

ACTIVE AGEING AND INCLUSION PLAN 2020-2024



ACKNOWLEDGEMENT OF COUNTRY

Council acknowledges the traditional Wadawurrung owners of the land where we live, work and meet. Council pays its respects to Wadawurrung Elders both past and present and extends that respect to all Aboriginal and Torres Strait Islander People who are a part of Golden Plains Shire.



Sunset over Bunjil's Lookout in Maude.

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INTRODUCTION

Golden Plains Shire Council has developed a new Active Ageing and Inclusion Plan (AAIP). This Plan provides the framework to continue to support people with disabilities and other access challenges to engage with Council and access all areas of the organisation's operations.



The Plan supports Council in meeting its obligations under the Commonwealth *Disability Discrimination Act 1992 (DDA)* and *section 38 of the Victorian Disability Act 2006*. The AAIP continues to assist Council in creating an age-friendly, inclusive municipality free from isolation and loneliness; recognising that societal attitudes, practices and structures, can restrict and prevent people with disability from economic participation, social inclusion and equality.

A key component in the development of the AAIP was consultation and engagement with the Golden Plains' community, as well as Council staff, to assist in identifying access barriers, issues, opportunities and potential priorities for access and inclusion. The specific consultation feedback and data received from this process is provided in the Community Engagement Process.

The information contained in this Plan builds on the work undertaken previously in the 'Access and Inclusion Plan 2016- 2019' and the 'Ageing Well in Golden Plains Shire Strategy and Action Plan 2012- 2016' by adding new actions, and retaining relevant ongoing actions and responsibilities in an integrated and strategic manner.

PURPOSE

The AAIP provides the framework for Council to address disability access and inclusion issues across all areas of the organisation's operations.

The AAIP seeks to improve the overall quality of life for people living, working and visiting the Shire, by removing barriers which directly or indirectly discriminate against aged people, and people living with a disability.

The AAIP document:

- Identifies areas where there are access barriers or access opportunities;
- Outlines actions to remove barriers or realise opportunities;
- Include timeframes for actions;
- Identifies who has responsibility for ensuring actions are completed; and
- Outlines how communication, monitoring, review and evaluation of the AAIP will occur.

It is envisaged the plan will:

- **Build a stronger, more vibrant community through increased participation in community life for aged residents and people with a disability;**
- **Demonstrate Council's leadership in the areas of access, inclusion and equality;**
- **Ensure facilities and services provided by Council are accessible, equitable and inclusive;**
- **Demonstrate Council's commitment to diversity and culture;**
- **Improve outcomes across Council's various roles of construction, planning, regulation and the provision of programs and services;**
- **Value the rich social and economic contributions people with a disability and older people make to families and communities; and**
- **Support independence, well-being and quality of life for all people as they age.**

The AAIP will continue to guide Council into the future as it identifies the needs of older residents and people with a disability, and assist Council to improve awareness of ageing, disablement and all associated issues within the Shire, placing us in a better position to respond.



GOLDEN PLAINS SHIRE DISABILITY ADVISORY COMMITTEE

The Golden Plains Shire Disability, Access and Inclusion Advisory Committee was established in 2009 to inform Council on issues affecting people with disabilities, including community and Council practices, which may limit access or inclusion.

The work of the Committee contributes to the achievement of Golden Plains Shire Council's four-year Council Plan, Access and Inclusion Plan and the Municipal Public Health and Wellbeing Plan, through the identification of current and emerging issues within the community and the creation of potential solutions and strategies.

The Committee consists of community representatives, people with disabilities, service providers, a Councillor, Council staff, and invited guests with expertise in specific areas. The Committee is chaired by a Councillor and meets bi-monthly in various locations across the Shire.

With the integrated approach of the new Access and Inclusion Plan, the committee has made a decision to rename the working group to the 'Active Ageing and Inclusion Group' to bring together shared knowledge, lived experience, and interests to align access and inclusion goals for older people and people living with disabilities.

"As a parent of a young person with a disability I have been involved in the Disability Advisory Group initiated by the Golden Plains Shire. This group has been a fabulous support base as well as a way to identify problems and issues which create barriers for people with disabilities and their families and endeavor to find ways to overcome these barriers, no matter how small or large they may be."



WHO IS IMPACTED BY ACCESS AND INCLUSION IN GOLDEN PLAINS SHIRE?

