



Aged Care and Disability Inclusion Strategy



2025-2035



Aged Care and Disability Inclusion Strategy 2025-2035.

Version: FINAL V01
Date: 28 January 2025
Prepared by: J Cockbain & H Whitby
Approved by: J Cockbain



TABLE OF CONTENTS

05

Message from the Mayor

07

The Plan

09

Local Statistics

11

Guiding Principles and Roles

27

Strategies and Actions

06

Our Vision

08

Stakeholders of the Strategy

10

Community Feedback

12 -26

The Strategic Plan



Acknowledgment of Country

GlenInnesSevernCouncilacknowledgesandpaysrespecttothe
Ngarabulpeopleasthetraditionalcustodiansofthisland,their
elderspast,presentandemerging,andtoTorresStraitIslander
peopleandallFirstNationspeople.

MESSAGE FROM COUNCIL



**Madam Mayor
Margot Davis**

It is with great pride that I present our Aged Care and Disability Inclusion Strategy for 2024-2034.

This comprehensive plan represents our commitment to creating a more accessible, inclusive, and supportive community for all residents, regardless of age or ability.

Glen Innes Severn has always been a community that takes pride in looking after one another.

This strategy builds on those values, providing a clear roadmap for enhancing independence, improving accessibility, advocating for social inclusion, and strengthening communication across our region.

The development of this plan would not have been possible without the valuable input from our community members, particularly those who shared their lived experiences. Your voices have shaped our priorities and will continue to guide our implementation in the years ahead.

I want to acknowledge that while we face challenges with limited resources and funding, we are dedicated to making meaningful progress. By working together with community organisations, service providers, and residents, we can create a Glen Innes Severn where everyone can participate fully in community life.

Our aim is simple but profound: to build a community where older individuals can live actively and independently, and where people with disabilities enjoy equal opportunities to engage in all aspects of community life.

I invite you to join us on this journey as we work towards a more inclusive future for Glen Innes Severn.



Our Vision

The Glen Innes Severn Council (GISC) envisions a future where:

1. Older individuals can live actively and independently, with seamless access to essential services that support their well-being and autonomy.
2. People with disabilities enjoy equal opportunities to engage fully in community life, fostering inclusivity and participation.

This ten-year strategic focus aims to enhance the quality of life for all members of our community, ensuring that age and ability do not hinder participation in a vibrant, supportive environment.

This Plan aims to realise Glen Innes Severn Council vision to be a prosperous connected community that nurtures its people and places.



The Plan

What is the Plan about?

This Plan helps to make Glen Innes a better place for older people and people with disabilities. It focuses on making sure that everyone can use public spaces, buildings, and services easily. It also aims to make the community more inclusive and supportive for everyone.

How Will the Plan Be Achieved?

Council will work with local groups, health providers, and community members to make sure the Plan succeeds. They will also ask for feedback regularly to see how they can improve and adapt to new needs. Implementation will ensure ongoing improvements to council managed facilities and services, public spaces and the ongoing development of inclusive programming and advocacy to strengthen Glen Innes a inclusive and supportive place to live.

What Can the Community Expect?

- Better access to public areas like parks and community centers.
- Improved services for health, transport, and daily living support.
- Inclusive community activities that everyone can join.
- Clear communication with the Council to report issues or give feedback.



GOAL 1

Enhance Independence and Well-Being



GOAL 2

Improve Accessibility



GOAL 3

Advocate for Social Inclusion



GOAL 4

Enhance Communication and Awareness



GISC Aged Care and Disability Inclusion Plan Stakeholders

A list of all of the people who assisted in developing the Strategic Plan for 2025-2035. This Plan establishes a framework and priorities, as identified through community and stakeholder sessions, to guide council in developing an inclusive and accessible local government.

Glen Innes Severn Council

Responsible for implementing the Strategic Plan and ensuring all departments are aligned with the goals of accessibility and inclusion.

Aged Care and Disability Communities

Key participants in consultations, providing feedback and helping shape the priorities of the plan

NDIS Providers and Local Service Organisations

Partners in expanding programs, offering support services, and collaborating with the Council on community projects.

Local Businesses

Encouraged to participate in inclusive practices and provide employment opportunities for older people and people with disabilities.



