World Health Organisation (WHO) 'Age-friendly Cities' model's eight domains that collectively address the main influences of wellbeing and quality of life as people age.

It will guide the design of Council's policies, services and infrastructure to ensure we create environments that enable older adults to live active and healthy lives, live in security, enjoy good health and continue to participate fully in the community for as long as possible.



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Vision

Ageing in Redlands Coast is a positive experience; people of all ages can live active, fulfilling lives and participate in all aspects of the community.

Themes and outcomes

Outdoor spaces and buildings

Older residents can access and enjoy the city's community facilities and outdoor spaces.

Transport

Older residents find it easy to move about Redlands Coast.

Housing

Older residents can access safe and secure housing.

Respect and social inclusion

Older residents are respected and included in all aspects of community life.

Social participation

Older residents can participate in a range of community activities and events.

Civic participation and employment

Older residents can participate in work, volunteering and civic decision making.

Communication and information

Older residents find it easy to access information about services, events and activities.

Community support and health services

Older residents can access a range of services to support health and wellbeing.

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Council's role

This Redlands Coast Age-friendly Action Plan 2021-2026 outlines the actions that Council will take over the next five years. Council's roles include:

Advocacy	Working on behalf of the community to secure government funding resources and investment in services to the community
Regulation	Implementing planning regulations that support ageing in place
Service delivery	Direct delivery of services and infrastructure to the community
Funding	Providing grant and sponsorship funding for community initiatives that support an ageing population
Planning	Planning for community and social infrastructure that serves an ageing population
Partnering	Strengthening networks and establishing constructive working relationships with the community and governments to implement initiatives

Actions will be implemented over the following time frames:

Short-term	within the next two years (2021-2023)
Medium-term	within the next three years (2021-2024)
Long- term	after 5 years or more (2025 onwards) but may need to commence in the medium-term
Ongoing	actions will continually be dealt with throughout life of the plan

Implementation of the actions will be monitored and progress of implementation will be reported on annually.

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"No government or ministry can achieve these outcomes working in isolation. It takes the whole community, working together to make environments age-friendly, harnessing innovation and imagination from all sectors and all actors."

Dr John Beard, World Health Organisation, Looking back over the last decade, looking forward to the next (2018)

Role of community

A truly age-friendly city can only be achieved with action from the whole community. Some of the ways the community can assist in this effort are outlined as follows:

Stakeholder	Role	Opportunity to collaborate with Council
Queensland Government	• Providing strategic direction. • Sharing knowledge and best practice. • Funding age-friendly initiatives.	• Partnering with Council on joint initiatives. • Funding delivery of age-friendly projects.
Academics, education and research institutes	• Undertaking research into needs and desires of ageing population. • Sharing knowledge and data sources.	• Partnering with Council in research into ageing populations.
Industry and innovators	• Developing new products and services to serve older adults.	• Sharing information with Council about innovations targeted at older adults.
Local businesses and retailers	• Adopting age-friendly business practices. • Employing older adults.	• Sharing age-friendly practices with Council.
Community networks	• Sharing information and expertise. • Undertaking projects that improve outcomes for older adults.	• Participating in age-friendly co-design events. • Providing Council with information on local issues impacting older residents. • Advising Council on age-friendly events planned.
Community organisations	• Identifying and removing barriers to access. • Maintaining an understanding of the needs of City's ageing population. • Participating in seniors network meetings.	• Participating in community consultations and co-design events. • Applying for grant funding for initiatives that improve outcomes for older adults.
Community members	• Showing respect towards older adults. • Looking out for older community members.	• Participating in community consultations. • Participating in co-design events.

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Policy framework

Age Discrimination Act 2004 (Cth) protects individuals from discrimination on the basis of age in the areas of employment, education, accommodation and the provision of goods and services.

Disability Discrimination Act 1992 (Cth) protects individuals from discrimination against persons on the ground of disability.

Carer Recognition Act 2010 (Cth) increases recognition and awareness of carers and acknowledges the valuable contribution they make to society.

Anti-Discrimination Act 1991 (Qld) promotes equality of opportunity for everyone by protecting people from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Human Rights Act 2019 (Qld) helps build a culture in the Queensland public sector that respects and promotes human rights and promotes a dialogue about the nature, meaning and scope of human rights.

United Nations Principles for Older Persons[1]

The United Nations recognises that in all countries individuals are reaching advanced ages in greater numbers than ever before, and that opportunities must be provided for older persons to participate in and contribute to society. Governments are encouraged to incorporate the United Nations Principles for Older Persons into programs, these are independence, care, self-fulfilment and dignity.

Queensland Government Policy

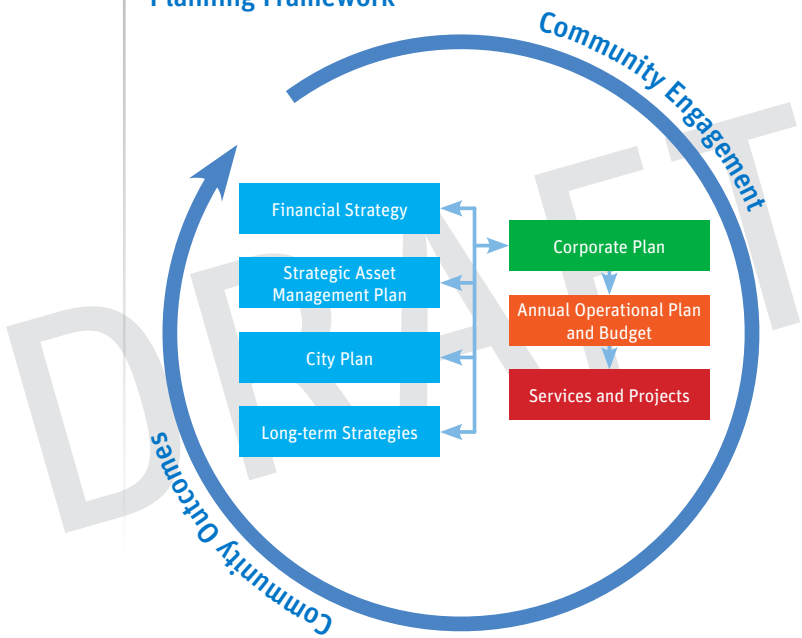
The State Government's Queensland: an age-friendly community – Strategic direction statement and Action Plan was launched in 2017. The strategy is based on the World Health Organisation's age-friendly Cities Model, it sets goals in each of the eight domains.

[1] https://www.ohchr.org/EN/ProfessionalInterest/Pages/OlderPersons.aspx

Strategic planning framework

Redland City Council's strategies set the long-term strategic outcomes that Council is working towards, these outcomes guide future action planning. Council's strategies align with the Long Term Financial Strategy, the Strategic Asset Management Plan and the Redland City Plan, which informs the five year Corporate Plan. The Redlands Coast Age-friendly Action Plan 2021-2026 will be implemented through the annual service and asset management planning process, the annual operational plan and the annual budget.

Redland City Council's Strategic Planning Framework



Redlands Coast Snapshot

Located in South East Queensland, 26 kilometres from Brisbane, Redlands Coast covers 537 square kilometres and approximately 335 kilometres of coastline. Redlands Coast is made up of a series of villages and communities linked by geography and economic opportunities. The City includes all mainland suburbs, hinterland and the island communities of Coochiemudlo Island, North Stradbroke Island and the Southern Moreton Bay Islands.

The region's rich cultural heritage, abundant wildlife, lush hinterland, relaxed coastal lifestyle, easy access to the crystal blue waters of southern Moreton Bay are integral to the character of the City. These are valued by residents, and proximity to Brisbane make Redlands Coast an ideal place to live, and both a desirable and popular place to retire.

