Table of Contents

Page

	Abbreviations used throughout the Document	**4**
1	**Executive Summary**	**5**
2	**General Plan for Improvement Across all Community Sectors**	**9**
3	**Kempsey Shire Council's Role in Social Planning**	**13**
	3.1 Corporate Strategic Plan - Goals	**13**
	3.2 Vision Statement	**13**
	3.3 Mission Statement	**13**
	3.4 Values	**14**
4	**Background to the Social Plan**	
	4.1 Legislative Requirements	**14**
	4.2 Social Justice and Community Planning	**14**
	4.3 Social Capital – The Benefits of Social Networks	**15**
	4.4 Purpose of the Social Plan	**18**
	4.5 Needs Assessment – Issues Addressed	**18**
	4.6 Target Groups	**19**
5	**Assessment of the 1999 – 2004 Social Plan**	**20**
6	**Scope of the 2004 – 2009 Social Plan**	**21**
7	**Distribution of the Plan**	**21**
8	**Methodology**	**22**
9	**Overview of Kempsey Shire**	**23**
10	**Trends and Statistics**	**26**
	10.1 The Ageing Population	**26**
	10.2 Demographics	**28**
11	**Community Input: Target Group Improvement Plans & Recommendations**	**43**
	11.1 Children (0 – 11 years)	**43**
	11.2 Youth (12 – 24 years)	**51**
	11.3 Women	**62**
	11.4 Men	**68**
	11.5 People from Culturally and Linguistically Diverse Backgrounds (CALD)	**74**
	11.6 Older People	**79**

11.7 People with a Disability Including HIV/AIDS **88**

11.8 Aboriginal and Torres Strait Islander People (ATSI) **94**

12 Summary - Social Plan Issues **105**

13 Recommendations **107**

14 Conclusion **109**

15 Attachments **110**

15.1 Examples of good or promising services, practices, approaches, projects or events **110**

15.1.1 Aboriginal & Torres Strait Islander People **110**

15.1.2 Culturally & Linguistically Diverse Backgrounds **114**

15.1.3 Children **115**

15.1.4 Men **117**

15.1.5 Older People **119**

15.1.6 People with Disabilities **121**

15.1.7 Women **123**

15.1.8 Youth **125**

15.2 List of Participants to Consultation **127**

16 List of Reference Documents **129**

17 List of Tables

1. Visitor Numbers to Kempsey Visitor Information Centre **24**
2. Visitor Numbers to South West Rocks Visitor Information Centre **25**
3. Population Pyramid Summary for Australia **27**
4. Population Growth in the Mid North Coast Local Government Areas and NSW, 1991-2001 **28**
5. North Coast Draft Population Projections to 2026 **28**
6. Age by Sex **29**
7. Birthplace by Sex **30**
8. Language Spoken at Home by Sex **31**
9. Dwelling Structure by Persons Usually Resident **32**

Selected Characteristics of

10. Kempsey Township **33**
11. Frederickton **34**
12. Gladstone **35**

13. Crescent Head **36**
14. Grassy Head **37**
15. Hat Head **38**
16. Kundabung **39**
17. Smithtown **40**
18. South West Rocks **41**
19. Stuarts Point **42**

18 List of Figures

1 Social Capital – Resources and Outcomes **16**
2 Social Capital, Culture and Political, Legal and Institutional Conditions **17**

Abbreviations used throughout the Document

AAS	Assistance Scheme (Funded through the Department of Community Services)
ACDC	Arts Cultural and Development Committee
AECG	Aboriginal Education Consultative Group
AHS	Area Health Service
ACYFS	Aboriginal Child, Youth and Family Strategy
ALC	Aboriginal Liaison Committee
ALO	Aboriginal Liaison Officer
ATSI	Aboriginal and Torres Strait Islander
CALD	Culturally and Linguistically Diverse backgrounds
CACPS	Community Aged Care Packages
CBD	Central Business District
CDEP	Community Development Employment Program
CPTED	Crime Prevention Through Environmental Design
DoCS	Department of Community Services
EACH	Extended Aged Care at Home (Packages)
GIG	Goori Interagency Group
IEC	Indigenous Employment Centre
KAP	Kempsey Assistance Patrol –bus for community use, owned by Kempsey Shire Council
KIM	Kempsey Interagency Meeting
KSC	Kempsey Shire Council
MAHA	Macleay Aboriginal Housing Association
MARC	Men's Accommodation Resource Committee
MNCAHS	Mid North Coast Area Health Service (renamed North Coast Health)
NAIDOC	National Aboriginal Islander Day of Observance Committee
NCAP	New Careers for Aboriginal People
PCYC	Police and Citizens Youth Club
PWD	People with Disabilities
SK	South Kempsey
TAFE	Tertiary and Further Education (in this region, the North Coast Institute)
WK	West Kempsey

1 Executive Summary

The Local Government (General) Regulation 1999 requires all Councils in NSW to develop a social plan at least every 5 years, and to review it annually in conjunction with Council's Management Plan. Councils must include a statement about proposed access and equity activities in their management plans and report on these identified activities in their Annual Reports (*NSW Department of Local Government 2002).*

Kempsey Shire Council is committed to creating a thriving, sustainable community. The Social Plan is an underpinning factor in achieving this objective. There have been substantial resource limitations in its research and development. ***As such, it has been produced with the intention of providing a strong foundation for further in depth investigation of identified issues and development of specific strategies to address them over the 5 year time frame.***

The Social Plan broadly identifies and addresses the needs of the community through describing the demographic makeup of the area, reviewing and analysing trends locally and compared with other areas, identifying current and future key priority issues and recommending actions to address these issues. It also prepares Council to be in a position to act in an advocacy role, where appropriate, for diverse groups within the community. In addition, it functions as a management tool to enable Council to remain accountable to the community in relation to its activities and decisions.

Community input into the Social Plan was encouraged via newspaper and radio, the distribution of over 1,000 information packs (which included a cover letter, information brochure and survey) to services, agencies and individuals, as well as Council representation at community and agency meetings, and extensive word of mouth. Community members had the option of providing comment through attending focus groups, completing the survey or a free form submission, or discussing concerns directly with the Project Officer co-ordinating the process.

Certain groups of people that are commonly disadvantaged in regard to having their needs heard, understood and addressed were specifically targeted for review in the Social Plan. The NSW Department of Local Government has identified 7 mandatory target groups and this plan includes 'Men' as an additional group that was considered. The 8 groups addressed in this document are:

1. Children (aged 0-11 years)
2. Youth (aged 12-24 years)
3. Women
4. Men
5. People from Linguistically and Culturally Diverse Backgrounds (CALD)

6. Older People (ie Aboriginal people aged 45 years and over and non Aboriginal people aged 55 years and older)
7. People with Disabilities including those with HIV/AIDS
8. Aboriginal and Torres Strait Islander People (ATSI)

Eight focus groups were held in May 2004 with people representing the above sectors of the community.

The following issues, suggested by the NSW Department of Local Government, were specifically addressed in the needs assessment of the Kempsey Community:

1. Recreational and Social Opportunities
2. Employment
3. Alcohol and Drugs Management
4. Education
5. Culture and Arts
6. Housing
7. Crime Prevention
8. Health Services
9. Transport
10. Civic Buildings
11. Sport
12. Natural Environment
13. Safety
14. Services: water, power, sewerage

Through consultation and research, several key issues emerged across the 8 community sectors. These issues should be regarded as paramount in terms of community need and perception of priority. The issues are:

1. Ageing Population – The impact of changing demographics on the local area and the Mid North Coast.
2. Mid North Coast Correctional Centre – The impact of this facility on the Kempsey community and services in the area.
3. Transport – This is a primary area that has extensive impact on a wide range of access and equity issues within the Kempsey community, particularly for residents outside the township.
4. Housing (Including increasing crisis accommodation and providing low rental housing)

5. Health (Including mental health)
6. Education
7. Buildings (eg Indoor sports facility needed)

To establish innovative, successful solutions to the pressing challenges of these priority issues, ongoing collaboration and planning between Council and the community sectors is required. Effective forums will be essential to determine specific objectives to undertake, to rank them in terms of priority of action and establish measures and monitoring. Indicators of objectives achieved should be outputs as these are measurable. However, explicit data is required for benchmarking and to identify what needs to be monitored.

RECOMMENDATIONS:

To obtain improvement in the above key areas, with benefits across all community sectors, the following recommendations are suggested for Kempsey Shire Council to consider:

1. All community sectors expressed the need for dedicated resources to address issues pertinent to their respective areas. It is suggested that a more cost effective and productive way of addressing the complex issues involved would be to develop a position within Council for a Community Development Worker or Social Planner. This position would bring continuity and co-ordination to a range of activities and responsibilities as well as ensure strong, cohesive and ongoing partnerships between Council and the community sector. Consistency in open communication and recognition of the changing diversity of perspectives and needs in the community are essential for the successful implementation of the Social Plan.

2. KSC co-ordinates its planning processes to ensure linkages between them. These would include the strategic plan, social plan, cultural development plan, management plan, asset management plans, environmental plans etc. This would maximise efficiency and effectiveness, minimise duplication of output, and enhance formal and informal communication networks.

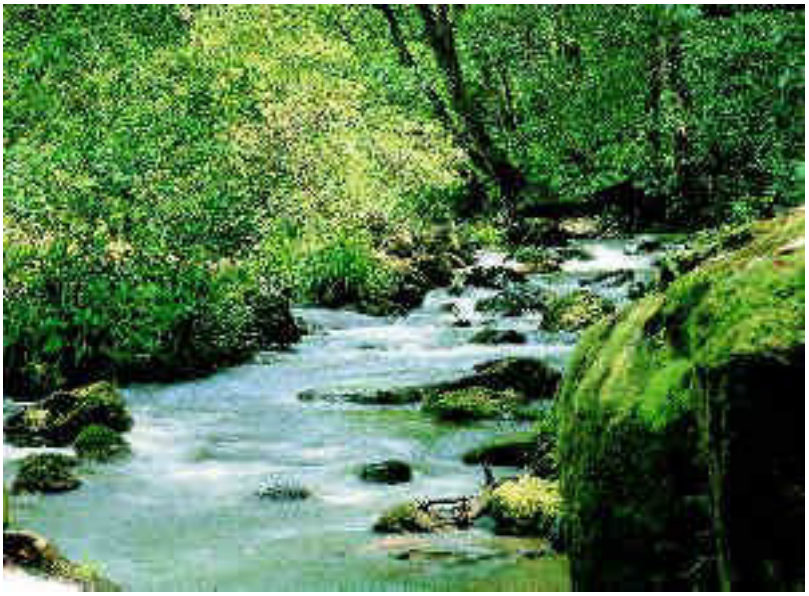
3. An effective interagency forum is in place with responsibility to co-ordinate social planning. This forum would be responsible for identifying and prioritising critical issues to be addressed across the different groups. A memorandum of understanding should be developed between KSC and the interagency to clarify scope and responsibility of involvement.

4. All target groups involved in community consultations voiced the need for an effective interagency group in their sector. This issue should be addressed through the creation of a 'thinktank', subcommittees or working parties of the above interagency that will meet quarterly, and are representative of sectors as well as of issues. Attendance of people who are critical to specific issues is essential.

5. KSC's Social Plan comprehensively documents the various agency contributions to the outcomes sought. Collaboration establishes the breadth and depth of responsibility, and accountability measures are clear and in place.

6. The whole of Kempsey Shire is aware of services available for all people and specific sectors of the community. To raise awareness, an annual event (eg expo), as well as regular participation in other community events would inform and educate.

In current times of increasing social, economic and environmental pressure, it is essential that Kemspey Shire Council demonstrate leadership, strength and optimism to guide the local population, by example, to become a thriving and sustainable community. Council can contribute to creating a prosperous, self-determining community through commitment to effective social planning and sustainable partnerships.



2 GENERAL PLAN FOR IMPROVEMENT ACROSS ALL COMMUNITY SECTORS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Effective and collaborative social planning for Kempsey Shire				
1. KSC coordinates its planning processes to ensure linkages between them including strategic plan, social plan, cultural development plan, management plan, asset management plans, environmental plans etc	• Review KSC mechanisms for leading and linking these plans and planning processes • Review KSC resources allocated to planning and community development – consider a dedicated resource, e.g. one position of social planner, whose responsibilities include linking planning processes and enhancing community involvement	• Resource enhancements are put in place where applicable, (possible offset by savings arising from reduced duplication) • Improvements to planning processes are implemented ○ Including outcomes-based measurement, evaluation and benchmarking	i. Clear linkages between plans and planning processes ii. Resources dedicated to social planning are benchmarked against other NSW Councils	• KSC • KSC's Community Services Committee • Other Agencies
2. KSC Community Services Committee is in place with responsibility to coordinate social planning	• The forum coordinates social planning. • It is recommended that the forum set aside a substantial part of its meeting each quarter to monitor social planning • The forum clarify the membership, roles and responsibilities of this group and other groups re social	• The forum articulates the benefits to participating agencies from their active involvement in collaborative social planning • The forum develops a work plan • The forum implements the work plan • Forum conducts regular evaluation and monitoring of	i. Extent of active participation by agencies in the forum and KSC satisfaction with the forum and with social planning processes ii. Social planning processes	• KSC • KSC - Community Services Committee • All Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	planning	its functioning.	completed according to NSW Government requirements	
3. KSC's Social Plan comprehensively documents the various agency contributions to the outcomes sought	• KSC clearly identifies its own responsibilities in the plan and plans to prioritise and address these • KSC, with the forum's help, documents the ongoing activities (by agency) that contribute to desired outcomes for the target groups • The forum identifies the specific ways in which local agencies contribute to implementation of the KSC Social Plan • Update Social Plan issues in KSC Management Plan	• The Plan is a living document and will be reviewed and amended annually with responsibilities noted as appropriate • KSC carries forward its own actions into the annual management plan	i. Documentation of how agencies collaboratively contribute to desired outcomes	• KSC • Other agencies
4. KSC's Social Plan is implemented	• The Year 1 strategies are prioritised (based on risk management assessment) and implementation plans are in place • In accordance with	• The forum providesquarterly progress • Agencies report on ongoing activities	i. Year 1 plan is implemented ii. Year 2 Plan is expressed in KSC's annual management	• KSC • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	Department of Local Government requirements, the forum recommends to KSC the goals and actions from the Social Plan to be included in the annual Management Plan		plan and so on over the life of the Social Plan	
5. Mechanisms for ongoing consultations across agencies and community sectors are maintained and established	• The forum consider the establishment a working group or think tank to recommend and coordinate ongoing consultation forums and processes • KSC commits to an ongoing process	• Consultation processes are implemented and evaluated by KSC's Community Services Committee with advice from the forum.	i. Community satisfaction with consultation ii. Participation in consultation forums	• KSC • Other agencies
Community Awareness of Services Available				
6. The community is aware of services available for all people and specific sectors of the community.	• Council sponsors annual community services expo, ○ With involvement of government agencies ○ Information and fun ○ Able to be accessed by whole community e.g. in Park ○ Promote availability of Community Services Directory eg. Council's website, hardcopies, Libraries	• Community Services Expo held annually • Ongoing	i. Community Services Expo held annually ii. Community feedback re relevance of Expo	• KSC • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
7. NAIDOC Week	• Promote on Council's website and in libraries.			

3 Kempsey Shire Council's Role in Social Planning

Kempsey Shire Council is committed to creating a thriving, sustainable community. Implementation and ongoing evaluation of diverse services and strategies, with a focus to improving the quality of life of the area's residents, is a priority. Council aspires to take a proactive approach to make certain that appropriate needs assessments, planning and monitoring are achieved. These may include local, regional, national and global outlooks to ensure a corporate perspective that is focused on informed, current and flexible strategic thinking practices. The Council's Corporate Strategic Plan, Vision, Mission and Values statements underpin this commitment.

3.1 Corporate Strategic Plan – Goals

1. *To facilitate sustainable economic development in the Shire*
2. *To build civic pride and foster effective social and community relations*
3. *To ensure that Kempsey town is a viable and vibrant economic hub*
4. *To adequately plan and fund the Shire's infrastructure needs*
5. *To position Kempsey Shire in the region to actively participate in regional activities*
6. *To position Kempsey Shire to reap the benefits of its attributes*
7. *To provide value for money services in the Kempsey Shire*

3.2 Vision Statement:

The beauty of the natural environment and the country and coastal lifestyles are both preserved and enhanced by an economy of high productivity and employment.

3.3 Mission Statement:

We will work with the community to provide high quality services and facilities through excellence in leadership and consideration for the needs of the environment and future generations.

3.4 Values:

1. ***Trust:*** *We earn trust by being honest, respecting differences and by encouraging open communication.*
2. ***Co-operation:*** *We achieve the best for our community through effective teamwork.*
3. ***Service:*** *We value our community by providing quality professional service to all.*
4. ***Innovation:*** *We encourage creative and visionary thinking to achieve sustainable outcomes.*
5. ***Pride*****:** *We take pride in Kempsey Shire Council's contribution to our community.*

4 Background to the Social Plan

4.1 Legislative Requirements

The Local Government (General) Regulation 1999 requires all Councils in NSW to develop a social/community plan at least every 5 years. It must be reviewed annually in conjunction with Council's management plan. Councils must include a statement about proposed access and equity activities in their management plans and report on these identified access and equity activities in their annual reports (NSW Department of Local Government 2002).

The principles of ecologically sustainable development (ESD) were incorporated into the Local Government Act in 1998. Councils are required to manage their regulatory and service functions in an ecologically sustainable manner. Kempsey Shire Council has ensured that the direction undertaken by the organisation meets these requirements and has developed an ESD policy reflecting its definition of ecologically sustainable development:

ESD aims to provide for the social and economic needs of the community of Kempsey Shire, while protecting and enhancing the essential natural life processes for the benefit of future generations.

4.2 Social Justice and Community Planning

The 1996 NSW Social Justice Directions Statement, *"Fair Go, Fair Share, Fair Say"* reflects a strong foundation to promote a more inclusive community through the State Government and the Department of Local Government. To ensure that services, structures and systems are responsive to community needs and diversity, the Social Plan emphasises four interrelated social justice principles to which Kempsey Shire Council is committed:

1. **Equity** – Fairness in resource distribution.

