



# An Age-Friendly WA

Seniors Strategy 2023–2033  
Reporting 30 June 2024

## First Year Progress Report (2023/24 Financial Year)

**On 19 April 2023 ‘An Age-Friendly WA: State Seniors Strategy 2023–2033’ and ‘Action Plan 2023–2027’ were launched.**



The Action Plan outlines a whole-of-government approach to guide how we will support and empower all older people across WA over the next 10 years.

Initiatives which reflect features of age-friendly communities are set under four pillars:

Pillar

1

**Thriving physically, mentally, and spiritually**

Pillar

2

**Safe and friendly communities**

Pillar

3

**Staying connected and engaged**

Pillar

4

**Having views that are heard**

The Action Plan 2023–2027 outlines the actions for State Government to enhance support for older people in Western Australia, and features the work of 10 State Government agencies:

1. Department of Communities, including the Seniors, Ageing and Elder Abuse team, the Seniors Card Centre and Housing and Homelessness
2. Department of Mines, Industry Regulation and Safety
3. Department of Health, including Intergovernmental Relations and Community Programs
4. Department of Local Government, Sport and Cultural Industries including Local Government Authorities and State Library of WA
5. Mental Health Commission
6. Department of Training and Workforce Development
7. Department of Biodiversity, Conservation and Attractions
8. Department of Transport including Public Transport Authority
9. Department of Primary Industries and Regional Development
10. Legal Aid Commission of WA (Legal Aid), including the Elder Rights WA (ERWA) legal service



# Overview of pillars and outcomes

The Action Plan is guided by four pillars:



**Diagram 1:** Breakdown of Outcome areas and Actions

# Overview of first year progress report (the Report)

The Report provides an overview of activities undertaken since the launch of the Action Plan in April 2023.

An overview of the status of actions is provided in Diagram 2 and Table 1. Action statuses fall within three categories:

- **Completed:** Initiatives that have reached its specified end date.
- **Completed and ongoing:** Indicates initiatives that are completed and are continuing. This includes business as usual activities that do not have a specified end date.
- **On track:** Initiatives that are scheduled to commence in the next financial year.

Most actions represent the ongoing work for lead agencies that was completed in 2023/24 and will continue into the future. To reflect the nature of these initiatives, they have been marked as completed and ongoing.



Pillar 1	Pillar 2	Pillar 3	Pillar 4	Total
<div>0 Completed</div> <div>3 Completed and ongoing</div> <div>6 On track</div>	<div>0 Completed</div> <div>8 Completed and ongoing</div> <div>2 On track</div>	<div>2 Completed</div> <div>5 Completed and ongoing</div> <div>4 On track</div>	<div>0 Completed</div> <div>3 Completed and ongoing</div> <div>0 On track</div>	<div>2 Completed</div> <div>19 Completed and ongoing</div> <div>12 On track</div>
Total 9	Total 10	Total 11	Total 3	Total 33