Ageing population

- The median age of residents in Redland City is 42 years and for the Southern Moreton Bay Islands it is 58 years.
- **18 per cent** of Redlands Coast residents are aged 65 and older.
- **53 per cent** of residents aged 65 years and over are women.

Diversity

- **22.5 per cent** of residents were born overseas.
- **6.6 per cent** of residents speak a language other than English at home.
- **2.3 per cent** of residents (3,426) are of Aboriginal and Torres Strait Islander background.
- **5.5 per cent** of the Aboriginal and Torres Strait Islander population are aged 65 years and over.

Housing

- **10 per cent** of residents aged 65 years and older live alone.

Workforce participation

- **4 per cent** of working residents are aged 65 years and over.
- **5 per cent** of the city's labour force aged over 55 years were unemployed actively looking for either full or part time work.

Unpaid contribution

- **37 per cent** of residents who volunteer for an organisation were aged 55 years and over.
- **48 per cent** of residents who provided unpaid assistance to a person with a disability, were aged 55 years and over.

Need for assistance

- **51 per cent** of residents with a need for assistance with core activities are aged 65 years and over.

Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence Data)

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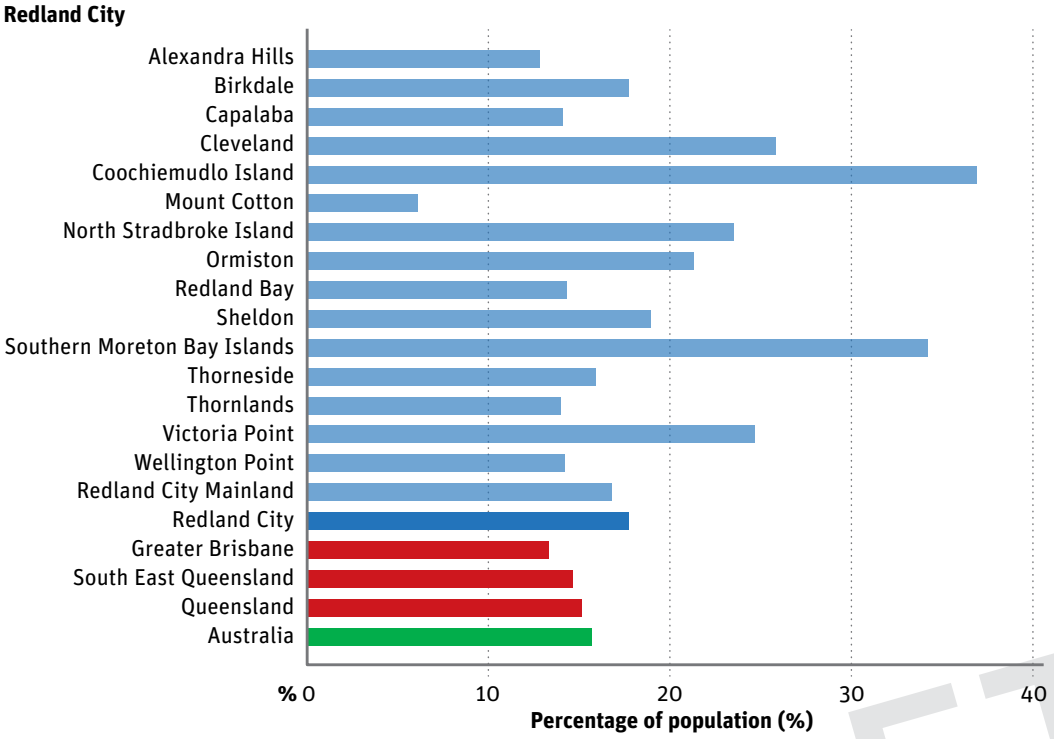
Redland City residents aged 65 and over by suburb



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[2] Figure 1: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)

Community Consultations

In consultation with Council of the Ageing (COTA) Qld and Redlands Council of the Ageing (RDCOTA), Council developed an Age-friendly City Survey to better understand the needs of older residents. The survey was distributed by RDCOTA to 100 residents aged between 55 years and 95 years who lived on mainland and island suburbs. The majority of respondents had resided in Redland City for more than 20 years (57 per cent) and a further 30 per cent for more than 10 years. The survey explored perceptions of living and ageing in Redlands Coast, what they valued and any barriers to healthy and active ageing. The survey was completed in 2018.

The top priorities for survey respondents were:

- public transport improvements
- social isolation and loneliness
- cost of living pressures.

Council also consulted with key community organisations who work with older adults in Redland City, the top priorities for participants were:

- protect the lifestyle that we have
- public transport
- car parking near centres, train stations and Redland Hospital
- Southern Moreton Bay Island (SMBI) residents access to activities taking place in Cleveland
- access to health services within Redland City
- internet access, computer knowledge and fear of technology
- specialty parks e.g. swing chairs for wheelchairs, exercise circuits
- low cost housing.

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Redlands Coast Strengths

"Having lived in the Redlands for 45 years, such a beautiful area, I would find it hard to find a better place to retire"

"Community identity is strong, there is a sense of being a Redlander"

"Lifestyle is friendly, village like"

The natural environment is conducive to well-being"

"Playground" of the bay at doorstep - boaties/sea travel"

"Relaxed community"

"Heritage of the area"

"Family friendly, country feel"

What's the most important issue faced by older people in Redland City[3]?

"Many older people feel isolated because they cannot use a computer, and many things are accessed via a computer".

"Maintaining independence and accessing facilities that allow me to maintain it".

"Maintaining contact with other people and keeping mentally and physically active".

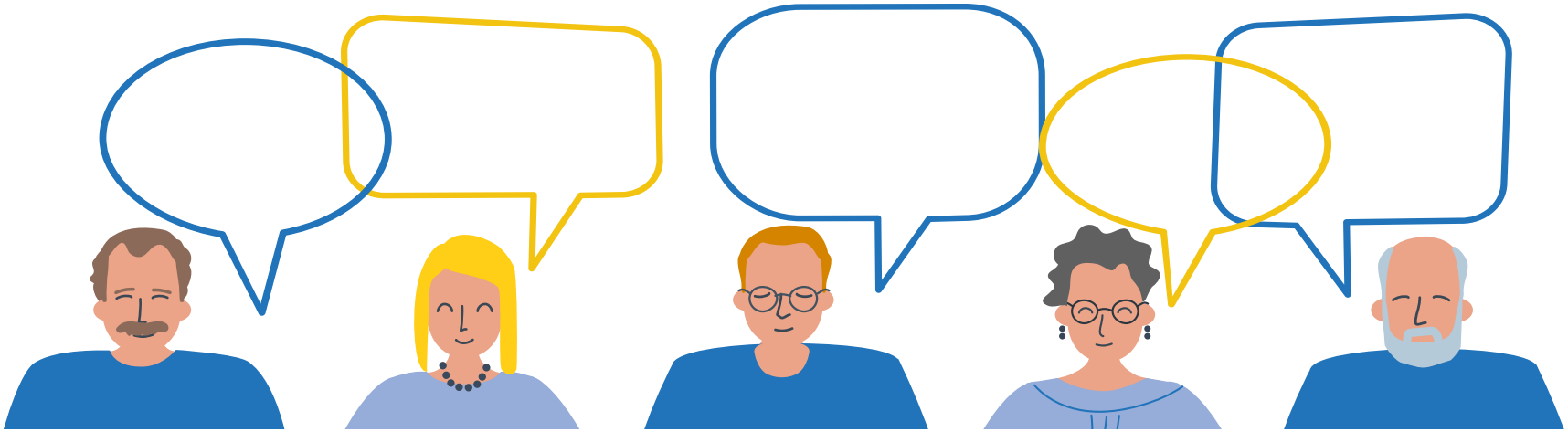
"Knowing what's out there! Both in knowing about the opportunities for older people to contribute to the community and to participate in community activities and know what services are available to assist older people in engaging meaningfully in the community".

