

Status	Status Symbol
Achieved	A
On Track	OT
Not On Track	NOT
Postponed	P

Code: D - Disability E - Early Years Y - Youth A - Ageing Well * - Council Plan DEYA - All (Codes may be applied individually or collectively)

Strategy	Action	Performance Indicators	Status	Service Unit	Timeline	Outcomes
1.1	Provide and promote the flexible service models to meet the changing needs of the community. The Action has been deferred for the next year. An explanation is provided in the final comments' column.	<p>DA Distribute a minimum of 500 Community Care client satisfaction surveys with outcomes reviewed implemented.</p> <p>DE Evidence of support provided for clients during the Melton National Disability Insurance Scheme (NDIS) roll out.</p> <p>Y Evidence of promotional opportunities advertising flexible service models.</p> <p>E The number of Melton South Community Centre pop-up hub sessions attended.</p>	A	DEYA	30-Sep-19	<p>DA The Community Care Client Satisfaction Survey was distributed to 1923 clients via Community Care Workers. Analysis demonstrated an overall increase in the client satisfaction with Community Care increasing from 85% to 92%.</p> <p>The highest levels of satisfaction were seen in Social Support for over 65's with 97% satisfaction; The Taylors Hill Ments Shed with 99% satisfaction and the Community Bus service which scored 100% satisfaction amongst surveyed users. Community Care were able to resolve 21 client concerns via the survey process.</p> <p>DE A total of 235 clients have been directly supported with 402.25 hours delivered. In addition to this, the National Disability Insurance Agency (NDIA) featured at the CARE Melton Expo 2018 and engaged with over 100 attendees.</p> <p>Y The diverse range of activities and programs delivered used promoted across a number of community spaces including schools, community hubs, leisure facilities, youth centres, shopping centres and various social media platforms including Council website and Facebook. Furthermore consultations with young people were also used as a form of promotion and were undertaken at Council events, sporting events, shopping centres etc. Programs and events promoted included leadership programs, health and wellbeing, vocational, recreational and case management support.</p> <p>E 39 sessions of the Melton South Community Centre Pop-Up Hub have been attended by Families and Children staff. Data to 30 June indicates that 211 community members have sought information at the Pop-Up Hub since October 2018.</p>
	Support aged and disability service providers to be locally based in the municipality.	<p>D Review the purpose of the Service Provider Network in line with National Disability Insurance Scheme (NDIS) transition and implement recommendations.</p> <p>DA Support the development of the Community Infrastructure Guidelines that will provide a range of accessible multi-purpose spaces for use by external providers.</p>	A	DA	30-Sep-19	<p>D A review of the Service Provider Network was conducted. Recommendations were presented to the Disability Advisory Committee. Time and Venue changes and Google Group as a form of communication, referral and networking platform are all being implemented as a result of the review.</p> <p>DA After thoroughly reviewing the draft guidelines, comprehensive feedback was provided. The key issues were to provide a focus on facilities to meet the needs of Seniors Groups rather than limited to Social Support, and including specific descriptions of the design elements that make a community facility suitable for Seniors Groups. The guidelines were presented to the Disability Advisory Committee who have provided feedback which will be implemented in future developments to further enhance accessibility across all Council facilities.</p>
	Deliver the Ulum 193 Crime Prevention Project in partnership with police, young people and other related agencies.	<p>Y Undertake quarterly Crime Prevention Working Group meetings. Provide case management services to 20 young people.</p> <p>Deliver 10 activities / events for young people.</p>	A	Y	30-Sep-19	<p>Y Quarterly Ulum 193 Crime Prevention Project consortium meetings were delivered. There were 562 young people successfully engaged with of which 34 young people were provided with additional case management support. Fifteen activities and events were delivered including 10 wilderness opportunities.</p>
1.2	Implement a street trading guidelines that supports ease of access for all footpath traffic.	<p>DA Business education strategy and implementation of Street Trading Guidelines will be delivered by March 2019 to support ease of access for footpath traffic.</p>	A	DA	30-Sep-19	<p>DA The Business Education Strategy material and Street Trading Guidelines were distributed locally and the Street Trading Permit application is now online. Local Laws Officers periodically conduct patrols of outdoor trading premises.</p>
	Plan for disabled car parking spaces on Council land adjacent to existing and new primary and secondary schools across the municipality.	<p>D Melton South Primary School disabled car parking spaces upgraded by July 2019. Number of disabled car parking spaces at school sites planned for.</p>	A	D	30-Sep-19	<p>D The Melton South Primary School disabled car parking space upgrade has been completed. Plan is for two disabled car parking spaces at every school within the municipality. A scoping exercise was completed to identify the number of disabled car parking spaces in schools across the municipality. It was identified that other schools across the municipality already have two disabled car parking spaces. Other than Cuna Catholic Primary School, no other schools have been identified for funding in 2019-20 at this stage.</p>

	Install and activate the Melton Waves Leisure Centre Changing Places Facility.	D Facility installed. Official opening conducted. Waves staff trained on access and use. Facility promoted on Council and Waves websites. Facility activated.	A	D	30-Sep-19	D Melton Waves Leisure Centre Changing Places Facility was installed. Official opening conducted on 23 October 2018. Waves staff were trained on access and use. Facility promoted on Council and Waves websites with strong community support.
	Activate outdoor exercise equipment to promote use by older residents.	A Engage an instructor for site activation targeting seniors use of outdoor exercise equipment.	A	A	30-Sep-19	A Seniors Group Exercise Programs to activate outdoor exercise equipment were run in Caroline Springs with an experienced instructor every Friday in February 2019. There were exercise programs around Nanan Park in Melton each Thursday in February, and also March 2019 as part of the Seniors Outdoor Active Program.
	Advocate for the consideration of children and their families during planning of projects across council.	E Provide a child friendly checklist as a resource within the project management framework.	A	E	30-Sep-19	E The child friendly checklist has informed the development of the Community Infrastructure Guidelines which now informs the design of community infrastructure. An internal process was established to ensure that community facilities have the required fit out to be accessible to all user groups.
