

**Date:** Friday 1 July 2022

**Time:** 11 am – 2:30 pm

**Venue:** Council Chambers and via Zoom

**Minute taker:** Jade Zigenbine, Business and Program Support Officer

**Present:** Richard Kottek, Philip Green, Tianjian Shen, Sandra Verdam, Ray Carroll, Jan Taylor, Sabi Buehler, Deanna Finn, Anne Fitzpatrick, Sue Riley, Iwona Trickett, Fiona Vuong, Narelle Hart

**Apologies:** Cr Duffy, Cr Eyre Janice Crosswhite, Joy Ferguson

### Order of business

#### 1. Welcome

#### 2. Acknowledgement of Country

Acknowledgement of Country was read by Fiona Vuong.

#### 3. A word from Fiona and Iwona / Context of the day

Fiona gave an overview of the day. Fiona also spoke about weaving in the perspectives of the 'communities that are not represented'. Fiona provided a presentation outlining key demographic information and outlined the 7 Ageing well in Nillumbik Action Plan priorities. See attached presentation, '*Ageing Well Planning Day Presentation*'.

#### 4. Debby Maziarz Introduction

Debby introduced herself and outlined a little about herself. Group icebreaker activity of a show and tell with something that inspires us and brings us joy.

Debby outlined the goals for the day: to come together to identify the gaps and priorities impacting the ageing community based on themes from the Ageing Well In Nillumbik Action Plan. Today is about exploring new projects and initiatives that can inform current and future planning.

#### 5. Brainstorming Session 1

Participants were organised into 3 groups, with each group discussing one priority area:

- What are we seeing, hearing, experiencing? (identify gaps/ priorities)
- What are our ideas for projects or solutions to address the gaps and priorities
- Focusing on one idea, work through the project planning template

See '*Ageing Well Planning Day Notes (Appendix 1)*' for summary of discussion.

**6. Lunch**

**7. Team building exercise**

Everyone was split into 2 teams and given a box full of objects, with those they were to build the highest standing tower with a marshmallow on top.

**8. Brainstorming Session 2**

See '*Ageing Well Planning Day Notes (Appendix 1)*' for summary of discussion.

**9. Reflection**

Iwona thanked everyone for coming and their participation for the day. The information and eventual priorities will inform us and assist in planning and resources from work with PAAC and Council.

Council will provide further feedback over the next few months and the preliminary plans to address these gaps, through pilot projects as explored today.

Watching the PAAC work as a group was commended. Narelle Hart (Manager Community Programs) thanked everyone for their contributions and advised Council will provide further feedback over the next few months and identify preliminary plans what we are working on. By identifying the gaps and priorities and exploring these actions, Council will begin scoping feasibility of such projects and some we may be able to commence immediately.

**ACTION** - PAAC requested that the CEO attend one or more of the PAAC meetings in future.

**10. Meeting close 2:30 pm**

**11. Next meeting date and location PAAC Meeting**

**When:** Friday 5 August

**Time:** 12-2pm

**Where:** Council Chambers and Zoom

# AGEING WELL PLANNING DAY NOTES

## Friday 1<sup>st</sup> July 2022

---

Notes from butchers paper.

### PRIORITY 1: ACCESS TO SERVICES

#### What are we seeing, hearing & experiencing?

- Social connection with paid carers when they provide care in the home
- Education about becoming an aged care worker at Living and Learning Centres
- Personal services such as Meals on wheels, Carers @ Mecwacare
- Challenges in the service provider space
- Limited downsizing options for older people in the Shire
- Maps, flyers/hardcopy prioritisation in areas with higher older people population
- Lack of digital literacy – programs to promote digital literacy

#### Access to services for culturally diverse older people

- No place to go if they live far away
- Limited community and information about services – ignorance – about services available – may not have the support to access

#### Rural experience

- Feel lucky that a carer can come to the house
- St Andrews people are struggling
- Paid carers who travel km are not reimbursed
- Example of carer running a farm and caring for husband – has to go to Eltham because nothing in the area
- Individual decision to change their lifestyle (not all people can do it)
- Unrealistic to expect the services in the area
  
- Lack of empathy in immediate society (Nillumbik)
- Blurred communication between servicing bodies (local, state, federal governments)
- Unrealistic expectations from some in society regarding what services can and can't do e.g. demands placed on service bodies

### Key Gaps & Priorities (Opportunities)

- Palliative care unit in the Shire /Hospice where people can die in their community
- Local paper community news, include appropriate links to Council webpages, feedback and subscription
- All in one place, looking at pharmacies /GP's where info could be collected
- Is it unrealistic to expect this or is it that the service system is broken?
- A BASIC HUMAN RIGHT?
- Location, dirt roads
- Casualised workforce
- Understanding, empathy
- Expectations of people

- Politicised system
- Royal Commission into aged care report
- Lack of understanding of access to services in culturally diverse communities

What can Council do?

