Handout 1:
List of definitions for Voice concepts

1. Agency
The ability to take action or to choose what action to take.

2. Autonomy
Is the ability to make choices and decisions, with support if necessary, according to one's will and preferences.

3. Citizenship
The state of being a member of a particular country and having rights because of it.

Although the term citizenship is used in the Voice guide, HelpAge recognises the exclusionary nature of the term. All older people living within a state should be able to participate in policymaking including refugees, asylum seekers, migrant workers etc.

4. Participation
The act of taking part in an event or activity.

5. Empowerment
The process of gaining freedom and power to do what you want or to control what happens to you.

6. Power
Ability to control people and events.

7. Independence
The ability to perform actions of daily living and participate in society, with support if necessary, according to one's will and preferences.

8. Rights-based approach
A way of working which is based on realising human rights to ensure people's dignity and well-being.

9. Good governance
Relates to the political and institutional processes and outcomes that are necessary to achieve the goals of development.

10. Spaces (formal and informal)
Formal spaces are created by the state for citizen participation while informal spaces are often created by grassroot organisations or those who have been marginalised.

11. Accountability
The state of being accountable, liable, or answerable. Accountability is about a relationship between those responsible for something, and those who have a role in passing judgement on how well that responsibility has been discharged.

12. Access to information
Access to information (or Freedom of Information (FOI)) legislation is seen as an essential part of the enabling environment for citizen access to information.
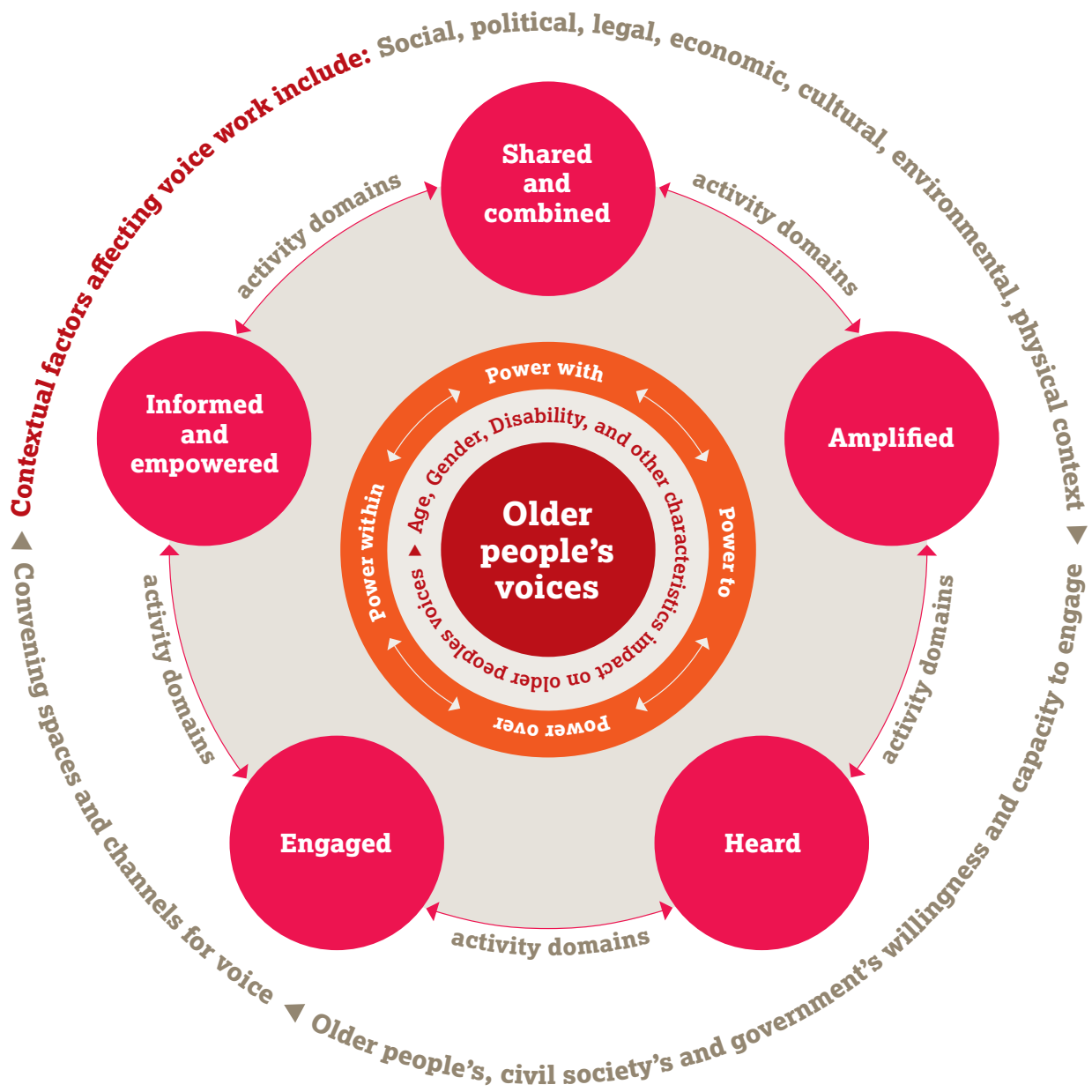
13. Advocacy and campaigning
Is a series of organised actions with intent to produce political or social change. Advocacy and campaigning is the sum of all the parts needed to reach a certain change goal.

