



Street Smart Seniors

Road Safety Community Education Program

Peer Educator Manual

July 2015



Thank you

COTA ACT would like to thank you for volunteering your time, expertise and patience to be part of this great new program 'Street Smart Seniors'.

Getting the message out to senior Canberra citizens about the importance of keeping ourselves and others safe on the roads is a vital community education service.

You will make a difference to our community by facilitating these sessions and for that we are extremely grateful.

COTA ACT

April 2015

Street Smart Seniors Manual

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Part 1

Introduction

About COTA National

COTA (Council on the Ageing) is Australia's leading seniors' organisation, with individual members and seniors organisation members in all States and Territories.

COTA protects and promotes the well-being of all seniors.

COTA is an independent consumer organisation run by and for senior Australians.

COTA has been serving the interests of Australian seniors since 1951.

There is a COTA in every state and territory.

About COTA ACT

In the Australian Capital Territory, COTA is the peak organisation concerned with all issues related to ageing. It is an independent, non-party political and non-religious organisation working to protect and promote the well-being, rights and interests of all older people in the ACT and their carers, irrespective of socio-economic, ethnic, religious or cultural background. COTA offers a range of services and support options for older people in the ACT community.

About ACT NRMA Road Safety Trust

The NRMA-ACT Road Safety Trust was formally established in 1992, by the ACT Government and NRMA Insurance with the principal objective of enhancing road safety for the benefit of the ACT road-using community.

The Trust has allocated over \$20 million to over 400 innovative road safety projects since 1992.

The Trust supports the Safe System/Vision Zero approach to road safety which has been adopted by the ACT government and other Australian jurisdictions. This Vision as set out in the overarching [National Road Safety Strategy 2011-2020](#) is that "No person should be killed or seriously injured on Australian roads".

About NRMA Road Safety Trust Funding

In 2014 COTA ACT received funding from the NRMA Road Safety Trust to develop a community education program to promote and enhance road safety for ACT seniors – the ‘Street Smart Seniors Program’.

Road safety is a primary concern for ACT seniors and thus a program of this nature is a high priority for COTA ACT.

Part 2 Background

COTA has a special interest in road safety and older people, and has played a key role in the development of a number of road safety programs, resources and publications. COTA recognises that older people have unique and important concerns about road safety, both as drivers and as pedestrians.

This project addresses the need to provide local and practical information to seniors on: driver safety; pedestrian safety; planning for a successful transition from driver to non-driver; and alternative transport options.

Objectives

This program combines COTA’s agenda to represent the rights, needs and interests of older Australians with the prime objective of NRMA Road Safety Trust “enhancing road safety for the benefit of ACT and the region road using community”.

After the session, participants will have an increased understanding of road safety issues and of the range of transport options available in the ACT.

Purpose of Training

The purpose of the Street Smart Seniors training is to:

- provide information on the impact of ageing on safety as a road user;
- stress the importance of self-regulation and considering others as part of road safety; and

- recognise that both the presenter and the attendees are senior members of the community, therefore, the sessions are a discussion and sharing of ideas rather than a lecture.

These sessions should be presented in an easy going manner with appropriate humour used to soften some of the more confrontational issues, such as the impact of ageing and our attitudes to road safety.

Part 3

Background Information for Educators

Overview

Between 2003 and 2013 road fatalities across Australia decreased by 25 per cent, but sadly fatalities for those over 65 years of age increased. This age group currently accounts for 14 per cent of the population but 23 per cent of fatalities.

As the percentage of the Australian population aged over 65 years is expected to more than double by 2032 there will be increasing numbers of older road users. It follows that there will be increasing numbers of fatalities for this cohort, unless effective education directed at seniors, increases their awareness of safety issues and provides alternative transport options.

Overall older drivers are safe, cautious and self –regulate their driving to suit their circumstances. However, there are many situations where older drivers continue to drive, when they are not safe to do so. Physical, sensory and cognitive changes of ageing, chronic health conditions and medications all impact on the safety of the older driver and it is up to the individual, in consultation with their doctor, to honestly assess their continued competence as a driver.

The significance of driving should not be underestimated. To many people driving is not only a means of transport but it is also a symbol of independence and self-reliance. It is often considered essential for shopping, going to appointments, social activities and for visiting family and friends (MUAC). Driving may also be a necessity when providing care to another family member, in order to take the person to appointments and social outings. Having your own car is associated with higher levels of life satisfaction, less loneliness and better

perceived control. Giving up driving and not having a car is considered by many older people to be a major loss in terms of lifestyle, social identification, control and independence.

An Ageing Population

We are an ageing society. There are currently 23 million people in Australia with around 3.1 million people 65 to 84 years old. In 1974-75, this was around 1.2 million persons. People aged 85 years and over is also grow rapidly. In 1974-75, this group was less than 1 per cent of the population — around 80,000 people. This year (2015) around 500,000 persons, or 2 per cent of the population, are projected to be aged 85 and over. By 2054-55, this group is estimated to be around 2 million people.

(Treasury, <http://www.treasury.gov.au/~media/Treasury/Publications%20and%20Media/Publications/2015/2015%20Intergenerational%20Report>)

Incredibly over the last twenty years the number of people aged over 100 years old has increased by 263%! In June 2014 there were 4,000 centenarians. The intergenerational Report released by Treasury in March 2015 predicts that by 2055 there will be 40,000 centenarians.

An ageing population is something to be proud of, it demonstrates the health and socio-economic benefits we enjoy, however, it's also important to recognise the impacts of ageing and prepare for possible changes before they happen.

Many people over 65, 85 and even 100 years old continue to drive and more continue to be pedestrians. This is excellent and should be admired, as long as they keep themselves and others safe!

Canberra's Changing Demographic

The ACT currently has a population of nearly 390,000 with the proportion of our population aged over 65 years expected to increase from 9.7% to 25.6% by 2032 (ACT Government, <http://www.health.act.gov.au>)

Although we see Canberra as a 'young' city we are the second fastest ageing jurisdiction in Australia. In the year ended 30 June 2014 people over 65 years in the ACT had grown by 4.6% and the number of people over 85 years old had increased by 5.3%. (Australian Bureau of Statistics, <http://www.abs.gov.au/ausstats/abs@.nsf/mf/3201.0>). As our public transport is currently limited to buses Canberrans rely heavily on cars. The changing demographic of our city means that there are increasing numbers of older drivers on our roads.

