

WHAT IS 'BEST PRACTICE'?

Golden Plains Shire Council is committed to adopting 'Best Practice' in all areas of operation, including access and inclusion. This means the AAIP is based on the adopted principles of access and inclusion that are articulated in relevant legislation and frameworks, but also those that go beyond these minimum standards and incorporate the principles of *Universal Design*.

Universal Design is a design philosophy that ensures that products, buildings, environments and experiences are innately accessible to as many people as possible, regardless of their age, level of ability, cultural background, or any other differentiating factors that contribute to the diversity of our communities.

Adoption of Universal Design Principles will support improved outcomes for access and inclusion for the community and staff in relation to development and delivery of Council information, products, services, buildings and facilities as well as communication, engagement and employment with Council.

In terms of implementing 'Best Practice' actions relating to access and inclusion, consideration is also given to how priorities for each action are established to ensure the most cost effective and functional outcomes are achieved for all stakeholders.



COUNCIL'S SERVICES FOR OLDER RESIDENTS AND PEOPLE WITH A DISABILITY

Golden Plains Shire Council recognise that people have different needs and aspirations depending on their life stage which is not necessarily dictated by age or disability. We also recognise that regardless of life stage, the needs of older residents are often quite different to the remainder of the population. These differences include needs such as mobility, income, housing, social connection, physical activity, and support to fulfil their enjoyment of the rich history, and the rural lifestyle experience of living within the Shire.

Golden Plains Shire Council provides a suite of services for older residents and people with a disability who are ineligible for NDIS. The services are underpinned by a Person Centred, Goal directed, Wellness and Re-enablement approach; enabling Shire residents to live as independently as possible, maintain mobility and engage with social and recreational activities as they choose.

The funding, and services offered comprise of:

Commonwealth and State Funded:

- Commonwealth Home Support Program (CHSP)
- Home and Community Care Program for Younger People (HACC/PYP)
- Regional Assessment Service (RAS)
- Living at Home Assessment Service (LAHA)
- Brokerage and Fee for Service

Services Include:

- **Social Support:** A variety of Social Group programs including digital programs to reduce social isolation and provide support for people who are frail, aged or have a disability.
- **Social Programs:** A variety of community programs such as walking groups, craft, and social support groups to enhance community and social inclusion opportunities, create friendships and reduce isolation.
- **Domestic Assistance:** This service works with residents in need, offering assistance with heavier household tasks such as cleaning, washing and ironing.
- **Personal Care:** We offer personal care assistance to eligible residents, including help with showering and dressing. Assistance is also offered with shopping and preparing meals.
- **Respite:** Flexible respite can be offered either in the home or in the community. Our staff can work with you to determine the best options for you and your family.
- **Home Modifications:** Priority is given to safety and security tasks, such as repairing doors and installing handrails.
- **Property Maintenance:** This service provides assistance with minor indoor and outdoor repairs and maintenance that does not require a qualified tradesperson.
- **Community Transport:** Community Transport is available to residents who are aged and / or require support to attend medical appointments or access the community. Community Transport is provided by 12 volunteers and is available for transportation to locations both within and beyond the Shire. The fleet includes three Hi-Ace Buses, one i-Max Minibus, and one i40 Wagon.
- **Delivered Meals:** With a choice of frozen or fresh, nutritious meals are provided each week to older residents and people with disabilities. They are distributed by volunteers across the Shire as required.

COUNCIL'S SERVICES FOR OLDER RESIDENTS AND PEOPLE WITH A DISABILITY

GOLDEN PLAINS SHIRE COUNCIL – INCLUSIVE VOLUNTEERING

Research tells us that just a few hours of volunteer work makes a difference in people's happiness.

Golden Plains Shire Council promotes inclusion with our volunteering program. Volunteering is open to all individuals, regardless of gender, age, disability and other personal characteristics. Volunteering offers individuals many benefits including:

- Opportunity to learn or develop new skills
- Increased community connection
- Increased motivation and sense of achievement
- Broadening career options and exploring new fields
- Creating new interests and hobbies
- Meeting a diverse range of people

The community benefits include:

- Fostering of community spirit and pride
- Makes active, confident and resilient communities
- Connects people in new ways
- Makes communities healthy, inclusive and safe
- Develops local leaders



CASE STUDY

Scott has been volunteering with Council's Active Ageing and Disability team since December 2019.

Scott's assistance has been vital and very much appreciated by community members as he consistently provides quality care and support in services such as community transport and delivered meals. His experience as a person with a disability has been an invaluable asset to his work and to the team.