14. Leadership
The action of leading a group of people or an organisation.

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Handout 2:
Voice framework diagram

Source: HelpAge International, *Voice framework,* 2019.

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Handout 3:
4-power framework

Power is the ability to create or resist change. It can be held by individuals or groups.

Power held by individuals relates to their autonomy, which can be less visible.

Power held by groups relates to set structures and rules in any given context.

There are four types of power:

Power over
This is domination, often a negative use of "power over" other people. It can be exploitative and repressive.
It can be used to control resources and opportunities for influencing decisions. However, "power over" does not have to be negative. It can just mean having access to and control of financial, physical and knowledge-based assets. It can also mean having control over other people to protect their interests.

Power to
This means being able to choose what to do and being able to do it. It includes resisting or creating change.
It means being able to make decisions (within the household, community or more broadly) and to shape one's life.

Power within
This refers to the knowledge, capability, self-esteem and self-belief of any individual to enable them to bring about change in their life. It promotes personal dignity. It is often influenced by cultural or religious norms.

Power with
This is the ability of people with different interests to find common ground and act collectively, based on a sense of solidarity and mutual support, to build collective strength.

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Handout 4:
'Engaged' domain case study

HelpAge Pakistan – Engaging older women in older people's associations

HelpAge Pakistan has developed tailored approaches to engaging and strengthening women's voices in different contexts. The Country Director, Ajeeba Aslam shared, "Something that works in one area won't work in another". In southern Pakistan, where society is more integrated on gender lines than in the north of the country, HelpAge has worked to include older women in older people's organisations (OPA), alongside men. Staff began by engaging men in the OPAs by explaining they would be keen to hear from women as there are issues that affect them uniquely. HelpAge staff would raise issues specific to women. Men increasingly wanted to be able to provide this perspective for HelpAge staff and gradually would encourage women to join their group. Staff shared examples from other communities where older women were included. This acted as an incentive and encouraged members of the OPA to assist HelpAge in hearing older women's voices – it was considered a big achievement.

Gradually, more women have joined these groups and have been actively encouraged to take on leadership roles. This has been supported by partner organisations working with women only groups whose members had participated in skills training and leadership and who were happy to join the older people's organisations.

In northern Pakistan, a different approach has been used. Society is much more split along gender lines and only women social mobilisers are engaged in women's groups. To address the issue of including older women in organisations, HelpAge Pakistan began by speaking to men who participate in older people's groups. HelpAge staff explained the need to address issues of relevance to older women which only women have experience and the necessity of creating a space to hear their voices and engage with them on services and policy design, for example. Taking this approach, HelpAge has been able to initiate all women's organisations.

Ajeeba notes that Voice work involving older women depends very much on how it is framed. She said "If we said, 'we're working on a transformation agenda and want women to be included' it wouldn't work. If you talk about 'no one else has the insights on the issues that affect older women', it can work".

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Handout 4:'Engaged' domain case study *continued*

Engaging diverse groups

The project was initiated by bringing together existing community groups of people of all ages to discuss how they might work to improve the lives of older people in their village. Stakeholders who agreed to participate in the project decided to hold a public meeting, inviting older people to attend and to identify their needs and discuss what activity could be undertaken together. Posters were developed and placed in different settings to advertise the meeting. The group used community mapping to identify specific groups who might have missed the written material or the announcement at the market, including those with communication needs or people who are more socially isolated or housebound.

The group identified individuals and organisations who had contacts with groups that were harder to reach. These included religious associations, health and social workers, and friends and family. They identified 'community champions' to reach those who were more excluded. The community champions visited different associations and asked them to help circulate information about the meeting. They also visited individuals by going door-to-door in specific areas of the village that were more isolated. The community champions also made plans for how these older people could join the meeting, including considering how they could make the venue more accessible to people with different needs. They considered how individuals could reach the venue, how they could enter the venue and be comfortable within it, and how they could actively participate in the meeting, ensuring their communication needs were met. Where people weren't able or didn't want to join the meeting but were keen to be involved in the project, the community champions gathered comments or suggestions from them on the topics that were going to be discussed and shared these at the meeting. They agreed to feedback information about the discussion and to communicate next steps.

