



Leaders at the Core of Better Communities

## 2013 Annual Awards Program

### Program Excellence Awards Nomination Form

**Deadline for Nominations: March 8, 2013**

Complete this form (sections 1 and 2) and submit with your descriptive narrative.

#### SECTION 1: Information About the Nominated Program

Program Excellence Award Category (*select only one*):

- Community Health and Safety
- Community Partnership
- Community Sustainability
- Strategic Leadership and Governance

Name of program being nominated: Uralla Shire Council Community Services Auspiced Programs

Jurisdiction(s) where program originated: Uralla Shire Council

Jurisdiction population(s): 6,034

Please indicate the month and year in which the program you are nominating was fully implemented. (Note: All Program Excellence Award nominations must have been fully implemented by or before January 31, 2012, to be eligible. The start date should not include the initial planning phase.)

Month: July Year: 2010

Name(s) and title(s) of individual(s) who should receive recognition for this award at the ICMA Annual Conference in Boston, Massachusetts, September 2013. (Each individual listed MUST be an ICMA member to be recognized.):

Name: Thomas Patrick O'Connor

Title: General Manager Jurisdiction: Uralla Shire Council

Name: Robyn Tribe

Title: Acting Manager Jurisdiction: Uralla Shire Council  
TCSOP

Name: Sharon Pascoe  
Title: Manager KADS      Jurisdiction: Uralla Shire Council

Name: Peta Cooper  
Title: Manager      Jurisdiction: Uralla Shire Council  
McMaugh  
Gardens Aged  
Care Centre

## **SECTION 2: Information About the Nominator/Primary Contact**

Name of contact: Thomas Patrick O'Connor  
Title: General Manager      Jurisdiction: Uralla Shire Council  
Street address: 32 Salisbury Street (P.O. Box 106)  
City: URALLA      State/Province: New South Wales  
Zip/Postal Code: 2358      Country: Australia  
Telephone: +61 2 6778 6302      Fax: +61 2 6778 5073  
E-mail: [toconnor@uralla.nsw.gov.au](mailto:toconnor@uralla.nsw.gov.au)

Note:

The accompanying descriptive narrative, are a total of 7 pages, including:

- an additional page providing an illustration of the location of the Uralla Shire Council within Australia and New South Wales.
- Five pages of the principal programs of TCSOP, KADS, TCT and McMaughs
- One additional page of the three minor programs Grace Munro, BNAS and the Hill Street Units together with a summary of lessons learned.



Thomas P. O'Connor  
7 March 2013

# COMMUNITY HEALTH AND SAFETY AWARD SUBMISSION BY URALLA SHIRE COUNCIL AND ITS AUSPICED BODIES

## Location:

Uralla Shire is a medium sized NSW rural Council with an area of 3,229.8 sq km and a population of 6,034 (Census 2011) located approximately 545km North of Sydney on the New England Highway. It is a 2.5 hour drive from the coastal cities of Coffs Harbour and Port Macquarie. The main township is Uralla, which is 22km south of Armidale and 77km north of Tamworth.

The Uralla Shire is part of the New England North West Region of New South Wales (bottom left hand table) with 12 other Local Government Areas (LGAs).



# COMMUNITY HEALTH AND SAFETY AWARD SUBMISSION BY URALLA SHIRE COUNCIL AND ITS AUSPICED BODIES

## Community Services in the Uralla Shire Council

The Uralla Shire Council (USC) has been auspicising funding for community services for the past twenty five years. The first program was the Tablelands Community Support Options Program (TCSOP), which in the initial stages only encompassed services for non-indigenous people. Over the years Council has gained a reputation for excellent governance and delivery of services. This led to the Uralla Shire Council providing services for the various programs to some 40,415 square kilometres (15,600 square miles), which is larger than the State of Maryland. The auspicised and Council-funded Community Service programs for 2012/2013 total A\$5,520,827 or 34.4% of Council's operating budget.

### **Tablelands Community Support Options Program (TCSOP) and Kamilaroi Ageing and Disability Services (KADS) Service Footprint**



### **Tablelands Community Support Options Program (TCSOP) - (2012/2013 funding A\$1,951,036)**

Tablelands Community Options Program provides complex case management to aged people, people with a disability and their carers to reach their identified goals and those living in very disadvantaged circumstances and other special needs groups i.e. people of non-English speaking background, financial or socially disadvantaged, memory loss, homelessness or at risk of, rural and remote and mental illness.