1.3	Work with Aboriginal and Torres Strait Islander, communities, to identify and facilitate appropriate programs and services.	DA Allocated staff resources to deliver Aboriginal and Torres Strait Islander outcomes from the 2018-2019 Diversity Plan. Support community to navigate the aged care systems and support diverse communities to transition to the National Disability Insurance Scheme (NDIS) and to register with My Aged Care. Y Align to Reconciliation Action Plan and embedding into interactions with all community members. E A minimum of five action research trials conducted to increase engagement of Aboriginal and Torres Strait Islander community in Programs and Services.	A	DEVA	30-Sep-19	DA An Access & Support Officer was appointed in 2018 to support clients with diverse needs, and in turn, the delivery of the 2018-2019 Diversity Plan including working with Aboriginal and Torres Strait Islander clients. Access & Support assists diverse communities to navigate the aged care system and transition to the National Disability Insurance Scheme (NDIS). Twelve clients with diverse needs have been supported. This is related directly to clients who have identified as Aboriginal/Torres Strait Islanders who have been supported through the access and support service. These 12 clients were supported to connect with aged care and disability services within MACFAP Year 2. Y Programs and projects including Embrace, UTurn, Youth Learning Pathways, Street Art and Tags Out were specifically designed to target the needs and provide access to Aboriginal and Torres Strait Islander and CALD young people. Service delivery aligns with the Reconciliation Plan and supports and reflects the needs of our diverse young citizens. E Six action research trials have been completed – Action research trials implemented small change ideas to work with families and support their engagement in Maternal and Child Health and Supported Playgroups the Kindergarten team used action research trials to outreach to share information to the community on Early Start Kindergarten.
	Work with Culturally and Linguistically Diverse (CALD) communities, to identify and facilitate appropriate programs and services.	DA Allocated staff resources to deliver CALD outcomes from the 2018-2019 Diversity Plan. Support community to navigate the aged care systems and support diverse communities to transition to NDIS and to register with My Aged Care. Y Deliver a minimum of four programs / events engaging Culturally and Linguistically Diverse young people. E A minimum of five action research trials conducted to increase engagement of CALD community in Programs and Services.	A	DEVA	30-Sep-19	DA An Access & Support Officer was appointed in 2018 to support clients with diverse needs, and in turn, the delivery of the 2018-2019 Diversity Plan including working with Culturally and Linguistically Diverse (CALD) clients. Access & Support assists diverse communities to navigate the aged care system and transition to the National Disability Insurance Scheme. Since October 2018, 120 clients with diverse needs have been supported. The 120 clients with diverse needs relates directly to culturally and linguistically diverse clients. Again, this is the number of CALD clients who accessed the access and support program for support with connecting to aged care and disability services within the MACFAP Year 2. Y Over 30 programs, six events and three projects that engaged young people from CALD background were delivered. Service delivery was based on consultation and engagement with community members from CALD backgrounds, Cultural Support Liaison Officers and local organisations such as Community Support Group. E A total of seven action research trials have been implemented impacting on 22 families focusing on supporting Culturally and Linguistically Diverse (CALD) families have a strong understanding of service available and to support engagement in services.
	Actively participate in planning for population growth to ensure provision of spaces for all people in new facilities where required.	DEVA Contributes to the planning and development process for the Airtree Community Hub project and Fraser Rise Community Hub project to ensure suitable spaces are accessible for all people to access facilities and services.	A	DEVA	30-Sep-19	DEVA Quarterly meetings for the Airtree Community Hub Project and Fraser Rise Community Hub Project were scheduled for attendance by all DEVA cohorts to ensure accessible spaces for all people to access. Manager Families and Children and Early Childhood Coordinator have continued to actively lead the planning and development of Airtree, Fraser Rise Community hubs, the Early Learning Centre component of the Eynesbury Station Primary School and the Diggers Rest Kindergarten extension project.

<p>Review and improve written and online communications to further enhance community engagement.</p> <p>1.4</p>	<p>DA Annually review the range of Community Care assessment packs and service delivery welcome packs to ensure clients have information in easy English, and information about the aged care systems and services that they understand.</p> <p>Review and launch the Community Care web-page. Internal Community Care Website Working Group undertake quarterly content audit.</p> <p>Y Review the online directory and implement recommendations. Update Youth pages on Council website.</p>	<p>A</p>	<p>DAY</p>	<p>30-Sep-19</p>	<p>DA The Client Handbooks (for clients aged over 65 and under 65) have been reviewed from an accessibility perspective and recommendations made and improvements incorporated. The Public Holiday calendar was reviewed and improved pre-circulation to Community Care clients in January 2019. The new Charter of Aged Care Rights has been built into the over 65 handbooks and welcome packs.</p> <p>DA The reviewed Community Care web-page was launched October 2018. The internal working group undertakes quarterly content audits and updating of webpage is ongoing. There has been an increase of hits on the new webpage since its launch.</p> <p>Y Review for the Online Directory involved consultation with the Advocacy and Engagement team and Datalink who are the service provider. Based on the final evaluation, the Online Directory will be closed at the end of December 2019. Young Communities will continue to work closely with the Engagement and Activation team to ensure that information on Council's website is current and will continue to strengthen engagement through Melton Venture App, Council's Facebook page and City of Melton Youth Services Facebook page.</p>
