

# **GLEN INNES SEVERN COUNCIL**

## **SOCIAL PLAN 2006-2011**



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Adopted by Glen Innes Severn Council on 23<sup>rd</sup> November 2006

Disclaimer: This Social Plan has been prepared with reference to a variety of information sources, reports and demographic data, predominantly from the Australian Bureau of Statistics. Glen Innes Severn Council do not accept any liability or damage caused or alleged to have been caused by the use of information contained in this document.

## Foreword

I am pleased to introduce the Glen Innes Severn Council's Social Plan 2006-2011, which recognises the importance of integrated planning and services delivery by many organisations and government departments. The plan aims to be holistic in its approach and be "forward looking" in line with Council's vision *"To lead a confident and inclusive community that embraces change, and is proud of its heritage, spirit and collective achievements"*.

Through the process of community engagement and service consultations, the Social Plan consultant Ellen Gallagher, with assistance from Dianne Beatty, were able to hear what the community's needs and aspirations are. Following these community consultations, Council staff and Councillors workshopped the identified issues into strategies to meet the needs of the community.

Specifically, what was highlighted in the context of long-term challenges, that are common to many rural communities, was the following:

- the legacy of rural population decline, which recent indicators suggest may be changing,
- trend of centralising services,
- the ageing population,
- young people leaving the area for work and educational opportunities,
- historical exclusion of sections of the community for example 'generations on welfare' and Aboriginal people, and
- access issues for people with disabilities and the frail aged.

It is Council's intent to foster effective community and agency relationships to meet the above challenges and work towards an improved quality of life for all our residents.

I wish to extend a big "thank you" to members of the community and to staff who took part in the development of this Social Plan.



Cr Steve Toms  
Mayor



## Executive Summary

This plan has been prepared by Glen Innes Severn Council in accordance with the Local Government (General) Regulation 1999, which requires all councils in NSW to develop a social/community plan. It is a tool for Council to ensure that its responsibilities in community needs are considered in conjunction with other service provision, resource allocation, and planning activities.

The planning process included a review of previous social plans, demographic data, and other relevant government plans. Community meetings were held to identify needs and possible strategies, and a strategy development workshop was held with Councillors.

The plan considers community needs, recommended actions and intended outcomes. These are arranged under headings of: common issues across the Glen Innes Severn community; villages and rural communities; children; young people; women; older people; people with disabilities; Aboriginal and Torres Strait Islander people; and people from culturally and linguistically diverse backgrounds.

To guide the plan, strategic aims were developed. Firstly, the following over-riding aim encapsulates the analysis of the community consultations across the board, and that this will be Council's focus during the life of this plan:

*Improved access to services and information to meet the needs and interest of the community, including increased housing availability, economic development and employment opportunities.*

Further strategic aims were developed to guide the actions in each of the target areas. They are as follows:

- To foster sustainable villages and rural communities into the future;
- Promote, provide and plan for the needs of children in our community;
- That young people be recognised equally in the community as a group with its own interests, needs and aspirations;
- For women to feel safe in their community, have access to appropriate housing and equal opportunity for employment;
- That older people live as actively and independently as possible, with ready access to services;
- That people with a disability have equal opportunity to participate in the community and access services and facilities;
- To promote Aboriginal cultural visibility and understanding, and to support employment opportunities for Aboriginal people;
- To foster an inclusive community which welcomes, values and supports people from culturally and linguistically diverse backgrounds.

The plan will be reviewed annually with a progress report included in Council's Annual Report and subsequent planning for actions in Council's Management Plan.

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## PART 1 - BACKGROUND

### **Glen Innes Severn Council's Vision**

To lead a confident, inclusive community that embraces change, and is proud of its heritage, spirit and collective achievements.

### **INTRODUCTION**

Glen Innes Severn Council has prepared this Social Plan in accordance with the Local Government (General) Regulation 1999, which requires all councils in NSW to develop a social/community plan and report on identified access and equity activities in their annual reports. As a new council formed by amalgamation in 2004, this is Glen Innes Severn Council's first Social Plan.

Social Planning involves planning for the needs and aspirations of people and communities through a process that is guided by service providers and community members for the enhancement and improvement of the quality of life for all members of the community.

### **Replaces previous plans**

This Social Plan replaces the *Glen Innes Municipal Council Social Plan 1999* and the *Severn Shire Council Social/Community Plan 2002*.

### **Links to other plans**

This Social Plan links to the Glen Innes Severn Council Management Plan 2007-2009.

### **Aim of the plan**

This Social Plan is a tool for Council to ensure that its responsibilities in community needs are considered in conjunction with other service provision, resource allocation, and planning activities. It is a holistic planning instrument that involves all Council activities at some level.

In addition, the Social Plan is an aid for other levels of Government and to assist Community Organisations preparing for funding submissions for their programs and services.



## PLANNING PROCESS

A project group was formed to oversee the development of this Social Plan, and a consultant engaged for ten weeks to assist with its development.

*The Social and Community Planning and Reporting Guidelines (2002)* from the Department of Local Government include **mandatory target groups** for consideration in social planning. These groups are:

- Children;
- young people;
- women;
- older people;
- people with disabilities;
- Aboriginal and Torres Strait Islander people;
- people from culturally and linguistically diverse backgrounds.

In addition to the general community and mandatory target groups the project group identified two other groups for consideration:

- people in geographically isolated communities and;
- people with mental illness.

Comments made by participants at consultations indicated that the group “men” should be considered for inclusion in future Social Plans.

In addition, Arts and Cultural Development should be considered in future Social Plans.

The planning process included a review of previous social plans, demographic data, and other relevant government plans. Community meetings were held to identify needs and possible strategies, and a strategy development workshop was then held with Councillors.

## Review process

The statistical data available for the plan was largely from the 2001 census, although the August 2006 census count was taken during the planning process. Data from the former Glen Innes and Severn Local Government Areas were added to create data for the amalgamated area where necessary.

Social Plans for surrounding Tenterfield, Inverell, Guyra and Pristine Waters (now part of Clarence Valley) Local Government Areas were considered for opportunities for integrated planning.

Discussions were held with government agencies to consider relevant planning, including:

- Department of Community Services - Families First Program;
- NSW Premiers Regional Co-ordination Management program;
- Office of Indigenous Policy Co-ordination;

- Department of Ageing Disability and Home Care;
- Ministry of Transport;
- Hunter New England Area Health Service;
- Department of Corrective Services.

The previous Social Plans were reviewed and assessed with input from those involved in their development. This is discussed further below.

### **Participatory process**

Aboriginal people were consulted through Council's Aboriginal Consultative Group, and meetings with Glen Innes Local Aboriginal Lands Council, Cooramah Housing and Enterprise Aboriginal Corporation, Boorabee Aboriginal Corporation, and community members in August 2006. Communication remained open following these meetings.

Nine public community meetings were held during September 2006. They were held in the villages of Deepwater, Emmaville, Glencoe and Red Range. The community at Wyaliba also provided input. Further meetings were held in Glen Innes in relation to the needs of children, young people, older people, people with disabilities, and women.

The needs of people from culturally and linguistically diverse backgrounds were specifically considered in each of the community meetings. They are small in number, represent a range of language groups, and are not organised as formal groups. Identifying them for consultation, while respecting privacy, proved difficult.

The mental health needs of the community were also considered in each of the community meetings.

Discussions with Councillors, Council staff and service providers provided input into the plan, identifying needs and gaps, strengths and opportunities in addition to the public community meetings.

### **Plan as a living document**

This Social Plan will be reviewed annually with a progress report included in Council's Annual Report and subsequent planning for actions in Council's Management Plan. It is also proposed that all the statistics in the plan will be updated once the ABS Census data for 2006 is released.

## **ASSESSMENT OF PREVIOUS SOCIAL PLANS**

This Glen Innes Severn Social Plan 2006 builds on the earlier Glen Innes Municipal Social Plan 1999 and Severn Social/Community Plan 2002. These were assessed in August 2006 with input from those involved in their development.

The Glen Innes consultation forums had led to networking which had lasting impact. Networks provided fertile ground for partnerships well positioned to take up new funding opportunities.

Significant physical amenities opened since the Social Plans include the Glen Innes Learning Centre (multi-functional education facility/library) and the Emmaville Multi-Purpose Health Service. Some significant achievements since the Social Plans were the efforts of committees formed or supported through the planning process. For example the Safety and Access Committee increased pedestrian crossings on the Grey Street at the main shopping area and the Domestic Violence Committee erected highway signs.

Significant achievements were also made independently of the Social Plans; the skate park for young people was opened on Taylor Street; and highway signs acknowledging traditional Aboriginal owners were erected.

Community Directories, which were annexed to the Social Plan documents, have continued to be used. The Social Plan documents were also used as an appendix to funding submissions, which documented identified service need and Council support.

Many changes occurred in the planning environment over the life of the Social Plans. Some services were changed following government programs changes. The Commonwealth withdrew funding for the Rural Youth Information and Support Officer who serviced the Severn Shire. Neighbourhood Watch and the Safety House program no longer operate. New service providers have increased youth services, and NSW Government Families First provided new services for children. Private providers are also delivering funded services.

Public consultation forums were not seen as the only method of consultation with Aboriginal people, and a survey was initiated following the forum to ensure input opportunities for Aboriginal community members.

More systematic review of Social Plans and integration into Council was recommended for future plans.

A review of achievements of the Glen Innes 1999 and Severn 2002 plans is included as an appendix.

## **COUNCIL SPONSORED AND MANAGED COMMUNITY SERVICES**

Glen Innes Severn Council provides extensive Community Services to both the local and regional community. The following community services are sponsored and managed by Council and funded through various State and Commonwealth Departments such as the Department of Ageing, Disability and Home Care (DADHC), Commonwealth Department of Health Ageing, the Department of Community Services and the Department of Education and Training.

### **Northern Community Care Regional Community Services provides the following programs:**

- Case Management, Access, Intake and Monitoring  
Case Management is a collaborative process that is client driven and involves a holistic approach encompassing access to services, intake, advocacy, monitoring and evaluation.
- Community Options Program  
Community Options Program is a case management service for frail aged, people with a disability and their carers who require case management and have moderate to complex needs. Northern Community Care can also assist Aboriginal people with transport in some instances.
- Community Aged Care Packages  
Community Aged Care Packages are for older people who need at least low level residential care, but wish to stay in their own homes. Some of the services provided for clients are domestic assistance, personal care, garden maintenance and respite. Clients need to be assessed by the Aged Care Assessment Team.
- Post School Options Program  
The Post School Options Program is for school leavers with a disability who have moderate to high support needs. This program provides school leavers with opportunities for continued learning and life skill development, which increases independence and ability to meet life goals.
- Safe at Home/Vital Call Program  
The Safe at Home Program is in the wind down stage and no new clients can be accepted. Personal alarm systems are still available at a reduced rate through Vital Call when referred through Northern Community Care.
- Attendant Care Program  
The Attendant Care Program is for people with a severe physical disability aged between 16 and 65 years who require up to 34 hours personal care per week care to remain in the community.