Whilst the key focus of the AAIP is related to outcomes for aged people and people with a disability and the related access challenges, it is reasonable to expect that all people will be impacted by access and inclusion issues at some stage in their life.

This could include:

People who have a permanent disability including people who are born with a disability and/or people who acquire a disability due to accident or illness	People who have a temporary disability due to accident or illness	People who are ageing, and whilst not identifying as having a disability may have reduced mobility, hearing and/or vision and cognitive functions
People from culturally and linguistically diverse communities who may have challenges with speaking and/or understanding English. This could include experiencing challenges with completing forms, reading signs and interpreting critical information impacting on daily life activities	Families including parents and grandparents who are caring for children and pushing prams and strollers	People who are using other mobility aids

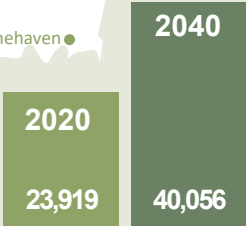
COMMUNITY PROFILE

In developing this AAIP, consideration was given to a wide range of people in the community. The following Community Profile Snapshot provides an overview of the Golden Plains Shire and its community.



AREA OF SHIRE
2705 KM²

16 TOWNSHIPS



GOLDEN PLAINS SHIRE POPULATION (2019)

23,722

56 COMMUNITIES

POPULATION
GROWTH
2.61%
PER ANNUM

THE PLACE

- Golden Plains Shire is one of Victoria's fastest growing areas with 56 communities and 16 townships. Originally a small rural Shire, it has now developed into a sought-after rural living destination.
- Golden Plains Shire is located one hour's drive West of Melbourne between Geelong and Ballarat.
- Average annual growth rate of 2.64%.
- It is expected population will be 42,193 by the year 2041.

THE PEOPLE

- Golden Plains Shire's latest official estimated resident population is 23,722 in 2019 (ABS) and in 2020 is forecast to be 24,000 (.id forecast)
- Golden Plains Shire was the sixth fastest growing regional Local Government Area in Victoria between 2018 -19 (by percentage growth rate)
- Between 2016 and 2041, the population is forecast to increase by 20,177 persons (91.65% growth)
- Average annual growth rate of 2.64%.
- It is expected population will be 42,193 by the year 2041.

THE COMMUNITY

- Golden Plains Shire is home to 15 primary schools, 1 secondary school, 9 kindergartens, 6 family day care providers, 9 registered playgroups, 3 early learning centres, 4 occasional care facilities, and one residential aged care facility;
- There is a lack of public transport, with only 2.4% of residents living near a public transport point;
- Around 72.4% of the population travel out of the Shire each day for employment;
- More Golden Plains Shire residents worked in health care and social assistance than any other industry in 2016.
- Agriculture is the Shire's largest industry sector, with the Region producing a significant portion of Victoria's agricultural product;
- There are four district health services and four General Practices but no hospital;
- There are 18 Allied Health services including:
 - Diabetes Educator
 - Dietician
 - Hearing Services
 - Naturopathy
 - Occupational Therapy
 - Physiotherapy
 - Podiatry
 - Podiatry
 - Remedial Massage Therapy
 - Speech Pathology
 - Vision services – including Orthoptist

- There are minimal community-based service providers (including community wellbeing officers, community transport and community / district nurses).

Further data for Golden Plains Shire from the *2016 ABS Census of Population and Housing* shows:

- 4.6% of residents (including people with a disability) need assistance with self-care, mobility and communication;
- 23.6% of the community undertake voluntary work;
- 12.1% of residents have no internet connection.



HOW MANY PEOPLE HAVE A DISABILITY?

17%
OF VICTORIANS

1.08M
PEOPLE



ONE IN SIX

Extensive data in relation to the prevalence of disability is not collected systematically across Australia.

The following information from the most recent data sources provides a snapshot of numbers of people with disabilities. It highlights that people with disabilities comprise a significant customer base for Council.

State-wide disability data from the 2018 ABS 'Survey of Disability, Ageing and Carers' shows:

- 17% of Victorians are estimated to have a disability, approximately 1.08 million people, or one in six people in any one community.
- The percentage of Victorians over 65 years of age estimated to have a disability is 45.7%, whilst the percentage of Victorians over 90 years of age with a disability is 83.7%;
- 58% of Victorians with a disability require assistance.

According to the 2019 ABS "Regional Population Growth" figures, Golden Plains Shire had a population of 23,722 people.