<p>Implement systems to support clients with language barriers to engage in programs and services.</p>	<p>DA Deliver training to Community Care staff that support clients to increase participation in a range of programs. Review current systems that identify support requirements for people with language barriers.</p> <p>E Review gaps with the use of interpreters within Maternal and Child Health.</p> <p>Y Evidence of distribution of information in community languages.</p>	<p>A</p>	<p>DEVA</p>	<p>30-Sep-19</p>	<p>DA Staff were offered Forgotten Australians training delivered in February 2019 attracting 45 people to the sessions. The same training has been delivered to volunteers and carers in March with 12 in attendance. LGBTIQ+ training was delivered in April for 25 staff members. Discussions with training organisation Diverse Works have taken place to organise 'Working with Interpreters' and 'Cultural Competency' training for Community Care staff.</p> <p>E Review identified interpreters allocated did not all have appropriate levels of qualifications. Feedback was provided to Victorian Interpreting & Translating Service (VITS) and service has improved.</p> <p>Y Information flyer have been translated into four key community languages, reflecting the municipality. This has been published and uploaded onto Councils web page. Recent published flyers include interpreter symbol. A number of the Young Communities staff have been provided with the opportunity to complete the Intercultural Competence training.</p>
<p>Strengthen partnerships with local schools to further enhance engagement with young people.</p>	<p>Y Number of schools engaged, number of activities delivered. School Engagement Pack developed and in use.</p>	<p>A</p>	<p>Y</p>	<p>30-Sep-19</p>	<p>Y The school engagement package was developed and utilised to deliver 24 engagement sessions at local secondary schools. Stronger partnerships have been established through the delivery of events such as the City of Melton Careers Expo, promotion of Leadership programs, Youth Awards and Grants and recruitment for Youth Committees. Young Communities were also able to deliver presentations to parents from CaLD backgrounds, engaged with a new partner in the AIA Secondary School and also delivered Leadership presentations at local secondary schools in partnership with the Interfaith Leadership program.</p>
<p>Develop recognisable service brands that encourages community confidence.</p>	<p>EY Implement new branding.</p>	<p>A</p>	<p>EY</p>	<p>30-Sep-19</p>	<p>E New branding implemented. New brochures and flyers for all Families and Children's programs and services developed and in circulation.</p> <p>Y Concept and design for branding has been completed and the roll out of the new design will commence October 2019.</p>
<p>Develop two annual versions of the Positive Ageing Magazine in hard copy.</p>	<p>A Review the success and implement recommendations of the Positive Ageing Magazine in the months of March and September 2019.</p>	<p>A</p>	<p>A</p>	<p>30-Sep-19</p>	<p>A Feedback for the inaugural edition of the Positive Ageing Magazine was extremely positive. However, it is imperative that we continue to review its effectiveness to ensure it achieves the desired outcomes</p>
<p>Provide opportunities for children to learn about the value of the natural environment and sustainability practices.</p> <p>1.5</p>	<p>E Provide a minimum of eight opportunities.</p>	<p>A</p>	<p>E</p>	<p>30-Sep-19</p>	<p>E Twelve opportunities have been implemented across Vacation Care, Occasional Care, Family Day Care and Supported Playgroups and at community events. Activities included edible gardening, increased use of recycled materials and developing understanding of water use practices.</p>

<p>Support the range of organisations and service provider networks that facilitate opportunities for integrated planning and shared learnings across the municipality.</p>	<p>A Number of planning and shared learning opportunities with Djerriwarrh Health Services.</p> <p>E Number of meetings facilitated and number of attendees for: Early Years Partnership Committee, Vulnerable Children's Working Group, Early Education and Care Network, Prep to School Transition Network and Family Violence Network.</p>	<p>A</p>	<p>EA</p>	<p>30-Sep-19</p>	<p>A There has been a total of 18 planning and shared learning opportunities with Djerriwarrh Health Services. A cross organisation staff survey was completed in February 2019 which provided feedback from staff to support future directions and identify areas for continuous improvement.</p> <p>E The Early Education and Care Network has been re-established with support from local organisations, service providers and the Department of Education and Training the next meeting is planned for November.</p> <p>Two information swap sessions and one network meeting were held. A working group has been established to further develop this network.</p> <p>The Melton Family Violence Network met ten times throughout the year with 131 total attendees.</p> <p>The Early Education and Care Network has been re-established with support from local organisations, service providers and the Department of Education and Training the next meeting is planned for November.</p> <p>Two information swap sessions and one network meeting were held. A working group has been established to further develop this network.</p> <p>The Melton Family Violence Network met ten times throughout the year with 131 total attendees.</p>
<p>Coordinate annual youth disengagement forum to address emerging issues and trends.</p>	<p>Y Deliver annual youth disengagement forum, attendance by key agencies throughout the region.</p>	<p>A</p>	<p>Y</p>	<p>30-Sep-19</p>	<p>Y Annual Youth Forum was delivered June 2019. There was 42 key agencies represented. In total 110 people attended the forum. Community safety was identified as a significant issues for young people and parents. The outcomes from the forum were integrated into Councils Proud City, Safe Communities Strategy.</p>
<p>Work in partnership with key stakeholders to enhance service delivery responses across the municipality in line with the National Disability Insurance Scheme (NDIS).</p>	<p>DE The number of National Disability Insurance Scheme (NDIS) Internal Working Group meetings.</p> <p>D National Disability Insurance Agency (NDIA) exhibitor at CARE Melton Expo: Number of partnership meetings and initiatives with the Local Area Coordinator and the NDIA.</p>	<p>A</p>	<p>DE</p>	<p>30-Sep-19</p>	<p>DE There has been six National Disability Insurance Scheme Internal Working Group meetings.</p> <p>D The National Disability Insurance Agency (NDIA) exhibited at the 2018 CARE Melton Expo. There have been four partnership meetings with the Local Area Coordinator (Brotherhood of St Laurence) and the NDIA and partnership approach to the roll out of the NDIA <i>Get Plan/ Ready</i> sessions across the municipality. Brotherhood have also presented at the February meeting of the Disability Advisory Committee. The Brotherhood will be participating in the 2019 CARE Melton Expo.</p>
<p>Investigate the provision of transport options that will enable Home Library Delivery Service recipients to attend library based activities.</p>	<p>DA Library Services to consider opportunities to partner with Community Care to conduct or support the program in line with the Commonwealth Home Support Program principles for wellness and reablement.</p>	<p>P</p>	<p>DA</p>	<p>30-Sep-19</p>	<p>DA The provision of transport options to enable Home Library Delivery Service recipients to attend library based activities is being explored. Library Services are presently in the process of reviewing procedures and processes in regards to the in home services</p>