When asked about the one thing he wanted others to know about volunteering, Scott encouraged others to "just give it a try":

"When I first thought about volunteering at Golden Plains Shire Council, I was a little bit scared, a little bit nervous because I didn't know much about it and it was a totally different area that I had never volunteered in before. Now, it feels like home".



COMMUNITY LED PROGRAMS

Golden Plains Shire Council are committed to supporting programs and providing access to facilities that provide a range of basic support services for aged persons and other people with a disability.

Senior Citizens Clubs

Golden Plains Shire Senior Citizens clubs provide a relaxed environment where people can enjoy the company of others and participate in a range of stimulating and engaging social activities. The clubs cater for adults aged 50 years and over, as well as people with disabilities and their carers.

There are five active community led Senior Citizen groups located across the Shire in Linton, Inverleigh, Leigh, Meredith and Smythesdale. Whilst there is no purpose-built infrastructure for the Senior Citizens clubs, groups generally meet at community halls or local sporting clubs' facilities.

Eligible Commonwealth funding for the clubs is managed through Golden Plains Shire Council's Active Ageing and Inclusion team. The funding consists of a quarterly subsidy to keep the groups running, and a meal subsidy through the Meal Delivery Service, which is quite often used by clubs to support monthly luncheons for senior residents of the Shire.

Men's Sheds

Golden Plains Shire has four established Men's Shed groups in Bannockburn, Dereel, Linton and Scarsdale.

Our Men's Sheds are community-based groups that are accessible to all men and provide a safe and friendly environment where men are able to work on meaningful projects in the company of other men, advancing the health and well-being of all members.

Golden Plains Shire Council also assists the Inverleigh Country Women's association through promotion of their initiatives and projects and encouraging applications for grant funding to further expand on their offering and address solutions to identified issues within their community.

COMMUNITY ENGAGEMENT INFORMING THE PLAN

Residents in this age range were specifically invited to participate in a consultation process to provide insights and ideas that have informed the development of this plan and specifically prioritisation of actions. Residents of all ages were also welcomed to contribute.

Consultations and opportunities to have a say about active ageing, disability, access and inclusion issues were rolled out across Golden Plains Shire through various engagement opportunities, targeting residents, service providers and Council staff.

This included:

- Online and paper surveys circulated to residents, service providers and staff, and 6 facilitated public forums, seeking feedback on meeting the needs of people with disabilities across the Shire, and other access challenges.
- Feedback from residents 65+ as part of the community consultation process for Council's *Sport and Active Recreation Strategy 2020-2030*.
- Feedback from residents as part of the community consultation process for Council's *Community Vision 2040*.

- Feedback from residents as part of the community consultation process for the *Bannockburn Growth Plan 2020*, and the *Inverleigh Structure Plan 2017*.
- Feedback from residents as part of Council's *Health & Wellbeing Community and Service Provider Consultation* released in June 2019.

What did residents tell us?

On average, residents who gave feedback rated:

- Their 'recreational opportunities', 'supports in their life' and 'general health' as GOOD;
- Their 'state of mental health', 'opportunities to work or volunteer' and 'general state of happiness' as MOSTLY GOOD; and
- Their 'social life' and 'level of fitness' as AVERAGE.

Residents responded positively to a number of areas, and specific findings showed that:

- Residents who attended forums or completed surveys told us that they are mostly happy with Council Active Ageing & Inclusion services
- There was a great deal of appreciation for the exercise and recreational opportunities available within the Shire for residents over the age of 65.
- Golden Plains Shire residents who sought out social participation and connectedness were happy with the amount of options available to them, and mostly satisfied with the outreach services made available.

Residents also identified areas for improvement which have been addressed as Actions in this Plan. Following is a summation of the findings under relevant topics.

Transport

The main concern for respondents was the lack of transport options within Golden Plains Shire. After a lifetime of being independent and in control of their transport needs, many older residents were concerned about the potential of having to rely on others to assist in the future.

Council's *2040 Vision* community consultation process revealed residents (age 64+) saw the lack of transportation options across the Shire as a barrier for socialisation, access to healthcare and pathology, and chemists. Residents wanted to see a more regular bus service, or a weekly shuttle bus timetable connecting communities and allowing for easier accessibility to services.