Following the above statistics, approximately 4,033 of these Golden Plains Shire residents are likely to have a disability, 2,339 of which need assistance. Added to these figures, 6% or 1,423 residents will have a temporary impairment at any one time.

In total, we need to accommodate the needs of 5,456 residents with a disability.



WHO ARE OUR OLDER RESIDENTS?

3,380
ESTIMATED TO BE
OVER 65 IN 2020
INCREASING TO
6,600
BY 2041

16%
OF THE SHIRES
POPULATION

The ageing population is of particular significance when considering the impact of access and inclusion issues.

As people get older, the propensity for disability significantly increases and the incidence of access and inclusion issues occurring significantly increases.

The Australian Bureau of Statistics (ABS) estimates that by 2066, Australia's population is projected to increase to between 37.4 and 49.2 million people, with around 21-23% being 65 years or older.

It is expected that the impact of an ageing population and the resultant access issues that develop, will also impact on the need to further ensure that equitable, dignified access is provided to all of Council's services and operations.

For the purposes of developing the AAIP, 'older residents' was defined as a person aged 65 years or older however, Aboriginal and Torres Strait Islander people aged over 50 are considered 'older' residents so in respect to them, we have used 50 years as the benchmark.

The number of people aged 65 years and over in Golden Plains Shire was 2,800 in 2016, estimated at 3,380 in 2020 and forecast to increase to around 6,600 in 2041 representing 16% of the Shire's population in 2041 (.id Forecast). The largest increase in persons over retirement age between 2016 and 2041 in Golden Plains Shire, is forecast to be in ages 70 to 74, which is expected to increase by 964 and account for around 5% of the Shire's population increase of 20,177 (.id Forecast).



WHAT IS A DISABILITY?

The term 'disability' typically includes an impairment of a physical, intellectual, neurological or sensory nature (i.e. vision and hearing), chronic medical condition (like cancers or other disabling diseases), psychiatric or neurological disability, learning disability, physical disfigurement and short-term or temporary disability. Disability can be lifelong, temporary (e.g. hip replacements etc.), acquired by accident or as part of the ageing process.

THE SOCIAL DISABILITY MODEL

Golden Plains Shire Council supports a Social Disability Model approach. According to the social model, 'disability' is socially constructed, and the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers.

A social model perspective does not deny the reality of impairment nor its impact on the individual. However, it does challenge the physical, attitudinal, communication and social environment to accommodate impairment as an expected incident of human diversity.

The social model seeks to change society in order to accommodate people living with impairment; it does not seek to change persons with impairment to accommodate society. It supports inclusion, and the view that people with disability have a right to be fully participating citizens on an equal basis with others.

The social model of disability is now the internationally recognised way to view and address 'disability'. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) marks the official paradigm shift in attitudes towards people with disability and approaches to disability concerns.

People with disability are not "objects" of charity, medical treatment and social protection but "subjects" with rights, capable of claiming those rights, able to make decisions for their own lives based on their free and informed consent and be active members of society.

WHAT IS DISABILITY DISCRIMINATION?

Discrimination is defined as treating people with a disability less favourably than people without the disability would be treated under the same circumstances (*direct discrimination*).

Discrimination also exists where there is a condition or requirement imposed which may be the same for everyone, but which unfairly excludes or disadvantages people with a disability (*indirect discrimination*).

It is also unlawful to discriminate against a person because their associates (family, carers, partners etc.) have a disability.

Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their specific needs.



CHANGING ENVIRONMENT

Golden Plains Shire Council recognises that our community will continue to change into the future as the population grows, community aspirations evolve, and the prevalence of chronic health conditions increase with the ageing population. These changes will have a range of impacts on the services and facilities it provides for people with a disability and older residents.

The increasing ageing population within the Shire will have an impact on housing and public infrastructure, resources and funding. The current consumer demand for 'Ageing in Place', supporting people living within their residence as long as they are able as they age, has influenced the way the Government is thinking about supports and services that are flexible, mobile, and within the home.

The aged care and health sectors are currently experiencing unprecedented changes. Whilst some reforms are already in place (My Aged Care (MAC), Increasing Choices, Home and Community Care for Younger People (HACC PYP) and the National Disability Insurance Scheme (NDIS) the Federal Government continues to make changes in response to funding pressures, growth in demand, market failure and implementation issues.