<p>Deliver the Pierre Gorman Award project to develop a program of shared reading for adults with learning disabilities.</p>	<p>D Project working group established. Training package developed in partnership with Scope.</p>	<p>A</p>	<p>D</p>	<p>30-Sep-19</p>	<p>D The Pierre Gorman Award project was delivered with the intent to develop a program of shared reading for adults with learning disabilities. A regional project working group was established across 12 Victorian Library municipalities. Training package delivered in partnership with Scope to the Project Working Group.</p>
<p>Deliver the Years Ahead Seniors Driving Program.</p>	<p>A Two driving programs delivered attracting total of 30 participants.</p>	<p>A</p>	<p>A</p>	<p>30-Sep-19</p>	<p>A The first Years Ahead Seniors Driving Program was held in Caroline Springs in November 2018 with 25 people in attendance. A second session was held June 2019.</p>
<p>Deliver travel training session for seniors in partnership with Public Transport Victoria.</p>	<p>A Number of participants.</p>	<p>A</p>	<p>A</p>	<p>30-Sep-19</p>	<p>A Two Travel Training sessions for seniors delivered in partnership with Public Transport Victoria were held in November 2018 with 95 in attendance. One session was conducted with the Caroline Springs Seniors Group and one with Melton Men's Shed.</p>

<p>Exploring additional mobile outreach options.</p>	<p>E Delivery of Maternal and Child Health Outreach program.</p> <p>Y Explore options for delivering outreach to young people.</p>	<p>A</p>	<p>30-Sep-19</p>	<p>EY</p>	<p>E Additional funding for outreach services was provided through Enhanced Maternal & Child Health Reform, a new team structure was developed and recruitment has occurred.</p> <p>Outreach work completed has included support to families engaged in the Koolin Balli Babineek Booboop Project and attending Dame Phyllis First Correctional Centre to complete Key Ages and Stages and immunisation visits to children who reside in the Centre.</p> <p>Y Over 30 activity based Outreach initiatives were delivered. Outreach teams attended a range of identified hot spots throughout the municipality every Thursday, Friday and Saturday night including shopping centres, skate parks, train and bus stops, sporting events. Outreach engagement was conducted on 24 occasions at secondary schools. The Outreach program also introduced a short term support model whereby young people are provided case management support for up to six contact sessions.</p>
<p>Undertake disability access audit for prioritised business district Caroline Springs Town Centre.</p>	<p>D Priority area (Caroline Springs Town Centre) has identified as initial site audit.</p> <p>Audit to be completed by March 2019 with recommendations referred to the Capital Works Program for budget consideration.</p>	<p>P</p>	<p>30-Sep-19</p>	<p>D</p>	<p>D The disability access audit for prioritised business district Caroline Springs Town Centre has been awarded to O'Brien Traffic to undertake the study. The study is anticipated to be completed in December 2019</p>
<p>2.2</p>	<p>DA Develop Volunteer Position Description, undertake risk assessments to implement Volunteer Home Visit Program.</p> <p>Commence delivery of the program. Number of opportunities delivered.</p>	<p>A</p>	<p>30-Sep-19</p>	<p>DA</p>	<p>DA Trial period for the Volunteer Home Visiting Program concluded May 2019. Recommendations were put forward regarding the program being successful with it being a volunteer only visiting program. A decision has been made to commence a new program with it being a volunteer only visiting program. Adjustments will be made to the position description, risk assessments, training and induction.</p>
<p></p>	<p>A Number of seniors groups transitioned and operating in the Burnside Community Centre.</p>	<p>A</p>	<p>30-Sep-19</p>	<p>A</p>	<p>A After the opening event on 1 October 2018, five seniors groups transitioned into the Burnside Community Centre. A sixth group joined the centre in early 2019.</p>
<p>Deliver activities and initiatives that enhance carer's physical and emotional wellbeing.</p>	<p>D Number of carers supported through Melton GOI and Family Carers Group.</p> <p>A Number and type of initiatives delivered via the Support for Carers Program and number of participants.</p> <p>DA Number of opportunities in Social Support Program delivered for carers and person they care.</p>	<p>A</p>	<p>30-Sep-19</p>	<p>DA</p>	<p>D 23 carers were supported through Melton GOI</p> <p>A Eight initiatives were delivered via the Carer Support Program. They were:</p> <p>Information session (105)</p> <p>Carers Social Calendar - November (Outing) (12)</p> <p>Carers Social Calendar - December (Outing) (10)</p> <p>Carers Social Calendar - January (Outing) (10)</p> <p>Carers Social Calendar - February (Outing) (8)</p> <p>Carers Social Calendar - March (Outing) (9)</p> <p>Carers Social Calendar - May (Outing) (7)</p> <p>Carers Social Calendar - July (8)</p> <p>Carers Social Calendar - September (10)</p> <p>In addition, 20 carers were supported through the Family Carers Group.</p> <p>DA Between 1 Oct and 30 Sept 2019 the following hours were delivered under the two Social Support Program areas:</p> <p>Commonwealth Home Support Program (CHSP) - 46,662.50 hours</p> <p>Home & Community Care Program for Younger People (HACC PYP) 4,784.50 hours</p>
<p>Deliver the annual Care Melton Expo 2018 and review the benefits of the current model.</p>	<p>DA 2018 Expo delivered: minimum 55 exhibitors, approximately 500 visitors.</p> <p>Review undertaken: Recommendations for 2019 budget considered.</p>	<p>A</p>	<p>30-Sep-19</p>	<p>DA</p>	<p>DA The 2018 Care Melton Expo was delivered with 69 exhibitors and over 700 visitors. The 2019 Expo is scheduled for October 2019 with 72 exhibitors registered to participate.</p> <p>Review of the Care Melton Expo completed and recommendations incorporated into the 2019-2020 budget process.</p>

2.3	Identify locations to provide additional playgroups to the Melton South Community.	E Options investigated and key stakeholders engaged.	A	E	30-Sep-19	E Supported the development of two community playgroups within Melton South: one at Melton South Community Centre and one as part of the Playgroups Activation Program at Bridge Road Children's & Community Centre. Relationships are being established with schools to identify further opportunities and community interest. Two further playgroups at St Anthony's Primary School have also been supported by the Families and Playgroups Officer.
2.4	Deliver an intergenerational program at Burnside Community Hub.	DEYA Deliver a minimum of two activities that provide intergenerational opportunities at the Burnside Community Centre.	P	DEYA	30-Sep-19	DEYA After consideration, this project will not be implemented due to the complex nature of working with children and volunteers, the scope of the project will be reconsidered.
	Deliver the Men's Shed Mentoring Program.	A Four Shed Mentoring programs delivered annually at Taylors Hill and at the Melton Men's Shed. Number of Shed participants involved. Number of student participants.	A	A	30-Sep-19	A The four Men's Shed mentoring programs were completed during terms 2 and 3, two at each Men's Shed, with a total of 23 students, and 10 Sheddies participating in the successful program.
