SOUTH GIPPSLAND SHIRE COUNCIL

# An Age-Friendly South Gippsland 2017 - 2021

Promoting active ageing in our community

## Our Vision

*An age-friendly South Gippsland has older residents who are independent, respected and active members of the community.*

**South Gippsland**
**Shire Council**

# Introduction

An Age-Friendly South Gippsland sets out a strategic framework to allow the aspirations and needs of our older residents to be considered in planning and decision making.

The purpose of this plan is to build effective partnerships between local agencies, levels of government and the community to support our older residents in South Gippsland.

An Age-friendly South Gippsland Plan 2017 - 2021 (The Plan) promotes an integrated whole-of-council approach to addressing the needs of people aged 55 and over.

The Plan aims to promote active ageing by removing and preventing barriers that people encounter as they grow older. It ensures policies, services and structures related to the physical and social environment are designed to support and enable residents to age actively.

**People are now living longer and healthier lives than any other time in human history.**

**Five generations are now living, learning, working and socialising together.**

# The World Health Organisation Age-Friendly Cities Framework

To support communities to become age-friendly the World Health Organisation (WHO) developed a checklist of essential features important for older people; to support them to live their lives to the fullest. These include

- outdoor spaces and public buildings
- housing
- independence in the home
- social participation
- respect and social inclusion
- civic participation and employment
- communication and information
- community support and health services
- mobility and transport

These influence how people are able to live their lives and are useful for considering how to support the needs of older people to remain independent and active in the South Gippsland community.

The Plan focuses on the WHO strategies and will be supported by:

- An annual implementation plan providing details of projects and actions towards achieving the outcomes of this plan.
- Annual reporting against the projects and actions.
- Monitoring of the outcomes every four years.

There is no typical older person. Older populations are characterised by great diversity.

Many common perceptions and assumptions about older people are based on outdated stereotypes.

*South Gippsland*
*Shire Council*

# Our Older Community

## People aged 55+ years

| | |
|---|---|
| **2016** | 10,705 |
| **2036** | 13,915 |

## Percentage of Population Aged Over 55

### 2016

| SOUTH GIPPSLAND | VICTORIA |
|---|---|
| **37.5%** | **30.9%** |

### 2036

| SOUTH GIPPSLAND | VICTORIA |
|---|---|
| **39.2%** | **30.0%** |

The proportion of the South Gippsland population over the age of 50 is higher than that of Victoria and is expected to reach around 40% by 2036.

Id Consulting for South Gippsland Shire Council

## Volunteers

**SOUTH GIPPSLAND**
29.0%

**VICTORIA**
17.8%
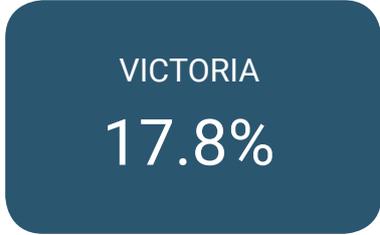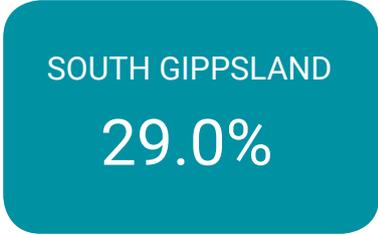
## Grandparents providing Child Care (Over 55)

**SOUTH GIPPSLAND**
35.2%

**REGIONAL VICTORIA**
30.9%
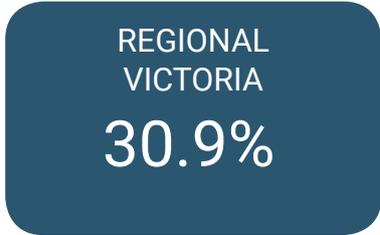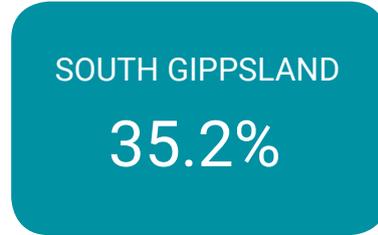
## Unpaid Aged and Disability Carers