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018. The Interim Report, entitled Neglect, was delivered on 31 October 2019 and lays the foundations for the fundamental reform and redesign of Australia's aged care system. It has found that the aged care system fails to meet the needs of our older citizens in the delivery of safe and quality care.

In this Interim Report Commissioners have identified three areas which require immediate action:

- **The provision of more Home Care Packages to reduce the waiting list for higher level care at home;**
- **A response to the significant over-reliance on chemical restraint in aged care; and**
- **Stopping the flow of younger people with disability going into aged care and expediting the process of getting those younger people who are already in aged care out.**

The Final Report is due to be completed by 26 February 2021 and will recommend comprehensive reform and major transformation of the aged care system in Australia. The reform will bring a clear sense of purpose and of quality, and a renewed focus on compassion and kindness.

The National Disability and Insurance Scheme (NDIS) is also implementing changes arising from the recommendations of an independent pricing review in February 2018, that assessed the National Disability Insurance Agency's (NDIA) price control strategy and approach. In March 2018, the (NDIA) gave in principle support to all of the Report's recommendations. The changes will give providers immediate support to meet challenges as they transition to the participant led NDIS, a model developed to increase the capacity of NDIS participants to exercise choice and control in directing their lives and support. The changes will also help ensure NDIS participants have access to the supports they need and greater choice and control over their supports.

Golden Plains Shire Council is not a registered NDIS service provider, but advocates on behalf of our residents to ensure they receive the best outcomes through the NDIS. As of June 2020, there were 376 people with a disability living in the Shire that are registered with the NDIS. Registered service provision is delivered from Ballarat and Geelong. Golden Plains Shire Council monitors neighbouring regions service provision to ensure residents will be well supported if there are any barriers to accessing service providers from outside agencies.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was established in April 2019, in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability. The Disability Royal Commission will investigate:

- Preventing and better protecting people with disability from experiencing violence, abuse, neglect and exploitation;
- Achieving best practice in reporting, investigating and responding to violence, abuse, neglect and exploitation of people with disability; and
- Promoting a more inclusive society that supports people with disability to be independent and live free from violence, abuse, neglect and exploitation.

The Commissioners are required to provide a final report no later than 29 April 2022.

Golden Plains Shire Council is unsure how these National policy matters will ultimately impact our local service provision; however, Council is committed to continue to advocate for the needs of the community and will respond to position papers and other opportunities for input as they arise. The actions in this Plan include a process for monitoring the impacts and potential issues associated with these changes.



WHAT ARE THE RELEVANT FRAMEWORKS AND LEGISLATION?

AT AN INTERNATIONAL LEVEL

World Health Organisation (WHO) – Age Friendly Cities & Communities

The WHO Age Friendly Cities & Communities Framework highlights 8 areas that communities can address to better adapt their structures and services to the needs of older people:

- The built environment,
- Transport,
- Housing,
- Social participation,
- Respect and social inclusion,
- Civic participation and employment,
- Communication, and
- Community support and health services.

In an age friendly community, policies, services and structures support and enable people to age actively by:

- Recognising the wide range of capacities and resources among older people,
- Anticipating and responding flexibly to ageing related needs and preferences,
- Respecting their decisions and lifestyle choices,
- Protecting those who are most vulnerable, and
- Promoting their inclusion in, and contribution to all areas of community life.

Human Rights Framework of Disability

The United Nations *Convention on the Rights of Persons with Disabilities* (UNCRPD) sets out the rights of people with disability in respect of employment. In particular, CRPD protects the right to work for people with disability. This includes:

- The right to just and favourable conditions of work, including equal opportunities and equal remuneration for work of equal value;
- The right to safe and healthy working conditions; and
- The right to effective access to training.

The UNCRPD also protects the following rights:

- The right to live independently and participate fully in all aspects of life, including equal access to transport, information and communication technologies;
- The right to live in the community, with choices equal to others, and to full inclusion and participation in the community;
- The right to the greatest possible independence through personal mobility; and
- The right to an adequate standard of living.

AT A FEDERAL LEVEL

Disability Discrimination Act 1992 (DDA)

The DDA was enacted by the Commonwealth Government to promote fairness and equity for people with a disability and to ensure that people who have a disability have the same rights and level of access to opportunities and services as other members of the community. The DDA makes it unlawful to discriminate- in the provision of goods, services or facilities- against people on the basis that they have, or may have, a disability. It also makes it unlawful to discriminate against a person on the basis that one of their associates has, or may have, a disability.