2.5	Recognise the achievements and contributions of accessible businesses, and people with a disability, carers and seniors through award nominations, local media and Council publications.	DA Number of award nominations submitted. Number of media articles and Council publications.	A	DA	30-Sep-19	DA Six nominations for Access and Inclusion Leader of the Year 2019. The award was won by Shalini Ashika Kumar. In addition, the Young Citizen of the Year 2019 - was dual winner Emily Attard who won for her contributions to inclusive sport. A The first edition of the Positive Ageing Magazine celebrated the achievements and contributions of local seniors through the written content and the use of images of local seniors. One of Councils Ageing Well Ambassadors was selected as the Melton City Council 2018 Citizen of the Year. The Community Achievement Awards recognise the contributions of local residents, and Maureen Mohr was selected as the winner of the major award. A Ageing Well Ambassadors have been nominated for the Minister of Health Volunteer Awards. They were not successful in winning an award. Positive Ageing Officer actively supported a nomination for a local veteran senior for a Victorian Senior of the Year award. He has been announced as a winner.
	Deliver Children's Week events and activities that celebrate diversity of children and their families.	E Two events delivered, evidence of community feedback provided.	A	E	30-Sep-19	E Two events delivered in October 2018: Melton and Taylors Hill. Approximately 500 families attended and overwhelmingly positive feedback was received from attendees.
	Deliver National Youth Week activities across the municipality.	Y Number, type, and location of activities delivered.	A	Y	30-Sep-19	Y Youth Week was delivered in April 2019 with over 320 young people in attendance. A total of 24 activities were delivered.
	Deliver Seniors Festival activities.	A Minimum of 10 activities and / or programs delivered.	A	A	30-Sep-19	A The Seniors Festival included 18 activities and programs with over 1,472 in attendance: this is three times higher than previous years. Highlights of the program included the Filipino Flower Festival, Franki Valli vs Beach Boys Concert, and the Best Exotic Marigold Hotel Screening. Nineteen events are planned for the 2019 Seniors Festival in October
2.6	Investigate enhancing online presence to address young peoples concerns and enhance wellbeing.	Y Develop an online social / digital media plan to enhance engagement of young people investigate use of online forms for referrals.	A	Y	30-Sep-19	Y In collaboration with the Engagement and Advocacy team a review of Young Communities use of on line platforms was undertaken and recommendations for improvement were implemented, additional opportunities were also explored such as the Melton City Much More app which will be implemented in early 2020. Bookings for the Teenage Holiday Program are now completed through online forms. In total Young Communities posted over 200 posts and experienced over 50,000 online engagements.

<p>Enhance the digital literacy of seniors across a range of online platforms.</p>	<p>A Promote digital to literacy to seniors groups in the municipality through the Positive Ageing Magazine and networks.</p>	<p>A</p>	<p>A</p>	<p>30-Sep-19</p>	<p>A The first edition of the Positive Ageing Magazine was published in October 2018. Digital literacy for seniors groups was promoted through the magazine distributed across the municipality reaching at least 2000 residents in its digital and hard copy formats. The second edition was published May 2019.</p> <p>Council has also promoted the Tech SOS sessions at Council's libraries extensively, both at the libraries and via email.</p>
<p>Provide programs and activities that support people to adopt healthy lifestyles.</p>	<p>DA Number of Carers Support Program healthy lifestyle initiatives. CARE Melton Expo provision of health checks for diabetes, blood pressure, hearing and vision, health/wellbeing programs, free relaxation sessions delivered.</p> <p>A Number of Ageing Well programs delivered, number of participants.</p> <p>Y A minimum of two activities provided.</p> <p>E A minimum of six initiatives that promote healthy eating options to families within the community.</p>	<p>A</p>	<p>DEVA</p>	<p>30-Sep-19</p>	<p>DA Carers Support Program healthy lifestyle initiatives delivered included the CARE Melton Expo with the provision of health checks (40-50) hearing (50-60) and other exhibitors providing advice and referrals to local health/wellbeing programs. There were free relaxation sessions delivered with 77 participants.</p> <p>In partnership with Carers Victoria a Reflections Lunch was hosted for 120 carers December 2018. Community Care and Neighbourhood Houses provided information on local opportunities to support carers. Health Check station and Indigenous mindfulness workshops have been organised for the 2019 CARE Melton Expo.</p> <p>A There have been 224 Ageing Well Programs delivered:</p> <p>Tai Chi (19 participants avg per week)</p> <p>Nordic Walking (4 participants avg per week)</p> <p>Lifestyles Walking Group (22 participants avg per week)</p> <p>Chair-Based Exercise (38 participants avg per week)</p> <p>Y Young Communities have created health and wellbeing portfolios within the team structure. 35 activities and programs with a health and wellbeing focus were delivered program highlights include the Cook It Eat It program, The Space LGBTQIA+ program, Western Buildings Leadership Program and recreational activities including Swish Basketball, Hop Free Play, boxing and gym sessions.</p>
<p>Increase opportunities for older men to participate in men's health initiatives at the Melton and Taylors Hill Men's Sheds.</p>	<p>A Evidence of promotional opportunities including through social media platforms and Positive Ageing Magazine.</p> <p>Implement minimum of four new opportunities during non-traditional Men's Shed hours.</p>	<p>A</p>	<p>A</p>	<p>30-Sep-19</p>	<p>A The Positive Ageing Magazine has a full page dedicated to promoting Men's Sheds and the health and wellbeing benefits of participating in Shed activities, this page is included in each edition of the magazine.</p> <p>Taylor's Hill Men's Shed participants have begun a fortnightly exercise program on a Tuesday evening, and a monthly social gathering on a Tuesday evening.</p> <p>Four new programs have been established: 1. Melton Men's Shed has begun hosting monthly gatherings of the Melton Men's Group on a Thursday evening 2. A four-week arts program was run on Saturdays 3. CoHealth is running a pottery program on Thursdays at the Shed. 4. Exercise Pilot Program (branched off as Neighbourhood House Program).</p> <p>E A total of 14 initiatives provided across Occasional Care, Family Day Care, Vacation Care, Supported Playgroups and Children's events including providing fresh fruit, play based experiences exploring healthy food choices and providing education for dental health and brushing teeth.</p>
<p>Collaborate with Dierriwerth Health Services to deliver the Koilin Ball project to enhance the health and development outcomes for Aboriginal children and their families.</p>	<p>E Cultural Safety Action Plan finalised.</p> <p>Number of actions implemented.</p> <p>Number of Steering group meetings attended.</p> <p>Number of evaluation groups attended.</p>	<p>A</p>	<p>E</p>	<p>30-Sep-19</p>	<p>E The Cultural Safety Action Plans has been finalised and working groups are established. Eight actions have been implemented across both plans and five more actions are currently being worked towards.</p> <p>Six Steering Group meetings have been attended.</p> <p>The evaluation of the Koilin Ball project has been completed and a total of four evaluation working group meetings were attended. The evaluation is being disseminated to stakeholders and the project has been nominated and short listed for an Early Years Award.</p>
