GEORGE TOWN HEALTH AND WELLBEING STRATEGY 2024 - 2030



Acknowledgement of Traditional Owners

George Town Council acknowledges the Palawa People from the Litarimirina tribe from Port Dalrymple as the traditional custodians of the land. We honour and give thanks for the caring of country, seas and skies of kinimathatakinta and surrounds. We pay respect to the elders past, present and future for they hold the memories, traditions, culture and hope of pakana people in Lutruwita.

Acknowledgement of Community Participation

George Town Council acknowledges the time, expertise and dedication of our community members and partner organisations who were involved in the development of this Strategy. Thank you.

Developed with support from Enable Health Consulting.

HOW THE STRATEGY WAS DEVELOPED

COMMUNITY ENGAGEMENT

We engaged with members of the community and with leaders from organisations who are working in the area of community health and wellbeing (HWB).

World Café Discussions	21 Youth 27 Adults	Online Surveys	78 Adults 22 Adults 65+ yrs 9 HWB Leaders
Partner Organisation Interviews	5 HWB Leaders	Partner Organisatior Workshops	3 Workshops

EXISTING POPULATION DATA

The data used in the Strategy are from government-led data collections that will be repeated at regular intervals, which means we can track the health and wellbeing outcomes over time.

Our data comes from:

- 2019 Tasmanian Population Health
 Survey (1)
- 2013 Tasmanian Population Health Survey (psychological distress only)
- 2021 Australian Bureau of Statistics Census
- 2021 Australian Early Development Census
- 2022 Australian Digital Inclusion Index

STATE OR LOCAL STRATEGIC PLANS

We reviewed relevant strategic plans to ensure the Strategy aligns with the broader priorities of the

community and the State.

The relevant documents are:

- George Town Community Strategic Plan
 2020-30
- George Town Youth Voice Collection Report
 2023
- George Town Community Safety Plan 2020-2023
- George Town Sport and Recreation Strategy
 2021
- Healthy Tasmania Five Year Strategic Plan
 2022-26
- Tasmanian Government's Child and Youth
 Wellbeing Strategy 2021
- Tasmanian Government's Future of Local Governments Review Final Report 2023

(1) The 2022 Tasmania Population Health Survey results have been released, however the supplementary materials breaking down the data by local government area are not available yet





WHAT IS WORKING WELL

George Town municipality is already working to support the health and wellbeing of the community. The assets and initiatives that were identified by community and partner organisations were:

- Child and Family Learning Centre and the Library facilities
- Future Impact Group (FIG)
- Healthy George Town Program
- Low Head Community Garden
- Mountain Bike Trails
- Neighbourhood House
- Natural beauty of the environment
- Our Futures
- Redevelopment of the George Town Aquatic Centre
- Redevelopment of Regent Square Park
- Shared pathways and cycleways
- Sporting clubs

HOW THE STRATEGY WILL BE IMPLEMENTED

A COLLABORATIVE APPROACH

There strengths are many amongst organisations in the health and wellbeing space the George Town municipality. in Α collaborative approach is needed to share these strengths and to use resources in an efficient and effective way. The Strategy will be delivered by a group of representatives from Council and partner organisations. This group will be referred to as the Health and Wellbeing Committee ("the Committee"). The governance of this committee will fall under Section 24 of the Local Government Act 1993. The role of the Council on the Committee is to:

- Provide administrative support for the operation of the Committee
- Partner with community and organisations to support health and wellbeing activities
- Provide infrastructure and funding to support community health and wellbeing
- · Advocate for the needs of the community

For now, the Committee includes representatives from key organisations that were identified during the development of this Strategy.

Who leads when it is a collaborative effort?

This Committee will work together to deliver the actions in the Action Plan, however in order to drive action and optimally use the resources, capacity, strengths and priorities of each organisation there needs to be an advocate organisation for each action. The responsibility of the advocate organisation/s is to:

- Ensure the action is addressed during Committee meetings
- Check that the right organisations are in the Committee (or a Sub-Committee) to support the action
- Understand what resources are required to achieve the action
- Serve as the community "touch point" for that action

Advocate organisations are not necessarily responsible for providing the resources to complete the action, or to execute the action. The advocate organisation can be changed at any time at the discretion of the Committee.

