

# Strengthening the Rights of older people, HelpAge International's interventions Globally and in the Middle East

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This presentation is based on HelpAge Annual Review 2017/18

<https://www.helpage.org/resources/publications/>

# HelpAge International

- **Our vision** is a world in which all older people can lead dignified, healthy and secure lives.
- **Our mission** is to promote the wellbeing and inclusion of older women and men, and reduce poverty and discrimination in later life.
- **Our commitment** is to work with older women and men in low and middle-income countries for better services and policies, and for changes in the behaviors and attitudes of individuals and societies towards old age.

# Who we are

**HelpAge International is a global network of organisations promoting the rights of all older people to lead dignified, healthy and secure lives.**

- The HelpAge global network is a worldwide partnership working with and for older people globally, with a special focus on low and middle-income countries.
- From small grassroots groups to large international organisations, we bring together diverse knowledge and experiences on a range of areas, including health and care, social protection, ageism and human rights and humanitarian response.
- Population ageing is a global phenomenon. We must reshape our societal systems and policies if we are to ensure all older people can fulfil their rights to lead dignified, healthy and secure lives.

**TOGETHER  
WE ARE STRONGER**

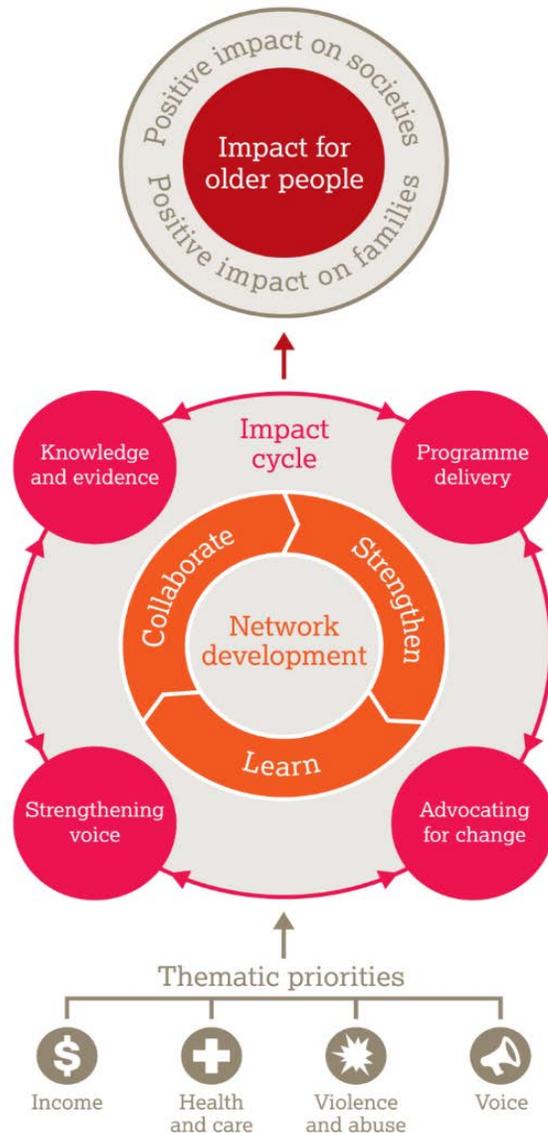
*Welcome to the HelpAge global network*



**HelpAge**

*global network*

# Our theory of change



The world we want is one where every older woman and man, everywhere, can say:

- "I have the income I need"
- "I enjoy the best possible health and quality of life"
- "I am safe and secure, free from discrimination and abuse"
- "My voice is heard"

# Who we are

The world we want is one where every older woman and man, everywhere, can say:

- **“I have the income I need” “I enjoy the best possible health and quality of life”**
- **“I am safe and secure, free from discrimination and abuse”**
- **“My voice is heard”**

We are working towards these aims by:

- delivering programmes and developing models of service delivery for older people, including in humanitarian crises;
- advocating and campaigning for changes in policies and attitudes towards ageing and older people, bringing the collective experience and voices of our network to increase the impact of our work with older people;
- strengthening the voices of older people and network members in national, regional and global policy;
- using evidence generated from our own work and that of network members to inform global debates on ageing.

