

Evaluation

**Action Plan
Year Two
2018 - 2019**

**A Healthy and
Resilient Monash:
Integrated Plan**

2017 - 2021

ACTIVE and HEALTHY – A city dedicated to optimal health and wellbeing outcomes for its community

HEALTHY LIFESTYLES - Physically Active *Regular physical activity throughout life is one of the most significant factors in the promotion of good health and the prevention of chronic disease*

What we did	Impact
Upgrades of six playspaces throughout Monash including Glen Waverley North and Galbally Reserves.	Upgrades included accessible features and designs to make playgrounds accessible to all. Each site features enhanced and expanded play opportunities for families.
Over \$5.5 million of grant funding awarded from State & Federal Governments for active reserve development.	Upgrades for modern and relevant sports facilities: Caloola Reserve Pavilion, Mulgrave Reserve Pavilion, Mayfield Reserve Sports Lighting, Scammell Reserve Sports Lighting, Ashwood Reserve Hockey Lighting, Jack Edwards Electronic Scoreboard, Jells Park Netball Courts and Jells Park Precinct Planning.
Partnered with Heart Foundation to engage with local registered walking groups & promote active transport.	Promoted easy entry-level exercise with low barriers, open space and easily accessible walking paths.
The rollout and delivery of 'Steptember' (10,000 step challenge).	A high level of engagement in the local community: 22 teams registered, 11,911,614 steps taken, \$4,700 money raised for the Cerebral Palsy Alliance.
Development of the monthly Monash/Knox Pathways for Carers Walks for residents who are caring for someone with a disability.	A survey of carers found the walks enhances their social connections and physical fitness and what they valued most about the group was each other. <i>"I look forward to the walks.... it's something just for me, that doesn't happen very often".</i>
In partnership with Active Monash, Monash Youth Services supported five young people moving into the "Youth Foyer" service with free gym memberships.	80% of survey respondents identify that physical activity at MARC has helped to improve their health and well-being. This initiative supports young people aged 16-24 who are unable to live at home and interested in getting in to education and training, and supports their integration into community activities.
Free Active Monash Month and Outdoor Activities Programs.	A survey of participants found: the program noticeably promotes physical & mental health, with immediate benefits, these benefits protect against any on-going ageing and it creates positive social support & networks through friendship. <i>"I enjoy it so much, it improves my lifestyle. I have made friends which keeps me happy [and it] gets me to breathe in fresh air" "daily life has improved".</i>

HEALTHY LIFESTYLES - Physically Active *Regular physical activity throughout life is one of the most significant factors in the promotion of good health and the prevention of chronic disease. (cont)*

What we did	Impact
Coordinated the Melbourne Eastern Regional Trails Strategy, strategic planning for regional trails in Monash.	Supported active transport opportunities that are relevant to Monash.
Active Monash Swim Schools achieved a record high numbers of participants.	There were around 4,500 Learn to Swim participants across the Active Monash sites, including the Active Abilities program: <i>"I am very grateful for what the Active Abilities program has done for my son. It not only help him become a competent swimmer, but also a confident young person who is not defined by his disabilities."</i>

Healthy Lifestyles – Nourished *A balanced, healthy diet at all stages of life helps to maintain or improve overall health by providing the body with essential nutrition.*

What we did	Impact
Introduced Nutrition Workshops as part of “The Biggest Winner” and “Ultimate Team Challenge” programs.	Promoted nutrition as part of a healthy lifestyle.
Engaged with Nutrition Australia to implement Healthy Eating Guidelines and the Healthy Eating Advisory Service ‘traffic light system’.	A review of Council’s current catering policy and eating options that are offered at Council events and meetings is in progress, and will be completed 2019/2020.
Encouraged healthy eating at Cabena Child & Family Service by providing fruit each day and establishing a vegetable garden for families to access.	Children and families have been trying some vegetables they have never eaten before, eating fruit each day and picking vegetables to take home and eat/share with their family.
Brine Street and Family Day Care (FDC) families now receive ‘Get Up and Grow’ and ‘How to Make Every Bite Count!’ books.	Families in these services benefit from greater information to make choices to increase exercise and reduce childhood obesity.

