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Building respect for older people

Embolden2018

Presenter Abstracts

A resource from the inaugural National Festival
challenging ageism and building respect for older people.

Edited by Dr Catherine Barrett

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Please note this document should be read in conjunction with the Embolden2018 Collection

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Photos: Denise Wilson and Sherene Steward YIRRAMBOI Festival; The Hon Dr Kay Patterson AO, Age Discrimination Commissioner.

Judy Jackson, Gunggari woman and Elder

Judy Jackson, a Gunggari woman and Elder, is regarded by many as the glue that binds the Aboriginal community in the City of Port Phillip. With wisdom gained from her own early struggles, she has helped make a difference to the health of many community members in Melbourne's inner southern suburbs, earning universal respect and affection. Better known as 'Jacko', Judy was born in Roma, Queensland to Edward an ex-serviceman who had served in Papua New Guinea during World War II, and May Jackson (nee Fernando). The oldest of the 5 Jackson children, Judy had 6 older siblings from her mother's first marriage.

Judy works as a volunteer for Inner South Community Health (ISCH). This includes initiating a weekly barbecue for homeless people which is now in its 11th year and fortnightly lunches at ISCH's Our Rainbow Place, where the local Aboriginal community get together to share a meal and a yarn. For 16 years Judy has shopped and prepared food for the lunches in her own home, promoting healthy food and encouraging community members to keep in touch with each other. In 2009 she helped run a possum skin cloak workshop led by well-known artist Vicky Couzens for residents of the Winja Ulupna Drug and Alcohol Recovery Centre for women.

In 2016 Judy was inducted into the Victorian Aboriginal Honour Roll. She has also been awarded several Frances Pennington Housing Week Awards for volunteering, Life Membership of Inner South Community Health Service and most recently, an Outstanding Achievement by a Volunteer Supporting Diversity Award from the Victorian Minister of Health.

Denise Wilson and Sherene Steward, YIRRAMBOI Festival

Denise Wilson and Sherene Stewart are Producers of the History Salon and Elders Comfort Lounge for YIRRAMBOI Festival. The History Salon is a living encyclopaedia of Blak Arts in Australia. Our Elders created the opportunities we have today. We come from a 70,000+ year lineage of artists in this country, but we have very little written record of the heroes and mavericks that paved the way for Indigenous contemporary arts in Australia. In honour of our traditions and ways of knowledge transfer, we gather, we listen and acknowledge the hard work that defined, inspired and transformed generations of Indigenous arts practice. The History Salon celebrates and shares stories from our Elders, informing new generations of their place in a long lineage of artistic practice.

YIRRAMBOI reflects the esteem with which elders are held in life – there's a space at festival headquarters called the Elders Comfort Program, with discounted tickets and priority access for elders, and staff briefed on cultural protocols. YIRRAMBOI means tomorrow in the shared languages of the Boon Wurrung and Wurundjeri peoples of the Kulin Nations Melbourne, Australia. YIRRAMBOI Festival is Melbourne's premier First Nations arts festival presenting the continuous cultures and diverse contemporary practice of First Nations artists from around the world. YIRRAMBOI is guided by key principles of Indigenous Leadership, New Work, Visibility & Dialogue and International Collaboration, overseen by the Elder's Council of Kulin Leaders. YIRRAMBOI shifts paradigms and perceptions in how we engage with, talk about, and present Indigenous arts, providing a continuous cycle of activity through our flagship programs Blak Critics, Dhumba Wiiny fire talk and KIN.
Contact: https://www.facebook.com/search/top/?q=yirramboi%20festival

The Hon Dr Kay Patterson AO

Appointed as the Age Discrimination Commissioner on 29th July, 2016 Kay comes to this role with strong involvement in issues affecting older people. Leaving school at 15, and then managing a small business, she returned to school and gained a BA (Hons) at the University of Sydney and a PhD in Psychology and a Dip Ed at Monash University. She taught allied health science students for 11 years. She studied gerontology at the University of Michigan and Pennsylvania State University. Using the knowledge gained during those visits she co-developed the first Victorian post-graduate diploma in gerontology and introduced gerontology into the undergraduate behavioural science courses. Following her election to the Senate in 1987 she served on a number of Senate committees and held various shadow portfolios. In 1988 she was appointed as a Parliamentary Secretary and in 2001 was appointed to Cabinet and served in the Health and Social Security portfolios. She retired from Cabinet in 2006 and from the Senate in 2008. During her time in the Senate she pursued issues affecting older Australians and fought tirelessly for the removal of the compulsory retirement age of 65 from the Australian Public Service and statutory authorities.

Initially she will champion the rights of older workers, focus on the blight of elder abuse and encourage innovative solutions to homelessness and risk of homelessness amongst older Australians. Kay has served on a number of not-for-profit Boards and voluntary positions. She is a Director of the Brockhoff Foundation (2008-); Professorial Fellow Monash University, in the Faculty of Medicine, Nursing and Health Sciences (2008-); she was a Director and Vice-President of Interplast Australia NZ (2007-2016); a member of the Board of the Victorian Responsible Gambling Foundation (2014-2016); Chaired the Victorian Ministerial Advisory Council on Homelessness (2011-2013); was involved for over 25 years in the Victorian Girl Guides as a leader, Council and Executive Member; and was a member of the Monash University Council (1978-1998). She is a Graduate of the Australian Institute of Company Directors. In 2016 she was appointed an Officer of the Order of Australia.
Contact: https://www.humanrights.gov.au

Dr Ruth Williams: University of Melbourne

Dr Ruth Williams is the Academic Convenor of the Hallmark Ageing Research Initiative at the University of Melbourne. Ruth's research on social gerontology focuses on the relationship between age and the labour market. She has project managed research exploring the experiences, meaning and importance of older worker's work-life transitions, employer attitudes, workplace policy, the relationship between health and employment, and caregiving and labour force participation. Ruth is the author of the Age Management Toolkit for Employers and has previously worked at the National Seniors Productive Ageing Centre and Monash University.

Ageism in Australia - prevalence and causes

As Australia's demography changes, we have the opportunity to learn and prosper from diverse perspectives and experiences that people from different age cohorts bring, particularly in the workplace. While Governments are encouraging older people to keep working for longer, there remain significant discriminatory barriers to working in later life. Yet, there is limited evidence about the prevalence of negative attitudes ("ageism") that can lead to discrimination against older people at work and in other social contexts. We conducted a survey-based study of Australians' attitudes to ageing, using two established ageism scales. A representative sample of 1000 participants, aged 18-70 years, from across Australia completed the survey in mid-2016. The data enables us to provide the first population-level evidence of (i) which forms of

ageism are most prevalent, and (ii) which groups of the population are most likely to hold these views. We find that few Australians hold resolutely ageist views and even fewer actively avoid contact with older people. Expressions of ageist sentiment in Australia are most likely to be succession-based, meaning that older people are perceived as not ceding control of 'enviable resources and societal positions' to the next generations quickly enough. Our results suggest that men, and those with less formal education, are most likely to hold attitudes of this kind. Our results have the potential to challenge age-related biases through new initiatives and policies targeting the underlying sources of ageist sentiment in Australia. Such action is urgently needed, given the demographic, labour supply and housing futures now facing Australia.

Contact: E: ruth.williams@unimelb.edu.au | M: 0427 640 113

Links:

- https://www.youtube.com/watch?v=mzYhjxcnQ5k
- Men and young people more likely to be ageist: study, *The Conversation*, 27 March 2018, https://theconversation.com/men-and-young-people-more-likely-to-be-ageist-study-93057
- An older society will need to work for all, *Pursuit*, 27 March 2018, https://pursuit.unimelb.edu.au/articles/an-older-society-will-need-to-work-for-all
- Ford workers need chance to shift gear, *Pursuit*, 7 October 2016, https://pursuit.unimelb.edu.au/articles/ford-workers-need-chance-to-shift-gear
- Seniorpreneur: We need you, *Pursuit*, 30 March 2016, https://pursuit.unimelb.edu.au/articles/seniorpreneur-we-need-you
- Tackling hidden issues for older workers delivers wide ranging returns, *The Conversation*, 26 November 2015, https://theconversation.com/tackling-hidden-issues-for-older-workers-delivers-wide-ranging-returns-50307

Dr Ann Zubrick

Ann holds professional qualifications in both speech pathology and lifespan developmental psychology. She has maintained her professional and personal involvement in both health and education, in Australia and overseas, for more than 50 years. In 2011 she was invited to join the faculty at the Centre for Ageing and Pastoral Studies (St Marks Theological Centre, Canberra) where, as adjunct professor, she has taught courses focussing on the pastoral and spiritual care of older persons in residential care, and community settings, including those with dementia and mental illness. She volunteers weekly in a community day-centre program for people with dementia and regularly runs a variety of community education programs and retreats on ageing and spirit, for many different groups. The focus is: How might each of us choose to grow, create, find meaning, and invest our talents wisely in the greater cause of life as we age?

Choosing curiosity over fear

Tempted to skip over anything to do with ageing? Many people are. Ageing is new ground as we inexorably move towards the time more of us living to 100 and beyond. This is new ground biologically and culturally. Roles and attitudes have yet to catch up. Thinking in new ways about ageing makes sense: the more we reflect and know about the process, the less terror it holds, and the better set we are for our later years and old age (and death) we want. Here is an opportunity to consider some aspects of our own ageism. Age prejudice affects us all, of course. How can we age thoughtfully, examine some of our own personal ingrained biases and stigma with curiosity and compassion rather than fear? What happens when we look realistically not at incapacity, but what we can both do and be?

Sandra Pankhurst

Sandra Pankhurst is the Director of Specialised Trauma Cleaning Services. She is a highly successful businesswoman and much sought after public speaker, but the odds were against her at the start of her life's journey. Adopted into a dysfunctional family who neglected her and cast her aside her traumatic life started at birth however Sandra is one of the very few to find the strength and tenacity to escape her past and completely turn her life around. Sandra was born Peter and is transgender, she was the first female funeral Director in Victoria, she has been a wife, father, sex worker and drag queen but above all she has been a survivor.

Sandra's enormous compassion has led to her reaching out to the most vulnerable in our community, her charity work is well known and respected. Today Sandra is the Director of Specialised Trauma Cleaning services where week after week she tirelessly supports people with unspeakable tragedy and emotional scares that are written on the walls of their houses. Sandra helps the woman who has lived most of her adult life amongst disgusting garbage, the forgotten drug addict living in decay and destruction, the woman who suffers delusional episodes and sleeps in rat and vermin infested conditions. The eerie silence of the home of a murder victim who's family suffer unimaginable grief. Sandra's motto is excellence is no accident and care, compassion and dignity should be shown to all.

Sandra's humour, grace and integrity is a rare find. The best- selling award winning 'The Trauma cleaner' book is based on Sandra's amazing life and negotiations are currently underway for a television series. This inspirational woman is in high demand with the public embracing her personal story. An encounter with Sandra Pankhurst leaves you with a lasting impression of how one woman rose above her tragic circumstances through true Aussie grit and relentless determination and created a successful and happy life for herself and those that are fortunate enough to know her.

Leonie Sanderson & Simon Lowe, The Ageing Revolution

The Ageing Revolution, a startup founded by Leonie Sanderson and Simon Lowe, aims to irreversibly change perceptions about what it is to age. Leonie's background in Psychology and Media and experience in the arts, social and human services (as well as a brief sojourn as a pop star in Taiwan!) gives her a unique position from which to deliver social change strategies. She co-founded The Ageing Revolution to create transformative change, develop better services and products and engage ageing as a beneficial part of the community. Leonie is in her element coming up with creative solutions to difficult problems. She has over 20 years' experience working in academia, not-for-profits and government, has delivered innovative whole of government policies, implemented large scale projects and managed community engagement projects that incorporate technological and face to face solutions and facilitated events and discussion panels.

Simon is a scientist turned partnership expert turned entrepreneur in partnerships and technology. He ran NSW Seniors Card for 2 years and after completing the 1-year leadership course through the Benevolent Society realised that ageing is a system that needs disrupting. His core belief is to practice the tenets of good partnership building and collaboration in order to get more done together, developing innovative solutions that create unprecedented business growth, resilience and profitable disruption through loyalty and partnership programs His approach involves collaborative entrepreneurial business strategies, creative direct marketing solutions, and enhanced back-end infrastructure to increase internal capacity as well as looking at new technologies such as mobile functionality, blockchain, VR, AR, and gamification strategies. Simon is especially committed to changing the paradigm, view and experience of

ageing in Australia with a vision to building thriving relationships between companies, government community organisations and older people.