- Yetman Multi-Service Outlet  
Yetman Multi-Service Outlet provides a number of services including social support, centre-based activities, domestic assistance, home modifications, meals on wheels and transport.
- National Respite for Carers Program  
National Respite for Carers Program provides flexible respite for all carers with a focus on carers of people with Dementia.

**The Garden Court Centre provides the following programs:**

- Ageing Parent Carer Respite is a flexible respite program covering the New England region and provides up to two weeks respite for parent carers over the age of 65 and four weeks for parent carers over 75, or Aboriginal carers over 45.
- Northern Respite Assist is a flexible respite program covering the New England Region and provides respite for carers of people with disabilities from 0-65.
- Children's Disability Respite is a flexible respite program for carers of children 0-18 in the Glen Innes Severn LGA.
- Day Options is a Disability Services Program and provides group activities, community access and individual activities for 12 adults with disabilities in the Glen Innes Severn LGA. There is a focus on adults with a disability who have ageing carers.
- Centre-based Services and Transport. Centre based activities and regular outings are organized at Garden Court three days per week. Transport is provided for community access weekly (monthly for Library Bus), center based activities, and individual wheelchair community access when resources available.
- Dementia Care. Center based respite; individual support, visits and activities are provided for people with dementia.
- Food Services. Home delivered meals are provided to frail aged, people with disabilities and their carers. Centre based meals are provided at Garden Court.
- Healthy Ageing Activities Program. Two Tai Chi programs are run at the Community Centre, one Gentle exercise and breathing program at Garden Court, one outreach Tai Chi in conjunction with Hunter New England Health at Glencoe, and one independent exercise program at Garden Court.

- Aboriginal Elders Group Outing. A monthly Elders Outing is organized as a joint program with NRCP, Aboriginal Transport funding, and HACC, and coordinated by the Aboriginal Community Development Worker.
- Carer's Support Group, organized monthly focusing on carers of people with dementia. Information, resources, and individual support are provided to carers.
- Social Support and in home Services. Individual support is provided in the form of home visits, assistance with shopping, minor home chores, local medical transport for people unable to use a taxi, assistance with forms, reading the newspaper.
- Computer Tutoring. Individual tutoring is provided at Garden Court for frail aged people, people with disabilities and their carers.
- Newsletter. A monthly Newsletter is circulated to clients and community members providing information on Garden Court Activities.

**Gum Tree Glen Children's Centre provides the following programs:**

- Long Day Child Care for children aged 0-3, and 3-6  
The center provides educational programs for up to 35 children per day and cooked lunch is provided as well as morning and afternoon tea.
- Early Childhood Intervention provides assistance for parents/carers of children with additional needs, with programs to enhance development and prepare children for transition to school. It includes a weekly group session and the design and implementation of individual plans.
- Supported Playgroups. Two supported playgroups provide information and support to parents with pre school aged children and target Aboriginal families, and mothers with their first babies. Outreach playgroups provide similar support for children in the villages of Deepwater, Red Range, and Emmaville.

**Heron Lodge Accommodation Service including:**

- Supported Group home environment for disabled young adults;
- Independent living skills and education;
- Individuated specific needs support/transport;
- Coordinated work and home activities support;
- Special activities.

## PART 2 – COMMUNITY PROFILE

Population characteristics of the Glen Innes Severn community are based on *ABS 2001 Census* and *Population Target Groups 2001 Census update* unless otherwise indicated.

**Total population 8,486:** 67% in former Glen Innes Municipal (5,706 people) 33% in former Severn Shire (2,780 people).

### Overall population is projected to decrease

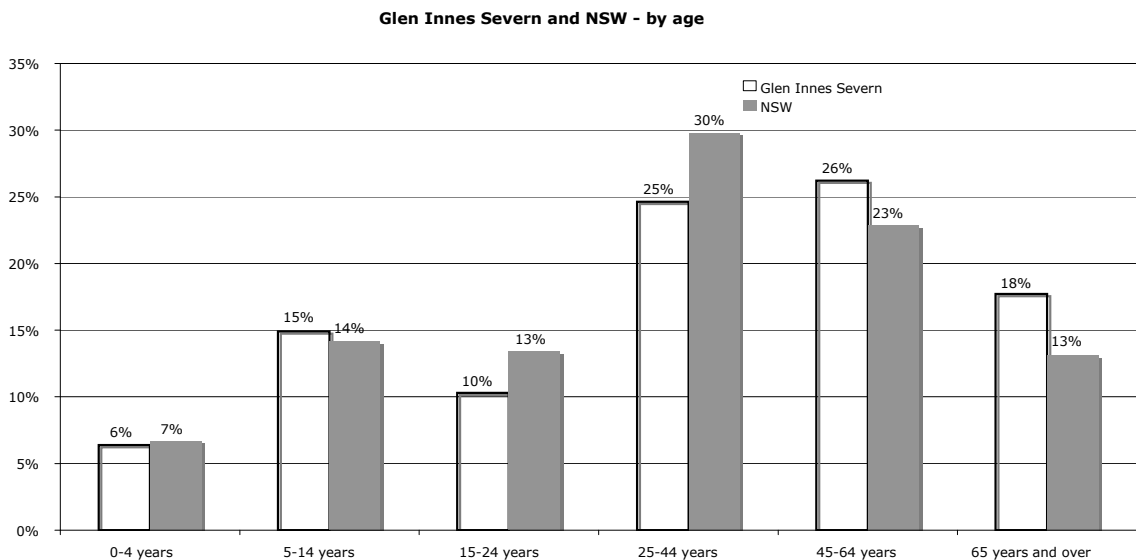
- *NSW Department of Planning* projects a population decrease in Glen Innes Local Government Area (annual -0.5 %) and Severn Local Government Area (annual -0.8%) between 2006 and 2011.

### Age structure

- Young people 15 to 24 years make up 10% of the Glen Innes Severn population, slightly lower than the NSW average of 13%. Inverell is 12%.
- People over 64 years make up 18% of the Glen Innes Severn population, significantly higher than the NSW average of 13%.
- The age structure of the Glen Innes Severn population compared to NSW is represented in Graph 1.

### Graph

1



- Glen Innes Severn population is the 13<sup>th</sup> oldest Local Government Area in NSW. The *2004 NSW Local Government Population Ageing Project* predicts this will rise to the 5<sup>th</sup> oldest by 2022. An accelerated rate of ageing is typically caused when older people move to an area while young people leave for opportunities elsewhere.

## Children

- Children 0-14 years are 21% of the Glen Innes Severn population, which is the NSW average.
- Aboriginal children make up 8% of children 0-14 years.
- 22% of children under 12 years lives in a one parent family, which is comparable to the Northern Tablelands.

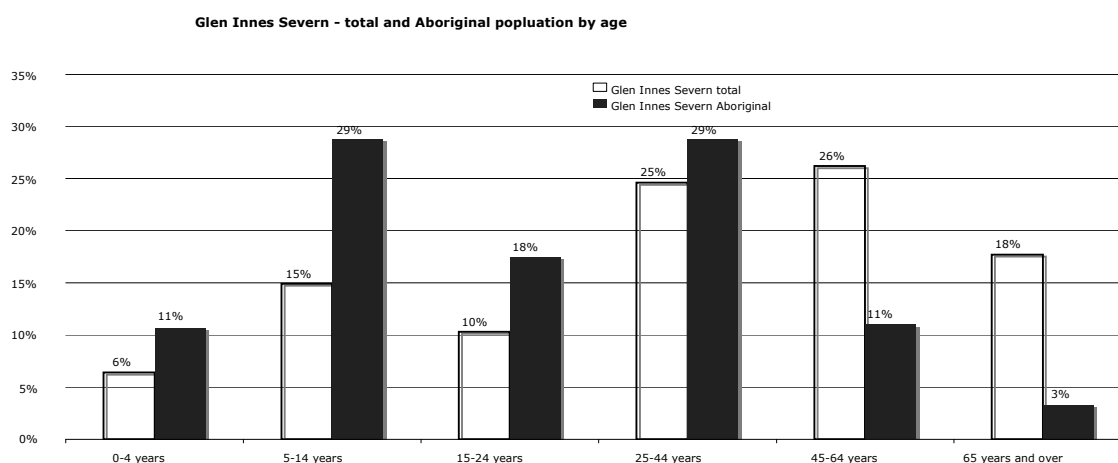
## Aboriginal population is increasing and younger than the overall population

ABS acknowledges that Aboriginal populations are undercounted in census data. Numbers are derived from the census question “*Is the person of Aboriginal or Torres Strait Islander origin?*” The 2001 census indicated people who identified as Aboriginal or Torres Strait Islander as:

- 367 people or 4.3% of the overall population in Glen Innes Severn. 274 people or 75% in the former Glen Innes Municipal area. 93 people or 25% in the former Severn Shire.
- Glen Innes Severn has a higher proportion of Aboriginal people than the NSW average of 1.9%.
- Glen Innes Severn has a lower proportion of Aboriginal people than the former ATSIK Kamilaroi region (New England) average of 7%.
- Aboriginal population increased by 19% between the 1996 and 2001 census in the former ATSIK Kamilaroi region. The greatest change was in 0-19 years which was 51% of the Aboriginal population (*Kamilaroi Regional Council, Regional Plan 2004-07*). Increases in the Aboriginal population are attributed to increased birth rates and increased identification in statistics.
- Aboriginal population has a significantly lower proportion of older people, with a national average life expectancy 17 years less (*Productivity Commission: Overcoming Indigenous Disadvantage Key Indicators 2003*).
- New England has the largest number of births to Aboriginal women in NSW (*Families First Discussion Paper, 2003*).
- The age structure of the Glen Innes Severn Aboriginal population compared to the overall Glen Innes Severn population is represented in Graph 2.



## Graph 2



## Dependency ratio

Dependency ratio is an indicator of the age structure of a community. It indicates labour market potential as well as potential demand for support and services for children and older people. It compares the population under 15 years and 65 years and over, per 100 population of traditional working age (15-64 years). The higher the ratio, the greater proportion outside traditional working age.

- In 2001 Glen Innes Severn dependency ratio was 63.
- In 2001 Glen Innes Severn Aboriginal population dependency ratio was 75
- In 2001 NSW dependency ratio was 53.
- In 2011 *NSW Department of Planning* projects the Glen Innes Severn dependency ratio will be 67.

