

Council’s COVID-19 service delivery responses and outcomes to end June 2020

Service	Service delivery changes, outcomes and means of delivery
Ageing Well	<p>All face-to-face Ageing Well programs are closed.</p> <p>Seniors Facebook Group established with 287 members - hundreds of views of online classes and concerts, as well as significant numbers of interactions (Likes, Comments and Posts) from members.</p> <p>Online exercise classes and concerts commenced,</p> <p>CommuKnitty Crafters -145 seniors knitted close to 300 Trauma Teddies for the Australian Red Cross for children experiencing illness and trauma, and close to 100 knee blankets for Peter Mac Cancer Centre. Craft packs to complete these projects were purchased through a small fabric business in Melton South, providing close to \$7000 in income during this difficult time.</p> <p>Porch Performances have seen eleven performances for local seniors in their yards. As well as a wonderful experience for the seniors, it has provided local entertainers with some much needed income at a time when all their work has stopped.</p> <p>Cup of CommuniTea is commencing in August and will see staff visiting the homes of local seniors clients to share a cup of tea and a chat.</p> <p>The Lightbulbers were also established, a group of staff to develop and implement new and innovative initiatives to connect with local seniors. For example, a Social Support Cookbook to raise funds for the Cancer Council and Cup of CommuniTea.</p>
Arts	<p>online programs and videos to replace other programming and provide an alternative way to experience planned Art exhibitions, This included:</p> <ul style="list-style-type: none"> • Chronic Diaries Exhibition Tour (149 views), • Equal Exhibition Tour (198 views), • Bryce Holywell Mandala Workshop Video, • Flow State Colouring Competition (38 views), • Wellbeing Poster Project Call-out and downloads, • Home Sewn Evaluation Video (110 views). <p>Arts program successfully revised to reach people in sites where they were conducting essential shopping, exercise or online, creating broad audience reach. These included:</p> <ul style="list-style-type: none"> • Kindness Poster project delivered to 42 schools, 140 businesses and shopfronts, digital signage at CS Square shopping centre, reaching all centre visitors between 9-30 June. Artwork was developed by two youth artists, one of whom was employed for the first time as an artist on this project. This was a program partnership between Arts, Economic Development, Social Planning and Wellbeing teams. • Flow State temporary art project –Melton In partnership with Woodgrove Shopping Centre was seen by centre visitors between 3 – 30 June (closing 31 July). Included in-centre exhibition, digital and display signage and extensive online coverage. Advertising coverage through the partnership resulted in a reach of over 30,000 people across Woodgrove’s digital platforms over a 3.5 week period, as well as a total public relations reach on external platforms at 4,741,889.

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	<ul style="list-style-type: none"> • Flow State temporary art project Caroline Springs - located in a high foot traffic location on the walking path at Lake Caroline during June, providing an opportunity for arts engagement for thousands of Caroline Springs residents on their daily walk around the lake. • CS Gallery Window commission was developed, and an Aboriginal artist was selected by an expert Aboriginal panel. A window artwork on the theme of Healing will be installed by 30 July.
Child Care / Family Day Care	<p>Family Day Care and Vacation Care services continued to operate throughout with reduced utilisation rates. Occasional Care closed for three weeks initially, then reopened with an alternative model of sessions provided.</p> <p>Family Day Care, Vacation Care and Occasional Care were subject to the Commonwealth Government Free Child Care package which resulted in a reduction of income from both Child Care Subsidy and parent fees.</p> <p>Family Day Care provided care as required by families with Business Continuity Payments being received as part of the Free Child care package being calculated fortnightly and distributed to Educators in lieu of normal payments.</p> <p>Occasional Care provided longer sessions in 3 venues as part of the Free Child Care package where utilisation increased over time as more families took advantage of the free child care. This has now been re modelled to provide sessions of varying length.</p> <p>Vacation Care operated in the Autumn holidays with approximately 30% utilisation. The Winter program is fully booked with 100% utilisation expected.</p>
City Strategy	<p>Planning Scheme Amendments, all exhibitions have moved to online with all documents accessible via website.</p>
Communications	<p>COVID-19 daily staff e-newsletter to provide regular updates on service changes and government COVID restrictions and support programs.</p> <p>Significant increase in number of requests for assistance in producing, assisting with, or promoting online activities and events or other COVID-19 related programs, such as Open for Business campaign, library story times, online forms and videos.</p> <p>Moving Ahead page in Star Weekly, normally published fortnightly, was reformatted and published weekly in both the Brimbank and Melton editions to provide regular service updates to the community and reinforce government COVID messaging. Regular updates in social media and website updated with relevant services changes during COVID-19.</p>
Community Activation and Learning	<p>Curated Content - webinars, recorded videos for YouTube, and implementing communities of interest (via FB).</p> <p>50 videos have been recorded for Council's YouTube Channel, covering topics such as yoga, 5 ingredient cooking and tips to manage money. Another 35 videos are to come. Also on YouTube:</p> <p>Online webinars and workshops – ten have been produced to date on topics such as the Hey Dee Ho Concert and Employment, Health and Productivity for CALD Youth.</p> <p>Supporting local suppliers: Bringing together a local sewing instructor, with local volunteers to sew surgical gowns to support PPE needs for Western Health. Material was purchased from a local Melton supplier. A</p>