2. **Access** – Ensuring fairer access for all members of the community to the resources and services essential to meet basic needs and improve quality of life.

3. **Rights** – Recognition and promotion of civil rights.

4. **Participation** – Better opportunities for everyone to participate in and be consulted about decisions affecting their lives.

4.3 Social Capital – The Benefits of Social Networks

The term 'social capital' can be defined as resources available to the community through people forming social connections and networks based on principles of trust, mutual reciprocity, inclusiveness, norms of action and common purpose (for instance social, civic or economic participation). Social capital resources draw upon and feed back into other types of resources within a community such as natural, human, physical and financial. Together, these five types of capital assets contribute to a wide range of well-being outcomes that are embedded within the social dimension.

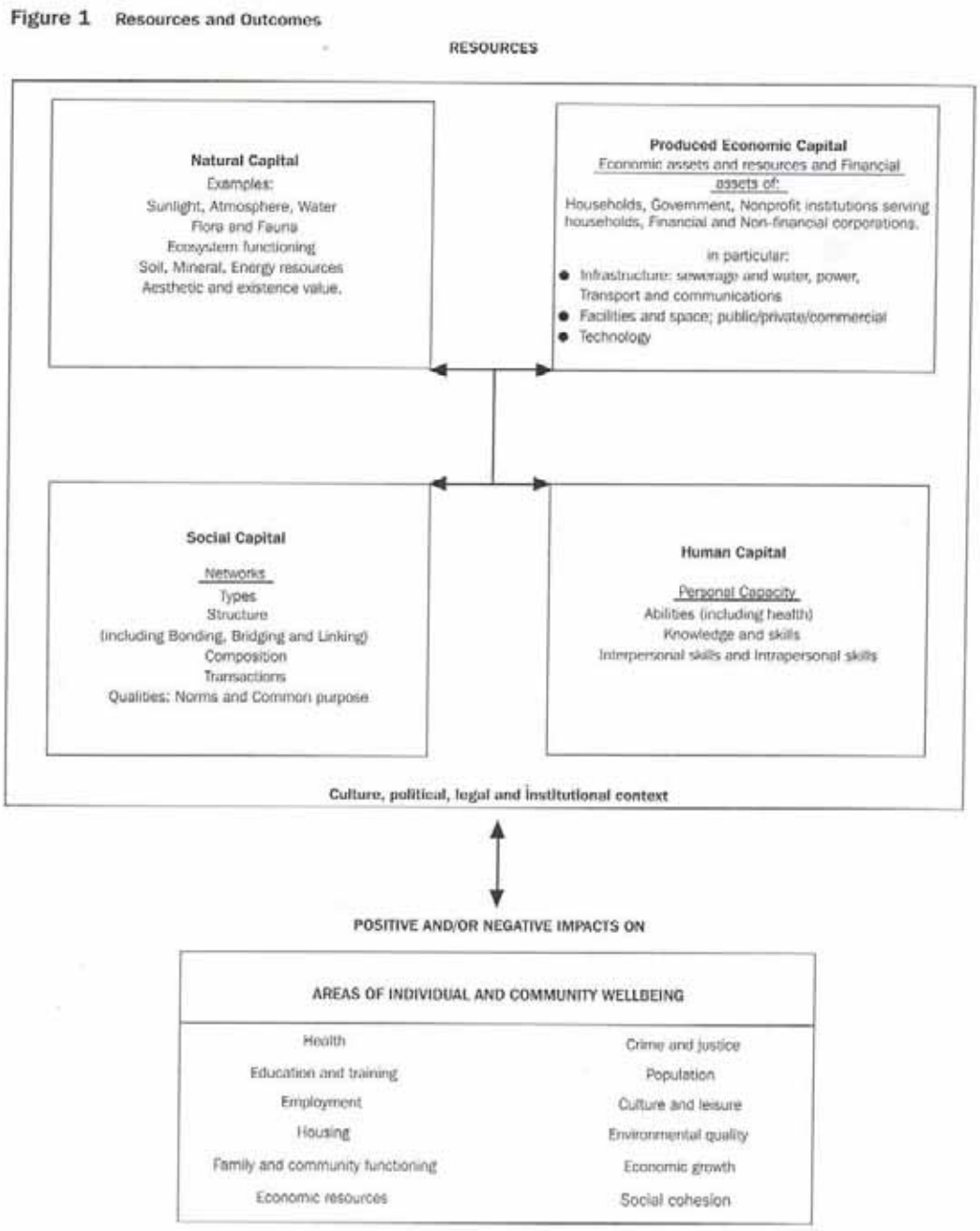
The capital assets model 'suggests that sustainable systems accumulate these stocks, while unsustainable systems deplete them. Using the capital assets model, sustainable natural resource management should at least partially aim to build the capacity of citizens, groups and social cohesion. Deliberate and discursive public participation methods can assist this process.' (Taylor 2004).

Kempsey Shire can enhance the quality of its resources by recognising the interconnectedness and interdependency of them, and then developing/supporting structures, systems and processes within the community that encourage people to participate fully in its social and economic life. This approach to social inclusion will, of necessity, include addressing the barriers that may hinder or prevent particular individuals or target groups from being actively involved. Research has shown that, over time, the existence of such barriers may create social deprivation in residents which impacts strongly on the whole of the community. Such deprivation can be measured in communities through indicators related to areas such as unemployment, youth unemployment, single parent families, low socio-economic status, overcrowding and people with long term health conditions.

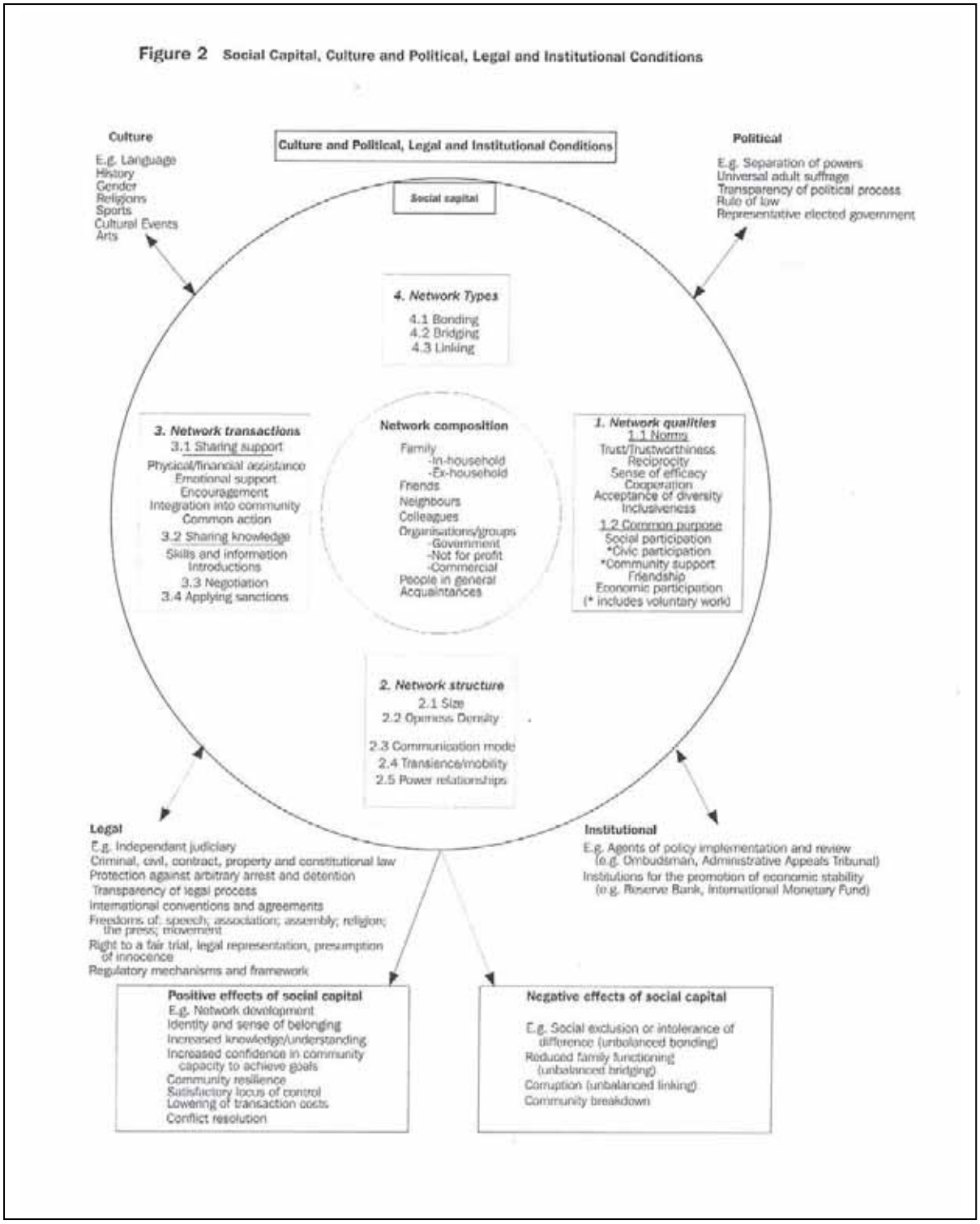
In its information paper, *Measuring Social Capital: An Australian Framework and Indicators* (2004), the Australian Bureau of Statistics has noted the following 8 of many possible barriers that may contribute to a range of social problems within communities:

1. Legal or administrative restrictions, for example when government agencies barred the employment of married women
2. Lack of social acceptance, for example because of race, culture, sexual orientation or mental illness
3. Language difficulties
4. Remoteness
5. Lack of reasonable adjustment to the needs of older people and people with disabilities
6. Lack of suitable skills for available jobs
7. Lack of economic resources
8. Depression and despair

The following Figures 1 & 2, are ABS data used with permission from the Australian Bureau of Statistics, and provide a framework for understanding social capital in a wider context.



The following Figure is ABS data used with permission from the Australian Bureau of Statistics.



4.4 Purpose of the Social Plan

The Social Plan directs activity to increase social capital within the community. The document is an integral consideration in Council's strategic planning process. It is a mandatory requirement that Council has a current Social Plan. The Social Plan broadly identifies and addresses the needs of the local community through:

- Describing the demographic makeup of the Shire to understand who is living, extensively visiting or working here. The Social Plan can build on this information over time and examine particular needs and issues that are often faced by the people of the community. Certain groups of people that are commonly disadvantaged in regard to having their needs heard, understood and addressed are specifically targeted for review.
- Reviewing and analysing trends locally and compared with other areas.
- Identifying practices and approaches currently in use that are successful and can be further developed for community benefit.
- Identifying key priority issues within the community both currently and for the future.
- Recommending actions to address these issues so that Council, other government and non-government agencies can be proactive in meeting existing and future community needs.

The Social Plan prepares Council to be in a position to act in an advocacy role, where appropriate, for the diverse groups within its community. In addition the document acts as a management tool to enable Council to remain accountable to the community in relation to its activities and decisions. This is achieved by providing the community with an increased ability to review Council's priorities.

4.5 Needs Assessment – Issues Addressed

The 2004–2009 Social Plan addresses the well being of the people in Kempsey Shire and identifies unmet needs that came to light through the community consultation process that was undertaken. The following issues, suggested by the NSW Department of Local Government, were specifically addressed in the needs assessment of the Kempsey Shire community:

1. Recreational and Social Opportunities
2. Employment
3. Alcohol and Drugs Management
4. Education
5. Culture and Arts
6. Housing
7. Crime Prevention
8. Health Services
9. Transport
10. Civic Buildings
11. Sport
12. Natural Environment
13. Safety
14. Services: water, power, sewerage

4.6 Target Groups

While broad community needs are identified and addressed in the Social Plan, the NSW Department of Local Government has identified 7 mandatory target groups to specifically be considered. These target groups are:

1. Children (aged 0 – 11 years)
2. Youth (aged 12 – 24 years)
3. Women
4. People from Culturally and Linguistically Diverse Backgrounds (CALD)
5. Older People (ie Aboriginal people aged 45 years and over and non Aboriginal people aged 55 years and older)
6. People with Disabilities including those with HIV/AIDS
7. Aboriginal and Torres Strait Islander People (ATSI)

In addition, the Kempsey Shire Council Social Planning Steering Committee decided to include Men as an eighth target group to be addressed.

5. Assessment of the 1999 – 2004 Social Plan

The previous Social Plan (1999-2004) has been a key feature in enabling Council, government and non-government agencies to work together to identify changing needs within the Shire over the last five years. The document has provided a basis and rationale for agencies to direct activities and to obtain funding from outside sources to successfully implement strategies addressing diverse social needs within the Kempsey community.

Council has acted in an advocacy role, providing support and leadership, in many instances. The stakeholder partnerships created through the process of periodic/ongoing review of the Plan have served to strengthen existing linkages and develop new ones, thus increasing the capacity of the community to share information, resources and to build trust.

Limitations of the previous Social Plan include too wide a scope of suggested strategies in some instances. Strategies were often very broad and consequently unrealistic in terms of practical achievement within proposed timeframes. In addition, there was no process in place to ensure accountability and follow through in terms of stakeholder participation and responsibility for outcomes. This gap impacted on monitoring and evaluation processes that facilitate success of achievements. Therefore, the degree of effectiveness of some areas of the previous Social Plan cannot be measured adequately in quantitative terms.

Furthermore, access to useful qualitative data for evaluation would require substantial resources to acquire, collate and analyse. The financial and time resources required to develop and ensure essential stakeholder commitment and practical input to access this data for effective evaluation have not been available.

6. Scope of the 2004 – 2009 Social Plan

- The Kempsey Shire Council Social Plan is relevant to the Local Government Area of Kempsey Shire.

- The Plan relates only to those matters where it is appropriate for Kempsey Shire Council to contribute and can add value either by direct service provision or advocacy.

- The document reflects the corporate structure and strategic focus of Kempsey Shire Council.

- The Social Plan is an integral part of other Kempsey Shire Council planning activities as there are often strong links between issues and strategic directions across different planning areas. These include the Corporate Strategic Plan, Crime Prevention Plan, Cultural Plan, Residential Land Release Strategy, Rural Land Release Strategy, Local Housing Strategy, Transportation Infrastructure Strategic Plan (incorporating the Pedestrian Access Mobility Plan), Tourism Strategic Plan and the Environmental Strategy Document.

- The document has been informed by a range of consultative processes with the community, the community service sector and Council. During this current review, the process of information exchange was developed to encourage a sustainable system whereby enduring, open communication is the basis for ongoing feedback and review of the Social Plan.

- The document embodies a whole of Council approach.

- The Social Plan identifies issues and opportunities relevant to diverse internal and external stakeholders that may not be addressed in existing service provider plans due to lack of direct relevance, but that have been identified by the community as an issue.

7. Distribution of the Social Plan

The Social Plan is a public document. Details of how to obtain or examine a copy are to be provided in Kempsey Shire Council's annual report and management plan. A copy of the report is to be available in Council libraries, on the Council website and in various other community locations.

8 Methodology

The Department of Corporate and Community Services has overseen the research and development of the Kempsey Shire Council Social Plan. A project officer was engaged to co-ordinate the process, reporting to the Community Services Committee of Council. A management and consultative structure for planning was developed that included the roles and terms of reference for key groups involved in the process.

To ensure the Kempsey Shire community had ample opportunity to contribute to the social planning process, consultation was encouraged in a number of ways. The process was advertised through newspaper and radio media that included a call for community input, through attendance by the project officer at diverse community meetings to inform and answer questions, and extensive word of mouth. An information pack including a brochure, cover letter and survey was developed and distributed to over 1,000 services, agencies and individuals. (It is of note that less than 4% of these were returned.) These were distributed by email and hard copy and also made available to the public at key locations in the Shire including libraries, Council offices and tourist information centres. Community members had the option of providing feedback for the Social Plan through filling out the survey, writing a free form submission, attending focus groups, or discussing concerns directly with the project officer.

Eight focus groups were held in May 2004, each one addressing the needs of the respective target groups:

1. Children (0 – 11 years)
2. Youth (12 – 24 YEARS)
3. Women
4. Men
5. People from Culturally and Linguistically Diverse Backgrounds (CALD)
6. Older People
7. People with a Disability Including HIV/AIDS
8. Aboriginal and Torres Strait Islander People (ATSI)

The focus groups ran for a minimum of 2 hours and were facilitated by a trained, independent consultant. Consistent approaches and processes were undertaken throughout all the focus groups. Participants were first briefed on the purpose and nature of the Social Plan. They were then asked to contribute examples of good or promising services, practices, approaches, projects or events that they were aware of in their specific industry or areas of expertise.

The participants were asked to rank specific issues relevant to the community in order of importance, and to identify an order of priority for improvement for them. This was achieved through the use of Nominal Group approach for voting, where each person was given 10 votes that he/she could choose to distribute over the particular issues as each felt was appropriate. They were invited to brainstorm in small groups to identify specific methods/strategies to address these priority areas. It was stressed that the strategies developed be realistic, practical and achievable.

The collated information gathered from the focus groups was distributed to each member of the respective target group forums for his/her information and to encourage further reflection and comment.

The development of the Social Plan included consideration of other existing plans and relevant research material. Documents that will be beneficial in the future to the Social Plan's implementation over the next 5 years, and in periodic reviews were identified. It has been stressed in communication with community members and organisations that the social planning document and process are of an ongoing and flexible nature. As such, input is welcome at any point and will be considered during the regular reviews of the Social Plan and its action plans.