## People with disabilities

- 1,796 people were predicted by ABS to have disabilities in Glen Innes Severn. This is 21% of the population of Glen Innes Severn, compared to NSW average 19%.
- While 13% would have no specific restriction, 12% would have a profound disability.
- Physical disability would represent the great majority of disabilities at 76%. Other disability types are indicated as follows:

<i>Type of disability</i>	<i>Estimated %</i>
Physical	76%
Sensory	12%
Psychological	6%
Acquired brain injury	3%
Intellectual	3%

## People from culturally and linguistically diverse backgrounds

- 89% of people in Glen Innes Severn were born in Australia. Of those born elsewhere, most are from predominantly English speaking countries.
- The proportion of people in Glen Innes Severn who were born outside Australia has increased over 10 years from 7% in 1991 to 11% in 2001.
- In 2001, 127 people (1.5%) spoke a language other than English at home. Languages from all over the world were represented, with no specific language groups dominating.

## Socio-economic indicators

The ABS Socio-Economic Indexes for Areas (SEIFA 2001) indicates the level of social and economic well being of an area. All 173 NSW Local Government Areas in 2001 were ranked for according to relative advantage or disadvantage. Number one (1) is advantaged:

- former Severn Local Government Area ranked 120 of 173;
- former Glen Innes Local Government Area more disadvantaged at 150;
- Surrounding areas of Inverell (153), Guyra (158), Tenterfield (161) and Pristine Waters (now part of Clarence Valley) (167) were relatively more disadvantaged.

## Unemployment

ABS *National Regional Profile 2005* estimates:

- Unemployment in September 2003 was 8.6% for former Glen Innes and 8.7% for former Severn Local Government Areas;
- By comparison the Northern Tablelands was estimated at 6.8%.

## Crime

*Bureau of Crime Statistics and Research NSW* data indicates:

- Glen Innes Severn ranked 11<sup>th</sup> highest in NSW for “Assault - domestic violence” (incidents for its population) in 2005. It was three times the rate in 2001;
- The rate of “Assault – not domestic violence related” almost doubled between 2001 (when it ranked 117<sup>th</sup> in NSW) and 2005 (when it ranked 37<sup>th</sup>). This increase coincides with improved recording of incidents, and the placement of the Police Local Area Command Domestic Violence Officer at Glen Innes.

## Occupied private dwellings by tenure type and landlord type

Fully owned	1812	53%
Being purchased	604	18%
Being purchased under a rent/buy scheme	21	1%
Public housing	85	2%
Private rental	621	18%
Other/not stated	302	8%
Total	3445	

### Highest Level of School completed (persons aged 15 years and older)

Year 10 or below	4,032
Year 11 to 12	1,801
Still at school	180
Never attended school	54
Total	5887

### Non-school qualification (persons aged 15 years and older)

Postgraduate Degree	35
Graduate Diploma and Graduate Certificate	46
Bachelor Degree	360
Advanced Diploma and Diploma	289
Certificate	980
Not stated	845
Not applicable	4,129
Total	6,684

### Weekly individual income (persons aged 15 years and older)

Negative/Nil income	274
\$1-\$39	95
\$40-\$79	143
\$80-\$119	159
\$120-\$159	466
\$160-\$199	928
\$200-\$299	1,172
\$300-\$399	698
\$400-\$499	549
\$500-\$599	478
\$600-\$699	262
\$700-\$799	198
\$800-\$999	265
\$1,000-\$1,499	267
\$1,500 or more	112
Not stated	604
Total	6,670

### Industry by number of employed persons

- Agriculture, forestry and fishing was the largest employer group, representing 25% of employment .
- Retail employed 14%, followed by Health and Community Services which represented 10%.

Agriculture, Forestry and Fishing	787	24.6%
Mining	6	0.2%
Manufacturing	138	4.3%
Electricity, Gas and Water Supply	7	0.2%

Construction	156	4.9%
Wholesale Trade	124	3.9%
Retail Trade	447	14.0%
Accommodation, Cafes and Restaurants	191	6.0%
Transport and Storage	120	3.7%
Communication Services	49	1.5%
Finance and Insurance	38	1.2%
Property and Business Services	168	5.2%
Government Administration and Defense	167	5.2%
Education	184	5.7%
Health and Community Services	336	10.5%
Cultural and Recreational Services	65	2.0%
Personal and Other Services	123	3.8%
Non-classifiable economic units	26	0.8%
Not stated	70	2.2%
<b>Total</b>	<b>3,202</b>	

### Male and Females by age

- Males and females were evenly represented in the population until aged 64 except in the 15-24 years group, where there were fewer females. This age group is slightly less than the NSW average, and is attributed to young people leaving for opportunities elsewhere. It suggests more females leave
- Females 65 years and over outnumber males reflecting longer female life expectancy

<i>Age</i>	<i>Males</i>	<i>Females</i>
0-4 years	51%	49%
5-14 years	51%	49%
15-24 years	54%	46%
25-44 years	50%	50%
45-64 years	50%	50%
65 years and over	45%	55%

### Registered marital status (persons aged 15 years and older)

Married	54%
Separated	4%
Divorced	7%
Widowed	9%
Never married	25%
<b>Total</b>	<b>100%</b>

## Religious affiliation

Buddhism	32
Christianity:	
Anglican	3,272
Baptist	113
Brethren	3
Catholic	1,939
Churches of Christ	3
Jehovah's Witnesses	38
Latter Day Saints	14
Lutheran	28
Oriental Christian	0
Orthodox	8
Presbyterian and Reformed	496
Salvation Army	75
Seventh-day Adventist	14
Uniting Church	731
Pentecostal	82
Other Protestant	10
Other Christian	96
<i>Total</i>	6,922
Hinduism	0
Islam	0
Judaism	5
Other Religions:	
Australian Aboriginal Traditional Religions	0
Other Religious Groups	35
<i>Total</i>	35
No religion or Inadequately described	697
<b>Total</b>	<b>8480</b>

## Climate

According to the Bureau of Meteorology, in July 2006 Glen Innes recorded the lowest minimum temperature in NSW with -12.3° C overnight. Extreme cold has an impact on many sections of the community and creates additional risks for homeless persons.

## Snap-shot of the population of Glen Innes Severn Local Government Area

In summary, the total population of the Local Government Area as per ABS 2001 was in the vicinity of 8,500 with an ageing population with 18% over the age of 65 compared with average NSW at 13%.

Being above average of NSW (1.9%), 4.3% identified as being Aboriginal and 11% were born in a country other than Australia, although only 1.5 % spoke a

language other than English. Twenty-one (21) percent of the population was estimated as having a disability (19% NSW average).

The female/male ratio was relatively balanced except in the 15-24 age group where 54% were male and 46% female and in the 65 + group where 55% were female and 45 % male.

Around 50% (aged 15 and over) were married, 50% owned their own home 30% had completed their HSC qualifications, 19% had a certificate or diploma qualification and 6% had a degree from a University.

The majority of people were employed in Agriculture/Forestry/Fishing (24.6%) followed by Retail (14%) and Health/Community Services (10.5%). Just under 50% of the population (aged 15 and over) earned less than \$299 per week with 25% earning between \$300-\$599 and 15% \$599 or more (10% did not state their income).

Christianity was the most common religious affiliation with the Anglican Church accounting for almost half of those, followed by Catholic then the Uniting Church.

## PART 3 – NEEDS ASSESSMENT

### Common issues across the Glen Innes Severn community

#### STRATEGIC AIM

*Improved access to services and information to meet the needs and interest of the community, including increased housing availability, economic development and employment opportunities.*

#### ISSUES AND CONCERNS IDENTIFIED

Communication and information between Council and its communities:

- proposal for better and more two-way communication between Council and community;
- a need for information about community services, support and activities available, including an up to date community services directory;
- request for information about how to access government or other grants funds;
- Council endorsement for funding applications was suggested.

Business and employment opportunities:

- need to encourage industry development and jobs;
- need to maximise opportunities for local education and training;
- need to foster environment of equal opportunity for Aboriginal people, for women, and for young people.

Availability of health and medical services:

- existing health and medical services need to be continued;
- need to replace the existing hospital to provide for current and future health needs of the community and travellers;
- need to support preventative health initiatives and active ageing programs;
- need to support mental health support groups, peer support and public awareness, through access to meeting venues and library resources for community and self-education.

Transport options:

- need for more transport options within Glen Innes;
- need for more transport options between Glen Innes and villages;
- need for more transport options between Glen Innes and Armidale, and Glen Innes and Inverell;
- demand for a wheelchair accessible taxi;
- need to improve access to Community Transport services for financially disadvantaged.

- Council was seen as having a role in working with the Ministry of Transport, community members and transport operators to identify priority needs, to plan and develop appropriate options and to lobby and advocate to government to assist with identified needs. A local working group on transport issues was established as an outcome of the consultations

**Physical access and safety:**

- physical access around Glen Innes and the villages, entry into shops and businesses, and access to toilets were identified as limited for people with disabilities, older people, and parents with prams;
- support the work of Council's Community Safety and Access Committee to ensure improved physical access;
- lack of footpaths around Glen Innes streets is a safety issue in regards to children and parents with prams and the elderly.

**Housing:**

- demand for more building land;
- shortage of affordable rental accommodation;
- demand for additional social housing (crisis, low income and Aboriginal);
- demand for additional disability accessible housing, and housing for older people;
- Glen Innes Correctional Facility is a minimum security centre for up to 130 men located 45 kilometres from Glen Innes. It employs an estimated 46 people, and makes a valued contribution to the local economy, and inmate's families who move to or visit Glen Innes need housing.

**Sport recreation and culture:**

- maintenance of recreational areas including playground equipment;
- costs prohibit some children from participating in sport;
- cost of entry prohibit some older people from participating in community festivals;
- Council could encourage organisers to offer concession fees and tickets or other equity strategies.



## Villages and rural communities

### STRATEGIC AIM

*To foster sustainable villages and rural communities into the future.*

People in the villages and rural areas of the former Severn Shire represent 33% (2,780 people) of the Glen Innes Severn population overall. Emmaville Multi-Purpose Health Service and Emmaville Central School provide services to the village of Emmaville. Primary schools are located at Deepwater, Red Range and Wyaliba. Limited services are provided by outreach to villages. Other services are available in Glen Innes.

### ISSUES AND CONCERNS IDENTIFIED

Access to funds to maintain community facilities:

- local halls, sports ovals, showgrounds and fire brigades need work;
- works needed include upgrades to meet Occupational Health and Safety and for disability access, and overall maintenance and improvement of facilities;
- Council advice on how to access money, "where the money is", and endorsement for grant applications was suggested.