Council's *Sport and Active Recreation Strategy 2020-2030* community consultation process revealed residents wanted to see an improvement in transportation options, particularly for older residents and people with disabilities so they have better access to sport and active recreation opportunities across the Shire, potentially through better utilisation of the community bus.

As part of the community consultation process for the *Bannockburn Growth Plan 2020*, residents were asked what they would like to see in Golden Plains Shire in the future. One of the top five responses was identified as improved access to public and community transport.

Additionally, Council's *Community and Service Provider Consultation* released in June 2019, identified that limited accessibility to public transport was identified by half of the service providers as a barrier for residents accessing their particular health service, and the community raised strong concerns around the lack of community and public transport options.

Since there is no effective public transport system that suits resident's needs, the next best option is Council's community transport. Whilst most people appreciate the service, there is an identified need for more flexible service options, and at a lower cost.

Communications

Responses from the Active Ageing & Inclusion survey showed that Council communication could be improved. It was identified that not all residents have access to a computer or internet connection, and there is a level of frustration at being directed to access information on Council's website in response to inquiries.

Respondents identified inconsistencies with the Gazette (Council's quarterly newsletter) being delivered in some townships, and suggested it be printed more regularly to avoid the delivery of excessive brochures in between Gazette editions.

Frustration was expressed towards the formatting and readability of some documents, with colours and the size of text being barriers. There was an identified need to consider the use of images that address the diversity of residents within the Shire, and more positive imaging that links back to our locality and rural environment.

Additionally, Council's *Community and Service Provider Consultation* findings driven by the Health & Wellbeing division released in June 2019, identified health services information is lacking, and the need for better communication on what services are available. Online web search, followed by community newsletters and social media, were identified as the most popular ways of finding out what health services are available within the Shire.

COMMUNITY ENGAGEMENT INFORMING THE PLAN

Recreation, Accessibility, Mobility & Footpaths

Council's *Sport and Active Recreation Strategy 2020-2030* community consultation process identified one of the main active recreation improvements needed to meet current and future community demand was the continued development, improvement and maintenance of walking tracks and paths. There was an identified need to address the barriers to participation in physical activity for people with disabilities and older adults.

Furthermore, respondents aged 50+ identified:

- The need to improve accessibility to active recreation, consideration of the installation of additional seating at parks and open places, and to address the greater demand for intergenerational activities.
- The need for more active recreation programs and activities for older adults, to bring people together and reduce loneliness. Better utilisation of community centres for these programs and activities.
- The importance of greater disability awareness in local sport, and inclusive club development. To recognise that sports are important for community interaction and health and wellbeing, but balance provision so that there is something for all ages.

Council's *2040 Vision* community consultation process revealed aged residents saw the need for safer infrastructure for walking, and better maintained footpaths. There were requests for additional walking tracks, and more walking groups for older residents.

Responses from the Active Ageing & Inclusion survey revealed accessible parking is insufficient, and the need to review the placement and amount of disabled parking spaces.

Access to Health Services

Golden Plains Shire Council's *Community and Service Provider Consultation* released in June 2019, identified that disability services are more likely accessed outside of the Shire due to limited service availability within the Shire. When asked what additional health services respondents would like to see in the Shire, two of the most popular responses were disability services and aged care facilities.

WHAT HAVE WE ALREADY DELIVERED?

There have been numerous initiatives and projects successfully implemented as a direct result of previous Council strategies and plans, that have contributed to the reduction in barriers for people with a disability and older residents to fully participate in community life. Equally, there are some actions that are yet to commence, and this Plan will highlight the new or ongoing areas of priority for the access and inclusion sector.

Some of the successful initiatives include:

<p>'The Bannockburn Heart' community space, equipped with accessible public toilets and parking spaces, and adequate seating areas.</p>	<p>The fully accessible Batesford Community Play Space and Inverleigh Community Play Space; multi-age, fully accessible play spaces, catering to people of all abilities.</p>	<p>Inclusion aids provided for children with a disability at Council managed early years services</p>
<p>Dementia awareness training offered to all staff.</p>	<p>The completion of Auslan Communication Training by Customer Service Staff, teaching basic skills to communicate with Deaf people in Auslan on a range of topics that involve simple, everyday language.</p>	<p>Smythesdale Hub extension, accommodating additional health and well-being services, and room hire for Senior Citizens and other community groups.</p>
<p>The "What's your Ability" video was developed and featured local residents sharing their stories and celebrating their achievements.</p>	<p>Council adopted the "Read Speaker" function on our website, to assist people who have low vision. This function allows the text on the website to be read out loud, enabling the information to be understood easily.</p>	<p>Golden Plains Shire resident Scott Cooper living with a disability himself, was named as a National Volunteer Ambassador for 2020.</p>
<p>Golden Plains Shire Council continues to support and celebrate the annual International Day of People with a Disability, which aims to increase public awareness, understanding and acceptance of people with disability, and seeks to create a society that enables people with disability to fulfil their potential as equal citizens.</p>		

THE ACTION PLAN

In the development of the AAIP's actions, a key element of the process was to consider a broad range of views, experiences, challenges, issues and opportunities in relation to access and inclusion in the Golden Plains community, particularly related to elements within Council's mandate.