Local Statistics



730

Statistics show that over 730 people in Glen Innes Severn Council are accessing home supports. By 2031, nearly 1 in 4 people will be aged 60 and over.



216

Data captured in 2023 recorded 216 people access NDIS supports in the Glen Innes Severn Council area. According to 2021/2022 ABS data 26.5% of people are living with a disability.



3

In the latest review, there are three main operating services in Glen Innes Severn Council area, providing both Aged Care and Disability Support Services



18

Eighteen people attended the Aged Care and Disability Strategic Planning meeting held in August 2024



Community Feedback

Council funding and expenditures



The community wants to understand how the Council spends its money. They are interested in knowing which projects, services, and initiatives receive funding. Providing clear information about the Council's spending helps build trust, ensures transparency, and allows residents to see how grants, their rates and taxes are used to improve local services, infrastructure, and the overall quality of life in the area.

Accessible Infrastructure



Community feedback shows that accessible roads, parks, and infrastructure need to be a top priority. Key concerns include:

- Better footpaths that are safe and obstacle-free.
- Ramps and handrails for easier access to buildings and parks.
- More accessible parking close to key areas.
- Inclusive park facilities with better seating and signage.
- Safer roads and crossings for people with mobility issues.

Communication



People are seeking faster, simpler methods to ask questions, raise concerns, and provide feedback to Council about issues they are facing whilst living in the Glen Innes Severn Local Government Area as an older person or person living with a disability.



Guiding Principles and Roles

This Plan aims to realise Glen Innes Severn community vision to be a prosperous connected community that nurtures its people and places.



Council's role in the implementation of this Plan will include:

1. Provider:

- Council will provide essential community services and implement infrastructure delivery.



1. Advocate:

- By promoting and lobbying on behalf of the community to achieve desirable outcomes.



1. Facilitator:

- By assisting interaction and forming strategic alliances to promote inclusivity across its region.



The community and partners roles in the implementation of this Plan will include:

1. Feedback:

- The community and stakeholders will provide advice, feedback and recommendations to council that impact on access and inclusion matters



1. Advocate:

- By identifying opportunities to educate our community and raise awareness on access and inclusion matters.



1. Support and participate:

- By assisting interaction and forming strategic alliances to promote inclusivity across its region.



Goals and Actions

The key goals and strategies for the 2024-2034 Aged Care and Disability Inclusion Plan are:



Goal 1 -Enhance Independence and Wellbeing



Goal 2 -Improve Accessibility



Goal 3 -Advocate for Social Inclusion



Goal 4 -Enhance Communication and Awareness



Photos -Centennial Parklands Amenities and Playground in Glen Innes



Goal 1 Enhance Independence and Well-Being

The Council will work towards improving roads, footpaths, parks, and buildings to make sure they are safe and accessible.

Council's Role:

1. Plan and Implement Improvements:
 - The Council will be responsible for assessing public areas such as roads, parks, and buildings to identify where accessibility can be improved. They will plan and implement upgrades like footpaths, adding ramps, handrails, accessible toilets, and improved parking for people with disabilities.
1. Allocate Funding:
 - The Council must budget for these upgrades, allocating funds to improve accessibility in public spaces. This includes applying for grants or state funding where necessary.
1. Consult with the Community:
 - Before making changes, the Council should engage with older residents and people with disabilities to understand their needs. This ensures that the improvements made reflect real community requirements.
1. Monitor and Maintain Public Spaces:
 - After implementing upgrades, the Council is responsible for regularly inspecting and maintaining these areas to ensure they remain safe and accessible for all.





Did you know?

Glen Innes Severn Council helps the Community Access Committee by providing administration support and other resources to help make the community a better place.

This helps local groups focus on important projects and activities to improve life for everyone in Glen Innes Severn Local Government Area!





Goal 2 Improve Accessibility

The Council will support local services like transport, health care, and social programs to help people live independently and be part of the community.

Council's Role:

1. Identify Service Gaps:
 - The Council should assess the current services available for older people and people with disabilities, identifying any gaps in transport, health care, or social programs. This can be done through consultations with service providers and the community.
1. Support Local Service Providers:
 - The Council can collaborate with local transport companies, health services, and community groups to enhance the services they offer. This may include promotion of services, providing funding or logistical support to expand or improve these services.
1. Promote Accessibility of Services:
 - The Council should ensure that information about available services is easily accessible to everyone. This includes clear communication through websites, local media, and public events, making sure that services are known to those who need them.