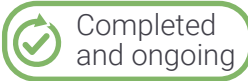

Table 1: Status of all Action Plan Actions by Pillar




## Pillar 1:

# Thriving physically, mentally, and spiritually




## Outcome 1.1: Seniors have access to suitable housing options

Lead Agency	Action	Update	
<b>Department of Communities (Communities)</b>	<p>1.1.1: Identify current and future housing needs of seniors at home to inform updates to policy and commissioning practices.</p> <p>Communities will identify the changing accommodation needs of seniors and implications for government policy and services, with a focus on Communities' housing policies; availability of health services and in-home supports; commissioning strategies, policies, and practices.</p>	<p><b>Public housing provision</b></p> <ul style="list-style-type: none"> <li>At the end of June 2024, a total 10,266 older people were provided with social housing rentals.</li> </ul> <p><b>Housing initiatives</b></p> <ul style="list-style-type: none"> <li>Between 1 July 2021 and 31 December 2023: <ul style="list-style-type: none"> <li>810 social housing dwellings were built to the National Liveable Design Standards.</li> </ul> </li> <li>GRAI Pride Intergenerational Housing Project was funded by the State Government (Lotterywest) to run a pilot project to reduce social isolation, loneliness and financial strain among older LGBTIQ+ people.</li> </ul> <p><b>Commonwealth Home Support Program (CHSP)*</b></p> <ul style="list-style-type: none"> <li>At end of June 2023, a total 61,436 older Western Australian's were receiving CHSP support.</li> </ul> <p><b>Commonwealth - Home Care Packages (HCP)*</b></p> <p>At the end of March 2024:</p> <ul style="list-style-type: none"> <li>20,853 older Western Australians were receiving HCP. Of these, 38% were receiving Level 4 packages (highest level care).</li> <li>5,417 older Western Australians were waiting to access an HCP either for the first time or at their approved level.</li> <li>The average time between ACAT assessment and service commencement for all priority levels was 35 weeks.</li> </ul> <p>* Communities consults with the Department of Health in relation to health services and in-home supports for older people. The associated data acquired for this report was provided by the Commonwealth.</p>	 Completed and ongoing
<b>Department of Mines, Industry Regulation and Safety (DMIRS)</b>	<p>1.1.2: Provide information and advice on housing options for seniors in WA</p>	<p><b>Seniors Housing Advisory Centre (SHAC)*</b></p> <ul style="list-style-type: none"> <li>During 2023/24 the SHAC/Contact Centre received 122 enquiries regarding housing issues impacting older people.</li> <li>Consumer Protection WA's seniors housing website received 1,521 visitors.</li> </ul> <p>*The SHAC closed at the end of December 2023 and its role has been taken up by the Consumer Protection Contact Centre.</p>	 Completed and ongoing



**Outcome 1.2: Seniors have the support they need to stay in place**

Lead Agency	Action	Update	
<b>Department of Health (Health)</b>	1.2.1: Continue to scope and implement models of care to support independence at home and other appropriate settings, in line with Sustainable Health Review recommendations	<ul style="list-style-type: none"> <li>• Medium term action commencing in July 2025</li> </ul>	 On track


**Outcome 1.3: Seniors have access to health care information and services that support their individual choice and needs**

Lead Agency	Action	Update	
<b>Department of Health</b>	1.3.1: Provide information and programs on falls prevention for older people in WA	<ul style="list-style-type: none"> <li>• Medium term action commencing in July 2025</li> </ul>	 On track
<b>Department of Health</b>	1.3.2: Ensure health literacy is a core component of WA health system policies, programs and services intended to support the health and wellbeing of WA seniors	<ul style="list-style-type: none"> <li>• Medium term action commencing in July 2025</li> </ul>	 On track
<b>Department of Local Government, Sport &amp; Cultural Industries (DLGSC)</b>	1.3.3: Physical activity programs for seniors	<ul style="list-style-type: none"> <li>• Programs in progress</li> <li>• In October 2023, DLGSC collected data from 90 state sporting associations through the 2022–23 annual census, reporting 315,709 Senior members and 38,325 Master members in Western Australia.</li> <li>• The DLGSC supports the Seniors Recreation Council of WA (Inc) to deliver a wide variety of programs for the seniors' community and provides support to a regional network of 13 branches throughout Western Australia.               <ul style="list-style-type: none"> <li>▶ In the 2023–24 financial year, 18 projects were funded involving 39,000 participants.</li> </ul> </li> </ul>	 Completed and ongoing

**Outcome 1.4: Seniors have access to health care information and services that support their individual choice and needs**

Lead Agency	Action	Update	
<b>Mental Health Commission (MHC)</b>	1.4.1: Investigate a State-Wide Model of Service for Older Adult Mental Health	• Medium term action commencing in July 2025	 On track
<b>Department of Communities</b>	1.4.2: Explore how to measure and respond to happiness and wellbeing among seniors in WA	• Medium term action commencing in July 2025	 On track

**Outcome 1.5: Carers and grandcarers are recognised and supported**

Lead Agency	Action	Update	
<b>Department of Communities &amp; Department of Training &amp; Workforce Development (DTWD)</b>	1.5.1: Investigate training support services pilot program for regional in-home care	• Medium term action commencing in July 2025	 On track

### Action 1.3.3 Physical activity programs for seniors

#### Case Study: Healthy Ageing Through Activity Project

The Department of Local Government, Sport and Cultural Industries (DLGSC) supports the Seniors Recreation Council (SRC) in promoting healthy ageing. Through the Strategic Initiatives Funding program, the SRC was awarded a total of \$300,000 over three years (2022–23 to 2024–25) to deliver the “Healthy Ageing Through Activity” Project (the Project).