Inspiring Revolutionary Ageing
In 2016 The Ageing Revolution went on a journey to discover what people in Australia think about ageing. After travelling more than 14,000 km across 60 towns, talking to more than 500 people. The Ageing Revolution is applying everything they've learnt to develop their own projects as well as influence others to change the way they think about growing older. Leonie and Simon will share how their projects are changing stereotypical ideas about older people, challenging business to think differently, putting older people at the centre of design and how they have suddenly found themselves immersed in the tech startup world as a result. Leonie and Simon will describe some of their innovations including: Our Care Journal, The Ageing Game, VR and Ageism and the Business Toolkit.
Contact: http://theageingrevolution.com

Professor Michael Tsianikas, Flinders University

Michael was born in Greece. He was educated in Greece and France in the area of literature, philosophy and cultural studies. Since 1988 he has worked at Flinders University and since 2008 he has initiated a number of projects regarding CALD ageing. He is also the convener of the biannual conference Ageing in a Foreign Land. This is a unique national/international conference. The 5th one is scheduled for June 2019 at Flinders University, Adelaide.
Contact:http://www.flinders.edu.au/ehl/conferences/ageing/ageing-in-a-foreign-land_home.cfm

Sue Pieters-Hawke, Writer, Advocate, Educator, Consultant

Sue works as a speaker, writer, advocate, educator, and consultant. Sue grew up in a family committed to constructive social change and community engagement. Her father Bob is a former Prime Minister; her mother Hazel was a community worker, homemaker and advocate. Observing life from such a rich and rather unique viewpoint, and lifelong participation in avenues of personal and social change, have formed the foundation of Sue's perspectives and her earthy ability to cut through to the heart of issues. Once dubbed 'the accidental advocate', she is known for her humour, directness and empathy, and as a creative, constructive problem solver. Sue has enjoyed a diverse and colorful career – she's studied law, history, complementary health and preventive medicine, yoga, qigong and Tibetan Buddhism. She's been an activist for progressive social issues, an artists' model and rock'n' roll barmaid. While raising her two children, she worked part time as a PR advisor, fundraiser and small business manager, and established a clinic and school with two Chinese qigong masters. Whilst she is best known for her expertise and passion in the areas of dementia, Sue is passionate advocate for positive ageing – and shaping our own experience of ageing.
Inherited ideas of ageing - creating our own experience

An oxymoron! Or not? At some point in our lives we have, or will, reach a point where drooping body bits or some life event drags us out of the whole denial-of-death-and-ageing thing that is an embedded part of our culture. As this happens, it is all too easy to unconsciously succumb to the negative stereotyping – fear, diminishment, inevitable frailty, irrelevance – that frames the underlying drivers of our ideas of what it is to be 'old'. Exploring the personal choices that can positively shape our own ageing and the social implications of these issues form the substance of my latest work in the speaking and writing arena. Current knowledge tells us that, contrary to the bleak and powerless message of our inherited ideas of ageing, we actually 'create' our own ageing to a significant degree. Genes play a role, but epigenetics tells

us that lifestyle and other choices affect how our genes play out. Neuroscience tells us so much about the importance of social connection, new learning, and other factors in creating a vibrant older age. Research has demonstrated the importance of maintaining exercise and activity as part of the road to health and strength in body and mind. None of this is to deny that ageing does have aspects we cannot 'control' and may well prefer not to experience, but is, rather, saying two things: that the stereotypes ignore the positives that come with accumulated experience and maturity; and that cutting edge knowledge shows that we have far more influence over our ageing destinies than we may previously have thought. We are, all of us, part of a pioneer generation heading into uncharted territory both personally and as a society. Longevity has almost doubled in only a couple of centuries! Really, the old drivers to our thinking and choices need no longer apply, we can be proactive in redesigning ageing. As with any such quantum change, the cliche "both challenges and opportunities" signifies yet understates the potential scenarios.
Contact: http://suepietershawke.com.au

Susan McGrath, Benevolent Society

Susan McGrath is the Senior Policy Advisor to the Older Australians Campaign at The Benevolent Society. Her role at TBS allows her to pursue a fervent interest in the wellbeing of older people and the issues facing an ageing society. She has worked across a broad range of policy areas affecting older Australians as an advocate and policy analyst and has represented the interests of older people on a number of government, not-for-profit, academic and private sector committees. Sue has worked in a broad range of professional roles in government and the community sector, and as a consultant to both. She is also currently a non-Executive Director on the Board of the Australian Association of Gerontology.

EveryAge Counts – a campaign to tackle ageism

Ageing is a loaded term. Much of the current public discourse around getting older in Australia rests on ageist attitudes, stereotypes and language. Many government publications and policy platforms rest on language that assume older people are all the same, experience ageing in the same way, are a 'burden' and 'costly'. There is no national agenda for older Australians incorporating broader issues like tackling ageism, financial security and housing, work, training, mobility and transport, social inclusion, age friendly environments. All of these dimensions have an impact on wellbeing. Endemic ageism has also been found to influence how well or otherwise people age.

There has been much research to date on the nature, prevalence and impact of ageist attitudes and stereotypes and growing awareness of the need to change the dominant discourse on ageing. However, there has been much less work on the most effective responses to ageism. The Benevolent Society (TBS) undertook research to inform an advocacy campaign aimed at tackling ageism and its impacts, by identifying the underlying drivers of ageism and most effective ways of challenging it. This has informed a sustained, evidence-based campaign to change social norms and current discourse on ageing. The research has unearthed the drivers of ageism in the Australian context; the most effective ways to challenge ageism and pervasive negative stereotypes; and the strategic levers and most effective mechanisms and channels to activate attitude change. This work includes a literature review; identification of key influencers and effective communication challenges; and the development and testing of evidence based campaign strategies and messages. The research findings will be presented as well as an introduction to EveryAge Counts, the campaign to tackle ageism.
Contact: https://www.everyagecounts.org.au/

Dr Kathleen Brasher, Northeast Health Wangaratta

Kathleen Brasher is the Principal Project Lead – Age Friendly Rural Communities, NorthWeast Health Wangaratta. She is a social gerontologist currently leading north-east Victoria's Age Friendly Rural Communities initiative. She has been a part of the international Age Friendly movement since 2006 when she contributed original research to the World Health Organization Global age-friendly cities: a guide. She was a foundational member of the WHO Strategy Advisory Group for the Global Network for Age-friendly Cities and Communities and is currently a member of the 'Building an Age-Friendly USA' Advisory Committee with Grantmakers-in-Aging. She has worked with national, state and local governments, and older person's advocacy organisations, across Australia and New Zealand to help create age-friendly communities.

Creating age-friendly rural communities

Having an ageing population is a privileged phenomenon of many communities around the globe. In northeast Victoria the number of older people is projected to double in the next decade. While significant work has been undertaken in creating urban environments to support the full participation of older people, less is known about the strengths and particular challenges of ageing in rural and regional Victoria. Using the WHO Global Network of Age Friendly Cities and Communities, the Age-friendly Northeast Victoria initiative is building on the knowledge of academics, community members and local governments to understand what matters about growing old in northeast Victoria.

Contact: https://thisdayandage.com.au/

Robyn Burton, ECH Adelaide

Robyn Burton is the Diversity Project Manager at ECH, one of South Australia's largest providers of retirement living accommodation, wellness services, in-home services and social programs for older people. Robyn has worked in the aged care sector for over 18 years and has a passion for working with diverse older people to attain and maintain great lives as they age, and supporting staff to do the same. Robyn is a current board member of Multicultural Aged Care and a trustee of the Parkestone Foundation. Robyn has previously been a board member of the Aids Council of South Australia and the South Australian Rainbow Advocacy Alliance, as well as a member of the South Australian Government's Rainbow Advisory Council. Robyn has a Bachelor of Social Work (Hons) and a Cert IV in Community Services and Health (Leisure & Lifestyle)

Community helping community - ECH and LGBTI Connect

ECH is proud to be the first aged care provider in South Australia to achieve the Rainbow Tick. In 2016 and 2017, ECH worked with 13 people aged 55 years and older from lesbian, gay and trans communities, to co-design an LGBTI tailored service. This presentation will outline the co-design process that was used in the development of the service, including themes that emerged from individual interviews and service ideas that were developed from the follow-up workshop with the co-design participants. The tailored service that emerged from the co-design research, 'LGBTI Connect' will be presented. LGBTI Connect is the first program of its kind in South Australia to provide specialised access, navigation, advocacy and connection services to LGBTI older people by a mainstream aged care provider. This unique program has completed a six-month prototyping period to determine the viability of the service, including the uptake of LGBTI Connect by older LGBTI people in South Australia and what aspects of the program were most beneficial to the users of the service. An LGBTI Connector will speak about the work that the Connectors have undertaken since the service's commencement, including successes and challenges. Finally, the presenters will talk about 'where to from here'.

Contact: https://www.ech.asn.au/en/why-ech/all-welcome/

Glenys Petrie & John Quinn, Dementia Advocates and Educators

Glenys Petrie passionately advocates for recognition of the experiences of family members living with dementia. Glenys coordinates the local Younger Onset Dementia Remember Me Support Group. John Quinn draws on his experiences living with younger onset dementia to advocate for better understanding of dementia and masculinity, belonging and reablement. John has collaborated with Dementia Training Australia and Uni Tas's Wicking Centre to develop MOOC learning modules. He has also delivered education to City Planners and University of the Third Age. John is a consumer representative for the Queensland State Wide Dementia Clinical Network Committee. Glenys and John have been married for close to 25 years. They currently participate in over 10 dementia research committees, are members of the Dementia Australia's Dementia Friendly Advisory Group and their local Dementia Friendly Community Committee. They have presented at international conferences in Australia, Budapest, Kyoto and Wellington.

In sickness and in health

A sense of place – or belonging – can be disrupted when a family member is diagnosed with dementia. Our world, as we know it, can be turned upside down. Our vows – to care for each other in sickness and in health – can be put to the test. This is the journey that thousands of older Australians find themselves on every year. In this arm chair conversation, Glenys and John share the story of falling in love and how much joy their relationship provided. Then they share the disruption that dementia bought and how it threatened to dis-place them as individuals and as a couple. John will talk about the impact dementia had on his masculinity – the shift from being the principal of a busy school and family bread winner to being unemployed and told to 'go home and get his affairs in order'. Glenys will describe how a major car accident, prior to John's diagnosis, meant renegotiating their relationship. Glenys and John's strategies for reconnecting provide guidance for ageing well in the face of dementia, cancer, stroke or other illness. They provide hope and inspiration and ways to reframe our relationships and place in the world when someone we love is sick. Strategies for the development of age friendly communities need to consider the importance of place, factors that dis-place and provide people with skills to renegotiate their relationships.

Anne Tudor, Dementia Advocate And Educator

Anne Tudor is a passionate advocate for creating dementia friendly communities. She has presented at National and International Conferences with her married partner, Edie Mayhew, who lives with younger onset dementia. Anne co-designed and co-lead a project called Bigger Hearts, to build a dementia friendly Ballarat. The Bigger Hearts project was inspired by Anne and Edie's philosophical approach to living with dementia and has inspired communities around the Globe. In 2016, Anne and Edie received the Minister for Health Volunteer Award and Honorary Membership of Dementia Australia Vic. In 2017 Anne was named Ballarat Senior of the Year in 2017

Bigger Hearts Ballarat

With numbers of people living with dementia expected to reach over 400,000 by 2020 there is a pressing need to ensure that strategies to build age-friendly communities are also dementia friendly. Building dementia friendly communities involves challenging the stigma of dementia – as well as ageing. This stigma is felt by people living with dementia, their families and the broader community. Combined with ageism – this is a significant barrier to engaging the interest of communities in developing dementia friendly initiatives. This presentation describes how art and narratives based approaches were used to engage the people of Ballarat in the

building a more dementia friendly city. The project began by providing the Bigger Hearts framework – which called on local people to open their hearts and listen to people living with dementia. A short film was produced showing local identities talking to people with dementia and inviting community members to do the same. Then, a needs analysis involved asking Ballarat residents what they thought needed to happen to build a dementia friendly Ballarat. Media coverage of these activities and a weekly café meeting raised awareness and increased the number of local people who were prepared to disclose their dementia diagnosis. These actions built support to establish a Ballarat Local Dementia Alliance which oversees the longer-term strategies to change. These strategies link to age-friendly Ballarat but need to be understood as particular to the experiences of people living with dementia – and addressing the experiences, needs and challenges that people with dementia and their families experience. Dementia friendly initiatives are a critical component of the development of an age-friendly world.

