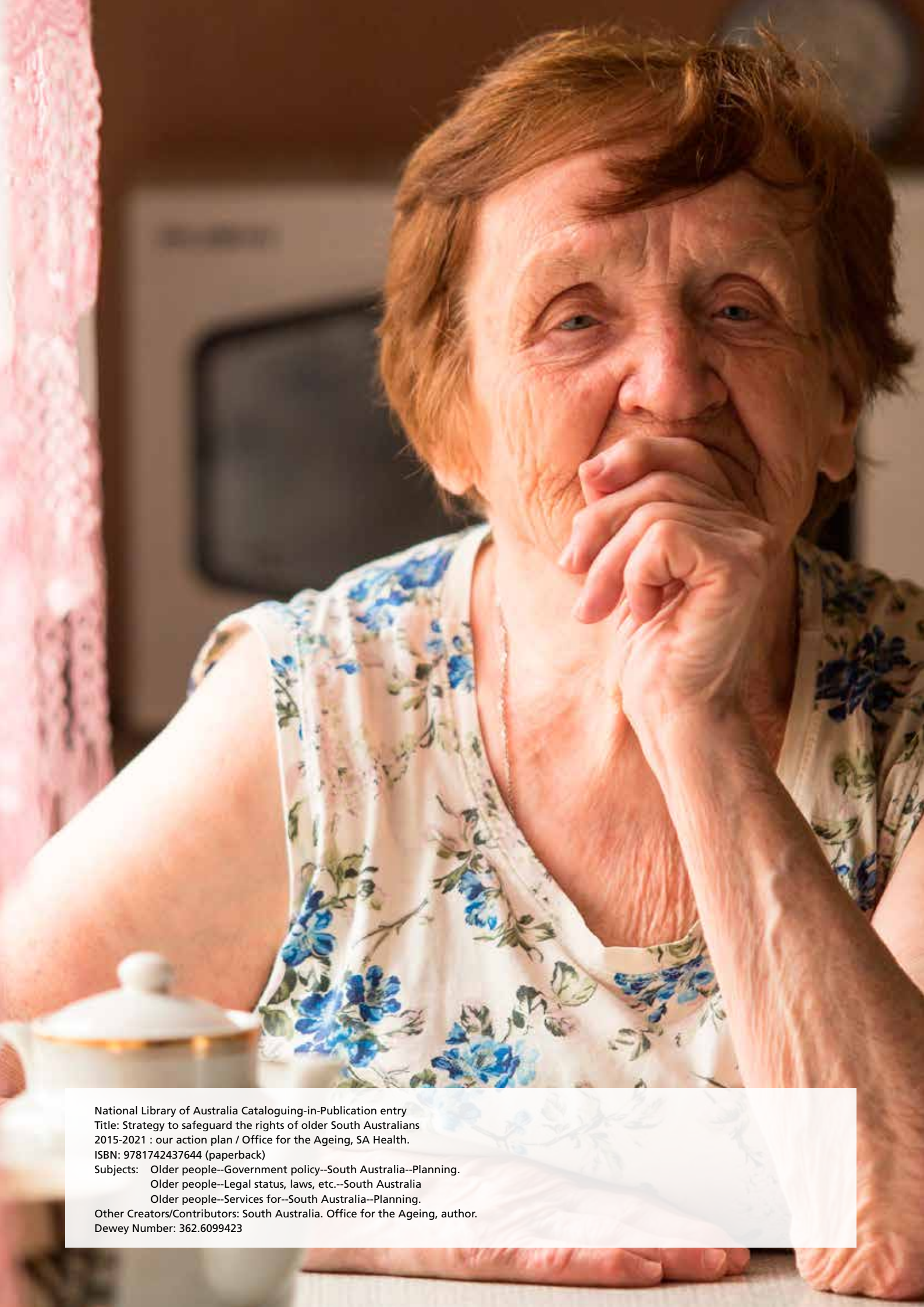




Strategy to Safeguard the Rights of Older South Australians

Action Plan 2015-2021



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Foreword from the Minister for Ageing



The South Australian Government is leading the community to build a resilient, strongly connected state for the benefit of all citizens. As Minister for Ageing, I am committed to the security and wellbeing of older South Australians.

In 2014, I launched the *Strategy to Safeguard the Rights of Older South Australians 2014-2021*. This State Government Action Plan aims to assist the community to gain a comprehensive understanding of, and appreciation for, the rights of older people, and how these rights can be best protected.

