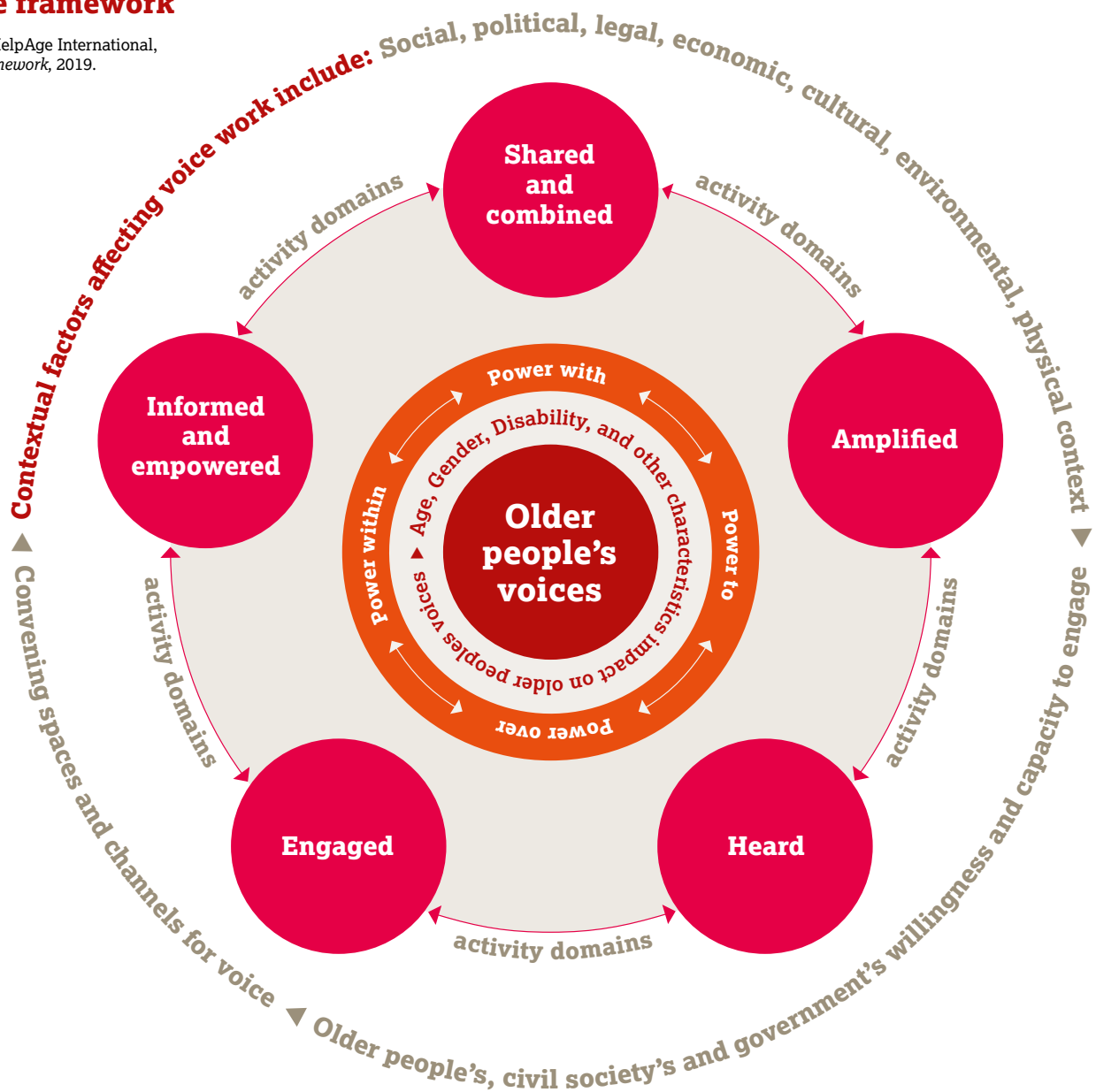**Handout 1:**

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

Visual representation of the Voice framework

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

Contextual factors affecting voice work include: Social, political, legal, economic, cultural, environmental, physical context

Convening spaces and channels for voice

Older people's, civil society's and government's willingness and capacity to engage

Shared and combined

Informed and empowered

Amplified

Engaged

Heard

activity domains

Power with

Power within

Power to

Power over

Age, Gender, Disability, and other characteristics impact on older people's voices

Older people's voices

HelpAge International

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

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.

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