

# KNOX ACTIVE AGEING ADVISORY COMMITTEE

**2 June 2022**

**Time: 5.30 to 7.30pm**

**Meeting held via Zoom**

*As this Advisory Committee has been established by Council and includes at least one Councillor and a staff member it is an Assembly of Councillors in accordance with the Local Government Act.*

*Councillors and staff are required to declare any conflict of interest that they may have in regards to any item discussed that is intended or likely to be the subject of a report to Council or a decision of an officer under delegation. In declaring a conflict of interest the Councillor or staff member must leave the meeting whilst the matter is being discussed. A definition of conflict of interest in accordance with the Local Government Act is provided in the Active Ageing Advisory Committee Folder.*

*Community representatives on the Committee are not subject to these provisions; however they are required under their terms of appointment to declare any conflicts of interest that may arise for them from time to time. It will be a matter for the Chair to determine if the community representative is required to leave the meeting whilst a particular matter that is subject to a conflict of interest is being discussed.*

## 1. Welcome and Apologies

Attendees: Eddie Atacador; Rachel Bast; Marilyn Beyer; Linda Black; Diana Bossio; Gary Cantwell; Marlene Franke; Cr. Nicole Seymour; Cr. Meagan Baker; Stuart Ireland; Kylie Johnson; Sally Clark.

Apologies: Lyn Maestri; Judith Mercieca; Anne Sherrard; Judy Chalkley.

## 2. Conflict of Interest Declaration

No conflict of interest declared.

## 3. Confirmation of Minutes of Previous Meeting

Read and accepted by Gary.

## 4. Items for Discussion

### 4.1 Emergency Management – Community Resilience Plan / Identifying and understanding key networks

Facilitator: Andrew Marshall, Coordinator Emergency Management, Knox CC

- Andrew provided a brief overview of Council's responsibility to develop and implement a Resilience Plan to support the community to cope with stresses, emergencies and disasters.

- To better deal with chronic and ongoing stresses and acute shocks, and to build a stronger set of plans, Council wants to understand:
  - The lived experience of community members to design recovery for purpose
  - Trusted community networks and relationships for pushing out effective communications before, during, and after an emergency situation
  - Where strengths and gaps exist in current plans and arrangements
- Andrew has contacted departments across Council to map key networks (including vulnerable persons registers) and community links.
- Input is being sought from the Committee to help identify key networks and high influencers, and how to best connect with existing networks, across the Knox community. A summary of Committee member feedback is captured below:
  - Linda – re: emergencies, communicate via emails or text messages.
  - Gary – face-to-face meetings or an invitation to attend a forum for community groups (e.g. U3A, Talking Cafés, sporting clubs) to obtain feedback on the best way to communicate. You are better able to step people through a process.
  - Cr. Seymour – consider ambassadors (e.g. train the trainer) to skill up community members to gather the information required
    - Andrew – Someone with the trust and credibility in a particular community will be more effective than Council pushing messages out. Messaging needs to be tailored according to the audience. Council is also exploring the use of Social Network Analysis as an effective tool.
  - Rachel – face-to-face sessions work best in Community Centres as many participants don't have access to and/or use technology. Rachel invited Andrew to be a guest speaker with their HACC or Social Support Groups at Mountain District Learning Centre.
  - Stuart – consider data related to emergency preparedness already obtained through Council's wide range of community engagement activities (e.g. Municipal Wide, Covid-19 Household Impact, and Age-friendly Knox, surveys).
    - Consider a community resilience survey to first reach a significant number of people across the community and complement this with targeted focus groups.
    - Consider the role of community representatives/volunteers on the Municipal Emergency Management Planning Committee and other relevant Committees to increase reach into the community.
  - Marilyn – Connecting directly with the community is the best way to access vulnerable people. Feedback can be obtained from the community via existing mediums (e.g. local newspapers and pop-up booths).
  - Linda – GPs and allied health professionals could be a good conduit for information as they are trusted connectors in the community.
  - Rachel – consider how to promote an information session to the community that entices people to come along (e.g. a specific issue that is relevant to the audience).
- Committee members were encouraged to send any further feedback or comments directly to Andrew via email: [Andrew.Marshall@knox.vic.gov.au](mailto:Andrew.Marshall@knox.vic.gov.au).
- **ACTION:** Andrew – via Kylie - to share the presentation slides with the Committee.