**SOUTH GIPPSLAND**
12.6%

**VICTORIA**
12.4%
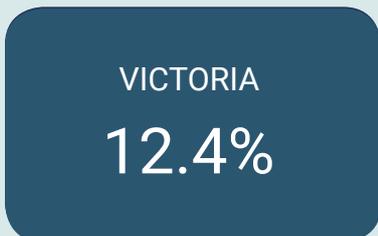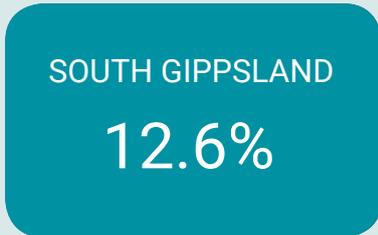
Census 2011

## Older Lone Person Households

**SOUTH GIPPSLAND**
11.4%

**VICTORIA**
8.9%

Census 2011

10.4%

Alcohol related deaths over 65

(Fourth highest in Victoria)
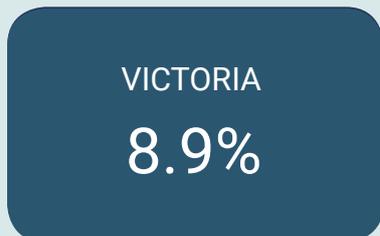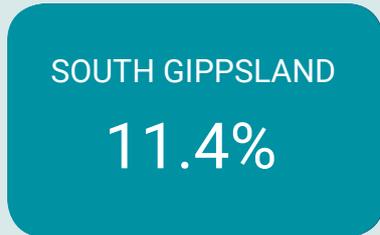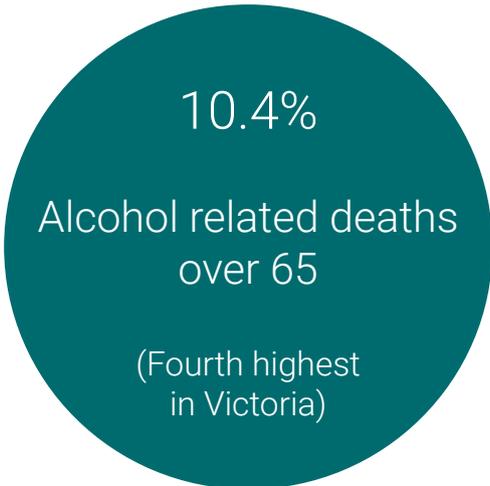
# How We Developed The Plan

The Plan has been developed based on analysis of relevant data and significant consultation with residents, community service organisations and Council staff that work with older people in South Gippsland.

## Our Reference Group

The Active Retirees Advisory Committee (ARAC) worked with Council staff to gain the community view in developing the plan. ARAC helped develop a survey based on the themes of the WHO Age-Friendly Cities Framework. ARAC members spoke at community meetings and assisted in distributing the survey to many different groups across South Gippsland.

## Who was consulted

Overall 330 people responded via survey, community consultation, workshops or individual discussions. Surveys, workshops and community meetings focused on the age-friendly cities themes.

Surveys were distributed widely in the community and were made available electronically via Council's website from May to June 2016. Responses were received from 256 residents aged between 36 and 99 years living in a range of towns and rural communities.

Community meetings were held with six groups in five larger towns in May 2016 and were facilitated by Council staff and representatives from the Active Retirees Advisory Committee.

Workshops were held with recreation providers and representatives from clubs catering specifically for older residents; staff and volunteers from Council aged and disability services; and staff from a range of Council departments.

# What Our Older Community Like About Living in South Gippsland

So many friendly people all willing to help one another

Close to family, green hills, cattle grazing

Friendly people, good environment, not too crowded

Unhurried lifestyle, green rolling hills

Rural living, peace and quiet, locals

Sense of security

Relaxed lifestyle, clean air, friendliness of small towns

Climate

A friendly place, lots of groups to provide support, activities and friendship

Beautiful surrounds, friendly and caring community

# Issues and Opportunities from Community Consultations

Through conversations and surveys, our older community members presented their views of what they liked, what the issues were and what would make South Gippsland a better place to live.