Maria Berry, Advocate, Educator on Elder Abuse Prevention

Maria has carried her passion for improving care and treatment of older people on a professional and community level for over 30yrs. A Nursing career, caring for ageing parents and advocating for older people. With Maria's current role as a Health Consumer Representative she has been involved with many organisations both within her region, nationally and branching to a global level. Her roles have included advisory committees, working groups, research and presentations at conferences and forums. This year has seen Maria receive a scholarship and complete her Alpine Valleys Community Leadership program. Her goal is to work with others within and out of her region to promote inclusive, respective and strong communities that all older people are valued and part of. Maria is also an advocate for creating the awareness and prevention of elder abuse, presenting at the 5th National Elder Abuse Conference this year and has become a Nationally recognised spokesperson for preventing Elder Abuse.

Families breaking the silence around Elder Abuse

For families where a high value is placed on respect for older people, the realisation that a family member has perpetrated Elder Abuse, can be difficult to come to terms with. Feelings of disbelief and then shame can influence denial of what occurred. But acknowledging and coming terms with the fact that Elder Abuse has taken place, can empower families to act in ways that address the abuse. In this presentation, Maria Berry highlights how sharing her story of family abuse had powerful and positive impacts on others. Maria describes how she shared the story of Elder Abuse in her family with National Conferences and with print, radio and television media. In response this, Maria has been inundated with messages of support from her local community and through social media from people around the country. Many of the people who have contacted Maria have done so to share the experience of Elder Abuse in their own family. They want to share their story with someone they feel wont judge them and someone who understands the sense of betrayal that may accompany Elder Abuse. The opening up of conversations has reportedly been an important starting point. It has provided a sense of relief and feelings of support. This can empower family members to take a stand, contact support services and address the Elder Abuse.

Contact: dmberry10@gmail.com

Dawn Quick, Tap Dance Instructor

Tapping My Way Though Life

Dawn is 86 years old (87 in December) and is still teaching tap dancing to older ladies. She has danced nearly all her life and says she didn't have much choice as her sister Norma, who is 100 in November, taught tap dancing in Collingwood. When Dawn was not quite three years old she performed in her first concert and has loved it since. Her mother was also on the stage. Dawn continued tapping with May Downs until she was 17 years old. She has performed in numerous musicals, playing leads as well. At 66 Dawn retired and resumed the dancing she loved. In 2001 she started teaching older ladies who wanted to dance. Even though she did not have certificates etc, she found she had a way of being able to teach them, even if they didn't finish up like Ginger Rogers. Just seeing the ladies develop and enjoy doing something they were not able to do when they were children gives her more joy and satisfaction than she imagined. Some older people curl up and do nothing. They stagnate. Tapping is a way of getting out and enjoying life, being connected, stimulating memory and lifting the spirit. Dawn is just so proud of her ladies when they dance in front of an audience, she could burst.

Juliane Parkinson, Chief Executive Officer, Global Centre for Modern Ageing

Julianne Parkinson was appointed CEO of the GCMA in April 2018. Previously, Julianne was the Executive Director of the Office of the Economic Development Board, an independent advisory body to the SA Government on economic issues and initiatives. In this role Julianne contributed to the Shaping the Future of South Australia – Ageing Well program – an initiative to better understand and change the perception of ageing and turn the State's ageing population into an opportunity rather than a burden. With more than 25 years' experience, Julianne specialises in strategic planning, business development and complex stakeholder engagement. Working extensively with clients operating in government, corporate and private sectors across Australia and South-East Asia. Julianne is a fellow and graduate of the Australian Institute of Company Directors' Course, and is a Board Director of Brand South Australia and a Board Member of the UniSA Post-Graduate Advisory Board.

Leadership role of South Australia in the Modern Ageing sector

New products and services are being created for older Australians at an unprecedented pace. But how do developers and manufacturers know that their wares will meet what the market needs? South Australia – long known for having an ageing population – provides an ideal base where new products can be tested, and older Australians engaged in co-design so that products are tailored accurately to the market. The Global Centre for Modern Ageing has recently been established in Adelaide to provide these development opportunities for businesses. With a living laboratory based at the innovation precinct of Tonsley, the centre brings together groups of older citizens, researchers and businesses to co-design and validate products, services and experiences. The centre also will provide advisory services and be an advocate for issues affecting older Australians.

Contact: http://www.gcma.net.au

Rose Young, Coordinator Community Inclusion, City Of Ballarat

Rose Young is currently the Coordinator of Community Inclusion at the City of Ballarat as well as being a marriage celebrant and artist. Rose has had several successful changes in career, starting out as a freelance cartoonist in Sydney (read: unemployed) in the early 90's; working as an auctioneer and business developer for general and fine art auction houses in NSW before moving to Melbourne in 2001 where she worked as a Qualified Practicing Insurance Broker. Working with one of the largest international insurance brokers, Rose was part of a team formed to roll out the changes to the Corporations Act in the Melbourne office. After a number

of years in financial services, Rose discovered a talent for executive recruitment which she did in Melbourne until the siren song of living in rural Victoria brought her to settle in Ballarat. For the last 7 years, Rose has worked in regional and rural Victoria, primarily in local government in the area of community development.

Memory Atlas and Rebel Elders: Engaging people with theatre, art and storytelling

City of Ballarat is a courageous, confident and imaginative city that has taken an innovative approach to community inclusion, particularly the inclusion of older residents. This paper explores the development of two award winning, initiatives undertaken - Rebel Elders and The Memory Atlas - and the opportunity to expand approaches to community inclusion. The Memory Atlas captures social and cultural heritage with a focus on the stories and memories of people in the community, linking them to places in Ballarat. The project humanises the bricks and mortar of Ballarat by acknowledging the lives that have been led in this city - the stories of places where someone had a first kiss, lost a bet, slept on the street, was married or nursed a loved one in their final days, for example. Every space, window, door, wall and roof in this city has been the setting for love, loss, risk and reward. The Memory Atlas allows people to see what has happened in these places, to hear these stories and to relate them back to their own experiences. Rebel Elders is collaborative project involving local Ballarat elders and young people with an interest in theatre, music and audio-visual arts. The project challenges unhelpful stereotypes about Elders and young people, using an arts based approach. Images from Rebel Elders were projected onto buildings at White Night Festivals in Melbourne and Ballarat.

Contact: http://www.ballarat.vic.gov.au/

Kevin Huxtable, Clarence City Council Positive Ageing Advisory Committee

My name is Kevin Huxtable. I am a volunteer with the Clarence City Council and I have been a member of the Clarence Positive Aging Advisory Committee (CPAAC) for about ten years. I find working on this committee very rewarding.CPAAC's primary role is to ensure that older residents of Clarence are able to continue to live in a safe environment and have activities available to them to enjoy. In 2015 CPAAC was instrumental in Clarence becoming the only Municipal area in Tasmania attaining Age Friendly City status with the World Health Organisation. I have been involved with other projects such as aWake before Death, Men's Shed, Get Going Guide, Planting Ahead, Our Shared Space (with Youth Groups) and many other activities.

aWake Before Death - end of life care health promotion project

The 'aWake Before Death' (ABD) project came about through a collaborative partnership process based on existing relationships between: Clarence City Council's Positive Ageing Network (PAN) for service providers, the Clarence Positive Ageing Advisory Committee (CPAAC), and the Clarence Community Volunteer Service; Fairway Rise Retirement Living Village; Salmutations - Music Therapy; Community Conversations; and the Warrane Mornington Neighbourhood Centre (WMNC). With the WMNC as the auspice organisation, the partnership group applied for and received a grant from the Better Access to Palliative Care Program through the Tasmanian Association of Hospice and Palliative Care (TAHAPC) Inc. Council also contributed funds from its Positive Ageing Plan towards the project. The aim of ABD is to engage people of all ages in Clarence in the promotion and education of end-of-life planning, through the use of stories, music and the arts, to help build knowledge, awareness and capacity across the community in a sustainable way. aWake Before Death was planned and led by a partnership group within the Clarence area of Tasmania, Australia. The group worked together with local residents over seven months conducting conversations on death and dying, grief and bereavement and end-of-life planning. A very moving film clip was produced

with some residents. The film is part of a suite of flexible resources to promote awareness of death and dying and to encourage other communities to have conversations about end-of-life planning. The film can be uploaded on websites and social media and used globally in a variety of settings for education and training. This paper presentation will outline the project as positive health promotion leading up to palliative care where the motto is: Share your stories; Celebrate life and living; Let's start the conversations; and Let's talk about death.
Contact: https://www.ccc.tas.gov.au/page.aspx

Veronica Clarke, Community Development Officer – Seniors. City Of Melville, Wa

Veronica has over 25 years experience in the community and cultural development sector, in local government including City of Mandurah, Town of Port Hedland and currently at the City of Melville. Veronica is passionate about contributing to the improvement of the quality of life for those people who are disadvantaged in our community. She operates at both a strategic level developing policy, managing projects, implementing structural change and at grass roots as a community connector, facilitating services, events and as a member of working groups and committees. Veronica is also a support partner for her husband of 38 years who was diagnosed with younger onset dementia at the age of 56. Veronica is passionate about breaking down the barriers and stigma and supporting people to live well with dementia. Veronica presents how her personal, lived experience and professional life cross and complement one another for the benefit of everyone.

Age-friendly innovations – 10 years on

Our journey began ten years ago, as a pilot City, one of only 30 across the world, working with the World Health Organisation (WHO) to develop a framework that would guide communities around the world to work toward being age-friendly. Melville partnered with the State Government at the time to conduct intensive engagement with our older residents, following the Vancouver protocol as outlined by WHO. The engagement involved more than 600 older people across demographic groups that included socio- economic, education, cultural, disability and age cohorts. It also involved carers, businesses who provide goods and services to older people and service providers in the aged care space. We have learnt so much over the last ten years and have collaborated and partnered with so many organisations and individuals on small and large scale projects, it will be wonderful to share these learnings with you all. One of the partnerships I will share is about a large shopping centre and the retail businesses within the centre. This centre is the first in Australia to commit to working towards being an age-friendly and accessible shopping centre. In response to the centre management advising us they have more lost adults than lost children these days, our collaborative work involved Alzheimer's WA and an education and awareness raising program about customers who live with dementia and their families/carers. This project resulted in breaking down significant stigma and contributes to customers living with dementia to have a positive shopping experience. We now have a suite of resources and strategies co-designed with local people who live with dementia that we are able to offer to businesses.
Contact: https://www.melvillecity.com.au/

Emma Henningsen: Case Manager, Sacred Heart Mission - Homefront

Emma Henningsen is a Case Manager at Sacred Heart Mission – Homefront, where she supports women over the age of twenty-five experiencing, or at risk of experiencing, homelessness; she is also a volunteer Team Leader at WIRE – Women's Information. Emma has fifteen years of experience working in the community sector, in both the disability and homelessness fields. This work has made her passionate about working to support and empower people to be independent, to be able to gain access to sustainable housing, and to be

linked in with appropriate services in their local community. A constant student, Emma has a Bachelor of Applied Science (Disability Studies), a Master of Arts (Writing and Literature), and a Master of Social Work.

Older women and homelessness

There are a growing number of older women experiencing homelessness. With a housing market that has locked low- to middle-income earners out more people are reliant on an increasingly unaffordable private rental market. Unaffordable rents and unforeseen challenges – loss of employment, the dissolution of a relationship or death of a spouse, a health crisis – place older people, particularly older women, at risk of homelessness. There is currently a generation of women who have cared for children and families, those who may have also cared for their ageing parents, who are experiencing homelessness. They may not identify as homeless because they don't necessarily resemble the media's typical portrayal of homelessness as individuals rough sleeping. Instead, these women may be couch-surfing, or living in an insecure rental or women's boarding house, they may have moved in with family temporarily only to find that they're unable to find anywhere else to go. Coming from both a professional, and personal, perspective this presentation will speak about the risk of homelessness to older women, the systemic factors that lead to this, and consider some strategies to stem the tide of homelessness for this particularly vulnerable cohort.
Contact:https://www.sacredheartmission.org/seek-help/help-for-women/homefront-crisis-accommodation

Presenter: Sandra Pankhurst

Market of Great Ideas

The Market of Great Ideas worked like a series of concurrent sessions at a conference – except all the presenters were in one space. Thirty-five organisations, individuals and groups hosted a stall and Embolden delegates moved around the free-standing stall and tables talking to the Stall Holders about their great ideas.