# Our achievements 2017/18



47,500 older people, 56% of whom are women, were supported to improve their income and food security through our project work in 15 countries.



3.15 million more older people are entitled to receive free healthcare following new or revised government health and care policies.



47,000 older people's health, care and nutrition needs were met in humanitarian crises.



We supported 280,000 older people in accessing appropriate information about the law and support services, through our work with 46 partner organisations in 9 countries.



We supported 2,000 older people's associations in 18 countries to monitor the services that matter to them



100,000 people in 47 countries took part in Age Demands Action campaigns.

# “I have the income I need”

## **New and better universal social pensions**

In 2017/18, at national level, we continue to advocate for noncontributory universal social pensions as the best means to achieve income security for older women and men, working with civil society organisations in Africa and Asia to make the case for social pensions.

## **Improving social pensions**

In 2017/18, we provided technical support to research, evidence gathering and capacity building across HelpAge, its network partners and directly with governments.

## **Voice and accountability in social protection**

In 2017/18, we continued working with older people, civil society, and governments to improve the information and support available to older people to access adequate social protection

# “I have the income I need”

## **Support to sustainable livelihoods**

With our network members and partners, we provided 47,000 older people in 15 countries with loans and grants, help to establish revolving loan funds, and business and technical training, mostly through OPAs

## **Sharing learning**

Recognising the importance of sharing our learning, we re-launched our Pension Watch website in March 2018

## **Global emergency cash distribution**

We supported cash transfers in emergencies in the Dominican Republic, Ethiopia, Kenya, Pakistan, South Sudan, and Ukraine, enabling 11,000 older people to buy food and other essential items, and ensuring that older people had freedom to decide what they most needed

**“I enjoy the best possible health,  
care and quality of life”**

## **Global action on ageing and health**

HelpAge has focused at a global level on ensuring the inclusion, within official data collected by global and national health agencies, of indicators that address older people’s voice and participation, and disaggregation of data by age and sex.

We supported a WHO process to develop indicators to measure healthy ageing and progress in implementing the Global Strategy and Action Plan on Ageing and Health

## **Community health promotion and support**

In 2017/18, we supported more than 425,000 older people in 11 countries across three regions to receive information and services to support their health and care needs

**“I enjoy the best possible health, care and quality of life”**

## **Strengthening systems**

Alongside community-level work, HelpAge partnered with Ministries of Health and government health facilities to strengthen national health systems to better address rights to health and care, as well as meeting the needs of older people in humanitarian contexts.

In Lebanon, we developed a model of public health for older people, advising clinics on how to be more age-friendly, for example, by installing ramps, handrails and comfortable waiting areas, and adapting appointment systems for older people.

# “I enjoy the best possible health, care and quality of life”

## **Building our evidence base**

We continued to collect data on older people’s health, building an evidence base to support our influencing work. We developed an interactive Tableau dashboard to share baseline data collected using our Health Outcomes Tool. This allows users to analyse data most relevant to their work at local, national or global levels.

## **Influencing policy and services at local and national levels**

In Myanmar, HelpAge and our partners, the University of Public Health and University of Medicine 2, worked with the government on health policy reform. Following consultations, trainings and advocacy, the Ministry of Health and Sports formally adopted the National Strategic Plan of Action for Prevention and Control of NCDs in Myanmar (2017-2021) in August 2017.

# “I enjoy the best possible health, care and quality of life”

## Supporting health in humanitarian contexts

In 2017/18 , we continued to support older people in humanitarian contexts to access health and care services in seven countries.

In **Yemen**, we provided mobile health clinics, a hospital referral system, health and nutrition screenings, equipment and medicines to help nearly 20,000 older people to access to basic services during conflict and displacement.

In **Lebanon**, we worked with partners to improve older people’s access to health services and provide psychosocial support for those affected by the war in Syria. In December 2017, we hosted a workshop for national and international organisations to share lessons learned from our programme, to promote collection of sex-, age- and disability-disaggregated data, and to raise awareness of the rights of older people in crisis

# “I enjoy the best possible health, care and quality of life”

## Global AgeWatch Insights

The purpose of Global AgeWatch Insights 2018 is to provide the necessary evidence to decision-makers and civil society advocates to influence change on older people's access to ageing-inclusive UHC.

