

### Melton: A City For All People - Action Plan - Year Three

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

The Action is completed.

The Action is on track and expected to be completed by 30 September 2020.

The Action has been delayed impacting on the current timeline. An explanation and the remedial action where appropriate, is provided in the Quarterly comments.

The Action has been deferred for the next year. An explanation is provided in the final comments' column.

Code: D - Disability E - Early Years Y - Youth A - Ageing Well DEYA - All

Strategy	Action	Performance Indicators	Status	Service Unit	Timeline
1.1	Provide and promote flexible service models that respond to the changing needs of the community.	<p><b>DA</b> Distribute a minimum of 500 Community Care Client Satisfaction Surveys with outcomes reported. Interpreters are to be used to deliver survey in languages other than English.</p> <p><b>D</b> Evidence of support provided for clients during the Melton National Disability Insurance Scheme (NDIS) roll out.</p> <p><b>DA</b> Increase the number of interest based pop up groups in Social Support that result directly from client engagement.</p> <p><b>Y</b> Implement service improvement initiatives for the 6801 Outreach program through engagement with a minimum of 15 locations per quarter.</p>		DA	30-Jun-20
1.1	Support aged and disability Community Care clients at risk of homelessness to access high quality and culturally safe services and supports that meet their needs.	<p><b>DA</b> Further develop partnership between Community Care and Melton City Council Housing Team to support people at risk of homelessness. Minimum of five shared contacts.</p>		DA	30-Sep-20

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Strategy	Action	Performance Indicators	Status	Service Unit	Timeline
1.1	Support youth, aged and disability service providers to be locally based in the municipality.	DA Investigate pathways to transition clients from Commonwealth Home Support Program to Home Care Packages.		DA	30-Jun-20
		Y Develop and implement the Young Communities Facility Management Model.		Y	30-Jun-20
1.1	Deliver externally funded projects in partnership with young people and relevant stakeholders.	Y Deliver the Utturn 193 Crime Prevention Project.		Y	30-Sep-20
		Y Undertake bimonthly Crime Prevention Working Group meetings with relevant stakeholders.		Y	30-Sep-20
		Y Provide case management service to 25 young people.		Y	30-Sep-20
		Y Deliver 13 recreational activities.		Y	30-Sep-20
		Y Deliver three therapeutic wilderness activities.		Y	30-Sep-20
		Y Deliver the Department of Health and Human Services Mentoring Project. Achieve total of 30 mentees/mentors.		Y	30-Sep-20
		Y Deliver Department of Social Services Reconnect Project.		Y	30-Sep-20
		Y Provide case management to 40 young people and deliver two group work activities annually.		Y	30-Sep-20
		Y Deliver the Youth Learning Pathways Project. Provide support to 60 new learners per year.		Y	30-Jun-20

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Strategy	Action	Performance Indicators	Status	Service Unit	Timeline
		Y Deliver five events as part of the FreeZa Project.		Y	30-Jun-20
1.2	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	30-Jun-20
1.2	Actively participate in the planning and deliver of an Early Years infrastructure program.	E Activate and licence - Diggers Rest Kindergarten extension - Fraser Rise Children's and Community Centre - Timbertop Children's and Community Centre Partner with the Victorian School Building Authority (VSBA) in planning the Eynesbury Station Early Learning Centre.		E	30-Apr-20
	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 2019-2020 Diversity Plan.		DA	30-Jun-20
1.3		DA 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.		DA	30-Jun-20
		Y Number of actions delivered that support implementation of Councils Reconciliation Road Map Action Plan.		Y	30-Sep-20
	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 2019-2020 Diversity Plan.		DA	30-Jun-20
1.3		DA Support community to navigate the aged care systems and support diverse communities to transition to NDIS and to register with My Aged Care.		DA	30-Sep-20
1.3	Deliver the 3 year old Kindergarten impact assessment.	E Impact assessment completed.		E	30-Jun-20

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Strategy	Action	Performance Indicators	Status	Service Unit	Timeline
1.4	Review and improve written and online communications to further enhance community engagement.	<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>DA Review and update the Community Care web-page, Internal Community Care Website Working Group undertake quarterly content audits.</p> <p>Y Review and update the Young Communities web-page and Facebook page. Investigate initiatives to further enhance on line communication and engagement and implement recommendations.</p>		DA	30-Jun-20
1.4	Promote services accessible to seniors and people with disability living in the municipality.	<p>DA Utilise the Ageing Well Magazine to promote a minimum of three Community Care funded services for seniors.</p> <p>DA Utilise Facebook to post articles, promoting Men's Shed activities and Facebook advertising to increase the profile of the Sheds.</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>		DA	30-Sep-20
1.4	Implement systems to support clients with language barriers to engage in programs and services.			DA	30-Sep-20
1.4	Develop two annual versions of the Positive Ageing Magazine in hard copy.	<p>A Review the success and implement recommendations of the Positive Ageing Magazine in the months of March and October 2020.</p>		A	30-Sep-20