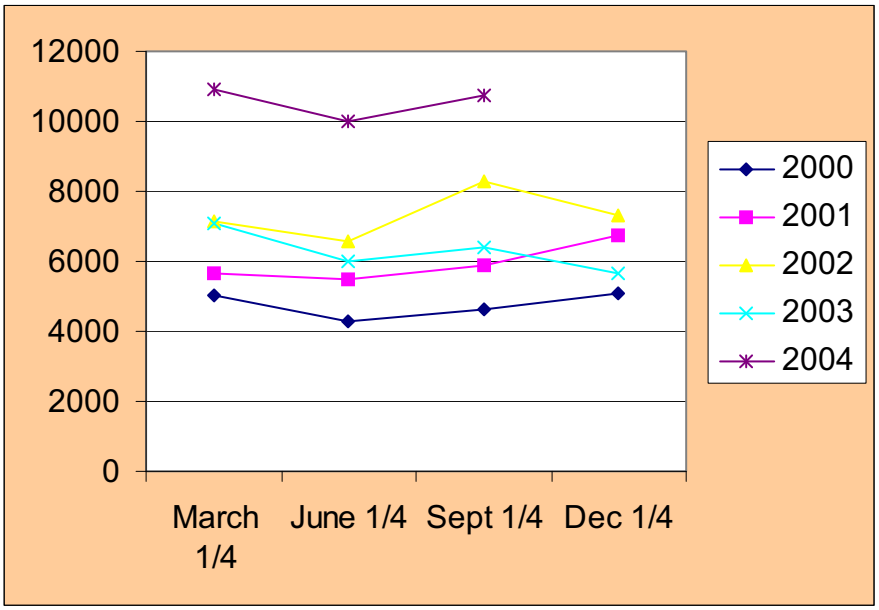
9 Overview of Kempsey Shire

Kempsey Shire has a population of over 28,000 people (11,000 in the town of Kempsey) and is part of the Mid North Coast Region - the fastest growing non-metropolitan area in NSW. The original inhabitants of the Macleay Valley were the Dunghutti people.

Kempsey Shire has a land area of a 3,355 square kilometres. It is comprised of several coastal and rural towns and villages, many small rural properties and the town of Kempsey is the commercial centre of the Shire. Main industries of the area include manufacturing (Akubra Hats, Boral Bricks, Explosive Entertainment, Australian Solar Timbers, Sherwood Wines and Farrawell Aluminium), rural (beef, dairy, timber, maize, potatoes, bananas, fishing, prawning and oysters), tourism (beach, country and Aboriginal experiences) and cottage industry such as arts, crafts and Aboriginal artefacts.

Located approximately half way between Brisbane and Sydney, the Shire is situated in the Macleay River Valley. The Macleay River is at the heart of the area and contributes to its great natural beauty and relaxed lifestyle. Tourists travelling the eastern coastline of Australia stop over in the Shire to enjoy the uniqueness of the region. The following data reflects the numbers of visitors to the area over the period of 2000 to 2004. Fluctuations in visitor numbers can be attributed to a variety of factors including global considerations (for instance less international travellers after September 11, 2001) and economic constraints.

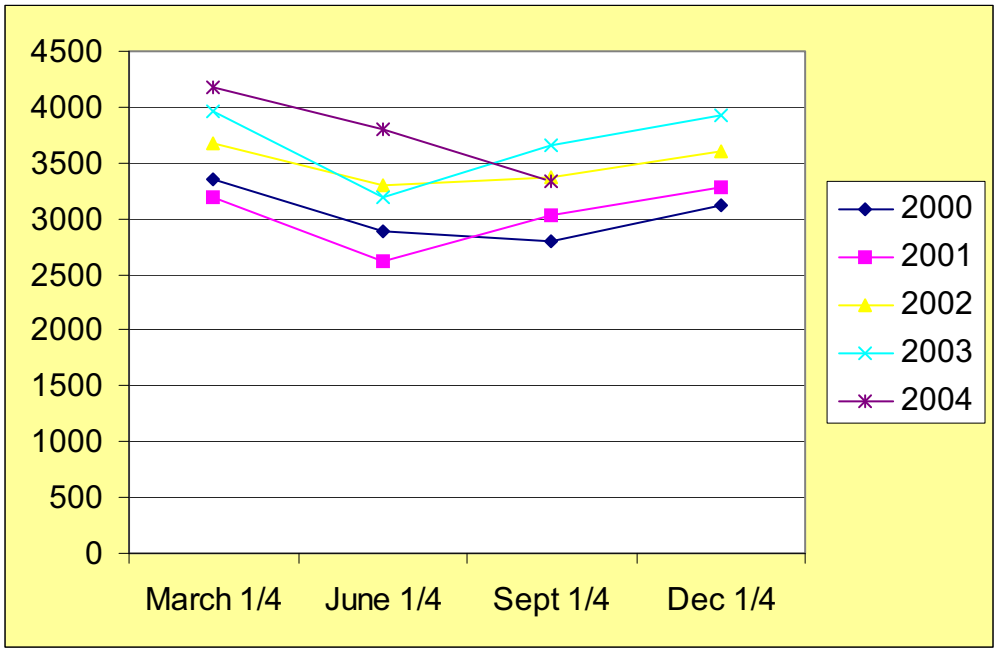
Table 1 Visitor Numbers to Kempsey Visitor Information Centre



Based on quarterly periods

Year	March	June	Sept	Dec	Yearly TOTAL
2000	5024	4304	4636	5064	**19028**
2001	5650	5476	5859	6743	**23728**
2002	7140	6578	8270	7332	**29320**
2003	7069	6024	6425	5637	**25155**
2004	10904	9994	10729		**31627**

Table 2 Visitor Numbers to South West Rocks Visitor Information Centre



Based on quarterly periods

Year	March	June	Sept	Dec	Yearly TOTAL
2000	3351	2879	2799	3128	**12157**
2001	3196	2623	3024	3277	**12120**
2002	3684	3297	3370	3607	**13958**
2003	3962	3192	3651	3933	**14738**
2004	4181	3804	3336		**11321**

10 Trends and Statistics

10.1 The Ageing Population

In analysing the demographic situation of Australia's ageing rural population, National Rural Health Alliance/Aged & Community Services Australia cite the following statistics:

> *On 30 June 2002 Australia had 2.5 million people aged 65 years or more, representing 12.7% of the nation's population.*
>
> *In 2031 older people will represent 22.3% of the total population (or 5.4 million people) and by 2051 they will represent one quarter of our population.*
>
> *The increase in the older old, those over 85, will be even more marked, rising from 9.1% of those aged 65 and over in 1996, to 20.1% by 2051.*
>
> *(National Rural Health Alliance/Aged & Community Services Australia 2004)*

The discussion paper further states that:

> "*Factors such as social isolation, fewer economic means to plan for retirement, and limited access to transport, residential and community care, medical and preventative health care mean that many rural older people are coping with these consequences themselves."*

In addition, the document notes that the ratio of carers to elderly people requiring care will undergo a dramatic change in the coming three decades. It states that for every 100 people aged 65 and over in need of care, the number of carers will decline from 57 to only 35. *(National Rural Health Alliance/Aged & Community Services Australia 2004).*

Many issues impact on the viability of existing residential and community care services in rural areas. The discussion paper has identified the following factors as being the most significant in country areas:

1. *Underfunding of aged care in general through use of the Australian Government's Commonwealth Own Purpose Outlays (COPO) Index, which fails to take full account of the cost increases faced by the sector (in 2004, COPOP was 2% while costs faced by the industry grew by an estimated 7%).*

2. *Compliance costs for small facilities and accountability costs*

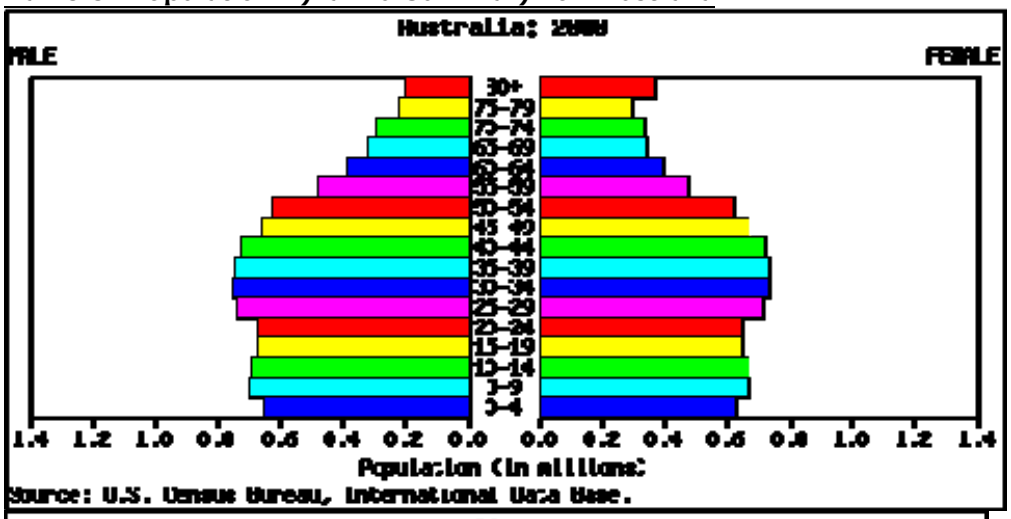
3. *Mergers of organisations and takeovers by larger (sometimes metropolitan) organisations.*

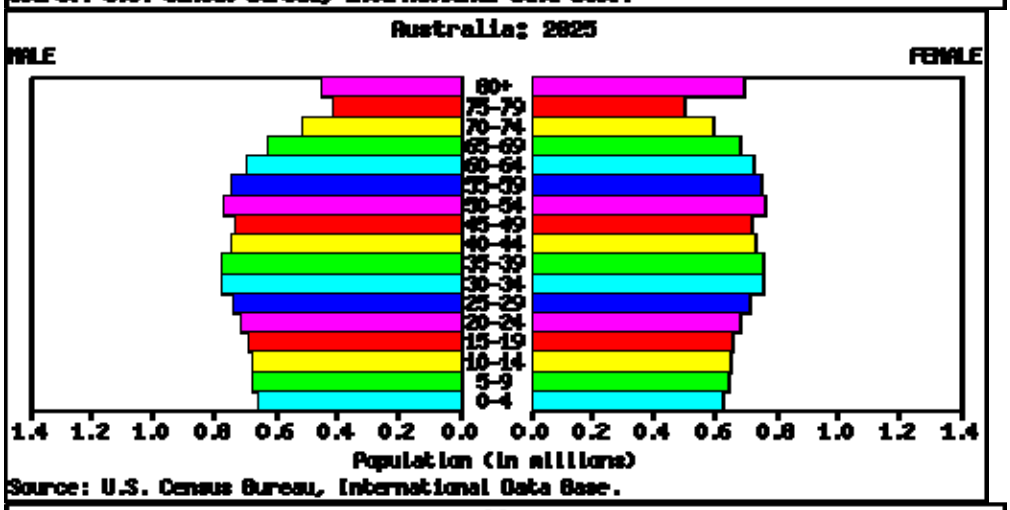
(National Rural Health Alliance/Aged & Community Services Australia 2004)

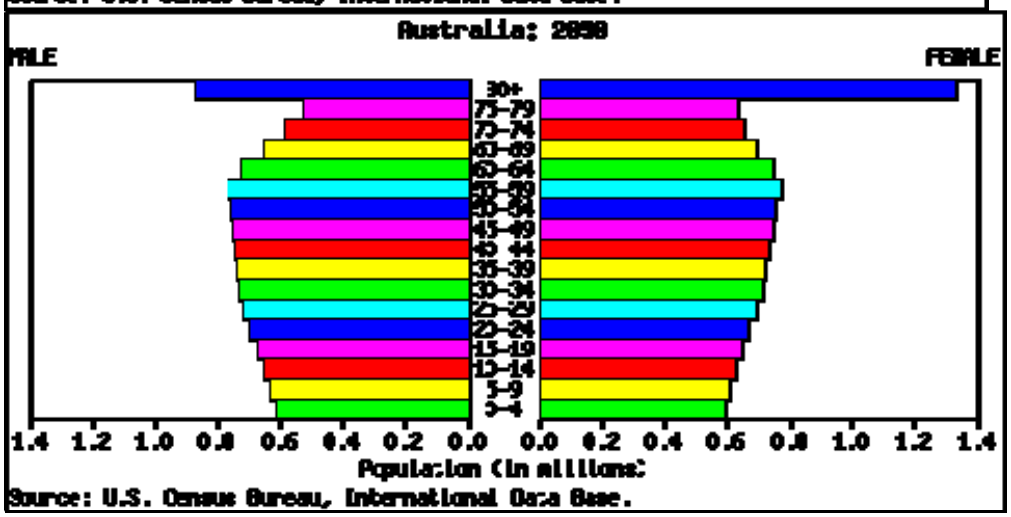
It is essential that, as a community, Kempsey Shire anticipates and acknowledges these demographic changes and that they become a focus for a proactive approach to planning in the social, environmental and economic arenas. The challenges inherent in future growth can provide Kempsey Shire with the impetus and motivation to develop effective, innovative strategies to ensure it becomes a self-directing, thriving part of the Mid North Coast.

The following data from the U.S. Census Bureau shows a trend of increasing aged population. The graphs show the projected increase in the elderly population in Australia over a 50 year period. This data is particularly important to the Kempsey district, and indeed the whole of the Mid North Coast, due to the increase in the population from urban areas undergoing a 'seachange', and choosing to relocate to this area (Mid North Coast Regional Profile, 2003).

Table 3 Population Pyramid Summary for Australia







10.2 Demographics

The Mid North Coast Regional Profile (2003) states that the population of the Mid North Coast increased by 10% between 1991 and 1996, and increased by 5% between 1996 and 2001. In the period of 1996 to 2001, the fastest growing LGA's were Hastings and Coffs Harbour, while the population of Bellingen declined in this time.

This report notes that the percentage increases in the Mid North Coast population were most pronounced in the older age groups, particularly those aged 75 or more, with the percentage change for older age groups higher in this area than the State average. Large increases were also seen in the 45 – 60 year bracket, and these were also higher than those seen at the State level.

Table 4 Population Growth in the Mid North Coast Local Government Areas and NSW, 1991-2001

Area	Population			Total Growth	
	1991	1996	2001	1991-1996	1996-2001
Bellingen	11,649	12,253	12,208	5.2%	-0.4%
Coffs Harbour	51,520	51,337	61,635	13.2%	5.7%
Taree	40,519	42,410	42,943	4.7%	1.3%
Hastings	50,058	58,010	64,483	15.9%	11.2%
Kempsey	**25,343**	**26,430**	**26,934**	**4.3%**	**1.9%**
Nambucca	16,691	17,610	17,718	5.5%	0.6%
Mid North Coast	**195,782**	**215,050**	**225,921**	**9.8%**	**5.1%**
NSW	**5,732,032**	**6,038,696**	**6,371,745**	**5.4%**	**5.5%**

Australian Bureau of Statistics, Population Census 1991, 1996, 2001

Table 5 North Coast Draft Population Projections to 2026

Area	2001	2006	2011	2016	2021	2026
Bellingen	**13,300**	**14,000**	**14,800**	**15,700**	**16,500**	**17,200**
Coffs Harbour	**63,400**	**69,100**	**75,100**	**81,400**	**87,600**	**93,200**
Greater Taree	**46,000**	**48,200**	**50,400**	**53,000**	**55,300**	**57,200**
Hastings	**63,700**	**69,600**	**75,500**	**81,700**	**87,500**	**92,600**
Kempsey	**27,700**	**29,000**	**30,400**	**31,700**	**32,900**	**33,900**
Nambucca	**18,900**	**20,100**	**21,300**	**22,600**	**23,700**	**24,700**
Mid North Coast	**233,300**	**250,300**	**267,800**	**286,400**	**303,800**	**319,100**
North Coast Total	**502,000**	**538,500**	**576,600**	**616,400**	**654,500**	**688,200**

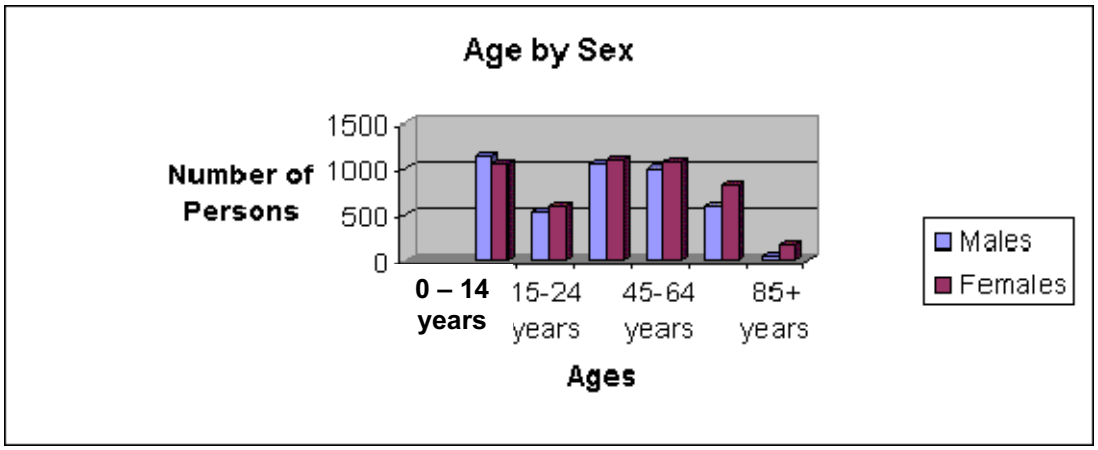
Planning NSW

At the time of the 2001 Census, Kempsey had a higher median age than the State of NSW. The age profile showed the following predominant features:

- Slightly higher percentage of children in the 0-14 year age group
- Slightly lower percentage of youth in the 14-24 year age group
- Significantly lower percentage of people in the 25-44 year age group
- Higher percentage of people in the 45-64 year age group
- Higher percentage of people in the 65 and over age group

Table 6 Age by Sex

Kempsey Township



Age	Males	Females
0-14 years	1136	1050
15-24 years	536	591
25-44 years	1050	1106
45-64 years	1000	1077
65-84 years	589	811
85+ years	55	163
Total	**4363**	**4798**

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing

Table 7 Birthplace by Sex

Country of Birth	Males	Females	Persons
Australia	3878	4316	8194
Canada	0	0	0
China (excludes SARs and Taiwan Province)(a)	3	0	3
Coatia	0	0	0
Egypt	0	0	0
Fiji	3	3	6
France	0	0	0
Germany	12	9	21
Greece	3	3	6
Hong Kong (SAR of China)(a)	9	0	9
India	3	3	6
Indonesia	3	0	3
Ireland	3	6	9
Italy	6	0	6
Korea, Republic of (South)	0	0	0
Lebanon	0	0	0
Macedonia, FYROM(b)	0	0	0
Malaysia	6	3	9
Malta	0	0	0
Netherlands	12	9	21
New Zealand	30	20	50
Philippines	3	28	31
Poland	0	3	3
Singapore	3	0	3
South Africa	0	0	0
Sri Lanka	0	3	3
Turkey	0	0	0
United Kingdom©	74	101	175
United States of America	0	6	6
Viet Nam	0	0	0
Yugoslavia, Federal Republic of	0	0	0
Born elsewhere overseas(d)	12	33	45
Not Stated	282	280	562
Overseas visitors	9	6	15
Total	**4354**	**4832**	**9186**

(a) SAR = 'Special Administrative Region'. SARs comprise 'Hong Kong (SAR of China) & 'Macau (SAR of China)'

(b) FYROM is an abbreviation of 'Former Yugoslav Republic of Macedonia'.

