

APPENDIX A - LIST OF REFERENCE DOCUMENTS

- Community Plan Survey 2004
- Discussion Papers:
 - Community Facilities (CF)
 - Community Safety (CS)
 - Complex Needs (CN)
 - Cultural Issues (CF)
 - Events (E)
 - Funding (F)
 - Housing (H)
 - Information and Communication Technology (ICT)
 - Lifelong Learning (LL)
 - Public Domain (PD)
 - Public Transport (PT)
 - Recreation (R)
 - Social Capital (SC)
 - Unemployment (U)
 - Berotarwood Planning District (B)
 - Blue Gum Hills Planning District (BGH)
 - Inner City Planning District (IC)
 - Jesmond Planning District (J)
 - Mayfield and Inner North Planning District (M&IN)
 - Aboriginal Community (A)
 - Cultural and Linguistic Diversity (CALD)
 - Children and Families (C&F)
 - Disability (D)
 - Gay and Lesbian(G&L)
 - Men (M)
 - Senior Novocastrians (SN)
 - Women (W)
 - Youth (Y)

APPENDIX B - LIST OF ABBREVIATIONS

ABS	Australian Bureau of Statistics	DASH	Disability Advocacy Service Hunter
ACAT	Aged Care Assessment Team	DCP	Development Control Plan
ACE	Adult and Community Education	DET	Department of Education and Training
ACON	AIDS Council of NSW	DGR	Department of Gambling and Racing
ADSL	Asymmetric Digital Subscriber Line	DIMIA	Department of Immigration, Multicultural and Indigenous Affairs
AIHW	Australia Institute of Health and Welfare	DIPNR	Department of Infrastructure, Planning and Natural Resources
AMS	Aboriginal Medical Service	DOCS	Department of Community Services
BOSCAR	Bureau of Crime Statistics and Research	DOH	Department of Housing
CACP	Community Aged Care Package	DSA	Disability Services Act 1993
CALD	Culturally and Linguistically Diverse	DSP	Disability Support Pension
CBD	Central Business District	DV	Domestic Violence
CCB	Child Care Benefit	EACH	Extended Age Care in the Home
CCP	Civic Cultural Precinct	EAPS	Ethnic Affairs Priority Statement
CCTV	Closed Circuit Television	ECC	Ethnic Communities Council
CDATS	Community Drug Action Teams	EEO	Equal Employment Opportunity
CDEP	Community Development Employment Projects	ESD	Ecologically Sustainable Development
COAG	Council of Australian Governments	ESL	English as a Second Language
CRC	Community Relations Commission	GLBTIQ	Gay/Lesbian/Bisexual/Transgender/Intersex/Queer
CSTDA	Commonwealth State and Territories Disability Agreement	HACC	Home and Community Care
CYDP	Community Youth Development Project	HAHS	Hunter Area Health Service
DADHC	Department of Ageing, Disability and Home Care	HCSS	Hunter Council of Social Services
DALE	Dynamic Alternative Learning Environment	HEDC	Hunter Economic Development Corporation
DAP	Disability Action Plan	HREOC	Human Rights and Equal Opportunity Commission

HVRF	Hunter Valley Research Foundation	PAMP	Pedestrian Access Mobility Plan
ICT	Information and Communication Technology	PASH	Positive Ageing Strategy for the Hunter 2004-2007
ILAP	Integrated Local Area Plan	PCYC	Police Citizens Youth Club
IMS	Integrated Management System	PD	Planning District
IPART	Independent Pricing and Regulatory Tribunal	RTA	Road Transport Authority
JGOS	Joint Guarantee of Service	RYDON	Regional Youth Development Officers Network
JPET	Job Placement and Employment Training	SAAP	Supported Accommodation Assistance Program
LA	Liquor Accord	SD	Statistical Division
LEP	Local Environment Plan	SDAC	Survey Disability, Ageing and Carers
LGA	Local Government Area	SEPP	State Environmental Planning Policy
LGASA	Local Government Association of NSW and Shires Association of NSW	SES	State Emergency Service
LLN	Lifelong Learning Network	SIA	Social Impact Assessment
MCC	Maitland City Council	SICP	Social Impact Consultative Panel
MHCA	Mental Health Council of Australia	STI	Sexually Transmitted Infection
MRC	Migrant Resource Centre	SWOP	Sex Workers Outreach Project
NAASS	Newcastle Adult Accommodation Support Service	TAFE	Technical and Further Education
NAIDOC	National Aboriginal Islander Day Observance Committee	TPV	Temporary Protection Visa
NCC	Newcastle City Council	UNESCO	United Nations Educational, Scientific and Cultural Organisation
NCOSS	Council of Social Service of NSW	VET	Vocational Education and Training
NESB	Non-English Speaking Background	WAT	Wheelchair Accessible Taxi
NGO	Non Government Organisation	WHO	World Health Organisation
NHHIN	Newcastle Hunter Homelessness Interagency Network		
OECD	Organisation for Economic Cooperation and Development		
OH&S	Occupational Health and Safety		
OOSH	Out of School Hours		