Road Safety in Canberra

In February this year the Canberra Times reported on a Freedom of Information release by Roads ACT of the twenty most dangerous roads in the Territory. The majority were on the Northside and involved areas around busy shopping centres.

However, despite these scary headlines, Canberra roads are actually the safest in the country; we have fewer accidents and less fatalities than any other jurisdiction. However, with our population ageing it's important to pre-empt safety issues for older road users, not only for our own safety, but for all the people we care about. We have a responsibility to ourselves and to the community.

As the population of Canberra has increased the number of road users has also grown. Below is a photo of Civic in 1961 – note the ease of parking and the lack of traffic! There's quite a few pedestrians, but no bikes and no traffic lights



(<http://blog.hemmings.com/index.php/2014/page/55/>)

The photo below is of the city more recently.



Road users in Canberra now have to negotiate increased traffic, larger numbers of bicycles on the road and new as well as changing traffic conditions, as new suburbs evolve and older suburbs are restructured.

Many seniors adapt well to change but our ability to adapt and learn takes more time as we age and, as a road user, we do not have the luxury of time when we are in the middle of fast moving traffic.

Part 4

Ageing and Road Use

The changes of ageing

Irrespective of how healthy we are, ageing does affect the body. As we mature our physical, cognitive and sensory functions decline.

Physical changes are more obvious than cognitive or sensory changes. We notice that we are not as strong or flexible, get tired quicker, our joints might ache and we have slower reactions.

Ageing affects all of our senses. Our eyesight deteriorates and both distance vision and close vision are affected. We might develop cataracts, which make glare particularly difficult to deal with. Everyone seems to mumble more...or maybe that's our hearing getting worse?

The usual cognitive changes of ageing mainly affect the speed of recall and reaction. Other cognitive changes can be more subtle and usually it's our family or friends that notice these changes rather than us. Significant changes in memory, reasoning, thinking and judgement may indicate an underlying illness, such as a vitamin deficiency, depression or a dementia.

These physical, sensory and cognitive changes to our bodies impact on us as a driver and as a pedestrian. It's always a shock when we realise that we're 'ageing' as is captured by the very apt expression by Cora Harvey Armstrong below:

**INSIDE
EVERY
OLDER
PERSON
IS A
YOUNGER
PERSON
WONDERING
WHAT THE
HELL
HAPPENED.**

- Cora Harvey Armstrong

Ageing Changes and Driving

The physical, sensory and cognitive changes of ageing may impact on our ability to drive safely. Rather than ignoring these changes it is important to recognise the changes early and discuss driving safety with your doctor.

Age related changes in motor function include:

- increases in reaction time;
- changes to sensation;
- decreased range of movement; and
- decline in muscle strength and endurance.

These changes impact on:

- gripping and turning the steering wheel;
- difficulty operating pedals in a smooth controlled manner;
- backing and parking a vehicle;
- transferring in and out of the vehicle; and

- reacting quickly and appropriately to avoid a collision. For example, in a crisis situation a person may put their foot on the accelerator instead of the brake.

As the neck becomes stiffer it's harder to turn and clearly check all areas behind a car, particularly those corners where mirrors don't reach. Sometimes drivers just 'hope for the best' and drive off, not having clearly seen whether it's ok to do so.

Changes in vision can decrease distance vision, peripheral vision, decrease the ability to see at dusk and at night; increase sensitivity to glare and decrease depth perception. This results in difficulty seeing signs clearly, judging distances, seeing pedestrians who are crossing a road in dark clothing and to clearly focus on objects at night, especially if it's raining or there's glare from lights. These situations are hard for all drivers and can be that much harder for the older driver.

The brain processes information more slowly as we get older and this may cause changes in attention and the ability to anticipate as well as spatial ability, eg parking in a tight spot or reversing into a parking spot may become difficult to judge, as may distance from objects, like people or other cars. Reduced concentration may also lead to less ability to multitask, ie we find it harder to drive and concentrate on the road as well as have the radio on, or talk to a passenger.

Even the rich and famous must face getting older and the challenges the changing body brings....



Arnold Schwarzenegger aged 20.....and 60

<http://belikewaterproduction.com.arnold-schwarzenegger/>

<http://www.hitfix.com/blogs/motion-captured/posts>

What...I'm a senior? My youth is not coming back? When did this happen?



<http://www.hitfix.com/blogs/motion-captured/posts>

Being an Older Pedestrian

All of the changes of ageing also affect us as a pedestrian, especially the ability to run, or walk, quickly across a road. Additionally, the perception of where a car is, in relation to us, is diminished partly because of visual changes, but also due to alteration of spatial perception. Importantly hearing is reduced as we age so we can't hear the cars coming or even people yelling at us to stop! Many older pedestrians have a walking stick or walking frame but continue to jay-walk assuming that cars will stop for them.

Pedestrian safety is not often raised as it is assumed when a pedestrian is killed in an accident that the car is at fault. This is not always the case, especially as we get older it's important to use all of our senses and use appropriate and safe area to cross a road to ensure our own safety and not put ourselves or others in danger.

The higher involvement of older people in pedestrian fatalities is indicative of the relative frailty of older people in a highly vulnerable road situation. Many older people also have a greater reliance on walking and may be more exposed to traffic as a pedestrian than younger age groups.



<http://www.youtube.com/watch?v=FydJucnb2Rk>

In the picture above the lady was walking through busy traffic and was hit by a motorcyclist weaving through the two lanes of cars. She was ok – a very lucky woman!

Pedestrian Safety

Per hour of travel, walking is 2.5 times more dangerous than traveling in a car.

Pedestrian accidents account for between 15 and 20% of all road deaths in Australia.

Although people aged 65 and over represent about 12.7% of the Australian population, they contribute around a quarter of all pedestrian deaths in Australia.

Only a small proportion of these deaths stem from risky road use on the part of the driver.

Primary responsibility for the collision is fully or partially attributable to the pedestrian in the majority of cases. (COTA 2004)

Over 80% of the pedestrians injured or killed are struck whilst crossing the road. The remainder are struck while playing, standing, working or lying on the road, walking along the road, standing on the footpath or median or are hit whilst in a driveway. Three groups of people are at most risk, people who are - young, old, and/or drunk over the limit. (STD Safe Drive Training <http://www.sdt.com.au/safedrive-directory-PEDESTRIAN.htm>)

There are a number of things you can do to increase your safety as a pedestrian

ACTIVITY: Discuss and list ideas for safe walking

Date	Time	Location	Observations

ACTIVITY Continued:

Some tips for safe walking include:

- walking in daylight or under street lights;
- wearing light or bright coloured clothing;
- being cautious about oncoming traffic;
- assuming that the traffic will reach us sooner than we think;
- avoiding shortcuts, especially jay-walking;
- ensuring traffic can be seen from all directions before and during crossing the road; and
- leaving plenty of time to cross the road.