Did you know?

Glen Innes Severn Council has several committees that are particularly relevant to community wellbeing;

- Community Access Committee:** Focused on inclusive active lifestyle, community connectivity, and increasing transport access to services (Strategic Objectives 1.1, 1.2, 1.4)
- Aboriginal Consultative Committee:** Includes focus on cultural expression and community cohesion (Strategic Objectives 1.3, 4.2, 4.10)
- Glen Innes and District Community Centre Inc.:** While not a formal Committee of Council, it has Council representation and supports inclusive active lifestyle and community connectivity (Strategic Objectives 1.1, 1.2, 1.3, 1.5)
- Community Services Interagency Committee:** With Council representation including Councillors and Community Services staff

The Council maintains several other community committees that welcome participation from all community members, including:

- Australia Day Committee
- Australian Standing Stones Management Board
- Recreation and Open Spaces Advisory Committee
- Public Arts Advisory Group
- Various hall and recreation reserve management committees

How to Get Involved

If you're interested in supporting aged care and disability inclusion in our community, contact Glen Innes Severn Council to learn how you can contribute to these committees.

Your participation can help ensure our seniors and people living with disability are represented and included in community planning and activities.

Goal 3 Advocate for Social Inclusion

The Council will run programs to share information and educate people about the needs of older residents and people with disabilities. This will help everyone understand how to be more inclusive and respectful.

Councils Role:

Run Education and Awareness Programs:

- The Council will organise public campaigns, workshops, and information sessions to educate residents about the challenges faced by older people and those with disabilities. This can include topics like accessibility, respectful communication, and inclusive practices.

Partner with Local Organisations:

- Collaborating with disability advocacy groups, health organisations, and aged care providers, the Council can develop awareness campaigns that reflect the real-life experiences of older people and individuals with disabilities.

Promote Inclusivity in Community Events:

- The Council should ensure that all community events are inclusive and accessible. They can highlight how older residents and people with disabilities can participate, making inclusivity a visible priority.

Recognise and Reward Inclusive Practices:

- The Council can introduce awards or recognition programs for businesses, groups, or individuals that demonstrate leadership in creating accessible and inclusive environments.

Advocate to State and Federal Government for support for Aged for support for Aged and Disabled community. **Goal 3**





Goal 4 Enhance Communication and Awareness

People with disabilities and older people will be involved in decisions about local projects. This way, their needs will always be considered when planning new services or upgrading public spaces.

Council's Role:

Create Inclusive Consultation Processes:

- The Council should host public consultations, forums, and surveys that are accessible to older people and people with disabilities. This could include offering online options, ensuring physical venues are accessible, and providing support such as sign language interpreters or assistive technology.

Community Access Committee:

- The Council has a Community Access Committee made up of people with disabilities and older residents. This group can offer direct input on local projects, services, and policies, ensuring their voices are heard during the planning stages.

Provide Information in Accessible Formats:

- To ensure everyone can participate, the Council must provide project details and updates in accessible formats such as easy-read documents, large print, or audio versions, tailored to the needs of older people and those with disabilities.

Act on Feedback:

- It's important for the Council to actively consider the feedback provided and incorporate, where able, suggestions into planning decisions. Transparent communication about how feedback is used builds trust and ensures that all voices are valued.

Leverage Digital and Traditional Media:

- The Council can use social media, local newspapers, and public notices to share stories, resources, and tips on how to support older people and people with disabilities. These platforms can be used to promote understanding and break down stereotypes.





Your Voices



"I don't walk as often as I used to, as there is no footpath to town at the front of my house"

Margaret, Glen Innes NSW



"I would like council to make it easier for me to walk my dog to the local dog park"

NDIS Participant, Glen Innes NSW

"It's hard to know how to communicate with Council or who to ring, there doesn't seem to be anyone to talk to about our problems"

Community Member, Emmaville NSW



"It would be great for council people to come and meet some of the Aged Care and NDIS people and hear our stories"

NDIS Participant, Glen Innes NSW



"The most valuable part of the morning tea for me was good friends, good food, good speakers"

Community Participant at RU OK Day Event -2024, Glen Innes NSW

"The most valuable part of the morning tea for me was bringing a friendly group of people together who share concerns for each other"

Community Participant at RU OK Day Event -2024, Glen Innes NSW





Understanding Council's Limitations on Funding and Control

It's important to know that while the Council wants to support everyone in the community, including older people and people with disabilities, there are limits to what can be done based on the people power and money available and the areas they control.