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	<p>number of sketching supplies were purchased locally and put together in packs and delivered to 50 families to help them participate in the online classes.</p> <p>Council's Learning Directory Facebook Page: 56 Facebook Posts - average of 7 per week; 866 Likes on those posts - average of 108 per week; 259 Comments on those posts - average of 32 per week; 144 Shares of those posts - average of 18 per week; Average of 6,698 people per week saw these posts; 114 new page Likes - average of 14 per week; 37 Facebook messages - average of over 4 per week.</p>
<p>Community Development and Community Capacity</p>	<p>Phone calls to over 60 community groups (over 700 individuals), focusing on seniors and more vulnerable groups, to touch base, share support resources, ask if needed help, invite participation in online programs and just let them know they are not alone.</p> <p>Recording community members were created to mark IDAHOBIT, Reconciliation Week and Refugee Week and shared online. Flag raising occurred for IDAHOBIT and Reconciliation Week without community members with social media posts shared online.</p> <p>Meetings with community networks and working groups have taken place online, including: Melton Interfaith Network; African Communities Working Group; Disability Advisory Group; Melton New and Emerging Communities Network; Victorian Interfaith Conference – organising committee Faith Communities Council of Victoria; and Western Settlement Outcome Network.</p> <p>Culturally specific information provided to the Aboriginal and Torres Strait Islander community in Melton, and phone calls to check in with community members were made.</p> <p>Kirrip has responded to 240 requests for assistance from the Aboriginal community since 30 March.</p> <p>Translated information about coronavirus was shared through culturally and linguistically diverse networks.</p> <p>A series of videos were created by African Communities Working Group members and placed on the Melton Learning Channel.</p>
<p>Customer Service</p>	<p>Call volumes have increased significantly, currently approximately additional 600 - 700 calls per week. In readiness for centres to re-open, protective Perspex screening has been installed on all Library and Civic CSU counters to provide a safety barrier between staff and customers. Floor decals and hand sanitising stations have also been installed to ensure hygiene and social distancing measures will be met.</p>
<p>Economic Development</p>	<p>Personally engaged over 1300 business assisting to link businesses to key support programs.</p> <p>Venture Melton Business Network Membership increased from 280 to over 840 members. Membership program offers a dedicated website, member listing, training and free business mentoring.</p> <p>Open for Business campaign developed and implemented to support businesses who remained open for business. Sixteen weeks one page advertising features in the STAR WEEKLY (both Melton and Brimbank editions) - with each advertisement profiling sixteen local businesses, Over 350 local businesses have been featured and supported by additional promotion.</p> <p>Repurposed Melton City Much More Facebook page and the Melton City Much More APP.</p>