Below is an example of good pedestrian safety!



<http://www.thebeatles.com/album/abbey-road>

Medications and Driving

As we age we may have chronic health conditions, such as congestive cardiac failure, diabetes, arthritis, high blood pressure, and so we need more medications than when we were younger. Medications may help the condition, but both prescription and over the counter medications can affect alertness, vision and reaction times. Dizziness, drowsiness, feeling light-headed and blurred vision may all be a side effect of medication. This, in turn, can affect our reaction as a driver and as a pedestrian.

You will notice that certain medications state that you '*should not drive*' or that the medication '*may cause drowsiness - if affected don't drive a motor vehicle*'. We often ignore these warnings and consider they apply to everyone else but us! There is, however, a very good reason for such warnings. For example, people with high blood pressure take an 'antihypertensive' which lowers the blood pressure, but may also cause dizziness if the blood pressure drops too quickly or too low. Strong pain killers or antihistamines can cause drowsiness and affect reaction time.

Medicines that may affect your driving	
By making you drowsy	
<ul style="list-style-type: none"> • Medicines for anxiety • Sleeping tablets • Some antidepressants • Some medicines for mental illness • Medicines for epilepsy • Medicines for allergies and many antihistamines • Cold and flu medicines containing antihistamines • Medicines for nausea, vomiting and travel sickness • Strong painkillers 	
By making you dizzy	
<ul style="list-style-type: none"> • Medicines for blood pressure • Fluid or water tablets taken to lower blood pressure • Medicines for Parkinson's disease • Some antidepressants • Some medicines for mental illness • Medicines for epilepsy • Medicines for diabetes • Some antibiotics 	
By blurring your vision	
<ul style="list-style-type: none"> • Some antidepressants • Medicines for urinary incontinence and/or abdominal cramps • Some pain killers • Occasionally, eye drops and eye ointments 	

Always discuss any possible side effects from medication and particularly driving precautions with your doctor or pharmacist. Also check advice on both prescription and over the counter medication to make sure you and those around you are safe on the road.

Impact of Road Accidents on Older People

Getting older impacts on how we recover from an accident. Road users over 65 years old have the greatest risk of dying, or being seriously injured, as a result of a road accident, whether in a car or as a pedestrian.

The reason for this is that our body does not have the ability resist the impact of an accident, or to heal as quickly as we age. Also we often have a number of other conditions

already affecting our health, such as osteoporosis, high blood pressure, heart problems or poor circulation. These conditions already require the body to work hard at staying healthy, so a sudden impact on the body through an accident may make it too difficult for the body to recover.

Part 5

CARS and ROADS

Cars and Roads have become safer

If you ever drove an FJ Holden, a Morris Minor or a VW Beetle (the REAL one!) you will have noticed that cars have changes over the years.



Remember using the choke - especially on cold Canberra mornings? There was no power steering; no power windows, no ABS brakes; no CD player; no seat belts; no air-conditioning, lots of lead in the petrol, many gravel roads and you had to manually wind down the windows! We had to be fit to drive and drove 'real' cars.

Of course there were many more fatal car accidents in those days, even if the cars couldn't quite manage 70 miles per hour. Also people who were 65 were considered to be 'really old' and only 0.4% made it past their 85 birthday! The proportion of people now aged 85 years and over has increased more than four-fold to 1.8%

In 2014, 1,157 people died on Australian roads. This is the lowest number of fatalities since 1935 when 1100 people died, and is down from a peak of 3978 deaths in 1970, when there were fewer cars on the road and the population of 12.2 million was a little more than half what it is today. (Department of Infrastructure and Regional Development)

http://www.bitre.gov.au/publications/ongoing/road_deaths_australia_monthly_bulletins.aspx)

These days it's unusual to see a car on the road that is more than ten years old and it's no longer of any benefit to keep a car as long as possible, rather we're encouraged to 'upgrade' to newer, safer models every few years. Cars have come a long way since the 1970's. We have seatbelts (and the car reminds us to wear them!); airbags; automatic transmission; power steering; reversing cameras; self parking; automatic lights; 'climate control'; automatic wipers; air-conditioning; satellite navigation, in fact cars are becoming so technologically advanced that soon they can self-drive.

Additionally, stricter law enforcement and restrictions regarding road use, such as highway patrols; speed cameras; as well as alcohol and drug testing have also had a significant impact on the number of fatalities.

So, although we do not have as much physical control of the modern cars they are actually safer; roads are safer and less people die from car accidents than in the 'good old days'. However, this does not mean that we can become complacent. Road safety, keeping ourselves and other safe on the roads, continues to be our individual responsibility

Car adjustments

Many of us 'seniors' were taught to look after our cars, keep them in good condition, keep them as long as possible and they would be worth lots of money. How life changes... Now no second hand car yard wants to buy a used car older than 5 years and minimum trade-ins are grudgingly offered when buying a new car. Given that many of us are used to our old reliable vehicle we may keep it as long as possible. Part of the reason is that we like the lack of electronic gadgets and the fact that we, not the car computer, are in control!

If you do have an 'older model' car then certain safety features may not be present, such as reversing camera, automatic headlights or an engine immobiliser.

Adapting your car to suit physical limitations

Cars can also be adapted to suit certain physical limitations. For example, if you have certain physical limitations with driving, such as arthritis in the hands making it difficult to grip the steering wheel, or perhaps you have limited movement in a leg, then you can obtain advice and assessment from the Driver Assessment and Rehabilitation Service (DARS). This ACT government funded service provides assessments, information and advice for older drivers that are ACT residents. They can be contacted on ph 6207-0477 and are based at Village Creek, Kambah.

The right car for you

If you are considering buying a new car then you may want to ensure that it meets certain age related needs. Strength, flexibility and mobility, vision and scanning skills, and the rate at which we process visual information are all affected by the ageing process. These changes can present challenges on the road, making us feel less comfortable and less in control while behind the wheel.

