Handout 1:
The Voice Framework – Definitions for Voice and age-friendly cities and communities

Visual representation of the Voice framework

Handout 1: The Voice Framework – Definitions for Voice and age-friendly cities and communities continued

**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.

**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.

**Advocacy and campaigning**
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.

**Age-friendly cities and communities**
Places that adapt their environment to what older people say is relevant and reduce barriers identified by older people.

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

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

**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.*

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

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

**Healthy ageing**
The process of developing and maintaining the functional ability that enables wellbeing in older age.

**Independence**
The ability to perform actions of daily living and participate in society, with support if necessary, according to one’s will and preferences.
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**Intergenerational approaches**
Encourages two or more generations to work together for their mutual benefit and to promote greater communication, understanding and respect. It is a crucial tool in combating ageism. Intergenerational contact interventions typically bring together older and younger people to work on activities or tasks that encourage cross-generational bonding, and address issues affecting one or both age groups and their wider community.

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

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

**Power**
Ability to control people and events.

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

**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.