The Plan identifies four priority areas for access and inclusion in order to meet objectives and goals over the next four years. Noting as outlined throughout the plan that the findings of the Royal Commission into Aged Care may influence the priorities and also create new opportunities.



Actions have been integrated into the four priority areas as follows:

<p>OBJECTIVE 1 – OUR SOCIAL ENVIRONMENT</p> <p>Encourage greater inclusion, community involvement and connection</p> <p>The actions in this section cover topics such as accessible events, community grants, consultations, social supports and diversity. Many actions are carried over from previous Plans and are ongoing to ensure continuous improvements.</p>	<p>OBJECTIVE 2 – OUR SUPPORT ENVIRONMENT</p> <p>Provide information, health and support services for our community</p> <p>These actions are predominantly about our ongoing aged and disability services, transport and safety and continuing to strive to achieve best practice whilst considering the impacts of policy and funding changes in the sector.</p>
<p>OBJECTIVE 3 – OUR BUILT AND NATURAL ENVIRONMENTS</p> <p>Enabling environments that support Active Ageing and Disability access</p> <p>These actions are based on typical infrastructure access and inclusion issues in regard to 'Universal Design' principles. Continuing to improve accessible parking provision, improving the quality of accessible toilets and playgrounds and recreation especially for children with a disability.</p>	<p>OBJECTIVE 4 – OUR LEADERSHIP</p> <p>Good people, information and advocacy to create an enriched supported community</p> <p>These actions are based on operational processes. They provide actions in the areas of employment, communication with the community and identify the many advocacy roles Council will undertake with external stakeholders.</p>

THE ACTION PLAN

OBJECTIVE 1 – OUR SOCIAL ENVIRONMENT				
Encourage greater inclusion, community involvement and connection				
Strategy 1.1 - Ensure an accessibility and age friendly 'lens' is applied to the advocacy, management and facilitation for all events, meetings or community consultations				
ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
1.1.1 Develop guidelines for event planner to assist in the development of events that are accessible to all people.	Provide 'Accessible Events' resources for all relevant staff and community groups to ensure events are accessible to older people and people with a disability. Promote 'Accessible Events' guidelines and checklists on the Golden Plains Shire Website.	Communications, Engagement & Advocacy (Lead) Active Ageing & Inclusion Connected Communities	Dec 2021	Within existing resources
1.1.2 Key staff to undertake Easy English training to ensure accessibility of forms and communication for all members of the community.	Key staff identified and training undertaken Program to be developed and implemented for review and updating of forms and communication Investigate future 'Communication Access Symbol Accreditation'.	People & Culture (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy Connected Communities Recreation & Youth Health & Wellbeing	December 2022	Training to be considered in annual divisional operating budgets
1.1.3 Implement an 'Access and Inclusion Champion' model across Council with a nominated champion for each Division.	Each Division has a nominated AA&I Champion identified to actively measure the Actions of this Plan. Champions meet by monthly to develop a report to inform Council.	Active Ageing & Inclusion (Lead) Whole of Organisation	June 2021	Within existing resources
1.1.4 Implement at least one annual intergenerational projects and/or activities.	At least one intergenerational project or event implemented per year. E.g. "Pen Pal Project", "Messages of Hope".	Active Ageing & Inclusion (Lead) Recreation & Youth Connected Communities	June 2020 – June 2024	To be considered in annual divisional operating budgets
1.1.5 Investigate the availability of programs to convert forms to other languages	Investigation completed and recommendation made to Council,	Information Services (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy	December 2024	Cost of program to be considered in 2023 / 2024 budget

Strategy 1.2 - Research and develop digital programs to increase community connections and reduce social isolation through the use of technology