The Project has had a significant impact to date, supporting nearly 40,000 seniors aged 55 and over in WA. During 2023–24, the project has involved several initiatives, including:

- **Seniors Have a Go Day:** This event saw an impressive turnout of over 15,000 participants and featured 220 stall holders. Attendees enjoyed a variety of activities such as seated volleyball, squash, bonsai, canoeing, yoga, and pickleball.
- **Aged Care Games:** Held in multiple regions across Western Australia, including Albany, Avon, Belmont, Bunbury, Geraldton, Joondalup, Peel and Rockingham. These Games provided seniors from various care facilities the opportunity to engage in team participation, light competition, and social interaction through adapted games. Participants enjoyed the camaraderie with many asking for more frequent opportunities to undertake such activities.

The Project also focuses on providing information to seniors. To achieve this, the SRC has developed and published the “Add Life to Your Years” directory of sport and recreation activities for adults and seniors and are implementing the SRC television project.

To ensure the Project’s sustainability, there is a focus on enhancing governance, operations, and advocacy for seniors. This includes a review of the SRC constitution and organisational governance structure; the development of a new strategic plan; and the provision of training for SRC volunteers in administration, governance and program delivery.

**Image:** Communities, WA Seniors Card providing face to face service at Have a Go Day





## Pillar 2:

# Safe and friendly communities

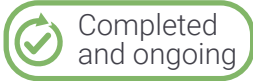

## Outcome 2.1: Members of the community welcome and respect seniors

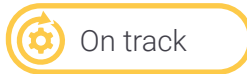


Lead Agency	Action	Update	
<b>Department of Communities (Communities)</b>	2.1.1: Support a grants program supporting local governments to become members of the WHO Global Network of Age-friendly Cities and Communities	<b>Age-friendly Community Grants</b> <ul style="list-style-type: none"> <li>In the 2023–24 financial year, \$250,000 was allocated to the Age-friendly Communities Connectivity Grants Program across two streams: <ul style="list-style-type: none"> <li>support local governments to progress applications to join the World Health Organisation's Global Network of Age-friendly Cities and Communities</li> <li>local governments and incorporated not-for-profit community organisations to implement age-friendly, active and positive ageing, and strategies that focus on challenging ageism, reducing loneliness and improving older people's connections within their local community.</li> </ul> </li> <li>Grant Agreement executed with LG Professionals WA to deliver the grants programs.</li> </ul>	Completed and ongoing
<b>Department of Communities</b>	2.1.2: Develop a WA charter of rights for the older person	<b>Charter of rights</b> <ul style="list-style-type: none"> <li>Preliminary work undertaken on draft Charter.</li> </ul>	On track
<b>Department of Communities</b>	2.1.3: Deliver a public campaign to address ageism in WA	<b>Addressing ageism campaign</b> <ul style="list-style-type: none"> <li>Communities partnered with Revelation Perth International Film Festival (RPIFF) to deliver the Life in Pictures short film competition which aimed to promote positive ageing.</li> <li>Amateur filmmakers of all ages were invited to participate, across three categories (17 years and under; 18–59 years; 60 years and over).</li> <li>24 films were received, with 15 shortlisted and shown at the RPIFF closing event.</li> </ul>	Completed and ongoing
<b>Department of Communities</b>	2.1.4: Champion the Age-friendly Communities Grants Program	<b>Age-friendly community grants</b> <ul style="list-style-type: none"> <li>In the 2023–24 financial year, \$250,000 was allocated to the Age-friendly Communities Connectivity Grants Program across two streams: <ul style="list-style-type: none"> <li>support local governments to progress applications to join the World Health Organisation's Global Network of Age-friendly Cities and Communities</li> <li>local governments and incorporated not-for-profit community organisations to implement age-friendly, active and positive ageing, and strategies that focus on challenging ageism, reducing loneliness and improving older people's connections within their local community.</li> </ul> </li> </ul>	Completed and ongoing