Senior drivers should choose a vehicle based upon their specific needs

The features of a car that can optimise safety and comfort for senior drivers include:

ACTIVITY: Discuss and list ideas for the features of a car that can optimise safety and comfort for senior drivers

ACTIVITY CONTINUED

Some examples of features of a car that can optimise safety and comfort for senior drivers are:

- Large knobs and buttons with contrasting text - Climate and audio controls with contrasting text and large features are easy to see and manipulate.
- Power mirrors are easier to adjust for drivers with limited strength or arthritis.
- Large or wide-angle mirrors can improve visibility for those who have difficulty turning to look to the rear when changing lanes or reversing.
- Visors that extend to block glare are important for maximum visibility.
- Power-operated seats require less strength to adjust. The seats should offer at least six-way adjustment: up and down, forward and backward and seatback forward and backward.
- Avoid cars that are low-slung or tall as they require extra strength and flexibility to get in and out of.
- Lumbar support can help improve comfort for many drivers, especially those with back pain.
- A steering wheel with a tilt or telescoping function can help the driver find a safe distance from the front airbag as well as a comfortable driving position.
- A thick steering wheel requires less hand strength to handle and grip.
- Adjustable head restraints that move forward to cushion the head if the car is hit from behind, helping reduce neck injuries.
- Anti-lock brakes (ABS) helps drivers remain in control by preventing the wheels from locking during hard braking.
- Senior drivers especially benefit from side airbags that protect the torso, pelvis and head.
- Stability control (ESC, ESP, Dynamic Stability Control etc.) helps prevent loss of control. It automatically makes quick corrections to keep the car on course, so it is particularly beneficial to senior drivers with slowed reaction times.

(Reference <https://www.nrmasaferdriving.com.au/my-page.htm>)

Part 6

Mobility and Independence

The fear of losing independence

In Canberra we are very dependent on our cars to quickly go across the city. Buses are available, but as they take longer than a car to get anywhere, a car is just so handy!

The thought of not driving means the loss of independence for many people and sometimes they fear the stigma associated with being a 'dependent' person. This can lead to situations where a person who should not be driving continues to do so.

Sometimes in a couple situation, where one partner is the driver, the other partner actively encourages the driver to continue to drive.

For example: a man who had dementia and couldn't remember where to drive, or remember what signs or lights meant, was instructed by his wife about what to do when, as was another husband who was legally blind!

In another case a woman in her late eighties had no feeling in her feet due to nerve damage. She was fiercely independent and continued to live at home, falling often ...and continued to drive! She only gave up driving when she failed to stop after she drove into her garage as she couldn't feel if she had depressed the brake pedal. After destroying her garage and lounge room she thought it best to give up driving. Fortunately there was no-one in the lounge room at the time.

These examples show the level of anxiety about not having a car available for transport and the extent people go to in order to remain independent.

Driving Because Others Depend on You

The 'baby boomers' are now seniors (even though they may not admit to it!) and many are still responsible for older parents as well as grandchildren. They are in a 'sandwich' situation caught between the needs of both ends of the age spectrum. Many may also be the primary carers for their partner, or an adult child with a disability. Driving in this situation is seen as essential, rather than a choice. The senior driver may recognise that they are not the safest driver anymore, but can't imagine how they could continue in their role as a carer without the flexibility of their own car.

In 2012 nearly 580,000 carers in Australia were aged 65 years and over. (ABS 2012). In Canberra it is estimated that there are over 30,000 carers (Carers ACT 2014) of these a significant proportion are carers over 65. It is a concern that along with the daily challenges of caring for someone, the carer also has to consider transport options and availability.

In the ACT we are fortunate that we live in a small city with good transport support, such as the flexible bus service; community transport and a taxi subsidy scheme.

To access any of these services, however, the carer must first have the information, then have the energy to organise the service and most importantly allow themselves to 'let go' of the responsibility of driving if they are unsafe and unable to continue.

Adapting to Change

It is an extremely difficult decision to give up driving and this decision impacts not only on the driver but anyone who is dependent on that driver. This fear needs education to ensure that people understand the options available to them and the safety concerns if driving continues. They also need to be made aware of the symptoms that they may not be a 'safe' driver anymore.

Changing driving habits may initially help a person to keep driving, as long as there is no underlying condition which indicates they should not drive, eg memory loss, lack of judgement, vision impairment not corrected by glasses or peripheral neuropathy where the person can't feel anything with their toes or fingers.

ACTIVITY: In small groups brainstorm some ideas of changes in driving habits that would enhance safety.

ACTIVITY CONTINUED

Changes in driving habits could include:

- driving only in daylight; using the easiest (sometimes not the shortest) routes;
- parking where it's easy rather than trying to squeeze into the tightest or closest spot;
- not listening to the radio or talking on the phone while driving;
- making appointments during quieter times of the day; and
- ensuring that the windows are always clean!

If a person is unable to drive they cannot usually ride a bike, and sometimes walking independently is not an option either. The lack of transport and independent mobility can lead to isolation and depression unless there has been active consideration about alternative transport options.

Assessment

Self-assessment is an important first step in recognising if driving is becoming an issue. Comments from family or friends may also indicate that your driving does not make people feel safe.

The NRMA offer Senior drivers' assessments and refresher courses as well as on-line advice and self assessment quizzes. See <https://www.nrmasaferdriving.com.au/senior-lessons.htm> This can be a helpful first step in determining whether the issue can be addressed or whether it's time to consider other transport options.

A person's doctor has the key responsibility in assessing fitness to drive and will help to decide when an unconditional license is no longer appropriate.

It is mandatory, in the ACT, for drivers over 75 years of age to have an annual medical assessment to determine their competence to drive.

Self assessment, considering possible strategies to assist with driving and consideration ahead of time about how to manage without a car are all helpful in preparing us for the prospect of not driving.

Providing older people with alternative transport information and choices is also very important to alleviate concerns. The range of flexible and personalised options now available in the ACT allows people to choose what suits them best.

Preventing Isolation and Depression

Whether a senior driver has caring responsibilities, or not, making the decision not to drive needs to be planned and discussed with the doctor, family and possibly a driving instructor. Sudden loss of a license or the sudden decision not to drive may mean that the person has

no alternative transport and due to physical or cognitive concerns can't manage to catch a bus. Having Information on local services is vital to a successful transition from driver to non-driver.

If the person decides not to use other transport then they may become 'housebound', which may lead to isolation and depression. COTA ACT has an excellent program which supports people to feel confident to use a bus or other transport options (Transport Training Program).

Driver self-assessment

Perform a self-assessment by answering the following questions. They will help you decide if physical changes have affected your driving skills.