Market Stall holders all provided a bio, description of their Great Idea and their contact details for the Market Guide. This information is included in the following section.

This year the Market has an Italian theme. We asked Italian community members to help us decorate the Market and to share their messages about respect for Elders in Italian culture. Thanks to the Ormond and Kensington Italian Senior Citizens Clubs for sharing their insights on respect in Italian culture.

Italian musician Frank Velela wandered around the Market playing the piano accordion. Fank's music was beautiful – but made conversation difficult, so we will leave the music next year.

Thanks to the Hammond Care, Dementia Centre for sponsoring the Coffee Cart and thanks also to the following organisations for sponsoring Market Tables: The Care Page; Aged Care Matters; Hammondcare Dementia Centre; Switchboard Victoria: Out & About LGBTI Community Visitors Program; Seniors Rights Service; FMC Meditation & Counselling; COTA Victoria and Alfred Health.

Lauren Todorovic: The Care Page

Stall holder: Lauren Todorovic
Organisation: The Care Page
Contact: hello@carepage.com.au
Web: https://carepage.com.au
Bio: Our story began with a simple desire to help seniors and their families in what can be a stressful time – finding aged care. We spent years researching and speaking with families seeking the best aged care for their loved one, many unsure on where to start or which service to choose. Many families rely on word-of-mouth to make a decision, so we thought – why not publish people's experiences of a service online? It seemed like a great idea to help guide families wanting to hear real people's opinion– so the idea for CarePage began.
Great Idea: HelloCare is an online magazine that encompasses all aspects of the elderly lifestyle and the aged care industry. We provide daily news articles of the highest quality, and utilise expert opinions relevant to the aged care industry to ensure that our audience is on the cutting edge of relevant information provided through the most credible of sources. We provide entertainment on topics like health, wellness and lifestyle, coupled with insight on topics regarding dementia, palliative care, home care and other aged care relevant issues. HelloCare have a commitment to providing an ongoing conversation with individuals, families, carers, and professionals who share our sentiments, in wanting to shed some light on the elderly and aged care issues. Our goal is to ensure that no elderly Australian or aged care service feel as though they don't have a voice, so if you have a story to tell, HelloCare is ready to listen.

Sarah Russell, Aged Care Matters: Living well in an aged care home

Stall holder: Dr Sarah Russell
Organisation: Aged Care Matters
Contact: 0435 268357, sarahrussell@comcen.com.au
Web: www.agedcarematters.net.au
Bio: Dr Sarah Russell is the Director of Aged Care Matters. Sarah is a public health researcher and x-critical care nurse. She is interested in evidence-based policy and practice. Sarah regularly writes opinion pieces about systemic issues in the aged care sector. Her goal is to make residential aged care joyfully.
Great Idea: Our stall will be a place for people to visit who want to brainstorm ideas for making aged care homes wonderful places in which to live. We are open to all "great ideas". In our conversations with residents and relatives to date, we have identified specific factors that contribute to high standards of care in an aged care home. The most important factor is for all residential aged care homes to be required by law to have systems, processes and protocols in place that staff must follow. Other "great ideas" include: a sufficient number of staff (registered and enrolled nurses, personal care attendants, as well as kitchen, reception and activities staff); competent medical, nursing and personal care; person-centred care; access to health professionals (GPs, physiotherapists, occupational therapists, pharmacists, psychologists and social workers); PCA supervision (e.g. duty manager); minimum of one registered nurse on site 24 hours per day; ongoing training and professional development for all staff; managers and staff who work collaboratively with residents and their families ; nutritious meals; comfortable, clean physical environment; meaningful, enjoyable activities, including outdoor activities in sunlight and gardens; access to hairdressers, pedicurist, massage therapists who attend regularly; engagement with local community; pastoral care; laughter.

Maree Alford, HAMMONDCARE Dementia Centre: My home, my life

Stall holder: Marie Alford
Organisation: **HAMMONDCARE Dementia Centre**
Contact: 02 8437 7394, hello@dementiacentre.com
Web: www.dementiacentre.com
Bio: Marie Alford is the Head of Business Development for HammondCare Dementia Centre. With a background in social work, Marie has a strong commitment to social justice and consumer engagement.
Great Idea: My home, my life - enabling us to stay home longer with better design. At times we all face challenges with navigating. Remember the last time you were away from home or in a hotel. When you woke up and it was dark, how did you find the bathroom? When you walked down a staircase and the pattern of the carpet and the intensity of the overhead lighting saw you pause to ensure you made the next step safely –how did this make you feel? Now think about your home – and the well-worn pathways from your favourite seat, to the kettle and the cupboard. Think about when the lights go out and you can find your way to the box of matches in the dark to light the candle to find your way. Our new book My Home My Life brings together the voices of people with dementia and carers with the best learning from research and care experience to provide insightful tips, strategies and real-life stories to support greater independence. Let's talk about the impact of dementia and ageing, tips on good design at home, strategies for going out or approaches to communication and care, with courage and creativity. Come drop by for a free copy of this resource.

Switchboard Victoria: Out & About LGBTI Community Visitors Program

Stall holder: Ada Castle and Meredith Butler
Organisation: Switchboard Victoria
Contact: 03 9663 2474, outandabout@switchboard.org.au
Web: www.switchboard.org.au/out-about
Bio: Switchboard Victoria is a community based not for profit organisation. We provide peer based, volunteer run support services for lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA+) people and their friends, families and allies. This includes phone and web support as part of the national QLife project.
Great Idea: Out & About is a volunteer visiting service connecting older lesbian, gay, bisexual, transgender and/or intersex (LGBTI) people across Victoria. Our friendly trained volunteers offer companionship and a sense of community to LGBTI people in residential aged care or receiving aged care at home. Regular visits include social activities such as going out for coffee, having a chat, watching a film, attending an event or sharing hobbies. Being connected with community is good for our health, wellbeing and sense of safety. Out & About aims to reduce isolation and loneliness and increase community connection. Our community visitors are friendly, warm and sociable. They are all members of the LGBTI community and understand the specific experiences and needs of LGBTI people accessing aged care. Volunteer community visitors respect recipients' rights including privacy, confidentiality and dignity in all areas of their life. Anyone can refer themselves or another person to our service. You don't have to be open about your sexuality, gender identity and/or intersex status to use our service. Out and About is a program of Switchboard Victoria and one of four Commonwealth-funded LGBTI Community Visitors Schemes in Australia.

Seniors Rights Service: Videos and Resource Kits to Start Community Conversations to Stop Elder Abuse

Stall holder: Video and information
Organisation: Seniors Rights Service
Contact: 1800 424 079 or 02 9281 3600, info@seniorsrightsservice.org.au
Web: https://seniorsrightsservice.org.au/resource_kits/
Bio: Seniors Rights Service hosted the 5th National Elder Abuse Conference in February 2018. We want the community to keep engaging and having a conversation regarding the issue of elder abuse. We hope our free videos and resource kits can assist in starting more conversations across the community.
Great Idea: In February 2018, Senior Rights Service hosted the 5th National Elder Abuse Conference. The Conference culminated in an announcement by the Attorney-General, the Hon Christian Porter that a National Plan would be developed to ensure the protection of older people in the Australian community. To further the conversations generated by the conference, Seniors Rights Service engaged Ellen Fanning to conduct a series of interviews with experts who attended the conference. These videos, along with a discussion sheet for each video, are freely available to community members, professionals and students of all sectors, to enable engagement with the content using suggested discussion questions and to follow up with further reading.

Better Place Australia: Empowering older people. Elder Abuse Support, Advocacy & Prevention

Stall holder: Dominique Horne
Organisation: Better Place Australia
Contact: 1800 214 117, respectingelders@mediation.com.au
Web: www.mediation.com.au/respectingelders
Bio: Dominique is a Family Consultant for the Respecting Elders service. Dominique is a social worker who has extensive experience working with older people and their families and has worked within the health, community and justice sectors. She has an excellent understanding of the complex issues facing older people in contemporary society.
Great Idea: The Respecting Elders service supports older people in resolving conflict with family or carers and preventing elder abuse. It is person centred and provides a non-adversarial approach to resolving issues. It aims to give older people a voice in decisions regarding their care and future and empowers the older person by working with them and their family members to prevent abuse and to foster a safe, positive future relationship with their family members. Elder abuse may take many forms, including emotional or financial pressures, or being neglected or isolated by family members and is often hidden and complex. Whilst legal options may be available, they are often expensive, adversarial and could have a negative effect on your family relationships. Respecting Elders is a FREE service and if you feel you would like to know more, speak to a family consultant now. Call 1800 214 117 or send an email to respectingelders@mediation.com.au with your contact details.

Belinda Brookes, Alfred Health: Life Cafe

Stall holder: Belinda Brookes
Organisation: Caulfield Hospital Aged Care Services and Caulfield Community Health Service, Alfred Health
Contact: 9076 6390, B.Brookes@alfred.org.au
Web: www.alfredhealth.org.au/caulfield
Bio: Belinda is an experienced Physiotherapist of 25 years, currently working as Acting Manager, Business and Strategy Unit, Caulfield Hospital. Belinda is passionate about improving and innovating in healthcare service delivery, and empowering people to live well for life through managing their own health and wellbeing.
Great Idea: Our service would like to introduce *Life Cafes* to enable older people to make changes that improve their health and wellbeing, so they may live the best life possible. Older people would come together at a Life Cafe in their local community to exchange healthy lifestyle knowledge and experiences, and support each other to make personal health and wellbeing improvements. Life Cafes would be run by older people, or those working with older people, trained by us as Life Cafe Coaches. Coaches are not expected to be health experts, but coordinate older people coming together, introducing a weekly health theme, and leading conversation to encourage sharing of ideas and experiences. We would provide all content and materials required to hold a Life Café. Content examples include natural aging, physical activity, fall prevention, food and drink, participation and meaningfulness, and pharmacy. Each session participants set themselves a lifestyle improvement goal and strategies to try before the next gathering. Life Cafes are a six-week program spread over up to 12 weeks, allowing participants time to make lifestyle improvements. We would also provide ongoing support through a website and Facebook page to maintain coach and participant connection, and life-long health and wellbeing learning and improvement.

Victoria Lee, Alfred Health: GEM (Geriatric Evaluation and Management) at Home

Stall holder: Victoria Lee
Organisation: Alfred Health
Contact: 9076 4823, gemathome@alfred.org.au
Web: www.alfredhealth.org.au/services/gem-at-home
Bio: Victoria has been a nurse for almost 10 years, and started working in the community with older people 3 years ago. She has a strong passion for delivering traditionally hospital-based care to people in their own home, including developing a new home-based program for people requiring rehabilitation, and travelling internationally to learn new ways to deliver home-based care.
Great Idea: *GEM at Home* was established to provide a personalized and flexible home-based "inpatient" care for older patients, that could shorten or avoid a hospital admission. The service is led by a Geriatrician and includes nursing, allied health such as physiotherapy and occupational therapy, and pharmacy, with the ability to access specialised services available in hospital. By delivering care in a patient's own home, the team are able to assess and treat to the patient's true needs, and rehabilitation goals are driven by the patient. As the program expands, we are trialling new ideas and ways of delivering care, enabling patients to go home from hospital earlier. This includes the 'Welcome Home Visit', where a team member meets the patient as they arrive home from hospital to assist them ettling in and providing reassurance regarding initial worries they may have. We can also provide a 'Going Home Food Pack' to reduce a patient's concerns of having food available when returning home; a breakfast, main meal & snack. Due to the success of the program, Alfred Health are keen to expand this service to a broader range of patients (calling it *Better at Home*), so more people can experience the benefits of receiving care at home.