The change we wish to see is increased access of older people to models of UHC which optimize their health and wellbeing as they age.

With the members of the Stakeholder Group on Ageing\* and the HelpAge Global Network, we intend to use Global AgeWatch Insights 2018 as an advocacy tool to promote this change.

The **Stakeholder Group on Ageing (SGA)** is a member of the Major **Groups** and Other **Stakeholders** involved in implementing the 2030 Agenda for Sustainable Development adopted by the United Nations General Assembly in September 2015 whose basic principle is to leave no one behind.

“I enjoy the best possible health, care and quality of life”

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## Global AgeWatch Insights

This report considers the progress being made to achieve older people's right to health amid the global drive towards Universal health coverage. It **explores**

how older people are currently **accessing health services** and what **changes** need to be made to improve on this. It **shows the health** and wellbeing **challenges** older people face. And it illustrates how to act on the **data issues and gaps** that block health systems from effectively planning and implementing services that reach older people.



# HelpAge Global Advocacy Campaigns

One of our key goals is to work towards a **UN convention on the rights of older people**, the most effective way to make sure all women and men enjoy their human rights in older age.

We also call on national and global policy-makers to achieve **the Sustainable Development Goals**, making sure ageing and older people are included in policies, programmes and budgets.

Through our Age Demands Action campaign, members and older people come together to **tackle ageism** by lobbying local and national governments and influencing the issues most important to them.

# “My voice is heard”

## Progress towards a new UN convention

In 2017/18 we continued to work closely with our global network members and Age Demands Action (ADA) partners to ensure that the views of older people in low and middle-income countries inform and influence the development of a new UN convention on the rights of older persons.

We supported and encouraged all network members to advocate at national level for a UN convention and to participate in the UN Open-ended Working Group on Ageing (OEWG). In preparation for the eighth session in July 2017 in New York, older people met with government representatives and national human rights institutions to promote participation in the work of the OEWG.

# “My voice is heard”

## Progress towards a new UN convention

### Living, not just surviving

A paper on what older people say about their rights to social protection to education, training, lifelong learning and capacity building.

### Freedom to decide for ourselves

A report presenting the themes and issues raised by 450 older people from 24 countries in a consultation on their rights to autonomy, independence, long-term care and support, and palliative care.

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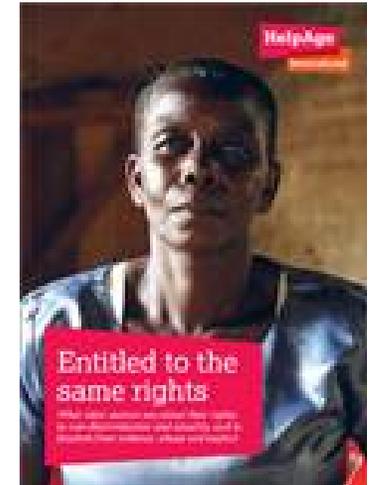


# “My voice is heard”

## Progress towards a new UN Convention

### Entitled to the same rights

This report details evidence from a consultation with older women asking them to reflect on their rights to non-discrimination and equality, and to freedom from violence, abuse and neglect.



# “My voice is heard”

Twenty-three network members now have the right to participate in the OEWG and eight submitted evidence of human rights violations in their countries. In 2017, **we supported two older women ADA campaigners from Serbia and Chile to participate. We coordinated submissions and analysis** on topics including rights to equality, non-discrimination and protection against violence, abuse and neglect of older people.

