



# CITY OF HOBART

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# POSITIVE AGEING COMMITMENT 2021–23



City of **HOBART**

# Acknowledgment

In recognition of the deep history and culture of our City, we acknowledge the Tasmanian Aboriginal people as the Traditional Custodians of this land. We acknowledge the determination and resilience of the Palawa people of Tasmania who have survived invasion and dispossession, and continue to maintain their identity, culture and rights.

We recognise that we have much to learn from Aboriginal people who represent the world's oldest continuing culture. We pay our sincere respects to Elders past and present and to all Aboriginal people living in and around Hobart.

## Social Inclusion Policy Statement

In alignment with the Universal Declaration of Human Rights, the Council recognises the fundamental right of every individual to participate socially, culturally, economically, physically, spiritually and politically in society.

The Council acknowledges that each member of the community has their own set of strengths, skills and resources and that the contribution of these is of benefit to the whole community.

The Council recognises that not everyone's experience of our community is the same. We acknowledge the systemic barriers within the built, social and information environment that prevent people from thriving and contributing to society. Barriers include lack of employment opportunities, poverty, low

literacy and numeracy, ill health, intimate and family violence, inadequate support services, stigma and discrimination and lack of housing affordability. These are challenges which the Council is committed to addressing through advocacy, partnership and direct action.

Council commits to building social inclusion and actively reducing discrimination on the ground of any attribute listed under section 16 of the Anti-Discrimination Act 1998. The Council commits to social inclusion and compliance with relevant anti-discrimination legislation in all aspects of council operations including strategic planning, service delivery, communications and design and delivery of public spaces.

**A note on language:** the organisation's registered business name is 'City of Hobart' and 'Hobart City Council' is our legal name. In this document, the organisation is referred to as the 'City of Hobart' or the 'City' with the exception of the Social Inclusion Policy Statement which, as a formal policy, uses the term 'Council'.

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# Our Commitment to Positive Ageing

The City of Hobart is committed to building inclusive, strong and healthy communities through the celebration of diversity and participation in community life, by making services, programs and facilities accessible for all people.

This Positive Ageing Commitment (the commitment) builds on the work undertaken by the City of Hobart, the positive ageing sector, and the community under previous Positive Ageing strategies.

A positive ageing approach supports people's ability to have control over their own quality of life and encourages continuing participation in all aspects of community life.

The City of Hobart embraces the notion that individuals, organisations and the community can provide support and opportunities to all people to have lives that are meaningful and fulfilling as well maintain control over their lives as they age.

While the City has worked on many positive ageing community and sector-wide projects and programs, the bulk of its positive ageing resources are focused on the development and delivery of actions at Mathers House.

This inner city venue is not only the focus of the work that the City of Hobart is engaged in, but is also utilised by other agencies, community organisations and individuals that are working with and are part of the community.

With that in mind, this commitment identifies a range of actions, initiatives and programs that develop, encourage and support positive ageing at Mathers House, while also looking towards actions that support and engage with the broader community.

Each action, in addition to its specific goals, supports the City's commitment to the following:

- Strengthening the social inclusion of older people.
- Celebrating older people's diversity.
- Encouraging older people to feel valued, listened to and empowered.
- Facilitating positive ageing opportunities within the community.
- Promoting events, information, programs and support for older people.

# Our Organisation

## CITY OF HOBART MISSION

**Working together to make Hobart a better place for the community.**

The Positive Ageing Commitment strongly aligns with the broader strategic framework of the organisation and responds directly to the Community Vision and Strategic Plan. Hobart: A City for All, the City of Hobart's Community Inclusion and Equity Framework, describes the City's approach and role. The commitment directs the actions of the organisation that were identified by the community in creating a city for all and provides the framework that underpins our work within positive ageing. This commitment in turn guides action within specific annual and unit plans within the organisation.

## COMMUNITY VISION

Capital City Strategic Plan

Community Inclusion and Equity Framework

**Positive Ageing Commitment**

Annual and Unit Plans



# Guiding Principles

*Hobart: A community vision for our island capital*, articulates the kind of future the Hobart community would like to see and forms the guiding document for the City of Hobart's strategic plan.

The vision reflects the community's expectation for action in relation to strengthening our positive ageing approach and inclusion work in the city and provides a strong mandate for delivery of this Positive Ageing Commitment.

This commitment has been developed to respond directly to the following aspirations set out in the community vision:

Hobart is a place for all stages and types of the life course. Families, parents, children, single people, couples, friends, partnerships and older people can find home here.

**Pillar 2.2.6**

We support each other to have our needs met and flourish. We all have opportunities to access and contribute to Hobart life.

**Pillar 2.2.8**

We are all sincerely valued. We respect each other. We all have the chance to belong.

**Pillar 2.2.10**

We are connected to our histories, honouring and learning from our past and keeping future generations at the heart of our thinking

**Pillar 2.3.3**

We value learning at all ages and stages of life.