(c) Includes 'England', 'Scotland', 'Wales', 'Northern Ireland', 'Channel Islands', 'Isle of Man', and 'United Kingdom, nfd'

(d) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing

Table 8 Language Spoken at Home by Sex

Language	Males	Females	Persons
Speaks English only	4089	4516	8605
Speaks other language:			
Arabic (including Lebanese)	3	0	3
Australian indigenous Languages	6	3	9
Chinese languages			
Cantonese	3	0	3
Mandarin	7	0	7
Other	3	0	3
Croatian	0	0	0
French	0	3	3
German	6	3	9
Greek	3	3	6
Hindi	0	3	3
Hungarian	0	0	0
Indonesian	0	0	0
Italian	0	3	3
Japanese	0	0	0
Khmer	0	0	0
Korean	0	0	0
Macedonian	0	0	0
Maltese	0	0	0
Netherlander	0	0	0
Persian	0	0	0
Polish	0	0	0
Portuguese	0	0	0
Russian	0	0	0
Samoan	0	0	0
Serbian	3	0	3
Singhalese	0	0	0
South Slavic nfd	0	0	0
Spanish	0	0	0
Tagalog (Filipino)	0	16	16
Tamil	0	0	0
Turkish	0	0	0
Vietnamese	0	0	0
Other(a)	21	27	48
Total	55	61	116
Not stated	193	222	415
Overseas visitors	6	3	9
Total	**4343**	**4802**	**9145**

(a) Includes 'Inadequately described' and' non-verbal so described'.

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing

Table 9 Dwelling Structure by Persons Usually Resident

Private dwellings and Persons in occupied private dwellings
1 (excluding overseas visitors)

	Dwellings(a)	*Persons*
Separate house	2947	7905
Semi-detached, row or terrace house, townhouse etc. with:		
One storey	88	120
Two or more storeys	36	47
Total	*124*	*167*
Flat, unit or apartment:		
In a one or two storey block	239	377
In a three storey block	20	27
In a four or more storey block	0	0
Attached to a house	6	10
Total	*265*	*414*
Other dwelling:		
Caravan, cabin, houseboat	91	159
Improvised home, tent, sleepers out	3	3
House or flat attached to a shop, office, etc.	26	46
Total	*120*	*208*
Not stated	9	11
Unoccupied Private Dwellings	305	n.a.
Total	**3770**	**8705**

(a) Includes visitor only households.

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing

Table 10 Kempsey Township Selected Characteristics

Persons			
	Males	***Females***	***Persons***
Total Persons(a)	4343	4815	9158
Aged 15 years and over(a)	3222	3760	6982
Aged 65 years and over(a)	667	968	1635
Aboriginal	678	786	1464
Torres Strait Islander	9	4	13
Both Aboriginal and Torres Strait Islander(b)	10	12	22
Total Indigenous Persons	697	802	1499
Born in Australia	3878	4316	8194
Born overseas(c)	175	214	389
Speaks English only	4089	4516	8605
Speaks other language(d)	52	74	126
Indigenous Persons aged 18 years and over	331	439	770
Australian citizen	4033	4475	8508
Australian citizen aged 18 years and over	2815	3316	6131
Enumerated in private dwelling(a)	4166	4545	8711
Enumerated elsewhere(a)(e)	177	268	445
Overseas visitors	6	6	12
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			
AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			

Table 11 Frederickton Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081302 (CD 1081302) , 2.1 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	422	481	903
Aged 15 years and over(a)	302	344	646
Aged 65 years and over(a)	57	69	126
Aboriginal	11	18	29
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*11*	*18*	*29*
Born in Australia	389	439	828
Born overseas(c)	20	30	50
Speaks English only	405	459	864
Speaks other language(d)	4	10	14
Indigenous Persons aged 18 years and over	5	9	14
Australian citizen	403	459	862
Australian citizen aged 18 years and over	284	306	590
Enumerated in private dwelling(a)	422	481	903
Enumerated elsewhere(a)(e)	0	0	0
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 12 Gladstone Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081305 (CD 1081305) , 2.1 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	180	209	389
Aged 15 years and over(a)	139	162	301
Aged 65 years and over(a)	27	36	63
Aboriginal	4	7	11
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*4*	*7*	*11*
Born in Australia	156	185	341
Born overseas(c)	10	11	21
Speaks English only	172	201	373
Speaks other language(d)	0	0	0
Indigenous Persons aged 18 years and over	0	0	0
Australian citizen	167	200	367
Australian citizen aged 18 years and over	125	146	271
Enumerated in private dwelling(a)	178	209	387
Enumerated elsewhere(a)(e)	0	0	0
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 13 Crescent Head Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081504 (CD 1081504) , 1.3 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	600	586	1,186
Aged 15 years and over(a)	457	464	921
Aged 65 years and over(a)	92	95	187
Aboriginal	23	28	51
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*23*	*28*	51
Born in Australia	515	510	1,025
Born overseas(c)	46	41	87
Speaks English only	572	550	1,122
Speaks other language(d)	6	9	15
Indigenous Persons aged 18 years and over	9	17	26
Australian citizen	559	549	1,108
Australian citizen aged 18 years and over	402	406	808
Enumerated in private dwelling(a)	599	583	1,182
Enumerated elsewhere(a)(e)	0	3	3
Overseas visitors	4	6	10
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and			
(c) Includes 'Inadequately described', 'At sea', and 'Not			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 14 Grassy Head Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081309 (CD 1081309) , 32.7 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	186	158	344
Aged 15 years and over(a)	149	131	280
Aged 65 years and over(a)	33	24	57
Aboriginal	0	3	3
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*0*	*3*	*3*
Born in Australia	163	139	302
Born overseas(c)	19	15	34
Speaks English only	177	154	331
Speaks other language(d)	4	3	7
Indigenous Persons aged 18 years and over	0	3	3
Australian citizen	180	153	333
Australian citizen aged 18 years and over	134	114	248
Enumerated in private dwelling(a)	186	158	344
Enumerated elsewhere(a)(e)	0	0	0
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 15 Hat Head Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081811 (CD 1081811) , 1.7 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	175	147	322
Aged 15 years and over(a)	147	125	272
Aged 65 years and over(a)	48	30	78
Aboriginal	6	6	12
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	6	6	12
Born in Australia	154	132	286
Born overseas(c)	7	7	14
Speaks English only	166	142	308
Speaks other language(d)	0	0	0
Indigenous Persons aged 18 years and over	3	5	8
Australian citizen	160	139	299
Australian citizen aged 18 years and over	124	116	240
Enumerated in private dwelling(a)	175	147	322
Enumerated elsewhere(a)(e)	0	0	0
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 16 Kundabung Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081502 (CD 1081502) , 215.7 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	231	213	444
Aged 15 years and over(a)	167	160	327
Aged 65 years and over(a)	21	18	39
Aboriginal	4	0	4
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*4*	*0*	*4*
Born in Australia	187	178	365
Born overseas(c)	27	22	49
Speaks English only	223	205	428
Speaks other language(d)	3	3	6
Indigenous Persons aged 18 years and over	3	0	3
Australian citizen	216	200	416
Australian citizen aged 18 years and over	147	141	288
Enumerated in private dwelling(a)	228	213	441
Enumerated elsewhere(a)(e)	3	0	3
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 17 Smithtown Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081306 (CD 1081306) , .9 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	282	302	584
Aged 15 years and over(a)	213	235	448
Aged 65 years and over(a)	40	51	91
Aboriginal	11	6	17
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*11*	*6*	*17*
Born in Australia	264	272	536
Born overseas(c)	5	13	18
Speaks English only	277	285	562
Speaks other language(d)	0	4	4
Indigenous Persons aged 18 years and over	7	3	10
Australian citizen	274	287	561
Australian citizen aged 18 years and over	192	216	408
Enumerated in private dwelling(a)	282	302	584
Enumerated elsewhere(a)(e)	0	0	0
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 18 South West Rocks Selected Characteristics

B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	2,162	2,197	4,359
Aged 15 years and over(a)	1,801	1,830	3,631
Aged 65 years and over(a)	606	553	1,159
Aboriginal	51	58	109
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	0	0	0
Total Indigenous Persons	*51*	*58*	*109*
Born in Australia	1,921	1,926	3,847
Born overseas(c)	149	181	330
Speaks English only	2,076	2,088	4,164
Speaks other language(d)	27	37	64
Indigenous Persons aged 18 years and over	30	38	68
Australian citizen	2,061	2,088	4,149
Australian citizen aged 18 years and over	1,660	1,687	3,347
Enumerated in private dwelling(a)	2,132	2,182	4,314
Enumerated elsewhere(a)(e)	30	15	45
Overseas visitors	4	6	10
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

Table 19 Stuarts Point Selected Characteristics

AUSTRALIAN BUREAU OF STATISTICS 2001 Census of Population and Housing			
NSW CD 1081304 (CD 1081304) , 2.5 sq. Kms			
B01 SELECTED CHARACTERISTICS (FIRST RELEASE PROCESSING)			
Persons			
	Males	*Females*	*Persons*
Total Persons(a)	416	365	781
Aged 15 years and over(a)	341	301	642
Aged 65 years and over(a)	112	107	219
Aboriginal	15	14	29
Torres Strait Islander	0	0	0
Both Aboriginal and Torres Strait Islander(b)	3	0	3
Total Indigenous Persons	*18*	*14*	*32*
Born in Australia	376	312	688
Born overseas(c)	33	40	73
Speaks English only	399	343	742
Speaks other language(d)	5	10	15
Indigenous Persons aged 18 years and over	8	8	16
Australian citizen	396	340	736
Australian citizen aged 18 years and over	308	270	578
Enumerated in private dwelling(a)	416	365	781
Enumerated elsewhere(a)(e)	0	0	0
Overseas visitors	0	0	0
(a) Includes Overseas visitors.			
(b) Applicable to persons who are of both Aboriginal and Torres Strait Islander origin.			
(c) Includes 'Inadequately described', 'At sea', and 'Not elsewhere classified'.			
(d) Includes 'Non-verbal so described' and 'Inadequately described'.			
(e) Includes 'Non-Private dwellings, Migratory and Off-shore.			

11 Community Input: Target Group Improvement Plans and Recommendations

11.1 Community Sector (Target Group):

Children (0 – 11 years)

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Education	**14**	▪ Education	**16**
▪ Safety	**14**	▪ Health Services	**12**
▪ Health Services	**12**	▪ Recreation and Social Opportunities	**12**
▪ Crime Prevention	**10**	▪ Culture and Arts	**10**
▪ Culture and Arts	**10**	▪ Civic Buildings	**10**
▪ Housing	**8**	▪ Organised Sport	**10**
▪ Alcohol and Drugs Management	**8**	▪ Housing	**8**
▪ Transport	**6**	▪ Safety	**8**
▪ Organised Sport	**6**	▪ Transport	**6**
▪ Recreational and Social Opportunities	**6**	▪ Alcohol and Drugs Management	**4**
▪ Civic Buildings	**4**	▪ Crime Prevention	**4**
▪ Natural Environment	**2**		
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To Children

The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

A holistic and preventive approach to children's well-being is important, targeting parents, as well as the children themselves and giving priority to ATSI families, isolated families, young parents and domestic violence or homeless situations. Maintaining sufficient refuge accommodation, with adequate staff support, is a first priority to give children and parents basic safety and shelter.

Where there are issues, early intervention services will usually have the best success in identifying specific service needs. Multi-disciplinary and cross-agency services that combine a range of specialisations are essential with access to these facilitated by outreach and/or special transport arrangements.

Regular playgroups and holiday programs that involve parents have been effective channels for information, education support and referral. In general, programs that use play to engage children and communicate important life messages have been successful and are often integrated into school and holiday curriculums.

Special events also can be very effective in providing opportunities for children and young people to meet, be active, express their cultures and special talents and feel a sense of acceptance and belonging in the community. The involvement of police and others in community events can promote a friendly image, positive role models and a sense of security.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. A forum to focus on children's needs, and address gaps in services is in place	• Form a 'think tank' ○ Involving the community ○ Identifying high priority needs ○ Developing and implementing ideas ○ Meeting regularly ○ Agencies contributing towards planning events and transporting children	• Think Tank develops and implements an action plan • Provide support for workers in to help maintain their capacity to help	i. 'Think Tank' is formed with agency and community involvement ii. Think Tank action plan is developed iii. Think Tank action plan is implemented	• KSC • Wider community • Schools • Pre-Schools • Department Education • Macleay Valley Vocational College • Kempsey Family Day Care • Other agencies
2. Promote positive role models	• Identify role models in the community and bring them together – celebrate young heroes through radio, print media, schools, events • Encourage workers of all services to see themselves as	• Consolidate, improve and add to these initiatives	i. Positive role models are promoted	• KSC • Think Tank • Wider community • Schools • Pre-Schools

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	leaders with potential impact • Identify positive role models outside Kempsey, e.g. sporting people, and invite to Kempsey for community event, talks at schools etc			• Department Education • Macleay Valley Vocational College • Kempsey Family Day Care • Other agencies
3. Host events that advocate for children and educate about children's needs as well as services available for children and families	• Promote positive images of children, families (of all kinds) and services ○ e.g. Children's Week event locally • Organise Teddy Bears Picnic (based on Port Macquarie example) • Foster community involvement in events e.g. Families Week	• Consolidate, improve and add to events supporting children's needs	i. Events are planned ii. Events hosted iii. Community satisfaction with events	• KSC • Wider community • Schools • Pre-Schools • Department Education • Macleay Valley Vocational College • Kempsey Family Day Care • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
4. Host events that promote tolerance of a diversity of races and cultures and reconciliation	• Initiate local "Love Thy Neighbour" week during Harmony week in March to promote tolerance and acceptance. • Promote positive images through showcased cultural activities e.g. ATSI dancing events	• Consolidate, improve and add to events promoting tolerance • Encourage two-way flow of education on cultural diversity with schools and family services • Access funding that supports ATSI and non Aboriginal activities (e.g. not ATSI specific funding that has to be spent excluding non-ATSI)	i. Events are planned ii. Events hosted iii. Community satisfaction with events	• KSC • Think Tank • Festival Event Committees • Arts & Cultural Committee • Other agencies
Education issues				
5. Access for all to pre-school education	• Expand pre-schools and pre-school places through lobbying	• Identify obstacles to goal and address these	i. Reduced waiting lists and waiting times for access to pre-school	• KSC • Pre-School Represent-ative Group • Other agencies especially DoCS and Education

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic Issues				
6. Program of valuing children, families and home life is in place	• Reinforce, evaluate and build on Families First initiatives and other programs ○ Identify gaps	• Encourage "healthy" homes, a positive environment to ensure well being for children ○ Educate parents re need for positive attitude • Educate parents on issues re social justice • Educate community on valuing children and the impact of certain behaviours and attitudes	i. Program to educate parents is implemented	• Think Tank • KSC and • Families First • Schools • Pre-Schools • Department of Education • Macleay Valley Vocational College • Kempsey Family Day Care • Other agencies
Education issues				
7. Improve programs and information in schools that improve children's well-being	• To identify the programs available and priority unmet needs. • Continue skills and resources already in the community (don't overload teachers)	• Identify the programs available and priority unmet needs, implement where possible. ○ Pilot a well-being program • Extend existing Coffs Harbour domestic violence program into	i. Existing programs evaluated and priority unmet needs identified ii. Existing	• KSC • Think Tank • Schools • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
		Kempsey primary schools ○ Coffs Harbour domestic violence teachers' information package – manual and information • Use skills and resources already in the community (don't overload teachers) ○ Schools audit the skills of parents and grandparents • Consider expanding the use of social clubs, drama clubs Internet clubs etc	programs extended or new programs piloted iii. Agencies actively working with schools	
8. Improve children's access to learning	• Identify services to be extended	• KSC Library extend services: homework centres, Internet services ○ Improve transport for children and parents	i. Community satisfied with KSC library's homework centres and access to them	• KSC • Schools
Sport and Recreation Issues				
9. There are many positive opportunities for children and young people to be social and active	• Identify continuous recreation opportunities • Investigate programs that generate parental participation.	• Encourage continuous recreation opportunities, monitor to ensure positive environment ○ E.g. pinball arcade or amusement centre ○ Movie theatre that caters to kids – needs to be in	i. Number, type and quality of recreational opportunities benchmarked against those in similar communities	• KSC • Business community • Sporting Clubs • PCYC • Arts

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
		town (central location) • Organise events e.g. "Battle of the Bands", skate park competition, dance competitions etc regularly throughout the year • Improve transport to social activities ○ Involve parents and access other forms of transport e.g. community buses • Encourage parental involvement in organising, overseeing and participating in events		Council • Silver Band • Scouts • Girl Guides • Church Groups • Surf Clubs • Other agencies

11.2 Community Sector (Target Group):

Youth (12 – 24 Years)

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Recreation and Social Opportunities	**15**	▪ Counselling and Support Services	**14**
▪ Employment	**15**	▪ Civic Buildings	**13**
▪ Alcohol and Drugs Management	**14**	▪ Recreation and Social Opportunities	**12**
▪ Education	**12**	▪ Employment	**9**
▪ Culture and Arts	**10**	▪ Housing	**8**
▪ Housing	**9**	▪ Alcohol and Drugs Management	**8**
▪ Crime Prevention	**8**	▪ Crime Prevention	**8**
▪ Health Services	**6**	▪ Culture and Arts	**7**
▪ Transport	**5**	▪ Transport	**7**
▪ Civic Buildings	**2**	▪ Safety	**6**
▪ Organised Sport	**2**	▪ Education	**3**
▪ Natural Environment	**1**	▪ Health Services	**2**
▪ Safety	**1**	▪ Services: water, power, sewerage	**2**
		▪ Organised Sport	**1**
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To Youth

The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

Services for young people that achieve best success:

- Involve local young people in their planning and delivery
- Are free (or at least affordable)
- Are welcoming and friendly
- Provide youth-friendly information
- Respect cultural differences and
- Are accessible (e.g. by bus or the services are mobile)

Young people have responded well to alternatives offered in education (eg TAFE, Booroongen Djugun, Macleay Valley Vocational College and House of Youth). School retention has been assisted by homework support, more available tutoring, welfare support in schools, fencing of school grounds and special programs such as the Primary to High School Transition Project.