"Being able to get from one location to another at low cost and quickly. For example to get from my house to 'My Horizon' requires 1 km walk to the bus to Capalaba (Going away from destination). Then another bus back toward destination then walking across major road and walking another 800 metres. Depending on connection time, over 1 1/2 hours to travel".

"Once my husband is unable to drive, transport will be an issue. Taxi would be only response. Driving on the island is not the same as driving on the Mainland."

"Lack of health facilities that provide treatment of the aged within the city without the need to be transported to Brisbane."

"Being able to afford to stay in my own home with the cost of rates, electricity, water etc. continually rising".



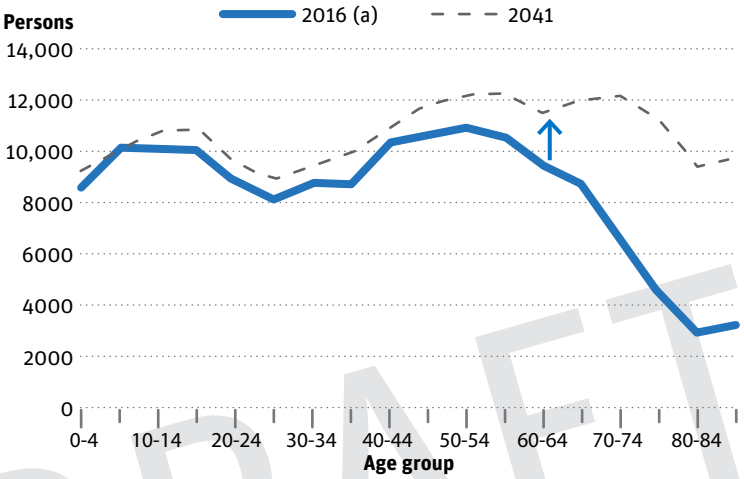
[3] Redland City Council Report on Findings Age-friendly City Survey 2018

Trends and issues in ageing

Changing demographics

The world's population is growing older; all developed countries are experiencing population ageing due to declining fertility rates, increased longevity and a decrease in mortality. Between 1980 and 2017, the number of people aged 60 and over worldwide increased from 382 million to 962 million. By 2050 this will rise to 2.1 billion[4].

In 2016 17.2 per cent of Redland City's population was aged 65 years and by 2041 this is expected to increase to 28.3 per cent.[5]



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Increased life expectancy

Australians have one of the longest life expectancies in the world. A male Australian child born between 2016 and 2018 can expect to live to 80.2 years and a female 84.7 years. Over the past 10 years, life expectancy has increased by 1.5 years for males and 1.2 years for females due to improvements in health, education and public safety. However life expectancy of Aboriginal and Torres Strait Islander people is lower than for the non-indigenous population. For males it is estimated to be 8.6 years lower and 7.8 years lower for females than that of the non-Indigenous population[6]. In 2016, just 5 per cent (31,000) of Australia's Indigenous population were aged 65 and over compared with 16 per cent (3.4 million) of the non-Indigenous population.

A changing life course

Longer life expectancy has changed the way people of all ages live their lives. The traditional life-course where education and learning ended in a person's 20's, career progression ended in 40's and retirement commenced in the 60's has changed significantly and will continue to evolve.
People are working longer and want opportunities for recreation at different points throughout life, not just in retirement. Women are having children later and participating in learning throughout their lives and not transitioning to retirement until much later in life.[6]

Physical activity

Physical activity is important for older adults to maintain energy levels, joint movement, control weight and reduce risk of chronic diseases and falls. It also plays a protective factor in reducing stress and anxiety; improving mood and memory, and can prevent or improve many risk factors and chronic diseases.[7] It is recommended that older adults undertake at least thirty minutes of accumulated moderate intensity physical activity at least five days per week, regardless of age, weight, health problems or ability. It is estimated that 75 per cent of people aged 65-74 are insufficiently active, and that this increases to 92 per cent for those aged 85 and over.[8]

Considerations for Redland City

Planning for services to meet the increased number of older adults in the community.

Planning for increased demand for age related services and increased demand for generalist services needed by an ageing population.

Reviewing the suitability of existing services and infrastructure to meet needs of an increasing ageing population.

Recognising the increased vulnerability of the Indigenous population in planning.

Consider needs and impact of ageing workforce and its impact on work across the lifespan.

Promotion of walking groups and physical activities for older adults, active travel, exercise equipment, accessible walking and cycling trails.

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[4] United Nations, Department of Economic and Social Affairs, Population Division (2017). World Population Ageing 2017 - Highlights (ST/ESA/SER.A/397).
[5] Queensland Government population projections, 2018 edition data and ABS 3235.0, Population by age and sex, regions of Australia, 2016
[6] Kalache, Alexandre. & South Australia. Department of the Premier and Cabinet, issuing body. (2013).The longevity revolution: creating a society for all ages. Adelaide, SA: Department of the Premier and Cabinet, https://www.flinders.edu.au/sabs/fcas-files/Publications/The%20Longevity%20Revolution.pdf
[7] Australian Institute of Health and Welfare 2018. Physical Activity across the life stages. Cat. no. PHE 225. Canberra: AIHW.
[8] Choose Health: Be Active: A physical activity guide for older Australians. Canberra: Commonwealth of Australia and the Repatriation Commission © 2005.

Housing affordability in older age

The rate of outright home ownership in Australia has declined from 42.8 per cent of households in 1995–96 to 30.4 per cent in 2015–16. For people aged 55 years and over, the rate of home ownership without a mortgage has fallen from 77 per cent in 1995–96 to 62 per cent in 2015–16.[9]

The most recent Anglicare Rental Affordability Snapshot found of the 69,485 properties listed for rent across Australia (March 2019), only four per cent were affordable and appropriate for households in receipt of government-provided income support. Less than one per cent were suitable and affordable for a single person on an aged pension.[10]

Preference for ageing in place

The majority of older adults have a strong desire to 'age in place'. Most prefer to remain living in their own home, or remain in their local neighbourhoods where they can maintain connections to community. Only 5 per cent of older adults live in residential aged care, this is often triggered by declining health and does not generally occur until later in life. Most people prefer to live in aged care facilities within close proximity to their partners and families.[11]

The preference for ageing in place is changing housing requirements; many people are seeking homes with universal design features that can be adapted easily to meet changing needs across the lifespan.

Homelessness

Over the last decade the number of older adults experiencing homelessness has increased by 49 per cent. One in six people who were homeless (16 per cent) were over 55 years of age. Although the majority were male (63 per cent), there has been a 31 per cent increase in homelessness of older women since 2011.[12]

Factors such as domestic and family violence, relationship breakdown, financial difficulty, limited superannuation and assets can put older women at increased risk of homelessness. The disadvantages associated with homelessness contribute to premature ageing through the early onset of health problems more commonly associated with later life.

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Considerations for Redland City

Availability of diverse housing in proximity to transport and other health services and social infrastructure across the City to assist older adults to transition to more affordable housing in retirement.

Supply of residential home care providers and home modification services in Redland City.

Availability of universal house design to support ageing in place.

[9] https://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/BriefingBook46p/HomeOwnership
[10] Anglicare Australia, Rental Affordability Snapshot National Report / April 2019
[11] Productivity Commission 2011, Caring for Older Australians: Overview, Report No. 53, Final Inquiry Report, Canberra.
[12] https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/diversity/people-at-risk-of-homelessness

Advances in assistive technology

Assistive technologies are devices the support individuals to perform tasks that they would otherwise be unable to do. The rapid growth of assistive technology products and services is revolutionising the experience and management of ageing. Assistive technologies can improve cognition, mobility, communication and social connections, and enhance care, thereby improving quality of life of older adults enabling them to remain independent for longer and reducing caregiver stress.