**We gathered evidence on older people’s rights to autonomy and independence, and long-term and palliative care** in view of the 9th OEWG session which took place in July 2018. **We consulted 450 older people from 24 countries**, with the support of ADA partners, and these have been summarised in the report Freedom to decide for ourselves. By April 2018, eleven network members had submitted evidence. In addition, **we are providing technical advice to national human rights institutions and governments**



## **HelpAge International submission on the normative content of the right of older persons to freedom from violence, abuse and neglect**

9<sup>th</sup> Working Session of the Open-ended Working Group on Ageing, 2018

### **The right of older persons to freedom from violence, abuse and neglect**

#### **Affirmation of the right**

1. Older persons have the right to freedom from violence, abuse and neglect.

#### **Scope of the right**

1.1 The right includes all forms of violence, abuse and neglect against older persons.

1.2 The right applies to violence, abuse and neglect in private and public settings.

1.3 States Parties are responsible for acts of violence against older persons and abuse and neglect of older persons committed by organs, officials and agents of the state at all levels, including private actors acting under the direction of or in accordance with the instructions of the state, or whose acts are otherwise attributable to the state.

1.4 States Parties are responsible in relation to the acts of non-state actors if the State Party fails to meet its obligation to take all reasonable measures to prevent, as well as to investigate, prosecute, punish and provide reparations for acts or omissions by non-state actors which acts of violence against older persons and abuse and neglect of older persons.

#### **State obligations**

2. States Parties shall take appropriate legislative and administrative and other appropriate measures to prevent violence, abuse and neglect of older persons in public and private settings by, inter alia:

- Raising awareness of, and sensitising society to, the different forms of violence, abuse and neglect in older age and how to identify and prevent them.
- Putting in place effective legislation and policies to ensure all forms of violence, abuse and neglect are identified, investigated and redressed
- Ensuring that measures to prevent violence, abuse and neglect are proportionate and compatible with the right to autonomy and independence
- Allocating sufficient resources for effective implementation
- Providing information to and raising awareness of older persons of their rights
- Providing training for all care and support providers, including family and other informal care and support providers, and other service providers, including law enforcement

- Ensuring a system of appropriate needs assessment and monitoring in all situations of care and support
- Ensuring that all facilities and programmes designed to serve older persons are effectively monitored by independent authorities
- Ensuring a comprehensive violence protection policy in all care and support settings, regardless of whether care and support is provided by state or non-state bodies. This shall include training of providers, a complaints system, protection of those reporting violence, and interventions procedures
- Paying specific attention to the intersectional and other determinants of violence, abuse and neglect.

3. States Parties shall ensure timely and effective access by older persons to a range of support services for victims, survivors and persons at risk of violence, abuse and neglect, including but not limited to:

- A full range of medical, social, psychosocial, rehabilitative and legal services
- Access to information about available support and services
- Access to appropriate support services for victims, survivors and persons at risk.

4. States Parties shall ensure timely access by older persons to effective remedies and redress by taking appropriate measures which include but which are not limited to:

- Investigating violations effectively, promptly, thoroughly and impartially and, where appropriate, taking action against those allegedly responsible in accordance with domestic and international law
- Providing older persons who claim to be victims of violence, abuse and neglect with equal and effective access to justice, irrespective of who may ultimately be the bearer of responsibility for the violation
- Ensuring timely access by older persons to support, where necessary, to make autonomous decisions about reporting acts of violence, abuse and neglect
- Providing effective remedies to victims and survivors, including reparation. Criminal justice responses, criminal offences and sentencing practices shall reflect the aggravated nature of offences against older persons. Prosecutorial action and compensatory damages shall not be limited by older age.

5. States Parties shall undertake to collect, disaggregate, analyse, utilise and make public at regular intervals appropriate information and statistical data on all forms of violence, abuse and neglect for all age cohorts. This shall take intersectionality into account and include prevalence and trends, risk factors, perpetrators, access to support services and effective remedies and redress. The process of all information collection, research and use of statistics shall comply with internationally accepted norms and ethical principles.