- Is driving an uncomfortable or scary experience for you?
- Do you bump the car on fences or garage doors?
- Do you have difficulty staying in your lane?
- Do you have trouble paying attention to signage and road markings?
- Have you noticed your reaction time slowing down?
- Do you have any medical conditions or take any medication that may be affecting your ability to drive safely?
- Do you ever have close calls or almost crash?
- Is it difficult for you to judge gaps in traffic at intersections and roundabouts?
- Do other drivers honk or abuse you?
- Are friends or relatives reluctant to drive with you?
- Do you have any problems with concentration or memory, or other physical symptoms that may be affecting your ability to drive? If so, you may want to consult your doctor.

If you answered yes to any of the above you may want to have your driving assessed by a professional driving instructor.

(<https://www.nrmasaferdriving.com.au/my-page.htm>)

PART 7

Alternative Transport Options in the ACT

ACTION Buses

In the ACT we have the option of using the normal ACTION bus or a Flexible Bus service.

If you have not used a bus recently, it's a good idea to phone the information line for guidance. Explain that you are a first time user and need some guidance. The ACTION web-

site, or information telephone line, can also help you plan a trip, including which buses to catch and their numbers.

The ACTION Information Service can be contacted on 131710;
or via the web-site: www.action.act.gov.au.

Flexible Bus Service



The ACT Community Transport Coordination Centre is a central point where residents can access alternative public transport options, including the newly developed Flexible Bus Service. If you require assistance with community public transport, you can call the Coordination Centre on (02) 6205 3555. The Centre is open Monday – Friday, 9.00am – 4.00pm. <http://www.transport.act.gov.au/>

The Flexible Bus Service is a free bus service which is localised to particular zones. It operates off a basic timetable, picking up residents from their home and taking them to local community service providers such as local shopping centres and hospitals. The fleet of minibuses are all wheelchair accessible.

Eligibility for Flexible Bus Service

The service is assessed on a case by case basis. To qualify, you may be asked if you comply with the following criteria: seniors card holders with mobility issues; seniors card holders aged 70 or over living in a nursing home and/or retirement village impacted by a permanent or temporary disability that prevents you from accessing regular route services; holders of a Vision Impaired (VIP), or Total and Permanently Incapacitated (TPI) travel pass.

ACT Taxi Subsidy Scheme

The ACT Taxi Subsidy Scheme (TSS) provides financial assistance to ACT residents with a disability or significant mobility restriction that prevents them using public or community transport. The TSS is intended to assist members with transport needs for essential activities such as attending medical appointments, employment, social activities, and visiting family, but is not intended to meet all transport costs.

Eligibility

To be eligible for the ACT Taxi Subsidy Scheme, you must: be a permanent resident of the ACT, have a severe or profound activity limitation that prevents you from using public transport and not be a member of an Interstate Taxi Subsidy Scheme.

Application forms are available online or by contacting the Taxi Subsidy Scheme on ph (02) 6207 1108 or email acttaxischeme@act.gov.au. These must also be completed by your doctor.

Community Bus Service

Buses are run by the Regional Community Services. The service aims to improve the social inclusion and community participation of people who find it difficult to use regular bus services e.g. seniors and other people with mobility limitations.

Further information available at:

http://www.communityservices.act.gov.au/wac/community/community_bus_services

Or contact your nearest Community Service Centre:

Belconnen Community Service

26 Chandler Street,
Belconnen, ACT 2616
Phone: (02) 6251 2100
Email: bcs@bcsact.com.au

Southside Community Services

63 Boolimba Crescent,
Narrabundah, ACT 2604
Phone: (02) 6126 4723
Email: bus@sscs.org.au

Communities@Work

Tuggeranong Community Centre
Phone: 6293 6500
Fax: 6293 6500

Woden Community Service

26 Corinna Street,
Woden, ACT 2606
Phone: (02) 6260 5400
Email: transport@wcs.org.au

Gungahlin Regional Community Services

47 Ernest Cavanagh Street,
Gungahlin, ACT 2912
Phone: (02) 6228 9200
Email: grcs@grcs.org.au

Northside Community Service

Majura Community Centre,
Rosevear Place,
Dickson, ACT 2602
Phone: (02) 6247 5757
Email: headoffice@northside.asn.au

Home and Community Care (HACC) or Commonwealth Home Support Program (CHSP) Transport

Information about, and access to, HACC Transport Services can be obtained via the contact details above.

HACC Transport is also administered by the ACT Community Services and is accessible to anybody who is eligible for HACC services i.e. frail aged or people with a disability who are at risk of needing residential care if they do not receive support services. You do not need to be receiving any other HACC service to use HACC Transport.

PART 8 SUMMARY

All of us over the age of 60 are to be congratulated for being excellent road users for many years, we have driven cars that were manual everything on gravel roads and survived. However, although the overall road fatalities in Australia are reducing and have done so since the introduction of seatbelts in 1970, the fatalities for those over 60 years old are increasing. The reason for this is that as we age sensory, physical and cognitive changes affect our ability to continue driving safely and medications may also impact on our safety as a driver. The same applies to us as a pedestrian.

We drive because we like the independence, the privacy, the freedom. We may have others that depend on us to drive them. Keeping ourselves safe and others around us safe is the most important issue to consider when all other factors are taken into account.

Self-assessment of our skills as a driver; managing change as our abilities decline and adapting to different driving habits help maintain our safe road use. However, when we are anxious about driving, when we are no longer safe and know we are a danger to ourselves and others, then it's time to consider the range of alternative transport available in Canberra.

It may take time to get used to the idea of using something other than our own car to get around, but it's better to be a Street Smart Senior than a dead dumb dodo!

