

## Community Inclusion and Wellbeing Reference Group

Date	27 May 2021	Time	10:00am – 11:30
Venue	Barrington Room, Yalawanyi Ganya	Note-taker	Lyndie Hepple
Present	Lyndie Hepple, Karen Fuller, John Price, Mark Norris, Judy Hollingworth, Cr Katheryn Smith		
Apologies	Paul De Szell, Elizabeth Green, Felicity Carter, David Isbel, Hannah Earley		

### Meeting items

#### 1. Meeting opened welcome and Acknowledgement of Country

Lyndie Hepple

#### 2. Declaration of Conflicts of Interest

None

#### 3. Action Items Update

- Most actions are now complete
- Invite CEO's to attend on alternating basis – invitations are being sent, but no attendance as yet
- Housing Forum – anticipated date for end of April had to be postponed as there was still work to be done to engage key stakeholders. Lyndie Hepple and Felicity Carter attended a Housing Interagency meeting 2 weeks ago and obtained good buy-in and willingness from those stakeholders for a Workshop or Forum for this area. Waiting to hear from them on next steps. Will follow up in a week if no further action.
- MidCoast Awards/Inclusion Award – MidCoast Awards had committed to discussing whether this was desirable/feasible but have not provided an update. Lyndie will follow up next week.

#### 4. Walk-About Taree

A group comprising Karen Fuller, a Guide Dogs representative, John Price, Kelly Price in a wheelchair and accompanied by two carers, Dennis Christensen (Council's Business Liaison Officer) accompanied by his granddaughter in a stroller, and Lyndie Hepple walked around the main CBD area of Taree. The group did not access any of the businesses as the focus was on progression along the footpaths. Photos were taken and notes made of all impediments to access that were encountered. Dennis Christensen has since revisited businesses and used the photos to raise awareness of the needs of people with disability. He reported that all businesses thought they were doing the right thing and were very willing to learn about improvements and have made the necessary changes.

## 5. Ageing Strategy Focus Session

Lyndie reported that consultation with residents over 55 years and their carers has been conducted with 716 people being consulted, either through completing a survey, or through conversations with Council's Community Development Officer.

	Numbers
Full Survey	374
Quick Poll	79
Carer/Organisation	34
Meaningful conversations at Markets	134
Group consultations*	95
Total people consulted	716

The next stage of development of the Ageing Strategy is to identify actions or strategies for the key issues that have been raised in the initial consultation. The Community Development Officer is scheduling focus group sessions with those who completed the survey and indicated a desire for further involvement by providing their names and contact details.

The Community Inclusion & Wellbeing Reference Group discussed the key themes and brainstormed ideas to address some of the issues raised, as follows:

Area of concern	Responsibility	Possible actions
<b>Footpaths</b> – incomplete, not connected, kerb ramps and gutters are too steep	Council	<ul style="list-style-type: none"> <li>• Seek funding to address areas of concern that aren't already on Council's work plan</li> <li>• Follow up progress of traffic lights at intersection around Aldi/Hospital in Taree</li> <li>• Consider metal ramp to bridge drainage gutters as per Cairns</li> </ul>
<b>Roads</b> – general condition	Council	Acknowledged this will have increased since the floods. Council is working hard to address this.
<b>Medical Services</b> – need to travel outside LGA for appointments, waiting times for specialists, lack of or high turnover of GPs, hard to build relationships if they keep changing, complaints about Manning Base Hospital, need for a hospital in Forster	Dept Health	<ul style="list-style-type: none"> <li>• Share feedback with Dept Health, advocate for improvements to services</li> </ul>
<b>Support</b> – access to support services is difficult, very complicated system, lack of variety, waiting times are long	MyAgedCare	Share feedback with Dept Ageing Disability and Home Care, advocate for improvements to services
<b>Development</b> – some areas are over developed without an increase in services, or development is in appropriate	Council	Share feedback with Planning section of Council. This is covered by the Housing Strategy and other key strategies, shouldn't be addressed through the Ageing Strategy
<b>Social/Inclusion</b> – hard for newcomers to integrate, feel accepted. Towns are very cliquey, not welcoming, 'snobs', lack of suitable activities	Council in partnership with community	<ul style="list-style-type: none"> <li>• Build on programs already available for Seniors through our libraries, not all activities available in every library - expand</li> </ul>