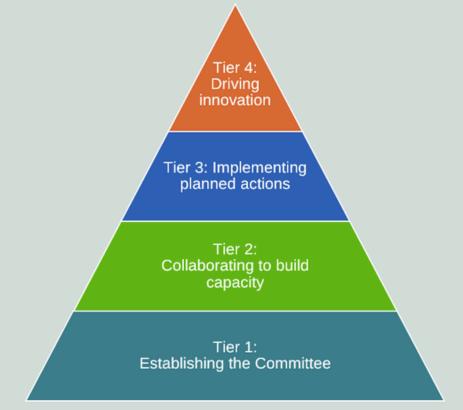
ORGANISATIONS INVOLVED IN THE DEVELOPMENT OF THE STRATEGY

George Town Council HR+ (HEAART) Neighbourhood House Library Services George Town District Hospital & Community Services Child and Family Learning Centre Future Impact Group (FIG) St Vincent's George Town Sheriff Health & Fitness Exploring Wellness with Bec Ainslie Residential Aged Care

A STAGED APPROACH

Improving community health and wellbeing requires sustained effort over many years. There is a lot of groundwork to be done to establish partnerships before effective action can be taken towards achieving better health and wellbeing outcomes for the George Town municipality.

There are four tiers of actions proposed for the successful implementation of the Strategy. The pyramid is used to demonstrate the order of importance and proportion of focus suggested for each tier. Early in the implementation of the Strategy, the focus should be primarily on Tiers 1 and 2 to ensure the success of Tiers 3 and 4.



Tier 1: Establishing the Committee.

Ensure there is a solid foundation of passionate partner organisations with a shared agenda and agreed upon protocols for introducing, planning and executing actions for community health and wellbeing.

Tier 2: Collaborating to build capacity.

Get partner organisations sharing information and opportunities to better understand the bigger picture of what is happening in the community and how each organisation fits in. Share what resources, especially funding, are available so that partners can collaborate – rather than compete.

Tier 3: Implementing planned actions.

Deliver planned actions that support the priority areas of the Strategy. This is important for building empowerment within the Committee and for gaining credibility with the community.

Tier 4: Driving innovation.

Create excitement by working towards a select group of innovative initiatives. The initiatives should fall under the one of the four community goals and be collaboratively decided by the Committee and with community.

HOW THE STRATEGY WILL BE EVALUATED

We need to monitor and evaluate the Strategy to know if it creates positive change in the community.

YEAR 1: Establish monitoring system for partnership and community actions YEAR 2: Implement and monitor prioritised actions YEAR 3: Conduct interim evaluation and revise actions Nowever build be in mplementation, ation should be YEAR 4: Implement and monitor revised actions YEAR 5: Continue to monitor progress YEAR 6: Evaluate the Strategy

This is a six-year strategy, however the monitoring process should be in place across all years of implementation, and a formal interim evaluation should be conducted at three years.

We are using the Results-Based Accountability[™] (RBA) model to monitor accountability to the Strategy through:

- Performance Accountability: how much did we do? and how well did we do it?
- Population Accountability: is anyone better off?

The Committee will collect data on the *Performance Indicators* for each action, and these will be collated and reported annually.

The Committee will monitor *quantitative Population Indicators* for each of the health and wellbeing priority areas and these will be reported as they become publicly available from government-led data collections. Whilst Tasmania is making progress, there is limited population data available for children and young people at the LGA-level for health and wellbeing indicators (2). The Committee will also generate *qualitative Population Indicators* at the interim (Year 3) and final (Year 6) evaluations of the Strategy. These will be stories told by adults and youth who have engaged in initiatives of the Strategy and these stories will tell the impact that their involvement has had on their health and wellbeing- in their own words.

The Committee will also monitor the progress of the Committee itself, by tracking *Partnership Indicators*.

⁽²⁾ Tasmanian Government. It takes a Tasmanian Village. Child and Youth Wellbeing Strategy: Annual Report 2023

PARTNERSHIP GOAL

OUR PARTNERSHIP GOAL

Establish the George Town Health and Wellbeing Committee

Why do we need this goal?

The foundation of the Strategy rests with the and George Town Health Wellbeing Committee (the Committee), and the success of this group relies on establishing and maintaining strong partnerships. The current level of collaboration between organisations in George Town is situational and not strategic. There is much work to be done to strong, establish transparent, trusting partnerships.

How will we know if we have reached our goal in 2030?

We will track the strength of the partnerships in the Committee by getting its members to complete the VicHealth Partnership Analysis Tool (3) in Year 1, Year 3 and Year 6.

(3) https://www.vichealth.vic.gov.au/sites/default/files/2023-05/VH_Partnerships-Analysis-Tool_web%5B1%5D.pdf



What will we do?