The South Australian Government will continuously work in partnership with the community to achieve real results for older people. I thank all those who have contributed to this Action Plan, in particular, members of the expert Steering Committee.

I am pleased to advise that partners and contributors have included the South Australian Aboriginal Community; culturally and linguistically diverse community organisations; researchers and academics from our South Australian universities; the non-government sector; peak body organisations that are associated with ageing; and the Australian Government.

South Australia has a significantly ageing population. While the State Government recognises the challenges presented by an ageing demographic, we also recognise that there is a great opportunity to increase the wellbeing of seniors.

The South Australian Government is committed to providing information, support and services that will increase the resilience and wellbeing of older people.

A handwritten signature in blue ink that reads "Zoe Bettison". The signature is fluid and cursive.

Zoe Bettison
Minister for Ageing

Partnerships

The Action Plan has been developed by South Australia's Office for the Ageing in the Department for Health and Ageing, through an active collaboration between State Government Departments, non-government community organisations, South Australian universities, relevant peak bodies, and the Australian Government.

An Action Plan Steering Committee has provided expert guidance and opinion, including through four working groups: legislative response; service response; community awareness; and research and innovation.

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Carers SA

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SA Health

In collaboration with key partners, Office for the Ageing, SA Health will implement this Action Plan's projects, tasks, and consultations within 2015-2021.

Themes

Older South Australians live safely with their individual rights respected and upheld.

Older South Australians have access to information, support and/or services which increase their resilience and wellbeing.

Our community's strength and diversity is responded to in a positive way.



Contents

Minister’s Foreword 3

Partnerships..... 4

Themes..... 5

Introduction: Bringing South Australia’s Safeguarding Strategy to life..... 8

Chapter One: Raising awareness 12

Chapter Two: Strong community connections..... 14

Chapter Three: Responding to vulnerability, risk and abuse..... 17

Chapter Four: Policies and beyond 20

Next Steps..... 24

Alignment with the South Australian Government’s strategic priorities 24

South Australian Charter of the Rights and Freedoms of Older People 25

References 26

Introduction

Bringing South Australia's Safeguarding Strategy to life

This Action Plan is a key outcome of *Strategy to Safeguard the Rights of Older South Australians 2014-2021*.

To quote the South Australian Charter of the Rights and Freedoms of Older People 'Older people have the right to be treated with dignity and humanity and to be free to exercise personal self-determination.' These adult entitlements should not be dependent upon health and personal circumstances, but are to be enjoyed, lifelong.

The South Australian Government has a positive view of growing older in our state. *Prosperity Through Longevity: South Australia's Ageing Plan, Our Vision 2014-2019* celebrates our state's diversity as it sets out the benefits of longevity and the value of intergenerational cooperation.

Ageing also carries challenges. The abuse of older people by someone they know and trust is known as elder abuse. Many people are unsure what elder abuse is and whether it happens in their community. Unfortunately, it is found in every society and recognised as a problem around the world.

Elder abuse occurs when older people are prevented from exercising their rights. Generally, this is by someone they trust, such as a family member or carer (Chapter Two, *Strategy to Safeguard the Rights of Older South Australians 2014-2021*). Abuse may take place in personal, social, health, or workforce settings, including an older person's own home. For this reason, it has often been described as a hidden problem.

The South Australian Government upholds that the abuse of an older person is unacceptable. It is never justified.

Elder abuse can be prevented when the community, through positive government leadership, works together to include, rather than exclude, older people. When the community is empowered to uphold the right of older people to safety, dignity, autonomy, freedom from harm and respect for their rights and values.

Our goal is that, as a result of this Action Plan, South Australians will be encouraged to take part in that work as well as be better informed about how our community is preventing and addressing the abuse of older people.

Becoming aware

It's not always obvious something is wrong. Behaviour that denies a person's rights can be subtle and it may not be easy to identify the signs that something is not right. Signs may be non-specific or even ambiguous, but that does not mean the indications are not there.

Everyone's individual circumstances are unique. People may not be able to, or wish to, identify themselves as a victim of abuse. Many older people, or their families or carers, may not know that the older person's personal situation is, in fact, abusive. That's why community awareness raising about this topic is so valuable.

Making choices

Adults do not lose their right to make choices as they age, but people may need support to make choices when serious illness or cognitive disability occurs. For personal reasons, some people who recognise a situation is abusive may choose to take no action, even when support is available. However, they may choose to seek help, advice or support later, as decisions can change over time.