**Pillar 2.4.3**

We have a holistic view of health that involves all aspects of our lives. Mental, physical, emotional, spiritual, cultural and social health are at the core of our decision making.

**Pillar 2.5.1**

We support each other to be active and to have lives that are meaningful and fulfilling to us.

**Pillar 2.5.2**





# Working in Partnership

We use our connections and networks to enable participation in civic life. Our strong partnerships support collaboration across councils, community organisations, businesses and other levels of government.

The City of Hobart draws upon our reference and advisory groups to guide program planning and delivery. These groups are integral to our work, providing advice and perspective and partnering actively on projects.

## **COMMUNITY SECTOR REFERENCE GROUP**

The Community Sector Reference Group provides high level partnership on a range of inclusion and equity initiatives and is supported by advisory groups directly relating to positive ageing.

## **HOBART OLDER PERSONS' REFERENCE GROUP (HOPRG)**

Since its inception, HOPRG has focused on identifying, supporting and helping deliver positive ageing initiatives that focus on social inclusion. Consisting of a diverse range of older people with a wide range of life and professional experience, HOPRG provides the City with an ongoing consultative group that guides, questions and suggests ways of addressing issues for older people.

The City of Hobart continues to build upon existing partnerships while creating new strategic partnerships to enable cohesive, collaborative responses to our local challenges.

While we are committed to working with all community organisations in order to support positive ageing initiatives within Hobart, the following organisations have worked with us previously and are seen as integral partners in the delivery of this Positive Ageing commitment.

## **Key partners include:**

- Able Australia
- Anglicare
- Archdiocese of Hobart
- Bapcare
- Catholiccare
- Centacare
- Colony 47
- Communities Tasmania
- COTA
- Dementia Australia
- Healthy Ageing Network South
- Hobart City Mission
- Libraries Tasmania
- Lifeline
- Migrant Resource Centre
- Mission Australia
- Salvation Army
- School for Seniors
- St Vincent de Paul
- TasCOSS
- TasTAFE
- Tasmanian Health Service
- Uniting AgeWell
- University of the Third Age
- University of Tasmania
- Working it Out

# Community Input

The Positive Ageing Commitment has been developed in response to aspirations of our community, specific engagement from the *Hobart: A City for All, Inclusion and Equity Framework* and targeted consultation and research. This resulted in the development of detailed action plans that provide specific direction to assist the City in building an equitable and inclusive community.

In direct response to all that we have heard from our community, from the Community Vision and Capital City Strategic Plan and detailed during the engagement process, the community commitments are aligned with the outcomes under Pillar 2: Community inclusion, participation and belonging.

Community input reflects the engagement process that was undertaken with a range of community organisations, advocacy groups and peak bodies, agencies and City of Hobart employees and what we heard during the engagement process is reflected in each commitment. We will deliver on these priorities through a variety of projects, initiatives and partnerships and outlined in the Action Plan (on page 12) of this commitment.

## WHAT WE HEARD

The term 'older people' is a convenient if misleading catch-all that is often used to encompass anyone aged from 50 to 100 and beyond. Categorising anyone over the age of 50 as a singular 'group' disregards the complexity of our community.

It is important to recognise that all people, regardless of age, come from different backgrounds, have different abilities, interests, life and work experiences, priorities, and resources. We each live within different family

circumstances, and with different personal relationships. For many of us, age is not how we define ourselves or wish to be defined by others.

It is a reality, however, that Australia's population is ageing, and Tasmania has one of the highest populations of older people per capita within Australia. As people live longer they have increased expectations about the control they have over their lives and their ability to participate in community life.

During our consultation key issues emerged that were consistent with previous Positive Ageing strategies, and identified as still being of concern for older people within Hobart.

### Key issues included:

- social isolation
- the diversity of the older population
- the importance of being valued, listened to and empowered
- availability and access to positive ageing opportunities
- the lack of knowledge of what is available for older people.

The actions identified within this commitment respond to these issues; identifying, supporting and helping deliver positive ageing initiatives to respond to the feedback received by the City.

# Priority Areas for Action

In alignment with the **Capital City Strategic Plan** and **Community Inclusion and Equity Framework**, the City of Hobart commits to actions under the following four priority areas:



## Truth and Reconciliation

STRATEGIC PLAN OUTCOME 2.1

Hobart is a place that recognises and celebrates Tasmanian Aboriginal people, history and culture, working together towards shared goals.



## Wellbeing and Knowledge

STRATEGIC PLAN OUTCOME 2.3

Hobart communities are active, healthy and engaged in lifelong learning.



## Participation and Access

STRATEGIC PLAN OUTCOME 2.2

Hobart is a place where diversity is celebrated and everyone can belong, and where people have opportunities to learn about one another and participate in city life.



## Safety and Resilience

STRATEGIC PLAN OUTCOME 2.4

Hobart communities are safe and resilient, ensuring people can support one another and flourish in times of hardship.

These priority areas are used to structure our actions in support of **positive ageing** and commit to addressing through advocacy, partnership and direct action.