Healthy Lifestyles – Nourished *A balanced, healthy diet at all stages of life helps to maintain or improve overall health by providing the body with essential nutrition. (Cont.)*

What we did	Impact
A dietitian from the local Community Health Centre and Council’s MCH (Maternal & Child Health) nurses visit Cabena monthly to discuss the benefits of breastfeeding and good early years nutrition.	Families are able to access MCH expertise in an informal way – they are able to ask questions in a safe way that will support their parenting skills. MCH nurses are bringing some families to Cabena to support their parenting skills.

HEALTHY LIFESTYLES - Prevention from Harm *Improving the health and resilience of individuals and communities through proactive services and programs.*

What we did	Impact
Advocated for the reduction of harm from gambling through the ‘Pokies Play Monash’ campaign including signage across Monash, postcard and internet petition to support the campaign and continued to advocate for Hawthorn FC to sell their operating licences for EGMs at Vegas at Waverley Gardens.	Greater education of City of Monash residents on the harmful impact of gambling within the municipality and ongoing advocacy.
Partnered with Deakin University to undertake research on why older adults visit venues with electronic gaming machines (three focus groups).	Research findings to inform future work and advocacy/recommendations to State Government.
Delivered the ‘Changing the Game’ project in partnership with 17 Sporting Clubs in year one of this two year project.	Focused directly on preventing harm from alcohol.
Partnered with Monash Health (lead agency), Victoria Police, Kingston Council, Link Health & Community and Southern Health Connect to form a Monash and Kingston Drug and Alcohol Action Team (MKDAAT).	The MKDAAT is using data from alcohol-related emergency department admissions to develop a Community Action Plan (funded by the Australian Drug Foundation). The Plan will be used to identify and support primary preventative measures that will help minimise alcohol-related harm locally in 2019/2020.

HEALTHY LIFESTYLES - Prevention from Harm *Improving the health and resilience of individuals and communities through proactive services and programs. (Cont)*

What we did	Impact
Whole of Council projects: <ul style="list-style-type: none"> • Child Safe Standards (CSS) – Safeguarding Children and Young People; • Child & Young People Friendly City (CYPFC); 	Implemented policies and process to support the CSS. All Monash employees have access to and an awareness of policies and processes regarding the child standards. Monash was certified as a CYPFC and now actively engages children and young people through initiatives including the Junior Advisory Group and the Monash Student Space newsletter.
Children at Brine Street receive free dental health checks and MCH outreach. The importance of key age and stages visits is promoted to families.	Encouraging better outcomes for children through early intervention.
Received a \$60,000 grant from the Eastern Primary Health Network for the ‘Immunisation Innovation Project’ to increase immunisation rates in cohort 2 (24 months to 27 months). Immunisation nurses attended playgroups, new parent and grandparents groups, including CALD groups, and outreach to vulnerable families.	Increased attendance of children in cohort 1 and 2 at Infant Immunisation Sessions provided through Council’s Immunisation Service. Increased number of community members protected against preventable disease.

HEALTHY LIFESTYLES - Early Life *Early childhood sets the foundation for lifelong learning, behaviour and health.*

What we did	Impact
Expanded the Cabena Child & Family Centre Facilitated Playgroup. To date, over 870 families have registered. These included parents, grandparents, dads’ group and many multicultural families.	Cabena has provided a setting for children and families to come together to role model for each other and also to learn from the Supported Playgroup Facilitators. Parents, grandparents and carers are showing more confidence in their parenting skills, socialisation of their children and decreased social isolation. <i>“My child is now speaking and learning how to play. There are new activities all the time so lots of learning. She sleeps better and cooperates more”.</i>
A second free, facilitated drop-in playgroup opened at Legend Park Child & Family Centre on 13 March 2019.	Replicating the Cabena model to make the service available to more families in Monash, with over 165 families already registered. To be evaluated in 2019/2020.