**Outcome 2.2: Community infrastructure is accessible to all seniors**

Lead Agency	Action	Update	
<b>Department of Biodiversity, Conservation &amp; Attractions (DBCA)</b>	2.1.1: Improve accessibility of parks in WA for seniors	<b>Improving accessibility of parks in WA</b> During 2023–24: <ul style="list-style-type: none"> <li>• Three projects completed to increase accessibility of the Kalgulup, Porongurup and Leeuwen Naturalist National parks.</li> <li>• Construction work commenced on a further six accessible projects in six Regional, Nature Reserves and National Parks.</li> <li>• Planning for accessible visitor infrastructure progressed including accessible paths and toilet facilities at The Gap, Torndirrup National Park and visitor/interpretation facilities on Penguin Island.</li> <li>• \$2 million over four years to the Accessible Parks WA - initiative commenced.</li> </ul>	 Completed and ongoing

**Outcome 2.3: Seniors can access and navigate the transport system with ease**

Lead Agency	Action	Update	
<b>Public Transport Authority (PTA)</b>	2.3.1: Ensure all future Metronet infrastructure (including all new train stations) are accessible and user-friendly for seniors	<b>Improving public transport accessibility</b> <ul style="list-style-type: none"> <li>• During 2023–24, the PTA continued to improve public transport for all customers, including older people, through initiatives such as email bulletins, bus stop and shelter builds, and upgrades to key public infrastructure such as jetties and train stations.</li> <li>• Prior to the Armadale line temporary shutdown, the Transperth Education team ran familiarisation tours at the Victoria Park station temporary bus interchange for key stakeholders including seniors.</li> </ul>	 Completed and ongoing
<b>Department of Primary Industries &amp; Regional Development (DPIRD)</b>	2.3.2: Review policies and procedures for the Country Age Pension Fuel Card	<b>Country Age Pension Fuel Card</b> <ul style="list-style-type: none"> <li>• 50,008 Country Aged Pension Fuel Cards were issued in 2023–24.</li> <li>• On 30 April 2024, the Premier and Minister for Regional Development announced a rebranding. From 1 July 2024, the card is now referred to as the Regional Pension Travel Card.</li> <li>• As part of this rebranding the value of the Travel card has increased from \$575 to \$675 per annum.</li> <li>• Funding of \$400,000 has also been allocated in 2024–25 to:               <ul style="list-style-type: none"> <li>▸ developing an online portal to enable cardholders to conveniently change their address details.</li> <li>▸ administrative costs to expand the useability of the card to TransWA bus and train services, unattended fuel outlets and EV charging.*</li> </ul> </li> </ul> <p>* subject to successful negotiation with the Travel Card contractor.</p>	 Completed and ongoing

Lead Agency	Action	Update	
<b>Department of Transport (DoT)</b>	2.3.3: Taxi Users Subsidy Scheme (TUSS) reform Program	<b>Taxi Users Subsidy Scheme</b> <ul style="list-style-type: none"> <li>• Work underway to deliver a digital solution no longer requiring the use of paper TUSS vouchers.</li> <li>• DoT has released communications about reforms to the TUSS, via digital newsletter, video and an Easy Read publication available in different formats to suit a range of accessibility needs.</li> </ul>	 On track
<b>Outcome 2.4: Seniors are safe in their homes and as they navigate their communities</b>			
Lead Agency	Action	Update	
<b>Department of Communities</b> <b>Legal Aid WA</b>	2.4.1: Deliver the Elder Rights WA (ERWA) wrap-around service and measure impact	<b>Elder Rights WA</b> <ul style="list-style-type: none"> <li>• From 1 July 2023 to 30 June 2024, ERWA delivered 1,706 services to 376 clients.</li> <li>• 61 per cent of clients have a disability or mental illness.</li> </ul>	 Completed and ongoing
<b>Department of Communities</b>	2.4.2: Establish a peak advocacy group for seniors to maximise impact and reach	<b>Seniors peak body</b> <ul style="list-style-type: none"> <li>• On 27 May 2024, Advocare was announced as the new Seniors Peak, commencing from 1 July 2024.</li> <li>• Advocare will be an independent and active advocate for older people in Western Australia.</li> </ul>	 Completed and ongoing