**Annex: Normative basis of the right of older persons to freedom from violence, abuse and neglect**

Content: Affirmation and Scope
<p>1. Older persons have the right to freedom from violence, abuse and neglect.</p> <p>1.1 The right includes all forms of violence, abuse and neglect against older persons.</p> <p>1.2 The right applies to violence, abuse and neglect in private and public settings.</p> <p>1.3 States Parties are responsible for acts of violence against older persons and abuse and neglect of older persons committed by organs, officials and agents of the state at all levels, including private actors acting under the direction of or in accordance with the instructions of the state, or whose acts are otherwise attributable to the state.</p> <p>1.4 States Parties are responsible in relation to the acts of non-state actors if the State Party fails to meet its obligation to take all reasonable measures to prevent, as well as to investigate, prosecute, punish and provide reparations for acts or omissions by non-state actors which acts of violence against older persons and abuse and neglect of older persons.</p>
Sources
<p><b>International</b></p> <p><b>Convention on the Rights of Persons with Disabilities, 2006</b> Article 16: Freedom from exploitation, violence and abuse</p> <p>1. States Parties shall take all appropriate legislative, administrative, social, educational and other measures to protect persons with disabilities, both within and outside the home, from all forms of exploitation, violence and abuse, including their gender-based aspects.</p> <p><b>Madrid International Plan of Action on Ageing, 2002</b> Issue 3: Neglect, abuse and violence</p> <p>107. Neglect, abuse and violence against older persons takes many forms — physical, psychological, emotional, financial — and occurs in every social, economic, ethnic and geographic sphere. The process of ageing brings with it declining ability to heal, so that older victims of abuse may never fully recover physically or emotionally from trauma. The impact of trauma may be worsened because shame and fear cause reluctance to seek help. Communities must work together to prevent abuse, consumer fraud and crimes against older persons. Professionals need to recognize the risk of potential neglect, abuse or violence by formal and informal caregivers both in the home and in community and institutional settings.</p> <p>108. Older women face greater risk of physical and psychological abuse due to discriminatory societal attitudes and the non-realization of the human rights of women. Some harmful traditional and customary practices result in abuse and violence directed at older women, often exacerbated by poverty and lack of access to legal protection.</p>

Content: Remedies and redress
<p>4. States Parties shall ensure timely access by older persons to effective remedies and redress by taking appropriate measures which include but which are not limited to:</p> <ul style="list-style-type: none"> <li>• Investigating violations effectively, promptly, thoroughly and impartially and, where appropriate, taking action against those allegedly responsible in accordance with domestic and international law</li> <li>• Providing older persons who claim to be victims of violence, abuse and neglect with equal and effective access to justice, irrespective of who may ultimately be the bearer of responsibility for the violation</li> <li>• Ensuring timely access by older persons to support, where necessary, to make autonomous decisions about reporting acts of violence, abuse and neglect</li> <li>• Providing effective remedies to victims and survivors, including reparation. Criminal justice responses, criminal offences and sentencing practices shall reflect the aggravated nature of offences against older persons. Prosecutorial action and compensatory damages shall not be limited by older age.</li> </ul>
Sources
<p><b>International</b></p> <p><b>Convention on the Rights of Persons with Disabilities, 2006</b> Article 16: Freedom from exploitation, violence and abuse</p> <p>5. States Parties shall put in place effective legislation and policies, including women- and child-focused legislation and policies, to ensure that instances of exploitation, violence and abuse against persons with disabilities are identified, investigated and, where appropriate, prosecuted.</p> <p><b>Committee on the Elimination of Discrimination Against Women’s General Recommendation No. 27 on older women and protection of their human rights, 2010</b> Violence</p> <p>37. States parties have an obligation to draft legislation recognizing and prohibiting violence, including domestic, sexual violence and violence in institutional settings, against older women, including those with disabilities. States parties have an obligation to investigate, prosecute and punish all acts of violence against older women, including those committed as a result of traditional practices and beliefs.</p> <p><b>General recommendation No. 35 on gender-based violence against women, updating general recommendation No. 19, 2017</b> D. Prosecution and punishment</p> <p>32. The Committee recommends that States parties implement the following measures with regard to prosecution and punishment for gender-based violence against women:</p> <p>(a) Ensure effective access for victims to courts and tribunals and that the authorities adequately respond to all cases of gender-based violence against women, including by applying criminal law and, as appropriate, ex officio prosecution to bring alleged perpetrators to trial in a fair, impartial, timely and expeditious manner and imposing adequate penalties.<sup>10</sup> Fees or court charges should not be imposed on victims/survivors;<sup>11</sup></p>

<sup>10</sup>See, among others, *Vertido v. Philippines, S. V. P. v. Bulgaria and L.R. v. Republic of Moldova*.