HEALTHY LIFESTYLES - Early Life *Early childhood sets the foundation for lifelong learning, behaviour and health. (Cont)*

What we did	Impact
Established an intergenerational playgroup in partnership with Corpus Christi nursing home.	Increase in children’s social interactions across multi-generations and people who have a physical or cognitive impairment and providing residents of a Nursing Home with an opportunity to connect with 31 children participating.
Brine Street Child Care and Kindergarten promoted the importance of literacy and story time at bedtime to parents. A lending library was created at Brine Street for children and parents to borrow story books.	Parents have increased knowledge of the importance of reading to children and increased interactions with their children through language. Story Time at Bedtime is becoming embedded in family routines and parents and children are spending more time together reading books.
Monash Public Library Service (MPLS) and Maternal & Child Health Service (MCH) provide the Baby Book program to each new mother. Library staff visit MCH centres to promote early years literacy to new mothers and libraries host visits by MCHC staff to library story times promoting MCH Centres.	1,900 Baby Book kits forecast to be delivered in 2018/2019. Parental/carer engagement in story time programs: <i>“Library taught me how to sing to my baby for the first time... Thanks a lot for hosting story time every week. Our family loves it”.</i>

HEALTHY LIFESTYLES - Strong Families *Parents and carers have the most significant influence on a child and young person’s health and wellbeing and this influence has lifelong effects.*

What we did	Impact
MCH worked with LINK Health and Community (LINK HC) to improve and support referral rates to local GPs, allied health professionals & NDIS services. Staff have worked with LINK HC to have allied health professionals informally visit Cabena and the Integrated Family Alliance to ensure families are provided with timely in-home support.	Increased numbers of children who require support are accessing required services.

HEALTHY LIFESTYLES - Strong Families *Parents and carers have the most significant influence on a child and young person's health and wellbeing and this influence has lifelong effects. (Cont)*

What we did	Impact
Worked with Bestchance Child & Family Network to change the way kindergarten enrolments are completed.	The kindergarten enrolment process was changed to allow Council to work with families, so parents are able to choose their own groups and timetables at kindergarten, which supports their work commitments.
Commenced the 'Carer Days Out' program for carers of people with a disability (targeting the Culturally and Linguistically Diverse (CALD) community).	Participants made connections with other carers and received support information that they can utilise themselves or pass on to others. <i>"Thanks for taking us...I didn't even know it existed, it's good to know my son has more options, when can we go on another outing?"</i>
Council expanded the number of come-and-try activities that foster physical activity and creativity, at major Council events.	Hundreds of families have had the opportunity to try physical activities and engage in creative pursuits, offered at no cost throughout the 2018/2019 festival and events season.
Council hosted two parenting talks by parenting educator, psychologist and author Steve Biddulph.	Over 800 people attended 'Raising Boys' and 'Raising Girls' and were supported with professional parenting advice.

HEALTHY MINDS - Resilient Young People *Supporting young people to feel safe, connected and confident improves their social and mental health and they are better placed to adapt to new challenges as they occur*

What we did	Impact
Monash Youth Services (MYS) continued to advocate for improvement to Mental Health services in Monash.	We now have funding to provide a Headspace Service in Monash and it will be established within 12 months.
MYS delivered Mental Health First Aid (Teen and Youth) to schools (including staff, year 10 students and parents) and the community.	100% of program participants are aware of the skills required to recognise and respond to mental health concerns in young people.
Monash Youth Ambassadors (YABS) continued to research the space of Educational Stress to further understand the needs of the Monash community.	50% of young people consulted have been identified as vulnerable (eg: low socio-economic, additional needs, CALD etc).
MYS supported Link HC to roll out the Sound Off Music Project.	90% of program participants feel supported to express themselves through creative art for the benefit of their mental health.