### Action 2.1.3 Deliver a public campaign to address ageism in WA

#### Case Study – Life in Pictures short film competition

The Life in Pictures short film competition was a collaborative project between the Department of Communities and Revelation Perth International Film Festival (Revelation) that aimed to encourage discussion about ageism and promote positive ageing in an innovative way.

This initiative was very well-received, with 24 entries submitted across three age categories – 17 years and under, 18–59 years, and 60 years and over. Participants were able to develop their directorial and scriptwriting skills through a number of workshops held throughout the Perth Metropolitan Region and online. The competition was Revelation's fourth most popular page on its website.

On 14 July 2024, a shortlist of 15 films were shown on the big screen at Luna Leederville at the Revelation International Film Festival's closing night event, where the three winners were also announced. Winner of the 60 years and over category was Ms Tanya Swift, for her film *Elderhood*, which takes a positive outlook on the ageing process.

When asked about why they entered the competition, participants stated that they were inspired by the theme and ways in which they could portray positive examples from experiences in their own lives.

More information about the project can be found at <https://www.revelationfilmfest.org/lifeinpictures/>.




**Image:** Winner of the 60 years and over category, Tanya Swift, for her film 'Elderhood'






## Pillar 3:

# Staying connected and engaged


## Outcome 1.1: Seniors have access to suitable housing options





Lead Agency	Action	Update	
<b>Department of Communities (WA Seniors Card)</b>	3.1.1: Establish a streamlined seniors information service through expansion of existing services	<b>WA Seniors Card</b> <ul style="list-style-type: none"> <li>The WA Seniors Card program has 411,000 members (31 March 2024) and helps members save an average of \$650 in total value each year (more if they also hold a Commonwealth Seniors Health Card or Pensioner Concession Card). Members have access to a range of exclusive benefits and discounts from over 900 businesses state-wide.</li> <li>In the 2023–24 financial year, singles received a Cost of Living Rebate payment of \$107 and couples received \$161.</li> <li>Members also have access to the Safety and Security Rebate (up to \$400 per household towards the purchase of an eligible home security or safety item).</li> </ul>	 Completed and ongoing
<b>Department of Communities</b>	3.1.2: Advocate and lead practice in supporting government and industry efforts to make digital spaces more inclusive and age friendly	<b>Making digital spaces more inclusive</b> <ul style="list-style-type: none"> <li>Work has commenced on making digital spaces inclusive.</li> </ul>	 On track
<b>Department of Communities</b>	3.1.3: Establish a seniors information package to increase awareness and uptake of existing services and concessions	<b>Seniors Information Resource</b> <ul style="list-style-type: none"> <li>The Seniors Information Resource is in development. This resource will contain information on the WA Seniors Card, healthcare, housing, aged care and home care options, local community information, and rebates and concessions.</li> <li>Development of the Seniors Information Resource website along with hardcopy content is in progress.</li> </ul>	 Completed and ongoing