Results of community consultations highlight what older people and service providers see as important issues and opportunities when planning for an age-friendly community.

Community consultations have shown that South Gippsland residents enjoy the friendliness of their community and the rural and natural environment. The range of social and physical activities that cater for older residents provide choice for most residents in larger towns, however there are further opportunities to increase variety and availability in all areas of the Shire.

South Gippsland older residents want to remain independent, respected, active members of the community through social and civic activities. Older residents wish to remain in their own homes and local communities as they age but are unsure about where to access information about services to support this.

An Age-Friendly South Gippsland 2017 – 2021 seeks to respond to the needs of community members over the age of 55 to continue to enjoy what they like about South Gippsland and remain independent, active members of the community and access the services they require.

**Age friendly communities are places where older people live safely, enjoy good health and stay involved.**

Strategies in the plan have been guided by the issues and opportunities identified by the community below.

The strategic direction of this plan will be incorporated into detailed implementation and service plans resulting in a collective impact approach.

| Theme | Barriers | Opportunities |
|---|---|---|
| Outdoor spaces and public buildings | Limited use of some public buildings<br>Limited toilets<br>Uneven footpaths or no footpaths | Unisex accessible toilets<br>Activity equipment for older people in public places<br>Prioritise footpaths in high use areas for older people |
| Housing and independence in the home | Some over 55s housing is not near shops<br>People do not know about services available to remain independent in their own home | Social work assist with transition to aged care and referrals to other services<br>Handrails, ramps and services available for people to stay in their home |
| Social participation | Have no spending money but do have time<br>People disconnected from social participation by new medical conditions | Alternative social sport opportunities<br>Welcoming person to escort people to new activities<br>Cater for people with new disabilities to stay socially connected |
| Respect and social inclusion | Older people not valued for their depth of knowledge and skills<br>People with dementia not supported | Include older people in advisory roles, employment<br>Welcoming businesses for people with dementia |
| Civic participation and employment | Volunteers - some organisations cannot get enough, others have plenty<br>Disconnected older people with younger children | Carer support to allow carer's social inclusion<br>Recognise all work equally – volunteer, paid part time |
| Communication and information | Better signage needed<br>Older people not tech savvy but new systems require ability to use IT | Information that can be understood by everyone – health literacy<br>Improved information provision – signage, service directory, in range of methods |
| Community support and health services | Many unaware of services available and don't know where to go<br>Access to health services is varied across the municipality<br>Lack of knowledge of support services available | There is program support for people to stay in their home |
| Mobility and Transport | Public transport unreliable, inaccessible or unavailable<br>Lack of town bus services | Shared community buses or car pooling<br>Linking taxis with buses |

# Priority Areas

The Plan is underpinned by the WHO age-friendly cities guide and community consultations. It combines the eight themes into six priority areas. They reflect Council's vision for "an age-friendly South Gippsland with older residents who are independent, respected and active members of the community." Outcomes aim to measure the long term impact for the older community for each priority area and impacts measure the success of strategies identified.

## Our Priorities

1. Social and civic participation, inclusion and respect

2. Community support and health services

3. Housing and independence in the home

4. Public outdoor spaces and buildings

5. Communication and information

6. Mobility and Transport

# 1. Social and civic participation, inclusion and respect

Older people want to do more than simply continue to reside in their communities, they want to be able to contribute to, and benefit from, community life. Participation is linked not only to the economic prosperity and viability of their communities, but also to maintaining their own mental and physical health and social connectedness.

**Outcomes**

- Isolation is minimised
- Shared, multi-use facilities and settings are available
- Respectful and inclusive places support health, confidence and skills for all residents and visitors
- Civic participation, volunteering and employment is supported to minimise barriers and increase opportunities
- Supported community decision making where voices of older people are heard

# 2. Community support and health services

Whether or not older people are able to age in their own community depends upon a number of factors, including the availability of support and services that meet the varying needs of older people. These include professional services, such as medical and personal care.

**Outcomes**

- Community and health services are accessible
- The benefits of active ageing are promoted
- A variety of sports, recreation and leisure cater for a diversity of ages and abilities

# 3. Housing and independence in the home

The ability to live independently in one's own home depends on a range of factors, including good health, finances and the availability of support services (such as medical and personal care).