<p>Contribute to the organisational compliance of the Child Safe Standards and Reportable Conduct Scheme.</p>	<p>DEVA Childsafe training to be delivered to staff and volunteers across Council. Policy and Procedures to be approved.</p>	<p>A</p>	<p>DEVA</p>	<p>30-Sep-19</p>	<p>DEVA Mandatory staff training has been rolled out across Council. The Policy, Procedure, and Code of Conduct were approved by Council on Monday 10 December. Council's commitment to the Child Safety Standards is displayed on Council's webpage.</p>

3.4	<p>Deliver information sessions to seniors about key Aged Care industry changes.</p> <p>Work with young people to co-design programs and services.</p> <p>Implement the Action Plan for Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government document.</p>	<p>A Deliver a minimum of two community based Aged Care information sessions.</p> <p>Y Number of instances where young people are contributing to co-designing programs and services.</p> <p>E A minimum of three of working group meetings attended. Number of action plan actions completed.</p>	<p>A</p> <p>A</p> <p>A</p>	<p>A</p> <p>Y</p> <p>E</p>	<p>30-Sep-19</p> <p>30-Sep-19</p> <p>30-Sep-19</p>	<p>A As well as hosting two very well attended community events around Aged Care, Community Care has also worked diligently with Community Care staff to improve their understanding of the Aged Care changes and to update and improve the information they are sharing with clients.</p> <p>Y Over 400 surveys and program evaluations have been completed and reviewed with recommendations for improvement implemented. This included a new initiative that involved engagement and consultation with the Melton Basketball Association. Principles of co-design were also used to develop the My Aged Care app. Aged Care Committees where they have worked along side staff to develop a draft Youth Charter, planned school holiday activities and the Youth Forum.</p> <p>E Five working group meetings have been attended and one workshop. A consultant was engaged to facilitate the group.</p> <p>A 2019 Strategic Plan was developed, the collaboration between members has supported process against 6 of the 6 challenges identified in the Plan.</p> <p>Strong collaboration continues with the Early Start Kindergarten (ESK) and Out of Home Care (OOHC) working group with additional key stakeholders now attending. Discrepancies have been identified in data collection and knowledge across members and with local professionals and continues to find solutions to improve these.</p>
3.5	<p>Show organisational leadership in the implementation of the Family Violence Information Sharing Schemes and Multi-Systemic Risk Management (MARAM) framework.</p>	<p>E Policy and procedure developed and implemented.</p>	<p>A</p>	<p>E</p>	<p>30-Sep-19</p>	<p>E Policy and Procedures have been completed for Responding to Family Violence and Information Sharing Schemes. Mandatory Information Sharing training completed by prescribed information sharing entities commenced in May 2019, staff are in the process of completing in person or online as determined by the policy.</p> <p>MARAM training is currently available to the leadership team and will become available to all Families and Children Services staff in 2020.</p>
3.6	<p>Support of the Equality and Respect 2030 Strategy.</p>	<p>DEYA Participate the development of the strategy action plan. A minimum of two actions included across DEYA.</p>	<p>A</p>	<p>DEYA</p>	<p>30-Sep-19</p>	<p>DEYA The first Equality and Respect 2030 Action Planning Workshop was conducted February 2019. The DEYA cohorts put forward in excess of two actions per representative to be included in the Equality and Respect 2030 Strategy.</p>
	<p>Delivery of the Family Violence Prevention Program: Baby Makes 3 as an extension of Universal New Parents Groups within Maternal Child Health (MCH) program.</p>	<p>E Evidence of sessions provided. Attendance at sessions.</p>	<p>A</p>	<p>E</p>	<p>30-Sep-19</p>	<p>E The Baby Makes 3 program was implemented in partnership with Community Planning. A total of 87 families engaged across the 30 sessions offered. The feedback from families was overwhelmingly positive. The funding for Baby Makes 3 ends in December 2019.</p>
	<p>Delivery of Central Enrolments Early Start Kindergarten (ESK) initiative, to promote awareness of ESK program and engage eligible families in ESK.</p>	<p>E Evidence of knowledge building activities, increased enrolments for Early Start Kindergarten (ESK)</p>	<p>A</p>	<p>E</p>	<p>30-Sep-19</p>	<p>E A social worker was employed in June 2019. Since this time the initiative has supported 15 families to enrol in the Early Start Kindergarten (ESK) program, and additional four families have been offered and declined support. Over 40 children have been identified as eligible for ESK in 2021 and 2022. In addition this position has support professionals to understand the eligibility and identify families who can access ESK. Engaged with the community through local events and playgroups and participated in a number of networks. The funding for this program ends in December 2019.</p>
	<p>Promote diversity and understanding of gender sex identities.</p>	<p>Y Number of opportunities provided. Number of staff trained. Number of Council buildings with rainbow stickers displayed.</p>	<p>A</p>	<p>Y</p>	<p>30-Sep-19</p>	<p>Y Seven initiatives were delivered in relation to promoting diversity and sex gender identities which included the weekly delivery of The Space LEGTQA+ program. Across the seven initiatives 98 young people participated. Seven staff have attended training and rainbow stickers have been displayed at the two Council Youth facilities.</p>
3.7	<p>Increase Community Care staff and volunteer awareness of diverse client needs.</p>	<p>DA Staff training delivered on Care Leavers (Forgotten Australians, Stolen Generation), and GLBTIQ. Attendance numbers at each session.</p>	<p>A</p>	<p>DA</p>	<p>30-Sep-19</p>	<p>DA A total of four training / information sessions were held on Councils Aged Services, Forgotten Australians, GLBTIQ and My Aged Care (MAC) and Home Care Packages. Staff, Volunteers and Carers were invited and were in attendance. Twelve Volunteers have also attended CPR and First Aid Training. Diversity Training has been delivered to a total of 62 participants.</p>
	<p>Identify and support families experiencing vulnerability and link with relevant services.</p>	<p>E Extend knowledge and use of Vulnerability Guide Tool Kit across business unit. Number of professional development opportunities that increase capacity of staff to identify risk to children and initiate referrals. Number of Housing Services clients with active case plans which identify needs and linkages to supports.</p>	<p>A</p>	<p>E</p>	<p>30-Sep-19</p>	<p>E Supported Playgroups team are trialling the use of the Vulnerability Guide Tool Kit to supporting identification of referral options for vulnerable families. One professional development opportunity was hosted by Council for local family services professionals, with a total of 40 attendees. Four additional opportunities were identified and attended by the Family Services team. Housing Services has a total of 162 clients with active case plans which seek to identify the clients' needs and provide linkages to other support services to address these needs.</p>

4.1	Support families to provide a rich home learning environment for their children.	E Minimum of 30 in home support sessions offered. Number of families provided with Family Services supports.	A	E	30-Sep-19	E One hundred and twenty one in home support sessions have been provided to families engaged in the Supported Playgroups Program. A total of 62 families received support from Integrated Family Services, the team delivered 5013 hours.