- Provide information in hard copies
- Promote/employment opportunities of personal care/aged care
- Digital education programs LLN
- Satellite outreach access to services
- Advocacy for drivers?
- Advocacy for diverse Housing options, close to community, public transport and services

## **Project Idea & Plan**

Project: Carers Info Pack Communication

Description:

Translation of info pack into LOTE (Chinese)

Who is it for?

Chinese Carers in Nillumbik

Existing idea.

Timeline:

Info pack finalised ASAP.

Location:

Eltham, Hurstbridge, online.

Partners:

- Dementia Alliance
- Interpreters

## **PRIORITY 2: INFORMATION & ADVOCACY**

### **What are we seeing, hearing & experiencing?**

Develop and review terminology

- Council doing rather than 'working with'
- Co-design, change terminology that will lead to better engagement

Positive Ageing being 'stale'

- "Too many cracks in the wall"
- Easy English, want to see more of
- What does 'Positive Ageing' really mean?

Not enough community engagement

- Connections aren't there
- Volunteering not diverse enough

### **Key Gaps & Priorities**

- Information sessions needs to be more fun, more linking of people to activities from session and keep them engaged
- Dementia support services and information
- Connection between community groups and information/resources aren't shared
- CLAN group that help each other
- Friendship connection to help with adhoc things

### **Project Idea & Plan**

Project: Connection between community groups, sharing of information and resources

Description:

Key event to bring groups together to connect. Use World Café model to find out what people need. (Could be similar to the 'Get on with Life' event)

Who is it for?

- Residents in Nillumbik
- Community groups
- Service providers
- 'co-design' as participants
- Key speakers/facilitators, consultants, inspiring speakers

Existing:

Using current resources and information sessions. Building on these.

Timeline:

6-8 months

Location:

ECRC

Partners: Community groups, Service providers

## **PRIORITY 3: COMMUNITY CONNECTION, RESILIENCE & ENGAGEMENT**

### **What are we seeing, hearing & experiencing?**

- There is caution with engagement
- People are less resilient from what they used to be
- Vulnerability is more obvious – could be the state of the world, COVID?
- More anxiety, making little decisions bigger, older people are not as confident so they are putting decisions on others, not as decisive
- Increased loneliness as less people come to visit
- Fear of the unknown
- People are unsure, missing family and friends
- People don't have energy or strength anymore
- "People are offering to help me"
- There is help
- Lack of confidence
- Overwhelmed, not knowing where to start
- Compassion fatigue
- Brought up to be independent not asking for help
- Travel
- What is holding us back financially
- Pollution
- Masks (environmental impact)
- Rat tests
- Solar panels

### **Key Gaps & Priorities**

#### Gaps:

- Good leadership
- Integrated approach to how we work together as a community
- How to bring together actions (environmental, social, economic)
- Rebuilding resilience, confidence, independence, respect of ages (tackling ageism)
- Grass roots wisdom, how do we draw on it, use it to educate and increase access?

#### Priorities:

- Remove silos
- Be transparent about 'spending' for community groups and their needs
- Influence the Council budgeting process and allocation
- Better communication and engagement of older people

### **Project Idea & Plan**

Project: "Connecting Generations" – learning from the young and old

Description: The goal is to build connection and engagement between young and older generations to build resilience, understanding, creating a sense of purpose, passing on skills and wisdom. Bring together cohorts/communities based at Hurstbridge

Hub such as edible hub and childcare. Activities could include: intergenerational storytelling, planting, arts, craft, cooking, gardening, storytelling, music, walking tours.

Timeline:

Develop action plan by December 2022. Deliver 12 month pilot in 2023.