Communication between council and community, and within the community:

- need for more two-way communication about water, sewerage, drainage, maintenance, and traffic safety;
- Council committees visiting and meeting in villages was suggested;
- Council recognition of existing local groups and use of existing local communication was suggested;
- a Council register of all groups in a village, for example Progress Association, School P&C, and church groups was suggested.

Access to health and medical services:

- existing health and medical services need to be continued, including the doctor at Emmaville and Primary Health Care Nurse who visits villages;
- demand in Deepwater for a doctor one day a week;
- Council support for continued health services, and advocacy for Deepwater were suggested.

Availability of 'development approvable' building land:

- building blocks for new housing in villages are scarce, and regulations restrict housing on farms, believed to contribute to population decline;
- Council support for housing development through the Local Environment Plan, and through advocacy to rezone Crown Land were suggested.

Upgrade or development of recreational facilities:

- improve recreational green space for visitors including camping and caravan areas with amenities, and for the community, including children's playground equipment, and shade and turf at Emmaville swimming pool;
- need for the community to know what maintenance is planned and can be expected.

Other issues were: urgent traffic concerns, physical access including Emmaville Post Office, industry development and jobs, transport, maintaining visiting library services, structured activities after school and on week-ends for children and young people was highlighted as a need in Red Range, social groups for older people, and continuation of the annual clean-up service.

## Children

### STRATEGIC AIM

*Promote, provide and plan for the needs of children in our community.*

Children 0-14 years are 21% of the Glen Innes Severn population, which is the NSW average. 8% of children 0-14 years are Aboriginal. 22% of children under 12 years live in a one parent family.

The NSW Department of Community Services Early Intervention Program is a new initiative to provide targeted support to vulnerable children and families. The Benevolent Society has been funded \$1.7million as the Lead Agency to provide services in the New England, including Glen Innes Severn. Services will include case management, sustained home visiting, quality childcare, and parenting programs. A New England Manager will commence in November 2006.

Better Futures is the NSW Government's prevention and early support strategy for children and young people aged 9-18 years. It is planned for the New England, including Glen Innes Severn.

### ISSUES AND CONCERNS IDENTIFIED

Support for children and families, especially disadvantaged children and families:

- significantly disadvantaged families include Aboriginal and non-Aboriginal families, and were seen to be very mobile, have a history of limited or no employment over a number of generations, and limited communication with, or use of services;
- primary schools, preschools and childcare services report that 'social issues' are increasingly impacting on their support of children and students and extending their responsibilities;
- service providers perceived an increasing incidence of lone father families, and children being raised by grandparents, and that the needs of children and families in isolated areas were not well known;
- need for increased family support such as the *Linking Together Centre* in Inverell;
- fees were seen as prohibitive to participation in sport and other recreation opportunities for children from financially disadvantaged families;
- some schools do not meet the criteria for Priority Schools funding which supports schools serving high concentrations of low socio-economic status.

Maximising existing resources through better networking:

- primary schools, preschools and childcare services need information about family support services available to make timely and appropriate referrals;

- greater networking, communication, information sharing and problem solving amongst the areas children's and schools services was seen as needed to get maximum benefit from what is already available;
- opportunities for schools and other services to pursue joint training were identified;
- Lack of respite services;
- families needing general support and relief as well as for families of children with a disability.

Other issues were: needs of families from different cultural backgrounds and in various social circumstances, access to face to face interpreter services, costs of preschool fees, understanding of the benefits of preschool programs for children, emergency housing for families experiencing domestic violence, health staff recruitment resulting in reduced service, cost of relief staff to attend training, physical access for prams, facilities for nursing and changing babies on Grey Street, access to therapy services, home care support for families after multiple or caesarean birth or acute hospitalisation, availability of transport to vacation care from the villages.

## Young people

### STRATEGIC AIM

*That young people be recognised equally in the community as a group with its own interests, needs and aspirations.*

Young people 15-24 years are 10% of the Glen Innes Severn population, compared to 13% in NSW, and 12% in Inverell. This was attributed to young people leaving for study or employment. 7% of young people are Aboriginal.

As in other rural areas, young people moving away is often necessary to 'follow their dreams', however if few return it can result in shortages in the local labour market and constrain industry development.

Better Futures is the NSW Government's prevention and early support strategy for children and young people aged 9-18 years. It is planned for the New England, including Glen Innes Severn.

### ISSUES AND CONCERNS IDENTIFIED

Young people's representation and advocacy:

- need to increase opportunities for young people to be heard;
- Council's Youth Advisory Committee needs revitalizing and to be representative of the diversity of young people in the community.

Training and employment opportunities:

- need to maximise opportunities for training and employment, including the Learning Centre UNE Access and video conferencing, and programs that support young people in training and employment like traineeships, and group training and employment.

Capacity of existing funded youth services to undertake developmental activities:

- existing youth services are part-time and highly targeted;
- their capacity to undertake development activities is limited so opportunities are lost.

Maximising existing resources:

- need to encourage service provider networking, for example through joint projects like an *Expo of Community Services*;
- better networking could provide more efficient resource sharing, for example volunteers.

Supervised after school or holiday activities for young people over 12 years:

- demand for after school care and vacation care for 12-15 year olds, including young people with a disability ;

- opportunity to facilitate community discussion between parents, young people, the library (which has a youth group room), church groups, youth services and clubs to explore options.

Other issues were: transport, no venue for bands to practice, appropriate voluntary hours placements to meet outcome plans for young people involved in Youth Justice Conferencing, access to condoms, drug and alcohol issues, facilities for Aboriginal young people and access to youth workers.

## Women

### STRATEGIC AIM

*For women to feel safe in their community, have access to appropriate housing and equal opportunity for employment.*

Women are approximately 50% of the adult population except in the 15-24 years group where there are fewer females (46%), and over 65 years where there are more females (55%). The decline in 15-24 year age group suggests more young women leave the area than young men. Females 65 years and over outnumber males reflecting longer female life expectancy.

Domestic Violence is a community issue involving men, women and children, although women are most often the targets. Glen Innes Severn is ranked 11<sup>th</sup> highest in NSW for "Assault - domestic violence" (incidents for its population) in 2005.

### ISSUES AND CONCERNS IDENTIFIED

Employment and training opportunities for young women:

- younger women are fewer than men in the same age group, suggesting that more young women leave the area. It was felt there are more opportunities for men (trades, agriculture, mining etc) than for women;
- increasing the opportunities for young women, and programs which assist women to return to education or work were suggested.

Information about services and supports:

- need to increase awareness about the services, supports and activities available for new and existing residents;
- a *Welcome to Glen Innes Severn Kit* distributed to new residents through real estate agents, and using Council's website and the Glen Innes and District Community Centre website to publicize services were suggested;
- an *Expo of Community Services* to let the services know about each other, and the community about the services, was also suggested.

Domestic Violence:

- *Domestic Violence is a Crime* signs on entrances to Glen Innes provide a telephone number for assistance;
- the signs continue to be contentious locally with concern they reflect negatively on the area, although they have attracted positive response from other communities considering similar initiatives and from victims of domestic violence.

Housing:

- a lack of rental accommodation makes accessing housing difficult and has resulted in some women and children in crisis living in caravan parks and other towns;
- need for more social (low income and crisis) housing, including for young women who are homeless, and women and children leaving domestic violence:
- need for housing options for perpetrators of violence who are required to leave home for children's protection.

Other issues were: transport, safety walking streets at night and certain areas in daylight; handyman services for women of all ages, needs of women from culturally and linguistically diverse backgrounds, heating homes in winter, access to condoms, more affordable Family Day Care, and more mental health services including for dual diagnosis of drug and alcohol and mental health.



## Older people

### STRATEGIC AIM

*That older people live as actively and independently as possible, with ready access to services.*

People aged 55 and over make up 30% of the Glen Innes Severn population. People aged 65 and over make up 18% of the population, significantly higher than the NSW average of 13%. Glen Innes Severn is the 13<sup>th</sup> oldest Local Government Area in NSW. The 2004 NSW Local Government Population Ageing Project predicts this will rise to the 5<sup>th</sup> oldest by 2022. The most significant growth will be in the 85 years and over group, followed by the 75-79 years group. An accelerated rate of ageing is typically caused when older people move to an area while young people leave for opportunities elsewhere.

Karinya provides affordable housing for older people and is building six additional self-contained units on Grey Street due for completion in 2007.

The Australian Government Department of Health and Ageing plans to increase in-home support Extended Aged Care at Home (EACH) packages by tender which closed June 2006.

The NSW Department of Ageing Disability and Home Care's Home and Community Care Program (HACC) planning has prioritised increased early intervention and prevention (basic maintenance and support services), and increased Aboriginal social support, as needs in Glen Innes Severn when growth funds become available.

### ISSUES AND CONCERNS IDENTIFIED

#### Active ageing:

- mental and physical activity and social connections are priorities for an ageing population to maintain independence:
- the number of clubs and groups, and volunteers was seen as a strength:
- need for an up to date community directory of clubs and services:
- poor physical access reduces opportunities for active ageing, and increases the risk of injury for an active older community.

#### Transport options:

- need for a wheelchair accessible taxi, and start-up incentives available through Ministry for Transport;
- demand for more HACC funded Aboriginal transport;
- need to improve access to Community Transport services for financially disadvantaged;
- better transport co-ordination could improve support for transport disadvantaged people;

- funds for Taxi waiting shelters could be available through Country Passenger Transport Infrastructure Grants Scheme (CPTIGS);
- Council was seen as having a role in working with the Ministry of Transport, community members and transport operators to identify priority needs, to plan and develop appropriate options and to lobby and advocate to government to assist with identified needs.

Accommodation options:

- extremely limited number of disability accessible houses and units;
- lack of self care retirement type options, although Karinya developments are in progress;
- reported that both aged care facilities had waiting lists and hospital has patients waiting for residential care;
- importance of accommodation options which provide a sense of community, belonging, safety, independence, and ageing in place.

Community care options:

- lawn mowing and wood chopping services in high demand;
- in-home support available to people in rural and village areas reduced by cost of travel;
- need to plan for future needs of people with dementia for community care and in aged care facilities.

Availability of health and medical services:

- need to replace the existing hospital to provide for current and future health needs of the community and travellers;
- lack of post rehabilitation support services.

Physical access:

- access to business and services including the Post Office with difficult doors and steps;
- access for gophers around town with height of gutters;
- access to toilets at Services Club with doors difficult to open.

Availability of Aboriginal workers to deliver in-home support:

- no local community care services have Aboriginal direct care workers to support Aboriginal people in their homes.