Contribution of older Australians

Older adults contribute an estimated $39 billion to the Australian economy each year in unpaid care and voluntary work for organisations or groups[13]. In 2016, 668,000 Australians aged 65 and over volunteered their time in the year prior to Census night. 40 per cent of children under three years of age were cared for on a weekly basis by a grandparent, while 620,000 older Australians provided care to a person with a long-term health condition or to a person aged 65 years and over[14].

Workforce participation of older Australians

Older adults are increasingly choosing to work past the traditional age of retirement, either because they need to for economic reasons, or because they want to keep contributing. The workforce participation rate for men aged 65 years and over has increased from 10.1 per cent in 2004 to 17.6 per cent in 2018, and for women it increased from 3.2 per cent to 10.3 per cent for the same period. A further 6.1 per cent of employed people aged 55 years and over would like to work more than they currently do and 3.5 per cent are registered as unemployed.[15] Negative attitudes towards older adults can lead to social exclusion, with some missing out on work, training, study, and other opportunities. The *Age Discrimination Act 2004* makes it unlawful to treat people unfairly on the basis of their age in different areas of public life. One in five Australians aged 55 years or over report that age is a major barrier to finding a job or getting more hours of paid work.[16]

Considerations for Redland City

Opportunities to promote assistive technologies to assist residents to age in place.

Understanding current and expected increases in future demand for aged care services to ensure future supply.

Understand the need for continued supply of home care and personal support services in the community.

Increase the range of opportunities for older adults to volunteer for Council and community.

Advocate for increased support for carers.

Redland City Council as an 'Age-friendly Employer.'

Consideration of health and safety issues relating to older workers. Promoting Lifelong learning opportunities for older adults that support self employment and senior-entrepreneurship.

Opportunities for self-employment and senior-entrepreneurship.

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[13] https://humanrights.gov.au/our-work/education/face-facts-older-australians
[14] https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/social-and-economic-engagement/civic-and-social-participation
[15] Source: Australian Bureau of Statistics (ABS), Labour Force, Australia, detailed–electronic delivery, cat. no. 6291.0.55.001, ABS, March 2018. Parliament of Australia, Department of Parliamentary Services Research Paper Series 2017-2018, Budget Review 2018-19. https://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/rp/BudgetReview201819/Workforce
[16] https://www.humanrights.gov.au/our-work/education/face-facts-older-australians

Lifelong learning

Learning throughout the lifespan can contribute to personal and economic wellbeing. Work-related training is vital to maximise employee capabilities, and to improve workforce participation.
In 2016-17, the rate of participation in formal and non-formal learning for adults aged 65-74 years was 11 per cent.[17]

Personal interest learning, such as recreational and personal enrichment courses are important for improving both community and personal wellbeing. The participation rate in personal interest learning for those aged 55-64 years is 5.9 per cent and 6.4 per cent for those aged 65-74 years.[18]

The digital divide

Many aspects of modern life have been transformed by the internet and digital technologies. However, people aged 65 and over are the least digitally included group and are often not able to access the many benefits that technology can bring. Digital inclusion also tends to continue to diminish with age. The affordability of network access as well as digital skills are the two main barriers. Gender also impacts inclusion, older women in Australia have lower levels of overall digital inclusion than males.[19]

Health literacy

Health literacy is the ability to obtain, process and understand basic health information and health services. It influences decision making such as how often to take medication, when to access health care, and which services to access. Low health literacy is associated with higher rates of hospitalisation and emergency care use, premature death among older adults, and lower participation in preventative programs such as influenza vaccination or cancer screening, and poor adherence to medication regime. Australians aged 60-74 have the lowest levels of health literacy, in Australia approximately 78 per cent of adults in this age group may not have been able to exercise their choice or voice effectively when making healthcare decisions.[20]

Considerations for Redland City

Promote lifelong learning and education opportunities for older adults.

Support organisations providing lifelong learning. Support Lifelong learning organisations that provide personal interest.

Provide free internet access and digital skills education in Redland City.

Promote health promotion messages to the community.

Promote health messages to individuals before they need to access the healthcare system (i.e. men in the workplace).

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[17] https://www.abs.gov.au/work-related-training
[18] https://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/4234.0Feature%20Article62016-17?opendocument&tabname=Summary&prodno=4234.0&issue=2016-17&num=&view=
[19] Thomas, J, Barraket, J, Wilson, CK, Cook, K, Louie, YM & Holcombe-James, I, Ewing, S, MacDonald, T, 2018, Measuring Australia's Digital Divide: The Australian Digital Inclusion Index 2018, RMIT University, Melbourne, for Telstra.
[20] Australian Institute of Health and Welfare 2018. Australia's health 2018. Australia's health series no. 16. AUS 221. Canberra: AIHW.

Changes in demand for aged care and support

The aged care system provides in-home and residential care services to older adults. In 2016–17, aged care services were provided to more than 1.3 million Australians. The majority of these (784,927) received relatively low levels of support in the community through the Commonwealth Home Support Program. Another 97,516 received assistance through subsidised Home Care Packages. These packages assist residents to purchase a range of services and equipment to assist them living in their own home. The demand for Home Care Packages is expected to increase with the growing number of older adults choosing to 'age in place'. This will impact residential aged care, as the majority will not move to aged care until later in life or with the onset of disability, so those in aged care are likely to have a higher level of dependency.[21]

Carers of older Australians

Women of working age provide the majority of care of older Australians. Nationally more than half of primary carers are also in the workforce, the increasing numbers of older adults working is likely to impact availability of family carers in the future. Population ageing will increase the demand for hospital care and require a corresponding increase in the medical labour force, forcing the aged care sector to compete for staff. The demand for personal carers has increased with the introduction of the National Disability Insurance Scheme and an increasing ageing population.[22]

Elder Abuse

Elder abuse describes the physical, sexual, financial, psychological or social abuse, or neglect of an older person occurring within a relationship where there is an implication of trust, resulting in harm to the older person.

It is estimated that between 2–14 per cent of older Australians experience elder abuse each year.[23] In Queensland, 68 per cent of callers to Queensland's Elder Abuse Prevention Unit helpline for a five year period were female. The most common age group of victims was 80-84 years. Elder abuse is of increasing concern as the number and proportion of older adults in our community continues to grow.[24]

Considerations for Redland City

Advocate for improved carer support and education opportunities for the aged care workforce.

Promote awareness of elder abuse within the community and provide access to information and support.

Continue to advocate for needs of older adults who are vulnerable.