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Handout 5:

'Shared and combined' domain case studies

Case study: Grigoriy Atanov, Ukraine

"I live in the town of Stanitsa-Luganskaya in eastern Ukraine. I was born and raised here. Before the conflict, there were about 17,000 inhabitants, but now there are about 7,000 locals and a lot of internally displaced people.

Most older people and people with disabilities who live here are very poor. Prices are rising all the time, and pensions are not enough to pay for medicine and bills. People survive mainly on the earnings from vegetable gardens or leasing rooms in their homes to internally displaced people, and this is only possible for those who have spare rooms.

Humanitarian organisations provide some food, money, medicine and materials to reconstruct housing, but it is already clear that there is less and less assistance. […] HelpAge's community safe space provides somewhere that we can get together, discuss our problems and decide how we can protect our rights. We get new knowledge, are consulted on various issues, and we become more united. If we remain silent, our lives will not change for the better".

Case study: Valentina Solodova, Tajikistan

"I'm a lonely pensioner. After reaching retirement age, I had to stop working even though I could carry on. Overnight, I was left without work, with a small pension, and I lost my social environment, my co-workers. I felt discriminated against because of my age. Nobody will hire us for work. I soon realised the situation for older people has to be better.

I knew from acquaintances about a charity that helps lonely older people. Doctors work there. They give out medicine, food and clothes, and there are communication clubs where older people get together to discuss their interests. I came to the club where I met other single pensioners.

Since I had legal knowledge and leadership qualities, the group selected me as the coordinator of one of the clubs. I found that many did not know their rights. They have very low self-esteem, do not know what to do, are in a state of depression. In a worse state than I am.

Age Demands Action is a school for all older people. We organise seminars, identify our problems […] and ultimately solve our problems. ADA has improved our self-esteem. We have learned to speak about and defend our rights".

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Handout 6:
'Amplified' domain case studies

Case study: Jane Nyawira, Kenya

"Despite living with a disability all my life, having suffered from polio when I was eight months old, I was still able to use public transport until I was around 55 years old. But in August 2004, while attending an international theological/disability conference in Limuru, Kenya, I got very embarrassed. All the delegates, including myself were on a field trip and I wasn't able to get off the minibus. I was carried on a clergyman's back to be able to get off the minibus. I couldn't use my elbow crutches and from then on and had to use a wheelchair.

Undeveloped infrastructure means I am denied the opportunity to join business or social trips. I cannot make independent decisions as to where I want to go and when without involving others because I need to be assisted. I am dependent on others and other people's decisions.

Soon after that incident, I realised there was a need to campaign for older people's situation to be improved, especially on the availability of assistive products. It was from then that I added older people's rights to the disability awareness programme I began in 2002.

I have spoken at many national and international events, but my proudest moment as a campaigner is when HelpAge International and Age International organised for me to speak at the Global Disability Summit in London in July 2018. Many organisations signed up to the summit's Charter for Change commitments towards making assistive technologies accessible.

I am currently campaigning for universal health care in Kenya, improved access to social protection, more affordable and accessible assistive devices, more accessible infrastructure, improved safety for older women and greater support for carers. I am organising awareness meetings at faith-based institutions and community centres for people with disabilities and older people together with their caregivers where I invite political and religious leaders and the media. I lobby and advocate and speak on the radio and television to get my message across.

Campaigning for older people's rights has changed my attitude towards myself and others. I used to pity myself and feel inferior. I kept away from social gatherings. But since I started campaigning, I have gained the confidence to share my problems and opinions. I am able to encourage and counsel other older people".

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Handout 6: 'Amplified' domain case studies *continued*

Case study: Age Demands Action Partner RedCoenve, Colombia

For the International Day of Older People (IDOP) in 2018, network member and our Age Demands Action partner, RedCoenve, focused their advocacy on improving the situation of older people in Colombia. They presented to an audience in the Columbian Congress. Their key advocacy asks were for the government to adhere to the Inter-American Convention on the Protection of the Human Rights of Older Persons, to improve access and quality of older people's access to health and care, to establish a universal pension and to enhance older people's participation in society. In total, approximately 400 participants attended the public hearing before the Congress of Colombia within the framework of the IDOP activities organised by the Colombian Member "RedCoenve".

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