Other issues were: some Aboriginal people reluctant to be formally assessed by Aged Care Assessment Team (ACAT) for Community Aged Care Packages (CACP), interpreter services, eligibility for Carers Allowance, difficulties with access to equipment, and pensioners concessions not available at major community events.

## People with disabilities

### STRATEGIC AIM

*That people with a disability have equal opportunity to participate in the community and access services and facilities.*

People with disabilities are estimated at 21% (1,796 people) of the population of Glen Innes Severn, compared to NSW average 19%. This may be attributed to the increasing incidence of disability with age. Physical disability would represent the great majority of disabilities at 76%. While 13% would have no specific restriction, 12% would have a profound disability.

In 2006 the NSW Government announced *Stronger Together: A new direction for disability services 2006-2016*. An additional \$1 billion for disability services across NSW for the first five years will include innovative supported accommodation options, in-home support places, and alternative models of support for young people living in nursing homes are included in the plan. Possibly 40 accommodation places will be allocated to New England, including Glen Innes Severn.

### ISSUES AND CONCERNS IDENTIFIED

Specialist assessments required for access to services:

- some disability services require specific diagnosis or assessment, requiring families to visit Brisbane or Tamworth;
- specialist assessment services could visit the region and reduce additional cost and stress for families.

Transport:

- demand for a wheelchair accessible taxi, and start-up incentives available through Ministry of Transport;
- demand for more HACC funded Aboriginal transport;
- need for more awareness of transport options, for example taxi subsidies;
- need to improve access to Community Transport services for financially disadvantaged;
- Council was seen as having a role in working with the Ministry of Transport, community members and transport operators to identify priority needs, to plan and develop appropriate options and to lobby and advocate to government to assist with identified needs.

Supported accommodation options:

- Demand for more supported accommodation for the adult children of ageing carers, for younger people to prevent them going into nursing homes, and to prevent families and businesses leaving the area for supported accommodation elsewhere;

- demand for a range of accommodation support from community care and support in their own home, through to transition places (independent living training), to supported accommodation in a shared home.

Access to services for young people with a disability:

- High School classroom for children with special needs is upstairs;
- concern for safety of children with a disability in mainstream schools from the physical environment and from bullying;
- limited access to special assistance funding;
- NSW Department of Education and Training deadline for applications for preschool and early intervention special needs assistance is end of September based on known individual children;
- difficulties accessing speech therapy for school aged children, and continuity for children in transition from preschool and school ;
- demand for more supported employment places to Glen Industries ;
- NSW Department of Ageing Disability and Home Care application processes for school leavers for Community Participation / Transition to Work places has short timeframe and training sessions in Sydney. Process seen to create risk that eligible young people would miss out;
- Council was seen as having a role to monitor and advocate concerning the changing needs of people with a disability and their families.

Access to respite services:

- increasing demand for respite for ageing parents;
- need for more information and awareness of respite options for parents & careers of people with a disability from preschoolers to older adults.

Physical Access:

- access to estimated 50% of business and services including the Post Office difficult with doors and steps;
- access to toilets difficult due to toilet size, door size, and location;
- access to disabled car parking places narrow ;
- access to footpath ramps difficult with high gradient and no handrails;
- disrupted visibility in the centre of Church Street from tall plants;
- need for a pedestrian crossing in Mead Street between Grey and Church Street;
- need for an Occupational Health and Safety audit of the CBD;
- Council was seen as having a role in enhancing access via its Community Safety and Access Committee, identifying any government support which may be available to assist with access enhancements, scheduling of works, lobbying and support.

Other issues were: vulnerability to exploitation and abuse, need for relationship counselling services, maintenance of appropriate premises for programs, no Aboriginal direct care workers to support Aboriginal people, and improved information and communication about opportunities between providers and with consumers.

## **Aboriginal and Torres Strait Islander people**

### **STRATEGIC AIM**

*To promote Aboriginal cultural visibility and understanding, and to support employment opportunities for Aboriginal people.*

The Glen Innes Severn Local Government Area lies within the traditional area of the Ngoorabul people. The 2001 Aboriginal population was at least 367 people or 4.3% of the Glen Innes Severn population overall. The Aboriginal population has been increasing in contrast to the population overall which has been decreasing. The Aboriginal population is significantly younger than the population overall which is ageing.

Aboriginal children 0-14 years are 40% of the Aboriginal population compared to 21% for the area population overall. Aboriginal people over 65 years are 3% of the population compared to 18% for the population overall. The high proportion of Aboriginal people under 15 years creates a future need for more training and employment. In an overall ageing population and therefore declining labour market, this presents an opportunity for both the Aboriginal and non-Aboriginal community.

Australian Government Indigenous Co-ordination Centres (ICC) co-ordinate a whole of government approach and negotiate Shared Responsibility Agreements with local Aboriginal communities and governments including Councils. The ICC noted that the Glen Innes community had identified the need for a youth activity centre during previous ATSIC consultations.

### **ISSUES AND CONCERNS IDENTIFIED**

#### **Employment:**

- need to increase overall local employment opportunities;
- need to increase recognition of Aboriginal people as a workforce asset in a declining and ageing general population;
- need to improve the job seeking skills of Aboriginal people, and the personal circumstances needed for employment;
- need to maintain Aboriginal designated positions when they become vacant;
- need to address the needs of Aboriginal and non-Aboriginal people who are "generations on welfare".

#### **Cultural visibility, recognition and understanding:**

- need to increase recognition of the Aboriginal community;
- need to increase cultural understanding between the Aboriginal and non-Aboriginal communities;
- opportunity to expand celebrations of Aboriginal culture in the Aboriginal and non-Aboriginal community;

Heritage sites:

- no documented Aboriginal Cultural Heritage Study and Plan for the area;
- need to ensure Council's assessment of Development Applications has identified and considered Aboriginal cultural heritage sites, in consultation with the Glen Innes Local Aboriginal Land Council and the community.

Other issues were: Council endorsement and support of funding applications, limited housing, no Aboriginal direct care workers to support older people and people with a disability, access to Aboriginal health services including mental health and drug and alcohol services, support to families of young children, and facilities for young people and access to youth workers.

## People from Culturally and Linguistically Diverse backgrounds

### STRATEGIC AIM

*To foster an inclusive community which welcomes, values and supports people from culturally and linguistically diverse backgrounds.*

People from culturally and linguistically diverse backgrounds are small in number, represent a range of languages, and are not organised as formal groups. 127 people (1.5% of the population overall) spoke a language other than English at home in 2001. No specific language groups dominate, and languages from all over the world are represented. Although 11% of people were born outside Australia, most came from English speaking countries. The trend is an increase from 7% in 1991.

Anecdotally reasons for coming to the area included business, skilled migration (including health and medical professionals) and marriage to an Australia man. No recognised refugees were known.

Services identified were: the Telephone Interpreter Service, the health service interpreters who visited from Newcastle, and the Migrant Resource Centre in Armidale which services the New England including Glen Innes Severn.

### ISSUES AND CONCERNS IDENTIFIED

Access to information and understanding available support services:

- needs depend on circumstances within families, such as support for children, people with disabilities and older people;
- accessing support services requires not only language skills, but is also about expectations and understanding or learning "the system";
- women who arrive with limited English to marry Australian men, and then have children, and may live in isolated areas, are vulnerable to many forms of isolation (language, dependent children, geography). The need for all services to support these families through inclusion and referral was noted ;
- learning English, including English for special purposes such as further education;
- interpreter services when older people stay in hospital and for mothers to communicate with schools.

Recognition of economic and entrepreneurial potential:

- need to increase recognition of the economic and entrepreneurial contribution and potential of people from culturally and linguistically diverse backgrounds.

## PART 4 – STRATEGIES

### Common issues across the Glen Innes Severn Community

*Strategic Aim: Improved access to services and information to meet the needs and interests of the community including increased housing availability, economic development and employment opportunities.*

Objectives:

1. To ensure the continuation of current health services and lobby for expanded services in preventative health.
2. To improve and support access to Transport services.
3. To foster improved communication channels between Council and the community and between community services.
4. To address physical access issues.
5. To support and engage all businesses to enhance economic development, provide employment and social engagement in the community.
6. To address housing and land issues to meet the needs of current residents and to attract new residents.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Availability of health and medical services	Support existing Hospital and Health Services  Support the replacement of the Glen Innes Hospital with a purpose built facility to support health services into the future.	Council GI Interagency Area Health	Ongoing & by 2011	Staff time	Continuation of health services  Accessible facility Health services meet the change in needs over time.	



Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
	Support preventative health initiatives for example mental health & active ageing programs	Council Community Health	Ongoing, annual review: 2007-2011	Operational cost through grant funding	Increased preventative health initiatives	
Transport options	Support the initiation of a transport working group and recommendations as relevant	Council, and NSW Ministry of transport (Regional Transport Co-ordinator) Local services	2006, 2007	Staff time	Increased transport options	
Communication and information between Council and its communities	Increase the communication channels used by Council and the community and between community organisations	Council GI interagency	Ongoing review annually 2007-2011	Staff time	Residents are readily informed of services available and of Council's activities	
	Lead the development of a local directory of services and support is available	Council All service providers to contribute	June 2007 Annual update	Staff time printing & postage \$1,000/year	Council external communications policy developed and implemented (Mgt Plan p38)	
Physical access	Support the work of Community Safety and Access Committee to ensure improved physical access for people with a disability, older people.	Council Community members Government agencies	Ongoing, review annually 2007-2011	Staff time  Budget items included in development of Council' s	Physical Assess issues are identified, planned and budgeted for	

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
	disability, older people, and parents with prams, including improved safe footpaths/walking tracks.	Community Services, Engineering Services		Management Plan	Access improved	
Business and employment opportunities	Continue and strengthen partnerships with the business community and educational institutions to develop economic and employment opportunities	Council Chamber of Commerce High School Dept of Education TAFE, UNE	Ongoing Review annually 2007-2011	Staff time	Vibrant sustainable community	
Housing	Support and advocate for additional social housing	Council, Dept Ageing, Disability and Home Care, Dept of Housing	2007 ongoing	Staff time	Housing options are available to meet the varied needs residents	
	Support increase in available building land	Council State Government	2006-2007	Staff time		

### Villages and rural communities

Strategic Aim: *To foster sustainable villages and rural communities into the future.*

Objectives

1. To ensure community facilities are available for the community to use.
2. To foster improved communication channels between Council and the community.
3. To address health issues.
4. To address land and housing issues.
5. To ensure green areas and playgrounds are available and maintained.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Access to funds to maintain community facilities	Advice on sources of funds	Council	Ongoing	Staff time	Grant funding obtained for upgrading of community buildings	
Communication between council and community, and within the community	Information about council and community services	Council, local media, local services and groups, and community	Ongoing  Review annually 2007-2011		Residents in the villages are adequately informed  Council external communications policy developed and implemented (Mgt Plan p38)	