		What action?	Who leads?	Performance Indicators
YEAR ONE	1.	Appoint a Committee chair and define the Terms of Reference (ToR) for this role, including responsibilities and tenure	The Committee	Chair appointedToR for chair role created
	2.	Partner organisations to nominate a representative for the Committee	Each partner organisation	 # organisations represented # Committee members
	3.	Define the ToR for the Committee	The Committee	ToR for Committee created
	4.	Establish regular communication between the Committee	The Council	 # emails (or other) / year # meetings / year (attendance)
	5.	Identify each organisation's strengths, existing relationships, target audiences, and available resources	Each partner organisation	 Database of organisational strengths created
	6.	Share ongoing and planned initiatives/services/programs/ideas (Tier 2)	Each partner organisation	 Database of all health and wellbeing initiatives in George Town Municipality
	7.	Identify gaps in Committee membership and the role for new members or sub-committees on specific areas	The Committee	 Additional members invited to join (as needed) Formation of sub- committees (as needed)
	8.	Create a brand for the Committee to build excitement and validity within the Committee and to raise community awareness of the Committee	The Committee	 Logo, colours and name of Committee created with consensus Creation of the Committee promoted to the community
	9.	 Review and refine the Action Plan for each Community Goal Required steps Expected timeline Who benefits Priority group considerations Who will lead the action How will it be communicated to the community 	The Committee	 Refined Action Plan for the Strategy
	10	Scope and define 1 or 2 innovative projects (Tier 4) to undertake in the first 3-years and consult community on the ideas	The Committee	 Brainstorm innovative ideas and call to community for input Refine projects and define scope and required resources
ONGOING	11	. Share progress with the Healthy Tasmania Health and Wellbeing Network about the Committee activities and plans	The Council	 # Network meetings attended # Committee updates presented at Network meetings

COMMUNITY GOALS

OUR VISION

Everyone in our community has the opportunity to support their health and wellbeing.



AN ACTIVE COMMUNITY

A COMMUNITY WITH SECURE ACCESS TO NUTRITIOUS FOOD

OUR ACTION PLAN



Partner for efficiency.

No one organisation holds the key to improving health and wellbeing in the municipality. Whilst this is a Council strategy, it is owned and will be implemented by a Committee of partner organisations. These organisations will listen to each other and work together to create efficiency in how they share their strengths to improve community health and wellbeing. We may not always need more funding- we can be creative in how we work together.



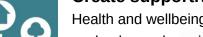
Improve access to services.

The way that services are communicated and delivered to community influences how people interact with them. We will work together to map available services in our communities and improve access through refining existing services and advocating for new ones. This action is not limited to health services but is inclusive of other community services such as libraries, early years providers and more.



Work with priority groups.

Addressing the needs of groups who are most at risk of poor health can achieve significant health benefits for the entire community. Some groups experience poorer health than the general population, including people from lower socioeconomic groups, Aboriginal people, people from the LGBTIQ+ community, people from culturally and linguistically diverse backgrounds, and people living with disability. There are many drivers for these inequalities, including socioeconomic and historic disadvantage, stigma and discrimination, and access barriers. We will work with priority groups to understand the barriers they experience to good health and work to address them.



Create supportive environments.

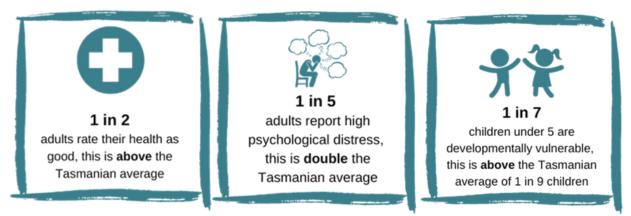
Health and wellbeing is heavily impacted by the environments that we live, work, play and age in. The natural, built, commercial and social environments that we are exposed to everyday influence both directly and indirectly how we experience health and wellbeing. We will work to create and maintain safe, inclusive environments that position the healthy option as the default option.

MENTAL HEALTH AND WELLBEING

COMMUNITY GOAL 1

A community with good mental health and wellbeing

WHAT IS HAPPENING IN OUR COMMUNITY?



Why we need to address this health and wellbeing priority?

Good mental health and wellbeing has personal, social and economic benefits for individuals, families and the community. It means people can contribute to their community, work and study productively, connect with others, and cope with stress and challenges. A person can achieve good mental health and wellbeing while living with a diagnosed mental illness. In the same way, a person may have significant problems with their mental health and wellbeing but not meet the criteria for a mental illness.