**Outcomes**

- People are supported to live independently in their homes

# 4. Public outdoor spaces and buildings

The physical environment is an important determinant of physical and mental health for everyone. Creating supportive environments, including age-friendly outdoor spaces and building design, can enhance physical well-being and quality of life, accommodate individuality and independence, foster social interaction and enable people to conduct their daily activities.

**Outcomes**
- An age-friendly outdoor environment is accessible to the needs and preferences of all residents and visitors
- Communication barriers are removed

# 5. Communication and information

Keeping older people informed — not only about community events, but about broader community information — allows them to be better connected to their community and supports them in their daily activities. Methods of communication need to be accessible to all.

**Outcomes**
- Age-friendly, accessible communication is provided in written and electronic formats
- Communication barriers are removed

# 6. Mobility and transport

Access to transportation allows older people to participate in social, cultural, volunteer and recreational activities, as well as enabling them to carry out such daily tasks as working, shopping or going to appointments.

**Outcomes**
- Residents are supported to access innovative transport options
- Transport is accessible including bus stops and taxi ranks
- Town centres are safe and accessible to mobility aids

# 1. Social and civic participation, inclusion and respect

| OUTCOME: Isolation is minimised | |
|---|---|
| **Strategies** | **Indicators** |
| 1.1 Communicate activities/events through a range of methods including newspaper, social media and community groups | Organisations use a range of methods to engage and share information with older people. |
| | Older people are included in community-wide activities/events |
| 1.2 Assist community groups and organisations to be inclusive of all people and to reduce barriers to participation | Services and events include economically disadvantaged older people through the provision of seniors discounts/rates |

| OUTCOME: Shared, multi-use facilities and settings | |
|---|---|
| **Strategies** | **Indicators** |
| 1.3 Implement eight key actions of Blueprint for Community Infrastructure to improve multipurpose functionality of Council-owned buildings | Community facilities promote shared and multipurpose use by people of all ages and interests |
| | A variety of community locations are available for gatherings for older people |
| 1.4 Council facilities are made available for use by the community utilising a fair and equal processes | Council lease policies with community groups using Council-owned buildings identify need to share facilities |

| OUTCOME: Respectful and inclusive places support health, confidence and skills for all residents and visitors | |
|---|---|
| **Strategies** | **Indicators** |
| 1.5 Continue to deliver Good Access is Good Business including dementia friendly considerations | Services and businesses are helpful and courteous to older people and people with dementia |
| | Older people are recognised by the community for their past as well as their present contributions |
| 1.6 Annual events are held to recognise local older residents and visitors | A variety of events catering to seniors, carers, volunteers and retirees are available. |

# 1. Social and civic participation, inclusion and respect continued...

| OUTCOME: Civic participation, volunteering and employment is supported to minimise barriers and increase opportunities | |
|---|---|
| **Strategies** | **Indicators** |
| 1.7<br>Volunteer training supports participation by older community members | Training programs are available for volunteers |
| | Organisations are partnering with volunteers and are supported |

| OUTCOME: The voices of older people are supported through community decision-making | |
|---|---|
| **Strategies** | **Indicators** |
| 1.8<br>People representing a range of ages are sought for Council advisory committees and reference groups as appropriate | Advisory committees include people of a range of ages |
| 1.9<br>Provide ongoing opportunities for older people to be involved in Council decision making | Older people are invited to participate in Council reviews and project development as appropriate |

# 2. Community support and health services

| OUTCOME: Community and health services are accessible | |
| --- | --- |
| **Strategies** | **Indicators** |
| 2.1 Hospitals, community health and aged care information is promoted through the roll out of My Aged Care | Clear and accessible information is available about health services |
| | Older people are treated with respect and sensitivity |
| 2.2 Health literacy training is provided on a regular basis | Economic barriers are minimised |
| | New aged care facilities are close to services and residential areas |
| 2.3 Review the local planning provisions to include additional detail on location and form of aged care facilities and housing for older people | In-home, community based and technology based services are available |