<b>Issue identified</b>	<b>Action</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Cost</b>	<b>Outcome Indicator</b>	<b>Progress</b>
Access to health and medical services	Advocacy for health and medical services	Council, Area Health, and medical and health practitioners	Ongoing  Review annually 2007-2011	Staff time	Resident's health care needs are addressed.	
Availability of 'development approvable' building land	Support for housing development  Support the possibility of building on land less than 500 acres through the LEP	Council State Government	2006-2007 ongoing	Staff time	More available land for new housing	
Upgrade or development of recreational facilities	Improve recreational green space	Council Community committees	2007-2011	Budget items to be included in the annual development of Council's Management Plan	Safe recreational space is available for the community and visitor to use	
Lack of activities for school aged children (Red Range)	Investigate the possibility of providing out-reach After School/Week end activities at the villages with Red Range having an identified need	Council GI Interagency Current Youth Workers Church groups Schools	2007-2011	Staff time	Safe organised activities for children living in the villages	

## Children

Strategic Aim: *Promote, provide and plan for the needs of children in our community (Local Government Charter).*

### Objectives

1. To continue to provide and/or monitor childcare places and play groups to ensure pre-school children are provided with early childhood education and learning, and out of school hours services for children aged 5-12.
2. To ensure family support is readily available.
3. To foster networking between agencies to ensure services available are known and communicated to the community.
4. To address the need for respite services for families.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Support for children and families, especially disadvantaged children and families	Investigate and support increased family support such as the <i>Linking Together Centre</i> in Inverell	Council, Family Support agencies, Schools, Dept of Community Services	2006/2007	Staff time	Families and children receive support as needed to develop independence.	
	Support and encourage children's recreational opportunities which include disadvantaged families	Council, Glen Innes and District Sports Council	Review annually 2007/2011	Possibility for groups to access Council's donations policy	Recreational opportunities are readily available	

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
	Advocate for recognition of the socio-economic status of the community by the Priority Schools Program and the Country Areas Program	Council, local schools	2007-2011	Staff time	Increased funding and recognition of larger schools	
Maximising existing resources through better networking	Encourage improved service networking such a <i>Families First</i> interagency, and <i>Better Service Delivery</i> technology	Council GI interagency	2006/2007 Ongoing	Staff time  (Externally funded programs)	All agencies are aware of the programs of other agencies.	
Lack of respite services	Council to work with other service providers to explore options for respite for families under stress, including families with a child with disability.	Council Other agencies	2007/2008, 2008/2009	Staff time External funding for program	Respite program is available	
Lack of activities for school aged children (Red Range)	Investigate the possibility of providing out-reach After School/Week end activities at villages - Red Range	Council Schools Church groups	2007-2011	Staff time	Safe organised activities for children living in the villages	

## Young People

Strategic Aim: *That young people be recognised equally in the community as a group with its own interests, needs and aspirations.*

1. To facilitate an avenue for young people to have a voice.
2. To advocate and support for training and employment opportunities.
3. To assist with the co-ordination and networking of service providers.
4. To investigate the possibilities of engaging Community Development in the area of Youth.
5. To assess the possibility of supporting holiday activities for children/youth aged 12 and over.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Young people's representation and advocacy	Continue support for Council's Youth Advisory Committee  Support Youth Week activities	Council Other Agencies	Ongoing Review annually 2007-2011	Staff time  \$2,500 annually budgeted for Youth activities	Young people have a sense of belonging.	
Training and employment opportunities	Continue support of the Learning Centre including UNE Access  Support (endorse) initiatives which expand skills training and employment opportunities	Council TAFE, UNE  Council High school TAFE, UNE Business Dep. State & Regional Dev.	Ongoing  Ongoing 2007-2008	Staff time	More young people stay in Glen Innes	

<b>Issue identified</b>	<b>Action</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Cost</b>	<b>Outcome Indicator</b>	<b>Progress</b>
Capacity of existing funded youth services to undertake developmental activities	Investigate resources to support youth /community development	Council	By June 2007	Staff time External funding for position – with the possibility of some subsidy from Council 2007/2008	Resources investigated	
Maximising existing resources	Encourage improved service provider networking	Council GI Interagency Current Youth Workers	Ongoing	Staff time	Co-ordinated Youth Services	
Supervision of after school or holiday activities for young people 12+ years	Facilitate discussion between services and stakeholders	Council GI Interagency Current Youth Workers Church groups Schools	By June 2007, and ongoing	Staff time	Activities provided for young people 12+ years	
Drug issues	Support strategies by local services and the police in addressing the problem of drug use, including sourcing external funding	Access & Safety Com. Police GI Interagency Youth Workers Church groups Schools	Ongoing	Staff time	Safe and Healthy Young people.	



## Women

Strategic Aim: *For women to feel safe in their community, have access to appropriate housing and equal opportunity for employment.*

Objectives:

1. To advocate and support for training and employment opportunities.
2. To ensure new residents know what services are available.
3. To work in partnership with other agencies to reduce incidents of Domestic Violence.
4. To advocate for suitable housing for women subsequent to experiencing Domestic Violence.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Employment and training opportunities for young women	Continue support of the Learning Centre including UNE Access  Support (endorse) initiatives which expand skills training and employment opportunities	Council TAFE, UNE  Council High school TAFE, UNE Businesses Dep. State & Regional Dev.	Ongoing  2007-2008	Staff time	More women in employment and training	
Information about services and supports	Lead the review of a local directory of services and supports available	Council Real Estates Businesses Service providers and groups	2007-2008 Ongoing	Staff time Approx. \$3,000 to review and update Resident kits	<i>Welcome to Glen Innes Severn Kit</i> distributed to new residents through real estate agents	

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Domestic Violence	Continue to support the Domestic Violence Committee	Council GI Interagency Police Dept of Community Services	Ongoing	Staff time	Women feel safe	
Housing	Support additional housing for women and children leaving domestic violence	Council Dept of Community Services Dept of Housing Police	Ongoing	Staff time	Suitable Housing available within the region	

## Older people

Strategic Aim: *That older people live as actively and independently as possible, with ready access to services.*

Objectives:

1. To plan for and provide activities for healthy ageing.
2. To advocate for adequate transport.
3. To provide support and advocacy for suitable accommodation options.
4. To ensure the continuation of current health services and lobby for expanded services in preventative health.
5. To make available 'culturally appropriate' care and support workers for older Aboriginal people.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Active ageing	Support and promote active ageing	Council, service providers and community	Ongoing Review annually 2007-2011	Funded programs	Healthy ageing Customer satisfaction and social connections	
Transport options	Support the initiation of a transport working group	Council, and NSW Ministry of transport (Regional Transport Co-ordinator)	2006, 2007	Staff time	A variety of transport options are available	
Accommodation options	Support community members to identify need and planning for more aged accommodation options	Council Community agencies	Ongoing	Staff time	A variety of accommodation options are available	

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Community care options	Planning for future community care needs	Council, government agencies	Ongoing and 2007-2008	Staff time	“Ageing in Place” strategy developed (Mgt Plan p48) Community care services expand for needs of an ageing community	
Availability of health and medical services	Support existing services of Hospital and health services	Council GI Interagency Area Health	Ongoing & by 2011	Staff time	Continuation of health services.	
	Support preventative health initiatives for example mental health, and active ageing programs	Council Community Health	Ongoing, annual review: 2007-2011	Operational cost through grant funding	Increased preventative health initiatives.	
Availability of Aboriginal workers to deliver in-home support for older Aboriginal people receiving community care services	Investigate options for Aboriginal support workers, including Home Care, Aboriginal Home Care and Council's Community Services as employer	Council, government agencies, employment services	Ongoing	Staff time	Improved quality of community care for Aboriginal people Increased Aboriginal employment	
Physical Access	Refer to common issues					

## People with disabilities

Strategic Aim: *That people with a disability have equal opportunity to participate in the community and access services and facilities.*

Objectives:

1. To ensure that people with a disability have assessments conducted to determine level of service need.
2. To advocate for adequate and accessible transport.
3. To provide support and advocacy for suitable accommodation options.
4. To support opportunities for employment for people with a disability.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Specialist assessments required for access to services	Advocate for specialist assessment services to visit locally	Council, service providers and community	Ongoing Review annually 2007-2011	Staff time	Improved access to appropriate services	
Transport options	Support the need for a Wheel Chair Accessible Taxi whilst recognising that without government funding, local commercial Taxi operators would not be able to address this demand.	Council, and NSW Ministry of Transport (Regional Transport Co-ordinator)	2007/2008 Review annually 2007-2011	Staff time	Wheel Chair Accessible Taxi available	

<b>Issue identified</b>	<b>Action</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Cost</b>	<b>Outcome Indicator</b>	<b>Progress</b>
Accommodation options	Support community members to identify need and planning for more disability accommodation options	Council, community, Dept Ageing, Disability and Home Care	2007/2008 Review annually 2007-2011	Staff time	Disability accommodation options available	
Access to services for young people with a disability	Monitor and advocate concerning the changing needs of young people with a disability and their families	Council	2007-2008, Annual review	Staff time	Services are available to meet the needs	
Accommodation options	Support community members to identify need and planning for more disability accommodation options	Council, community, Dept Ageing, Disability and Home Care	2007/2008 Review annually 2007-2011	Staff time	Disability accommodation options available	
Physical Access	Refer to common issues					

### Aboriginal and Torres Strait Islander people

Strategic Aim: *To promote Aboriginal cultural visibility and understanding, and support employment opportunities for Aboriginal people.*

Objectives:

1. To work with the Aboriginal community on actions and projects through the Aboriginal Consultative Committee.
2. To increase cultural awareness amongst staff, Councillors and community members.
3. To assist and support with employment opportunities.
4. To address identification of cultural heritage and subsequent guidelines for developments.