HEALTHY MINDS - Resilient Young People *Supporting young people to feel safe, connected and confident improves their social and mental health and they are better placed to adapt to new challenges as they occur. (Cont)*

What we did	Impact
Council provided training sessions for parents experiencing challenges with their children's lives, including "Who's in Charge", 'Bringing Up Great Kids', working with children showing signs of anxiety and cyber safety.	Parents learn how to set boundaries and children learn to work with their parents in less challenging ways. Total attendance >150. <i>"It allowed me to see that it is happening to more than one other parent. It reinforced tools I had forgotten, knew about and didn't know how to use, introduced me to new tools. It gave me permission to look after me."</i> (Bringing up Great Kids attendee)
Conducted <i>We're All The Same And A Little Bit Different Project</i> , workshops and forum with Albany Rise Primary School in the City of Monash (79 students).	Young people in Monash have a greater understanding of diversity and how to be inclusive of people of all abilities. 100% students identified how they could make everyone feel part of the community. <i>"Introduce yourself to people and be friendly with them so they feel included"</i> (participant).
Monash Gallery of Art's meditation in the gallery for children during the 'Still Life' show.	Free program for children to learn mindfulness techniques.
Facilitated the personal development program, Activate, in areas identified as having a high level of community housing, low social-demographics, providing a soft entry point for young people requiring support.	80% of program participants identify that they have increased or developed a new social or life skill through activities at Activate. <i>"I have learnt more skills and how to be a leader and I made lots of new friends and taught myself new things [that] I have ever knew (sic) before"</i> . Frequent statement made by parents <i>"My son/daughter has got so much out of coming to Activate. He/she is more confident"</i> .

HEALTHY MINDS - As we age *Remaining connected and engaged in community life contributes to positive health and wellbeing in older people.*

What we did	Impact
The 'Parking Types and Permits' Flyer was translated into key community languages and hundreds have been distributed.	More seniors are aware of the parking permit types and how to apply for them and Seniors Group Committees are better informed and encouraged to pass on information to their members.

HEALTHY MINDS - As we age *Remaining connected and engaged in community life contributes to positive health and wellbeing in older people.*
(Cont)

What we did	Impact
Social Inclusion held over 45 social inclusion programs, including specific programs that built capacity of groups to break down invisible cultural barriers in relation to CALD & LGBTI communities for example, 'Something Chinesey', 'Something Spicy', 'Get Your Greek On'.	Programs responded to findings from the Age Friendly Consultation, to raise awareness, break down barriers and bring communities together. Improved overall health and well-being of active ageing adults.
The PALS program continues to grow. Support was provided to promote over 400 social programs and activities run by community groups and allied health services.	Supported the reach of social programs and activities that improve the health and wellbeing of ageing adults in the Monash community.
Produced a comprehensive social inclusion program based on client engagement and feedback for Commonwealth Home Support Program (CHSP) and non-funded residents.	CHSP programs include Monash Seniors on the Move (client attendance over 450) & the Positive Ageing Activity Centres (around 1800 attendee hours).

HEALTHY ENVIRONMENTS - Built Spaces *Ensuring that community needs, both now and into the future, are central to the physical design of our buildings*

What we did	Impact
Refurbishment of Mt Waverley Community Centre & Youth Centre to include Monash Waverley Community Information & Support (MWCIS) and the Monash Community Arts Society (MonCAS – formerly The Highway Gallery) and launch of The Track Gallery.	The relocation of these two community organisations into a refurbished Community Centre make these groups are more accessible to the wider Community. MWCIS have seen a steady increase in the demand for their service since relocating. By having The Track Gallery located in the Centre, increased opportunities for community groups to present art exhibitions and support for emerging and independent artists.

HEALTHY ENVIRONMENTS - Built Spaces *Ensuring that community needs, both now and into the future, are central to the physical design of our buildings (Cont)*

What we did	Impact
Colocation - Family Services located at Cabena on site, Mums and Bubs Yoga classes are held at Cabena.	Enabled the team to be available to support vulnerable families when needed. Settling of babies supported.
Promotion of libraries as a gathering space through: <ul style="list-style-type: none"> - Bookclub program expanded to 30 groups. - My Place-My Story “Make Clayton Home” program promotes cultural connections and the power of story. 	Library spaces is one of social connection, learning and development. <i>‘My friend said that it was getting out to the library every day and the friendliness of the staff that literally saved her life and she will be forever grateful for public libraries’.</i> Participation in My Place-My Story “Make Clayton Home” program by members of Clayton’s Chinese and Italian communities, celebrating their migrant stories. <i>‘I meet others that I didn’t know or expect to know. Because Australia is multicultural we should not stay in one group but make friends with other groups’.</i>