Factors that help people to experience good mental health and wellbeing include:

- social support and meaningful connections with others
- purpose through a job, education or volunteering
- · stable housing
- freedom from discrimination and stigma
- access to open green spaces and being physically active (Community Goal 3)
- access to affordable, nutritious food (Community Goal 4)

How will we know if we have reached our goal in 2030?

We will track these Population Indicators to monitor the impacts of our actions.

- Reduced number of adults reporting high psychological distress (4)
- Reduced number of children under 5 who are developmentally vulnerable (5)
- Increased number of adults reporting good health (6)

(4) 2013 Tasmanian Population Health Survey. https://www.health.tas.gov.au/publications

(5) 2021 Australian Early Development Census. https://www.education.gov.au/early-childhood/ear

(6) 2019 Tasmanian Population Health Survey. https://www.health.tas.gov.au/publications

WHAT WILL WE DO?

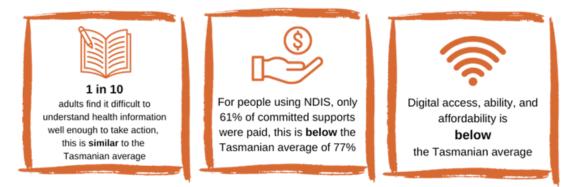
		What action?	Who advocates?	When?	Performance Indicators
0-5 years	1.	Support the Child and Family Learning Centre to explore family's needs for mental wellbeing support	Child and Family Learning Centre (CFLC)	Yr 1	 CFLC has briefed the Committee on findings Family needs are considered in this Strategy
Ó	2.	Learn from 54 Reasons and disseminate information about children's rights	CFLC	Yr 2-6	 The Committee and key partners have received information
	3.	Advocate for sustained funding and support for the FIG	Council / FIG	ongoin g	Secured funding for FIG
/ears	4.	Introduce Teen Mental Health First Aid training	FIG, youth	Yr 2-6	 Funding acquired # of training sessions delivered to teens
6-24 years	5.	Reduce access to vapes in George Town central commercial district by advocating to Dept of Health for better regulation	Council	Yr 2-6	 The Committee has met with Dept of Health Local businesses have annual license reviews # shops selling vapes
years	6.	Address the gap in services for crisis care related to mental health, alcohol and other drugs	George Town District Hospital & Community Services / Neighbourhood House	Yr 2-6	 The Committee has mapped where people seek help when in crisis Create capacity for new crisis service/s # people helped/ month
25-64 years	7.	Identify and address barriers to accessing preventive mental health services from Royal Flying Doctor Services (RFDS)	Neighbourhood House	Yr 2-6	 The Committee has met with RFDS and patients # patients in RFSD mental health service/ month
	8.	Support a local employment, education & training program	FIG	Yr 2-6	 # people accessing program / month
	9.	Advocate for and enhance private transport systems for older adults to access services and community	Community Transport Services Tasmania (CTST), Council	Yr 2-6	 Review current use of CTST and barriers to use Advocate for more services in community # people using CTST/ yr
65+ years	10.	Support the inter-generational visitation program at Ainslie Residential Aged Care	Ainslie Low Head Residential Aged Care/ Port Dalrymple School	Yr 2-6	 # school students visiting each term
	11.	Promote social opportunities in the Low Head and Neighbourhood House Community Gardens	Low Head Community Garden/ Neighbourhood House	Yr 2-6	 # volunteers or visitors/ month in each garden # of organisations promoting or using the gardens

HEALTH LITERACY

COMMUNITY GOAL 2

A community with adequate health literacy

WHAT IS HAPPENING IN OUR COMMUNITY?



Why we need to address this health and wellbeing priority?

Health literacy means people have the knowledge, skills and confidence to access, understand, remember and use information and services to make everyday decisions about their health and wellbeing. Factors that may challenge a person's health literacy include experiencing grief, receiving a new diagnosis, limited literacy (or digital literacy), or negative past experiences with the health system. Factors that may strengthen health literacy include having access to social support, having at least one healthcare provider to talk to about health problems, and knowing how to find the right healthcare.

To foster health literacy for all, we need good organisational practices that make it easier for people to find, understand and use the information and services they need for supporting their health and wellbeing. Examples of such practices include providing easy-to-read written materials, engaging with consumers in a friendly and welcoming way, checking people's understanding of health information, and involving consumers in decision-making.