## COMMUNITY HEALTH AND SAFETY AWARD SUBMISSION BY URALLA SHIRE COUNCIL AND ITS AUSPICED BODIES

The USC saw a need for a service to be set up with funding which would assist disadvantaged people to access the support services they require to support and enhance their way of life and for ageing to remain in their own homes rather than in aged care facilities. The application for funding was successful through the state Government and the organisation commenced in the late 1980's with a staff of 2. The organisation has grown and employs 10 staff and the area covered is 18,000 square kilometres (7,000 square miles) with a population of some 65,000. USC provides governance, financial and policy support to the program.

The USC has been supportive with innovative and cost effective ways of providing a diverse range of high level case management to not only residents of USC but also adjoining LGAs of Armidale Dumaresq, Guyra, Walcha and outlying areas of Tamworth Regional Council. The areas covered by Tablelands Community Support Options include some very isolated places that are a great distances from any regional centres. Clients who live in very isolated areas often are without everyday conveniences such as electricity and running water, sewerage and refuse disposal. Our service supports these clients allowing them to continue living their lifestyle choices. Case Management includes – comprehensive assessment, planning, referrals out, direct services, advocacy for options to meet the holistic needs of the individual.

An example of the complexity of this program is the case of how Case Management enables an elderly man living in extreme isolation, with little or no family support, to maintain his health for the past 16 years. He lives in a bush hut with no electricity, running water and poor sanitary conditions. This lifestyle is his choice, and we support him to maintain it. Examples of the type of support that has been delivered are the purchasing of water, arranging for sanitary animal carcass disposal, developing a mailing system, arranging regular transport to get him into regional centres, putting him in contact with the Rural Fire Brigade to devise a tarpaulin system to protect his home, meal delivery, regular visits to monitor his well being and simply being a contact for him when he finds he is in need of assistance. In these 16 years this man has aged, and yet is still able to manage to reside in his choice of abode.

## COMMUNITY HEALTH AND SAFETY AWARD SUBMISSION BY URALLA SHIRE COUNCIL AND ITS AUSPICED BODIES

In our annual survey, over 90% of clients have stated we have enabled them continue living in their own home and work towards meeting the goals that are important to them. It is important to state that success in this program is measured purely by the clients' satisfaction.

Building on the success of the non-indigenous funding was the success of later applications for indigenous funding and the employment of an indigenous Case Manager. It has been proven in our area that the services provided by our organisation have improved the longevity of our indigenous clients (for 2001-2008 the aged standard death rate for Indigenous people was 1.8 times the rate for non-Indigenous people\*) and their overall wellbeing. This includes the recent innovation and partnership of the Telehealth Programme in conjunction with the National Broadband Network.

\*Refer: [http://www.healthinonet.ecu.edu.au/uploads/docs/overview\\_of\\_indigenous\\_health\\_2011.pdf](http://www.healthinonet.ecu.edu.au/uploads/docs/overview_of_indigenous_health_2011.pdf).

Whilst Tablelands Community Support Options is operated by the Uralla Shire Council, the programmes of support services have been successfully carried out across four other adjoining Local Government Areas. Our Case Managers continually liaise with contacts within these LGAs, which also include allied health services, law enforcement and other local service providers to maintain an open network for the provision of services within their local areas. Small councils who have a closer relationship with residents than larger regional councils are more likely to become aware and be able to identify if a resident may require Case Management and assistance. This has been the case on many occasions with referrals being received by either the councils or other local service providers for our organisation with many positive outcomes achieved.

### **The Kamlaroi Ageing and Disability Service (KADS) - (2012/2013 funding A\$1,191,151)**

KADS had operated as a community based operation prior to 2006; however because of governance and administration issues the Federal Government Department of Health and Ageing, who oversee the program, organised for USC to auspice the program given USC proven expertise. Since then KADS has been auspiced by Uralla Shire Council through a Manager and eight staff and the area covered is an additional 22,000 square kilometres (8,600 square miles). The KADS office is located in the regional city of Tamworth and staff are located in Tamworth, Inverell, Boggabilla and Narrabri.

## COMMUNITY HEALTH AND SAFETY AWARD SUBMISSION BY URALLA SHIRE COUNCIL AND ITS AUSPICED BODIES

KADS provides an array of services for the Aboriginal, Torres Strait Islander (ATSI) people who are aged and/or with a disability anywhere in the New England Region. The Services provided by KADS include:

- Centre-based day care for Elders (ATSI people who are over the age of 50 years) in Tamworth, Werris Creek, Walhallow, Quirindi, Inverell, Tingha, Boggabilla, Toomelah, Narrabri and Wee Waa in the Tamworth Regional and Liverpool Plains, Gwydir, Inverell and Moree Plains Shires Local Government areas.
- Centre-based day care for young people with a disability in the local government area of Tamworth Regional Council.
- Community Aged Care Packages (CACP) for the Southern New England Region.
- National Respite for Carer's Program (NRCP) in the New England Region
- Region-wide Disability Respite funding.
- Transport Funds for Home and Community Care (HACC) Eligible clients in the New England/North West Area.
- Equipment Pool Loan Funds for HACC eligible clients in the New England/North West Area

KADS' Respite Brokerage Service is to provide planned, time-limited breaks for families and carer; respite options that have positive benefits and outcomes for the person with a disability, services that reduce the potential breakdown of formal and informal supports for a person with a disability and services that strengthen and maintain the primary care relationships between a person with a disability, their families and carers.