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
1.2.1 Develop an iPad loan program and promote other schemes to maximise opportunities for residents to further develop digital literacy and maintain community and social connections.	20 iPads purchased and available for community use. iPads distributed and in use across the Shire. Undertake consultation with Neighbourhood Houses and Community organisations with a view to developing program to educate community on digital literacy.	Active Ageing & Inclusion (Lead)	June 2022	iPad purchase within existing grant funding. Implementation to be considered in 2021/2022 budget.
1.2.2 Advocate for improvements to phone and internet coverage across remote areas of the Shire.	Provide residents with updates and information on connectivity available and seek to understand community needs to inform advocacy. Undertake advocacy.	Economic Development (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy	December 2022	Within existing resources

1.3 Strategy - We will ensure a range of supports are available to encourage community participation and inclusion for people with a disability, older residents and residents from a diverse background

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
1.3.1 Develop or review service planning protocols to ensure they recognise the needs of people from diverse backgrounds.	All service planning protocols updated to ensure they recognise the unique needs of CALD, ATSI, LGBTI, people with dementia, families and carers and financially disadvantaged sectors of the community.	Active Ageing & Inclusion (Lead) Child & Family Services Recreation & Youth Health & Wellbeing	December 2021	Within existing resources
1.3.2 Provide Access and Inclusion training opportunities for Council staff to maximise knowledge and facilitate a consistent non-discriminatory approach to all people.	At least one training opportunity provided per annum. Attendance at one Access & Inclusion training session to be considered as part of the yearly performance appraisal process for all staff.	People & Culture (Lead) Active Ageing & Inclusion	To commence January 2023	Training to be considered in annual divisional operating budgets
1.3.3 Identify new or ongoing funding opportunities to create more community-based activity programs for older people and people with a disability.	Work with the Community and Council's Corporate Strategic Planner to identify and apply for one funding opportunity per annum.	Active Ageing & Inclusion (Lead) Community Planning Health & Wellbeing	Ongoing	Within existing resources

THE ACTION PLAN

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
1.3.4 Celebrate community examples of diversity and inclusion in everyday ordinary life.	Promote stories of celebrating access and inclusion through Council's social media channels. Develop and distribute a calendar celebrating Wisdom, Resilience & Strength through access and inclusion, using local imagery of significant International or Australian dates for celebration or acknowledgement.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy	June 2021	Printing & distribution costs within current 20/21 operating budget
1.3.5 Identify opportunities to increase participation of older people in activities that promote physical and mental wellbeing.	Partner with health and community organisations to deliver at least one program that promotes health and wellbeing in the South, North and Centre of the Shire per annum. Develop an active ageing, person centred, and goal directed fitness challenge to encourage healthy life choices and measure personal success.	Active Ageing & Inclusion (Lead) Recreation & Youth Health & Wellbeing	To commence June 2021	To be considered in annual divisional operating budgets
1.3.6 Promote outdoor fitness trails that support older people to increase their levels of physical fitness and mental activity.	Media and communications plan developed and rolled out to older residents within the Shire promoting outdoor walking trails and tracks. Inclusion of new seating for people of all ages and abilities considered as part of public realm improvements to increase use of walking paths and fitness.	Health & Wellbeing (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy Recreation & Youth Building & Planning	December 2022	Within existing resources

OBJECTIVE 2 – OUR SUPPORT ENVIRONMENT

Provide information, health and support services for our community

Strategy 2.1 – Ensure all aged and disability programs are person centred, promote social inclusion, are value for money and delivered in accordance with funding body requirements

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
2.1.1 Contribute to AA&I sector and regional networking opportunities.	Attend sector support and development meetings: GP Network, Golden Plains Shire Local Support Network, Central Highlands Disability Advisory Working Group, MAV Community Care, G21 Incidental Activity Group. Report back to Council with recommendations on service opportunities.	Active Ageing & Inclusion (Lead) Health & Wellbeing	Ongoing	Within existing resources