How will we know if we have reached our goal in 2030?

We will track these Population Indicators to monitor the impacts of our actions.

- Reduced number of adults who find it difficult to understand health information well enough to take action (7)
- Better access and affordability for digital access (8)
- Increased active participants in NDIS and increased utilisation rate of committed supports (9)

(9) National Disability Insurance Agency. https://data.ndis.gov.au/explore-data. Accessed 23/01/2024 for Q1 FY2023/24 17

^{(7) &}lt;sup>2</sup>2019 Tasmanian Population Health Survey (North Tasmania data, not available at the LGA level)

^{(8) 2022} Australian Digital Inclusion Index. https://www.digitalinclusionindex.org.au/

WHAT WILL WE DO?

	What action?	Who advocates?	When?	Performance Indicators
0-5 years	1. Offer parenting programs that target health literacy education and foster social support	Child and Family Learning Centre	Yr 2-6	 # sessions of education programs offered # parents attending sessions Parent satisfaction with sessions
6-24 years	2. Create a youth-specific 'no wrong door' system for directing people to the services they need	Council, FIG, youth	Yr 2-6	 System plan mapped and solution co-designed with youth Solution deployed # users /month
25-64 years	3. Advocate for better access and affordability of digital coverage in the region	Council	Yr 2-6	 # meetings with State Government and telecommunication providers
	4. Support the ongoing creation and dissemination of the community connection brochure	HR+ / Exploring Wellness with Bec	ongoing	 # brochures distributed to health and non-health (e.g. butcher/barber) partners User feedback on brochures Brochure kept up to date
	5. Create a 'no wrong door' system for directing people to the services they need	Council	Yr 2-6	 System plan mapped and solution designed Solution deployed # users /month
	6. Increase active participation in NDIS and support navigation to services	HR+	Yr 2-6	 # free community education sessions on NDIS # education sessions on NDIS with health professionals
	7. Support the creation of the Telehealth Hub at the Neighbourhood House	Neighbourhood House/ Exploring Wellness with Bec	Yr 2-6	 Hub co-created with users # user in Hub / month User satisfaction with Hub
65+ years	8. Work with services to advocate for alternative methods to online registration processes	Neighbourhood House	Yr 2-6	 # services offering alternative to online registration
	9. Promote the services that support digital literacy development	Library / FIG / Neighbourhood House	Yr 2-6	 Promotional materials created and distributed # service users User satisfaction with service



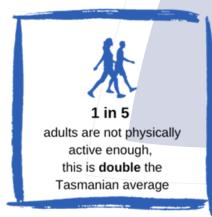
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STAYING ACTIVE

COMMUNITY GOAL 3

An active community

WHAT IS HAPPENING IN OUR COMMUNITY?



Why we need to address this health and wellbeing priority?

The health benefits of being physically active are well known. Active living has benefits beyond physical and mental health, including social, economic and environmental benefits. However, a lot of Tasmanian adults and children do not do the recommended amount of physical activity for good health and spend too much time being sedentary or looking at screens (10). Our everyday activity is less because we use our cars a lot. To increase physical activity in George Town, we need to go beyond encouraging people to meet the guidelines and create environments that support people to naturally be more physically active. For example, well-designed streets, public open spaces and green areas, public transport and other facilities all encourage people to be active on the way to work and school and to enjoy sport and active recreation in their leisure time.

How will we know if we have reached our goal in 2030?

We will track these Population Indicators to monitor the impacts of our actions.

• Decrease number of adults not meeting the physical activity guidelines (11)



^{(10) 2022} Tasmanian Population Health Survey. Report on the Tasmanian Population Health Survey 2022

^{(11) 2019} Tasmanian Population Health Survey. https://www.health.tas.gov.au/publications

WHAT WILL WE DO?