Could elder abuse happen to me – or my family?

None of us want to think that it could. Not all older people are at risk, nor are they vulnerable to abuse of their rights. In *Strategy to Safeguard the Rights of Older South Australians 2014-2021*, we explored the risk factors.

Research suggests elder abuse is more common than most of us realise. The risk of being abused increases for older people dependent on others for essential support; when ageing combines with ill health or personal frailty, cognitive impairment or social isolation. These circumstances can happen to anyone.



Our diverse community

At the 2011 Australian Census, our state had more than 569,000 people aged 50 years or over. Approximately 266,712 people (**16%** of our population) were aged 65 years or over.

Figures 1 and 2 give a snapshot of South Australia's diverse population as at 2011. Based on the estimated projection of figure 1, we can expect to see continued growth in South Australia's older population. This means that we can expect to gain increased value from both the awareness raised and resources highlighted in this Action Plan.

2012-2061 Estimated population projections, South Australian 50 + years, and %, ABS 2011

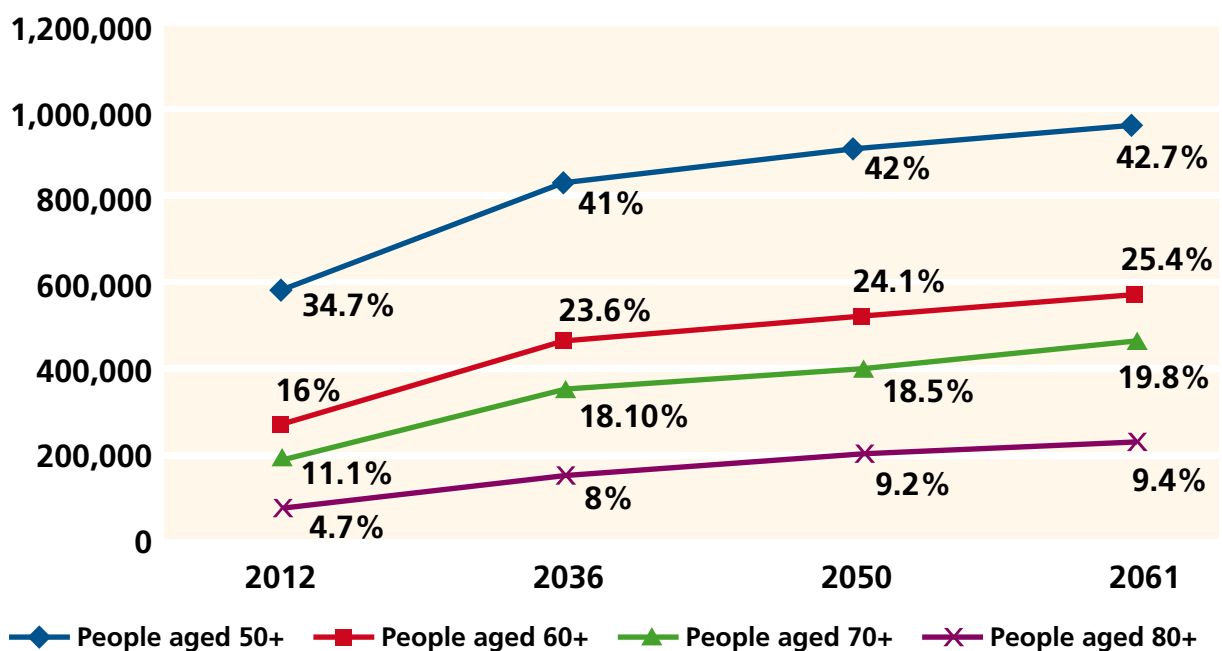


Figure 1 South Australia's estimated population projections 2012-2061, ABS 2011

South Australia's total number of sub-population groups at 2011

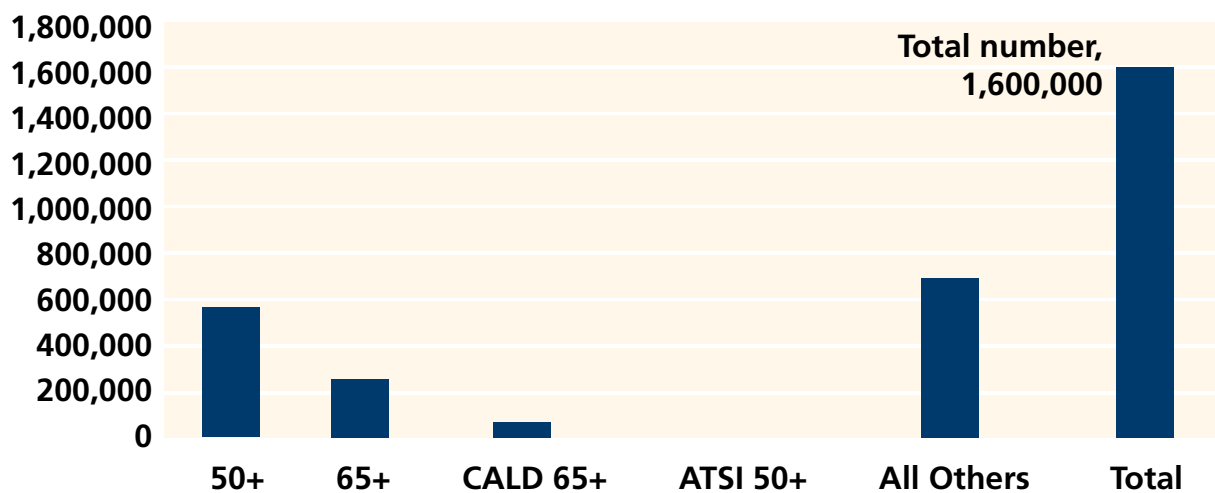


Figure 2 South Australia's population distribution by sub-population groups, ABS 2011.

A positive future

There is much to look forward to. In South Australia's vision for the future, longevity will be increasingly matched with opportunity and contribution. Age-friendly communities, active ageing through good health and social engagement, and lifelong learning will provide a foundation for many years of wellbeing.

Developing an awareness of elder abuse, and an appreciation of how best to protect the rights of ourselves, our families, neighbours and friends, as we age, will become an essential part of responsible, connected life in 21st century South Australia.

Strategy to Safeguard the Rights of Older South Australians 2014-2021 and this Action Plan are available on line at www.sahealth.sa.gov.au/safeguardrights or as a printed copy by calling Office for the Ageing on (08) 8204 2420.



Chapter One: Raising Awareness

Raising awareness in the community has two benefits: it promotes safety and better understanding of the rights of older people, and safeguards against individual acts of elder abuse. This helps to make our community a healthier and better functioning environment which is positive for all generations.