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
Communication	Continue and strengthen Council Aboriginal Consultative Committee	Council and community	Ongoing Review annually 2007-2011	Staff time	Cultural Awareness developed	
	Provide Aboriginal cultural awareness training to Councillors, staff and community	Council	2007-2008	Funds to be allocated through the management plan 2007/08	Training delivered	
	Develop a protocol for <i>Welcome to Country</i> and flag-raising of Aboriginal flag	Council, Aboriginal Consultative Committee	2007-2008	Staff time	Protocol of Welcome to Country available	

Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
	Support and strengthen National Aboriginal and Islander Day Observance Committee (NAIDOC) week	Council, Aboriginal Consultative Committee, whole community	July annually		Breaking down of barriers – community celebration	
Cultural recognition and understanding between Aboriginal and non-Aboriginal communities	<p>Document an Aboriginal Cultural Heritage Study and Plan</p> <p>Identify and consider Aboriginal sites in development assessment</p> <p>Investigate Dual Naming to reflect significance to Aboriginal community</p>	<p>Council, Lands Council, and community</p> <p>Council, Lands Council and community</p> <p>Council, Geographical Names Board of NSW, Lands Council and community</p>	2007-2011	To be considered in the budget preparation for 2007/08, 2008/09, 2009/10	Cultural Plan developed.	
Aboriginal employment	Develop an Aboriginal Employment Strategy (Mgt Plan p39)	Council, Aboriginal Consultative Committee, Businesses	June 2007		Increased employment opportunities	



Issue identified	Action	Responsibility	Timeframe	Cost	Outcome Indicator	Progress
	<p>Support job search and employment services</p> <p>Advocate to maintain Aboriginal designated service positions when they become vacant</p>	<p>Council, Cooramah, employment services and Australian Business Ltd</p> <p>Community Services, Area Health, Dept of Education</p>		<p>Staff time</p>		

**People from Culturally and Linguistically Diverse (CALD) backgrounds**

Strategic Aim: *To foster an inclusive community, which welcomes, values and supports people from culturally and linguistically diverse backgrounds*

Objectives:

1. To provide accessible information.
2. To encourage people from culturally and linguistically diverse backgrounds to settle in Glen Innes through business ventures.

<b>Issue identified</b>	<b>Action</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Cost</b>	<b>Outcome Indicator</b>	<b>Progress</b>
Access to information and understanding available support services	Ensure Council's publication are produced in plain English	Council	Ongoing		Council's publications are user friendly	
	Support availability of SBS radio broadcasts in community languages	Council	2006-2007		SBS radio station available	
Recognition of economic and entrepreneurial potential	Actively encourage economic initiatives to consider skilled labour force and entrepreneurial contribution of people from CALD backgrounds  Investigate programs to support refugees	Council, State and Federal Governments	2007 –2008 ongoing	Staff time	Increased population through business ownership by people from culturally and linguistically diverse backgrounds	

<b>Issue identified</b>	<b>Action</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Cost</b>	<b>Outcome Indicator</b>	<b>Progress</b>
	Investigate production of economic development information in other languages					

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## APPENDIX



### GLEN INNES SEVERN COUNCIL Donations Policy

<b>RESOLUTION NUMBER:</b> 13.04/06	<b>MEETING:</b> Ordinary Meeting 20 <sup>th</sup> April 2006
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It is Council's policy to ensure that its community service obligations concerning the granting of donations to community groups are met in an open, fair and transparent manner and that the administration work in considering donations is streamlined as much as possible.

Each year Council receives numerous requests for donations. These requests can broadly be classified into three categories namely:-

1. Local Organisations
2. Community Organisations
3. Council list of Organisations to which donations are made categorised as:-
  - a. Pre-approved donations
  - b. Non Pre-approved Donations

**i. Local Organisations**

Due to the large number of requests for donations from non local organisations Council will generally only make donations to local organisations with the exception of emergency service type organisations such as:-

- Westpac Rescue Helicopter Service
- Childflight
- Royal Flying Doctor Service
- Cancer Council
- National Heart Foundation
- Salvation Army

It is suggested that donations to this category should be limited to \$100.00 per year per organisation.

**ii. Community Organisations**

Council will only make donations community organisations, not individuals, This would remove any public perception that may exist concerning Council favouring one individual over another.

iii. **Council list of Organisations to which donations are made**

a) Pre-approved Donations

This section contains list of local organisations that Council will make an annual donation without the need for the organisation to apply to Council for the donation. The following organisations have been included in this section:-

• Poll Hereford Society	\$500
• The Selling Agent Prime Lamb Competition Etc	\$1,200
• Glen Innes Examiner Business Awards	\$600
• Lions Club Beardies Festival - Rodeo	\$800
• Grafton to Inverell Cycle Race	\$500
• Youth Concert	\$100
• Glen Innes Show Society (Glen Innes Wine Show)	\$990
• Glen Innes Jockey Club	\$200
• Glen Innes Minor Rugby League	\$100
• Dundee Dog Trials	\$35
• Minerama Window Competition	\$125
• Glen Innes High School Annual Presentation Day	\$100
• Glen Innes TAFE Annual Presentation Night	\$100
• Westpac Rescue Helicopter Service	\$100
• Childflight	\$100
• Royal Flying Doctor Service	\$100
• Cancer Council	\$100
• National Heart Foundation	\$100
• Wesley Prime Christmas Appeal	\$100
• Salvation Army	\$100

b) Non Pre-approved Donations

In June each year Council will place an advertisement in the Glen Innes Examiner inviting local community groups to submit their requests to Council for consideration of a donation. Following closure of the time allocated for receipt of requests a Council committee comprising the Mayor, Deputy Mayor and one other Councillor and the Director of Corporate and Community Services will consider all requests and make an appropriate recommendation to Council.

Council's total donations each year will not exceed 0.5% of the rate levy.

This policy shall be subject to a yearly review by Council during its Management Plan deliberations or at an earlier time as determined by Council.

.....  
 .....  
 General Manager  
 Date

## Glen Innes Severn Council



### Review of the Glen Innes 1999 and Severn 2002 social plans

Recommended strategies achieved	Recommended strategies still in progress / ongoing	Other recommendations: <i>Are these still a priority?</i>
<b>For all areas of community service</b>		
<ul style="list-style-type: none"> <li>Community directory online – available / needs input</li> </ul>	<ul style="list-style-type: none"> <li>Continue to monitor needs, lobby &amp; support funding submissions /other opportunities</li> <li>Continue to encourage effective use of community facilities including community halls</li> <li>Continue maintenance and upgrading programs and plans</li> </ul>	
<ul style="list-style-type: none"> <li>Information provided in public offices re available services</li> </ul>	<ul style="list-style-type: none"> <li>Continue to lobby Telstra re adequacy of telecommunication facilities in rural areas</li> <li>Continue to use local media to keep residents informed</li> <li>Continue to recognise and support linkages between community and economic planning and development</li> <li>Continue to auspice reduced number of 355 Council Committees</li> </ul>	
<b>Safety</b>		
<ul style="list-style-type: none"> <li>Community Safety and Access Committee established and ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Continue to lobby for adequate police numbers</li> </ul>	
<b>Employment, education and training (see also Children)</b>		
<ul style="list-style-type: none"> <li>Glen Innes Learning Centre open (Multi-functional Education Facility / Library)</li> </ul>	<ul style="list-style-type: none"> <li>Continue to advertise / promote available employment, education and training opportunities.</li> </ul>	
<ul style="list-style-type: none"> <li>Forward Personnel now NETS</li> </ul>	<ul style="list-style-type: none"> <li>Continue support for industrial and other employment opportunities in area</li> </ul>	
<ul style="list-style-type: none"> <li>Emmaville Central now has Year 11 and 12 through Distance Education</li> </ul>		



Recommended strategies achieved	Recommended strategies still in progress / ongoing	Other recommendations: <i>Are these still a priority?</i>
<b>Health</b>		
<ul style="list-style-type: none"> <li>Emmaville designated Area of need to enable recruitment of overseas trained doctor</li> <li>Emmaville Multi Purpose Service established</li> </ul>	<ul style="list-style-type: none"> <li>Continue to lobby Government re health personnel recruitment and retention issues</li> </ul>	<ul style="list-style-type: none"> <li>All year round heated swimming pool in Glen Innes. Heated in summer only; closed winter.</li> </ul>
<b>Transport</b>		
<ul style="list-style-type: none"> <li>Deepwater to Glen Innes bus service trial</li> <li>Bus transport between school and aftercare established and ongoing</li> </ul>		<ul style="list-style-type: none"> <li>Investigate other transport options for villages</li> <li>Taxi operators to meet legal obligations re child safety restraints</li> <li>More appropriate public transport timetables</li> </ul>
<b>Access</b>		
	<ul style="list-style-type: none"> <li>Continue progress in making facilities accessible and compliant with Australian access standards</li> </ul>	<ul style="list-style-type: none"> <li>Community Safety and Access Committee to re-look at mobility and access</li> </ul>
<b>Housing</b>		
<ul style="list-style-type: none"> <li>Youth accommodation initiatives established and ongoing</li> </ul>		<ul style="list-style-type: none"> <li>Investigate possible use of Crown Land for residential / aged care use.</li> <li>Investigate specialist and community housing needs</li> </ul>
<b>Tourism, culture, sport &amp; recreation</b>		
<ul style="list-style-type: none"> <li>Tourist attractions and information centres prominently signposted</li> <li>Parkland Cycle / Walking Track opened</li> <li>Fossickers Way route extended to Emmaville and Deepwater</li> </ul>	<ul style="list-style-type: none"> <li>Continue to support Emmaville Mining Museum Committee</li> <li>Continue to support tourism, including ecological tourism, opportunities</li> <li>Continue to support cultural organisations</li> </ul>	

Recommended strategies achieved	Recommended strategies still in progress / ongoing	Other recommendations: <i>Are these still a priority?</i>
<b>Children</b>		
<ul style="list-style-type: none"> <li>Family Day Care services available in Glen Innes</li> </ul>	<ul style="list-style-type: none"> <li>Community cohesion, development &amp; effective use of facilities</li> </ul>	<ul style="list-style-type: none"> <li>Investigate vacation care need in villages</li> </ul>
<ul style="list-style-type: none"> <li>Playgroups in Red Range, Emmaville &amp; Deepwater</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring of adequacy of Wyaliba service</li> </ul>	
<ul style="list-style-type: none"> <li>Playground equipment inspected and progressive replacement plan implemented</li> </ul>		<ul style="list-style-type: none"> <li>Northern Roads Activity Van services in Glencoe &amp; Deepwater – impact of Families First services</li> </ul>
<ul style="list-style-type: none"> <li>Outreach preschool in Deepwater and Emmaville</li> </ul>		
<b>Youth</b>		
<ul style="list-style-type: none"> <li>Community Safety and Access Committee looks at safety issues</li> </ul>	<ul style="list-style-type: none"> <li>Investigate youth needs &amp; respond accordingly (eg Information Support Officer; Clubs in villages; Transport; activities)</li> </ul>	<ul style="list-style-type: none"> <li>Youth counselling</li> </ul>
<b>Women</b>		
<ul style="list-style-type: none"> <li>Domestic Violence Committee ongoing</li> </ul>		<ul style="list-style-type: none"> <li>Investigate workshop needs and delivery options</li> </ul>
<b>Aboriginal people</b>		
<ul style="list-style-type: none"> <li>Aboriginal Consultative Group established</li> </ul>		
<ul style="list-style-type: none"> <li>Council Aboriginal Community Development position</li> </ul>	<ul style="list-style-type: none"> <li>Continue to explore and support of employment initiatives for Indigenous people</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with Hunter New England Health for Aboriginal Liaison Officer for Glen Innes &amp; Emmaville Multi Purpose Service</li> </ul>
<ul style="list-style-type: none"> <li>Councillors and community services staff had access to cultural awareness training</li> </ul>		
<ul style="list-style-type: none"> <li>Aboriginal Liaison position at Glen Innes High School</li> </ul>		
<b>People from other culturally and linguistically diverse backgrounds</b>		
	<ul style="list-style-type: none"> <li>Value culturally diverse populations</li> </ul>	