This Commonwealth Act overrides any state act or legislation. The DDA covers everyone with a disability. It also protects relatives, friends, carers and co-workers of people with disabilities from discrimination.

The DDA specifically applies to the work of Local Government in a number of areas including: *Access to Premises (Section 23)*, *Goods, Services & Facilities (Section 24)*, *Administration of Commonwealth Laws and Programs (Section 29)*, *Harassment in Employment (Section 34)* and *Harassment in relation to goods and services (Section 39)*.

The DDA definition of disability is classified as:

- Physical
- Intellectual or learning disabilities
- Psychiatric (mental health)
- Sensory (vision or hearing)
- Neurological (e.g. autism spectrum, Multiple sclerosis etc)
- Physical disfigurement
- The presence in the body of disease-causing organisms (eg. HIV AIDS, cancer etc).

The National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme is an insurance support scheme of the Australian Government that funds costs associated with disability. The scheme is administered by the National Disability Insurance Agency. The NDIS in Victoria began with a trial in the Barwon area in 2013. The Victorian and Commonwealth Governments signed a bilateral agreement for transition to the NDIS in 2015. From this agreement the NDIS started a staged rollout in Victoria in 2016. Golden Plains Shire residents were able to access the NDIS from 1 January 2017.

According to the NDIS site there are 381 registered clients living in Golden Plains Shire who are serviced by a handful of registered services within the Shire, Ballarat and Geelong. Although not a registered provider, Council

continues to work in collaboration with registered services in the region, to ensure people with a disability do not 'fall through the cracks' or lack services because of remote locations or complexity of needs.

The Charter of Aged Care Rights

In 2019, a new rights framework, The Charter of Aged Care Rights, was introduced by the Australian Government to support older people to understand what they can expect when accessing federally funded aged care services.

The Charter places the consumer at the centre of care by supporting them to express their needs and recognising their fundamental right to be treated with dignity and respect.

There are 14 rights within the Charter which state that older people have the right to:

- Safe and high-quality care and services
- Be treated with dignity and respect
- Have their identity, culture and diversity valued and supported
- Live without abuse and neglect
- Be informed about their care and services in a way they understand
- Access all information about them, including information about their rights, care and services

- Have control over and make choices about their care, and personal and social life, including where the choices involve personal risk
- Have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions
- Their independence
- Be listened to and understood
- Have a person of their choice, including an aged care advocate, support them or speak on their behalf
- Complain free from reprisal, and to have their complaints dealt with fairly and promptly
- Personal privacy, and to have their personal information protected
- Exercise their rights without it adversely affecting the way they are treated.

Aged Care Quality Standards

The eight Aged Care Quality Standards require all Commonwealth-subsidised aged care services to deliver care that is inclusive and does not discriminate.

From 1 July 2019, organisations will be assessed and must be able to provide evidence of their compliance with, and performance against, the Quality Standards.

Each standard is about an aspect of care that contributes to the safety, health and well-being of the consumer:

WHAT ARE THE RELEVANT FRAMEWORKS AND LEGISLATION?

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

The Aged Care Diversity Framework

The Department of Health's Aged Care Diversity Framework was developed to provide an overarching structure for diversity in the design and delivery of federally funded aged care services.

The diversity framework:

- takes a comprehensive approach based on the recognition of human rights
- supports aged care service providers to improve care
- encourages consumers to be partners in the design of aged care services
- recognises that like our wider community, older people have diverse characteristics and life experiences and may need different approaches with the aged care services they receive

AT A STATE LEVEL

Disability Act 2006

The Victorian Disability Act came into force July 2007 and replaced 2 other outdated DHHS related Acts.

The Disability Act ensures a person with a disability cannot be discriminated against or treated unfairly because of their disability.

The Act provides for:

- A stronger whole-of-government and whole-of-community response to the rights and needs of people with a disability.
- A framework for the provision of high-quality services and supports for people with a disability.

The Act also includes some specific and unique aspects unseen prior to 2006:

- Establishment of the Disability Services Commissioner. The Commissioner is an independent oversight body, resolving complaints and promoting the rights of people with a disability to be free from abuse.
- Establishment of the Victorian Disability Advisory Council (VDAC). The Council provides advice to the Minister for Disability, Ageing and Carers, about policies and strategies to increase the participation and inclusion of people with disability in the Victorian

community. All members of VDAC are people with a disability and representation is from across the State. The Council has an important role in overseeing the State Disability Plan and reviewing the progress being made in different areas. The Council also works with other Community and Government advisory groups to create opportunities for all Victorians and is a useful resource for Local Government advisory committees.