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	<p>Free A-Frames (commissioned locally) provided to cafes and restaurants in retail precincts to promote they are open for business with more than 70 distributed.</p> <p>Weekly electronic newsletter developed and commenced distribution in June, directly emailed to more than 4000 local businesses, providing timely updates of government support and support services and training available.</p> <p>Business support function online with a dedicated website for network members and to raise the profile of Council to the local business community. Includes:</p> <ul style="list-style-type: none"> • An online business directory • 10 online webinars have been delivered since March. • Webinar content has been recorded as tutorials and kept as on an online library for network members. • member directory has been set up and now has over 500 members listed and growing. • Series of videos were taken of businesses that had adapted to the COVID disruption.
Emergency Management	<p>Council supported the State Food Relief Hotline with the provision of basic food items, pet food, psychosocial support, and other forms of relief through local arrangements.</p> <ul style="list-style-type: none"> • \$1100 of shopping vouchers have been distributed to 21 residents, and • 14 referrals have been made to HACC for delivered meals. • Two staff have been redeployed to deliver the program. • Information has also been provided about local charities who can provide on-going food relief and financial hardship advice. <p>Council is the LGA lead organisation in the DHHS Community Activation and Social Isolation (CASI) initiative - Officers currently contacting all previous State Food Relief Hotline callers as a welfare check (90 residents).</p>
Families & Children Communications and Engagement	<p>150 'Play and Learn at Home' Kits distributed to vulnerable families to support the development of children through playing and learning within the home environment whilst in stage 3 restrictions and remote learning was in place. Many families do not have access to basic resources required. Key focus on families: experiencing financial hardship; children in kinship care arrangements; Aboriginal/Torres Strait Islander children; and/or Health Care Card holders.</p> <p>The kits were created in 3 different age groups; baby, preschool and primary school and contained various resources to support play and learning experiences such as art and craft items, books, balls, playdough etc. as well as Raising Children Network fact sheets with information and ideas about supporting learning within the home environment. A resource webpage was also created for families.</p>
Family Services	<p>case management delivered via phone and some use of video platforms, door stop visits as necessary for risk. Face-to-face visits only when required, then use of social distancing, sanitation measures in place.</p>
Finance	<p>Numerous financial supports for residents, clubs and businesses have been implemented:</p>

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	<p>\$200 rebate for Q4 19/20 rate instalment available for those experiencing financial hardship; currently 2900 applications have been received</p> <ul style="list-style-type: none"> • Rates deferrals payment plans offered • Fees for sporting clubs and associations waived • Refunds for venue hirers who have paid up front • Free A-Frames provided to businesses still open • Free membership to Venture Melton Business Network • Planning fees waived for six months for commercial use and development • 20/21 business permit renewal fees waived • Street trader permit fees waived • Relaxed parking enforcement • Food and Health registration fees waived • Interest on rates waived • Relaxed deferral of rates and charges • Suspension of all legal action for rates and charges.
Food Services	<p>Delivered meals from 23 March.</p> <p>March 2020: 87 clients assisted and 1027 meals delivered. April 2020: 106 clients assisted and 1573 meals delivered. May 2020: 99 clients assisted and 1353 meals delivered.</p>
Home Support / Personal Care / Domestic Assistance / Escorted Shopping	<p>Food parcels delivered to clients experiencing financial difficulty. Unescorted shopping offered to all clients who regularly had escorted shopping during restriction period.</p> <p>Personal care services continue without interruption, unless clients have requested service to be suspended. Escorted has shopping and respite have recommenced (unless clients prefer unescorted), with social distancing actions being put in place.</p> <p>Six Community Care Workers were redeployed in School Crossing Supervisor roles. Community Care Workers utilised to conduct welfare checks via phone.</p>
Housing Services	<p>Weekly contact with clients (approx. 35 families) via telephone, messages, emails or video calls, and developed COVID-19 support plans ensure health, safety and wellbeing needs are identified and addressed.</p> <p>Ongoing liaising with stakeholders, allied health services, real estate agents and other service providers through digital communication platforms to advocate and access resources on behalf of clients.</p> <p>long-term housing outcomes (approx. 20) since end of March to end of June 2020.</p> <p>Engaging with key stakeholders (Homelessness Service, Mental Health Service and the Police) to coordinate a series of planned responses to address the increasing number of people at risk of homelessness.</p>
Immunisation and Environmental Health	<p>Additional flu vaccination sessions scheduled to help eligible residents get immunised (over 100 clients). 6 Community Care staff were redeployed to assist.</p> <p>Nearly 300 food premises inspections have been carried out between March - May,</p> <p>200 complaints investigated</p> <p>three food premise newsletters have been produced</p>