Sue Leake, Alfred Health: Better equipping carers of people with dementia

Stall holder: Sue Leake
Organisation: Alfred Health Carer Services
Contact: 0400 927147, s.leake@alfred.org.au
Web: www.carersouth.org.au
Bio: Sue Leake is a senior social worker who has worked at Alfred Health Carer Services for the past 18 years, and been instrumental in developing innovative dementia respite services and educational programs to better assist carers of people living with dementia. Sue has presented at National Dementia Conferences (Greek host home project, Creative Ways to Care education program), and had a lead role on "Supporting Carers of People living with younger onset dementia' research project.
Great Idea: The greatest risk factor for developing dementia is ageing. There are many myths about dementia, and a diagnosis can be a huge shock with many challenges for the person living with dementia and their families. Alfred Health Carer Services have developed a suite of services and educational programs to support families impacted by dementia including; phone based outreach program following diagnosis; short term dementia-specific carer support; dementia education programs such as *Creative Ways to Care,* and peer support events such as the Dementia Cafes and Younger Onset Dementia family retreats

Sara Marwick, Alfred Health: Healthy living Program

Stall holder: Sara Marwick
Organisation: Caulfield Community Health Service (CCHS) – Alfred Health
Contact: 9076 6666
Web: www.alfredhealth.org.au/caulfield
Bio: Sara is a Senior Exercise Physiologist experienced in delivering exercise programs for people of all ages. Sara successfully developed the Exercise Physiologist role within the Caulfield Community Health Service - Type 2 Diabetes Service. Sara prides herself on being able to encourage people with diabetes, or other health concerns, to exercise with confidence.
Great Idea: Healthy Living Program - for your mind, body and social wellbeing: CCHS Healthy Living Program promotes health, mental and social wellbeing through physical activity classes in a supportive and safe environment, providing a welcoming and professional atmosphere to exercise with confidence and enjoyment. Participants work towards their health and wellbeing goals under the guidance of Exercise Physiologists and Allied Health Assistants. The Healthy Living Program team has established partnerships with other community organisations to promote positive aging through physical activity. Feel confident to self-manage your sugar levels when living with Type 2 Diabetes: CCHS provides a specialised service to help adults manage their Type 2 Diabetes. CCHS diabetes nurse educator (DNE), dietitian and exercise physiologist provide education and ongoing support to help people achieve their health goals. With a coordinated care approach, the diabetes team help people feel more comfortable managing their own blood sugar levels and medications, and encourage behaviour change through regular physical activity and healthy eating.

Lisa O'Driscoll, Alfred Health: Empower people to take control of their future health care

Stall holder: Lisa O'Driscoll
Organisation: Alfred Health
Contact: 9076 6642, advancecareplanning@alfred.org.au
Web: www.alfredhealth.org.au/services/advance-care-planning
Bio: Lisa is the Manager of the Advance Care Planning Program at Alfred Health. She has 25 years' experience as a registered nurse, mainly caring for older people and people with chronic conditions, to maintain independence and be in control of their own health. Lisa enjoys meeting local community members to assist them with appointing a Medical Treatment Decision Maker and to write an Advance Care Directive.
Great Idea: Our service would like to assist people to feel empowered to take control of their future health care choices by writing an Advance Care Directive. This document enables people to document their beliefs, values and what quality of life means for them. The definition of a "good quality of life" is different for every person! We encourage people to appoint a Medical Treatment Decision Maker (MTDM) who is able to advocate to ensure the person's wishes are followed at end of life. We offer free appointments with an experienced clinician to assist people to complete the paperwork. We also utilise the "Gift of Grace" card game that starts the conversation about quality of life and what is important to a person. The cards assist people to talk openly about death and dying, and what it would mean to them to be in control until the end.

Tonye Segbedzi, AAG: LGBTI Elders, In Their Own Words: Workshop Report

Stall Holder: Tonye Segbedzi
Organisation: Australian Association of Gerontology
Contact: 03 8506 0525; tsegbedzi@aag.asn.au
Web: aag.asn.au/news-publications/policy-papers
Bio: Since 1964, the Australian Association of Gerontology (AAG) has been Australia's peak national body linking researchers, educators, policy-makers, practitioners, consumer advocates and other experts engaged in ageing issues. Our 1200 members, across every State and Territory in Australia, are passionate about making a difference.
Great Idea: In November 2017, AAG held a workshop in Perth titled LGBTI Elders: In Their Own Words. The workshop aimed to give participants unique insights into the social histories of LGBTI elders, building empathy and motivation to foster inclusivity within their own workplaces. The workshop was presented by June Lowe (GLBTI Rights in Ageing Inc) with support from Dr Catherine Barrett (Alice's Garage). Twenty-nine stakeholders attended the workshop, including LGBTI consumers, researchers, policy-makers, service providers, peak bodies and advocacy groups. The workshop included individual presentations from five LGBTI elders, who shared personal and profoundly moving stories about their own life experiences and provided insights into their hopes and fears about aged care. Participants then broke up into smaller groups for facilitated 'table-top discussions' to explore practical ways that the expectations and concerns of LGBTI elders could be addressed in both residential and home care provision. AAG has written a report that summarises the stories of the LGBTI elders and the reflections from workshop participants, including many useful ideas about what service providers could do differently to provide cultural safety for LGBTI elders. Come over and get a copy of AAG's report at the Market for Great Ideas.

Leonie Sanderson, The Ageing Revolution: Using VR to combat Ageism

Stall holder: Leonie Sanderson
Organisation: The Ageing Revolution
Contact: 0437 637 033, leonie@theageingrevolution.com
Web: www.theageingrevolution.com
Bio: Leonie has worked in academia, not-for-profits and government, delivered innovative whole of government policies and project, managed large scale community engagement projects and now runs her own business dedicated to transforming perceptions of ageing. Leonie works at the intersection between social change, innovation and collaboration
Great Idea: The Ageing Revolution in collaboration with Equal Reality is working to address ageism with the use of Virtual Reality. Equal Reality's ground breaking technology. Virtual Reality has the power to increase empathy for others through an immersive experience. The Ageing Revolution aims to build scenarios that demonstrate how older people may be excluded in everyday situations including shopping, work environments and day to day interactions in the community. These experiences can then be shared via VR to improve empathy in particular sectors, for example, banking, aged care and retail, leading to better services for older people and better quality for businesses.

Simon Lowe, the Ageing Revolution: Agerunner Game/OCJ?

Stall holder: Simon Lowe
Organisation: The Ageing Revolution
Contact: 0437 637 033, simon@theageingrevolution.com
Web: www.theageingrevolution.com
Bio: Simon is social change maker with a fountain of ideas and a keen eye for how to deliver benefit through partnerships. He has worked with large corporates, government and not-for-profits to deliver partnership strategies. His company, The Ageing Revolution is committed to change and challenging ageism on a large scale.
Great Idea: AgeRunner is a game being developed by The Ageing Revolution to start the conversation on positive ageing. Age Runner is a perpetual running game intending to portray the entire life cycle of the human player. The game will be played in third person with the character moving between three lanes on the screen. The core gameplay consists of the player picking up or dodging incoming obstacles and power ups which will impact the players run while they attempt to live for as long as possible. There are four onscreen bars representing Health, Happiness, Connection and Wealth that give the player a visual representation of how their life balance is currently. By giving the player the power of decision making they will have choice over how their life balance is altered. The game has a light hearted and jovial setting aided by colourful and eye catching design and is intended to spark a discussion on how the elements necessary for a long and healthy life.

Michelle Lord, Southern Melbourne Primary Care Partnership: Elder Abuse Prevention Network

Stall holder: Michelle Lord
Organisation: Southern Melbourne Primary Care Partnership (SMPCP)
Contact: 8587 0107, mlord@smpcp.org.au
Web: www.smpcp.org.au/index.php/our-work/projects/eapn
Bio: Michelle Lord has over 20 years' experience in the health sector including community health, not for profits and Primary Care Partnerships. Across a wide variety of roles, she has experience in direct client services, health promotion, developing and maintaining partnerships

and project management. Passionate about prevention, Michelle is currently leading the Elder Abuse Prevention Network.
Great Idea: The SMPCP Elder Abuse Prevention Network is a network of primary health, local government, community organisations and consumers committed to the primary prevention of elder abuse. Our focus is on raising awareness, identifying and challenging drivers of elder abuse, empowering older people and capacity building of professionals to identify and respond to elder abuse. Membership of the network provides opportunities for information sharing, access to training opportunities and improved coordination of activities designed to challenge the drivers of elder abuse. A steering committee and three working groups (community engagement, community awareness and capacity building) guide our work and new members are welcome. The EAPN is supported by the Victorian Government - Department of Health and Human Services (DHHS) and Seniors Rights Victoria.

Kathy Every, Bayside U3A: Winter blues workshops – putting the WOW into winter

Stall holder: Kathy Every
Organisation: Bayside U3A
Contact: 0418 146 566, kathyevery3@gmail.com
Web: baysideu3a.org
Bio: Kathy Every went to University in her fifties and majored in Behavioural Studies. She also has a Certificate IV in life coaching and worked at the Sandy Beach Community Centre in programs for older people as a volunteer and staff member. She loves learning – and helping people to find a purpose in life and create mental sunshine.
Great Idea: My great idea was to facilitate a winter blues workshop for older people. My invitation to older people was: Do you find winter grey, drab and miserable? If you lack energy, motivation, enjoyment and fulfilment, this workshop could help you feel better, more energetic and happier. If it feels like everyone around you has exited Melbourne please come along and experience your own special travels. In a relaxed environment you will create winter, mental sunshine by learning more about yourself and what it is to be human. Exploration is an adventure and we will explore strategies and beliefs to be your guide on your special journey using Life Coaching skills and techniques. Your destination is to create some fun and laughter with the aim and benefit of feeling better. Don't we all need that in a Melbourne winter? I am now looking for ideas to spread the workshop and to apply the approach to other contexts that are difficult – beyond winter – and to address anxiety and any continuation of winter blues.

Robyn Burton and Barry Horwood ECH: LGBTI Connect

Name: Robyn Burton and Barry Horwood
Organisation: ECH
Contact: 0477 112 194; rburton@ech.asn.au
Web: www.ech.asn.au
Bio: Robyn Burton is the Diversity Project Manager at ECH. She is a proud gay woman, with nearly 20 years' experience working in the aged care sector. Barry Horwood is an LGBTI Connector at ECH. He has over 25 years' experience working in the LGBTI and HIV community sector and is passionate about supporting other LGBTI elders live well as they age.
Great Idea: Barry and Robyn will be talking about ECH LGBTI Connect Service, a unique, specialist service for older LGBTI people in South Australia. LGBTI Connectors, themselves older people from lesbian, gay and trans communities, assist elders to access aged care services and navigate the aged care system, as well as connecting elders through our social program. LGBTI Connect was designed by older LGBTI people through co-design methods and has been operating since December 2017. LGBTI Connect has already helped LGBTI elders assess

affordable housing and aged care services and has helped reconnect socially isolated LGBTI elders through their social program.

Veronica Clarke, City of Melville: LoveFest Perth – a celebration of love and dementia

Stall holder: Vron Clarke, City of Melville
Organisation: City of Melville
Contact: Veronica.Clarke@melville.wa.gov.au
Web: cityofmelville.com / museumoflove.com.au/lovefest
Bio: Veronica Clarke (BApp Sci Library & Info) has over 25 years' experience in the community and cultural development sector, in local government including City of Mandurah, Town of Port Hedland and currently at the City of Melville. Veronica is a support partner for her husband of 38 years who was diagnosed with younger onset dementia at the age of 56. Veronica is passionate about breaking down the barriers and stigma and supporting people to live well with dementia.
Great Idea: In May 2018, the City of Melville helped bring LoveFest to Perth. The event was Australia's first festival of love and dementia. The aim of the festival was to help connect people living with dementia to the local community. LoveFest is an initiative of the Museum of Love – a project challenging the stigma of dementia by focusing on the importance of love in the lives of people with dementia. The Festival involved 33 local people with dementia participating in a photo exhibition called The Kiss and 17 people presenting about their experiences of living with dementia. Two workshops explored Belonging and the role of Wu Tao in creating nurturing spaces. LoveFest was very well received, and participant's average rating for the usefulness of the event was 4.8 out of 5. A resource, called the LoveFest Perth Collection, was developed to share the event with those unable to attend. The Collection includes letters written by presenters, photographs and strategies identified by LoveFest participants. Hosting LoveFest was a great idea because it helped us to build momentum for a more dementia-friendly community. It engaged community members in better understanding the experiences of people living with dementia – and the need to reach out and build connection.