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[21] 2016 Deloitte Access Economics Pty Ltd Australia's Aged Care Sector: economic contribution and future directions.
[22] The labour market for personal care workers – in aged and disability care - Australia 2017 http://lmip.gov.au/PortalFile.axd?FieldID=3159629&.pdf
[23] https://aifs.gov.au/publications/elder-abuse
[24] https://www.eapu.com.au/uploads/research_resources/EAPU%20Helpline_%20Results%20of%20an%20investigation%20of%20five%20years%20of%20call%20data_2015.pdf

Burden of disease and leading cause of death

Coronary heart disease, dementia, and stroke are the primary causes of disease and leading cause of death among persons aged 75 years and over. In Queensland, men aged 65–74 years are significantly more likely to be overweight or obese than women of the same age. Men are also less likely to eat adequate amounts of fruit and vegetables, and more likely to consume alcohol at risky levels over their lifetime. Despite the frequency of chronic disease in later life, two-thirds of older Australians aged 75 and over rate their health as good, very good or excellent. Personal health behaviours contribute significantly to health and wellbeing in older age. Modification of lifestyle factors such as undertaking physical activity, eating a healthy diet, and stopping smoking and reducing alcohol use and seeking medical treatment for high blood pressure, diabetes and high cholesterol can reduce risk factors.[25]

Increase in people living with dementia

Dementia is the term that describes a group of conditions which cause a progressive decline in a person's cognitive functioning; commonly memory loss but also speaking, thinking and moving. Dementia is a leading cause of illness and death amongst older Australians. It is estimated that 376,000 Australians were living with dementia in 2018, and by 2030 it is expected to affect 550,000 people. In Queensland approximately 84,940 people have dementia. Although it can also affect younger people, most people with dementia are older. Over 52 per cent of people living in residential aged care have a diagnosis of dementia. A longer life expectancy and an ageing population will see an increased number of older adults living with dementia in the community. It is vital that people with dementia are able to stay physically, mentally and socially active.[26]

End of life experience

At the end of life most people would prefer to die at home or in a homelike environment, but for the majority of Australians this does not occur. It is not common to talk about death and this is a substantial barrier to quality end-of-life experiences where a person receives the care that they want. This leaves many patients, families and friends, and clinicians to make decisions about medical interventions under stress, which can impact on the quality of the end-of-life experience and result in unnecessary patient transfers to acute health care and unwanted treatment.

Considerations for Redland City

Promote community awareness and understanding of dementia.

Ensure Council's buildings are accessible to people with dementia.

Advocate for increased access to carer respite services for the mainland and islands.

Promote the importance of advance care planning and offer a range of options for burial or cremation services in Redland City.

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[25] Australian Institute of Health and Welfare 2018. Australia's health 2018. Australia's health series no. 16. AUS 221. Canberra: AIHW.
[26] https://www.dementia.org.au/information

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1 Outdoor Spaces and Buildings

Older residents can access and enjoy the city's community facilities and outdoor spaces.

The quality of the City's public buildings and the outdoor spaces are major influences on independence, mobility, and quality of life at every age. Older residents tend to spend much of their time in the local neighbourhoods. They shop locally and are regular users of the City's libraries, customer service centres, community halls, arts and cultural facilities and community centres.

We recognise the normal ageing process can bring a range of physical and cognitive changes. These can affect sensory function, perception, mobility, muscular efficiency, coordination, memory and orientation. Although the degree to which these are experienced differs between individuals. We will design the City's outdoor spaces and public buildings to be safe, and inviting for people of all ages to access and enjoy; whether it's for shopping, relaxation, exercise, walking, swimming, fishing, boating, or connecting with nature.

Accessible outdoor spaces encourages and assists older residents to remain physically active helping to improve longevity and quality of life. Ensuring buildings and spaces are accessible to older adults provides benefits to residents of all ages and abilities.

What this means for the community:

1.1. Council's customer service centres, community facilities, libraries, arts and cultural facilities are welcoming and accessible to people of all ages and abilities.

1.2. It is easy for people of all ages to walk, wheel, cycle and be active in local neighbourhoods.

1.3. Outdoor spaces, streets and parks are safe, clean and graffiti free.

We will measure success by:

- Proportion of public buildings fully compliant with Disability Standards and Guidelines.
- Proportion of older adults who report their neighbourhood is safe and accessible for walking, mobility scooter or wheelchair.

Key Initiatives

Dementia Friendly Council – Review Council's Customer Service Centres, Redland City Libraries, Redland City Art Gallery and Redland Performing Arts Centre to identify opportunities to make it easier for people with dementia to navigate.

Public Toilets Program – Map the city's public toilets to assess accessibility, number, locations and distances in between. Undertake a program of renewal to ensure accessibility for people of all ages and abilities.

City Bench Program – Increase the amount of shaded seating available around the city's major walking routes, key walking circuits, pathways and centres to provide people of all ages with places to rest.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
1.1 *Council's customer service centres, community facilities, libraries, arts and cultural facilities are welcoming and accessible to older adults.*	1.1.1 Review Council's customer service centres, libraries, Redland Art Gallery and the Redland Performing Arts Complex for accessibility to comply with the *Disability Discrimination Act 1992*.	Deliver	City Operations (Facilities Services Unit)	Short Term
	1.1.2 Renew park seating to include arm and back rests in destination and community parks.	Deliver	City Infrastructure (Civic and Open Space Management)	Ongoing
	1.1.3 Provide information on the operation of safe and suitable buildings to lessors of Council's community and recreational buildings to ensure they are accessible for people of all ages and abilities.	Deliver	City Operations (City Sport and Venues)	Ongoing
1.2 *It is easy for people of all ages to walk, wheel, cycle and be active in local neighbourhoods.*	1.2.1 Incorporate the "Walkable Neighbourhoods Planning and Design principles into new housing developments".	Deliver	City Planning and Assessment (Development Assessment)	Ongoing
	1.2.2 Maintain footpath surfaces in smooth condition and respond to customer requests where new trip hazards are identified.	Deliver	City Operations (Roads, Drainage and Marine Maintenance)	Ongoing
	1.2.3 Upgrade the footpath and cycle network to connect neighbourhoods with public parks, recreational facilities and community purpose land in accordance with SEQ Principal Cycle Network Plan and the Local Government Infrastructure Plan.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	Ongoing
	1.2.4 Renew pathway kerb ramps to comply with disability standards and improve footpath safety.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	Ongoing
	1.2.5 Renew stormwater gully grates with bicycle friendly grates to improve street safety for cyclists and people using wheelchairs through an annual renewal program.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	Ongoing
	1.2.6 Ensure new housing development incorporates Walkable Neighbourhoods Planning and Design and includes infrastructure and facilities to support active lifestyles.	Deliver	City Planning and Assessment (Development Assessment)	Ongoing
	1.2.7 Install resistance training exercise equipment for adults in T1 and T2 parks across the city.	Deliver	City Infrastructure (Civic and Open Space Management)	Ongoing
1.3 *Outdoor spaces, streets and parks are safe, clean and graffiti free.*	1.3.1 Ensure planning provisions strengthen character of Redlands Coast and create attractive and engaging streetscapes through building scale, building elements, awnings and extensive street planting for all new development.	Deliver	City Planning and Assessment (Strategic Planning)	Ongoing
	1.3.2 Fund eligible events that support the activation of public spaces to reduce the risk of crime and enhance public safety through the Community Grants Program.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing
	1.3.3 Ensure Crime Prevention through Environmental Design (CPTED) principles are applied to new housing development to maximise safety and discourage antisocial behaviour.	Deliver	City Planning and Assessment (Development Assessment)	Ongoing
	1.3.4 Monitor local crime trends through engagement with State Government agencies and attendance at crime prevention networks.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing
	1.3.5 Take a zero tolerance to littering and illegal dumping to maintain the health, wellbeing and amenity of the community and the natural environment, and to minimise visual impacts.	Deliver	Environment and Regulation (Local Laws)	Ongoing

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2 Transport

Older residents find it easy to move about Redlands Coast.

Transport ensures older adults can move around the city to participate in activities, access services and enjoy all that Redlands Coast has to offer. Access to transport is essential for being able to age in place and retaining independence and quality of life in older age. The transport needs of older residents varies. While many people are healthy and active, regularly walking or cycling about the city, or travelling independently in their own vehicles, there are others who may continue to drive but tend to feel more comfortable travelling shorter distances, or restrict travel to daylight hours. Others no longer drive and are reliant on public transport or family and friends. There is another group who require mobility assistance to attend medical appointments or to shop, who find using public transport difficult or confusing. This group tend to rely on community transport, or family and friends.

Redland City Council shares responsibility for transport with the state government and the private sector. The state government funds buses, trains and some ferries, the major road network and the rail network. Private providers operate buses, ferries and barges, taxis and community transport services. Redland City Council is responsible for local transport planning, designing, building and maintaining local roads, bus stops, footpaths, traffic management parking and street signage.