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1.4	Developing community awareness of programs and services offered by Families and Children Services.	<p><b>E</b> A minimum of:</p> <ul style="list-style-type: none"> <li>- six Facebook posts</li> <li>- five Melton South Community Centre Pop Up Hub sessions</li> <li>- two Pre School Field Officer Newsletter</li> </ul>		E	30-Sep-20
1.6	Strengthen partnerships with local schools to further enhance engagement with young people.	<p><b>Y</b> Number of schools engaged through the Young Communities School Engagement Program.</p>		Y	30-Sep-20
	Support local organisations and service provider networks.	<p><b>DA</b> Number of planning and shared learning opportunities with Djerrivarrh Health Services, Melton Service Provider Network and the Ageing Well Network.</p>		DA	30-Sep-20
1.6		<p><b>Y</b> In consultation with the Melton Youth Advisory Network, review its purpose and implement recommendations. Number of attendees at network meetings. Number of partnership opportunities delivered.</p>		Y	30-Sep-20
		<p><b>E</b> Number of meetings facilitated and number of attendees for:</p> <ul style="list-style-type: none"> <li>- Vulnerable Children's Working Group</li> <li>- Early Years Network</li> <li>- Family Violence Network</li> </ul>		E	30-Sep-20
1.6	Coordinate the annual Youth Forum with a focus on addressing emerging issues and trends.	<p><b>Y</b> Deliver the annual Youth Forum 2020 incorporating the recommendations from the 2019 Forum.</p>		Y	30-May-20
	Work in partnership with key stakeholders to enhance service delivery responses across the municipality in line with the National Disability Insurance Scheme (NDIS).	<p><b>D</b> The number of National Disability Insurance Scheme (NDIS) Internal Working Group meetings and outcomes.</p>		D	31-Mar-20
1.6		<p><b>D</b> National Disability Insurance Agency (NDIA) exhibitor at October 2019 CARE Melton Expo. Number of partnership meetings and initiatives with the Local Area Coordinator and the NDIA.</p>		D	30-Sep-20

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1.6	Facilitate the Melton Refugee Communities of Practice in partnership with Foundation House.	E Deliver two Melton Refugee Communities of Practice Sessions.		E	30-Jun-20
2.1	Deliver the Pierre Gorman Award project to develop a program of shared reading for adults with learning disabilities.	D Support the ongoing implementation of the Pierre Gorman project on an annual basis.		D	30-Sep-20
2.1	Deliver the Years Ahead Seniors Driving Program.	A Two driving programs delivered attracting total of 30 participants.		A	30-Sep-20
2.2	Support the capacity building of seniors groups.	A Support seniors applications to Council grant programs.		A	30-Sep-20
2.2	Deliver activities and initiatives that enhance carer's physical and emotional wellbeing.	D Number of carers supported through Melton GOI and Family Carers Group.		D	30-Sep-20
		A Number and type of initiatives delivered via the Support for Carers Program and number of participants.		A	30-Sep-20
		DA Number of opportunities in Social Support Program delivered for carers and person they care.		DA	30-Sep-20
2.2	Review the benefits of the current model of the annual Care Melton Expo.	DA Expo review undertaken. Recommendations for 2020 budget.		DA	31-Dec-19

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2.4	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	30-Sep-20
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.		DA	30-Sep-20
2.5	Identify opportunities for the aged and people with disability to actively participate in Council community events and celebrations.	DA Number of media articles and Council publications. DA Minimum of 10 events or celebrations attended. (meaning we support clients to attend existing events and celebrations).		DA	30-Sep-20
2.5	Deliver National Youth Week initiatives across the municipality.	Y Number, type and range of locations.		Y	30-May-20
2.5	Deliver opportunities for young people to engage in key Council events including Djerriwarrh Festival.	Y Number of opportunities delivered, number of young people engaged.		Y	30-Sep-20
2.5	Deliver Seniors Festival activities.	A Minimum of 10 activities and / or programs delivered.		A	30-Sep-20
2.5	Deliver Children's Week events and activities that celebrate diversity of children and their families.	E Two events delivered.		E	30-Nov-19
2.6	Enhance the digital literacy of seniors across a range of online platforms.	A Promote digital to literacy to seniors groups in the municipality through the Positive Ageing Magazine and networks.		A	30-Sep-20
	Provide programs and activities that support people to adopt healthy lifestyles.	DA Number of Carers Support Program healthy lifestyle initiatives, CARE Melton Expo provision of health checks for diabetes, blood pressure, hearing and vision, exhibitors providing advice and referral to local health/wellbeing programs, free relaxation sessions delivered.		DA	30-Sep-20