1. Limited Budget

The Council gets its money mainly from property rates and government grants. Grants are typically allocated for specific projects or initiatives, rather than for general operational expenses. The money Council receives has to be spread across many services, like fixing roads, maintaining parks, providing waste collection, and supporting community programs. This means:

- The Council cannot fix everything at once or fund every project immediately.
- They have to prioritise certain services, like essential repairs or health and safety issues.

What This Means for You:

Some services or improvements, like building new ramps, fixing footpaths, or advocating for improved transport options, may take time because the Council has to carefully manage its limited budget to cover all community needs.



Control over certain areas

2. Control Over Certain Areas

While the Council can manage and improve local services like public parks, footpaths, and community events, there are other things Council **don't** have direct control over, such as:

- Healthcare services (like GP appointments or specialist care) are usually controlled by the state or federal government and the private sector, not the Council.
- Public transport services (like buses) are often run by private companies or the state government, meaning the Council can only advocate for improvements but can't make decisions on those services.

What This Means for You:

The Council can listen to your concerns and advocate for changes but may not be able to solve all issues directly, especially when it comes to healthcare and transport.



How the Council can help

3. How the Council Can Help

Even though the Council has limitations, Council still plays an important role in supporting people with disabilities by:

- Improving services and spaces they control, like parks, footpaths, and local events.
- Advocating on behalf of the community to other levels of government for better services, like healthcare or public transport improvements.
- Collaborating with local organisations and businesses to create more opportunities and programs that benefit older people and people with disabilities.
- Adminstrating community led initiatives such as the Glen Innes Community Access Committee





Your Input Matters

4. Your Input Matters

Council values your feedback and wants to understand your experiences and needs.

By sharing your feedback, the Council can plan its budget more effectively and advocate to other levels of government to enhance services for older people and people with disabilities.





Voices from Council Staff

“I think it’s a great idea to consult with Disability Specialists regarding maintenance of footpaths and infrastructure”

Tony, GLSC

“I think we need to help our community and rate payers understand what Council and rate payers is funded vs what is paid for via grants for special projects, I think this would help people understand that Council aren’t resourced or funded to do as much as we would love to do for our community”

Andrew, GLSC

“We Really want to work with the community to address the lack of communication, notifications and community consultation”

Ellie, GLSC

“Improved communication will help the Community understanding of what Council is able to assist and what is outside of Council’s area of influence. Walking side by side with joint understanding will be a positive and beneficial for everyone”

Tess, GLSC



Implementation

The actions in this Plan are flexible, allowing different approaches to achieve the outcomes over the next 1–10 years.

Each action identifies the key stakeholder and Council departments responsible. If the action involves external partners in the community, Council will take on a supportive or collaborative role.

The Plan also includes a **range of ideas** requiring extra funding, stronger partnerships, or additional resources. Some of these are longer-term goals, depending on securing funding or building relationships.

Projects will start as they are developed and when budgets and resources are available. Each year, specific timelines for new projects will be confirmed.



Governance

Glen Innes Severn Council is committed to inclusion and the incorporation of the actions from this Plan into the Delivery Program and Annual Operational Plans.

Council's **Annual Report** will provide information on achievements and outcomes for each of the actions.

The implementation of this Plan requires all Directorates of Council to play their part, with the Corporate and Community Services Team playing a central role, assisted by the Community Access Committee.

A copy of the progress and outcomes of the implementation of this Plan as reported in Council's Annual Plan will be provided to the relevant Minister as required under the Disability Inclusion Act 2014 (NSW).



Monitoring & Measuring

Council will consistently monitor and report on the progress of this Plan. Over its lifespan, priorities and projects may shift to align with evolving community needs and expectations. Some initiatives may no longer be necessary, while new opportunities may arise. Regular evaluation and annual progress reports will focus on:

- The effectiveness and quality of action implementation to date.
- Adjustments to strategies as needed to meet the Plan's specific objectives.