Recreation is important to young people's well-being and sense of inclusion in the community. Organised sport, the skate park, holiday programs and musical events (such as the Battle of the Bands) are positive local examples. Support from police, (through initiatives such as Point Zero Safe Party in Port Macquarie) help to ensure recreation is safe.

Kempsey has an active youth worker network and cooperation between agencies; schools and other groups have contributed significantly to the success of various initiatives (eg Love Bites). Self esteem and confidence can be issues for young people. These have been enhanced by events and programs (such as the West Kempsey Renewal Project) that provide bridges between cultures, fun, social connection, self expression and affirmation.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. A cross-agency community-based forum to facilitate development of and access to youth services is in place	• Council coordinate cross-agency community-based forum to facilitate access to and development of youth services ○ Featuring youth consultation ○ Youth magazine by youth – Palais Royale model ○ Youth of the Streets program	• Forum develops and implements an action plan	i. Forum for cross agency forum is implemented ii. Action plan is developed iii. Action plan is implemented	• KSC • Youth Workers Network • Guides • Scouts • Church Groups • Youth Council • Other agencies
2. Youth-friendly information and services, targeting youth needs, are readily available	• More specific information and services at youth information and referral service and schools targeting: ○ Eating disorders ○ Gender issues ○ Homelessness ○ Bullying ○ Domestic violence ○ Sexual assault/abuse	• Investigate cost effective electronic means for youth to access information and services as supplements to what is locally available	i. Funding source for information and services identified ii. Action plan for acquiring information and services in place iii. Action plan implemented	• KSC • Youth Workers Network • Guides • Scouts • Church Groups • Youth Council

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	○ Teen pregnancy ○ Suicide ○ Race relations (Youth Network currently working on these)		iv. Suicide training provided.	• Community Health • Salvation Army • Refuges • St Vincent De Pauls • Other agencies
Safety issues				
3 A safe environment for youth	• Improve safety of the train bridge between south and west – install lighting	• Lobby in conjunction with other stakeholders for an increase street police presence.	i. Lighting installed ii. Increased Police presence.	• Roads Traffic Authority • State Rail • Country Energy
Health issues				

4 Health services that are specifically targeted to youth	• KSC recommend to local Area Health Service:
	  • Youth specific health service
	  • More education on harm minimisation in relation to alcohol and other drugs
		• Support/Implement school / education program in relation to alochol and other drugs.	i. KSC discusses the issue with local AHS and local area educators.	• KSC
				• Local AHS
				• Division of G.P.'s
				• PCYC
				• Local Schools
				• TAFE

Civic Building issues				
5 Develop and support the youth precinct.	• Investigate options and funding sources for the development of youth services ○ Centralised location ○ Information desk, pamphlets ○ Investigate increasing the capacity of youth co-ordinators ○ Including Cinemas, pool tables, jukebox, pamphlets, information desk, café ○ To be achieved by Interagency partnership • Improve showground	• If way forward is identified, implementation plan prepared and implemented • Ensure transport available, including at nights	i. Report prepared on options to achieve goal	• KSC • Youth Workers Network • Service Clubs • K.A.P. • Showground Trustees • Slim Dusty Heritage Centre Project Committee • Other agencies
Organised sport issues				
6 Establish an indoor sporting / multipurpose facility	• KSC lead a project to investigate options and funding sources for an indoor sporting / multipurpose facility	• If way forward is identified, action plan prepared and implemented	i. Report prepared on options to achieve goal	• KSC • Stadium Committee • Other agencies

Employment issues				
7 Equal employment opportunity principles are promoted to local employers	• KSC work with the business community to develop a strategy to promote EEO, "Work for the Dole", CDEP and mainstream employment to employees.	• Implement strategy	i. Strategy developed ii. Strategy implemented	• KSC – Human Resources Officer Economic Development Officer • Employment agencies • Business community • Chamber of Commerce
Transport issues				
8 Transport access to CBD and local activities and events	• Develop a plan to improve transport, particularly for people in remote or isolated areas, and at night ○ Co-ordinate activities to coincide with bus time-table ○ Bus services available to events / sports in Shire ○ Investigate possibility to subsidise bus companies	• If workable, implement plan	i. Transport plan developed ii. Transport plan implemented	• KSC • Transport service providers • Youth Workers Network • Hastings / Macleay Community Transport • Taxis • Other agencies

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Culture and Arts				
9 Youth feel part of their community and are supported by it as they transition to adulthood	• Invite and encourage increased multicultural involvement in planning for culture and arts initiatives or events	• Services working together across cultures to provide models of social integration e.g. ○ Big Brother, Uncles Project • Rites of passage rituals for males and females e.g. cultural camps in early adolescents • Mentoring	i. Cultural specific projects are implemented to support youth ii. Kempsey Art Prize to include opportunities for all youth	• KSC • Goori Interagency • Youth Workers Network • Vocational College • Schools • TAFE • Juvenile Justice • Attorney General • PCYC • Other agencies
Housing				
10 Affordable suitable housing is available including crisis accommodation and support	• Formulate a task force to look at accommodation needs and opportunities	• More emergency accommodation • Halfway house – access support • Expansion of youth refuge • More affordable housing	i. Satisfaction of youth with access to adequate housing and support	• KSC • Dept of Housing • Community Housing • Service Clubs

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
		• Share houses – sponsored by Education Department as school retention strategy • Lobby to enhance youth housing worker position • Distribute information about referrals to emergency accommodation • Investigate the possibility of extending disabled accommodation		• Department of Education • Youth Workers Network • Church Groups • Neighbourhood Centre • Centrelink • Youth Refuge • Other agencies
Organised sport				
11 Access to opportunities to participate in organised sport	Complete Recreational Map and Plan (Community Solutions funded).	• Basketball courts fixed up • Sporting calendar (local) • Holiday activities calendar • Sponsorship – for youth to participate • Interagency funding lobby • CBD – encourage to contribute	i. Youth report being able to participate in organised sport if they choose to do so ii. Co-operation of CBD iii. Interagency funding obtained	• KSC • Youth Workers Network • Chamber of Commerce • Other agencies

Crime prevention issues – (Refer also to KSC Crime Prevention Plan)				
12 Provide youth with social support and positive directions to use their time	• Investigate support and placement for youth suspended from School	• If a child is suspended from school, provide supervision, tutoring and follow up • Support youth at risk to develop positive activities to enhance lifestyle	i. Youth report having positive choices about how to use their time ii. Reduction of suspension iii. Development of alternative activities	• KSC • Youth Workers Network • PCYC • Vocational College • South Kempsey and West Kempsey Renewal Project Committees • Department of Housing • Department of Education • All Schools • Other agencies

13 Create safe environment that discourages crime		• Investigate enhanced installation of lighting • Encourage positive use of public space by improving gardens, benches, BBQs, - clean up track to river • Open up areas to be more user friendly	i. People feel safe in public areas	• KSC • Service Clubs
Recreation and Social Opportunities				
14 Young people can participate in recreation and social activities	• Involve youth in planning and building for activities	• Establish more organised recreation and social activities for youth - with transport • Actively encourage their participation	i. Youth report being able to participate in community recreational activities if they wish	• KSC • Youth Workers Network • Sporting Groups • Cultural Groups e.g. Silver Band, Eisteddfod Society • Other agencies

Employment Issues				
15 Increase opportunities for employment for youth, especially older youths	• Encourage employers / Chamber of Commerce to develop participation and pathways plan through traineeships and apprenticeships.	• Provide support and practical assistance for long term unemployed people • Improve access to recognised accredited training	i. Youth unemployment decreased	• KSC • Employment agencies • Youth Worker Network • Business community • Chamber of Commerce • Other agencies

11.3 Community Sector (Target Group):

Women

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Counselling and Support Services	**19**	▪ Housing	**16**
▪ Safety	**15**	▪ Safety	**15**
▪ Housing	**11**	▪ Crime Prevention	**8**
▪ Education	**10**	▪ Health	**8**
▪ Employment	**9**	▪ Counselling and Support Services	**8**
▪ Health	**7**	▪ Culture and Arts	**7**
▪ Culture and Arts	**6**	▪ Employment	**7**
▪ Crime Prevention	**5**	▪ Alcohol and Drugs Management	**7**
▪ Recreational and Social Opportunities	**5**	▪ Education	**6**
▪ Alcohol and Drugs Management	**5**	▪ Transport	**4**
▪ Transport	**4**	▪ Organised Sport	**3**
▪ Sport	**3**	▪ Recreational and Social Opportunities	**1**
▪ Natural Environment	**1**		
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To Women

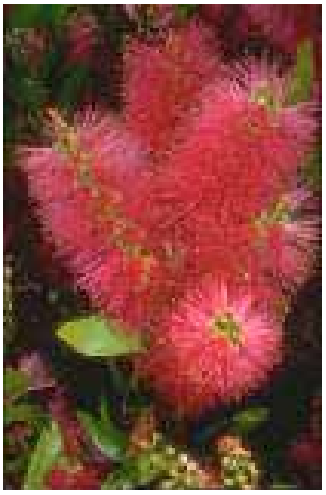
The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

People and services working together to bring about successful events such as International Women's Day has been very positive.

An increase in community awareness of domestic violence issues has been crucial to the advances made in that area along with the Domestic Violence Liaison Officer in the local police unit. Workers in domestic violence who represent the cultural background of their clients are most effective. Through the Domestic Violence Committee there has been good cooperation between services in advocating for the needs of women in domestic violence situations, providing information about services available and acting to address needs.

Services to young mothers such as the volunteer home visit program and early childhood services have been successful in providing support. Support groups, education programs on interesting topics, organised sport and excursions have also reduced isolation and created a social and community context for women.

There has been good success where there has been a focus on services specifically for Aboriginal women with indigenous workers, especially in health, education and legal matters. Elders in the Aboriginal community are taking a strong role and this is having a unifying and empowering impact on Aboriginal women of all ages. Providing indigenous women with opportunities to contribute to their community through working together and communicating through art (e.g. "Making Messages" initiative) are very affirming and raise the confidence of women.



PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. A tolerant and accepting multicultural community	• Council promote an ethical standard of respect and acceptance of all cultures, and develop public awareness of and pride in the multicultural aspects of the community • Council to consider nomination of "Aboriginal Woman of the Year" when celebrating "NAIDOC Week" • Council continues active involvement in indigenous women's activities	• Action plan to achieve goal is developed and implemented to celebrate Kempsey community's diversity.	i. Public statement of multicultural tolerance is widely promulgated ii. Action plan in place iii. Action plan implemented	• KSC • Common-wealth & State • DoCs • Department of Housing • TAFE • Schools • Vocational College • Cultural Community Groups • Other agencies
Health issues				
2. Support and safety are available to women in domestic violence situations	• Investigate the establishment of accommodation out of town for men who are violent in the home so women don't have to leave their home	• Establish	i. Out of town accommodation for men is established ii. Community Health	• KSC • MNCAHS • DoCS • Women's Refuge

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	• KSC lobby MNCAHS for a specific domestic violence position at Kempsey Community Health ○ Working group to research and present a case • Lobby for re-instatement of 24 hour 7 days fully staffed Refuge.	• If not successful in first year continue lobbying	established a dedicated resource in Kempsey for domestic violence victims iii. Reinstatement of Refuge staffed 24 hour 7 days.	• Many Rivers Violence Unit • Justice System • Other agencies
Housing issues				
3. Affordable, suitable housing is available	• Council to lobby Dept of Housing to maintain existing properties ○ KSC to work in partnership with local bodies (e.g. CDEP, TAFE, MNCCS, Goori Modifications) to assist with maintenance • Council to lobby Dept of Housing re low rental housing ○ Priority need – women with children in private rental sector • Improve access e.g. caravan parks more family friendly ○ Priority need – women without children ○ Address needs of families of gaol inmates	• Advocate for women who do not have references to get rental accommodation in the general real estate market • Council to facilitate the construction of low rental housing including youth hostels, shelters • Council to assist in ensuring tenants are informed of their rights and obligations • Expand homeless people's crisis accommodation through co-operation with all agencies	i. Maintaining existing numbers of Dept of Housing properties ii. Satisfaction of women with their access to affordable and suitable housing iii. Increased crisis accommodation for homeless people. iv. Effective partnerhips between Agencies.	• KSC • Dept of Housing • Community Housing • Real Estate Agents • Aboriginal Housing Corporation • Other agencies

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Safety issues – (Refer also to KSC Crime Prevention Plan)				

4. Women are safe in public places	• Identify if 'reality' of violence (other than domestic violence) in the community is true in fact, or is a perception
	  • Gather data about occurrence of violence in public places
	  • Address issues
		•
		• Ongoing e.g. CPTED
			i. Women report feeling safe in public places	• KSC
				• Police
				• Attorney-General
				• Other agencies

Welfare Issues				
5. Support is available for women in crisis and women with emotional health issues	• Council assist in investigating needs and options for possible funding of a position • Encourage female GPs to come to the area especially remote areas • Lobby Area Health Service to increase counselling services, eg gambling / drug alcohol counselling.	• • Ongoing	i. Issue is considered in appropriate forum and action plan developed if appropriate	• KSC • Lifeline • Community Health • Other agencies

Health issues				
6. Women of all ages can access appropriate health care	• Commence Volunteer Visiting Network • Identify health issues relevant to women of all ages. • Address social isolation o Holistic approach o Youth volunteers o Women go into schools to help	• Ongoing • Ongoing • Ongoing	i. KSC liaises with local Area Health Service about this issue	• KSC • Area Health Service • Durri • Division of G.P. • Community Health • Meals on Wheels • Other agencies

11.4 Community Sector (Target Group):

Men

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Counselling and Support Services	**15**	▪ Counselling and Support Services	**16**
▪ Housing	**13**	▪ Housing	**15**
▪ Employment	**9**	▪ Alcohol and Drugs Management	**9**
▪ Alcohol and Drugs Management	**9**	▪ Health Services	**7**
▪ Education	**8**	▪ Employment	**6**
▪ Health Services	**5**	▪ Education	**6**
▪ Crime Prevention	**3**	▪ Recreation and Social Opportunities	**5**
▪ Transport	**3**	▪ Crime Prevention	**4**
▪ Recreation and Social Opportunities	**3**	▪ Culture and Arts	**1**
▪ Safety	**1**	▪ Civic Buildings	**1**
▪ Culture and Arts	**1**		
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To Men

The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

Working on prevention of problems is a key strategy and this includes:

- Creating positive community events and recreational experiences
- Educating the community about men's issues
- Targeting juveniles
- Having a police presence in the community and in schools
- Focusing on family support as the context
- Life skills (emotional intelligence) education
- Support groups for men, encouraging positive relationships

There is a need to continue to encourage collaboration across agencies and cultures. It is important to have sufficient male workers.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. The Kempsey community is aware of the priority social issues for men	• Men's groups collaborate to develop programs / events to raise community awareness of men's issues e.g. crisis accommodation	• Community education programs be implemented to raise the profile of men's health and well-being	i. Priority issues are identified. ii. Education / awareness programs are implemented	• KSC • Men's groups • DoCs • Other agencies •
2. There is an effective mechanism in place to facilitate interagency collaboration in identifying and addressing men's issues	• Identify current services and gaps. • Encourage network interagency meetings to foster collaboration on men's issues and promote the Community Services Committee as the appropriate channel for concerns/issues • Further collaboration between indigenous/non-indigenous services/groups – but not at the expense of aboriginal specific services/culture	• Council promotes the special needs of Kempsey Shire area (as a disadvantaged community) to governments and for funding under government programs e.g. Community Solutions • Encourage all agencies to effectively case manage, identifying special needs and addressing complaints	i. Services and gaps are identified. ii. There is an interagency forum in place that regularly and specifically addresses men's well-being issues	• KSC • Liquor Consultative Committee • MARC • Neighbour-hood Centre • Mental Health • Family Support • Probation & Parole Network Worker

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
				• Youth Worker • Other agencies
3. Men and the wider community are aware of services available for men.	• Council sponsors annual whole of Community Services Expo, with involvement of government agencies – able to be accessed by whole community e.g. in Park ○ Also promote special needs in community	• Community Services Expo is conducted annually	i. Community Services Expo is conducted annually	• KSC • TAFE • Men's groups • Male parenting groups • DoCs • Other agencies
Housing issues				
4. Adequate, affordable housing	• Kempsey Interagency Meeting (KIM) work with men's groups to lobby governments for funding to expand available housing to meet men's priority needs • Council lobby for funding for Safe House for men out of town and provide support to build appropriate facility if funding is granted	• Options for crisis accommodation for men with drug / alcohol / mental health problems and sources of funding be considered	i. Increased public housing ii. Funds are sourced for establishing Safe House v. Crisis accommodation options are expanded	• KSC / KIM • Men's groups • Dept of Housing • Aboriginal Housing Corporation • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	○ Planned in conjunction with ATSIC and Many Rivers			
Welfare / family support issues				
5. Full time men and families service is established	• Council lobby governments to seek commitment to secure recurrent funding for full time men and families service to support men e.g. separated fathers	• Visible centre and/or worker specifically for men implemented ○ With the role to include advocacy and legal aid ○ Men's parenting group	i. Visible centre (and/or worker) specifically for men is in place	• KSC • Men's groups • Centrelink • Church Groups • Dads in Distress • Alcohol Anon • MARC • Gamblers Anon • Government Agencies • Child Support Agency • Other agencies

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Mental Health Issues				
6. Men feel supported when accessing mental health services	• Lobby for a mental health intake worker available on-call 24 hour 7 days. • Development of Volunteering Network to support during mental health crises. • Investigate establishment of support group. • Encourage suicide prevention training through men's services	• Ongoing	• Men's experience of mental health intake process is satisfactory • Service established • Suicide prevention training offered and well attended	• KSC • NCAHS • Durri • Churches • Lifeline • MARC • Other Agencies
Employment Issues				
7. Increased employment	• Encourage re-training programmes for older men.	• Develop programs to improve employment prospects for young people	i. Unemployment rates down ii. Programs developed and attended by Target groups	• KSC • Dept of Education • Employment Agencies • Chamber of Commerce

11.5 Community Sector (Target Group):

People From Culturally and Linguistically Diverse Backgrounds (CALD)

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Culture and Arts	**18**	▪ Culture and Arts	**20**
▪ Recreation and Social Opportunities	**14**	▪ Recreation and Social Opportunities	**14**
▪ Education	**12**	▪ Employment	**14**
▪ Crime Prevention	**10**	▪ Education	**12**
▪ Transport	**10**	▪ Civic Buildings	**10**
▪ Employment	**10**	▪ Crime Prevention	**8**
▪ Housing	**8**	▪ Safety	**6**
▪ Health Services	**8**	▪ Transport	**6**
▪ Safety	**6**	▪ Housing	**4**
▪ Alcohol and Drugs Management	**4**	▪ Health Services	**4**
		▪ Services: water, power and sewerage	**2**
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To People From Culturally And Linguistically Diverse Backgrounds

The people consulted who represented this sector of the community identified good or promising practices / services, based on their experiences.