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
2.1.1 Contribute to AA&I sector and regional networking opportunities.	Attend sector support and development meetings: GP Network, Golden Plains Shire Local Support Network, Central Highlands Disability Advisory Working Group, MAV Community Care, G21 Incidental Activity Group. Report back to Council with recommendations on service opportunities.	Active Ageing & Inclusion (Lead) Health & Wellbeing	Ongoing	Within existing resources
2.1.2 Monitor, advocate and report on limited service provision in the Shire.	Engage with NDIS local area coordinators to gain advice on the demand for services. Conduct Community consultation via Listening Posts to identify potential issues with service provision, targeted at aged and disability residents	Active Ageing & Inclusion (Lead) Health & Wellbeing Communications, Engagement & Advocacy	December 2021	Within existing resources
2.1.3 Deliver Aged & Disability programs according to service standards and funding availability to ensure compliance and encourage 'Ageing in Place'.	Comprehensive review completed of Council's Active Aged Care services, and recommendations provided to Council for consideration.	Active Ageing & Inclusion (Lead)	December 2021	Within existing resources
2.1.4 Ensure discharge protocols address continuity of care in the home between Council and external Health Services.	Review current protocols and update if required, to reflect best practice requirements.	Active Ageing & Inclusion (Lead)	December 2021	Within existing resources.
2.1.5 Ensure all residents have accessible information about services, activities and transport options.	Information and Services Directory developed and available on Council's website. 6 monthly review of Directory to ensure it remains current.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy	To commence June 2021	Within existing resources
2.1.6 Continue provision of library and mobile library services through partnership with the Geelong Regional Library Service.	Quarterly promotion of the Bannockburn and Mobile Library Services through Council's social media channels and print. Discussion with Geelong Regional Library Corporation to advocate for increased availability of accessible format material. Report back to Council on achieved outcomes.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy	To commence January 2021	Within existing resources

THE ACTION PLAN

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
2.1.7 Improve capacity and options for the meal delivery service to ensure good nutrition, value for money, and cultural diversity.	Undertake a service review and findings reported back to Council.	Active Ageing & Inclusion (Lead) Health & Wellbeing	June 2022	Subject to ongoing Government funding

Strategy 2.2 – We will ensure that an accessible and age friendly ‘lens’ is applied to community safety programs and processes

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
2.2.1 Develop a “Stay Safe, Stay Healthy, Stay Independent” program to maintain resident independence.	Surveys completed with eligible consumers to benchmark the level of health and wellbeing awareness. Eligible consumers provided with FitBit and/or Personal Mobile Alarm to encourage increased physical activity and personal safety. Follow-up survey completed to obtain feedback on benefits, and ongoing support provided.	Active Ageing & Inclusion (Lead)	December 2023	Subject to ongoing Government funding
2.2.2 Help seniors remain mobile, confident, and safe through education on transport options.	Aim to utilise the Shire’s community centres to run free “Wiser Walker Wiser Traveller” programs delivered by Access Health and Community, in partnership with Vic Roads.	Active Ageing & Inclusion (Lead) Health & Wellbeing	December 2022	To be considered in 2021 / 2022 budget
2.2.3 Educate people with a disability or over 50 living alone to plan for, remain safe and recover from emergency events.	Annual delivery of planned information session in partnership with Council’s Emergency Management team. Protocol developed for emergency evacuation centres and the needs of inclusivity requirements.	Active Ageing & Inclusion (Lead) Emergency Management	January 2023	Within existing resources.

OBJECTIVE 3 – OUR BUILT & NATURAL ENVIRONMENTS				
Enabling environments that support active ageing and disability access				
Strategy 3.1 – We will ensure that a Universal Design Principles ‘lens’ is applied to all building, planning and maintenance processes.				
ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
3.1.1 Ensure Council’s buildings are age and disability friendly	Audit Council’s existing buildings, and report findings back to Council with a recommendation on accessibility requirements.	Planning & Building (Lead) Active Ageing & Inclusion Works Department	December 2024	Subject to additional capital funding
3.1.2 Ensure township beautification projects are mindful of the needs of everyone and will contribute to improved township connectivity.	Manager AA&I will collaborate with Works Department in scoping projects and consultations to ensure the needs of community are considered. Engage a mobility design expert to contribute to the review of streetscape and connectivity of VicRoads roads in townships	Works Department (Lead) Active Ageing & Inclusion	December 2024	Subject to additional capital funding
3.1.3 Review playground accessibility and the provision of inclusive and intergenerational activities.	Council’s ‘Play Space Strategy’ implemented with the inclusion of ‘all abilities’ features to new playgrounds, with good path connections to accessible parking bays and seating.	Sport & Recreation (Lead) Active Ageing & Inclusion Works Department Planning & Building Health & Wellbeing	December 2024	Subject to additional capital funding
3.1.4 Review accessible parking bays	Audit existing accessible parking bays and prepare Council recommendation on required upgrades and/or placement.	Planning & Building (Lead) Active Ageing & Inclusion Works Department	December 2024	Within existing resources
Strategy 3.2 – Create Neighbourhoods that are safe and promote a sense of belonging				
ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
3.2.1 Improve access to public toilets for all people and improve the provision of accessible facilities.	Audit existing accessible public toilets and prepare Council recommendation for replacement or upgrade where relevant. Seek funding for the development of ‘Changing Places’ accessible toilets across the Shire and investigate possible locations.	Planning & Building (Lead) Active Ageing & Inclusion Works Department	December 2024	Subject to Government funding