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3.1				A	30-Sep-20
		A Number of Ageing Well programs delivered, number of participants.			
		Y Number of Young Communities programs delivered, number of participants.		Y	30-Sep-20
3.1	Increase opportunities for older men to participate in men's health initiatives at the Melton and Taylors Hill Men's Sheds.	A Evidence of promotional opportunities including through social media platforms and Positive Ageing Magazine.		A	30-Sep-20
		A Implement minimum of four new opportunities during non-traditional Men's Shed hours.		A	30-Sep-20
3.1	Build the capacity of educators to support the engagement of children with additional needs within early education and care.	DE Deliver two coaching sessions for local services providers.		DE	30-Sep-20
		Y Evidence of input by the Youth Advisory Committee and completion of the Charter.		Y	30-Jun-20
3.1	Develop a Youth Charter to formalise the partnership between young people and Council.				
3.2	Support Djerriwarrh Health Services to deliver the Koolin Bailit project to enhance the health and development outcomes for Aboriginal children and their families.	E Number of Steering group meetings attended.		E	30-Sep-20
3.3	Increase the perception of safety amongst seniors in the municipality.	A Deliver information to seniors to better protect themselves from scams.		A	30-Sep-20
		A Deliver a minimum of two community based Aged Care information sessions.		A	30-Sep-20
3.4	Deliver information to seniors about key Aged Care industry changes.	A Promote the new Aged Care Standards and Charter of Aged Care Rights to all Commonwealth Home Support Program clients by 31 December 2019.		A	31-Dec-19

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3.4	Work with young people to co-design programs and services.	Y Number of instances that demonstrate implementation of co-design principles.		Y	30-Sep-20
3.4	Improve support to vulnerable families accessing Maternal & Child Health, Family Services, Supported Playgroups and Preschool Field Officer (PSFO) programs. Compete the delivery of the Family Violence Prevention Program: Baby Makes 3 pilot program.	E Complete four action research trials to enhance collaborative service delivery to vulnerable families.  E Number of sessions provided and number of attendees.		E	30-Sep-20
3.5	Recruit householders to express their interest to receive more information about the Victorian Healthy Homes Program linked to Sustainability Victoria	DA Identify 1000 target clients from both Home And Community Care Program for Younger People (HACC PYP) and the Commonwealth Home Support Program (CHSP) by 8 November 2019.		DA	31-Dec-19
3.6	Recruit householders to express their interest to receive more information about the Victorian Healthy Homes Program linked to Sustainability Victoria	DA Identify 1000 target clients from both Home And Community Care Program for Younger People (HACC PYP) and the Commonwealth Home Support Program (CHSP) by 8 November 2019.		DA	31-Dec-19
3.7	Training provided to develop the capacity of staff to support children and families experiencing vulnerability. Provide access to and deliver educational and training opportunities for young people.	E Number of training opportunities attended.		E	30-Sep-20
4.1	Provide access to and deliver educational and training opportunities for young people.	Y Number of opportunities delivered, number of young people engaged.		Y	30-Sep-20
4.1	Actively promote Early Start Kindergarten (ESK) and Playgroups to service providers and community. Provide opportunities for young people to develop and practice leadership skills.	E Provide a minimum of six promotion initiatives.  Y Number of leadership opportunities delivered, number of participants.		E	30-Sep-20
4.3				Y	30-Sep-20
4.3	Through the Ageing Well Network, provide networking and learning opportunities for administrators of local seniors groups.	Y Deliver the Western Bulldogs Leadership program.  A Number of learning opportunities delivered. Number of networking sessions delivered.		Y	30-Sep-20
4.5	Deliver the Youth Awards to recognise and encourage outstanding contributions to the community by young people.	Y Evidence of promotion of Youth Grants and Awards, and presentation of Awards.		Y	30-May-20
5.2	Engaging children in the case planning process to develop individualised age appropriate needs and goals. Promote the Disability Advisory Committee (DAC) as a forum where issues affecting people with a disability and carers can be raised.	E Number of Housing Services children case plans developed.  D Promote the Disability Advisory Committee (DAC) at the CARE Melton Expo 2020, articles in publications and/or media, review DAC profile on Council website.		E	30-Sep-20
5.5				D	30-Sep-20

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5.5	Encourage Sheedies to participate in Council events and celebrations.	A Men's Shed attendance at Volunteer Week celebrations, Christmas functions and Seniors Festival.		A	30-Sep-20
5.5	Utilise the expertise of Council's Advisory Committees to support community planning and decision making.	DEY Minimum of 12 meetings.		DEY	30-Sep-20