Lead Agency	Action	Update	
<b>Department of Communities</b>	3.1.4: Redesign Digital Literacy programs to target seniors in regional areas and improve impact	<b>Digital Literacy Programs</b> <ul style="list-style-type: none"> <li>• Work has commenced on digital literacy programs to address regional challenges.</li> </ul>	 On track
<b>Department of Local Government, Sport and Cultural Industries (DLGSC)</b>	3.1.5: WA Multicultural Policy Framework (WAMPF) and Language Services Policy 2020	<b>WA Multicultural Policy Framework</b> <ul style="list-style-type: none"> <li>• All 64 WA Government public sector agencies are implementing multicultural plans.</li> </ul>	 Completed
<b>Department of Communities</b>	3.1.6: Support the development of decision-making information for older Aboriginal people	<b>Decision making information</b> <ul style="list-style-type: none"> <li>• Planning for 2025/26.</li> </ul>	 On track

### Outcome 3.2: Seniors are supported to engage in their community in ways they choose

Lead Agency	Action	Update	
<b>Department of Communities</b>	3.2.1: Highlight the valuable contributions of seniors to the community	<b>Valuable contributions of older people</b> <ul style="list-style-type: none"> <li>• Ongoing work to promote the recognition of and appreciation for older people's contributions to the community, including at the 14 November 2023 WA Seniors Awards. This dedicated event acknowledged and celebrated the remarkable contributions of exceptional seniors and people, businesses and local governments supporting older people across regional and metropolitan Western Australia.</li> <li>• Seniors were recognised under the following categories: <ul style="list-style-type: none"> <li>▶ WA Senior of the Year – Metropolitan</li> <li>▶ WA Senior of the Year – Regional</li> <li>▶ WA Age-Friendly Business of the Year</li> <li>▶ WA Age-Friendly Local Government of the Year</li> <li>▶ WA Seniors Advocate of the Year</li> </ul> </li> </ul>	 Completed and ongoing

Lead Agency	Action	Update	
Department of Communities	3.2.2: Work with Community Resource Centres and libraries to design intergenerational programs for local communities	<b>Intergenerational programs</b> <ul style="list-style-type: none"> <li>Planning for 2025/26</li> </ul>	 On track
Department of Communities	3.2.3: Ensure the successful delivery of the intergenerational LGBTQIA+ Program	<b>Intergenerational LGBTQIA+ Program</b> <ul style="list-style-type: none"> <li>GRAI was funded by Communities to deliver the Intergenerational LGBTQIA+ Program.</li> <li>In June 2024 the book 'Our Voices Have Changed the World - reflections from older LGBTI people' was released, which included 17 stories from older LGBTI people. <ul style="list-style-type: none"> <li>International Federation on Ageing and WHO invited GRAI and Communities to present on this project at a global cafe event in June 2024.</li> </ul> </li> </ul>	 Completed
Department of Local Government, Sport and Cultural Industries	3.2.4: Inclusive Policies and programs	<b>Inclusive policies and programs</b> <ul style="list-style-type: none"> <li>The DLGSC funded seven programs to support culturally and linguistically diverse seniors engagement with community, including: <ul style="list-style-type: none"> <li>\$109,218 through the Office of Multicultural Interests' Community Grants Program, empowering culturally and linguistically diverse communities in WA to design, deliver and partner on projects.</li> <li>\$185,000 through the Sport and Recreation Inclusive Participation Grants Program, providing financial support to organisations to create inclusive, accessible, safe and welcoming environments for people from low participation groups, including seniors.</li> <li>\$6,960 through the Active Regional Communities Grants program.</li> </ul> </li> </ul>	 Completed and ongoing
State Library	3.2.5: Deliver activities and programs to improve seniors' wellbeing and participation	<b>Older people's wellbeing and participation</b> <ul style="list-style-type: none"> <li>Throughout 2023–24: <ul style="list-style-type: none"> <li>4,791,980 physical and online resources provided in accessible formats throughout WA public libraries.</li> <li>6,925 volunteer hours contributed by seniors to support the State Library of WA's (SLWA) programs, collections and services.</li> <li>SLWA administered eight Technology and Digital Inclusion Grants to public libraries across WA.</li> </ul> </li> </ul>	 Completed and ongoing

### Action 3.2.5 Deliver activities and programs to improve seniors' wellbeing and participation

#### Case Study: Activities and Programs to Improve Seniors' Wellbeing and Participation

Through the Inclusive Participation Program, the Department of Local Government, Sport and Cultural Industries (DLGSC) is supporting two Western Australian (WA) state sporting associations (SSAs) – Rowing WA and Bowls WA – to deliver projects targeting seniors, which commenced in mid-2024.