THE ACTION PLAN

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
3.2.2 Ensure Building Standards Training is current.	Relevant infrastructure staff completed or renewed specific technical training about Universal Design, AS 1428, Premises Standards.	Planning & Building (Lead) Active Ageing & Inclusion Works Department People & Culture	December 2024	Training to be considered in annual divisional operating budget
3.2.3 Ensure aged & disability residents have their say with the development of new infrastructure.	Community consultation process targeted at aged & disability residents completed during the planning stage of new developments and infrastructure.	Planning & Building (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy	December 2024	Within existing resources
3.2.4 Advocate for improved public transport options for aged and disability residents.	Continue to work with Department of Transport (DoT) to advocate for improved public transport services.	Active Ageing & Inclusion (Lead) Planning & Building	December 2024	Within existing resources
3.2.5 Undertake a comprehensive review of our Community Transport.	Survey community residents, current users and volunteers to inform recommendations for improvement to these services.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy	December 2021	Within existing resources
3.2.6 Review the Shire's walking trails and tracks to ensure safe and accessible routes that link key sites and community facilities.	Prepare a Council report that identifies the gaps in safety and accessibility, and the opportunities available to link key sites and facilities.	Recreation & Youth (Lead) Active Ageing & Inclusion Planning & Building Community Planning	December 2023	Within existing resources
3.2.7 Undertake a review of current footpaths that are easily accessible for mobility scooter use.	Advocate for consideration of mobility scooter use in future path planning. Community consultation conducted to ascertain mobility scooter usage within the Shire.	Sport & Recreation (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy Planning & Building	December 2023	Within existing resources

Strategy 3.3 – Advocate and work collaboratively to ensure greater provision of accessible and affordable housing				
ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
3.3.1 Advocate to meet the needs of low to-moderate income households and people with disability within the Shire.	Conduct annual meetings with community housing providers to discuss emerging and critical issues. Continued attendance at G21 Region Social Housing Plan Project Meetings.	Health & Wellbeing (Lead) Active Ageing & Disability Economic Development	To commence January 2021	Within existing resources
3.3.2 Develop housing option resources for aged & disability residents.	A local directory developed and distributed with housing information within the municipality. Continued attendance at <i>Housing for the Aged Action Groups</i> to discuss solutions to the various housing issues facing older people.	Health & Wellbeing (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy Health & Wellbeing Community Planning	June 2022	Within existing resources
3.3.3 Continued promotion of CHSP & HACCP/PYP Home Modifications Program to support people living independently in their own homes.	Annual advertisement of program in Gazette and Social Media.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy	June 2022	Within existing resources until June 2022
3.3.4 Map out the potential of Specialist Disability Accommodation (SDA) within Golden Plains Shire.	Engagement with Regional NDIS Registered Providers of SDA Housing and Support Coordination to help identify trends and opportunities within the Region, and report presented to Council.	Active Ageing & Inclusion (Lead) Health & Wellbeing Building & Planning	December 2024	Within existing resources
3.3.5 Advocate for additional aged care, retirement homes and respite options for older residents and people with a disability in the Shire.	Participation at MAV Community Care meetings and surveys, and feedback provided to Council on the needs and barriers for older residents and people with a disability in our Shire.	Active Ageing & Inclusion (Lead) Health & Wellbeing Community Planning Building & Planning	December 2024	Within existing resources