The **Management Executive Team** of Council will conduct quarterly reviews to track progress, assess performance, and evaluate outcomes against the Plan's goals, ensuring ongoing alignment with community priorities.





CONTACT US



Postal Address

265 Grey Street
Glen Innes NSW 2370



Email

council@gisc.nsw.gov.au



Website

[https://www.gisc.nsw.gov.au/Council/
Contact-Council](https://www.gisc.nsw.gov.au/Council/Contact-Council)



Phone

(02) 6730 2300





Appendix 1

Strategies & Actions

Strategies and Actions

Glen Innes Severn Council Aged Care and Disability Inclusion Strategy

Goal 1	Priority	Description	Responsible Department / Party	Timeline	Metrics for Success
Enhance Independence and Wellbeing	Medium	Enhance Accessibility and Mobility <ul style="list-style-type: none"> 1.1) Audit Public Spaces: Conduct an accessibility audit of council-owned facilities, parks, footpaths, and buildings to identify and remove barriers. 1.2) Improve Infrastructure: Install ramps, handrails, tactile ground surfaces, and accessible parking spaces at key locations. 1.3) Accessible Transport Services: Advocate with local providers to offer affordable, accessible public and community transport options for appointments, shopping, and social outings. 	Corporate and Community Services	Ongoing	Response rate; Community Survey/ Town Planning / Employment
	High	Regular Monitoring and Feedback <ul style="list-style-type: none"> 1.4) Community Consultation: Continue to support the Community Access Committee to gather feedback from aged care and disabled residents about their needs and experiences. 1.5) Performance Tracking: Develop measurable goals and track the outcomes of initiatives and share progress with the community. 	Corporate and Community Services / Infrastructure Services	Annually	Attendance; feedback Community led Access Committee
	High	Collaborate with Local Partners <ul style="list-style-type: none"> 1.6) Healthcare Providers: Investigate opportunities to offer outreach health services in Glen Innes. 1.7) Educational: Advocate for schools and TAFEs in creating intergenerational programs. 	Corporate and Community Services	Monthly	Social Media interactions; Feedback
	Medium	Support Community Programs <ul style="list-style-type: none"> 1.8) Social Inclusion Events: Partner with community organisations and groups to promote events, activities and services as inclusive. 1.9) Participate: Attend community gatherings specifically designed for aged care and disabled residents. 1.10) Intergenerational Programs: Support and promote initiatives that connect older residents with youth through storytelling, mentoring, or shared activities to reduce isolation and foster community bonds. 1.11) Volunteer Opportunities: Encourage volunteerism by developing roles suited to the capabilities of aged and disabled residents, helping them remain active and engaged. 	Corporate and Community Services / Place and Growth	Ongoing	Response rate; Community Survey

Strategies and Actions

Glen Innes Severn Council Aged Care and Disability Inclusion Strategy

Goal 2	Priority	Description	Responsible Department / Party	Timeline	Metrics for Success
Improve Accessibility	Low	Conduct a Community Accessibility Audit <ul style="list-style-type: none"> 2.1) Assess public buildings, parks, footpaths, and facilities for compliance with accessibility standards. 2.2) Engage disability advocates and aged care representatives to identify specific barriers. 	Place and Growth / Infrastructure Services	Ongoing	Audits
	High	Upgrade Public Infrastructure <ul style="list-style-type: none"> 2.3) Footpaths and Roads: <ul style="list-style-type: none"> Repair uneven surfaces, cracks, and potholes on sidewalks and roads. Widen footpaths to accommodate mobility aids and strollers. 2.4) Building Entrances: <ul style="list-style-type: none"> Install ramps with appropriate gradients and handrails for wheelchair users. Ensure doorways are wide enough to accommodate mobility devices. 	Place and Growth / Infrastructure Services	Ongoing	Audits
	High	Improve Accessibility in Parks and Public Spaces <ul style="list-style-type: none"> 2.5) Install accessible play equipment, picnic tables, and seating in parks. 2.6) Consider sensory-friendly areas and quiet zones for individuals with autism or sensory sensitivities. 2.7) Consider accessible pathways and ramps to key attractions like lookouts, gardens, and event spaces. 	Place and Growth	Ongoing	Regular Audits, Reviews and upgrade reports
	Medium	Make Events and Programs Inclusive <ul style="list-style-type: none"> 2.8) Ensure community events have: <ul style="list-style-type: none"> Wheelchair-accessible venues. Portable ramps and accessible restrooms. Sign language interpreters or captioning services. 2.9) Consider sensory-friendly spaces and timed entry options for events to accommodate diverse needs. 2.10) Consider accessibility within site plan/s for events. 	Place and Growth / Corporate and Community Services	Ongoing	Events being more inclusive and accessible
	Medium	Continuously improve regularity processes within council to achieve outcomes for those living with a disability <ul style="list-style-type: none"> 2.11) Audit project management process to ensure disability standards and guidelines are considered for capital works projects. 	Management Executive Team	Ongoing	Increased ability for people with disabilities to access and participate in events and the Glen Innes LGA.