Location:

Hurstbridge Hub

Partners:

- Living and Learning Centre is next door
- Wattle Glen nursing home
- Panton Hill Our Play House
- Men's Shed
- Contact Mornington Shire to ask them about their intergenerational projects

## **PRIORITY 4: TRANSPORT & MOBILITY**

### **What are we seeing, hearing & experiencing?**

- Public transport used effectively by Chinese senior citizens – but knowledge of areas in Shire – limited – isolation
- GP's advising someone to be driving then provide info
- What about eligibility of community transport (lack of info) – 65 and over, registered with MAC, home care package clients, CHSP, NDIS
- All the people I know get around, shared transport, get lifts, still driving
- Lack of understanding and empathy – hard to understand
- Limited radius of community transport
- Community transport provided is very important but limited routes (not for rural people)
- Expectations of people who are receiving
- Prolonging driving when they shouldn't be
- Dementia carers – communicating those that can't drive/the approach is not empathetic
- VicRoads radius of driving e.g. 20km – transitioning out – balance between community safety and individual vulnerabilities
- Education opportunity to ordering medicine online services/prescriptions delivered to the door
- Telehealth opportunities
- Carer burden and feeling overwhelmed, trying to navigate the system
- Reliance on carers/friends to access services e.g. transport, delivery of food

### **Key Gaps & Priorities**

#### Gaps:

- Communicating services (communications sub-committee)
- Service gaps and ineligibility for services
- \$\$ for services
- Public transport and infrastructure
- Are there enough services available?
- Service providers and the aged care landscape is complex

#### Priorities:

- Clarity and distribution of information provided and available to people
- Opportunities to volunteer
- Local newspapers
- Information about complaints and feedback processes about community transport services
- How to reach isolated people to get this information out there
- Advocacy from Council to other transport systems (e.g. private taxis, public transport, aged care)
- Telehealth, online prescriptions, free delivery of medicines, teaching more people how to access

#### Idea:

- Volunteer funding grants – reimbursed cents per km to increase volunteer fleet

### **Project Idea & Plan**



Project: Transport Locally

Description:

Tried to take taxi but it didn't come. Increase transport options, 1-1, community bus, taxi, ride share, public transport. Scoping project on needs and experiences of older people in relation to transport.

Frustrated to be asked to find the solution.

**PRIORITY 5: SAFE AND HEALTHY COMMUNITIES**  
**PRIORITY 6: HOUSING**

**What are we seeing, hearing & experiencing?**

- More aggression on the road and in shops
- "I don't feel as safe going to train station after hours"
- Housing – people were renting to friends and families because of COVID
- Housing – very little housing/rental options for older people to downsize
- Housing – for single people housing and rental is expensive, not available, priority is given to friends and family
- Families can't afford to live, so they are moving into older people's/grandparents' house
- Seeing more people affected by mental health issues
- In rural areas walking paths are not safe (there was a prior project that was looking at this issue, what happened?)
- Seeing more homeless people

**Key Gaps & Priorities**

Gaps:

- Mobility
- Accessibility
- Appropriate pathways, not well lit
- Not enough volunteers
- Cohort of people who need support (don't have family or friends)
- Insufficient/inadequate parking
- Elder abuse and safety in reporting
- Elder abuse info on website – where is it? What is it? Who would look at this?

Priorities:

- Safe housing
- Housing that is part of a community (e.g. housing co-ops)
- Tailored transportation services

**Project Idea & Plan**

Project: "Safety and Seniors" – an elder abuse prevention program

Description:

A community-led approach. Training and education on how to identify elder abuse, approach potential victims and reporting. Develop a toolkit to help people identify elder abuse. Review current local policies and resources available on this issue. Understand how many people use current resources and who are they? Who is the Council contact for elder abuse?

Who is it for?

- Neighbours
- Community leaders
- Interested parties and volunteers
- Teaching ESL, teachers, adult education

Location:

Eltham Community Centre. Hurstbridge Hub, put notices in 24 small towns.

When:

ASAP.