| OUTCOME: The benefits of active ageing are promoted | |
| --- | --- |
| **Strategies** | **Indicators** |
| 2.4 Promote benefits of active ageing via Council website, newspapers and local community groups | Local residents' stories of active ageing are available in local newspapers |
| | Council website promotes opportunities for range of activities to remain active in the community |
| 2.5 A health and wellbeing profile for older residents is updated and promoted for planning by Council, partners and the community | Updated health and wellbeing profile available on Council website |
| | Health and wellbeing profile used for age specific planning |

| OUTCOME: A variety of sports, recreation and leisure cater for a diversity of ages and abilities | |
| --- | --- |
| **Strategies** | **Indicators** |
| 2.4 Gippsport, sporting clubs, managers of recreation facilities work together to offer sport opportunities for older adults | Recreation programs are varied and inclusive of older people |
| | Older adults are engaged in sport and recreation |
| 2.5 Investigate social sport opportunities in conjunction with partners | Chronic disease and illness are addressed through health promotion and prevention programs and activities |
| 2.6 Implement age-friendly strategies of the South Gippsland Recreation Plan | The built environment supports physical activity for older people |
| | Council recreation facilities provide for community needs |
| 2.7 Seek funding for Hydro pool in South Gippsland for rehabilitation | Partnership with health services and aged care facilities to develop a business case to support funding applications for hydro pool |

# 3. Housing and independence in the home

## OUTCOME: People are supported to live independently in their homes

| Strategies | Indicators |
|---|---|
| **3.1**<br>Include service and referral information through multiple access points | Older people and their carers understand the services available to make informed decisions about living options as they age |
| **3.2**<br>Provide a coordinated approach to information about services provided in South Gippsland through promotion of My Aged Care and Regional Assessment Service | Service providers are trained in the use of My Aged Care |
| | Evidence of multi-disciplinary teams |
| **3.3**<br>Investigate how to promote possible housing modifications to meet the changing needs through the lifespan is made available | Methods to promote possible housing modifications are identified and a plan developed with partners |

## OUTCOME: A range of housing is available

| Strategies | Indicators |
|---|---|
| **3.4**<br>Promote livable and adaptable housing to builders, architects and developers as preferred options to support people to remain in their home for life. | A range of housing types and tenures is available for older residents |
| | Housing is appropriately equipped with heating and cooling for safe living in the South Gippsland environment |
| **3.5**<br>A range of housing options are supported through Council planning | South Gippsland Planning Scheme supports range of housing options |
| | Town Master Plans support greater density of housing close to town centres |

# 4.  Public outdoor spaces and buildings

| OUTCOME: An age-friendly outdoor environment is accessible to the needs and preferences of all residents and visitors | |
|---|---|
| **Strategies** | **Indicators** |
| 4.1<br>Provide physical environments that support easy access to public spaces<br><br>4.2<br>Provide physical environments that support and encourage formal and informal recreation | Safe footpaths and road crossings |
| | Footpaths are continuous and lead to public places where older people go |
| | Footpaths, bridges and walkways are wide enough to accommodate wheelchairs and other mobility aids when renewed |
| | Places to rest and shelter are available in parks, bus stops, taxi ranks and towns |
| | Public places and buildings are clearly sign posted |
| | Open spaces encourage active and passive recreation activities and are accessible |
| | Paths and trails link recreation reserves, open space and meeting spaces used by older residents |

| OUTCOME: Age-friendly buildings are accessible and safe | |
|---|---|
| **Strategies** | **Indicators** |
| 4.3<br>Audit Council buildings for accessibility to all | Building Regulations/Access Audit |
| | Buildings are age-friendly |
| 4.4<br>All future toilet renovations or construction require a unisex accessible toilet | Public buildings are safe and inviting |
| | An increase in the number of Unisex Accessible Toilets throughout the Shire |