PART 9

Conducting a Street Smart Seniors Information Session

Preparation

One week before the session

Call the contact person and confirm your attendance. To ensure you are well planned for your session, confirm the following with the contact person:

- Venue - access and address
- Time - what time they would like you to arrive and how long they have allocated for the session
- Topic - confirm the session topic that you will be presenting.
- Audience - how many people they are expecting, an age profile and who they are eg ex-business people, patients, carers etc
- Equipment - check what equipment will be available
- Parking - confirm what parking is available
- Resources - ensure you have enough resources for each participant
- Feedback forms - ensure you have enough feedback forms for each participant and you have a feedback form for yourself

On arrival at your session

- Be early so you have time to find the contact person and introduce yourself, familiarise yourself with the surroundings and get yourself organised
- Ensure that you have all your presentation material and that it is set out ready for you to use.
- Make sure the room and equipment is set up ready to use (check lights, light-pro work etc).
- Wear your name badge as it helps to identify you at the venue
- If you are asked to use a microphone then please use it. There may be a hearing loop installed or the audience may need the extra volume
- Know where the toilet facilities are and the emergency exits.
- As people arrive, welcome them and introduce yourself, if appropriate ask them about their interest.
-

Starting the Presentation (10 mins)

- Welcome the participants and ask them to take a seat.
- Introduce yourself and explain:
 - your background (*for example are you a 'senior' and a driver or perhaps you have decided not to drive anymore?*)
 - The role of COTA and the NRMA Road Safety Trust
 - The COTA ACT Community Education Program and your role as a peer educator for the session
 - The purpose of the Street Smart Seniors Road Safety Program: *to discuss the impact of ageing on being a safe driver and pedestrian, things we can do to support safe road use and transport options if we shouldn't, or can't, drive anymore*)
- Let everyone know that this will be a two hour session with a 15 minute break for a cuppa.
- Provide 'housekeeping' details - where the toilets are; where the exits are and remind people to please turn off their mobile phones.
- Explain that this session will cover road and pedestrian safety for older people in the ACT and will also look at alternative transport options.
- Stress that you are not a road safety expert but that you have been trained to deliver this session as you yourself are an older driver/pedestrian and you want to share what you've learnt.
- State that although the session is informal certain group 'rules' apply. Such as allowing everyone to have their say without interrupting and maintaining privacy and confidentiality – what is said by whom in the room and personal details – stay in the room.

- Let the group know that they are welcome to ask questions during the session, and if you do not have the answers to a particular question you will follow up with COTA and they will get back to them.

Street Smart Seniors – Part 1 (45mins)

What's Happening for Senior Drivers?

- Between 2003 and 2013 road fatalities across Australia decreased by 25 per cent.
- But fatalities for those over 65 years of age increased over this time.
- This age group currently accounts for 14 per cent of the population but 23 per cent of fatalities.
- As the number of people over 65 years is expected to more than double by 2032 there will be increasing numbers of older road users.
- It follows that there will be increasing numbers of fatalities and serious injuries for this group, unless we are aware of and act on, safety issues.

The Baby-Boomers are Taking Over!

- Statistics is a fairly dry, uninteresting topic (unless you are a statistician) but these stats put the 'ageing of Australia in to perspective.
- In 1975 there were around 1.2 million people between 65 and 85 years old.
- Now there are 3.1 million
- In 1975, less than 1 per cent of the population was over 85 years old.
- Now over 2 per cent of our population is over 85 years old.
- Incredibly over the last twenty years the number of people aged over 100 years old has increased by 263 per cent!

- There are currently around 5,000 centenarians and by 2055 there are predicted to be 40,000!
- Many people over 65, 85 and even 100 years old continue to drive and of course many more continue to be pedestrians.

Canberra is also Ageing

- Although we see Canberra as a 'young' city we are one of the fastest ageing jurisdictions in Australia.
- People over 65years old is expected to increase from the current 10 percent of the population to over 25 per cent by 2032.
- Canberrans rely heavily on cars and the changing demographic of our city means that there will be increasing numbers of older drivers on our roads.

Road Safety in Canberra

- Canberra roads are the safest in the country.
- We have fewer accidents and less fatalities than any other jurisdiction.
- However, with our population ageing it's important to pre-empt safety issues for older road users to ensure safety for all.

Canberra's always changing

- Over the last twenty years the traffic conditions have changed a lot in Canberra.

- Take the city centre, for example, there are increasing numbers of high rise apartment blocks and office buildings, changed parking conditions, more bicycles, more pedestrians, more buses and lots more cars.
- Road users in Canberra now have to negotiate increased traffic, as well as new and changing traffic conditions, in both the city and the 'burbs' as new suburbs evolve and older suburbs are restructured.
- This may not be a problem for you but for many of us, as we get older, we just can't adapt as well, or as quickly, to complex traffic or road changes.

Driving when we're older

- Overall we older drivers are safe, cautious and self-regulate our driving to suit the circumstances.
- We have a wealth of experience, are polite road users and know the road rules.
- However, there are situations where we older drivers just can't adjust as quickly as we used to.
- For example, with changed traffic conditions we can adapt, but it may take a bit longer than before.
- Seeing that traffic flow arrow clearly and the direction in which it's pointing, in the new high rise carpark, may take longer due to poorer eyesight, lack of clarity in dim light and slower reactions.
- An impatient driver behind you is honking, someone overtakes you as you slowly edge your way in the direction that the arrow is pointing but now you're feeling anxious and wishing you hadn't driven into the city at all!
- Does this sort of thing happen to any of you?

Note:

- *Allow time for examples and personal experiences to be discussed.*
- *Ask participants how they felt when this happened to them. Validate the feelings of frustrations, annoyance, sadness, etc.*
- *If no-one offers an example, share one of your own or invent one...*
- *Complete this discussion by revisiting the changed traffic conditions around Canberra and how we need to be vigilant and quick to understand new road /traffic conditions and adapt.*
- *Reinforce that older drivers are cautious and can usually self-regulate their driving if there are concerns.*
- *This discussion leads into the impact of ageing on the body and on driving and pedestrian safety.*

Ageing Changes and Driving

- ‘Inside every older person is a younger person wondering what the hell happened’ – such an apt comment by Cora Armstrong Harvey!
- As we reach that marvellous 60th milestone there are changes which just happen as much as we try to deny it.
- Of course there are always exceptions, but generally the changes we’ll be discussing happen to us all.
- The physical, sensory and cognitive changes of ageing may impact on our ability to drive safely.
- Rather than ignoring these changes it is important to recognise the changes early, consider options and discuss driving safety with your doctor.

Motor Function Changes

- Age related changes in motor function include:
 - increase in reaction time;
 - changes to sensation;
 - decreased range of movement; and
 - decline in muscle strength and endurance.
- These changes impact on:
 - gripping and turning the steering wheel;
 - difficulty operating pedals in a smooth controlled manner;
 - backing and parking a vehicle;
 - transferring in and out of the vehicle; and
 - reacting quickly and appropriately to avoid a collision. For example, in a crisis situation a person may put their foot on the accelerator instead of the brake.