Anne Tudor, Bigger Hearts – Building a dementia friendly Ballarat

Stall holder: Anne Tudor
Organisation: Bigger Hearts Ballarat
Contact: 0428 685 166, annettudor@bigpond.com
Web: www.museumoflove.com.au/bigger-hearts.html
Bio: Anne Tudor is a passionate advocate for creating dementia friendly communities. She has presented at National and International Conferences with her married partner, Edie Mayhew, who lives with younger onset dementia. In 2016, Anne and Edie received the Minister for Health Volunteer Award and Honorary Membership of Dementia Australia Vic. In 2017 Anne was named Ballarat Senior of the Year in 2017.
Great Idea: Our great idea was a project called Bigger Hearts, which focused on building a more dementia friendly Ballarat. I co-led the project which used art and story based approaches to engage local community members. The project began by providing the Bigger Hearts framework – which called on local people to open their hearts and listen to people living with dementia. A short film was produced showing local identities talking to people with dementia and inviting community members to do the same. Then, a needs analysis involved asking Ballarat residents what they thought needed to happen to build a dementia friendly Ballarat. Media coverage of these activities and a weekly café meeting raised awareness and increased the number of local people who were prepared to disclose their dementia diagnosis. These actions built support to establish a Ballarat Local Dementia Alliance which oversees the longer-

term strategies to change. We were successful at engaging over 500 community members in various aspects of the project and the resources we developed have been circulated around the world. A significant outcome is an increase in the number of local people prepared to openly disclose their dementia diagnosis – Anne has tackled the shame that is too often associated with dementia.

Sally Conning, Alice's Garage: Gender reablement, a new lens for TGD inclusive aged care

Stall holder: Sally Conning, LGBTI Elder; Fellow of the Elder Leadership Academy
Organisation: Alice's Garage
Contact: director@celebrateageing.com
Web: alicesgarage.net/kinfolk
Bio: Sally Conning is an LGBTI Elder and a woman with a Trans History. She is an active volunteer working to promote a more LGBTI inclusive world – including roles educating graduates at the Police Academy, Victoria. Sally also provides consultancy to a number of councils and health services working towards Rainbow Tick Accreditation. In 2018, Sally was offered a Fellowship with the Elder Leadership Academy on the Kinfolk Project.
Great Idea: The concept of reablement is familiar to aged care service providers. It involves working with the client to be the best they can be. To date, little work has been undertaken to explore what this concept means to Trans and Gender Diverse Elders – and in particular those Elders who have experienced restriction on gender expression by transphobic others (particularly family). Our great idea is to develop information for aged care service providers on how to facilitate Gender Reablement for TGD clients. We will facilitate a workshop for TGD Elders and aged care service providers to explore what this entails. The workshop will result in the development of a printed resource guiding aged care service providers – and a film showing the interactions between TGD Elders and service providers.

Kit Siu, Knox City Council: Understanding cultural obstacles to aged care assessment

Stall holder: Kit Siu
Organisation: Knox City Council, Active Ageing & Disability Services
Contact: 03 9298 8045, Kit.Siu@knox.vic.gov.au
Web: www.knox.vic.gov.au/page/HomePage.aspx
Bio: I am a My Aged Care assessor from a Hong Kong Chinese background and I speak Cantonese and Mandarin. I have worked in the aged care industry for more than a decade in both residential and community services. I am committed to ensuring elders to have a positive and healthy ageing experience.
Great Idea: Knox City Council, Active Ageing & Disability Services provide a range of services to assist eligible residents to continue to live independently and safely in their homes. The Council also supports a number of groups and provide events and services to promote active ageing and social inclusion. My role at Knox is to conduct Aged Care Assessment to determine the eligibility of older people for the Commonwealth Home Support Programme (CHSP). The CHSP offers entry-level aged care for older people aged 65 years and over who are able to continue living independently in their own homes with assistance. The program delivers services and support with a strong focus on wellness, reablement and restorative care on a short term basis, or of an ongoing nature, or across a small number of time limited interventions to maximize a person's independence. As an assessor from a CALD background understand that there are cultural barriers for older people who are having their needs assessed. I utilise this understanding to check clients have not missed information and are daunted by the aged care system. I find that clients are so thankful for the opportunity to check their understand and maximise their opportunities to live and home independently. My Great Idea is to invite

all aged care service providers to step into the shoes of CALD elders to ensure that culture is not a barrier.

Toni Paynter, Celebrate Ageing: The Elder Leadership Academy

Stall holder: Toni Paynter, Fellow of the Elder Leadership Academy
Organisation: Alice's Garage
Contact: 0427 985 189 groupcoordinator@transgendervictoria.org.au
Web: celebrateageing.com/academy
Bio: Toni Paynter is educator, activist, member of the Alice's Garage Elders Council and a Fellow of the Elder Leadership Academy. She currently facilitates the Trans and Gender Diverse Anxiety Support Group for Trans Gender Victoria and the Anxiety Recovery Centre and OutMinds social support group for socially challenged LGBTI people with mental health issues for Uniting Victoria/Tasmania. Toni is a film maker, presenter and very active within the LGBTIQA+ and mental health communities.
Great Idea: LGBTI Elders have overcome trauma and other significant challenges in their lives. Their breadth of exposure to difficulties have resulted in particular expertise and life skills – and the capacity to make significant contributions to social change. However, ageist views of older people mean that their capability to co-lead innovations is overlooked. My Great Idea is to engage LGBTI Elders in meaningful work to build change. The opportunity to participate in Fellowships like those offered by the Elder Leadership Academy need to be expanded to other contexts. An example I will share is my work co-leading the development of Gender Genograms to explore gender roles and expectations in families – beyond the gender binary. This work makes a significant contribution to the education of service providers and community members – and this level of innovation would not be possible without co-leadership by LGBTI Elders.

Dave Petty: How we connect

Stall holder: Dave Petty
Organisation: Dave Petty
Contact: 0474 751 680, davepetty007@gmail.com
Web: NA
Bio: Dave has extensive experience addressing issues around the physical, mental, emotional and spiritual health of older people at both a national organisational level and in primary health care. This has provided him with first-hand (and at times personal) experience of the devastating effect social isolation and disconnection can have on physical and mental health and the ability to have a fulfilling, meaningful life.
Great Idea: Social isolation and loneliness is the emerging epidemic of our times. The disconnection from others and community affects all ages but the adverse physical, emotional and mental health effects particularly impact older people when factors beyond their control exacerbate this isolation. Factors such as loss of mobility, death of a significant other and close friends and/or relocating to an aged care facility can be significant contributors. The International Federation of Ageing states **"**The number one emerging issue facing seniors is how to stay socially connected". Much has been written and research continues about the problem but what are the solutions? How can we change a global phenomenon which is rapidly accelerating and is all pervasive in our society? Well there is good reason to be optimistic – even positively enthusiastic!! The good news is there is much being done to positively address this complex issue and it is being done largely at a community and individual level. At The Great Ideas About How We Connect stall you will have the opportunity to look at and discuss a cross section of some exciting initiatives providing a return to social connectedness and community cohesion from around the world.

Kathy Mansfield, Alice's Garage: The Kinfolk survey, understanding the needs of TGD Elders

Stall holder: Kathy Mansfield
Organisation: Alice's Garage
Contact: 0437 577 369, shemanagementservices@gmail.com
Web: alicesgarage.net/kinfolk
Bio: Married 47 yrs to my wife, father to 4 children, 14 Grandchildren. Post Grad Certificate in Public sector management. Finally accepted that I was gender diverse at age 62, Lived as Kathy since May 2012. Ran for council in Wellington Shire 2016, currently treasurer Wellington Gallery Society, Elder with the Tango Project, passionate about retaining family links for Transgender sisters, brothers and others.
Great Idea: The Kinfolk Survey responds to research showing a complex picture, where some TGD Elders are not able to fully express their gender identity with family members. In particular, some TGD Elders report feeling pressure from family members to hide their gender identity at family events, in the community or while with particular family members. Others are totally excluded from interactions with family. A national survey of TGD Elders will be conducted to clarify what the challenges are – and what strategies work in building family relationships. Information from the survey will be used to develop resources to help TGD Elders manage or build relationships with their family – in ways that also promote their right to gender expression. The information will also be used to educate aged care service providers about the importance of advocating for TGD Elder's right to gender expression. This project is being coordinated by Alice's Garage and has been funded by the Department of Health, Canberra.

Louise Herft: Bringing Timely Information and Advocacy to Elders for an Age-Friendly World

Stall holder: Louise G Herft
Organisation: Advocacy Plus … for an age friendly world
Contact: +61 (0)41 044 9987 louiseherft@gmail.com
Bio: As a woman, a feminist and an immigrant from Sri Lanka, I am passionate about human rights and social justice issues. I am an experienced advocate in the disability and aged care sectors and bring my skills in 'calling out the truth' to people in an Age-Friendly World.
Great Idea: I offer my services as an independent advocate to elders in marginalised communities through a telephone and online service. Whilst most people have been advocates in their personal lives (often without knowing it), advocating for yourself can be a stressful experience. It may involve confronting the person or organisation who is doing the wrong thing by you, to resolve the issue. Self-advocacy is therefore not for everyone. The word 'advocate' is used loosely in the disability and aged care sectors by service providers who are neither formally trained nor have the time to **truly** advocate for their 'clients' and this can result in more harm than good for the 'client'. It takes courage to be a good advocate and persistence in the face of denial, cover- up, aggression and anger. A good advocate: knows when it is best to pass on the 'client's' case to someone else who can better deal with the issues at hand; is empathic and inspires trust and confidence in the 'client' by truly listening to, and hearing, their story; keeps the 'client' informed each step of the way and has their permission to proceed in a way that is comfortable and safe for them.

Prof Michael Tsianikas, Flinders University: Dreaming, connecting, belonging

Stall holder: Professor Michael Tsianikas
Organisation: Flinders University
Contact: 0439370121, Michael.tsianikas@flinders.edu.au
Web: NA
Bio: Professor Michael Tsianikas, Flinders University, Adelaide. Great and highly challenging experiences from Greece, to France, to Australia. Being involved for many years in teaching/researching in the area of literature and philosophy. Convenor of 5 international conferences *Ageing in a Foreign Land*.
Great Idea: Dreams are a very important part of the human conscience and never stop working, day and night, even beyond. Dreams are not only the storage of what is going on in our deeper life bur also is "working" towards solutions by trying to bring together our always fragmented con-science. Reflecting on (and in) our dreams, their symbolic power and narrating them, provide humans with a unique, almost "clinical" method, not only to explore their inner world but, most importantly, to create cohesive narrations about themselves. The person who is able to construct clear and solid stories is more likely to be happier and fulfilled. It is something like connecting dot points, used for so many millennia of the first inhabitants of Australia. I am seeking to start collaborate with others in a project, where: someone (preferably grandson/daughter)will engage with an older person in dream-narratology, request clarification of words or sentences, identify gaps and construct bridges, use it as a start point for further engagement, e.g., childhood, time of distress, time of happiness, produce a written document; in the process, make pictures (including dot points), music etc. Final: create a new space for the conscience under stress. More space gives us more freedom.

June Lowe, GRAI: Connecting LGBTI Elders to community

Stall holder: June Lowe
Organisation: GRAI
Contact: chair@grai.org.au
Web: www.grai.org.au
Bio: June joined GRAI (GLBTI Rights in Ageing Inc) in 2009 and has been Chair since 2013. Through her work with GRAI, she has become a well-known advocate for the rights and well-being of LGBTI elders, taking a multi-level approach including advocacy on law and policy reform, research on LGBTI ageing, and LGBTI inclusivity education in the aged care and health sectors. June is enthusiastic about building intergenerational LGBTI communities, and organises events and projects to strengthen social inclusion. She says it is the warmth of her friendships with LGBTI elders that enriches and authenticates her work.
Great Idea: GRAI has sought innovative approaches to building social connection for LGBTI Elders living in Western Australia. This includes Talking Generations, an LGBTI Intergenerational Theatre Café exploring LGBTI culture and community. In its third season, the event provides an uncommon opportunity for LGBTI generations to learn from each other to enrich our sense of history, respect and community. Through natural, cafe-style conversations, participants exchange stories, gaining encouragement and insights, as well as opportunities to foster new friendships. This year's cafe extended the format to include a theatrical element, introducing 'improv' actors to play back key narratives as a culmination of the T-Gens experience. Another initiative is Meet 'n Muse – which reaches out to older lesbians disconnected from, or new to our community, and to provide a place where they can enjoy the company of their peers and the opportunity to celebrate their lives. *Meet 'n Muse* is a fortnightly discussion group with different topic set each week, which could be quirky, serious, political or whimsical. After exploring the topic for an hour, the women move on to another location

for coffee. This simple format provides a relaxing and validating space that is easy to enter as a newcomer, and facilitates further natural socialising as people women get to know each other.