**List of Community Services Providers**

**Youth**

Glen Innes Family & Youth Support  
Vivienne Leavey & Danielle Lightfoot  
02 6732 3073  
*Early intervention, parenting, counselling*

Juvenile Justice  
*Case manages young offenders*  
67324489

Tenterfield, Inverell & Glen Innes Youth Support  
Sandra Smith  
02 6732 1177  
*Youth crisis counselling, accommodation*

Regional Extended Family Support  
Karen Nixon  
02 6732 4354  
*Mediation, early intervention*

Department of Community Services  
02 6732 4925  
*Crisis services, out of home care, case management*

Centrelink  
13 24 90  
*Youth allowance, social work services, Unreasonable to Live at Home allowance*

Community Health  
02 6739 0100  
*Community based/ outreach services for children and adolescents experiencing mental health issues, Child sexual health, audiometry, speech therapy, occupational therapy*

Student Accommodation  
Katherine Fehily  
02 67324354  
*For adolescents who want to finish High School, but are unable to live with their parents*

Glen Innes High School  
6732 1322

Holy Trinity Catholic High School (Inverell)  
6722 4066

## Children

- Department of Community Services  
02 6732 4925  
*Crisis services, out of home care, case management*
- Community Health/Hospital  
02 6739 0100/ 6739 0200  
*Child sexual health, audiometry, speech therapy, occupational therapy, baby health clinic, Aboriginal health, obstetrics, immunisation*
- Families First  
*Early intervention services for children 0 – 8 years old, outreach services, some community development*  
67302451
- Early Intervention  
*Learning program to prepare children with learning disabilities for school*  
67302451
- Aboriginal playgroup  
*Playgroup for Aboriginal parents and their children*  
67302451
- Outreach Playgroups  
*Support for playgroups in Emmaville, Deepwater and Red Range.*  
67302451
- Gumtree Glen  
6730 2450  
*Long day care for children 0 – 5*
- ABC Learning Centre  
Rachel West  
6732 4589  
*Long day care for children 0 – 5*
- Glen Innes Public School  
Robyn Stewart (principal)  
6732 2577
- Glen Innes Preschool Association Inc.  
Robyn Cartwright  
67321036
- Glen Innes West Infants School  
Tony Bush  
6732 2459

- St Josephs Catholic School  
Sister Sally Camiliri  
6732 1372
- Emmaville Central School  
67 34 7235
- Red Range Public School  
6734 2257
- Wyaliba Public School  
6733 5353
- Deepwater Public School  
6734 5395

### **Women**

- Inverell Refuge  
6721 0855  
*Provides court support for Glen Innes, will pick up women and take them to the refuge if needed. Also provides women's domestic and family violence support service at 308 Grey Street, Glen Innes Tuesdays 10am -2:30pm.*
- Community Health  
6739 0100  
*Mental health services, social work, alcohol and other drug counselling, women's health nurse, community nursing, Aboriginal health, baby bereavement group.*
- Glen Innes Family & Youth Support  
Vivienne Leavey & Danielle Lightfoot  
02 6732 3073  
*Early intervention, parenting, counselling*
- Glen Accommodation Services  
Ivan Benko  
6732 3652  
*Has two houses set aside for women who have left domestic violence situations – however, these are currently rented long term.*
- Department of Community Services  
02 6732 4925  
*Case management, domestic violence issues*
- Centrelink  
132 300  
*Crisis payments, family benefit*

- St. Vincents De Paul  
6732 1362`
- Salvation Army  
6732 2542
- Relationships Australia (Anglican Counselling Service)  
Libby Every  
6732 1911  
*Family and relationship counselling*
- Department of Housing  
6773 7555  
*Fortnightly outreach service to Glen Innes – public housing, subsidised housing*
- Community Information Centre  
6732 1682  
*Welfare (food, electricity and phone vouchers), general community information*

#### **People with a disability**

- Garden Court  
6730 2430  
*Centre based respite services, food services, Neighbour Aid, exercise, day activities.*
- Network Employment and Training Solutions  
1300766966 /02 67324020  
*Employment services for people with a disability*
- Glen Industries  
6732 1648  
*Provides employment for people with a disability*
- Centrelink  
13 2717  
*Disability Pension*
- SOS House  
6732 4533  
*Short term accommodation for people with disabilities and/or their carers*
- Commonwealth Rehabilitation Service  
6776 4333  
*Case management support for people who are injured, have a disability or health condition who want to return to the workforce*

- New England Community Care  
6721 5406  
*Care packages for frail aged and people with a disability via state and federally funded programs*
- St. Vincents De Paul  
6732 1362  
*Welfare services*
- Salvation Army  
6732 2542  
*Welfare services*
- Relationships Australia (Anglican Counselling Service)  
Libby Every  
6732 1911  
*Counselling for families etc*
- Commonwealth Carelink  
1800 052 222  
*Information on services available in Glen Innes for frail aged, people with a disability and/or their carers*
- Commonwealth Carer Respite  
1800 059 059  
*Information on respite services available, and short term respite*
- Community Transport  
Sandy Warburton  
6732 4666  
*Community transport for Home and Community Care eligible clients*
- Department of Housing  
6773 7555  
*Fortnightly outreach service to Glen Innes – public housing, subsidised housing*
- Community Information Centre  
6732 1682  
*Welfare (food, electricity and phone vouchers), general community information*

## Older people

- Northern Community Care  
Janine Johnson  
02 6739 0400  
*Case management services for frail aged, people with a disability and/or their carers through state and federal funded programs – Community Aged Care Packages, Community Options Projects, Attendant Care Program, Post School Options, 197*
- Garden Court  
Robyn Condon  
02 6730 2430  
*Centre based respite services, food services, Neighbour Aid, exercise, day activities.*
- Centrelink  
13 2300  
*Aged Pension, health care cards*
- Community Health/ Hospital  
6739 0100/ 6739 0200  
*Podiatry, foot clinic, Aged Care Assessment Teams, palliative care, oncology, Occupational Therapy, Physiotherapy, dietician, discharge planner.*
- Legacy  
*Assists war widows with mowing, transport, light home maintenance*
- RSL  
*Mowing for veterans and their spouses*
- Veterans Home Care  
Margo Hoare  
6721 0144  
*Home care services for veterans and/or their spouses*
- New England Community Care  
6721 5406  
*Case management for frail aged and people with a disability via state and federally funded programs*
- St. Vincents De Paul  
6732 1362  
*Welfare services*
- Salvation Army  
6732 2542  
*Welfare services*



- Relationships Australia (Anglican Counselling Service)  
Libby Every  
6732 1911  
*Counselling for families etc*
- Commonwealth Carelink  
1800 052 222  
*Information on services available in Glen Innes for frail aged, people with a disability and/or their carers*
- Commonwealth Carer Respite  
1800 059 059  
*Information on respite services available, and short term respite*
- Community Transport  
Sandy Warburton  
6732 4666  
*Community transport for Home and Community Care eligible clients*
- Department of Housing  
6773 7555  
*Fortnightly outreach service to Glen Innes – public housing, subsidised housing*
- Community Information Centre  
6732 1682  
*Welfare (food, electricity and phone vouchers), general community information*

### **Aboriginal People**

Glen Innes Community Health

*Risk assessments for diabetes, renal, heart disease and otitis media and client liaison.*

Aboriginal Health Education Officer

67390100

Department of Community Services

Wendy Yarnold

6732 4925

Local Aboriginal Lands Council Glen Innes

6732 1150

Cooramah

6732 4021

Sovereign Elders

6732 1150

Tenterfield Inverell Glen Innes Youth Support Services  
Sandra Smith Glen Innes  
6732 1177  
Rachael Townsend Tenterfield  
6736 2619

Aboriginal Playgroup  
*Playgroup for Aboriginal parents and their children*  
67302451

Kamilaroi Aboriginal Legal Service  
*Provide legal advice and representation for Aboriginal people*  
67725770

Kamilaroi Aboriginal Disability Service  
*Respite*  
676 20934

Armajun Health Service Inc.  
Inverell  
6721 9777

Aboriginal Medical Centre  
Armidale  
6774 9450

Centrelink  
131021  
Ask for Aboriginal Customer Service Officer Armidale NSW

## **Welfare Services Glen Innes**

- **Glen Innes Information Centre**  
*Hours for Welfare:* Tues – Thurs 11am – 12 p.m  
*Services:* food vouchers, fuel vouchers, electricity vouchers and Telstra landline vouchers  
*Requirements:* a referral from Centrelink and two forms of identification
- **St Vincent de Paul**  
*Hours for Welfare:* Wed – Thurs 2pm – 4pm  
*Services:* Similar to the above
- **Salvation Army**  
*Hours for Welfare:* Tues 10am – 12pm  
*Services:* Electricity vouchers only

- **Uniting Church**  
*Services:* Small amount of welfare available (approximately \$10 “survival packs”); a small self contained flat for homeless people (short term)
- **Anglican Church**  
*Services:* small “survival packs” approx \$10 value
- **Department of Housing Crisis Accommodation**  
*Services:* short term crisis accommodation until an assessment for housing can be undertaken; not available to itinerant people  
*Hours:* 4.30pm – 10pm Mon – Fri; 10am – 10pm Sat & Sun  
*Phone:* 1800 052 052
- **Department of Housing Rent Start**  
*Services:* subsidised housing, assistance with bond; up to one weeks accommodation in a motel or caravan, providing that the person has been a resident for at least 6 weeks
- **Department of Community Services:**  
*Services:* Anything that is of assistance to existing clients in crisis (food, clothing accommodation etc)  
*Eligibility:* Existing DoCS clients only
- **Homes North (formerly Glen Accommodation Services)**  
*Services:* Community housing (N.B there is a waiting list)  
*Hours:* Tues – Thurs 9am – 4.30pm