##### Rowing WA's "Rowing Radiance" project

This project featured a six-week indoor rowing program, tailored for seniors (aged 60 and over), and other low participation groups. The DLGSC will provide a total of \$79,500 in funding to support this project until 30 June 2027. The program will operate in the Perth Metropolitan area and the South West, with each location conducting four six-week pilot sessions. The aim is to engage at least 120 participants in Perth and 40 participants in the South West. Additionally, the project will train new coaches and provide extensive support roles, educational materials, and pathways to mainstream sports participation.

##### Bowls WA is launching the "Reflecting and Respecting Our Community" project

This project is aimed at enhancing the experience of bowls for seniors residing in Retirement and Lifestyle Villages and the broader LGBTQIA+ communities. The DLGSC will provide \$50,000 in funding annually to support the project until 30 June 2027.

One of the key activities involves coaching sessions in under-represented locations, engaging new coaches across the City of Bayswater, City of Stirling, and the Southwest. The project will also focus on delivering diverse programs in Bunbury and Eaton, with the aim to engage up to 150 participants.

Both initiatives aim to enhance the physical activity and engagement of seniors, contributing to their overall well-being and community involvement.



## Pillar 4:

# Having views that are heard

### Outcome 4.1: Seniors and their advocates feel heard

Lead Agency	Action	Update	
Department of Communities	4.1.1: Establish a grant fund to support relevant peak bodies and community organisations to promote and advocate for all seniors in WA	<b>Seniors peak body</b> <ul style="list-style-type: none"> <li>Advocare appointed as WA seniors peak on 1 July 2024 following a competitive tender process.</li> </ul>	Completed and ongoing
Department of Communities	4.1.2: Ensure that there is capacity for seniors' views to be heard	<b>Older peoples voices are heard</b> <ul style="list-style-type: none"> <li>Achieved through establishment of Seniors Peak Body, Strategic Implementation Group and Planning for Your Senior Years meetings.</li> </ul>	Completed and ongoing

### Outcome 4.2: Seniors have the confidence and opportunity to make their views heard regardless of identity or background

Lead Agency	Action	Update	
Department of Communities	4.1.1: Review policy design processes to ensure a consistent and meaningful approach to elevating the diverse views of seniors	<b>Review policy design</b> <ul style="list-style-type: none"> <li>Preliminary work undertaken to establish a policy design feedback process with key seniors' stakeholders groups.</li> </ul>	Completed and ongoing

### Action 4.1.1 Establish a grant fund to support relevant peak bodies and community organisations to promote and advocate for all seniors in WA

#### Case Study: Establishment of seniors peak body

On 27 May 2024 seniors' advocacy group Advocare was announced as Western Australia's new independent peak body for seniors, following a competitive tender process.

Advocare will fulfill an important function representing the interests of more than 428,000 older people.

As the seniors peak body, Advocare will engage with older people to hear their views and present these to government and the community sector.

Importantly, Advocare will provide a strong voice for older people in WA, supporting their wellbeing and working towards the vision for older people to feel valued, safe, and empowered to live happy and fulfilling lives in age-friendly communities.

Advocare has been providing services for older people in WA for more than 27 years, helping older people access the right supports, information and protections available to them.

Advocare also delivers the National Aged Care Advocacy Program, the Care Finder Service, the Elder Abuse Helpline and the Aged Care Volunteer Visitor Scheme as part of their support for older people.



**Image:** Advocare Seniors Peak launch



## **Department of Communities**

Postal address: Locked Bag 5000, Fremantle WA 6959

Telephone: 1800 176 888

Email: [enquiries@communities.wa.gov.au](mailto:enquiries@communities.wa.gov.au)

Website: [www.communities.wa.gov.au](http://www.communities.wa.gov.au)

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit:

[www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)