Successful projects have had the following features:

- Identifying, prioritising and addressing gaps and issues for specific groups of people (e.g. S.E. Asian women)
- Provision of referral services
- Regular support group meetings
- Participation of a range of agencies
- Outreach services, including by radio
- Community workers who speak the language
- Expression of and making visible the unique culture through fun activities, theatre, dancing and story telling.

There is a great deal of support for the multicultural festivals that have taken place elsewhere (eg Port Macquarie) and a similar first-time event was successful in Kempsey in August 2004.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	**YEAR 2-4 ACTIONS**	**SUCCESS INDICATORS**	**RESPONS-IBILITIES**
Holistic issues – (Refer Also to KSC Arts & Cultural Plan)				
1. The community celebrates its diversity	• KSC promotes themes of sustainability and longevity ○ With a shift of focus to positive enhancement more than problem solving (balanced approach) ○ Annual multicultural festival for Kempsey	• Annual Multicultural festival is held • Continue Harmony Day – KSC assist in securing funding	i. Information goes to the community promoting its diversity ii. Annual Multicultural festival is held	• KSC • Neighbour-hood Centre • Women for Reconciliation • Arts Council • ACDC Committee
2. The gaps in services and issues for specific groups of people are identified, prioritised and addressed	• Council seek funding to provide a dedicated and qualified resource for social planning • Council seek funding to provide a arts and cultural development worker and crime prevention • KSC consider establishing a multicultural community	• Consider longer term plans to help people and cultures to integrate into the community	i. The ability to attend to the needs of people from CALD ii. Funding for position.	• KSC • DoCs • Ethnic Affairs • Regional Co-ordinator for Community Relations Commission

GOALS	YEAR 1 STRATEGIES	**YEAR 2-4 ACTIONS**	**SUCCESS INDICATORS**	**RESPONS-IBILITIES**
	development worker position to o Plan events o Be a contact point and o Maintain focus on getting funding.	• Ongoing		for a Multi-Cultural NSW
3. KSC supports successful projects for people from CALD	• KSC promote themes of sustainability and longevity • KSC seek to maintain funding for S.E. Asian Domestic Violence position for the long term (DoCs funding)	• Ongoing	i. S.E. Asian Domestic Violence position remains in place	• KSC • DoCS • Depatment Ethnic Affairs
Recreation and social issues				

Education issues				
5. Council provides homework help services that are accessible to people from CALD	• To investigate KSC allocatingmore resources to the Library for homework help; an employee to work with schools and provide outreach services	KSC makes recommendations to NSW Dept of Education: • In the interests of school retention, and consequently crime prevention and increased employment, make education more fun • Review curriculums to be more relevant, especially for boys • Educate teachers and students for culturally appropriate approach	i. CALD community satisfied with access to homework help services	• KSC • Dept of Education • W.K. & S.K. Renewal Project Committees • U3A • TAFE • Vocational College

11.6 Community Sector (Target Group):

Older People

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Health Services	**16**	▪ Health Services	**15**
▪ Recreation / social opportunities	**14**	▪ Housing	**14**
▪ Transport	**13**	▪ Transport	**13**
▪ Crime Prevention	**10**	▪ Recreation and Social Opportunities	**9**
▪ Housing	**6**	▪ Safety	**8**
▪ Education	**3**	▪ Crime Prevention	**4**
▪ Safety	**3**	▪ Culture and Arts	**3**
▪ Civic Buildings	**1**	▪ Education	**2**
▪ Natural Environment	**1**	▪ Civic Buildings	**1**
▪ Employment	**1**	▪ Employment	**1**
▪ Alcohol and Drugs Management	**1**		
▪ Culture and Arts	**1**		
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To Older People

The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

Mobile services work well for enhancing access. However, most programs and services need to be supported by workable and accessible transport options.

Holistic and multidisciplinary community health care has been important to older people's mental, emotional and physical health for example when rehabilitating following illness / hospitalisation or where there are ongoing chronic or complex care needs. Discharge planning, information, education, exercise and support are often important components of such care.

Good specialist health care is essential and mental health services and podiatry have been important to older people in Kempsey.

Social and mental well-being are important to older people and University of the Third Age is one of the programs that can help older people to share their knowledge and feel valued. The community benefits from using people's skills and connecting people socially. Programs such as "Live It Up" can provide lots of options for social activity but need to be supported with workers who can encourage and assist older people to participate

Respite for carers is most effective when a number of options are available.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. Older people fully accessing available relevant services	• Identify the services and gaps for older people and their carers about how to more effectively access relevant services	• Help people to access existing services more effectively	i. People are accessing relevant services	• KSC • RTA • Dept of Housing • Veteran Affairs • Taxis • Div. G.P. • Meals on Wheels • Red Cross • Volunteer Groups • Churches • Community Transport • Health Services • HACC • State Rail • Centrelink • Pensioner Groups • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Health issues – (Refer Also to KSC Recreation Plan)				
2. Continually enhance access to health services	• Encourage operators in the health industry to: ○ Increase information exchange ○ Work together to identify needs and lobby to increase funding "packages" for medium and high care needs (CACPS and EACH) • Increase access to doctors and dentists by attracting more professionals to the area ○ Promote area ○ Work with the Division of General Practice to encourage bulk billing • Encouraging the establishment of an Active & Older group in the Shire.	• Develop specific strategies to enhance funding for aged care services ○ Promote savings that accrue from transitional care being in the home rather than in a nursing home or hostel • Work with health service providers to plan appropriate location of health facilities	i. Increase in funding for aged care ii. Older people and carer satisfaction with access to essential health services	• KSC • Local Area Health Service • RTA • Department of Housing • Veteran Affairs • Taxis • Div. G.P. • Meals on Wheels • Red Cross • Volunteer Groups • Churches • Community Transport • Health Services • HACC • State Rail • Centrelink • Pensioner Groups • Senior

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
				Citizens Groups • Sporting Clubs and Groups • Other agencies
Transport issues				
3. Accessible transport to enable older people to access services and participate in community activities	• Review local transport arrangements and consider: ○ Using volunteers ○ A program where people are paid/subsidised to transport older people • Maintain rail link to Sydney and north	• Develop and implement a planned approach to improved transport for older people ○ Especially in remote areas • Advocate for a flexible scale of fees for HACC transport	i. Transport arrangements are reviewed ii. Improvements to transport are planned and implemented	• KSC • KAP • Taxi • Bus Companies • Hastings / Macleay Community Transport • Regional Co-ordinator, Mid North Coast Local Transport Division (Ministry of Transport) • Local Area Health Service • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Recreation issues – (Also see Health Issues)				
4. Older people are participating in social activities	• Update and distribute "Live it Up" directories (clubs, residential facilities, health workers) • Community Services Directories include recreation activities • KSC library initiate reading clubs/discussion groups • Promote Volunteer Visitors Scheme (localize, presently based in Port Macquarie) • Introduce friendship circles – perhaps new residents welcoming program	• Consolidate and enhance these initiatives • Advocate for social activities for older people who are cognitively intact	i. Community Services Directory is produced and distributed ii. Reading Club in place iii. Local Volunteers Visitors Scheme working v. Friendship circles in place vi. Number of activities offered vii. Activities are well attended	• KSC • Local Area Health Service • Pensioners League • Church Groups • Sport Clubs & Groups • Red Cross • Volunteer Groups • Community Day Care Groups • Other agencies
Education issues				
5. Older people are participating in educational activities	• Continued support for Community Education, University of the Third Age, Mobile Library and other successful information / education programs	• Consolidate and enhance these initiatives	i. Older people are participating in education programs to the extent that they wish	• KSC • U3A • Adult Education • TAFE • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Housing issues – see Health				
6. Adequate affordable housing	• Encourage retirement village development (appropriate to older people's needs and environment) • Adoption or encouragement of buildings built to "Adaptable Housing" Standards • Education of builders / developers about changing needs/opportunities of accommodating an ageing population • Lobby for increase in nursing home and hostel beds – extend Booroongen Djugun example.	• Develop plan to achieve goal. • Work collaboratively to identify and address older people's needs in caravan parks	i. Plan to achieve goal is in place ii. Older people are housed appropriately	• KSC • Builders / developers • Caravan park owners • Area Health Services • Aged Care & Health Department • SWR Aged Care Committee • Churches • Service Clubs • Private Entrepreneurs • Department of Housing (including Federal) • DoCs • Vincent Court • Cedar Place • Amity • Booroongen • Other agencies
6a. Support Existing Aged Care residential providers.	• Support existing Aged Care residential providers. • Continue to lobby towards an ageing in place facility in SWR • Investigate other options eg Abbiefield Model	• Ongoing until achieved • Ongoing until facility established.	iii. Facility established iv. Facility established.	

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Safety Issues				
7. Older people can safely be mobile in Kempsey Shire	• Develop increased seating, especially downtown Kempsey ○ Identify high use areas • Investigate safe highway crossing (Smith St) • KSC investigate safe use of scooters and better access (safe transit) between commonly accessed services • And specific problems minimised where possible • Investigate mobility issues in the whole of the Shire	• Ongoing	i. Seating in town is increased ii. Safe highway crossing is investigated iii. Promote guideline on safe use of scooters is produced iv. Identified problems are minimised throughout the Shire	• KSC – Access Committee • RTA
Employment Issues				
8. Increased employment and engagement of older people in local enterprise	• Improve general employment in the Shire • Encourage organisations to implement flexible work practices – e.g. job sharing • Develop linkages with and between employment agencies • Develop alternative occupation	• Ongoing	i. Satisfaction of older people that useful work is available to them in Kempsey Shire ii. Reduced numbers of older people	• KSC • Other agencies especially employment brokers • Senior Groups • Service

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	opportunities - think laterally – e.g. club together to form entity (for insurance purposes) that can employ / use volunteers ○ Using Business networks • Encourage attitudinal change to older workers		reporting themselves as underemployed	Clubs • CWA • Red Cross

11.7 Community Sector (Target Group):

People with a Disability Including HIV/AIDS

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Employment	**15**	▪ Transport	**20**
▪ Counselling and Support Services	**15**	▪ Education	**10**
▪ Housing	**13**	▪ Counselling and Support Services	**10**
▪ Transport	**10**	▪ Civic Buildings	**10**
▪ Civic Buildings	**10**	▪ Employment	**10**
▪ Organised Sport	**10**	▪ Housing	**8**
▪ Culture and Arts	**8**	▪ Health	**6**
▪ Education	**5**	▪ Drugs and Alcohol Management	**6**
▪ Health	**5**	▪ Crime Prevention	**4**
▪ Recreation and Social Opportunities	**5**	▪ Safety	**4**
▪ Safety	**2**	▪ Culture and Arts	**4**
▪ Natural Environment	**2**	▪ Organised Sport	**4**
		▪ Recreation and Social Opportunities	**4**
TOTAL	**100**	TOTAL	**100**

Needs are defined as gaps in services in delivering what's important to the community.

To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To People With Disabilities

The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

A central focus on access increases the likelihood that people with disabilities (PWD) will make best use of the services and opportunities that are already available. With the involvement of people with disabilities and their carers, the Access Committee of Kempsey Shire Council has achieved a lot in this area and also in increasing community awareness of the issues. Council employees are educated about the needs of people with disabilities, especially as that related to the physical aspects of buildings. Attention to basic transport services that meet the special needs of people with disabilities and respite services are very important aspects of access.

Initiatives such as Leisure Link that have sought to improve safe access to a variety social activities and fun have been well received.

Holistic and collaborative approaches to the intersecting issues of employment, training, housing and accommodation support have been most successful. The co-location of services not only improves access but also can lead to greater information exchange and collaboration among service providers to meet client needs.

Employment and education services that emphasize integration, choice and empathic support have been most appreciated.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. A forum to identify and address the special service, access and information needs of people with disabilities is in place	• Develop an interagency group for people with disabilities and disability services, ○ Perhaps by changing the focus of the existing Access Committee to promote the availability of the services provided by other agencies ○ Eg to focus on education and awareness of what is available	• PWD forum develops and implements an action plan ○ Including broadening community awareness of the range of disabilities and to move beyond stereotypes	i. Forum is in place ii. Action plan is developed iii. Action plan is implemented	• KSC • Service providers • DADHC • Leisurelink • Other agencies
Employment issues				
2. Improved access to open employment	• Centacare to lead a marketing campaign in partnership with other agencies to promote the benefits of employing people with disabilities ○ Promo material, events ○ Use media. ○ Community involvement.	• Strategy and plan to increase open employment of PWD is in place with the involvement of employers and employer groups • Consider developing a "traineeship" program to market PWD to small business	i. Promotional campaign is launched	• KSC • Centacare and other employ-ment agencies • Employers / employer

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	• Provide transport to and from employment when necessary • To advocate a support existing Agencies	• Investigate funding for ongoing projects		groups • Priority One Employment • Other agencies
Civic Buildings issues				
3. PWD have access to commercial and other buildings in the CBD	• Continue development of a mobility map to facilitate access to commercial and other buildings o Continue to utilise volunteers e.g. TAFE students	o Ongoing • Active campaign for commercial premises to make their accommodation user friendly.	i. Mobility map is produced	• KSC • TAFE • Business Community • Chamber of Commerce • Other agencies
Transport issues				
4. Access to CBD for PWD	• Improve transport access to CBD from outlying areas (including correctional facility) o Investigate viability of after hours on call transport o Implement direct telephone line to taxi and other transport at train	• Ongoing	i. Satisfaction of PWD with access to CBD	• KSC • PWD Forum • Taxi • Hasting / Macleay Community Transport • Corrective

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	station and other main centres o Collaborate with volunteer agencies			Services • Other agencies
Welfare issues				
5. Public contact employees are trained in suicide prevention	• Council consider providing training for its own staff in suicide prevention ○ As a first step to show leadership and raise awareness of the vulnerability of this community ○ Suggested training program is A.S.I.S.T. which is available through Lifeline	• Raise awareness of how PWD are vulnerable to suicide ○ Use this to obtain/apply for funding • Evaluate Council program and consider recommendation to implement in other public contact organisations	i. Council staff are trained in suicide prevention	• KSC – Access Committee to co-ordinate • Other agencies
Recreation and social opportunities issues				
6. Access for PWD to community recreation and social activities	• Build community resilience through practical positive programs e.g. market gardens • Lobby to maintain and develop funding for Neighbourhood Projects, with a Disability Support Person attached • Encourage volunteers	• Ongoing	i. Satisfaction of PWD with their access to community recreation and social activities	• KSC – Access Committee • Leisurelink • Neighbour-hood Aid • HACC • Community Transport • Other agencies

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Welfare issues				
7. Provide adequate access to respite for carers	• Encourage services to identify need (e.g. collect statistics) • Lobby (collaboratively) to government for more funding • Raise community awareness of existing respite services • Educate carers that they are carers and entitled to respite	• Ongoing	i. Satisfaction of carers with their access to adequate respite	• KSC • Service providers • Parkland Cottage • Hospital • Pensioners League • Senior Groups • HACC Service • Other agencies
8. Provide adequate access to counselling services	• Encourage services to identify need (e.g. collect statistics) • Lobby (collaboratively) to government for more funding • Raise community awareness of existing counselling services	• Ongoing	i. Satisfaction of PWD and their carers with their access to adequate counselling	• KSC • Service providers • Leisurelink • Other agencies

11.8 Community Sector (Target Group):

Aboriginal and Torres Islander People (ATSI)

NEEDS ANALYSIS

The main **issues** are ranked below, firstly in order of importance to this community sector and secondly in order of priority for improvement. The rankings were achieved by a process of multi-voting by the representatives of this community sector who participated in the focus group consultations.

ORDER OF IMPORTANCE	% Votes	ORDER OF PRIORITY FOR IMPROVEMENT	% Votes
Issue	**%**	**Issue**	**%**
▪ Employment	**15**	▪ Employment	**11**
▪ Education	**15**	▪ Education	**10**
▪ Health Services	**10**	▪ Housing	**9**
▪ Culture and Arts	**10**	▪ Other: family services	**9**
▪ Housing	**9**	▪ Crime Prevention	**8**
▪ Crime Prevention	**8**	▪ Health Services	**6**
▪ Transport	**7**	▪ Culture and Art and Heritage	**6**
▪ Alcohol and Drugs Management	**5**	▪ Services: water, power and sewerage	**6**
▪ Recreation and Social Opportunities	**5**	▪ Natural Environment	**6**
▪ Services: water, power, sewerage	**4**	▪ Transport	**6**
▪ Safety	**3**	▪ Alcohol and Drugs Management	**5**
▪ Counselling and Support Services	**3**	▪ Safety	**4**
▪ Organised Sport	**3**	▪ Counselling and Support Services	**4**
▪ Natural Environment	**3**	▪ Civic Buildings	**4**
		▪ Recreation and Social Opportunities	**4**
		▪ Sport	**2**

Needs are defined as gaps in services in delivering what's important to the community. To clarify priority needs the focus groups firstly identified what was already working well (see Attachment 15.1). Then within each of the high priority "issues for improvement" the focus groups identified more specific issues and needs. These were then expressed in the goals in this plan. The strategies and actions to achieve the goals drew upon experience of good practice to date, as summarised in the next section 'Features of Success'.