THE ACTION PLAN

OBJECTIVE 4 – OUR LEADERSHIP				
Good people, information and advocacy to create an enriched supported community				
Strategy 4.1 - We will ensure that Council's website and all communications are accessible for people with a print impairment, hearing or vision loss				
ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
4.1.1 Improve Council's Communications to ensure a user-friendly experience for older people and people with a disability.	Council's website includes links to Disability Advocacy Services. Subtitles added to all Council video materials. The availability of hearing augmentation equipment is promoted for all Council Meetings at Bannockburn and Smythesdale.	Communications, Engagement & Advocacy (Lead) Active Ageing & Inclusion	June 2021	Within existing resources
4.1.2 Published communication materials include older residents and people with a disability.	Library of images established and utilised in Council publications.	Communications, Engagement & Advocacy (Lead) Active Ageing & Inclusion	June 2021	Within existing resources
4.1.3 Ensure corporate style guide is vision friendly and accessible for people with a disability.	Relevant staff trained in Easy English and Vision Australia guidelines, and style guide updated.	Active Ageing & Inclusion Communications, Engagement & Advocacy	December 2022	Training to be considered in annual divisional operating budgets
Strategy 4.2 - We will support Employment and Career Development Opportunities				
ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
4.2.1 Ensure recruitment process is barrier free for people with a disability.	Council's commitment to access and inclusion is built into position descriptions and recruitment advertisement. Develop and implement a 'Reasonable Adjustment Policy'.	People & Culture (Lead) Active Ageing & Inclusion	December 2021	Within existing resources
4.2.2 Implement a traineeship opportunity for people with a disability.	Funding application submitted. Traineeship instigated. Work experience opportunities identified.	Active Ageing & Inclusion (Lead) People & Culture	December 2023	Subject to Government funding

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
4.2.3 Increase awareness of volunteering opportunities throughout the Shire.	Promote 'Volunteer in the Spotlight' bi-monthly in the Gazette and Council website. Relationships established with disability employment agencies to offer employment and volunteering opportunities.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy Youth & Recreation Health & Wellbeing	To commence January 2022	Within existing resources
4.2.4 Ensure older residents and people with a disability are well supported to volunteer with Council services.	Volunteers provided with a Council primary contact to provide them with appropriate support. Volunteer induction process audited to ensure the same on boarding as paid Council staff, and the same training and development opportunities.	Active Ageing & Inclusion (Lead) People & Culture Youth & Recreation Health & Wellbeing	December 2021	Within existing resources

Strategy 4.3 – We will improve our aged and disability confidence through tangible solutions to attitudes and practices

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
4.3.1 Continue to raise awareness of elder abuse within the community.	Seniors Rights Victoria resources promoted through Council's website, Social Media channels and printed materials. Protocol created for referral of affected older people to appropriate support.	Active Ageing & Inclusion (Lead) Communications, Engagement & Advocacy Health & Wellbeing	December 2021	Within existing resources
4.3.2 Continue to distribute access resources and advocate for business owners to accommodate the access needs of people of all abilities and ages.	Annual delivery of planned information session to business owners in partnership with Council's Economic Development team. Resources available on Council's website and Social Media Channels.	Economic Development (Lead) Active Ageing & Inclusion Communications, Engagement & Advocacy	To commence January 2022	Within existing resources
4.3.3 Empower aged & disability residents to be incidentally active.	Continued participation in G21 Health & Wellbeing Incidental Activity meetings. Incidental Activity embedded in planning, reporting and processes of Council's service provision. Training identified and implemented for Community Care Workers, aimed at helping consumers maintain mobility.	Active Ageing & Disability (Lead) Health & Wellbeing People & Culture	December 2022	Training to be considered in annual divisional operating budget.

THE ACTION PLAN

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
<p>4.3.4 Transition the Disability, Access & Inclusion Advisory Committee to an Active Ageing and Inclusion Group (AAIG) to monitor the implementation of the Plan.</p>	<p>AAIG Working group promoted to older residents and people with a disability via phone, mail and Council's social media channels.</p> <p>AAIG developed and operating with a strong community lead and presence.</p>	<p>Active Ageing & Inclusion (Lead)</p> <p>Communications, Engagement & Advocacy</p>	<p>December 2021</p>	<p>Within existing resources</p>

APPENDIX 1

GLOSSARY OF TERMS

AAIP	Active Ageing & Inclusion Plan
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
DHHS	Department of Health & Human Services
VDAC	Victorian Disability Advisory Council
NDIS	National Disability Insurance Scheme
DoT	Department of Transport
Auslan	Australian Sign Language
CHSP	Commonwealth Home Support Program
HACC/PYP	Home and Community Care Program for Younger People
RAS	Regional Assessment Service
LAHA	Living at Home Assessment Service
DDA	Disability Discrimination Act
ABS	Australian Bureau of Statistics
MAC	My Aged Care
WHO	World Health Organisation
NDIA	National Disability Insurance Agency
LGBTI	Lesbian, Gay, Bisexual, Transgender, Intersex
ATSI	Aboriginal Torres Strait Islander
G21	Geelong Region Alliance



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