Making a difference begins with knowledge. An informed community is a more confident community, whose members are more engaged and where more people feel that their views and opinions matter. Increased awareness of the circumstances of older people, and how their rights can be respected and valued, is essential to provide a safe community environment as we age.

South Australians are living longer. We may already be older or have elderly family members, friends or neighbours. It benefits all of us to become better informed about older people's rights. It's important not to just leave it up to those people employed in roles that bring them into regular contact with seniors and elders. Shared responsibility is shared benefit.

For this reason, the State Government is leading the community in raising awareness about:

- > the rights of older people
- > the forms that elder abuse may take
- > how to identify elder abuse
- > how to respond to elder abuse
- > the services available to support those who have suffered abuse.



Raising Awareness Actions – 2015-2021

Awareness campaign - a key action

The South Australian Government, through Office for the Ageing, will develop an awareness campaign that reflects our diverse population and reaches out to the broad community.

Raising community awareness: The campaign will initiate or stimulate discussion about the rights of older people and elder abuse prevention. Resources for consumers, families and carers will raise awareness about elder abuse, and provide information about support.

Raising awareness in the workforce: The campaign will commence with the financial, legal and health sectors. It will build on existing endeavours to increase awareness and responsiveness among people who provide services to, and are in frequent contact with, older people.

Financial services, transport, retail, and volunteers/carers will be considered for subsequent campaigns.

Features

New website: The Department for Health and Ageing, through Office for the Ageing, will develop a website. It will link to information, research and tools to enable users to identify the risks for elder abuse. The website will provide especially valuable support to those regularly in contact with older people.

General information distribution: Office for the Ageing will collaborate with State Government Departments to distribute awareness raising resources and information through community contact centres situated across South Australia.

Supporting projects and initiatives

The rights of older carers: Office for Carers, in the Department for Communities and Social Inclusion (DCSI), will continue to promote and raise awareness about the rights of both older people as carers, and younger people caring for older South Australians.