Features Of Success In Providing Services To Aboriginal & Torres Strait Islander People (ATSI)

The people consulted who represented this sector of the community identified several features of good or promising practices / services, based on their experiences.

First and foremost for success and sustainability is that the service or initiative is grounded in Aboriginal culture. This can include the following aspects:

- Responsibility is vested in the Aboriginal community
- People in the wider community are encouraged to understand, appreciate and respect Aboriginal culture, history and heritage
- Communication channels are consistent with Aboriginal culture such as ensuring appropriate roles for elders
- Families are central and are the key to instilling appropriate ambition, discipline and respect in young people
- Services and community centres featuring Aboriginal workers are available especially for Aboriginal people

Great benefit is gained from adequate representation of and response to ATSI issues in all agencies, preferably through a dedicated Aboriginal Liaison Officer, as is the case in Kempsey Council. These roles must be empowered to have input into developments across the board.

In addition a holistic approach has proven to be essential, combining in particular education, training, employment, transport, environment and social support initiatives. This requires effective interagency collaboration and implies that a strong driving and facilitation role is needed. Special issues for the ATSI community such as isolation must be always on the agenda of such an interagency group.

Note however, that it has been found to be important to identify the needs of specific target groups within the ATSI community, complementary to the holistic approach. Thus initiatives targeted for children, youth, men, women, families, people with disabilities or older people specifically are generally seen to be most effective. The suggestion was put that perhaps there should be a separate social plan for the ATSI community addressing each of these sub-groups.

PLAN FOR IMPROVEMENT – Developed from Discussions with Target Groups

PRIORITY ONE GOALS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Holistic issues				
1. The Statement of Commitment to the local ATSI community is promoted by Council and is supported by action and key performance indicators	• Council reviews the Statement of Commitment Action Plan with the ATSI community through the main Aboriginal Liaison Committee and with facilitation from the Aboriginal Liaison Officer	• The Statement of Commitment Action Plan developed into a comprehensive action plan overseen by the Aboriginal Liaison Committee is ongoing • The action plan is implemented.	i. Statement in place ii. Extent of community awareness of statement iii. Action plan developed iv. Action plan implemented	• KSC • Aboriginal Liaison Committee
2. A communication strategy is in effect consultation with the Aboriginal community	• Council develops the communication strategy in consultation with the ATSI community through the Aboriginal Liaison Committee to ensure that protocols are in place for consulting appropriate persons	• The communication strategy is applied to all aspects of KSC planning • Other agencies are encouraged to adopt similar strategies	i. Communication strategy developed ii. Appropriate persons are consulted	• KSC • Kempsey Local Aboriginal Land Council • Dunghutti Elders Council • BDAC • Aboriginal Community • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
3. There is an effective interagency group in place to coordinate existing services and programs that address high priority ATSI issues	• The existing Goori Interagency (GIG) is considered as this group. • Council acts as facilitator to help the group to clarify its role and improve its effectiveness	• A work plan is developed by the group based on an agreed set of cross-agency issues which are prioritised • Appropriate referral systems are developed by the group	i. Clear Terms of Reference are in place for the GIG ii. Work plan is in place for GIG iii. Work plan is implemented	• KSC • GIG • Other agencies
4. An improved Aboriginal Mentoring Program	• KSC facilitate a review of the Aboriginal mentoring program to ensure that it is more sensitive to needs and enables the selection of appropriate mentors	• Evaluation of program	i. Satisfaction of participants	• KSC • Aboriginal Liaison Committee
5. ATSI sacred sites are comprehensively mapped in a culturally appropriate manner. *(Also See Point 10)*	• Involve the ATSI community in mapping protocol • Consider the fully grant funded employment of Aboriginal Cultural & Heritage Officer	• Map is used for identifying significant sites for use by planning within Council.	i. Map takes into account community views	• KSC • GIG • NPWS • Aboriginal Liaison Committee
Employment issues				
6. An Aboriginal Employment Strategy (AES) for Shire-wide employment for Aboriginals (e.g.	• Council facilitate the development of an AES in consultation with key stakeholders (Aboriginal community, Aboriginal	• Seek funding based on the AES • Implement the AES • Professional development and training to support	i. AES is in place ii. Collaboration across agencies iii. More positions available eg NCAP,	• KSC • GIG • Employers • NCAP

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Moree model)	organisations, employment agencies, local business)	employment including mentoring • Encourage and support private providers and other agencies to encourage employment of Aboriginals.	CDEP, Job IEC/Wesley vi. Increased employment of ATSI people in the shire	• CDEP • Job IEC / Wesley • Chamber of Commerce • Business Houses • Wesley • Jigsaw • Other agencies
Transport issues				
7. Transport is affordable	• Minimum standards of access to and affordability of transport established by KSC with input from GIG and wider community • KSC reviews own fee structure for KAP buses	• KSC leads discussion with service providers and agencies about how to achieve standards of access and affordability • Improve information/promotion of KAP roles and also other transport services • Appropriate courses for more L R class holders • Policies to reflect cultural issues e.g. funerals	i. Standards in place ii. Standards applied	• KSC • GIG • Service providers • Taxis • Private Transport companies • Macleay / Hastings Community Transport • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Housing issues				
8. Adequate affordable housing	• • To support the Macleay Aboriginal Housing Authority (MAHA) • KSC encourage responsible agencies to Investigate real estate rental services and clarify policies related to private and government Aboriginal real estate •	• KSC encourage relevant agencies to address identified shortfall of housing • Possibility of investigating youth/shared accommodation	i. Needs clarified ii. Plans in place to address housing needs iii. Plans implemented	• KSC to advocate • Dept of Housing • Aboriginal Housing Corporation • MAHA • Community Housing • Other agencies

PRIORITY TWO ACTIONS

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Family Services – (see also Children Section)				
9. Aboriginal Child, Youth & Family Strategy for Macleay Valley using partnerships → improving access to current services appropriately.	• Develop, enhance and review partnerships with key agencies to ensure access and equity of services to ATSI community •	○	i. ATSI community involved in formulating strategy with relevant agencies ii. Strategy in place	• KSC • GIG • Health Service • Families First • DoCs • Burrun Dalai • Other agencies
Cultural, Heritage and Arts – (Also See Point 5)				
10. A policy that enhances, protects and maintains culturally significant sites and issues such as land, dialect, beliefs, values and cultural	• Aboriginal Land Council to advocate for employment of a Culture & Heritage Officer full time • Ensure Aboriginal Cultural Awareness Training to <u>all</u> staff of KSC including contractors etc • Role of NAIDOC Week – KSC to maintain co-ordination	• Recognition of traditional language and use in naming of streets and on welcome signs • Include identification of tribal nation responsibilities such as boundaries • Ongoing	i. Policy in place ii. Policy implemented	• KSC - ALC • GIG • KSC • Aboriginal Liaison Officer • Other agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Education				
11. Reduced suspension and absenteeism from schools, increased retention, literacy and numeracy	• Improve communication about issues contributing to suspension and take preventative action earlier ○ In-house (school) suspensions policy • KSC advocate for more vocational training and work experience opportunities in Kempsey	• KSC support AECG – local, regional and state • KSC to encourage Department of Education to consider ○ Aboriginal Schools with Aboriginal Principals & Teachers ○ Culturally appropriate teaching methods ○ Health, well-being and Life Skills be part of school curriculums ○ Aboriginal Cultural Awareness compulsory in schools ○ Recognition of community educators → increase in class tutors	i. Lowered rates of suspension and absenteeism ii. Increased student retention iii. Higher literacy and numeracy levels among students	• KSC • AECG • Dept. of Education • Schools • Other Agencies
Crime Prevention – see Council's Crime Prevention Plan				
12. ATSI and Non ATSI programs in place to facilitate social cohesion.		• Expand and strengthen community centres, KAP, education to KAP workers • KSC to lobby/advocate for: ○ More Aboriginal workers -	i. Programs successfully implemented	• KSC - ALC • ATSI Agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
		"Your Choice Program" as a model. ○ Through Care Approach ○ Aboriginal Community Justice Group (AJD) ○ Goolawah Project		
Services: Water, Power And Sewerage				
13. Tasteless water and basic services available in all parts of the Shire	• KSC makes commitment to review the delivery of services to Aboriginal community	• Education/awareness to the community • Review policy on paying for bins – ALO to consult with relevant Departments • Maintain ALO position in Council • Review beautification programs	i. Services available.	• KSC - ALC • Other Agencies
Safety – (Refer also to KSC Crime Prevention Plan)				
14. A safe community	• Raise community awareness • Aboriginal participation on all Council committees maintain ALO position with Council • Appropriate street	• Ongoing	i. Lowered crime rate ii. Community is perceived as safe	• KSC • Country Energy • RTA • Traffic Committee • Other Agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
	lighting • Review speed zones Traffic calming strategies			
Alcohol and Drugs				
18. There is a coordinated interagency approach to addressing issues of family breakdown and interpersonal violence	• Refer to Men's Group	• With KSC leadership, Goori Interagency is empowered to co-ordinate existing services/programs to address high priority issues ○ Need to identify links to other existing issues eg crime prevention, safety, education, employment ○ Incorporate/identify existing plans from other ○ organizations e.g. Many Rivers ○ Appropriate referral systems need to be developed ○ Communication avenues to communities and Non Government Organisations need to be both informal and formal and culturally appropriate	i. Agencies work successfully together to address issues	• KSC - ALC • GIG • Many Rivers • Other Agencies

GOALS	YEAR 1 STRATEGIES	YEAR 2-4 ACTIONS	SUCCESS INDICATORS	RESPONS-IBILITIES
Health				
19. Raising awareness for Health Service Staff on cultural awareness issues when dealing with sensitive health matters.	• Council to lobby support & advocate to Durri and AHS • Infant Mortality e.g.SIDS • Mental Health			• KSC • Durri • AHS • Private Health Providers • Other Agencies

12 Summary - Social Plan Issues

During the compilation of the Social Plan the various target groups identified to some degree or another the following as issues that need to be addressed by relevant agencies.

The following is a summary of the issues and the proposed action(s) sought by the groups.

HEALTH:

- Retention of the existing services and lobbying to ensure:-
  - no further loss of service provision
  - that the Kempsey District Hospital stays at least at Level 3
  - adequate specialist networking / partnerships for higher level services are readily available for Kempsey Shire residents

- The need for more mental health services.

EDUCATION:

- Ensure that pre school through to TAFE and higher tertiary education is adequate and to maintain the vocational college as an integral part of the Education System.
- To try to increase school retention levels and to provide homework assistance etc.

ORGANISED SPORT AND RECREATION:

- The need to make all avenues available to the various users on an affordable basis
- The need for a multi purpose indoor stadium and facility.
- The need for transport to and from venues.

PASSIVE RECREATION AND ENTERTAINMENT:

- The need for youth friendly facilities in particular the need for a modern cinema.

TRANSPORT:

- The need for affordable transport options.

COMMUNITY SAFETY:

- The need for safe open space and public areas

CRIME PREVENTION:

- The need for the Crime Prevention Plan to address the perceptions of parts of Kempsey Shire as being unsafe.
- CPTED principals to be made an urgent priority in all new designs of buildings and open space areas.

CULTURE AND HERITAGE:

- The desire for continuation of initiatives to showcase the cultural diversity of the Shire. Continue the Multi cultural festival, Country Music and Trucking Show, the Crescent Head Skyshow, NAIDOC week celebrations, etc.

HOUSING:

- Need for low cost affordable housing.
- Accommodation for homeless men be that by a brokerage or a purpose built refuge.
- Retention of 24 hour 7 days per week Women's Refuge.

13 Recommendations:

To obtain improvement in the key areas, with benefits across all community sectors, the following recommendations are suggested for Kempsey Shire Council to consider:

1. All community sectors expressed the need for dedicated resources to address issues pertinent to their respective areas. It is suggested that a more cost effective and productive way of addressing the complex issues involved would be to develop a position within Council for a Community Development Worker or Social Planner. This position would bring continuity and co-ordination to a range of activities and responsibilities as well as ensure strong, cohesive and ongoing partnerships between Council and the community sector. Consistency in open communication and recognition of the changing diversity of perspectives and needs in the community are essential for the successful implementation of the Social Plan.

2. KSC co-ordinates its planning processes to ensure linkages between them. These would include the strategic plan, social plan, cultural development plan, management plan, asset management plans, environmental plans etc. This would maximise efficiency and effectiveness, minimise duplication of output, and enhance formal and informal communication networks.

3. An effective interagency forum is in place with responsibility to co-ordinate social planning. This forum would be responsible for identifying and prioritising critical issues to be addressed across the different groups. A memorandum of understanding should be developed between KSC and the interagency to clarify scope and responsibility of involvement.

4. All target groups involved in community consultations voiced the need for an effective interagency group in their sector. This issue should be addressed through the creation of a 'thinktank', subcommittees or working parties of the above interagency that will meet quarterly, and are representative of sectors as well as of issues. Attendance of people who are critical to specific issues is essential.

5. KSC's Social Plan comprehensively documents the various agency contributions to the outcomes sought. Collaboration establishes the breadth and depth of responsibility, and accountability measures are clear and in place.

6. The whole of Kempsey Shire is aware of services available for all people and specific sectors of the community. To raise awareness, an annual event (eg expo), as well as regular participation in other community events would inform and educate.

In current times of increasing social, economic and environmental pressure, it is essential that Kemspey Shire Council demonstrate leadership, strength and optimism to guide the local population, by example, to become a thriving and sustainable community. Council can contribute to creating a prosperous, self-determining community through commitment to effective social planning and sustainable partnerships.

14 Conclusion

In a climate of intensifying social, economic and environmental pressure, Kempsey Shire Council has an ever-increasing responsibility to its residents. It must demonstrate leadership, strength and optimism to guide the community, by example, towards the goals of positive growth and a flourishing future. To this end, sincere, open, two-way communication with individuals, organisations and agencies must be further developed and sustained in order to build trust and commitment towards a shared vision of the future. Changing needs and priorities must be identified and acted upon in the spirit of partnership if the community is to succeed in creating sustainable social, economic and environmental prosperity in our local area. Kempsey Shire Council has a unique opportunity and role in creating a prosperous community that is self-determining and empowers its residents. Commitment to effective social planning and its subsequent actions must be shown through adequate resourcing to ensure these objectives are achieved.

In 2003 the Queensland Government and University of Queensland jointly undertook research that provided both quantitative and qualitative information about why some rural Australian towns are able to demonstrate resilience, optimism and growth in the face of difficult challenges while others in similar circumstances do not. As an outcome of their research, they compiled a list of recommendations to help direct rural communities to thrive. These suggestions provide excellent underpinning approaches to guide Kempsey Shire Council to develop innovative strategies for the enhanced, successful future of its community.

1 Encourage the development of a vision for the town and the planning and activity to get there
2 Encourage diversity in every dimension
3 Encourage the public celebration of creativity and achievement
4 Encourage continuing education, formal and informal, for all residents
5 Encourage the development of home-grown talent
6 Encourage the development of a town community resource center
7 Encourage holders of all civic positions that those positions be held for a short and fixed period, and that leadership be rotated as often as possible
8 Encourage any mechanism that helps build a broad base of civic skills and experience
9 Encourage the concept of ‘leadership’ and discourage the concept of ‘leaders’
10 Encourage travel away from the town in order to bring back ideas
11 Encourage any mechanism that fosters the exchange of ideas
12 Encourage any mechanism that helps newcomers feel needed and welcome
13 Encourage every form of investment, financial, commercial, social and civic, back into the town
14 Foster the development of opportunities for shared relaxation and play
15 Encourage self-help and discourage dependence upon outside agents or funders

(University of Queensland/Department of Primary Industries, Queensland 2004)

15 Attachments

15.1 Examples of Good or Promising Services, Practices, Approaches, Projects or Events

This attachment is a summary of the discussion in focus group consultations where participants were invited to nominate good or promising practice from their own experience in Kempsey Shire and features of that practice.