	Promote play as a key component to children's learning and development.	E Minimum of eight initiatives provided.	A	E	30-Sep-19	E Thirteen initiatives were provided across Occasional Care, Family Day Care, Vacation Care, Supported Playgroups and Children's Events including disseminating the benefits of play based learning to the community, exploring science through making play dough and developing an understanding of history through creating a museum dig.
4.2	Provide a streamlined system that allows children to transition from early years services to primary school and onto secondary school.	E Number of participants at school transition and information swap meetings. A minimum of three action research trials conducted to support the transition of children and families from support playgroups to other programs. Y Work with primary and secondary schools to develop a 'teenies' (grade 6) transition activity.	A	EY	30-Sep-19	E Two Transition Information Swap sessions held in October 2018 with a total of 90 attendees. October 2019 date is set and planning is underway. Seven action research trials have been implemented focusing on transitions between programs and services. There has been a strong focus on engaging families with Early Start Kindergarten (ESK), other trials have included identifying community connections and services and programs available to families. Y Primary and Secondary School engagement to develop a 'Teenies Program' has been undertaken including via the Primary Schools Network Meeting and the Schools Focused Youth Service Network. An activity through the Outreach School Engagement Program focusing on anger management and dealing with emotions was delivered with 84 'teenies' in attendance.
4.3	Through the Ageing Well Network, provide networking and learning opportunities for administrators of local seniors groups.	A Number of learning opportunities delivered. Number of networking sessions delivered.	A	A	30-Sep-19	A Ageing Well in Melton meetings commenced April 2019 with 33 representatives from 14 seniors groups attending. The July meeting attracted 32 attendees from 14 seniors groups. The Ageing Well in Melton Network continues to provide an excellent means of engaging with and informing local seniors groups about opportunities and services. The gatherings continue to attract strong participation, as well as ongoing support from other Council teams who attend and present at these meetings.
	Provide opportunities for children and young people to develop and practice leadership skills.	Y Number of leadership opportunities and number of participants.	A	Y	30-Sep-19	Y Frieza Committee, Youth Advisory Committee and Western Bulldogs Leadership Program are the three key programs that focus on developing leadership skills. In total 30 individual young people participated across the three programs.
	Establishment and delivery of Playgroups Activation Program.	E Number of playgroups facilitated. Number of playgroups that transition to community playgroups.	A	E	30-Sep-19	E Three Activation Playgroups have transitioned to community led playgroups. Partnership opportunities are being explored to continue the Shopping Centre Playgroup to continue linking families not engaged with local services.
	Develop volunteer programs that enhance the health and wellbeing of young people.	Y Deliver a minimum of two programs to young people.	A	Y	30-Sep-19	Y Four program initiatives that provide volunteer opportunities were delivered. The Youth Mentoring Program, Youth Advisory Committee and Frieza Committee provide volunteer opportunities for young people on a fortnightly basis. Volunteer opportunities for young people were also integrated into the delivery of the Western Bulldogs Program. In total young people were engaged in volunteer activities on 111 different occasions.
4.4	Through the Business Excellence Awards, strengthen the role of the Disability Advisory Committee in promoting the benefits of engaging people of all abilities.	D Deliver the Access and Inclusion Award as part of the Business Excellence Awards. Disability Advisory Committee representatives to present at relevant Excellence Awards and related events.	A	D	30-Sep-19	D The Business Excellence Awards were presented in August 2019. As per previous years, the Access and Inclusion Award was presented by a nominated Disability Advisory Committee representative.
	In partnership with the Melton Learning Board and the Brimbank Melton Life Long Learning and Employment Network, deliver the Melton Youth Careers Expo.	Y Melton Youth Careers Expo delivered. Attendance by agencies and young people.	A	Y	30-Sep-19	Y Careers Expo was delivered in May 2019 in partnership with Tabcorp Park, Victoria Police and Federation University. In total 1,300 students attended, 53 exhibitors attended and 12 workshops were delivered by Victoria Police, Victorian Tertiary Admission Centre and the Defence Force. In addition, in May 2019 Young Communities supported the Trade Training Centres Expos which is conducted at 5 Melton Secondary Schools. This project is delivered in partnership with the five Melton Secondary Schools and the Western Edge Cluster. In total 174 students attended the Trade Training Centres Expos.
4.5	Build the capacity of educators to support the engagement of children with additional needs within early education and care.	DE A minimum of two information sessions offered.	A	DE	30-Sep-19	DE A total of four information sessions were delivered with a total of 109 early years professionals in attendance.