		<ul style="list-style-type: none"> <li>• Promote the community directory – service providers and community groups as well as community members</li> <li>• Expos – not just health services, but community groups, exercise providers too. Need to be in each area. Subsidise/work in partnership with others to implement</li> <li>• Come and try days with community and sporting groups</li> </ul>
<b>Attitude/respect</b> – ageism, discrimination, being talked down to	Council in partnership with community	<ul style="list-style-type: none"> <li>• Consider mentoring programs – lots of knowledge/expertise/experience sits with older people – how can we leverage on that? Give older people a sense of purpose and belonging while helping a small business or young person at the same time. Look at Men’s Shed model.</li> </ul>

General comments:

Karen Fuller and friend have started a friendship group in the Manning area and promoted in other areas. Activities include dinners at restaurants, walking groups, family-friendly picnics. Open to anyone who is lonely and wants to make friends. Membership sitting at about 220. Mostly 50 – 70 year olds, but other ages too, including a couple of 19-year olds. Requested CIWRG assistance in promoting the group. Keen to attract new CALD people to the group.

**Action:** Lyndie put Karen in touch with Jane O’Dwyer (Migrant Settlement Worker)

**Action:** Lyndie investigate Meaningful Ageing Australia, and LaTrobe University and Groundswell both of which have projects involving collaborative community work oriented at palliative care, but the underpinning methodology could be adapted.

**Action:** Community Development Officer (Calypso Watson) call Karen Fuller to ensure Manning Friendship Group is listed on the Community Directory

Discussion about social isolation. Covid forced everyone to become more isolated. How do we encourage older people to move out of isolation back into the community.

Rotary, Lions, Quota and other service and volunteer groups have ageing and shrinking membership. Consider how to address that – may be a link there to the mentoring program idea.

Coomba Park issues Welcome Packs to new residents which includes a free meal at a local café. Acknowledged this is great for small towns, but less practical for the larger areas like Taree, Forster/Tuncurry.

## 6. Meeting review and Close

The feedback from the Ageing Strategy consultation is extensive and complex. Lyndie will further analyse to identify a method to share feedback (with statistics rather than just comments) with the CIWRG. Further feedback from members regarding strategies is welcome and encouraged.

Next meeting

Date	Thursday 29 July 2021	Time	10.00am
Venue	Council Chambers, 2 Biripi Way, Taree		

## Community Inclusion and Wellbeing Reference Group

### Action items update

Item No	Description	Date Raised	Action for	Due Date/ Timeframe	Status Update as at 27/09/19
1	Invite medical centre CEOs to attend on alternating basis.	29/3/19	HE	Ongoing	Ongoing
2	Housing Forum – set date, identify relevant stakeholders, MC	15/12/20	LH	December 2021	Consultation with stakeholders continues. Date to be determined.
3	Disability Inclusion Action Plan – bring consultation outcomes to CIWRG for information	15/12/20	LH	July 2021	Consultation not yet commenced.
4	North Tuncurry Development – SIA	15/12/20	LH	Jan 2021	DA not yet lodged.
5	MidCoast Awards/Inclusion Award	28/1/2021	LH	June 2021	LH spoke to MidCoast Awards exploring possibility of an Access Award. They advised that they recently reduced the number of awards as it was felt there were too many but agreed to discuss at next meeting. Awaiting response.
6	Put Karen in touch with Jane O'Dwyer (Migrant Settlement Worker)	27/5/2021	LH	May 2021	
7	Investigate Meaningful Ageing Australia, and LaTrobe University and Groundswell both of which have projects involving collaborative community work oriented at palliative care, but the underpinning methodology could be adapted.	27/5/2021	LH/CW	July 2021	

8	Community Development Officer (Calypso Watson) call Karen Fuller to list Manning Friendship Group on the Community Directory	27/5/2021	CW	May 2021		
9	More info/statistics re Ageing Strategy feedback to be sent to CIWRG	27/5/2021	LH/CW	July 2021		

Key:

	Not yet scheduled for commencement		Commenced and on schedule		Commenced and not on schedule or overdue		Complete	→	Deferred	W	Withdrawn
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