Project for carers managing finances: Carers SA, with support from Office for the Ageing, will raise awareness for carers about financial abuse. This will be done through evaluation of current, best practice tools and techniques and a research project, *'Supporting Carer Awareness of Financial Abuse and Risk Factors'* to provide early ways to minimise, and prevent, carer financial abuse. A workshop will be developed to increase support for, and awareness of, carers who are managing the financial affairs of others.

Chapter Two

Strong community connections

Actions in this chapter promote older people's involvement in the community and recognise seniors' essential roles in a healthy and thriving society. We know that social isolation is a key risk factor in abuse. We also know that engaging older people in society is good for the community as a whole.

The word 'community' can mean many things. It can mean a place, a group, an organisation or a network of friends or family. Whatever form they take, communities of all types and sizes serve as support and stores of information and opinion.



Strong and resilient communities:

- > recognise the great diversity among older people^{*1}
- > promote older people's inclusion and contribution in all areas of community life
- > respect the rights of individuals
- > respect older people's decisions and lifestyle choices, and
- > anticipate and respond flexibly to ageing-related needs and preferences^{*2}

*1 Responding to Elder Abuse – Tasmanian Govt practice guidelines

*2 SCIE Adult Safeguarding - Participation, Report 47: User involvement in adult safeguarding) (APEA, Empowering and Rights-Based Approaches to working with older people, online) (UNHCR, Analytical Outcomes Paper 2012)

Community Building Actions – 2015-2021

Building Age-friendly communities - a key action

The South Australian Government, through Office for the Ageing's partnerships with local government, the universities, the multicultural community, South Australia Police (SAPOL) and the South Australian Health and Medical Research Institute (SAHMRI) Wellbeing and Resilience Centre, and others will build on and enlarge Age-friendly work underway in the state. The goal of this activity is to enable stronger community connections for older people.

Features:

Age-friendly neighbourhoods through local councils: Partnering to Build an Age-friendly South Australia initiative will support local councils to plan for older residents by using the *Age-friendly Neighbourhoods Guidelines and Toolkit for Local Government*. Age-friendly approaches in South Australian councils increase opportunities to engage older people in meaningful activities. These include recreation, volunteering and access to local services and programs that support active ageing, health and wellbeing. The program also includes engagement in decision making and planning of community spaces and services.

Annual local government forum: Office for the Ageing will facilitate an annual local government forum linked to the Age-friendly communities projects. This forum will maintain a focus on safeguarding the rights of older people at the local level and provide opportunity for local government to share their learning.

Supporting projects and initiatives:

Successful Ageing – Building Resilience in Individuals and Communities: facilitated by Flinders University. Resilience is an essential element of wellbeing. This research project investigates individual characteristics and socio-cultural and contextual influences that impact on resilience. Findings from this research will contribute to public policy promoting resilience.

A responsive police service for older people: SAPOL is committed to providing a visible, responsive police service for all South Australians, recognising the particular needs of older members of the community. Through a multi-agency and collaborative approach, SAPOL works to provide a peaceful and safe environment where all members of the community feel safe and are safe.

South Australian Elders living a positive life: The Aged Rights Advocacy Service (ARAS) will work with Office for the Ageing and the Council of Aboriginal Elders of South Australia on the project *"South Australian Elders – Living a Positive Life"* to promote community connections and improve quality of life for older people.

Two DVDs will be produced to tell the story of older people and their roles in the community: one with a general focus and the other with a focus on Aboriginal Elders.

The DVDs will be designed for viewing by consumers in medical waiting rooms, foyers and other spaces frequented by older people. The stories and scenarios will illustrate how older people engage in their own groups, highlighting the links and connections older people make in the community to minimise the risk of abuse.

Living in a Culturally and Linguistically Diverse (CALD) Age-friendly South

Australia: Multicultural Communities Council of SA Inc (MCCSA) will deliver the project '*Our Directions for Living in a CALD Age-friendly South Australia*', engaging with a broad cross section of people from eight CALD communities. The project will facilitate a series of combined workshops and focus groups to explore active ageing in CALD communities.

Findings from the project will inform future Age-friendly community work to increase awareness of older people's rights and issues. The focus will be on active ageing, engagement and Age-friendly communities. The project will support increased participation by older CALD South Australians with state and local government strategic and economic priorities.