HEALTHY ENVIRONMENTS - Open Spaces *Accessible public open spaces for sport, play, recreation and active transport.*

What we did	Impact
Provided major attractions during the Festival Season 2018/2019 by producing five major events in local open spaces, offering diversity in the programming and use of these spaces.	The five festivals season events attracted an estimated total of 45,000 people. ‘Carols by Candlelight’ (25,000 people attended), ‘Clayton Festival’ (15,000) and ‘Family Fun Day’ (2,000), Australia Day (1,000) and ‘Live at Warrawee’ (2,000). <i>“The success of the event was in the sheer numbers and the vibrant feel on the day.”</i>
Encouraged playgroup families to visit some of the Monash Bush areas and playgrounds.	Parents say they spend a lot of time in the outdoors as there is so much to do, supporting both physical health and well-being.
Delivered a Play Group Pop Up & expanded the Annual Family Day Care Pop Up, in the Glen Waverly Library Forecourt (with increased involvement across Council).	Free come and try activities to demonstrate activities, activating public space.

HEALTHY ENVIRONMENTS – Liveability *We will regularly consider how the community measures liveability and refine our approaches based on what the community tells us.*

What we did	Impact
Continued to use Age Friendly Ambassadors/volunteers to physically map existing public seating and identify where additional seating should be installed.	30 zones mapped. Ambassadors/volunteer report feeling included, engaged, valued and that they have a real influence on Council decisions.
The summer edition of the PALS booklet included information on heat wave safety and SEV Safety Register.	Providing information to support older people to build resilience to climate change. The PALS program publication has a circulation of 6000 copies, three times a year.
Volunteer Team Leader meets regularly with SEV staff.	Developing and supporting positive a working relationship on all volunteer related matters, including the safety register.

ENGAGED CONFIDENT AND CONNECTED – A city which actively listens, engages and values community wisdom in shaping its own future.

PARTICIPATION - Community Engagement *Community engagement is a dynamic process that builds resilient relationships and the community's strength*

What we did	Impact
Encouraged greater community leader participation in the Monash Multicultural Settlement Services Network (MMSSN) and enhanced connections between community groups and local service providers.	A new range of service providers and community leaders are now participating in the MMSSN, and two new working groups have emerged, 'CALD Youth Careers Forum' working group and the 'Chinese Community Service Information Series' working group. Participants reported information, learning and networking opportunities were most valued. <i>"I value the passion and care the group have about making a difference"</i> .

PARTICIPATION - Community Engagement *Community engagement is a dynamic process that builds resilient relationships and the community's strength (Cont)*

What we did	Impact
Supported the Monash Multicultural Advisory Committee (MAC).	Supported 11 new members on the MAC to fulfil their advisory role. A broad cross section of the community are involved in the MAC and members are empowered to provide feedback on Council priorities, services and projects.
Supported the Clayton Community Leadership Group and projects initiated by the group, such as the Chess Tournament at Clayton Festival (part funded with a Neighbourhood Matching Grant).	Supported a better-informed community who have engaged in local issues. Invited participation from across our CALD community (6 new members) to be members of the Clayton Leadership Group.
Facilitated Monash Young Persons Reference Group providing advice and feedback on a broad range of Council plans and strategies. Facilitated Monash Youth Ambassadors (YABS) as a fortnightly program.	90% of MYPRG members feel that they have an active voice at Council and that they have represented the views of other Monash young people. 80% of YABS feel their work has had a positive impact on the lives of young people.
Consultation and greater engagement with the Monash Chinese communities.	Increased engagement with Monash Chinese communities to identify areas of need and relevant responses, encouraging participation in community consultation processes and follow up working groups, as well as support to new groups such as the Oakleigh Chinese Seniors Club, to form and access regular meeting space through a discretionary grant.
Supported the Disability Advisory Committee (DAC).	Six new members successfully recruited to DAC.
Facilitated a MMSSN working group to organise a Refugee Week Event at Clayton Community Centre in 2018.	Feedback received included that such events affirm Council's commitment to multiculturalism and welcoming refugees.
MGA initiated audience surveys over the entire year.	Overwhelming response to exhibitions and programming with high ratings of quality and impact of programming. This feedback will inform future programming.