Similar to TCSOP, the advantages of KADS service is the care recipient can stay within the comfort of their own home and support network, but still receive the care and/or assistance they need, and the carer can have a well earned break from their caring role.

### **Tablelands Community Transport (TCT) - (2012/2013 funding A\$237,092)**

Tablelands Community Transport is a rural volunteer based organisation administered under NSW Transport and Infrastructure, auspiced by the Uralla Shire Council to provide various levels of transport services to the local government areas of Walcha, Uralla, Armidale Dumaresq and Guyra. The area covered is 18,000 square kilometres (7,000 square miles) serving a population of some 65,000.

Regular transport is organised by TCT for transport disadvantaged, frail aged/ disabled high need clients and their carers as well as providing taxi vouchers for specific medical and related needs.

COMMUNITY HEALTH AND SAFETY AWARD SUBMISSION BY URALLA SHIRE COUNCIL  
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**Tablelands Community Transport (TCT) Service Footprint**



Transport services across New South Wales are monitored and reviewed under the Integrated Monitoring Framework (2009) and Validation (2001). TCT has been assessed as 100% compliant with these and the national Home and Community Care Standards. TCT has business partnerships with Lifetime Care and Support, Armidale Radio Taxis and Uralla Taxi Services. TCT also offers electric scooter service for use of shoppers in the Armidale CBD and in Guyra.

**McMaugh Gardens Aged Care Centre (McMaughs) - (2012/2013 funding A\$2,008,592)**

McMaughs is a 36 bed aged care facility that Council has developed from an initial 22 beds in November 1990 and extensions of 10 beds in 2002 and a further 4 beds in 2005.

McMaughs provides all care levels (low, high and Dementia) and 3 respite rooms. McMaughs is accredited to 4 August 2015, achieving 44 out of 44 expected outcomes in an Agency Audit during May 2012. The facility has strong community support through the Friends of McMaughs.

**The Uralla Shire Council has three other Community Service Programs (explained on the following page):**

- Bundarra Neighbour Aid
- Grace Munro Aged Care Centre
- Hill street Aged Units



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**Bundarra Neighbour Aid (BNAS) - (2012/2013 funding A\$61,896)**

BNAS serves the small community of Bundarra, 74 kilometres North-West of the township of Uralla, with a part-time co-ordinator providing a weekly day care program, handy man service for eligible persons and organising of volunteers for transport of transport disadvantaged persons to Inverell, Armidale or Tamworth for medical and other related services in the project car.

**Grace Munro Aged Care Centre (GMAC) - (2012/2013 funding A\$44,398)**

The NSW State Department of Health in February 1999 transferred the closed hospital to the USC for \$A1; providing that a section of the building be provided rent free to Department for a Community Health and Nursing Post. During 2004; USC constructed and equipped an 11 bed low care aged care centre extension. Council has, since 6 February 2010, provided this facility rent free to a Community Corporation that operates the facility profitably where a mainstream aged care provider was not able to do so; innovatively with the assistance of the community and volunteers.

**Hill Street Aged Units - (2012/2013 funding A\$26,662)**

USC constructed and operate four 2 bedroom units for the well aged persons, who wish to down size their residences. These were provided as part of the ageing in place policy of Council.

**Lessons learned during planning, implementation and operation of the above Community Services Programs:**

**By the Community**

- Aged and Disabled persons are able to continue, with dignity, to live in their homes, not be institutionalised, remain in the area they love and not be forced to move to a Regional or Metropolitan City for the health and support services that they require as they age.
- Community “Ownership” of its aged care centres.

**By the Council**

- Cultural sensitivity, particularly in respect to First Nation (Indigenous) Culture.
- Value of gender balance within a service organisation. In the Uralla Shire Council’s organisation females constitute 54% of all staff, 50% of Directors and 80% of Managers.
- Inter Council Co-operation – providing service to residents of neighbouring and distant Local Government Areas has reduced the normal parochial view of this local authority.
- Community Service has become a core activity of Council along with the traditional 3 “Rs” of Australian (Westminster based) Local Government (Roads, Rates and Rubbish).