<sup>11</sup>General recommendation No. 33, para. 17 (a).

**“I am safe and secure, free from all forms of discrimination, violence, abuse and neglect”**

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## **Violence against older women**

This discussion paper highlights the types of violence, abuse and neglect older women experience, and offers recommendations for a collaborative approach to close the data, policy and programme gaps that prevent women living free from violence, including in older age.



# The Sustainable Development Goals



## Agenda 2030: The Sustainable Development Goals and Global Ageing

This paper has been prepared for the HelpAge global network and HelpAge as an introductory resource on the links between the Sustainable Development Goals and the HelpAge International 2020 organisational strategy.

## Ageing, older persons and the 2030 Agenda for Sustainable Development

This brief acknowledges the importance of a life course approach to ageing and calls for protecting and promoting the rights of older people in the implementation of the 2030 Agenda.



# HelpAge Publications



<https://www.helpage.org/resources/publications/>

# Network approaches to advocacy on SDGs



After several years of global-level advocacy on the Sustainable Development Goals (SDGs), we have shifted our focus towards influencing the inclusion of older people in national action on these goals. We are working with network members in eight pilot countries to intensify their national advocacy on age-inclusive implementation of the SDGs. During 2017/2018, SDG action plans have been put in place in Cambodia, Costa Rica, The Gambia, Kenya, Pakistan, Rwanda, and Serbia

# Needs for researches & Studies

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## Jordanian National Strategy for Senior Citizens 2018-2022 "Towards a society for all ages" ..... an example

- “Dearth of research, studies, surveys and data on elderly-related issues such as secure income, poverty, employment and education, which undermines the abilities of policy and decision makers to set future policies that meet the medium and long term needs of the elderly-

### Concerns-Pillar One: Senior Citizens and Development

- Dearth of research, studies, surveys and data on elderly-related issues such as health, chronic diseases and health insurance which undermines the abilities of policy and decision makers to set future policies that meet the medium and long term needs of the elderly.

### Concerns- Pillar Two: Health Care for Senior Citizens

- Dearth of research, studies, surveys and data specialized on elderly social care and violence cases against them which undermines the abilities of policy and decision makers to set future policies that meet elderly needs and provide them with proper protection in light of the projected economic and social changes in the medium and long terms.

- Concerns- Pillar Three: Supportive Environment (Financial & Societal) for Senior Citizens”

<http://ncfa.org.jo:85/NCFA/sites/default/files/Publications/National-Strategy-Senior-Citizens-English-final.pdf>

# Needs for researches & Studies

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Jordanian National Strategy for Senior Citizens 2018-2022 "Towards a society for all ages"..... an example

## **“Pillars of the Strategy, Priority Initiatives and Actions**

The Strategy has included a range of government policies and strategies, interventions and services required to be undertaken during the implementation of the Strategy to realize senior citizens' rights in the Jordanian society.

These were incorporated under the following three key pillars (findings):

Pillar One: Contribution of senior citizens in the development process

Pillar Two: Advancement of health care for senior citizens

Pillar Three: Provision of a supportive physical environment and social care to senior citizens”

<http://ncfa.org.jo:85/NCFA/sites/default/files/Publications/National-Strategy-Senior-Citizens-English-final.pdf>

# Needs for researches & Studies

Jordanian National Strategy for Senior Citizens 2018-2022 "Towards a society for all ages"..... an example

## **“Second Crosscutting Pillar: Scientific Research and Studies and Databases:**

The availability of scientific research and studies that are responsive to senior citizens' issues in all areas and the creation of databases on senior citizens are assistive tools to government decision and policy makers in the establishment, formulation and implementation of elderly responsive strategies.

Actions:

To build integrated databases on the elderly for all stakeholders.

To conduct field surveys on the elderly by the Department of Statistics.

To promote synergies with academia and research centers with regard to the conducting of research and studies which deal with elderly issues in all its aspects.

To strengthen partnerships and create new ones with international research centers concerned with the elderly.”

<http://ncfa.org.jo:85/NCFA/sites/default/files/Publications/National-Strategy-Senior-Citizens-English-final.pdf>