Giovanna Mercuri, Locked in Productions: Share your bullying experiences

Stall holder: Giovanna Mercuri
Organisation: Locked In Productions
Contact: 0410477373, locked_in@bigpond.com
Web: www.lockedinproductions.com
Bio: I am an accredited mental health social worker and run a counselling service called 'Start Fresh Counselling and Support Services'. I also have a production company called 'Locked in productions'. At Locked In Productions, we do full featured movies and TV series about mental health and serious life issues. We educate the public on positive strategies that can be used to help make improvements to people's lives. We have completed 2 full feature movies call Locked In (A movie about domestic violence) and currently just released a movie called 'The Target' (A movie about bullying. We have an Australian drama series called 'The Travel Counsellor' on channel 31 which addresses mental health issues.
Great Idea: I have a television series on Channel 31 called 'The Travel Counsellor' that airs every Sunday nights 10.30pm. I am interested in listening to people's experiences regarding bullying in aged care. Whether you are a resident, visitor or worker in aged care facilities. I am currently writing a script which will cover real life stories to raise awareness on this topic. No real names will be identified. Not only will this series raise awareness, it will also give people an opportunity to feel confident and empowered to talk about their experiences. The audience will learn what is really happening out there and will keep an extra sharp eye out for anything that doesn't seem right. I hope that family, residents, friends and workers will feel empowered to report incidences and not let the issue go until the problem is rectified.

National LGBTI Health Alliance: Silver Rainbow

Stall holder: Ollie Hand, Heath Reed, Giverny Lewis, Samantha Edmonds
Organisation: The National LGBTI Health Alliance, Silver Rainbow
Contact: 02 85681129, Ollie.hand@lgbtihealth.org.au, Heath.reed@lgbtihealth.org.au, Giverny.lewis@lgbtihealth.org.au, Samantha.edmonds@lgbtihealth.org.au
Web: lgbtihealth.org.au/introducing-silver-rainbow
Bio: We are a team of people who work to support LGBTI elders, aged care sector workers, and advisory bodies and government to ensure that LGBTI elders are included and supported in their aged care needs.
Great Idea: Many LGBTI elders have experienced violence, isolation, and stigma throughout their lives. These elders often do not disclose their identities or histories to services and can remain invisible in the aged care sector and broader community. This cycle of invisibility is experienced at an individual, service and policy level. Together we are working across all levels to ensure change happens, and that aged care services and sector are inclusive. We know that this will result in the best possible health outcomes. We advocate, educate, resource, and empower people who have connections with aged care to ensure that practices, policies, and initiatives are LGBTI inclusive. Silver Rainbow conducts National-level co-ordination of training activities, development and support of inclusive practice resources, and providing policy and program advice to the Department of Health. Through our work we seek to understand, celebrate and support *the diversity of genders, bodies, sexualities, and relationships of older Australians.*

Catherine Young, City of Glen Eira: Engaging seniors and council in shaping successful festivals

Stall holder: Catherine Young
Organisation: Healthy Ageing Officer, City of Glen Eira
Contact: (03) 9524 3800, CYoung@gleneira.vic.gov.au
Web: www.gleneira.vic.gov.au
Bio: Catherine Young began working for Glen Eira City Council in 2007 in the role of community development admin officer. She took on the portfolio of Healthy Ageing Officer in 2014 – a role she loves. Catherine loves interacting with seniors and is passionate about their right to information that promotes the best possible ageing. The greatest joy Catherine experiences in her role is talking to seniors who feel isolated, connecting them with local community members and groups and watching them flourish
Great Idea: Our Great Idea relates to the construction of our Seniors Festival program – to engage community members and promote healthy ageing in Glen Eira. We do this by bringing the whole of council and the whole community together to learn from each other. We believe every department has a role to play in promoting healthy ageing. We also believe that the seniors have much to teach our staff. For example, our History and Heritage Department presented events for seniors festival – at these event seniors shared their stories to help build the Department's data base. Engaging community members also means reaching out to marginalised groups. We have begun hosting events for LGBTI Elders to ensure that they know that Council is concerned about healthy LGBTI Ageing. We have also built relationships and facilitated groups for Greek women and Uzberk people from Uzbeckistan. The 69 activities we host for our seniors festival are as diverse as the seniors who reside in our Council – and are successful because we engage people in shaping the program.

Fiona Addison, City of Melbourne: Never a Crime

Stall holder: Fiona Addison and Max Primmer (LGBTI Elder)
Organisation: City of Melbourne
Contact: 03 9658 9658, Fiona.Addison@melbourne.vic.gov.au
Web: alicesgarage.net/neveracrime/
Bio: Fiona Addison is the Health Promotion Coordinator, Ageing and Inclusion, City of Melbourne. Fiona managed the Community Grant that funded four workshops for the Never a Crime Project
Great Idea: This project was a collaboration between Alice's Garage and The Social Photographer – and four workshops were funded by the City of Melbourne. The project focuses on building Pride in our LGBTI identities. It involves workshops where Pride is discussed and Pride masks are made. The first workshops focused on gay and bisexual men, to affirm homosexuality as an equal way of being and to raise awareness of the Expungement Scheme. Photographs of men and their masks were exhibited for Midsumma in 2018. Workshop participants and those attending the Exhibition were invited to send messages of support to men who were unjustly convicted. Requests from community were received to expand the project to include all LGBTI community members. The Pride workshops were a lot of fun – and a powerful process. Participants commented that working on their mask and reflecting on Pride is quite uplifting and is an important process. Requests were also received for a workshop that paid tribute to the survivors of the Tasty night club raid. A workshop was facilitated with people who were at Tasty when it was raided and others wanting to show their support. Portraits of LGBTI people with their Pride masks were taken by Lisa White, The Social Photographer and can be seen on the Alice's Garage website.

Michelle Morgan, Meaningful Ageing Australia: Spirituality is more than religion

Stall holder: Michelle Morgan
Organisation: Meaningful Ageing Australia
Contact: (03) 8387 2274, admin@meaningfulage.org.au
Web: www.meaningfulageing.org.au
Bio: Meaningful Ageing Australia is the Australian national peak body for spiritual care and ageing. We are a not-for-profit supporting organisations and groups to respond to the spiritual needs of older people, their significant others, and their carers in all care settings, so that the spiritual needs of each older person are recognised, affirmed and supported.
Great Idea: Often when people hear the word spirituality, they think of religion. However, spirituality is much bigger than religion. It is about our sources of meaning and hope, which is in turn intimately related to our connectedness to ourselves, others, nature, creativity and for many, something beyond ourselves. As we age, our spirituality becomes even more important. Meaningful Ageing Australia's vision is for meaning, purpose and connectedness to be a part of every ageing journey. We are developing a campaign to empower older people to know what to ask providers, should they need aged care, so they can find out if the organisation has a culture of understanding and supporting the whole person. At Embolden, we hope to inspire and encourage older people to have meaningful conversations about spirituality and to ask important questions about spiritual care: how will you support me to maintain important connections and relationships? how will you find out about my sources of hope and how will this be supported? what opportunities will I have to reflect on my legacy? who is available to be with me if I am struggling? how is spirituality understood here and how is it integrated into your services? Are you a member of Meaningful Ageing Australia?

Nivedita Saraswati: Bridge the Gap between Science, Spirituality and Divine Love

Stall holder: Nivedita Saraswati
Organisation: Nivedita Saraswati
Contact: 0435 339 251, niveditasaraswati007@gmail.com
Web: **NiveditaSaraswati.com**
Bio: Nivedita has been a yoga teacher since 1979 and has been in the Healing Arts field since the 80's, encompassing many areas of healing including, Spiritual Healing, Soul Healing, Kinesiology, she is a Soul Healing Practitioner, Tao Soul Calligraphy Healing Practitioner, teacher and more. She believes that the wisdom we create through life's experiences, delivers health, contentment, happiness blesses us with wisdom years that can be shared. Full Member of International Association of Tao.
Great Idea: As we move into our wisdom age we know our skills are needed and how we can contribute to the health and happiness of ourselves and others. "Self-less-ness" enables us to embody our wisdom, and life's experiences into the whole. We realize we can help humanity to know that there is only one frequency, and this is the frequency of LOVE. Historically Elders would pass their wisdom on to others or go into remote silent contemplation. Through technology we have the opportunity, to share our unlimited wisdom and knowledge in a much more interactive way. Thus, becoming a positive influence on our family, friends, loved ones or those less fortunate; we give our younger generations hope for the future, plus purpose and relevance for all of us. We now have the tools to look at life in a different way, a different perspective through Science, Spirituality and Love. Through Tao Science we study the physical and spiritual laws and find the missing link to spirituality and science; through simple practices linked with opening the heart and mind with love and contemplation. I warmly invite you to a special presentation online on Sunday 14th October. Please mail me for details.

Hush Foundation: Gathering of Kindness

Stall holder: Amy Maddison
Organisation: Hush Foundation
Contact: +61 425 762 350, info@hush.org.au
Web: **NiveditaSaraswati.com**
Bio: Dr. Catherine Crock is a medical pioneer, producer of music and theatrics, humanitarian, mother and advocate for change. A Physician at The Royal Children's Hospital Melbourne, Catherine is also the Chair and Founder of Hush Foundation, a registered charity organisation working to transform the culture of healthcare through the Arts.
Great Idea: Kindness matters. There is a direct correlation between organisational negativity and poor staff morale, which affects both staff wellbeing and effectiveness. The Gathering of Kindness aims to redress this by building, nurturing and instilling a culture of kindness throughout the healthcare system. Gathering of Kindness brings together people from inside and outside the healthcare sector - actors, clinicians, artists, musicians and innovators - to imagine that kindness, trust and respect are the fundamental components of the healthcare system, and that bullying is unacceptable. Gathering of Kindness looks for creative pathways to a more compassionate model of health care. The Gathering of Kindness is now focussed on broadening future participation and helping workplace groups create their own gatherings.

Council on the Ageing, Victoria

Stall Holder: Donna Swan
Organisation: Council on the Ageing, Victoria
Contact: (03) 9655 2100 or email: cotavic@cotavic.org.au
Web COTA: www.cotavic.org.au
Victoria is the leading not-for-profit organisation representing the interests and rights of people aged 50+ in Victoria. For 70 years in Victoria, we have led government, corporate and community thinking about the positive aspects of ageing. Our focus is on promoting the opportunities and protecting the rights of people 50+. We do this with a number of different programs including Seniors Rights Victoria which addresses elder abuse in all its forms, Living Longer Living Stronger, Peer Education and policy development about different topics. We are committed to skill older people to advocate on their own behalf. Victoria has an enviable record of establishing and regulating rights. We believe it is important that these hard earned rights are not compromised or reduced through deliberate or unconscious public policies and individual behaviour. We support and empower older Victorians to know their rights and to act upon them. We are a not-for-profit, community organisation and fund our activities and services through the support of government, members, philanthropic trusts, businesses and the community. As a member based organisation we are run by, for and with older Victorians

Mrs Marilyn Dolling and Ray Newland

Marilyn Dolling is a passionate Advocate, Empowered Ambassador teamed with Ray Newland and Maria Berry in ensuring positive change in people's lives. Marilyn is also: Experienced Chair with a demonstrated history of working in the education, hospital and health care industries at Acute and Primary service levels; Skilled in Patient Support, Patient Centred Care, Cancer Advocacy and Advocacy Training, Health Literacy, Supportive Care, Survivorship, Aged Care Advocacy, Education at all levels; Steering and Governance Committees representing National, State, Regional and Rural projects; Finalist in Pride of Australia Care and Compassion Award & DHS Life Time Achievement Award; Inaugural Life Member Barwon Health Volunteer Services; Curriculum & Policy Development, Public Speaking, Teacher and Nurse Training, and Pastoral Care. Safer Care Vic Victorian Care of Older People VCOP Governance Committee, Chair Cancer Action Victoria; PHN Geelong Otway Western Integrated Council

About our sponsors and supporters

We are particularly grateful to our primary sponsors Alfred Health and Caulfield Hospital and our Fashion Parade Sponsors, The City of Ballarat. We are also delighted so many other organisations came on board – particularly given this was our first Embolden. Thanks to: The Care Page; The National LGBTI Health Alliance; Hammond Care Dementia Centre; Seniors Rights Service; Switchboard Victoria; The Ageing Revolution; Aged Care Matters; FMC Mediation and Counselling Victoria; Meaningful Ageing; Bayside City Council; Glen Eira City Council; Knox City Council; and COTA Victoria. We have invited our sponsors and supporters to share information about their services.