	Deliver the Youth Awards to recognise and encourage outstanding contribution to the community by young people.	Evidence of promotion of the Youth Awards.	A	Y	30-Sep-19	<p>Y The awards were promoted across the municipality via distribution of information at sporting clubs and associations, local clubs and groups and schools. Online platforms including social media were also utilised. The 2019 awards program received the most submissions and nominations in its history. In total there were eight project submissions from which five were awarded, and 17 award nominations from which six were awarded. In addition 29 submissions for individual grants was received from which 27 individual grants awarded. The Youth Awards Celebration Night was delivered April 2019.</p> <p>E The 2019 Logic Model has been developed and endorsed by the Early Years Partnership Committee.</p> <p>A total of 52 improvement cycles have been documented since October 2018 on the Best Start Program Online Portal.</p> <p>Seven Out of Home Care Working group meetings have been attended. The Out of Home Care Forum in November 2018 was attended by seven staff from across the business unit.</p>
4.6	Collaborate with families and services to reduce barriers to participation with an emphasis on Aboriginal families, families experiencing vulnerability and children in out of home care.	E Best Start program implemented, 2019 Logic Model developed and endorsed by Early Years Partnership Committee (EYPC). A minimum of 24 improvement cycles documented by stakeholders, number of Local Area Out of Home Care working group meetings attended.	A	E	30-Sep-19	<p>DEVA Deliver a minimum of 20 opportunities for the community to provide feedback to Council.</p> <p>A Seniors were encouraged to participate in community consultations for the Bloomsbury Drive Reserve Landscape Concept Plan. As well as providing written feedback, seniors could also attend a community feedback session at the site of the proposed works. Advocated for improved access to exercise equipment, provision of drinking water fountain and rest seating. Promoted the community consultation opportunities for the Concept Plan to local seniors. Taylors Hill Sheddies were consulted on the plans for a recreational space to be developed at Morton Homestead, including a draft of the design plans presented to the Sheddies in May. Sheddle feedback resulted in changes to the design of the veggie garden beds.</p> <p>E Families and Children Services have completed a total of five feedback opportunities, including My City, My Say events and feedback survey's at Children's Week events.</p> <p>Y Young Communities has delivered 15 opportunities to community to provide feedback. Significant opportunities included Djerrivarrh Festival, Summersault Festival, Harmony Day Event, Careers Expo, My City My Say and Melton Basketball Association trials.</p>
5.1						
5.2	Strengthen consultation with the community through the provision of translated information and utilisation of interpreters.	DA Engage a minimum of 50 interpreters (including Auslan) for Regional Assessment Service (RAS) assessments and service provision. Y Engage interpreters for key consultation activities.	A	DAY	30-Sep-19	<p>DA Interpreters were engaged on 23 occasions by Regional Assessment Service (RAS) to undertake assessments and home visits, one occasion by Home Support and a further eleven occasions where bilingual Council staff were utilised to deliver services. Interpreters were used 22 times to support communications with the Access and Support Officer.</p> <p>Y Young Communities utilised Interpreter services to assist facilitation of workshops with parents from CaLD backgrounds with parents of young people participating in the Youth Learning Pathways.</p>
	Engage children in the development of age appropriate individual case plans where families are utilising additional support services.	E Minimum of 30 children's case plans delivered.	A	E	30-Sep-19	<p>E Housing Services has delivered 72 children specific case plans by engaging them in identifying their individual needs and goals.</p>
	Empower community to be able to advocate for issues affecting them.	Y Number and type of advocacy efforts.	A	Y	30-Sep-19	<p>Y Young Communities provided 14 advocacy opportunities regarding issues affecting the community. These opportunities occurred through the Youth Advisory Committee, Western Bulldogs Leadership Program, Annual Youth Forum, Melton Youth Advisory Network, Multicultural Liaison Officers Network, Youth Learning Pathways Project Consortium and UTurn 193 Project Consortium meetings. Young Communities were also involved in the Woodgrove Management Community bi-monthly meetings and Victorian Police Principals Network quarterly meetings. The advocacy issues being addressed included community safety, training and employment for young people, homelessness, acceptance of diverse and emerging communities, crime prevention.</p>
5.3	Trial of translated Children's Week surveys to inform continuous improvement process.	E Survey translated into a minimum of four community languages, number of surveys completed, evidence of survey results and recommendations for future consultations.	A	E	30-Sep-19	<p>E Children's Week 2018 Survey was translated into the top five languages used within the City and were made available to all attendees at the Children's Week events.</p>

<p>Undertake service specific surveys and consultations.</p>	<p>DA Undertake a minimum of 100 Regional Assessment Service (RAS) surveys. Undertake a Support for Carers evaluation and implement recommendations. Undertake a Community Care Volunteers evaluation. Consult with a minimum of 60 visitors to the Care Melton Expo. E Minimum of five surveys and four consultations delivered. Y Complete a minimum five targeted surveys to young people and their families on programs / activities delivered.</p>	<p>A</p>	<p>DEVA</p>	<p>30-Sep-19</p>	<p>DA A total of 350 Regional Assessment Service Surveys were completed. All feedback received was positive. As of January 2019, DHHS Client Feedback Form process was replaced with the new DHHS Client Satisfaction Survey. Outcomes from this survey are provided to DHHS on a quarterly basis. DA The Disability Advisory Committee collected 432 responses from participants. The responses informed the future direction of the 2019 CARE Melton Expo. DA Support for Carers face to face evaluation sessions were held on 24 and 25 July 2019. A total of 12 responses were collected from Carers. The responses provided suggestions and suitability of dates and times for the 2020 social calendar. DA Community Care Volunteers evaluations mailed out 56 evaluations and collected 24 responses from volunteers. The responses demonstrated a volunteer satisfaction level of 96%. E Five surveys and five consultations have been completed across Families and Children Services. One internal engagement consultation was completed to identify service and program knowledge gaps across Council staff. Y Six targeted surveys and one consultation, this includes 50 responses at Djerriwarrn Festival, 70 responses at Summersault Festival, 39 responses during Children's Week events at Melton and Taylors Hill, 16 responses at Melton's Lifelong Learning Festival and 60 responses at the Carers Expo. Also the Youth Forum was delivered where providers, young people and families were consulted.</p>
<p>5.4</p>	<p>Promote the Disability Advisory Committee (DAC) as a forum where issues affecting people with a disability and carers can be raised.</p>	<p>A</p>	<p>D</p>	<p>30-Sep-19</p>	<p>D The Disability Advisory Committee (DAC) attended the CARE Melton Expo 2018 as an exhibitor who engaged verbally with the attendees. DAC engaged 174 attendees to undertake interactive surveys on what attracted them to the Expo, and what they took away from the event. The DAC will engage in the 2019 Expo in a similar way. D The Disability Advisory Committee presented at the Business Excellence Awards sponsor event and awards ceremony in August 2019.</p>
<p>5.5</p>					