APPENDIX C - GLOSSARY OF TERMS

ASSET OPERATOR MODEL

Council is the owner of a large and diverse range of assets. Council's assets are only important in terms of the service or function they provide. The purpose of the Asset Operator Model is to define the services relevant to the asset and provide clear delineation of roles and accountabilities for service delivery. The Asset Operator within Council is the key position for all activities associated with a particular asset and therefore has key responsibility for the long term stewardship of an asset as well as the day to day operations.

COMMUNITY PLAN ADVISORY COMMITTEE (CPAC)

The CPAC will have a similar role to SPAC in overseeing the implementation of the Community Plan and identifying emerging issues with a broader membership drawing from the social, recreational and cultural sectors.

COMMUNITY QBL TEAM

The Community QBL (Quadruple Bottom Line) Team aims to facilitate an integrated planning and management approach across service units within Council that deliver community outcomes.

COMPLEX NEEDS

For the purposes of this Community Plan, complex needs include issues in mental health, drugs and alcohol, and gambling. People with complex needs may experience problems across all or only one of these issues and continue to be some of the most chronically disadvantaged people in Australia.

INTEGRATED SERVICE DELIVERY MODEL

This is a way (model) of managing and delivering services to the community that will use Council facilities in a more effective manner. It will involve looking at the range of services that are already provided by Council, what the community expects Council to provide and what services are already provided elsewhere in the private/public sector. The aim is to make better use of Council assets (facilities) by developing a focus on what services can be provided within or by the asset.

SECTION 355 COMMITTEES

A Section 355 committee is constituted under Sections 355 and 377 of the Local Government Act 1993. These committees can perform a function of Council as delegated under their particular constitution. Examples include Mainstreet committees, which manage local economic development initiatives and promote their local commercial areas; and various committees who have delegated care, control and management of Council assets such as local parks and community halls.

SOCIAL PLAN ADVISORY COMMITTEE (SPAC)

The Committee's key responsibility was to advise Council on the development and implementation of its Social Plan. Committee membership sought to achieve a mix of skills relevant to the implementation of the Plan and determined by individual skills/knowledge rather than a position held.

WHAT IS A STRATEGIC PLAN?

A Strategic Plan in Council is a document that will outline citywide issues within a major sustainability area (community, economic and environment), provide analysis and direction on what objectives will be aimed for and suggest strategies (actions or ways forward) to achieve the stated objectives. In Council, strategic plans have been developed across the major sustainability areas and they are the Newcastle Urban Strategy (NUS), the Newcastle Economic Developments Strategy (NEDS), the Newcastle Environmental Plan (NEMP) and the Community Plan (previously the Social Plan). (See page 7 for the strategic framework flow chart)

WHAT IS AN ISSUES BASED PLAN?

An issues based plan is a second level "action generating" document that sits below a strategic plan and will cover one major issue in detail. Examples within Council are varied and range from the Airshed Management Plan to the Tourism Development Plan and the Disability Action Plan.

WHAT IS THE MANAGEMENT PLAN?

The Management Plan is the annual budget and planning document for Council. It describes the projects, programs and strategies (actions) that Council will undertake in order to be able to provide services to the community over a 1 or 3 year cycle.