# 5. Communication and information

| OUTCOME: Age-friendly, accessible communication is provided in written and electronic formats | |
| --- | --- |
| **Strategies** | **Indicators** |
| 5.1<br>Provide all Council public documents in a range of formats and access points | A range of communication methods is used to reach all community members |
| | Print and spoken communication uses Plain English |
| | Oral communication is made available |
| 5.2<br>The Council Communication plan includes information available to assist community groups to make their publications accessible | Printed information has large lettering and is available in Word and PDF formats |
| | Central places for information are maintained including Council's existing networks |

| OUTCOME: Communication barriers are removed | |
| --- | --- |
| **Strategies** | **Indicators** |
| 5.3<br>Libraries, community houses and adult education are used as points for print communication | Regular and accessible information is available |
| | Assistance with technology is available |
| | Wide public access to computers and the internet |
| 5.4<br>Investigate opportunities to increase free Wi-Fi access to more towns | Partnership with NBN to inform community about how to access service |
| 5.5<br>Support the provision of information on connecting to the NBN to communities | Strategies, website and promotional material include older people actively engaged in social activities in the community and physical activity |
| 5.6<br>Council materials include positive images of older residents | Images of frail aged are limited to documents specific to services frail aged residents use and also include frail residents engaged in activity |
| | Local libraries and training providers work together to offer training opportunities that suit a range of needs of older residents |
| 5.7<br>Older people are supported to stay updated with changing technologies and platforms | |
| | Opportunities to share knowledge and skills in technology between and within generations are explored |

# 6. Mobility and transport

## OUTCOME: Residents are supported to access innovative transport options

| Strategies | Indicators |
| --- | --- |
| **6.1** Council to provide Community Transport to eligible community members to attend medical appointments and service centres | Community transport is varied to suit local communities |
| **6.2** Communities plan together for transport to suit their area ('Uber for the aged') | Events registrations consider public transport and priority parking and accessibility as part of their planning |
| **6.3** Investigate how Council can support the necessary requirements for community events such as traffic management, permits etc | Refresher driving courses are provided and promoted |
| **6.4** Promote driving courses including cars / mobility scooters to community groups | Older people are consulted if and when transport issues arise or when reviewing services |
| **6.5** Decision about transport issues include input from older people | |

## OUTCOME: Transport is accessible including bus stops and taxi ranks

| Strategies | Indicators |
| --- | --- |
| **6.6** Review/audit public and community transport for accessibility for all | Community and public transport is accessible to people with mobility aids |
| **6.7** Transport hub upgrades include features that are accessible and enable transport connection to services including hospitals and shops. | Where available, taxis connect with the VLine service |
| | Community and health transport is age-friendly |
| | Public transport stops are well lit, have seating and clear easy to understand signage shows town centres and toilet facilities |
| **6.8** Transport options are communicated in a coordinated way with other service information | Residents are aware of medical transport options |

## OUTCOME: Town centres are safe and accessible to mobility aids

| Strategies | Indicators |
| --- | --- |
| **6.9** Healthy by design / IDM guidelines are incorporated into infrastructure design | Accessible car parks are clearly marked, compliant and located in areas convenient to older people's needs |
| **6.10** Audit and map accessible carparks in the Shire | Drop off and pick up bays are available close to public buildings for older people and people with disabilities |
| **6.11** Relaunch and update mobility access maps | |

# Monitoring and reporting on our progress

Council, in conjunction with its project partners, will review the progress and impact of the plan annually and at the end of the four years in 2021.

The implementation action plan will be reviewed annually and will consider:

- progress on strategies and actions in the implementation plan
- relevance to current and emerging needs
- influential State and Federal Government policy and planning
- emerging research and practices

An annual report will be provided to Council, plan partners and relevant government departments.

The final review will consider the extent to which the outcomes have been achieved through the actions of the plan and other influencing factors.

The final review will inform the development of the next Age-friendly South Gippsland Plan.