Physical Changes

- As the neck becomes stiffer it's harder to turn and clearly check all areas behind a car, particularly those corners where mirrors don't reach.
- Sometimes drivers just 'hope for the best' and drive off, not having clearly seen whether it's ok to do so.

Vision Changes

- Changes in vision can decrease distance vision, peripheral vision, decrease the ability to see at dusk and at night; increase sensitivity to glare and decrease depth perception.

- This results in difficulty seeing signs clearly, judging distances, seeing pedestrians who are crossing a road in dark clothing and to clearly focus on objects at night, especially if it's raining or there's glare from lights.

Cognitive Changes

- The brain processes information more slowly as we get older.
- This may cause changes in attention and the ability to anticipate, as well as spatial ability, for example, parking in a tight spot, or reversing into a parking spot may become difficult to judge, as may distance from objects, like people or other cars.
- Reduced concentration may also lead to less ability to multitask, ie we find it harder to drive and concentrate on the road as well as have the radio on, or talk to a passenger.

Older Pedestrians

- All of the changes of ageing also affect us as a pedestrian.
- People aged 65 contribute around a quarter of all pedestrian deaths in Australia.
- Only a small proportion of these deaths stem from risky road use on the part of the driver.
- Primary responsibility for the collision is fully, or partially attributable, to the pedestrian in the majority of cases.
- Most pedestrians injured or killed are struck whilst crossing the road.

Pedestrian Safety

- Some tips for safe walking include:
 - walking in daylight or under street lights;
 - wearing light or bright coloured clothing;
 - being cautious about oncoming traffic;
 - assuming that the traffic will reach us sooner than we think;

- avoiding shortcuts, especially jay-walking;
- ensuring traffic can be seen from all directions before and during crossing the road; and
- leaving plenty of time to cross the road.
-

Summarising and Break

- In this first half of the session we discussed the growing ageing population; the impact of the ageing process and how ageing affects us as drivers and pedestrians.
- We'll break for a cuppa and a stretch now and when we return we'll talk about adapting to change – either adapting the car or changing our reliance on the car.

Note:

- *When you resume recap briefly on what was discussed in the first part of the session and provide a snapshot of what is coming up in the second part of the session.*

Street Smart Seniors – Part 2 (45mins)

- If we are aware of the changes of ageing and as well as the impact of medication and how they affect us as a driver and as a pedestrian then what can we do about it?

Note:

- *Get the participants involved – write their answers on the whiteboard and provide appropriate feedback.*
- *Summarise the feedback and move on with the session.*

- As discussed there are a few options depending on your own situation.

- You could consider:
 - Making adjustments to the car, or
 - Ensuring the car is right for you, or
 - Adjusting your driving habits; or
 - Using other transport options

Car Safety and Security Adjustments

- Safety is an important consideration for the car you drive, for example, can you see well out of the mirrors, can you use the controls easily and is your car safe on the road.
- If you have an 'older model' car then certain safety features may not be present, such as reversing camera, automatic headlights, stability control, or an engine immobiliser.
- Engine immobilisers prevent a car being 'hot-wired' and stolen. Immobilisers have been mandatory for all new cars made in Australia since 2001, but did you know that if you have a car made before then you can obtain a free immobiliser by contacting our COTA ACT office.

Adapting Cars to Suit You

- Cars can also be adapted to suit certain physical limitations.
- For example, if you have certain physical limitations with driving, such as arthritis in the hands making it difficult to grip the steering wheel, or perhaps you have limited movement in a leg, making it difficult to use a foot brake, then you can obtain advice and assessment from the Driver Assessment and Rehabilitation Service (DARS).
- This is an ACT government funded service that provides assessments, information and advice for older drivers that are ACT residents.
- They can be contacted on ph (02) 6207-0477 and are based at Village Creek, Kambah.
-

➤ **Note - Write DARS full name and number on the whiteboard:**

Driver Assessment and Rehabilitation Service (DARS): (02) 6207 0477

The right car for you

- If you are considering buying a new car then you may want to ensure that it meets your specific needs.
- Strength, flexibility and mobility, vision and scanning skills, and the rate at which we process visual information are all affected by the ageing process.
- These changes can present challenges on the road, making us feel less comfortable and less in control while behind the wheel.
- Senior drivers should choose a vehicle based upon their specific needs
- The features of a car that can optimise safety and comfort for senior drivers include:
 - Large knobs and buttons with contrasting text - Climate and audio controls with contrasting text and large features are easy to see and manipulate.
 - Power mirrors are easier to adjust for drivers with limited strength or arthritis.
 - Large or wide-angle mirrors can improve visibility for those who have difficulty turning to look to the rear when changing lanes or reversing.
 - Visors that extend to block glare are important for maximum visibility.
 - Power-operated seats require less strength to adjust. The seats should offer at least six-way adjustment: up and down, forward and backward and seatback forward and backward.
 - Avoid cars that are low-slung or tall as they require extra strength and flexibility to get in and out of.

- Lumbar support can help improve comfort for many drivers, especially those with back pain.
- A steering wheel with a tilt or telescoping function can help the driver find a safe distance from the front airbag as well as a comfortable driving position.
- A thick steering wheel requires less hand strength to handle and grip.
- Adjustable head restraints that move forward to cushion the head if the car is hit from behind, helping reduce neck injuries.
- Anti-lock brakes (ABS) helps drivers remain in control by preventing the wheels from locking during hard braking.
- Senior drivers especially benefit from side airbags that protect the torso, pelvis and head.
- Stability control (ESC, ESP, Dynamic Stability Control etc.) helps prevent loss of control. It automatically makes quick corrections to keep the car on course, so it is particularly beneficial to senior drivers with slowed reaction times.

Adjusting Your Driving Habits

- Maybe you're okay at the moment and your car is just right but sometimes, like in the busy carpark example, which we discussed earlier, you might become nervous and worried.
- Perhaps at this stage you just need to adjust your driving habits to ensure you and those around you are safe.
- For example – you could try and drive only in daylight hours; avoid peak traffic times and avoid roads that make you anxious.
- There's nothing wrong with taking a little longer to get where you're going as long as you're safe driving there and those with you and around you are also safe.

- You might try and use buses now and again just to see how useful they are and if they can save you some parking money as well!
- Also don't drive long distances if you are not used to it, use a bus, train or plane instead.
- Be assertive with passengers if they tell you to 'go this way' or 'use that short cut,' etc...just tell them that you prefer to go your way!