15.1.1 FOR ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE

- Organised sport
  - Bringing families together
  - Playful
  - Discipline and respect
- Safety/injury at Bellbrook – First Response Program (Ambulance/Dept of Health) NRMA funding
  - Responsibility in community
  - Collaborative
  - Community: First Aid plus
- Employment – Booroongen Djugun College
  - Training courses (vocational)
  - Assistant in Nursing courses – aged care Wesley/Goori
  - Specific for ATSI youth
  - Funds available for transport and clothing to help gain employment
- Djigay students Certificate I-IV, Aboriginal culture and art practices class in Djigay language
  - Organised by elders
- CDEP program
  - Mentoring courses
  - Training in computers etc
- Goori Galbans Aboriginal Corporation
  - Art and craft
  - Health posters re breast cancer
    - Going beyond Kempsey
  - Leadership and understanding
  - Workshop on Aboriginal history through art – culture focus
- Employment
  - Regional consultant engaged – cross agency approach

ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE Continued:

- Natural Environment
  - Heritage Protection Program
  - Protecting significant sites
- Recreation / Social / Sport
  - Worker employed by Department of Tourism, Sport and Recreation – implementing framework: Kempsey is priority region
  - Identifying resources
  - Co-ordinated planning
  - Partnerships
  - Sustainability
  - Targeting 12-24 year olds with DoCS
  - Holiday activities (children)
  - After school care
  - Weekend activities
- Wigay – Aboriginal park
  - Holistic: Education, culture, employment and environment combined
  - Encourages tourism which supports employment
  - Education: Certificate I &II in horticulture, conservation
  - Preserving site
  - Cultural focus
  - Partnership – Kempsey Shire Council, CDEP etc
- Booroongen Djugun education
  - Community involvement
  - Targeted to ATSI people
- Stuarts Point project has started
  - Initiative of Wetlands trust with NPWS and elders of Aboriginal community, Kempsey Shire Council
  - Land management
  - Heritage/culture
  - Education
  - Involving young people helps in crime prevention
- Transport – Booroongen Djugun Aboriginal Corporation funding to isolated communities to help people, especially elders get to activities (e.g. shopping elsewhere)

ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE Continued:

- Social support through Booroongen Djugun
  - Opportunities for people to get together eg Elders Olympics
- Interactive Distance Learning through Djigay Centre
  - Satellite
  - Trial at Bellbrook
  - Partnership of Optus, Commonwealth and State governments
- ATSI Community Centres
  - Promotion and advocating services eg counselling etc
  - Addressing isolation
  - Venue to wider agencies (providing security)
- Maintaining the reconciliation activity in partnership with Kempsey Shire Council
- Burrun Dalai places children in foster care in Aboriginal families
  - Maintaining culture
  - Supporting Aboriginal workers
  - Extending to Nambucca with DoCS
  - Incorporate body of Aboriginal people
- Aboriginal Medical Services (Durri)
  - Primary health care
  - Alcohol and Drug workers
  - Diabetes service
  - Funds for community bus (for recreation and sport)
- Aboriginal child, youth and family strategy – sustainability, viability
  - Enhancing partnerships
  - Identifying and maximising resources
  - Co-ordination, planning and delivery
- Youth worker in Nambucca Heads
- Durri – parenting program to be implemented
  - Fathers program (Families First)
  - Target 0-18 year old children and their families
  - Improving outcomes
- Booroongen Djugun is an outstanding centre
- School holiday activities (through ACYFS)

ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE Continued:

- Aboriginal Connections (building company)
  - Delivering apprenticeships and employment
- Aboriginal Liaison Officer in Council
- Male youth worker (but need female youth worker)
- Women's Refuge 24 hr (but being reduced)
- Transition to work program
- Kempsey Assistance Patrol (crime prevention)
- Construction of Mid North Coast Correctional Facility – keeping families close

15.1.2 FOR PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

- JindiJupen Dreamtime Festival
- Arts Council
- Multikulti – launch of migrant stories at Library
- Library resource van
  - Goes to schools with high representation of ATSI – assists kids with assignments
- S.E. Asian Domestic Violence Project Worker (has been running 3 yrs)
  - Identifying gaps and issues especially for S.E. Asian women (33 presently in regular group)
  - Refer to services e.g. education
  - Monthly support group meeting
  - Agencies participate
  - Outreach through radio (S.E. Asia division)
  - Speak own language
- Multicultural Connection
- Community workers from "target group"
- Multicultural Festival in Port – coming to Kempsey
- Interpreter services (KSC)
- Partnership for Aboriginal Care – funds services provided direct to Aboriginal communities (outreach)
- S.E. Asian Domestic Violence group
  - Having fun e.g. dancing (folk) performing
- Access to KSC bus
- Amnesty Middle Eastern afternoon
- Wigay Park
  - Food education
  - Supported by KSC
- Expression of culture
  - Education of others
  - Breaking down barriers, providing visibility and acceptance
- South Sudanese people
  - Insufficient notice to community but now supported
  - Kempsey Pipe Band reformed in 2003 (Scot)

15.1.3 CHILDREN

- Families First supported weekly play groups – 1 South Kempsey, 1 West Kempsey (for parents under 25 years old)
  - Break down isolation of young mums
  - Information about services
  - Early intervention focus (pick up specific needs)
  - Access to workers e.g. domestic violence, Aboriginal
  - All the organising done for them
  - Benefits of play for children
  - Meets needs of kids
- Refuge – domestic violence situations plus homeless
  - Specific children's workers (1 ATSI, 1 not)
  - Safe place for women and children
  - 4 rooms
  - Outreach and follow up after leaving
  - Supported play groups
  - Options to women to access activities and/or learning while their children are cared for
- West Kempsey Community Renewal House / South Kempsey Neighbourhood Improvement Project (Dept of Housing)
  - Outside of school tutoring (e.g. when kids are suspended)
  - Holiday programs with parents (targeted)
  - Get the community working together – empowering advocating for children
  - Addressing day-to-day issues
  - Cooking, library, suicide prevention
  - Drop-in
- Families First
  - Bellbrook Playgroup targeting Aboriginal families
- Tim Tams
  - For teenage women having babies

- Mobile PCYC (in future PCYC Clubhouse)

CHILDREN continued:

- Youth Week celebration
  - Skate park, BMX
  - Talent quest, karaoke
  - School bands
  - Meet people, somewhere to go, activity, belonging
  - Their community
- Protective Behaviours talks by police
  - Promotes positive image of police
- Fire Brigade talks in schools
- Life Education Van (Department of Education?)
  - Messages targeted playfully to age groups
- Skate park
- Durri programs
  - Specialised workers and programs e.g. midwives, dental
  - Multi disciplinary approach
  - Community presence
  - Doctor outreach to remote areas weekly
  - Educating Aboriginal community/parents
  - Referral – housing, transport
  - Holistic approach
  - Counselling, alcohol and drugs services
  - Transport – taxi voucher system
  - Programs in schools, free to ATSI e.g. diabetes, sexual health, alcohol and drugs, hearing, optical care
- Kids Can at Coffs Harbour
  - Cross-agency program for kids who have experienced domestic violence
  - Transportable program (was AAS funded)
- Volunteer Home Start Program
  - Families First
  - Assist parents with young children (under 5) with daily routines
  - Priority to young and/or socially isolated

15.1.4 MEN

- Crime Prevention
  - Juveniles
  - Police presence in community and schools
  - Interagency approach
  - Holiday programs e.g. sport , "Ton o' Fun Day", at Christmas 64 families attended
  - Smaller groups working together
- Aboriginal Men's' Group
  - Partnership of Durri, Probation and Parole, Housing, Health
  - 1 day per week
  - Focus on culture
- Camp weekends – 10-16 year old youths with Fire Brigade "Bush Fire Safety Camps"
  - Aboriginal Men's Group
  - Older men working as facilitators with young men
  - Information, awareness
  - Good with youngest men
- Collaborations are successful
  - Mutuality
  - Culture change
- Centacare Anger Management courses
- Male workers
  - Community consciousness of men's issues
- Collaboration between indigenous and non-indigenous – life skills for men's courses – Durri and Centacare
  - Understanding of Aboriginal cultures
  - Anger management courses → responsibility for own behaviour → acknowledge own feelings → communication skills → self awareness

MEN Continued:

- Family support for fathers
  - Run by male
  - Support re sexuality
  - Addressing anger in relationships
  - Relating to families in positive way
  - Parenting groups → mutual support → discuss relationships with own fathers

15.1.5 OLDER PEOPLE

- Cardiac and Pulmonary rehabilitation program in MNCAHS (not age specific) brings about a reduction in depression
  - 6-8 weeks
  - Education
  - Multi-disciplinary integrated
  - Exercise component
  - Mutual support

  NB: want program to continue but transport is an issue
- University of Third Age
  - Use of skills in community
  - Share knowledge
  - Opportunities
  - Links people
  - Stimulating
  - People feel valued
  - Educate people re health/ageing issues
- Mobile respite services (MNCAHS)
  - Recreational excursions (dementia specific)
  - Parklands cottage
  - Day centre/respite for carers
  - Social environment
  - Transport provided
  - Run by volunteers but has limitations
- Kookaburra Club
  - Good service
- Community Transport
  - For local people through facilities
- Recreational and Social
  - "Live-it-up" for local government areas (MNCAHS)
  - Activity options (lots of choices but shyness or transport can block access)

FOR OLDER PEOPLE Continued:

- Community liaison (MNCAHS)
  - Assisting chronic and complex care needs in community
  - Discharge planning
  - Links services
- Mental Health Service for aged in Kempsey/Macleay
- Community Health Services
  - Dependable resource base
  - Specialist help
- Division of General Practice
  - Podiatrist service also full time podiatrist in Kempsey Community Health

15.1.6 PEOPLE WITH DISABILITIES

- Kempsey Shire Engineering staff aware of physical aspects of buildings to cater to People with Disabilities
  - Giving them experience in a wheelchair, or in glaucoma goggles etc
- Access Committee of Kempsey Shire Council over many years
  - Film made – community awareness
  - People with Disabilities participate and their carers
  - Director's enthusiasm for his position
- Leisure Link
  - Improving social skills
  - Integration of People with Disabilities with others (volunteers)
  - Safe, fun
  - Affordable
  - Variety of activity
  - John Mawson Access Award (Kempsey Shire Council)
- Centacare Action Group
  - Input
- Centacare's holistic approach:
  - Employment, housing, training and accommodation support
- Watuma Aboriginal Keeping Place
  - Land near museum
  - Good idea (not yet actualised)
  - Activities/social
  - Art and function room
- Co-location of services in Macleay Valley Community Care Centre building → collaboration and exchange of knowledge → partnerships
  - Focus on client needs
- Buses to take people on outings (Kempsey Shire Council, Leisurelink, etc)
  - Respite
  - Wheelchair friendly
  - Social/recreational benefits
- Special units in Education system
  - Value of integration
  - Commitment of staff

FOR PEOPLE WITH DISABILITIES Continued:

- Taxi service
  - Wheelchair access – PRIVATE
- Mental Health Program of Durri – psychiatrist services
- Centacare employment services
  - Access to open employment
  - Choice
  - Integration
  - Support in the workplace
- Durri bulk billing

15.1.7 WOMEN

- Community awareness about domestic violence.
  - Domestic violence liaison officer in local police
- Local presence helps workers to work with Police
  - Reclaim the Night since 1999
- People and services working together to bring about successful events e.g.
  - International Women's Day
- TAFE Welfare course
  - Transition
- Dijgay (literally means "hearing") Educational Centre attached to TAFE
  - Makes people visible
  - Specific services to meet needs
- Specific Aboriginal women's services are effective
- Elders in Aboriginal community taking a strong role – stories
  - Annual get together to discuss services available
  - Empowering people to work together to help own community
  - Bringing women closer
  - Healing and grief workshop (lots of losses in Aboriginal community)
- Aboriginal medical services (Durri) – women feel comfortable, fear is reduced and they are more willing to access needed services
- "Making Messages"
  - Aboriginal women working together creating artful information about health and social issues for posters and public awareness campaigns
- Craft groups providing pathways to affirmation, pride, confidence, self esteem and employment
- S.E. Asian Domestic Violence worker
- Domestic Violence Committee
  - Services working together to address issues, "voice" concerns of victims and increase awareness

FOR WOMEN Continued:

- (Aboriginal) Court Assistance Scheme
  - Support reduces feelings of intimidation
  - Needed for all women
- Resource manual re Domestic Violence services
  - Will eventually be accessible on website

  (MNCAHS may be producing manual for Kempsey)
- Volunteer home visit to mums, especially single mums
  - However there is a lack of trained volunteers
- Supportive TAFE women
  - Several have welfare backgrounds
- West Kempsey Community House
  - Welcoming
  - Community ownership
  - Interesting programs: Spanish, cooking, excursions, homework centre, church
- Greenhill Centre
  - Participation by Greenhill women
  - Services for young parents, men etc
- Quality and equity through free health services eg
  - Durri AMS
  - MNCAHS Community Health
  - MNCAHS/Community Solutions
- Early Childhood Services
  - Give women opportunities to participate
- Education
  - Enable women to find themselves as individuals and develop strengths
- Organised sport, especially for Aboriginal women
  - Touch football
  - Rugby league
  - Women empowered: men supportive, family event
  - Friendship and support

15.1.8 YOUTH

- West Kempsey Renewal Project – writing and recording a song
  - Bridging between cultures
  - Mingling / socialising
  - Fun
  - Developing confidence, self-esteem
- Health Services
  - Welcoming friendly
  - Awareness of what's available is good
  - Committed and open staff
  - Good information: pamphlets, posters
  - Easy access, free
- Transport
  - Durri 12-seater bus & KAP bus
  - Allows access to sporting events, and other positive recreational activities
    - By schools and other groups
  - Saves money so young people can afford other things e.g. lunch
- Education
  - Homework Centre (Durri)
    - Goes to Bellbrook & Kempsey High School
  - More tutoring now happening
  - Fencing of school grounds preventing truanting
  - Alternatives to main high school
    - Macleay Valley Vocational College
    - House of Youth
    - TAFE
    - Boorungen Djugun
- Kempsey Family Support Counselling
  - Cooperation between schools and welfare sector e.g. Love Bites:
    - Respectful relationships – fun activities

FOR YOUTH Continued:-

- Newcastle Palais is excellent model (contact Newcastle Council)
  - Work for the dole renovating theatre into Youth Centre
  - Sense of achievement
  - Driven by youth
- School drop in program
  - All welfare sector working together
- Youth Precinct
  - Skate park – activity centre, education pathways
  - Youth health clinic
- Partnerships/communication between services and active youth worker network (monthly meetings – under auspices of Council)
- Community Renewal holiday programs (West Kempsey)
  - E.g. for girls
  - "Battle of Bands" event was great success
    - Opportunity for expression and showcasing of young talent
    - Young people gathering and meeting around positive activity
- Adolescent/youth worker positions in agencies e.g. Housing
- Point Zero Safe Party: Port Macquarie model
  - Crime prevention initiative where young people register their party with the local Police
- "Kick Start" Program of the PCYC
  - Free doctors/counsellors
- Primary to High School transition project
  - Targets kids at risk of early school leaving
    - Especially Aboriginal youth
  - Practical projects e.g. gardening
- TAFE Youth Worker course
  - Steps from partnership
  - Unique course in region
  - Provides prospect of young local people working with local youth
- Tele-psych link
  - Access to psychiatric services

15.2 List of Participants to Consultation

Australian Breastfeeding Association

Bellbrook Hall & Combined Charities
Booroongen Djugun Aboriginal Corporation
- Region HACC Development & Support

Cedar Place Aged Care Hostel
Centacare Employment
Centrelink
- Indigenous Services

Commonwealth Health
Crescent Head Country Club Veteran's Golf Club

Djigay Centre Kempsey TAFE
DoCS
Drug & Alcohol Services Mid North Coast Area Health Central Sector
Durri Aboriginal Medical Service

Friends of South West Rocks

Goodagan Aboriginal Corporation
Goorie Galbans Aboriginal Corporation (Women's Group)
Goorie Interagency Group

Hastings Macleay Housing Support Service
Hat Head Women's Bowling Club
Helping Hand Home Service
Hope'n Adventure Farmstay
House of Youth Djigay (Links to Learning) REFS

Kempsey Children's Services
Kempsey Family Support Service Inc
Kempsey High School
Kempsey Library
Kempsey-Macleay Home Start
Kempsey Respite Services Inc
Kempsey Shire Council
Kempsey West Public School
Kempsey Women & Children's Service
- Aboriginal Child Support
- Child Support
- South East Asian Domestic Violence Project

Kempsey Women's Domestic Violence Court Assistance Scheme
Kempsey Youth Refuge
Lifeline Mid Coast
Lions Club of Kempsey Inc

List of Participants to Consultation continued:

Macleay Community Care Options
Macleay Men's Network
Macleay Valley Community Education
Macleay Valley Workplace Learning Centre Inc
Men's and Resource Committee
Mid North Area Health Service

- Aboriginal Health
- Area Chief Executive Officer's Unit
- CNS Psychogeriatrics
- Falls Injury Prevention

Mirriwinni Gardens Aboriginal School
MNC Network Office, DoCS

NSW Attorney General's Department

- Violence Against Women Strategy
- Regional Violence Prevention

Nulla Nulla Boongutti Aboriginal Corporation

Parish Council – Anglican – Holy Trinity Church
Parks & Wildlife Division of the Department of Environment & Conservation

- Macleay Area

Probation & Parole

Regional Extended Family Services/Reconnect

Schools as Community Centres
Scouts
South West Rocks Aged Care Committee
South West Supported Playgroups
SPADCO
St Paul's College
Stoner, Andrew MP, Member for Oxley
Stuarts Point Women's Bowling Club

TAFE
The Valley ARKS (Arthritis Group)
Thunghutti Tiddas Aboriginal Women's Group

Uniting Church of Australia

West Kempsey Renewal Project

and Members of the Community

16 List of Reference Documents

Australian Bureau of Statistics, 2004, *Measuring Social Capital, An Australian Framework and Indicators*

Australian Bureau of Statistics, 2004, *Rural and Regional Statistics Information Model (Draft)*

Hastings Council, 2004, *Final Report for the Mid North Coast Non- English speaking Background Access Project*

Hunter Valley Research Foundation, 2003, *Mid North Coast Regional Profile; A socio-economic profile of the Mid North Coast Region* (prepared for the Department of Infrastructure, Planning and Natural Resources)

Karez, Joanne & Mitchell, Rebecca, 2002, *Safe Communities in NSW – A guide to developing a Safe Communities coalition*

Kempsey Shire Council, 2004, *Community Safety & Crime Profile*

Kempsey Shire Council, 2004, *Corporate Image, Communication and Public Relations Strategy*

Kempsey Shire Council, 2004, *Corporate Strategic Plan*

National Rural Health Alliance Inc/Aged & Community Services Australia, 2004, *Older people and aged care in rural, regional and remote Australia: A discussion paper*

NSW Dept of Local Government, 2002, *Social and Community Planning and Reporting Manual*

NSW Dept of Local Government, 2002, *Social and Community Planning and Reporting Guidelines*

NSW Dept of Local Government, 1998, *Local Government (General) Amendment (Community and Social Plans) Regulation 1998*

NSW Health, 2002, *The health of the people of New South Wales*

University of Queensland/Department of Primary Industries, Queensland 2003, *Innovation in rural Queensland: Why some towns prosper while others languish*

Taylor, A C, 2004, *Guidelines for Evaluating the Economic, Environmental and Social Performance of Urban Stormwater Management Measures*, in prep, CRC for Catchment Hydrology, Melbourne, Victoria

Thompson, Jardine Lloyd, National Economics/Australian Local Government, 2003, *State of the Regions Report 2003*

2004. 816 **RESOLVED:**

1. **That Council adopt the Social Plan as amended subject to continued recurrent funding of the State Government towards staff positions of the Aboriginal Liaison Officer and the West Kempsey Community Renewal Development Worker, and funding for the new Generalist Community Worker identified in the Plan.**