Resilience and Wellbeing for older people: SA Health, through Office for the Ageing, will work with the South Australian Health and Medical Research Institute (SAHMRI) Wellbeing and Resilience Centre. SAHMRI, in partnership with service providers and councils across the Limestone Coast region, will measure and build resilience in older people by developing skills to enhance wellbeing and resilience in older community members and staff. This will inform future work across the state.

The Carer Support Model: In 2015, the Office for Carers will promote the Carer Support Model, which focuses on safeguarding carers against risks of abuse, burn-out and negative financial outcomes, by providing them with a range of supports tailored to their needs.

We Care – Our Plan for South Australian Carers: In 2015, the Office for Carers will implement We Care, the new State Government strategy for carers. Its priorities include support for working carers, the social, emotional and physical needs of carers, and increased choices for carers. It also includes a focus on the specific needs of Aboriginal carers, young carers, carers from culturally and linguistically diverse backgrounds, and carers transitioning from a caring role.

Anangu Pitjantjatjara Yankunytjatjara Lands Law and Culture Council:

The Minister for Aboriginal Affairs and Reconciliation, through the Department of State Development, will continue to provide support for, and engagement in, the law and culture of everyday life of people in the APY Lands. This work supports the principles of strong community connections.

Chapter Three: Responding to vulnerability, risk and abuse

It is important to acknowledge that those who provide services to older people are in a unique position to identify situations of risk, including an older person's vulnerability to abuse.

Many people interact with older people everyday as part of their work. Providing easy-to-use tools and clear guidelines for these workers can assist them to recognise abuse. They can help workers provide support and advice to older people, and their carers, about what they can do and where they can get help in situations causing concern.

Currently, workers in community care areas and clinical health environments are guided by a range of protocols, guides and supports in place within government departments and community organisations. These assist professionals to provide the best possible care for older people, whether general or specialised.

To supplement these established resources, the Department for Health and Ageing has identified the need for more specific information that is easy for workers to access. The resources will provide the guidance needed when dealing with potential or actual cases of abuse.



Improving Abuse Prevention and Developing Support for Workers. Actions – 2015-2021

New website - a key action

The Department for Health and Ageing, through Office for the Ageing, will develop a new elder abuse prevention website. When 'live', the new website will serve as a central source of information that can be accessed by those working with older people in the community.

Features:

The website will provide screening tools, guidelines, responses to frequently asked questions and on-line training.

Supporting projects and initiatives:

Pilot of a telephone service and helpline: The Aged Rights Advocacy Service (ARAS), with support from Office for the Ageing, will pilot a telephone helpline in 2015-2016. This project will provide a direct community contact point that will also link callers with pathways, services and supports. Callers will be responded to sensitively, with consideration given to the many factors that may influence individual situations. A review of the helpline will be conducted after nine months of operation.

Cross-sector information: The helpline service will link callers with valuable pathways and supports such as domestic violence and aged care services. This will help build a response service that considers all factors that influence a person's situation and promotes safety across all settings.

Training and awareness for staff working with older South Australians: Office for the Ageing, in partnership with Skills SA, Department for State Development, and the School of Nursing, Adelaide University, is committed to strengthening the responsiveness towards the risks of elder abuse. Future work will focus on aligning the teaching and qualifications of students, to support safeguarding against elder abuse, and aims to introduce students to real policy issues they will face in the context of their work and broader interaction in the community.

Ambulance service: The SA Ambulance Service (SAAS) will promote an improved understanding and response to the risks of elder abuse by South Australian paramedics. SAAS will contribute to increasing awareness across the workforce through:

- > Development of an online elder abuse training package to be rolled out to the Paramedic Workforce. Following a review of the training, SAAS will consider further work to support the Volunteer Workforce with a similar opportunity in their Annual Education Package for 2016.
- > The development and implementation of an internal policy with associated Work Instructions to foster opportunities will be designed to improve reporting on elder abuse in the community.



TOP 5 tool: Through the implementation of this new tool, Local Health Networks (LHN's) will continue to embed patient-centred care that is respectful of the consumer's rights. Senior leaders across the LHN's have committed to building a culture of dignity in care throughout service delivery. This will be achieved through staff mentor and education opportunities, and the promotion of positive attitudes and behaviour specific to the rights of older people.

The TOP 5 tool focuses on the importance of communication within and between services and clinicians involved in the patients care pathway. LHN Senior leaders have committed to implementing the TOP 5.