## 4.2 Community Safety – Emergency preparedness / Annual heat health campaign

Facilitator: Lana Harris, Coordinator Inclusive Communities, Knox CC

- Lana provided an overview of the Community Access and Support (CA&S) department's current and planned emergency preparedness initiatives and activities
  - Resources that are currently provided to clients include heat preparedness brochures and letters, information from the Department of Health and Ambulance Victoria.
  - During new client assessments, there is exploration around preparedness for emergency situations including emergency contacts, and supports in place to provide assistance.
  - An alert can be placed on a client electronic file if they are deemed vulnerable.
  - A fridge magnet with emergency contact information was developed and posted to all clients in 2021.
  - The CA&S Short Term Support (STS) team are working with Bridges Connecting Communities and Victoria Police to strengthen the current Vulnerable Persons Register
    - Cr. Seymour – suggested connecting with community nursing agencies (i.e. Bolton Clarke) who have a government requirement to provide heat notifications to their clients.
  - CA&S STS team plan to, in collaboration with community and emergency management agencies, hold community information sessions to further explore what vulnerable registers and information already exists across the municipality and how these can be improved and integrated, if possible.
- Feedback was sought from the Committee on what else can be done to reach vulnerable people, including partnerships and communication methods. A summary of Committee member feedback is captured below:
  - Sally – phone calls to vulnerable people on heat alert days; using Knox on hold messages and Knox News as communication channels
  - Linda – public water fountains/taps at significant road intersections; pop-ups at shopping centres
  - Marilyn – NDIS case managers could be a good link to vulnerable people; retirement village onsite managers and Committees that run activities
  - Meagan – important to consider visually impaired people
  - Nicole – Council flyers distributed via pharmacies or GP waiting rooms as touchpoints. Consider sponsorship by a relevant brand to reduce costs
  - Linda – information sent via rates notices; notifications to real estate agents for their tenants
  - Gary – local papers
  - Marilyn – use pictorials in communications, rather than lots of words.
- Committee members were encouraged to send any further feedback or comments directly to Lana via email: [Lana.Harris@knox.vic.gov.au](mailto:Lana.Harris@knox.vic.gov.au)

## 5. Business Arising from Previous Meeting

- 5.1 No business arising from previous meeting.

## 6. Other Business

6.1 Round table with committee members:

- Marilyn recently attended the Knox Community Safety Forum where the safety of the Knox community was discussed. A reflection was that there are so many groups across Knox and that it is important that these groups are connected and not working in silos.
  - Stuart: This program is about empowering the community to take control and ownership of their safety and identifying and implementing solutions.
  - Stuart: Helen Wositzky and Kylie Wilmot from Community Wellbeing will attend the next KAAAC meeting in July to present on Council's draft Connection, Access, Respect, Equality and Safety (CARES) Plan, and to explore and discuss community safety.
  - Linda – Police used to have strong connections in the community. It would be beneficial to increase the Police's community engagement.
- Linda – the Housing Showcase event will be held on 9 June at the Knox Community Arts Centre. The event is sold out and there is a wait list available.
  - **ACTION:** Sally to send Cr. Seymour the event program.
- Eddie: recently attended the Coonara Community House AGM; the Volunteer for Knox video shown at Belgrave Cinema recently was a great initiative to say thank you to Council's volunteers.
- Stuart – Council is partnering with Humankind Enterprises to film the Intergenerational video series tomorrow. These videos will be used as part of Council's 2022 Ageism Campaign and also for other ageism related/ connection initiatives. Emma O'Hare, Intergenerational Project Officer, is leading this piece of work.
- Stuart advised that this is Kylie's last meeting before she moves on from Council and thanked her for her support to the Committee.

## 7. Next meeting

**Knox Active Ageing Advisory Committee meeting**

Thursday 28 July, time and location to be confirmed.