APPENDIX D - LIST OF PUBLIC CONSULTATIONS

HVRF Workshops - Brief Summary on what each Workshop Intended:

Unemployment

Council held an Unemployment Workshop to explore issues that are preventing local people, particularly those receiving Centrelink payments, from accessing the workforce and how they can be more effectively supported. The workshop discussed:

- Developing an understanding of the Job Network
- The reasons why local people are not able to enter the workforce
- Identifying possible initiatives to assist those people who are having trouble entering the workforce.

Public Domain

The Public Domain Workshop was held to help Council explore what makes good public space. This included how equity of access can be ensured for all members of the community as well as the aspects of physical design that people like or expect to experience. The objectives of the workshop included:

- Identifying the features or characteristics which make good public space
- Exploring opinions regarding the use of public space, particularly relating to the issues of separate use areas versus mixed use areas and to the payment for using, and/or commercialisation of public space
- Discussing ways of building tolerance among users of public spaces.

Being a Compassionate City

There is an emerging rise in Hep C in the general community and there is a future need to be able to provide both treatment facilities and outreach services to people that are impacted by Hep C. The workshop discussed:

- The services required in community settings to meet the needs of people with Hepatitis C
- The major barriers or challenges regarding the provision of these type of services
- The role and efficacy of community education in developing tolerance about these types of services
- The process of working with local communities to develop tolerance and overcome service provision barriers

Jesmond Planning District

The Jesmond area was identified in the Community Plan Survey as having a number of areas of concern. The workshop enabled Council to identify the current strengths and concerns in the area, future opportunities and threats for the district, discuss whether the Jesmond Planning District requires 'special attention' and, if so, for what reasons and for which issues.

Funding

In recent years there has been an increasing focus by State and Federal policy makers on the need to maximise social capital at the local level to resolve problems. Resource constraints combined with a growing level of unmet need for services are creating pressure on local services. The workshop examined the impact of funding trends on the provision of public and private services and facilities to individuals and families in Newcastle. The three main objectives of the workshop were to:

- Identify the main changes during the last five years in the nature of funding to service providers
- Explore the efficacy of five specific response models used in the community services sector to deal with current funding conditions
- Discuss the role of advocacy in the community services sector.

Complex Needs

This workshop helped Council to identify the (re)location of complex needs services and explore how these services are planning to meet their future strategic and operational requirements. The workshop discussed:

- The facilities which are needed now, and during the next five to ten years to meet the needs of local residents with complex needs
- Whether and why complex needs facilities are (re)locating outside of the Newcastle local government area
- Possible service models or community initiatives, which can better address the needs of people with complex needs.

Community Connectedness

Processes to date have identified the need to understand why people are feeling socially isolated. This workshop enabled Council to identify how social isolation can be addressed more effectively. In particular, why are people feeling disconnected; what we are doing as a community that is contributing to social isolation; what are people doing who are disconnected, and how we can maximise participation in areas such as recreational and inner city activities.

Berotarwood

Council held two workshops on the Berotarwood Planning District. One with community members and key organisations, the other with Maitland and Newcastle Council staff. The workshops discussed:

- Whether Thornton should be included in the planning district
- Important issues impacting on the community and, hence, identify the most significant collaborative planning priorities for the two Councils
- Developing strategies which address the identified planning priorities
- Prioritising the strategies according to which are likely to deliver the most valuable outcomes during the next five year period.

Volunteering

The Community Plan Survey indicated that the proportion of people volunteering was decreasing. The workshop enabled Council to:

- Identify how the volunteer sector has changed over the last five years
- Explore the barriers which prevent people from volunteering
- Develop strategies which may encourage more people to volunteer.

APPENDIX E - LIST OF AGENCIES CONSULTED

ACAT Service Manager
Access Advisory Committee
ACON – various staff
Ageing and Disability Community Worker, Newcastle City Council;
Asset Management, Newcastle City Council
Awabakal Cooperative
Awabakal Land Council
Awabakal Medical Service
Berotarwood Workshop 1 (staff)
Berotarwood Workshop 2 (Councillors, service providers, community representatives)
Blue Gum Hills Community Planning Advisory Panel
Booroongen Djugun College
Building Better Cities, s355 Housing Management and Development Committee
Business Strategist, Newcastle City Council
Callaghan College
Castle Personnel
Centacare
City Alliance
City Mission
Civic Precinct Management, Newcastle City Council
Community Assistance Program Coordinator
Community Connectedness Workshop
Community Facilities Management, Newcastle City Council