The Tool reminds service providers and staff to:

Talk to the consumer and the carer

Obtain information

Personalise the care

5 strategies developed

Leadership in the public sector: The Office for the Public Sector believes there are opportunities to show leadership, be an exemplar, and increase community understanding of issues relating to the rights of older people.

Specific opportunities include:

- > potential provision of awareness-raising material for inclusion in whole-of-government resources, such as induction programs
- > exploring opportunities to raise awareness of access to carers' leave and special leave with pay entitlement for supporting ageing family members
- > reinforcing flexible work arrangements to enable the needs of older workers and workers supporting older family members to be met.

Chapter Four: Policies and Beyond

South Australians enjoy a wide variety of rights and obligations. As citizens, we are governed under Commonwealth and State Acts and Regulations. Our actions and responsibilities are also influenced by polices designed to provide protection and guidance for most parts of life.

On page 36 of *Strategy to Safeguard the Rights of Older South Australians 2014-2021*, we listed some of the legislation and supporting policies, principles and charters that may affect the lives and wellbeing of older people.

In general, rules and regulations, policies and legislation work together to enable society to function. It's easy to take basic rights for granted. Perhaps we have never questioned them. Most of us may not be aware of all the rights that are legally ours. It may not seem relevant when living a safe, healthy, happy and independent life.

Information sharing is a key element of early intervention, referral for service, effective case management and general safeguarding. At times service providers may be alerted to circumstances where an individual, family or group of people may be experiencing difficulties that place them at risk of harm or that pose a risk to the health, safety or wellbeing of others. To respond to these circumstances, information may need to be sought from or provided to another organisation so that services can be effectively coordinated to lessen threats to safety and wellbeing.

In fact, at some point, we may need to know about our most important rights, for our own sake and the wellbeing of others.

Currently, in South Australia, there is no specific legislation in place to direct the protection of the rights of older people. An exception is older South Australians who receive Commonwealth Aged Care Services, and have access to protections under existing compulsory reporting for alleged or suspected abuse. (*Aged Care Act 1997* and the *User Rights Principles 1997*).

Greater community awareness about what rights exist for older people under current legislation is needed. Improved knowledge and awareness better enable individuals to make informed decisions about rights or care.



Identify New Strategies, Policies and Legislative Avenues – 2015-2021

Making best use of our rights – a key action

Office for the Ageing will collaborate with expert partners to empower older people by informing them about their existing rights. This will be done through appropriate, accessible and inclusive means of communication. Office for the Ageing will also collaborate with experts to develop new and practical guidance for workers in the state public sector who engage with older people.

Features:

New resource: The Office for the Ageing and the Legal Services Commission, supported with advice from Attorney General's Department, SAPOL and other key organisations, will develop a new age-friendly resource to help raise awareness of older people's rights within current legislation.

New policies supporting underlying legislation: The South Australian Charter of the Rights and Freedoms of Older People will be used as the basis for the development of a State Government policy clarifying the role of State Government workers in responding to elder abuse.

A project to develop the new policy will be led by Office for the Ageing in active collaboration with other State Government Departments. Among other aims, the new policy will explore the links between family violence and elder abuse and whether useful measures can be adopted from preventative work carried out in the family violence area.

Information Sharing Guidelines: The South Australian Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) provides clear and consistent steps to decide if the sharing of information with other service providers is appropriate and how to strike the balance between the right to safety and wellbeing and the right to privacy. Office for the Ageing will liaise with the South Australian Ombudsmen Office regarding the operation and practical use of the new ISG, paying attention to their impact on agencies dealing with vulnerable older people.

Explore the review and reform of existing legislation: Office for the Ageing will work with State Government departments reviewing relevant Acts, to explore with them the legal operation and practical effect of those Acts, and their impact on the safeguarding of the rights of older persons. Office for the Ageing will support them to identify areas for consideration in their legal and/or policy reform.

Supporting projects and initiatives:

Promoting the Planning Ahead message: Office for the Ageing is actively working with partners and sharing resources to promote the use by ordinary individuals of legal tools available, to take control of their future, today. These include Advance Care Directives, Wills and organ and tissue donation. Awareness of these important tools assists South Australians to have confidence that their wishes about personal care and other important choices will be known, and able to be followed, if ever the need should arise.

Peer Education Training: The Department for Health and Ageing, with Donate Life and the Legal Services Commission, is working with Council on the Ageing (COTA SA) in its Peer Education training program for Planning Ahead. This program will raise awareness among people aged 50 plus about the importance of planning ahead for future health, lifestyle, care arrangements and financial matters. Good planning ahead also includes recording organ donation wishes and completing a will.