- Section 38 of the Act makes it mandatory for all Government funded organisations to have a Disability Action Plan (or similar). It states:

'A public sector body' must ensure that a Disability Action Plan is prepared for the purpose of:

- Reducing barriers to persons with a disability accessing goods, services and facilities;
- Reducing barriers to persons with a disability obtaining and maintaining employment;
- Promoting inclusion and participation in the community of persons with a disability;
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.'

Victorian Charter of Human Rights and Responsibilities

Human rights are basic entitlements that belong to every one of us, regardless of our background, where we live, what we look like, what we think or what we believe.

The Charter of Human Rights and Responsibilities (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.

The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently with the human rights in the Charter.

Twenty fundamental human rights are protected in the Charter, and it protects human rights in Victoria in three main ways:

- Public authorities, including local government, must act in ways that are compatible with human rights and take relevant human rights into account when making decisions.
- Human rights must be taken into account when Parliament makes new laws.
- Courts and tribunals must interpret and apply all laws compatibly with human rights.

Equal Opportunity Act 2010

Victoria's Equal Opportunity Act recognises that discrimination can cause social disadvantage, and access to opportunities is not equitably distributed through society.

The Act plays a critical role in providing a framework to recognise rights and to eliminate discrimination, sexual harassment and victimisation as much as possible. This includes identifying and eliminating the systemic causes of discrimination and promoting the progressive realisation of equality.

Under the Equal Opportunity Act it is unlawful to discriminate against a person because of a protected personal characteristic.

It is also against the law to sexually harass someone or to victimise them for speaking up about their rights, making a complaint, helping someone else make a complaint or refusing to do something that would be contrary to the Equal Opportunity Act.

The Act includes a positive duty to eliminate discrimination, sexual harassment and victimisation as far as possible. This means that, instead of simply reacting to complaints of discrimination or sexual harassment, organisations must be proactive about discrimination and take steps to prevent it from occurring.

AT A LOCAL LEVEL - COUNCIL PLANS AND STRATEGIES

Summary of Relevant Council Plans, Strategies and Policies

Key objectives of the Council Plan, which includes the Municipal Public Health and Wellbeing Plan:

1. Promoting healthy and connected communities
2. Enhancing local economies
3. Managing natural and built environments
4. Delivering good governance and leadership

Other strategies that already incorporate active ageing and inclusion considerations and are linked to this Plan include:

- Municipal Early Years Plan
- Paths and Trails Strategy
- Recreation Strategy
- Community Development Strategy
- Play Space Strategy 2019 – 2029.

Plans are underway to incorporate active ageing and inclusion components into the following strategies when they are due for review:

- Community Engagement Strategy and Action Plan
- Events, Marketing and Communications Strategy
- Environment Strategy
- Municipal Fire Management Plan
- Youth Development Strategy.

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, Rokewood, 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	Communications
<p>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.</p> <p>Council’s <i>2040 Vision</i> 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.</p> <p>Council’s <i>Sport and Active Recreation Strategy 2020-2030</i> 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.</p> <p>As part of the community consultation process for the <i>Bannockburn Growth Plan 2020</i>, 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.</p> <p>Additionally, Council’s <i>Community and Service Provider Consultation</i> 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.</p> <p>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.</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>Additionally, Council’s <i>Community and Service Provider Consultation</i> 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.</p>

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:

'The Bannockburn Heart' community space, equipped with accessible public toilets and parking spaces, and adequate seating areas.	The fully accessible Batesford Community Play Space and Inverleigh Community Play Space; multi-age, fully accessible play spaces, catering to people of all abilities.	Inclusion aids provided for children with a disability at Council managed early years services
Dementia awareness training offered to all staff.	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.	Smythesdale Hub extension, accommodating additional health and well-being services, and room hire for Senior Citizens and other community groups.
The "What's your Ability" video was developed and featured local residents sharing their stories and celebrating their achievements.	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.	Golden Plains Shire resident Scott Cooper living with a disability himself, was named as a National Volunteer Ambassador for 2020.
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.		