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Information Technology	<p>Remote Working Rapid Response Initiative enabled approximately 600 staff to work remotely by 31 March, an amazing achievement in two weeks.</p> <p>Council’s Community Portal, is where residents make online registrations and payments for animals, pools, infringements, rates and more, saw a massive uplift in users, as residents cannot attend in person. Monthly user registrations:</p> <ul style="list-style-type: none"> • from December to March averaged 120, • April 698, • May 1714 • June 1200.
Legal & Governance	<p>Council meetings have been delivered on-line and live streamed. There has been a large audience at each meeting.</p> <p>Delivery has been achieved via Zoom and Council’s live stream provider, Interstream, with Councillors and staff at home and the Legal & Governance team operating from the Council Chamber to operate the live streaming function.</p> <p>Citizenship ceremonies are now to be conducted online via Zoom with the first 16 ceremonies planned to be held on 6 & 7 July 2020. Another 45 ceremonies are planned for 27, 28 & 29 July 2020.</p>
Libraries	<p>Online resources were promoted to encourage access to ebooks, e-audio books and e-magazines. The usage of online library resources has increased, with over 8,700 loans across the months of May and June.</p> <p>Promotion of e-collections has seen an increase of over 1,000 loans per month.</p> <p>Online delivery of library programs was launched on 21 April, and during this period:</p> <ul style="list-style-type: none"> • 53 videos were developed and delivered, • resulting in 27,689 views, • 33 virtual sessions which had 91 participants • 347 Facebook engagements. <p>Early Years Programs are delivered online through videos, and have included children’s programs such as: Preschool Storytime, Toddler Time, Babytime and Little Steamers, with 35 online videos and 17,555 views.</p> <p>Primary School Years programming has included 7 After Schooligans videos with 1,949 views, and an online school holiday program available from 29 June. For students there have been 3 videos and 5 virtual sessions, with 994 views/engagements.</p> <p>Adult programming has included: English Conversation classes, Online Bookclub, Tech SOS, and Know you eLibrary, resulting in 6 videos with 7,538 views and 28 virtual sessions involving 91 participants.</p> <p>‘Click and Deliver’ library service was launched on 4 May to provide home delivered access to the physical library collection, with 821 packs delivered to the community. This involved residents making a request, library staff selecting items on their behalf, and then delivery of a box of items to their home.</p> <p>‘Click and Collect’ service commenced on 9 June which resulted in 630 appointments made by the community, to collect items from the library</p>