PARTICIPATION - Community Engagement *Community engagement is a dynamic process that builds resilient relationships and the community's strength (Cont)*

What we did	Impact
<p>Facilitated and hosted:</p> <ul style="list-style-type: none"> • Three Positive Ageing and Seniors Forums (PASF) - formerly known as the Multicultural Seniors Forum (with numbers steadily increasing). • The Positive Ageing Reference Group (PARG) which meets six times annually, with an additional six sub-group meetings. • Four Age Friendly Action Implementation (AFAI) workgroup meetings, involving a range of Monash Age Friendly Ambassadors, PARG members (13) and Age Friendly Monash Volunteers (113). 	<p>Seniors are empowered to advocate on important issues based on their identified needs.</p> <p><i>“As an Age Friendly Ambassador... [I] help identify the issues faced by the aged community and raise them to the council authorities to look for a solution.”</i></p>
<p>Community capacity building and strengthening connections with local community groups: South Sudanese community – All Nations Presbyterian Church Mulgrave, Egyptian community – Coptic Church Oakleigh, Russian/Slavic community - St Elizabeth Social Assistance Organisation Oakleigh, Korean Society of Victoria – Huntingdale, Chinese community groups, African Women & Families Network – Huntingdale and International Students.</p>	<p>Strengthened connections, increased participation and increased awareness among community groups of Council services, Council facilities and the Monash Community Grants Program.</p> <p>Strengthened connections between International Students and community organisations in Monash that facilitate social support and inclusion opportunities and to connect with the Victorian Immigrant and Refugee Women’s Coalition.</p>

PARTICIPATION - Programs and Activities *Community based programs, activities, events and celebrations that respond to community needs, interests and aspirations, impact positively on health*

What we did	Impact
<p>The delivery of the 2018/2019 community conversation series with four events responding to community issues, in partnership with LINK Health and Community.</p>	<p>Events focused on increasing capacity around positive mental health, Men’s Health, Women’s Health, My Aged Care and Resilience.</p>
<p>Volunteers support Library Home Service deliveries, as well as Mandarin Shared Reading Program, Language Conversation Circles, Mt Waverley ‘Tech Bar’ support and AMES English Language and Life Skills Program.</p>	<p>Community participation in 1,200 library events by skilled volunteers trained by South East Volunteers fostering increased social connection and confidence.</p> <p>Community feedback <i>“Libraries have given me an opportunity to volunteer and mingle with others. I love this place”</i>.</p>
<p>Council Volunteer Policy and code of conduct updated and presented to Executive Leadership Team.</p> <ul style="list-style-type: none"> • Age Friendly Monash T-shirts and name badges for all volunteers produced. • One Volunteer recruitment/training workshop offered by Council per month and 13 Council Volunteer Role Descriptions created using a corporate template. • Two Volunteer Information/Recruitment Sessions hosted by Council in 2018 had record attendance. • Increased the number of volunteers referred to Monash via South East Volunteers. 	<p>From two Information Sessions, Council recruited 23 new volunteers. Volunteers are feeling recognised, valued and respected for their contribution, more supported and engaged.</p>

PARTICIPATION - Creative Expression *Community based arts and cultural activities, services and events that celebrate cultural diversity, support artistic expression and strengthen community.*