Partners:

- U3A
- Omni
- Men's Shed
- Probus
- Institutions such as aged care, neighbourhood houses

## **PRIORITY 7: CIVIC PARTICIPATION (EMPLOYMENT & VOLUNTEERING)**

### **What are we seeing, hearing & experiencing?**

#### Seeing:

- Decline in volunteering
- Older people not working
- Older people are looking after grandchildren, prevents civic participation

#### Hearing:

- Decline in volunteering
- Need a variety in volunteering activities
- People want to connect/some do not
- People do not/may not know how to contribute

#### Experiencing:

- Some people cannot contribute due to health or need to reduce
- Feeling inadequate
- Volunteering has helped with connection
- How to connect people to groups
- Need good leaders and welcoming spaces

### **Key Gaps & Priorities**

- Work to retirement transition can be an issue/difficult – what can be available for civic participation?
- Opportunities to contribute with life skills and experience
- Activities that are meaningful
- Intergenerational opportunities
- Register of people with skills that may be able to help others

### **Project Idea & Plan**

Project: Opportunities for people to contribute with life skills and experience

#### Description:

- Use the skills of older people to help those that need it, e.g. help with tech
- Create list of people and groups with skills they have to offer
- Also basic domestic skills

#### Who is it for?

- Those that have skills to offer
- Those that need help

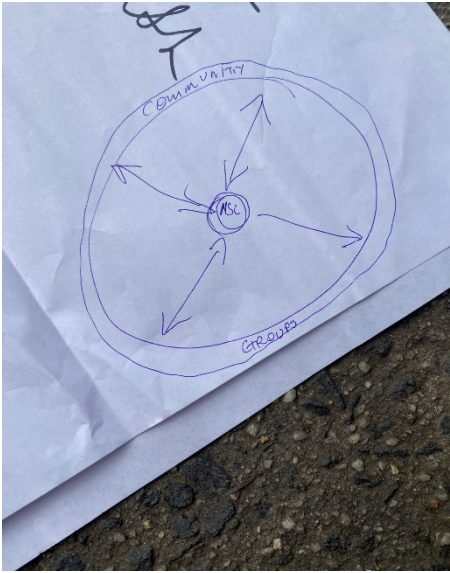
#### New or Existing:

- Some groups have volunteers that offer help @ adhoc basis
- Mostly new project

#### Timeline:

3-6 months, feasibility and costs

Partners: 2-3 community groups



# Youth Council Advisory Committee

## Minutes

---

<b>Date:</b>	Monday 11 July 2022
<b>Time:</b>	4.00pm – 6.00pm
<b>Venue:</b>	Council Chambers
<b>Chair:</b>	Youth Mayor Brianne Keogh
<b>Minute Taker:</b>	Frances Biggar, Youth Development Officer
<b>Committee Members:</b>	Bailey Cumming, Brianne Keogh, Fieke Van Der Kamp, Jack Linehan, Lachlan Wadsworth, Maali Kerta-Rice, Orianna Edmonds, Kirra Imbriano, Niamh Coffey, Martina Charalambous, Ava Grzechnik, Rhys Warrillow
<b>Councillor Representative</b>	Cr Natalie Duffy
<b>Other:</b>	Molly Jessop, Nichole Johnson, Frances Biggar, Corrienne Nichols
<b>Apologies:</b>	Nicola Clutton, Katie Camilleri, Indi Sandwell, Joseph Bowman,

### Order of business

#### 1. Welcome (2 minutes)

Youth Council and staff were welcomed to the meeting.

#### 2. Acknowledgement of Country (1 minute)

We acknowledge the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Nillumbik is located, we pay our respects to Elders past, present and future, and extend that respect to all First Nations People. We respect the enduring strength of the Wurundjeri Woi-wurrung and acknowledge that sovereignty was never ceded.

#### 3. Apologies

Apologies have been received from Nicola Clutton, Katie Camilleri and Indi Sandwell

#### 4. Ice-breaker

The group answered the question “What is should be easy peasy lemon squeezy but is actually difficult difficult lemon difficult?”

#### 5. Conflict of Interest and Informal Meeting of Councillors Record

There was no conflict of interest declared.

## 6. Minutes of previous meeting (2 minutes)

That the minutes of the meeting held 6 June 2022 are confirmed as a true and accurate record of the meeting.