What this means for the community:

2.1 Transport infrastructure responds to the needs of older adults.

2.2 The pedestrian and cycle network connects people to village centres, neighbourhoods and public transport.

2.3 The safety of older drivers, pedestrians, and people using wheelchairs, mobility aids and scooters is prioritised.

We will measure success by:

- Proportion of bus stops that meet Disability Standards and Guidelines.
- Number of reported traffic and scooter accidents involving older adults.

Key Initiatives

Connected Journeys Project – In partnership with older residents identify missing links in the local transport network to inform planning and advocacy for improved transport connectivity.

Community Transport Solutions – Partner with community transport providers to identify and explore opportunities for more convenient and accessible community transport options such as demand responsive transport or aged care living shuttle services.

City Wayfinding – Improve signage in the city to make it easier for cyclists and pedestrians to locate council services and community facilities.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
2.1 *Transport infrastructure responds to the needs of older adults.*	2.1.1 Consult with older adults in the development of Local Area Transport plans for the city's principal, major and specialist activity centres and key transport nodes.	Deliver	City Planning and Assessment (Transport Planning)	Medium Term
	2.1.2 Renew bus stops to the Disability Standards for Accessible Public Transport 2002 (Transport Standards).	Deliver	City Infrastructure Group (Traffic and Transport Planning)	Short Term
	2.1.3 Explore opportunities for recreational vehicle (RV) Parking in the Redlands.	Deliver	City Operations (Civic and Open Space Management)	Short Term
	2.1.4 Complete upgrades of ferry passenger terminals at Russell Island, Macleay Island, Lamb Island and Karragarra Island to be compliant with the Disability Standards for Accessible Public Transport 2002.	Deliver	City Infrastructure (Marine and Waterway Assets)	Medium Term
	2.1.5 Promote community transport options through Council's website.	Deliver	Community and Economic Development (Strengthening Communities)	Short Term
	2.1.6 Fund eligible initiatives that strengthen the sustainability of community transport providers through the Community Grants Program.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing
2.2 *The pedestrian and cycle network connects people to village centres, neighbourhoods and public transport.*	2.2.1 Extend the principal cycle network and the Moreton Bay Cycleway.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	Short Term
	2.2.2 Ensure new housing developments are accessible for pedestrians and cyclists and to public transport.	Deliver	City Planning and Assessment (Transport Planning)	Ongoing
2.3 *The safety of older drivers, pedestrians, and people using wheelchairs, mobility aids and scooters is prioritised.*	2.3.1 Renew standard footpaths to a minimum width of 1.5 metres where allowable and shared paths to a minimum width of 2 metres to accommodate safe use of wheelchairs, mobility aids and scooters.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	1-3 years
	2.3.2 Install pathway lighting in high priority areas to improve safety and security.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	1-3 years
	2.3.3 Promote driver safety education and refresher courses for all drivers on Council's website.	Partner	Community and Economic Development (Strengthening Communities)	Short Term
	2.3.4 Deliver the Scooter Safety Education Program to Aged Care providers in partnership with the Volunteers in Policing Program.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing
	2.3.5 Attend the Redlands Traffic Advisory Group meetings to identify and monitor road safety issues with the Department of Transport and Main Roads and the Queensland Police Service.	Partner	City Infrastructure Group (Traffic and Transport Planning)	Ongoing
	2.3.6 Maintain local roads in good condition and ensure landscaping at intersections and roundabouts is kept low to improve visibility and enhance pedestrian and driver safety.	Deliver	City Infrastructure Group (Traffic and Transport Planning)	Ongoing

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3 Housing

Older residents can access safe and secure housing.

A home is important for security and stability at any age, especially in older age. The familiarity of the local neighbourhood contributes to connection to home and place, providing a sense of belonging, safety and wellbeing. In an age-friendly community, older residents can access housing that is affordable, safe and accessible to essential services and facilities.

The majority of older residents have a strong desire to 'age in place', either to remain living in their own home as they age, or to move to a more suitable dwelling so they can live comfortably and independently in the community, and continue to maintain connections with friends and neighbours.

The ability to remain living in the local community in older age is dependent on having access to suitable housing that can meet the changing needs of occupants across their lifespan, and which can be modified easily to support independence and to be accessible to essential transport, community and health services.

Redland City Council is committed to ensuring that city planning provides for a diverse range of housing product and location, where people can remain connected to neighbourhoods and live independently for as long as possible.

What this means for the community:

3.1 A range of affordable housing options are available to meet the needs of older adults.

3.2 Housing is located in proximity to transport, shops, services and open space.

3.3 Housing is able to meet the changing needs of occupants across the life-span.

We will measure success by:

- Proportion of older adults who want to remain in their current residence and are confident they will be able to afford to do so.
- Availability of community services to support ageing in place, home maintenance, support and personal care.

Key Initiatives

Ageing In Place Project – Work with community and the State Government to identify and advance opportunities for older residents on the Southern Moreton Bay Islands to age in place.

Home for a Lifetime – Undertake advocacy to Australian Building Codes Board through the Local Government Association of Queensland (LGAQ) to incorporate universal design specifications into the National Construction Code to ensure that new housing is accessible to people of all ages and able to accommodate peoples changing needs across the lifespan.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
3.1 *A range of affordable housing options are available to meet the needs of older adults.*	3.1.1 Implement provisions set out in the Redland City Plan for affordable housing suitable for a diverse and changing community including families, single people, single-parent households, people with special needs and older adults.	Deliver	City Planning and Assessment (Strategic Planning)	Ongoing
	3.1.2 Deliver simplified assessment processes for development applications of a secondary dwelling to accommodate multi-generational living.	Deliver	City Planning and Assessment (Strategic Planning)	Ongoing
	3.1.3 Offer a concession on the General Rate to eligible pensioners.	Deliver	Financial Services (Financial Operations)	Ongoing
	3.1.4 Continue to advocate for needs of vulnerable older adults experiencing homelessness in Redland City with the Queensland Government.	Advocate	Community and Economic Development (Strengthening Communities)	Ongoing
3.2 *Housing is located in proximity to transport, shops, services and open space.*	3.2.1 Ensure new housing developments are accessible to transport, health and social services, public open space and recreational facilities in accordance with the Redland City Plan.	Deliver	City Planning and Assessment (Strategic Planning)	Ongoing
3.3 *Housing is able to meet the changing needs of occupants across the lifespan.*	3.3.1 Promote local home modification services and personal care services.	Partner	Community and Economic Development (Strengthening Communities)	Ongoing
	3.3.2 Fund eligible initiatives that strengthen the sustainability of organisations providing home modification programs and home maintenance in Redland City through the Community Grants Program.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing

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4 Social Participation

Older residents can participate in a range of community activities and events.

Connections with others is the cornerstone of security and wellbeing for older residents. Having someone to call on for support in a time of need, participating in community activities, social groups or hobbies with others can contribute to fulfilment, sense of purpose and connection to the wider community.

Ageing brings with it a range of transitions that can place older adults at increased risk of social isolation and loneliness. Adult children leaving home, retirement from full time work, loss of a driver's licence, the death of a partner or breakdown of a relationship, or moving to a new community can increase those risks. Other barriers to social participation include poor health, hearing loss, difficulties with mobility or disability, or caring for others.

We are committed to the design of public spaces to encourage social interaction, improve transport connectivity, and to offering activities and opportunities where connections can be made. We will improve our communication so that it is easier for older residents to find support and opportunities to meet others. We will promote community organisations that support isolated and vulnerable older adults, and continue to deliver events and entertainment for different interests and abilities to support health and wellbeing.