Community Forums

Community Lands Manager, Newcastle City Council

Community Options; DADHC Project Officer Ageing, Home Care, Mercy Care

Community Relations Commission

Community Safety Officer, Newcastle City Council

Compassionate City Workshop (16 May 2005)

Complex Needs Workshop (26 April 2005)

Corporate Services, Newcastle City Council

Councillors for the Berotarwood area

Cultural and Library Services, Newcastle City Council

Cultural Development Coordinator, Newcastle City Council

Cultural Planner, Newcastle City Council

Department of Ageing, Disability and Home Care

Department of Community Services

Department of Employment and Workplace Relations

Department of Housing

Ethnic Communities Council

Event Consultation - representatives of public, students, event organisers, event trainers and Newcastle City Council Events Team

Facilities Manager, Newcastle City Council

Family Action Centre

Guraki Committee

Home Care

Housing Strategy Officer, Newcastle City Council

Housing Workshop, 28 July 2004 and 29 June 2005

Human Services Planning, Newcastle City Council

Hunter Area Health Service

Hunter Centre for Health Advancement – HIV/AIDs Project Officer

Hunter Institute of Technical and Further Education (TAFE)

Hunter Men's Network

Hunter New England Health Services - Clinical Nurse Consultant, Drug and Alcohol

Hunter Women's Centre

Information Communication Technology reference group

Infrastructure Development Manager, Newcastle City Council

Infrastructure Planning Coordinator, Newcastle City Council

Internet and Broadband Vision Workshop – Stage 1 Background Paper and the workshop that followed it in October 2004. The focus groups and workshop included representatives from the community sector, the learning provider sector, the business sector, the ICT provider sector, Council and State Government

Jesmond Early Education Centre

Jesmond Neighbourhood Centre

Jesmond Primary School

Jesmond Stockland Mall

Jesmond Workshop

Landscape Architect, Newcastle City Council

Lifelong Learning Network

Liquor Accord Project Officer, Newcastle City Council

Maitland City Council Staff

Manager Parks and Recreation, Newcastle City Council

Maycare

Mayfield Mainstreet

Mayfield Matters

Members of the Housing Industry Association

Men's Health Consultancy Services

Mental Health - Clinical Nurse Consultant - Dual Diagnosis; Court Liaison Officer

Mercy Care

Migrant Resource Centre

Mission Australia
National Summit on Housing Affordability 27-29 June 2004
New Lake Peer Support
Newcastle and Hunter Community Access
Newcastle Family Support Service
Newcastle Hunter Homelessness Interagency Network
Newcastle Residents Survey, Newcastle City Council, October 2004
Newcastle University – International Students Centre
Newcastle Youth Interagency
Open Space Planning, Newcastle City Council
Participants in event training workshops through e-mail
Place Manager – City Centre
Premiers Department
Public Domain Workshops
Rainbow Visions – various committee members
Recreational Planning, Newcastle City Council
Regional Co-ordinator, Domestic Violence
Regional Violence Prevention Specialist, Hunter Region
Representatives from the Arts and Cultural Sector covering: visual arts, design, theatre, dance, multi media, creative writing, community arts
Residents groups
S94 Planning, Newcastle City Council
Salvation Army
Samaritan Foundation
School principals
Selected Community Consultations for the Community Plan
Senior Urban Planner, Newcastle City Council
Shortland Catholic Presbytery
Social Planning Advisory Committee

Social Planning, Newcastle City Council
Sports Forum, August & November 2004
University of Newcastle
University of Newcastle, Queer Collective Convenor (1)
Urban Strategy Planning, Newcastle City Council
Volunteer Workshop
Waratah & Newcastle Police
Ward Councillors
WEA Hunter
Wellbeing of Older Men Project
Western Family Day Care
Worimi Land Council
Youloë – ta
Youth Interagency Network
Youth Officer, Newcastle City Council
Youth Venue Coordinator, Newcastle City Council.

APPENDIX F - BIBLIOGRAPHY

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