	What action?		Who advocates?	When?	Performance Indicators
0-5 years	1.	Maintain safe, accessible and appealing public playgrounds	Council	ongoing	 # complaints to Council about playgrounds playground inspection results
	2.	Ensure that <i>Healthy George</i> <i>Town</i> includes options that are suitable for parents with young children (e.g. childcare)	Council	Yr 2-6	 # Healthy George Town sessions with childcare on offer Attendee satisfaction with sessions
	3.	Offer more swimming lessons for children in the community	Sheriff Health & Fitness, Council	Yr 2-6	 # swimming lessons on offer each year
6-24 years	4.	Understand what programs youth want to engage with in the sports, arts and culture space	FIG, youth	ongoing	 Annual Youth Voice Collections shared with the Committee Work with providers to create capacity for new initiatives
	5.	Encourage the introduction of social competitions in existing sports clubs that are short-term, low cost, low pressure.	Council, sporting clubs	Yr 2-6	 # social competitions on offer each year # people registering for social competitions
	6.	Engage diverse groups in the development of the George Town Aquatic, Health & Wellbeing Centre	Council	Yr 2-6	 # youth engaged in process # people from priority groups engaged in process
25-64 years	7.	Ensure that <i>Healthy George</i> <i>Town</i> includes options that are suitable for working families and low cost or free	Council	Yr 2-6	 # Healthy George Town sessions outside business hours Attendee satisfaction with sessions
	8.	Promote the George Town Mountain Bike Trails and the George Town Park Run	Council	Yr 2-6	 # MTB events / year # Park Run finishers / year
	9.	Maintain safe and accessible open spaces and facilities for physical activity	Council	ongoing	 # complaints to Council about open spaces and facilities # facility bookings
65+ years	10.	Create opportunities to promote engagement with the Low Head and Neighbourhood House Community Gardens	Low Head Community Garden / Neighbourhood House	Yr 2-6	 # promotional channels utilised to communicate garden opportunities # events held in the garden # volunteers/ month at each garden
	11.	Support the sustainability of providers offering programs in <i>Healthy George Town</i>	Council	Yr 2-6	 # Healthy George Town sessions on offer Provider satisfaction with program

SECURE ACCESS TO NUTRITIOUS FOOD

COMMUNITY GOAL 4

A community with secure access to nutritious food

WHAT IS HAPPENING IN OUR COMMUNITY?



Why we need to address this health and wellbeing priority?

Eating well reduces the risk of chronic diseases such as diabetes, heart disease and some cancers. It also improves overall physical, mental and social wellbeing, and supports healthy ageing. Eating well is more than just what people eat, it is about having a positive relationship with food and enjoying food, having the time to eat, and enjoying eating with others.

To eat well, people need access to a variety of affordable, nutritious foods. A recent survey showed that 1 in 5 Tasmanian respondents have run out of food because they could not afford to buy more. Food insecurity is defined as not having reliable access to affordable, nutritious food. During the COVID-19 pandemic, of Tasmanians new groups food experienced shortages which have continued.



How will we know if we have reached our goal in 2030?

We will track these Population Indicators to monitor the impacts of our actions.

- Reduced number of adults who ran out of food and could not afford to buy more (12)
- Increased number of adults meeting the vegetable intake guidelines (13)

^{(12) 2019} Tasmanian Population Health Survey (North Tasmania data, not available at the LGA level)(13) 2019 Tasmanian Population Health Survey. https://www.health.tas.gov.au/publications

WHAT WILL WE DO?

		What action?	Who advocates?	When?	Performance Indicators
0-5 years	1.	Provide education for new families on managing family budgets and food	Child and Family Learning Centre	Yr 2-6	 # sessions offered # people attended sessions Attendee satisfaction with session
ears	2.	Work with local schools to introduce or maintain school breakfast programs	Council/ Department of Education		 The Committee has met with all local schools to discuss # schools offering breakfast programs # students accessing breakfast programs
6-24 years	3.	Foster relationships with local schools to encourage youth to engage in the two community gardens	Local schools, Low Head Community Garden/ Neighbourhood House	Yr 2-6	 # younger people volunteering / month in each garden # schools aware of and promoting the gardens
25-64 years	4.	Raise awareness of and advocate for support for 'Dining with Friends' run by Vinnies every Thursday	Vinnies		 # people attending /month # organisations promoting this food relief 'Dining with Friends' added to the FindHelpTas.org.au
	5.	Apply for the Tasmanian Community Food Relief Grants Program to receive funding for direct food relief via the Neighbourhood House	Neighbourhood House	Yr 2	 Application submitted in 2024 Funding used in 2025 to offer direct food relief
	6.	Consider how produce from the Low Head and Neighbourhood House Community Gardens can be used for food relief	Low Head Community Garden/ Neighbourhood House	Yr 2-6	 The Committee has consulted garden organisers to discuss use of produce Produce offered to organisations offering food relief
65+ years	7.	Promote opportunities to engage with the Low Head and Neighbourhood House Community Gardens	Low Head Community Garden / Neighbourhood House	Yr 2-6	 # volunteers / month in each garden # of organisations promoting the garden programs

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