Culturally and Linguistically Diverse: Office for the Ageing will continue to work across older people's networks to translate key Planning Ahead resources into languages other than English for the larger cultural groups within our community. This will ensure that good resources are not only available but culturally appropriate for the many older people in our communities from ethnically diverse communities.

Research and beyond: Office for the Ageing will continue to actively support ageing-linked research networks across the state to develop a sound evidence base able to guide and inform future abuse prevention as well as wellbeing policy and projects.

Prevalence Study, facilitated by the University of South Australia, to identify how we can best capture the data we need to show how common elder abuse is in our state, and clarify the risk factors in our community.

Single Ageing Women and Housing Security, facilitated through the Australian Research Network on Law and Ageing (ARNLA.) This pilot study on housing security for single women over 55 years of age in the Cities of Unley and Salisbury, will inform safeguarding strategies for older women.

South Australian Framework for Using International Human Rights Norms as the Basis for Ageing Strategies. This research project, also facilitated through ARNLA, will investigate legal and policy options within South Australia. It will use the international norms to inform and contribute to the development of state-based ageing and safeguarding strategies.

Ageing in the older prisoner population: The Department for Correctional Services will participate in ongoing research into the impacts of ageing on the older prisoner population. Working in partnership with South Australian universities and key researchers, they will explore the available literature and undertake research specific to the issues faced by older prisoners. These include transitioning back to the community; promoting active ageing and awareness of risk factors; safeguarding older prisoners' interests and rights; and older prisoners' access to independent community living.



Next Steps

Following the Action Plan's launch, Office for the Ageing will establish an Action Plan Advisory Group to guide the plan's implementation and monitor developments.

This expert group will review the Action Plan's effectiveness over time and assist with the identification of priorities for future action.

Alignment with the South Australian Government's strategic priorities

This Action Plan supports a wide range of strategic plans and initiatives of the South Australian Government. These include our state's Seven Strategic Priorities; the 30-Year Plan for Greater Adelaide; and the South Australian Public Health Plan. Also, South Australia's Strategic Plan, Targets: 24; Volunteering; 46: Regional population levels; 48: Ageing workforce participation and 78: Healthy South Australians.



South Australian Charter of the Rights and Freedoms of Older People

Dignity and self-determination	<ol style="list-style-type: none"> 1. Older people have the right to be treated with dignity and humanity and to be free to exercise personal self-determination. 2. Older people have the right to freedom of movement and to choose their place of residence. These rights shall only be restricted in accordance with law, where such restriction is necessary to protect public health, public order and the rights and freedoms of others.
Liberty and security of the person	<ol style="list-style-type: none"> 3. Older people have the right to be free from torture or other forms of cruel, inhuman or degrading treatment. 4. Older people have the right to liberty and security and to be free from exploitation and physical, social, psychological, financial and sexual abuse. No person shall be deprived of their liberty except in accordance with procedures established by law.
Equality and non-discrimination	<ol style="list-style-type: none"> 5. Older people have the right to exercise their rights free from all forms of discrimination, whether on the basis of age, sex, colour, sexual orientation, religion, political opinion, educational qualification, national origin or ethnicity. 6. Older people have the right to recognition before the law and to be treated equally before the law.
Standards of living and care	<ol style="list-style-type: none"> 7. Older people have the right to food to nurture them nutritionally and emotionally, adequate clothing and shelter, adequate means and resources, to enjoy the highest attainable standards of physical and mental health and the right to a dignified death.
Privacy and family	<ol style="list-style-type: none"> 8. Older people have the right to be free from arbitrary or unlawful interference with their privacy, family, home or correspondence. 9. Older people have the right to a family life and to have their family unit respected by others, including government agencies and officials.
Social and economic participation	<ol style="list-style-type: none"> 10. Older people have the right to freely associate with others and to participate fully in the social, economic and cultural life of their community.
Freedom of thought, conscience, spirituality, religion and expression	<ol style="list-style-type: none"> 11. Older people have the right to exercise freedom of thought, conscience, spirituality and religion. 12. Older people have the right to freedom of opinion and expression and to seek, receive and impart information and ideas, and to lifelong learning. Older adults have the right to seek, and be provided with, personal information about them held by government agencies or officials.

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