# Strategies and policies guiding our practice

*The Age-friendly South Gippsland Plan 2017 - 2021 draws from our partners' expertise and guidance from strategic plans and legislation.*

# Council

*South Gippsland Shire Council plays a variety of roles in support of older people as planners, providers and funders of a diverse range of services programs and places across the Shire. Some key plans that guide Council's work with children and families includes:*

- *Communication Strategy*
- *Community Infrastructure Plans*
- *Community Transport Review*
- *Council Plan 2017 – 2021*
- *Disability Action Plan*
- *Municipal Public Health and Wellbeing Plan 2017 - 2021*
- *Seniors Review*
- *South Gippsland Blueprint for Social Community Infrastructure 2014 – 2029*
- *South Gippsland Planning Scheme*
- *South Gippsland Recreation Plan 2007*
- *West Gippsland Regional Library Corporation Early Years Strategic Plan – 2016 - 2020*

# Peak Bodies, Government and Support Organisations

- Australian Human Rights Commission
  www.humanrights.gov.au
- Aged & Community Services Australia Inc and Aged Care Association Australia (ACAA)
  www.agedcare.org.au
- COTA
  www.cotavic.org.au
- LASA - Leading Age Services Australia
  www.lasa.asn.au
- Seniors Rights Victoria
  www.seniorsrights.org.au
- Victorian Council of Social Services
  www.vcoss.org.au
- Seniors Online Victoria (Age-Friendly Victoria initiative)
  www.seniorsonline.vic.gov.au

# Quality Frameworks and Strategic Plans

- Australian Safety and Quality Framework for Health Care
  www.safetyandquality.gov.au/wp-content/uploads/2011/01/ASQFHC-Guide-Policymakers.pdf
- Australian Aged Care Quality Agency
  www.aacqa.gov.au/for-providers/education/the-standard/july-2016/working-together-to-streamline-ac-creditation-effects
- 2014–2019 Victoria's Seniors Participation Action Plan (Seniors Count!)
  www.vic.gov.au/search-results.html?q=seniors+victoria

# Legislation, Regulations and Acts

Legislation and regulations guide the delivery of services and programs to children and families. The legislation and regulations guiding Council and our partners are listed below:

- Aged Care Act 1997 www.legislation.gov.au/Details/C2013C00389
- Age Discrimination Act 2004
- Aged Care Amendment (Red Tape Reduction in Places Management) Act 2016 www.legislation.gov.au/Details/C2016A00001
- Australian Aged Care Quality Agency (Transitional Provisions) Act 2013 www.legislation.gov.au/Details/C2013A00078
- Australian Aged Care Quality Agency Act 2013 www.legislation.gov.au/Details/C2014C00615
- Carers Recognition Act 2012 www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/51dea49770555ea6ca256da4001b90cd/023a825c23e20790ca2579c7000fb0bb/$-FILE/12-010abookmarked.pdf
- Charter of Public Service in a Culturally Diverse Society (Commonwealth Government 1998) www.dss.gov.au/sites/default/files/documents/02_2014/chapter2.pdf
- Commonwealth Privacy Act 1988 (ComLaw, Australian Government) www.legislation.gov.au/Details/C2015C00451
- Disability Act 2006 www.legislation.vic.gov.au/domino/web_notes/ldms/pubstatbook.nsf/f932b66241ecf1b7ca256e92000e23be/0B82C05270E27961CA25717000216104/$-FILE/06-023a.pdf
- Equal Opportunity Act 2010 www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/edfb620cf7503d1aca256da4001b08af/7CAFB78A7EE91429CA25771200123812/$-FILE/10-016a.pdf
- Freedom of Information Act 1982 (Office of the Information Commissioner, Australian Government) www.oaic.gov.au/freedom-of-information/foi-act
- Home and Community Care Act (Commonwealth) 1985 www.legislation.gov.au/Series/C2004A03223
- Human Rights Charter www.humanrightscommission.vic.gov.au/the-charter-and-local-government
- Local Government Act 1989 www.legislation.vic.gov.au/domino/web_notes/ldms/ltobject_store/ltobjst6.nsf/dde300b846eed9c7ca257616000a3571/32807739dafb424aca2578db001b8014/$-file/89-11aa109a%20authorised.pdf
- National framework of principles for government service delivery delivering services to Indigenous Australians (2004) www.atns.net.au/agreement.asp?EntityID=2559
- National Privacy Principles www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-02-npps-online.pdf
- Public Health and Wellbeing Act 2008 www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/edfb620cf7503d1aca256da4001b08af/8B1B293B576FE6B1CA2574B8001F-DEB7/$FILE/08-46a.pdf