What this means for the community:

4.1 A variety of events and performances that appeal to a range of ages will be held throughout the year.

4.2 Opportunities for social connections between residents is encouraged and promoted.

4.3 City centres and outdoor spaces are designed to encourage social interactions and connections between residents and generations.

We will measure success by:

- Proportion of older adults among all reported visitors to Redlands Performing Arts Centre, Redland Art Gallery and local events.
- Availability of local recreation and learning programs specifically for older adults.

Key Initiatives

Social Events – Engage older adults to explore opportunities to improve Council's promotion of social events and activities available on Redlands Coast for older residents.

Resilient Communities – Develop a program of activities that target social isolation and vulnerability to enhance community resilience.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
4.1 A variety of events and performances that appeal to a range ages will be held throughout the year.	4.1.1 Offer a year-round balanced calendar of events that appeal to a wide audience and cross-sections of the community.	Deliver	Communications, Engagement and Tourism (Tourism and Events)	Ongoing
	4.1.2 Deliver an annual program of affordable, high quality cultural entertainment specifically for older adults.	Deliver	Community and Cultural Services (Creative Arts)	Ongoing
	4.1.3 Support artistic groups in the city that offer music, drama, dance and visual arts opportunities in which older adults can participate.	Advocate	Community and Cultural Services (Creative Arts)	Ongoing
	4.1.4 Deliver activities that engage older adults with a wide range of interests (E.g. author talks, book art, robotics for adults).	Deliver	Community and Cultural Services (Library Services)	Ongoing
	4.1.5 Provide meeting spaces to organisations that provide social opportunities for older adults.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	4.1.6 Schedule shows and events to coincide with ferry timetables to enable residents of the Southern Moreton Bay Islands to attend.	Deliver	Community and Customer Services (Creative Arts)	Ongoing
4.2 Provide access to community halls and/ or tenure arrangements with not-for-profit organisations to support delivery of social activities for older residents.	4.2.1 Opportunities for social connections between residents is encouraged and promoted.		City Operations (City Sport and Venues)	Ongoing
	4.2.2 Provide opportunities for residents to connect with others in their local neighbourhoods through the visiting mobile library service.	Deliver	Community and Cultural Services (Library Services)	Ongoing
4.3 Outdoor spaces encourage social interactions.	4.3.1 Design new parks to facilitate social interactions and connections between residents and between the generations.	Deliver	City Infrastructure (Civic and Open Space Management)	Ongoing

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5 Respect and Social Inclusion

Older residents are respected and included in all aspects of community life.

Age-friendly communities value people of all ages and foster a culture of respect and inclusion. Respect and social inclusion are the basis on which an age-friendly community is built, and both influence the quality of life of older adults, and their experience of ageing. Older adults are more likely to participate in the community when they feel they are valued and respected.

We want Redlands Coast to be a place where older residents play an active role in all aspects of community life. Redland City Council is committed to demonstrating respect by creating environments that bring together people of all ages and cultural backgrounds; promoting strong community connections, building trust, challenging ageism through our positive communications and depictions of ageing, and creating opportunities for shared activities.

Council will continue to recognise the talents, skills and valuable contributions that older residents make to Redlands Coast community. We will draw upon their wisdom and experience by providing opportunities to influence council's decisions. We will recognise the diversity of our older residents and work toward creating connections between the generations to build positive relationships and respect.

What this means for the community:

5.1 Older residents are respected and their contribution to the community is recognised and valued.

5.2 Council's services are inclusive of older residents.

5.3 Older residents can share their knowledge and experiences with the community.

We will measure success by:

- Proportion of older adults who report high level of satisfaction with social relationships.

Key Initiatives

Cooperative Research Centre Longevity – Partner with academia and industry to attract investment, testing and trialing of products and services that serve an ageing population.

Intergenerational Programs – Facilitate partnerships that foster meaningful connections between the generations.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
5.1 *Older residents are respected and their contributions to the community are recognised and valued.*	5.1.1 Utilise positive images of older adults in relevant council publications to reflect the diversity of older adults in our community.	Deliver	Communications, Engagement and Tourism (Marketing, Digital and Design)	Ongoing
	5.1.2 Sponsor the annual Seniors Awards which recognise the significant contributions older residents make to Redlands Coast community.	Funding	Community and Economic Development (Strengthening Communities)	Ongoing
	5.1.3 Provide sponsorship opportunities for local community groups to deliver events that are aimed to thank local residents who volunteer their time to support Redlands Coast community.	Funding	Communications Engagement and Tourism (Tourism and events)	Ongoing
	5.1.4 Sponsor Senior's Week celebrations and activities.	Funding	Community and Economic Development (Strengthening Communities)	Ongoing
	5.1.5 Engage with Aboriginal and Torres Strait Islander community to recognise Elders in dual naming of open spaces in Redland City.	Deliver	Corporate Governance (Indigenous Partnerships and Programs)	Ongoing
	5.1.6 Deliver activities that generate understanding and respect between the generations (e.g. Grandparents day, story time).	Deliver	Community and Cultural Services (Library Services)	Ongoing
5.2 *Council's services are accessible to older residents.*	5.2.1 Provide equitable access to Council's services to residents of all ages, language, ability or ethnicity through implementation of Council's Customer Experience Policy.	Deliver	Community and Cultural Services (Integrated Customer Contact Centre)	Ongoing
	5.2.2 Continue to provide outreach library services to nursing homes and to residents who are not able to visit the library due to illness, disability, visual impairment or caring responsibilities.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	5.2.3 Fund eligible initiatives that support older residents at risk of social exclusion through the Community Grants Program.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing
5.3 *Older residents can share their knowledge, and experiences with the community.*	5.3.1 Provide opportunities for older residents to share their knowledge of local history with the community.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	5.3.2 Facilitate connections between Aboriginal and Torres Strait Islander Indigenous Elders and local senior's organisations and seniors networks.	Deliver	Corporate Governance (Indigenous Partnerships and Programs)	Ongoing

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6 Civic Participation & Employment

Older residents can participate in work, volunteering and decision making.

Older adults are active participants in the community and contributors to Redlands Coast economy through employment and business ownership.

Economic participation is enhanced by access to education and entrepreneurship opportunities. We will encourage older entrepreneurs who are launching their own businesses as a way for them to earn an income and participate in the workforce. Continued involvement in local decision making throughout the lifespan strengthens connections to the community.

Participation in volunteering supports self-esteem, and provides a sense of purpose, fulfilment and wellbeing. Redland City Council recognises the important role that volunteers and volunteerism plays in building a strong and vibrant community. We are committed to providing positive volunteer opportunities and experiences for older residents within Council's service areas. We value the significant contributions that older residents make through volunteering and we are committed to continuing to offer a range of fulfilling and meaningful volunteering opportunities for older residents.

What this means for the community:

6.1 Opportunities for life-long learning, retraining, entrepreneurship and skills development are available and accessible to older residents.

6.2 Council's planning and decision making is informed by the experiences of older residents.

6.3 Council offers a range of volunteering opportunities for older residents to share their skills, knowledge and experiences with the community.

We will measure success by:

- Proportion of older adults who report engaging in volunteer activity.
- Proportion of older adults who were enrolled in education or training, either formal or non-formal, in the past year.

Key Initiatives

Centre of Excellence in Education for the Ageing – Advance partnership opportunities for a Centre of Excellence for Education of the Ageing.

Age-friendly Ambassadors – Create a new program to recruit older adults to participate in Council's planning on key city projects.