# Action Plan

## CURRENT AND ONGOING ACTIONS



Host and deliver a diverse range of age appropriate accessible and affordable exercise, fitness, health and wellbeing programs at Mathers and Criterion Houses.

Deliver and support arts, entertainment and social events, workshops and creative opportunities at Mathers and Criterion Houses.

Support tenants, other agencies, positive ageing and health sectors, and community members to deliver social, health and wellbeing programs, workshops and activities at Mathers and Criterion Houses and other community venues.

Celebrate and promote Adult Learner's Week, Seniors Week, Harmony Day and other significant events on the annual Positive Ageing calendar.

Maintain the Hobart Older Person's Reference Group (HOPRG) – to assist with ongoing consultation, strategic direction and project planning and delivery.

Advocate for and raise awareness of the needs, aspirations and diversity of older people; focus on reducing age discrimination, in collaboration with the positive ageing sector and broader community.



Coordinate a volunteer program based at Mathers House that provides diverse opportunities for community members to engage with positive ageing programs and activities.

Deliver a food and nutrition program at Mathers House that provides information and resources that support healthy eating, nutrition and age-appropriate diets, and includes a focus on providing healthy, low-cost meals each weekday.

Continue delivery of the federally funded *Still Gardening* program to support older people to stay in their homes by providing gardening and social support.

Encourage a focus on lifelong learning and continue promotion of accessible and affordable learning opportunities for older people at Mathers and Criterion Houses and other venues within the city.



Maintain and encourage new links with networks such as the Healthy Ageing Network (HANS), COTA and other relevant organisations and bodies that support positive ageing.

## NEW INITIATIVES AND GOALS



Consider forming a positive ageing community outreach program, including support for off-site health, wellbeing and lifelong learning programs within a variety of local venues with a 'Connections & Conversations' focus.

Work with HOPRG to start community outreach and promotion of positive ageing opportunities within the sector and the broader community.

Support activities, programs and organisations that focus on increasing digital literacy of older people, using resources at Mathers House.

Connect HOPRG with other local government positive ageing reference groups, networks and committees through meetings, collaboration on projects and other relevant opportunities.



Build capacity and diversity of Positive Ageing Volunteers at Mathers House with a focus on volunteers working in the Dining Program, Meet & Greet and the Hobart Older Persons' Reference Group.

Increase marketing promotion and publicity of City of Hobart and community positive ageing opportunities through a seasonal *What's On* as well as through other positive ageing, health and community venues, organisations and networks.



Highlight the issue of elder abuse and increase support to community members through the dissemination of information, resources and links.



Hand Wash  
Wash your hands for at least 20 seconds with soap and water.  
Use a paper towel to dry your hands.  
Avoid touching your face, eyes, nose, or mouth.

Kitchen Waste  
Do not put food waste in the trash can.  
Use the compost bin for food scraps.  
Use the recycling bin for clean, dry recyclables.

This sink for  
hand wash only

HAND WASH  
SINK ONLY

# Governance and Review

We are committed to being transparent and accountable in the delivery of the Positive Ageing Commitment. We look to our community to guide us and provide feedback to strengthen our approach and delivery over time. To support this commitment, we have mechanisms to guide the delivery and review of the commitment and to measure the effectiveness of the action plan. The governance of our review will be implemented by the following groups:

- **Community Sector Reference Group** includes representatives from major community organisations in Hobart and the sector peak bodies. This group meets with City of Hobart employees quarterly to provide advice and input into the City's work, including identifying emerging issues and appropriate responses. The group also provides feedback on the City's performance in relation to the Community Inclusion and Equity Framework and monitors progress against the suite of community commitments.
- **Inclusion and Equity Reference Group** is made up of diverse City of Hobart employees from across the organisation who meet quarterly to support the delivery of the Community Inclusion and Equity Framework and monitor progress against the suite of community commitments. Members of the Inclusion and Equity Reference Group also work to drive inclusion and equity action within their scope of influence.
- **Hobart Older Persons' Reference Group (HOPRG)** provides advice and opinion to the City of Hobart on a range of issues, including those that specifically relate to older people. HOPRG will also help deliver and be involved in monitoring the delivery of actions within this commitment. The group comprises individual representatives from the Hobart community who have an interest in the issues which face older people and are keen to ensure the voice of older people is heard as part of City's decision making process. This group meets bi-monthly.
- **Customer feedback and project specific consultation** is utilised by Positive Ageing employees who regularly connect with visitors and users of Mathers House and Criterion House to understand their experiences and needs. Consultation includes individual as well as community and sector organisations. Employees also ensure regular communication with key stakeholders such as COTA, State Government, HANS, a Time to Be Creative Network and Alzheimer's Tasmania, to review progress and hear feedback.

Progress against the Positive Ageing Commitment will be reviewed regularly by the above groups with input from the broader community. The Commitment will be updated every two years, to respond to community input and ensure currency.

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