Strategies and Actions

Glen Innes Severn Council Aged Care and Disability Inclusion Strategy

Goal 3	Priority	Description	Responsible Department / Party	Timeline	Metrics for Success
Advocate for Social Inclusion	High	Advocate for Inclusive Housing <ul style="list-style-type: none"> 3.1) Promote the development of affordable, accessible housing that fosters community living. 3.2) Encourage social housing developments with communal spaces that promote interaction and inclusivity. 3.3) Consider and include strategies for diverse housing options in Council's Local Strategic Planning Statement and Housing Strategy that encourage aging in place needs 	Place and Growth / Partners in community / State Government / Federal Government	Ongoing	Development and infrastructure Consideration and inclusion of diverse housing options in Council's strategic planning documents
	Medium	Support Inclusive Community Events <ul style="list-style-type: none"> 3.4) Accessible Event Planning: Where feasible, encourage Council-hosted events are accessible, inclusive, and cater to diverse needs (e.g. quiet zones, wheelchair access, sign language interpreters). 3.5) Cultural Celebrations: Organise multicultural and intergenerational events to celebrate diversity and foster community connection. 3.6) Volunteer Opportunities: Provide volunteering roles that are flexible and inclusive for aged care and disabled individuals. 	Place and Growth / Corporate and Community Services / non-profits / schools / Progress Associations / Advisory committees	Annually	Inclusion in events
	Low	Encourage Participation in Sports and Recreation <ul style="list-style-type: none"> 3.7) Support inclusive sports programs and activities tailored to different abilities and ages. 3.8) Provide adaptive equipment and facilities in sports centers and parks. 	Corporate and Community Services / Schools / Sports Clubs	Annually	Inclusion and sponsorship of events Support of event annually

Strategies and Actions

Glen Innes Severn Council Aged Care and Disability Inclusion Strategy

Goal 4	Priority	Description	Responsible Department / Party	Timeline	Metrics for Success
Enhance Communication and Awareness	High	Continue to promote Centralised Information Hub <ul style="list-style-type: none"> 4.1) Update Mobility Map broacher to include: <ul style="list-style-type: none"> Local aged care and disability support services. Accessible facilities, transport options, and recreational areas. Information on relevant government programs (e.g., NDIS, My Aged Care). 4.2) Make the Map available online, in print, and at community hubs like libraries and Council offices. 4.3) Utilise and promote best principles for inclusive communication (both written and verbal). 	Corporate and Community Services	Ongoing	Increase in engagement, Annual review
	High	Conduct Inclusivity Training for Staff and Partners <ul style="list-style-type: none"> 4.4) Train council staff, volunteers, and community partners on: <ul style="list-style-type: none"> Inclusive language and communication practices. Awareness of barriers faced by aged and disabled individuals. Effective use of accessible technologies and tools. 	Corporate and Community Services	Ongoing	Training Register
	High	Celebrate positive inclusion practices and successful outcomes <ul style="list-style-type: none"> 4.5) Promote Councils projects that improve access to services, facilities and public places through a range of council communications. 4.5) Communicate allocation of funding/budget to projects (Council rates vs external funding/grants) and celebrate success stories 	Management Executive Team	Ongoing	Annual review Feedback through surveys