Self Assessment

- Self assessment is an important first step in recognising if driving is becoming an issue.
- Comments from family or friends may also indicate that our driving does not make people feel safe.
- Some driving training organisations, such as the NRMA, offer Senior drivers' assessments and refresher courses, as well as on-line advice and self assessment quizzes.
- This can be a helpful first step in determining whether the issue can be addressed or whether it's time to consider other transport options.
- Discussing any driving concerns with your GP is also a good idea.

Mandatory Assessment

- It is mandatory, in the ACT, for drivers over 75years of age to have an annual medical assessment to determine their competence to drive.
- Your doctor has the key responsibility in assessing your fitness to drive and will help to decide when an unconditional license is no longer appropriate.

Mobility and Independence

- Self assessment, considering possible strategies to assist with driving and consideration ahead of time about how to manage without a car are all helpful in preparing us for the prospect of not driving.
- The range of flexible and personalised options now available in the ACT allows people to choose what suits them best.
- COTA ACT provides excellent advice and support to help transition from driving.

➤ ***Let participants know that you will provide lots of information on transport options as well as a 'driver assessment' that they may wish to do in their own time.***

The Importance of the Car and Driving

- The significance of driving should not be underestimated.
- To many of us driving is not only a means of transport but it is also a symbol of our independence and self-reliance.
- It is often considered essential for shopping, going to appointments, for social activities and for visiting family and friends.
- Driving may also be a necessity when providing care to another family member, in order to take the person to appointments and social outings.
- Giving up driving and not having a car is considered by many of us to be a major loss in terms of lifestyle, social identification, control and independence.

- *Ask for participants if anyone has given up, or is considering giving up driving?*
- *What are their feelings?*
- *Validate the concerns expressed.*
- *Reiterate that driving and having a car is often integral to our lifestyle.*
- *State that even more important than driving and having a car is being safe and ensuring those we care about are safe!*
- *Reiterate that there are lots of options and COTA ACT can help.*

Adapting to Change

- It is an extremely difficult decision to give up driving and this decision impacts not only on the driver but anyone who is dependent on you as a driver.
- There are a good range of options available in Canberra to help those of us who shouldn't, can't or don't want to, drive anymore.
- Remember being safe and keeping those around us safe is **much** more important than our pride.
- COTA ACT has an excellent program which supports people to feel confident to use a bus or other transport options.

Alternative Transport Options

Note

- *Let participants know they will have handouts and a booklet on this.*
- *Encourage participants to tell you if they use, or have used, any of the services you will discuss and what their experience is.*
- *Let participants know that COTA ACT is very interested in their feedback.*

ACTION Buses

- The ACTION Information Service can be contacted on 131710.
- If you have never used a bus before, it's a good idea to phone their information line for guidance.
- Explain that you are a first time user and need some guidance and they can help you plan a trip, including which buses to catch and their numbers.

Flexible Bus Service

- The ACT Community Transport Coordination Centre is a central point where residents can access alternative public transport options, including the newly developed and very popular Flexible Bus Service.
- If you require assistance with community public transport, you can call the Coordination Centre on (02) 6205 3555. The Centre is open Monday – Friday, 9.00am – 4.00pm.
- The Flexible Bus Service is a free bus service which is localised to particular zones.
- It operates off a basic timetable, picking up residents from their home and taking them to local community service providers such as local shopping centres and hospitals.
- The fleet of minibuses are all wheelchair accessible. The service is assessed on a case by case basis.
- To qualify, you may be asked if you have particular needs – more information on this in your handouts.

ACT Taxi Subsidy Scheme

- The ACT Taxi Subsidy Scheme (TSS) provides financial assistance to ACT residents with a disability or significant mobility restriction that prevents them using public or community transport.

- The TSS is intended to assist members with attending medical appointments, employment, social activities, and visiting family, but is not intended to meet all transport costs.
- To be eligible for the ACT Taxi Subsidy Scheme, you must: be a permanent resident of the ACT, have a severe or profound activity limitation that prevents you from using public transport and not be a member of an Interstate Taxi Subsidy Scheme.
- Information about the application forms is in your handout.
- Please note that these forms must also be completed by your doctor.

Community Bus Service

- Buses are run by the Regional Community Services throughout Canberra, for example Woden, Tuggeranong, Belconnen, Gungahlin, etc.
- The service aims to improve the social inclusion and community participation of people who find it difficult to use regular bus services e.g. seniors and other people with mobility limitations.
- Buses are used for social outings as well as to take people shopping or to medical centres, etc.

Home and Community Care (HACC) or Commonwealth Home Support Program (CHSP) Transport

- HACC Transport is also administered by the ACT Community Services and is accessible to anybody who is eligible for HACC services i.e. frail aged or people with a disability who are at risk of needing residential care if they do not receive support services.
- You do not need to be receiving any other HACC service to use HACC Transport.
- HACC transport may be via a private car and a volunteer driver, or a community services car. This service is available for people over 65 who are unable to use public transport and need support with shopping, appointments, or getting to social gatherings.

SUMMARY

- All of us over the age of 60 are to be congratulated for being excellent road users for many years, we have driven cars that were manual everything on gravel roads and survived.
- However, although the overall road fatalities in Australia are reducing and have done so since the introduction of seatbelts in 1970, the fatalities for those over 60 years old are increasing.
- The reason for this is that as we age sensory, physical and cognitive changes affect our ability to continue driving safely and medications may also impact on our safety as a driver.
- The same applies to us as a pedestrian.
- We drive because we like the independence, the privacy, the freedom.
- We may have others that depend on us to drive them.

- Keeping ourselves safe and others around us safe is the most important issue to consider when all other factors are taken into account.
- Self assessment of our skills as a driver; managing change as our abilities decline and adapting to different driving habits help maintain our safe road use.
- However, when we are anxious about driving, when we are no longer safe and know we are a danger to ourselves and others, then it's time to consider the range of alternative transport available in Canberra.
- It may take time to get used to the idea of using something other than our own car to get around, but it's better to be a Street Smart Senior than a dead dumb dodo!

Thank you and Evaluation

- **Thank everyone for being a great audience and for their participation.**
- **Stress that this session was to give them something to think about, not to frighten them.**
- **Reiterate that COTA ACT is here to help with any further questions or concerns.**
- **Ask them to complete an evaluation so that we know if this session was useful and how we can improve.**

Handouts:

- Driver Assessment
- Transport Options in the ACT
- A Guide to Getting Around Canberra
- Immobiliser Scheme
- Flexible Buses
- Scooter safety
- ACT Older Driver's Handbook