Minutes moved by: Fieke

Minutes seconded by: Lachlan

## 7. Outstanding Action Items

8. Action	Responsible	Due Date
<i>Save the date for Youth Hub Forum, Monday 20 June, 4-5.30pm and help promote via networks and schools.</i>	<i>Everyone</i>	<i>20/06/2022 Complete</i>
<i>Provide school holiday flyer with meeting minutes</i>	<i>Katie</i>	<i>7/06/2022 Complete</i>

## 9. Item of business 1: Environment and Sustainability projects (30 minutes)

Laura Nix from Environment was unable to attend meeting so Molly explained the Home Harvest event on her behalf. Youth Council brainstormed the following suggestions for youth activities and engagement:

### Events that would interest young people:

- Composting workshop
- Cooking classes: Easy recipes, masterchef- style competition, jam making,
- Cooking and movie night (screen 2040 or similar)
- Youth submit short videos about sustainability in their own homes
- Workshop on herb growing and drying out
- Growing produce for beginner's workshop (including making a garden bed and different soil requirements)

### How to engage young people:

- School holiday times
- Align with other programs like Youth Fest and local festivals
- Location suggestions: communities in Hurstbridge and St Andrews, etc might be more engaged. Eltham Library & Edendale are suggested locations

## **BREAK (10 minutes)**

## **10. Item of business 2: Diamond Creek Community Infrastructure Plan (20 mins)**

Andrew unable to attend so Nichole and Molly shared on his behalf. The group looked through the plan and provided the following feedback:

- Pros of Option A: Central location, access to other services, more people around in the afternoon, feels more safe, close to public transport
- Pros of Option B: Separate site, very close to public transport, near large carpark, would potentially gain more foot traffic with aquatic centre.
- Cons of Option A: Have to cross main road, is shared with rest of community hub
- Cons of Option B: Close to primary school, church and brewery, feels less safe, being extremely close to public transport hub can also be unsafe

It was also suggested that Youth Council could have a tour around the sites to see the areas to have a better understanding of the plan.

## **11. Item of business 3: Youth Summit (15 mins)**

Frances and Molly presented video and received the following feedback:

Draft Summary Video

- Great video
- Bit too long – might be great to have a ‘socials’ version
- Suggested that we could cut down on recommendations section
- Could make all the tables presentations into separate Instagram reels
- Music could still be a little more quiet
- Continuity with title cards re: length graphics appear
- Put pronouns in with name titles

## **12. Item of business 4: Municipal Planning Strategy Update (5mins)**

Nichole Johnson read out the Municipal Planning an update provided by Strategic Planner Sean Diffey. The plan is available for viewing and feedback at the following link: <https://participate.nillumbik.vic.gov.au/mps>

## **13. Item of business 5: Youth Development Updates (5 minutes)**

Frances and Molly provided updates on the following Youth Development projects:

- BMX update: there is an audit happening with Rec & Leisure, there will be a celebration event for the new Eltham skatepark
- Rainbow Group: Hopefully starting in August at Eltham Library, please let Frances know if you have any ideas or want to be involved.

## **14. Item of business 6: Council Briefings and upcoming PCC (5mins)**



Nichole updated Youth Council on upcoming Council Briefings and PCC speaking opportunities.

Molly asked Youth Council to think about whether they would like to present on Tuesday 18 August Council Meeting about Youth Summit.

## 15. Other Business (5 mins)

Jack mentioned he is looking into different ways to support missing young people in Nillumbik. Molly presented the offer of having Victoria Police youth engagement officers attend a meeting.

Brianne brought up looking into free gym memberships for young people as per youth summit recommendation – it was mentioned that Eltham High organises class passes for their year sevens.

## 16. Next meeting date and location

Youth Council Formal Meeting

Monday 1 Aug 2022

Location: Council Chambers

### Action Log

Action	Responsible	Due Date
Complete the Diamond Creek Community Infrastructure Plan survey if you would like to provide feedback <a href="https://participate.nillumbik.vic.gov.au/dccisp">https://participate.nillumbik.vic.gov.au/dccisp</a>	Everyone	7/8/2022
If you would like, provide feedback on the Municipal Planning Strategy here: <a href="https://participate.nillumbik.vic.gov.au/mps">https://participate.nillumbik.vic.gov.au/mps</a>	Everyone	17/4/2022
If you would like to be involved with the upcoming LGBTIQ+ social group please let Frances know <a href="mailto:frances.biggar@nillumbik.vic.gov.au">frances.biggar@nillumbik.vic.gov.au</a> or 0428 779 318	Everyone	8/8/2022
Nicola to propose a site visit of the proposed Diamond Creek youth hub locations.	Nicola	7/08/2022
If you would like to present on the Youth Summit at the Council Briefing on 16 <sup>th</sup> August please let Nicola know.	Everyone	28/7/22