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:

OBJECTIVE 1 – OUR SOCIAL ENVIRONMENT

Encourage greater inclusion, community involvement and connection

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.

OBJECTIVE 2 – OUR SUPPORT ENVIRONMENT

Provide information, health and support services for our community

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.

OBJECTIVE 3 – OUR BUILT AND NATURAL ENVIRONMENTS

Enabling environments that support Active Ageing and Disability access

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.

OBJECTIVE 4 – OUR LEADERSHIP

Good people, information and advocacy to create an enriched supported community

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.

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 planners 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 identify and develop programs 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	Ongoing	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
2.1.2 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	Ongoing	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 Seek out and attend community events to increase presence and provide an opportunity for residents to engage.	Participate in at least 6 community events across the Shire each year.	Active Ageing and Inclusion (Lead)	Ongoing	Within Budget
2.1.7 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	Ongoing	Within existing resources
2.1.8 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

THE ACTION PLAN

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.	<p>Surveys completed with eligible consumers to benchmark the level of health and wellbeing awareness.</p> <p>Eligible consumers provided with FitBit and/or Personal Mobile Alarm to encourage increased physical activity and personal safety.</p> <p>Follow-up survey completed to obtain feedback on benefits, and ongoing support provided.</p>	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.	<p>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.</p>	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.	<p>Annual delivery of planned information session in partnership with Council’s Emergency Management team.</p> <p>Protocol developed for emergency evacuation centres and the needs of inclusivity requirements.</p>	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	June 2021	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 2022	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

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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.	Advocate for improved public transport across the Shire and to Regional cities.	Active Ageing & Inclusion (Lead) Planning & Building	Ongoing	Within existing resources
3.2.5 Undertake a comprehensive review of Councils 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 Increase and improve footpath accessibility for motor scooter and mobility aid users.	Advocate for consideration of mobility scooter use and installation of charging stations in future planning.	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 & HACC/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 2021	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 in MAV Community Care meetings and contribute to advocacy initiatives.	Active Ageing & Inclusion (Lead) Health & Wellbeing Community Planning Building & Planning	Ongoing	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.	Communications, Engagement & Advocacy (Lead)	December 2021	Within existing resources
	Subtitles added to all Council video materials.	Active Ageing & Inclusion		
	The availability of hearing augmentation equipment is promoted for all Council Meetings at Bannockburn and Smythesdale.	Active Ageing & Inclusion	June 2022	Subject to additional budget.
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)	June 2021	Within existing resources
		Active Ageing & Inclusion		
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	December 2022	Training to be considered in annual divisional operating budgets
		Communications, Engagement & Advocacy		

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.	People & Culture (Lead)	December 2021	Within existing resources
	Develop and implement a 'Reasonable Adjustment Policy'.	Active Ageing & Inclusion		
4.2.2 Implement a traineeship opportunity for people with a disability.	Funding application submitted.	Active Ageing & Inclusion (Lead)	December 2023	Subject to Government funding
	Traineeship instigated.	People & Culture		
	Work experience opportunities identified.			

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	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 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	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	Ongoing	Training to be considered in annual divisional operating budget.

THE ACTION PLAN

ACTION	OUTCOME MEASURE	RESPONSIBILITY	TIMEFRAME	RESOURCES
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>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 bi monthly meetings rotating between Bannockburn Cultural Centre and Smythesdale Well.</p>	<p>Active Ageing & Inclusion (Lead)</p> <p>Communications, Engagement & Advocacy</p>	December 2021	Within existing resources

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
MAV	Municipal Association of Victoria
WHO	World Health Organisation
NDIA	National Disability Insurance Agency
LGBTI	Lesbian, Gay, Bisexual, Transgender, Intersex
ATSI	Aboriginal Torres Strait Islander
G21	Geelong Region Alliance



BANNOCKBURN OFFICE

2 Pope Street, Bannockburn, VIC 3331

SMYTHESDALE OFFICE

19 Heales Street, Smythesdale, VIC 3351

EMAIL

enquiries@gplains.vic.gov.au

PHONE

(03) 5220 711 or 1300 363 036 (free within the Shire)

POSTAL ADDRESS

PO Box 111, Bannockburn, VIC 3331

OPERATING HOURS

Bannockburn Customer Service Centre

8.30am to 5pm, Monday to Friday

The Well, Smythesdale

8.30am to 5pm, Monday to Friday



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