Caulfield Hospital

Alfred Health is one of Australia's leading healthcare services. We have a dual role: caring for more than 700,000 locals who live in inner-southern Melbourne and providing health services for Victorians experiencing the most acute and complex conditions through our 14 statewide services. Our three hospital campuses – The Alfred, Caulfield Hospital and Sandringham Hospital – as well as numerous community-based clinics provide lifesaving treatments, specialist and rehabilitation services through to accessible local healthcare. We care for a wide range of people, from children to the elderly

Caulfield Hospital specialises in community services, rehabilitation, aged care and aged mental health. The hospital plays a statewide role in rehabilitation services, which includes the Acquired Brain Injury Rehabilitation Centre, neurological rehabilitation, spinal rehabilitation and care for amputee patients. Services are provided in hospital, in the community and at home, depending on the individual's needs. Care is focused on enhancing people's health, independence and overall wellbeing.

The Alfred
55 Commercial Rd, Melbourne VIC 3004
Phone: (03) 9076 2000
Web: https://www.alfredhealth.org.au/

Caulfield Hospital
260 Kooyong Rd, Caulfield VIC 3162
Phone:(03) 9076 6000
Web: https://www.alfredhealth.org.au/caulfield

City of Port Phillip

The City of Port Phillip was established in 1994, following a state government review of Victorian local government boundaries. Three former cities - St Kilda, South Melbourne and Port Melbourne - were amalgamated to form the City of Port Phillip. The City of Port Phillip is responsible for delivering more than 100 programs and services to our residents, businesses and visitors. These vary from childcare and immunisations, to libraries, maintenance of sporting reserves and parks, rubbish collection and road maintenance. And many more.
Phone: 9209 6777 or Email: assist@portphillip.vic.gov.au
Web: http://www.portphillip.vic.gov.au

The City of Ballarat

The City of Ballarat lies within a gently undulating section of the midland plains in western Victoria, about 80 kms from Melbourne. It is positioned at the centre of some of Victoria's most important freight, tourist and commuter transport routes, with the Western, the Midland, the Glenelg and the Sunraysia highways radiating from it. Ballarat has traditionally prospered on mineral and agricultural based resources, however manufacturing, tourism, health and community services, education and retailing are now the key industries. These industries, along with banking, finance and government services, are strengthening Ballarat's role as a regional service provider.

Phone: 61 3 5320 5500; email: info@ballarat.vic.gov.au

Web: http://www.ballarat.vic.gov.au/

The Care Page

CarePage is a free resource for seniors and their families, and really anyone seeking aged care services. Our story began with a simple desire to help seniors and their families in what can be a stressful time – finding aged care. We spent years researching and speaking with families seeking the best aged care for their loved one, many unsure on where to start or which service to choose. Many families rely on word-of-mouth to make a decision, so we thought – why not publish people's experiences of a service online? It seemed like a great idea to help guide families wanting to hear real people's opinion– so the idea for CarePage began.

Contact

Email: hello@carepage.com.au

Web: https://carepage.com.au/

The National LGBTI Health Alliance

The National LGBTI Health Alliance is the national peak health organisation in Australia for organisations and individuals that provide health-related programs, services and research focused on lesbian, gay, bisexual, transgender, and intersex people (LGBTI) and other sexuality, gender, and bodily diverse people and communities. We recognise that people's genders, bodies, relationships, and sexualities affect their health and wellbeing in every domain of their life. Our programs include Silver Rainbow. Silver Rainbow provides national coordination and support activities promoting the well-being of LGBTI elders and the ongoing delivery of the LGBTI awareness training to the aged care sector. Silver Rainbow works collaboratively with the government, aged care providers and related services, LGBTI older people and elders and organisations to create an LGBTI inclusive aged care sector.

Website: https://lgbtihealth.org.au/

Website: https://lgbtihealth.org.au/ageing/

Hammond Care Dementia Centre

The Dementia Centre was founded by HammondCare in 1995 as an impartial resource and provider of research and expertise to the aged and dementia care community – in Australia and internationally. This is key to HammondCare's commitment to excellence in dementia care. The Dementia Centre exists to enhance the quality of life for people living with dementia through services and solutions that are proven in practice. We are dedicated to defining and informing the provision of care for people of all ages with dementia and their families. We offer expert advice to people at all levels of the organisation from CEOs and medical professionals through to clinicians, support staff and family carers in the home.

Contact:
Marie Alford, Head of Business Development
Phone number: 02 8437 7394
Email address: hello@dementiacentre.com
Website: www.dementiacentre.com

Seniors Rights Service

Seniors Rights Service provides free, confidential advocacy, advice, education and legal services to older people in New South Wales. Our advocates assist recipients of all Commonwealth funded aged-care services, their carers' or family members to understand their rights under the Aged Care Act 1997. We help them to advocate for themselves to resolve issues and complaints with aged care providers to ensure optimal care is achieved. Our legal service provides advice, assistance and education to older people in NSW. Issues include: consumer issues (debt management, unfair contracts), human rights (elder abuse including financial, discrimination), planning ahead (wills, power of attorney, guardianship), accommodation issues (granny flats) and other issues.

Contact: 1800 424 079 or 02 9281 3600, info@seniorsrightsservice.org.au
Web: https://seniorsrightsservice.org.au

Switchboard Victoria- Out & About Community Visiting Program

Switchboard Victoria is a community based, not for profit organisation providing peer based support for LGBTQIA+ people and their friends, families and allies. This includes phone and web support as part of the national QLife program and the Queer Trans & Indigenous People of Colour project.

Out & About is a program of Switchboard Victoria. Our volunteer visiting service connects older lesbian, gay, bisexual, transgender and/or intersex people across Victoria. Friendly trained volunteers offer companionship and a sense of community to LGBTI people in residential aged care or receiving aged care at home. Regular visits include social activities such as going out for coffee, having a chat, watching a film, attending an event or sharing hobbies. Being connected with community is good for our health, wellbeing and sense of safety. A person with dementia may enjoy an outing even if they do not remember where they have been. Out & About aims to reduce isolation and loneliness and increase community connection. Our community visitors are all members of the LGBTI community and understand the specific experiences and needs of LGBTI people accessing aged care, including people with dementia.

Contact details: 03 9663 2474
Website: http://www.switchboard.org.au/out-about/

The Ageing Revolution

The Ageing Revolution was born from a passion for social change and a desire to combat ageism. Directors Leonie Sanderson and Simon Lowe first met when they were both managing Seniors Cards programs in their respective states. It was a meeting of the minds and they started hatching a plan to unearth the stories of older people around Australia. As a graduate of the Social Leadership program delivered by the Benevolent Society, Simon knew that to deliver transformative change, you've got to go back to basics and ask generative questions. Storytelling is the perfect technique to both acknowledge the wisdom and experience of older people and combat stereotypes and discriminatory attitudes. Leonie's previous work in digital storytelling and policymaking fitted perfectly with their plan to build a social enterprise based on a sound evidence base of stories from the coalface. Leonie and Simon provide consulting and developing strategies and advice for business, community organisations and government, and building ground-breaking partnerships with organisations like the Queensland University of Technology, The Diary Apps and more.

Contact: 0437 637 033 or email: info@theageingrevolution.com

Website: http://theageingrevolution.com

Aged Care Matters

Aged Care Matters Advocacy Group is a voluntary grassroots movement. We are citizens who are deeply concerned about the quality of residential aged care services across Australia. Aged Care Matters advocates for high standards of care in all aged care homes. We focus on solutions not problems. Aged Care Matters' Director, Dr Russell, is a public health researcher who specialises in qualitative research. She has been the Principal Researcher at Research Matters since 1999. Aged Care Matters encourages discussion and collaboration between residents, relatives, staff, providers, policy-makers and politicians. Dr Russell's report "Living well in an aged care home" provides evidence about standards of care in aged care homes. Aged Care Matters believes residential aged care requires greater scrutiny, accountability and transparency. We need informed discussions based on evidence, recognising the rights of residents to have the best possible care and quality of life.

Contact: 0435 268 357 or email: agedcaremattersadvocacygroup@gmail.com

Web: http://www.agedcarematters.net.au

Better Place Australia

Better Place Australia Mediation and Counselling has been in the business of helping people take back control over their lives for the past 30 years. It has evolved into one of the most successful providers of relationship services in Victoria. It is now the state's third largest recipient of federal government funding under the Families and Communities program. The Respecting Elders service supports older people in resolving conflict with family or carers and preventing elder abuse. It is person centred and provides a non-adversarial approach to resolving issues. It aims to give older people a voice in decisions regarding their care and future and empowers the older person by working with them and their family members to prevent abuse and to foster a safe, positive future relationship with their family members. Respecting Elders is a FREE service and if you feel you would like to know more, speak to a family consultant now.

Contact: 1800 214 117 or email respectingelders@mediation.com.au

Website: https://betterplaceaustralia.com.au

Meaningful Ageing

Meaningful Ageing Australia Inc. is the Australian national peak body for spiritual care and ageing. We are a not-for-profit incorporated association, supporting organisations and groups to respond to the pastoral and spiritual needs of older people, their significant others, and their carers. We advocate for spiritual care to be included in all care settings. Our mission is enable access to high quality pastoral and spiritual care for all older people in Australia. We know that there are many organisations which value and strive to provide high quality pastoral and spiritual care but are sometimes constrained from doing so by time and resource issues or lack of specialised skills. We also know that there are many working in aged care who understand the value of pastoral and spiritual care and want to have the conversations around spirituality, but tend to stay at a superficial level because they don't feel they have the knowledge or skills to respond at a deeper level. We support our members by providing the information and tools you need to deliver high quality pastoral and spiritual care.
Contact: 03 8387 2274 or email: admin@meaningfulage.org.au
Web: https://meaningfulageing.org.au

Bayside City Council – Healthy Ageing

The Healthy Ageing team aims to promote inclusive communities and provide opportunities for older people to try new things, contribute and remain active, connected and engaged in their local community. This is achieved by delivering various programs and activities in response to the identified needs of people aged 55+ as well as supporting senior clubs and groups within Bayside.
Phone: 9599 4373
Email: healthyageing@bayside.vic.gov.au
Website: www.bayside.vic.gov.au

Glen Eira City Council

Glen Eira City Council works with and for the community: to provide quality facilities, services, safeguards and supports; towards goals that are beyond the capacity of individuals, but achievable when working together; according to overall community values, needs and priorities; in a caring, accountable and professional manner; and to provide value-for-money for present and future generations.
Telephone 03 9524 3333; Email mail@gleneira.vic.gov.au
Website: https://www.gleneira.vic.gov.au/Home

Knox City Council

Nestled between the foothills of the Dandenong Ranges and the wetlands of the Dandenong Creek Valley, Knox has a rich natural environment and picturesque landscape, highly valued by residents and visitors alike. Knox encompasses the best of city and suburban living. From the thriving modern city vibe of Knox Central at its heart, plentiful public open spaces, outstanding civic facilities and diverse residential offerings to its leafy suburban centres with abundant space, clean air, excellent schools and good transport links, Knox is the preferred place to live, work and play today and for generations to come.
Contact: (03) 9289 8000. Email: knoxcc@knox.vic.gov.au
Website: http://www.knox.vic.gov.au/page/HomePage.aspx

COTA Victoria.

COTA Victoria is the leading not-for-profit organisation representing the interests and rights of people aged 50+ in Victoria. For 70 years in Victoria, we have led government, corporate and community thinking about the positive aspects of ageing. Our focus is on promoting the opportunities and protecting the rights of people 50+. We do this with a number of different programs including Seniors Rights Victoria which addresses elder abuse in all its forms, Living Longer Living Stronger, Peer Education and policy development about different topics. We are committed to skill older people to advocate on their own behalf. Victoria has an enviable record of establishing and regulating rights. We believe it is important that these hard earned rights are not compromised or reduced through deliberate or unconscious public policies and individual behaviour. We support and empower older Victorians to know their rights and to act upon them. We are a not-for-profit, community organisation and fund our activities and services through the support of government, members, philanthropic trusts, businesses and the community. As a member based organisation we are run by, for and with older Victorians

Contact

Level 4, 533 Little Lonsdale Street Melbourne VIC 3000
Tel: (03) 9655 2100
Email: cotavic@cotavic.org.au
Websites: www.cotavic.org.au; www.seniorsrights.org.au