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	branch. 19,000 physical items were borrowed through the 'click and deliver' and 'click and collect' services.
Maternal & Child Health	<p>Consultations conducted without face-to-face contact; increase in Key Age and Stage consultations from</p> <ul style="list-style-type: none"> • 1652 in February; • 1988 in March; • 1840 in April. <p>New Parent Groups delivered via Zoom; group sizes were smaller - 8-10 but the number of groups remained the same.</p> <p>Family Violence consults continued via telehealth; numbers of FV consultations throughout this time remained higher than previously, Feb - 23, March - 35, April - 25, May – 29.</p>
Operations	<p>Waste Services - Increased volumes of waste being dumped on roadsides and Council managed land; increased patronage and volumes at Melton Recycling Facility.</p> <p>Facility cleaning and sanitising requirements have increased at staffed and open facilities. Mid-day refresh clean to all facilities; hand rub stations installed at all facilities.</p>
People & Culture	<p>A redeployment process was developed and implemented in which staff without work in their substantive roles were matched with service units with increased need for resources, to ensure ongoing meaningful work for Council staff. People & Culture implemented this process through brokerage between staff and managers, which resulted in approximately 100 staff either deployed to different work within their existing service units or to other service units.</p> <p>Working 4 Victoria program commenced with 62 fixed term staff employed. Preparations included development of position descriptions, key selection criteria, a phone interview process, and an online and video induction module.</p> <p>Learning & Development Consultant developed COVID-specific offerings for staff in themes such as wellbeing and resilience, implemented during April-June.</p> <p>A Libraries staff member was redeployed into People & Culture, plus a Community Planning staff member was redeployed to develop Unconscious Bias training.</p>
Social Planning & Wellbeing	<p>Online Programs</p> <ul style="list-style-type: none"> • Active April (with 667 community members); • This Girl Can (20 exercise videos recorded for online distribution, plus creation of FB group with 92 members); • five affordable meals cooking videos. Officers posted service information, and mental and physical health information – <p>all online engagement reached 39,173 people with an average reach 725 people per post.</p> <p>Sons of the West men’s health program adapted for July delivery.</p> <ul style="list-style-type: none"> • 156 phone calls made by Council officers to program cohort, to provide 1:1 support and referrals during COVID shut downs. • Fifteen 1:1 counselling support sessions delivered by phone by Sons of the West program psychologist for participants needing immediate support.

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	<ul style="list-style-type: none"> • Adapted program developed (tailored to COVID restrictions with safety measures in place) with Western Bulldogs Community Foundation to begin 13 July 2020, • 86 men choosing to do the adapted program, • 22 men choosing to wait until next March assuming the regular program resumes then. <p>Walking group programs resumed on 22 June,</p> <ul style="list-style-type: none"> • 6 walking groups across the municipality, 66 walkers, 62 who were existing members and 4 were new members who were looking for a way to engage with their local community. <p>Kindness poster project: contribution to the poster series project with Economic Development and Arts engaging 140 businesses with posters and mental health support information, as well as Social Planning funding the display of the posters on screens at CS Square for 6 weeks.</p>
Statutory Planning	<p>Assessment of planning and subdivision approvals has continued as usual with any correspondence being sent electronically rather than in paper form.</p> <p>On-line lodgment of planning application became operational,</p> <p>commercial developments permit fees waived was done in liaison with the Economic Development area as part of its business stimulus package.</p>
Transport	<p>Transport to medical appointments are utilising cab vouchers.</p> <p>Community Transport Drivers were used on a needs basis in delivering food packs and food vouchers to community members in need – supporting the emergency management relief program.</p>
Young Communities	<p>Online Service Delivery - Officers were able to continue to deliver case management for all funded programs: Reconnect, UTURN193 and Youth Learning Pathways, Mentoring and Outreach. Officers continued to work and engage with young people and take referrals.</p> <p>Online program delivery, including via the Youth Facebook page, saw some exceptional results. More than 10 online programs were undertaken following an online National Youth Week and during times of high alert for youth disengagement. Some highlights were:</p> <ul style="list-style-type: none"> • Online Trivia via Kahoot, reaching the maximum participant numbers of 50 each week. • Messaging about available employment around the region reached 920 people. • The outreach post, reminding the community that Council is open and available via Whatsapp reached 643 people. • Online Cook It Eat It! 3 minute video cooking class reached 828 people, with 140 post clicks. • What's That? Wednesday, where the community are invited to guess which City of Melton landmark is posted in a pixelated photo reached 678 with 109 post clicks. <p>Sport Minds Matter event to an online webinar, with support from the North Western PHN, Wayne Schwass, Orygen and SALT. This fantastic webinar was well attended and gave real insight into mental health and suicide prevention issues in a sporting club environment.</p> <p>2020 Melton City Council Virtual Careers Expo. Three months in the making, the team successfully launched the event with an overwhelmingly</p>

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	positive response. In its first 12 hours of being launched, the Virtual Careers Expo engaged over 600 users, with a total of 7,585 pages visited within the site and during its peak time, 30 users were navigating the site at the same time.