Experience Bank – Partner with the community to identify opportunities to establish an "Experience Bank" for older adults to volunteer time to share their skills and experience to assist community groups.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
6.1 *Opportunities for life-long learning, retraining, entrepreneurship and skills development.*	6.1.1 Promote training opportunities for Aged Care Workforce through the delivery of the Regional Skills Investment Strategy.	Partner	Community and Economic Development (Economic Development)	Short Term
	6.1.2 Assist older adults seeking employment with curriculum vitae/ resume development and low cost printing and photocopying services.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	6.1.3 Provide free public access to wireless internet (WiFi), computers and general computer help.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	6.1.4 Deliver the Ask IT, digital literacy program to older adults.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	6.1.5 Promote lifelong learning opportunities for older adults interested in self-employment and senior-entrepreneurship.	Deliver	Community and Economic Development (Economic Development)	Ongoing
	6.1.6 Develop a Council workforce plan to maximize the potential of workers across the lifespan.	Deliver	People, Culture and organisational Performance	Ongoing
6.2 *Council's planning and decision making is informed by the experiences of older residents.*	6.2.1 Engage with older residents on key Council projects.	Deliver	Communications, Engagement and Tourism (Media, Communications and Community Engagement)	Ongoing
6.3 *Council offers a range of volunteering opportunities for older residents to share their skills, knowledge, experiences with the community.*	6.3.1 Provide a variety of opportunities for older residents to volunteer in Council's arts and environmental programs.	Deliver	Environment and Regulation (Environment and Education) Customer and Cultural Services (Creative Arts)	Ongoing

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7 Communication and Information

Older residents find it easy to find information about services, events and activities.

The internet and digital technology has rapidly changed the way information is communicated, and how services are delivered with many now online.

Although many older residents do access the internet, there are many others who are not yet online. We recognise that older residents often prefer to receive information through direct contact such as telephone calls, in person through our customer service centres, or in printed form.

In an age-friendly community it is easy to stay up to date with community news, find information about local events, businesses and services and volunteering opportunities.

Redland City Council will communicate information about Council's services, events and activities in a range of formats to meet the needs of older adults with varying capacities, including people with vision and hearing loss. Council will work to increase access to the internet and digital technologies to ensure all residents are able to access Council's services and information in a range of formats.

What this means for the community:

7.1 Older residents can access information they require when they need it.

7.2 Council's communications are inclusive of people of all ages and abilities.

7.3 Events, activities and volunteering opportunities for seniors are promoted widely.

We will measure success by:

- Proportion of older people living in a household with internet access at home.
- Proportion of older people who report they are able to access information.

Key Initiative

"Hear Here Council!" Hearing Loss Training – In partnership with Better Hearing Australia implement the new "Hear Here Council" training package improve Council's communication with customers with hearing loss.

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Objective	Actions	Council's role	Lead Council service area	Timeframe
7.1 *Older residents can access information they require when they need it.*	7.1.1 Provide a range of library resources suitable for people with visual impairment and hearing loss (e.g. e-Audio, music, eBooks, large print, audio books).	Deliver	Community and Cultural Services (Library Services)	Ongoing
	7.1.2 Provide free public access to computers, internet and WiFi at Redland City Libraries.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	7.1.3 Provide spaces for community groups and organisations to offer senior's information to the community.	Deliver	Community and Cultural Services (Library Services)	Ongoing
	7.1.4 Deliver adult literacy and numeracy classes.	Deliver	Community and Cultural Services (Library Services)	Ongoing
7.2 *Council's communications are inclusive of people of all ages and abilities.*	7.2.1 Provide Hearing Loop technology in Redland City Libraries, Council's Customer Service Centres, and Redland Performing Arts Centre.	Deliver	City Operations (Facilities Services Unit)	Ongoing
7.3 *Events, activities and community services for seniors are promoted widely.*	7.3.1 Provide opportunities to community organisations and groups who support seniors to promote services and information in libraries.	Partner	Community and Cultural Services (Library Services)	Ongoing
	7.3.2 Publish updates on Council's initiatives, events and activities and community consultation projects through Redlands Coast Pulse Newsletter and the What's On Calendar.	Deliver	Communications, Engagement and Tourism (Tourism and Events)	Ongoing

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8 Community Support and Health Services

Older residents can access a range of services to support health and wellbeing.

Health needs often become more complex in older age, so access to these services is essential for wellbeing, and assists with maintaining independence for as long as possible.

Community support and health services are funded through a range of agreements with the Commonwealth and State Governments. Redland City Council plays an important role in planning, advocating, and influencing the number, range and location of these services within Redland City.

In an age-friendly community, residents can access support and health services to maintain their physical and mental wellbeing.

Council is committed to working with local health care providers to improve access to health services and health information. We will continue to build community resilience and ensure disaster management planning recognises the vulnerabilities and capacities of older adults.

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What this means for the community:

8.1 Disaster planning recognises and responds to the vulnerabilities and capacities of older adults.

8.2 An adequate range of community services are available to support health and wellbeing.

8.3 Residents can access end of life support, advance care planning and a choice of burial or cremation options.

We will measure success by:

- Proportion of older people who report that they know who to call if they need information about their health concerns and relevant services in their community.

Key Initiatives

Community Services Supply Analysis – Work with Griffith University's Regional Innovation Data Lab to undertake mapping of community services in Redland City to identify gaps in the community services system to inform future planning.

Investment in Health Services – Advocate for development and expansion of local health services (including general practitioners and specialist services) in appropriate locations to address current per capita under-supply.

Multi-purpose Community Centres – Undertake social infrastructure planning for multi-purpose community centres to support the health and wellbeing of older adults.

Objective	Actions	Council's role	Lead Council service area	Timeframe
8.1 *Disaster planning recognises and responds to the vulnerabilities and capacities of older residents.*	8.1.1 Undertake disaster planning and response activities with the Aged Care Providers Network and the Redlands Seniors network.	Deliver	Community and Economic Development (Strengthening Communities)	Ongoing
	8.1.2 Partner with Red Cross to deliver the Community Champions Program on the Southern Moreton Bay Islands to lead a community response for planning, preparation, response and recovery for the local community.	Partner	Corporate Governance (Disaster Planning and Operations)	Ongoing
8.2 *An adequate range of resources and community services are available to support health and wellbeing.*	8.2.1 Advocate for increased government funding for services for seniors to provide for the needs of the city's ageing population.	Advocate	Community and Economic Development (Strengthening Communities)	Ongoing
	8.2.2 Attend seniors' networks to remain informed of current service trends and issues to support sustainability of services and networks.	Partner	Community and Economic Development (Strengthening Communities)	Ongoing
	8.2.3 Advocate for carer respite services on the Southern Moreton Bay Islands.	Advocate	Community and Economic Development (Strengthening Communities)	Ongoing
	8.2.4 Progress opportunities for a new multipurpose community hub in Cleveland to support coordinated community service delivery activities, programs and services to address social needs including needs of an ageing population.	Deliver	Community and Economic Development (Strengthening Communities)	Short to Medium
	8.2.5 Provide the Words for Wellbeing program to facilitate community access to useful, evidence-based self-help resources recommended by health professionals and organisations directly involved in healthcare to assist people to better understand their health.	Deliver	Community and Cultural Services (Library Services)	Ongoing
8.3 *End of life support, advance care planning and a choice of burial or cremation options are available.*	8.3.1 Undertake planning and operational works to expand Redland City Council's Cemeteries to ensure sufficient, accessible, affordable burial, cremation and memorial options through Council's annual capital works program.	Deliver	City Operations (City Sport and Venues)	Short to Medium
	8.3.2 Acknowledge Sorry Business and engage with the Redlands Indigenous community to ensure that cultural burial practices are acknowledged.	Partner	Corporate Governance (Indigenous Partnerships and Programs)	Ongoing
	8.3.3 Promote advance care planning and recognise annual Advance Care Planning Week.	Partner	Community and Economic Development (Strengthening Communities)	Ongoing

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