What we did	Impact
Increased engagement with the local community through programming at community events and festivals.	Supported the local community by drawing upon local talent for performance and activities. By including local residents in the planning and delivery of community projects and events, these participants learn skills and build their capacity to contribute to community life. Engaging local people directly in community event planning increases the opportunity for shared learnings between community groups who may not typically collaborate on projects.
Monash Gallery of Art's (MGA) first international exhibition travelled to India, 'John Gollings: history of the built world' with a publication to accompany the exhibition, (funding partnership with the Federal Government through Australia Fest as part of the touring program).	Increased the profile of the City of Monash and continues to enhance Monash's leadership position in Arts and Culture on a national and international level. Provided residents with access to a world-class exhibition within their own neighbourhood.
Young Writers group provided workshops and programmes for local youth.	Monash Writers Group launched Anthology in February 2019 highlighting creative development.
<p>Expanded public engagement in arts and culture at MGA events and art activities, including:</p> <ul style="list-style-type: none"> • MGA Twilight Art in the Park in collaboration with the Friends of MGA. Come-and-try outdoor activities were increased and a new Artisans Market for local artists was held. • The Public Sculpture Park; • A gallery wall showcasing MGA's exhibitions in partnership with The Glen; • Increasing free activities for children to encourage creativity within exhibition spaces eg block city, 'Still Life' pop up studio and creating butterflies; • Partnering with the Novotel 'Camera Obscura'. 	<p>Increased opportunities for the community to engage in arts and culture at MGA, increasing activation of the MGA site, increasing engagement with the arts in community settings and new audiences engaged in the arts.</p> <p>Participants of MGA Twilight Art in the Park reported they valued the event for the: enjoyment and happiness the music, art and film brought them and their family; community participation; and spending time with family</p> <p><i>"Got time to meet other people and be part of the community."</i></p>

PARTICIPATION - Creative Expression *Community based arts and cultural activities, services and events that celebrate cultural diversity, support artistic expression and strengthen community. (Cont)*

What we did	Impact
Second year of MPLS 'Creative Spaces Program' provides local artists with opportunity to exhibit work in library spaces. Competition by local artists for placement in Creative Space program.	Local artists gain exposure to over 950,000 library visits. Increased confidence and skill in participants artistic skills.
'The Wings Project' held at the Clayton Festival. The community constructed wings, by attaching a feather with their message of hope for Clayton and then added the feather to the installation on festival day.	A key theme that emerged from the messages on the feathers was that the community valued free access to art and craft for all ages.
Facilitated FReeZA Quiksound as a weekly program and events per year throughout the municipality including Pushstart Battle of the Bands, Film Festival.	<p>Provided opportunity for showcasing the creative talents of young people in the local community. 3,800+ young people in the City of Monash are provided affordable and inclusive access to youth-based music and cultural events.</p> <p>90% of young people can identify using a skill learnt in FReeZA in their outside lives.</p>
Supported OC Connections to have an Exhibition of artists work to display and sell at Mt Waverly Community Centre Highway Gallery (Dec-Jan 19).	Raised a positive profile of artists with a disability in Monash and gave the artists an opportunity to see their work displayed in a gallery.
'Bunjil Paper Animation' project delivered in celebration of NAIDOC Week, and screened at the July Winter Concert.	60 Monash children learnt creative animation skills and used them to re-tell the story of Bunjil, the local Indigenous Creator. The final animation short film was screened publically as a Winter Concert event, where the children's work was showcased in a professional setting, and the Bunjil story was shared further with another audience.

BELONGING - Strengthening Communities *Strong and cohesive communities promote the inclusion and participation of everyone*

What we did	Impact
<p>'Meet Your Street' Project is underway, pre-project survey completed, Meet Your Street postcards printed and delivered and the doorknock is underway.</p>	<p>To be evaluated in 2020.</p>
<p>Participated in the MMSSN CALD Youth Careers Forum (Trade/Pathways/Apprenticeship focus) on 16 May 2019 at Holmesglen Institute – Glen Waverley Campus.</p>	<p>Supporting workforce participation of multicultural youth.</p>
<p>Provided free access to community playgroup space for new community playgroups. Six new playgroups settled into a Council-owned building in Mt Waverley.</p>	<p>Reduced economic barriers to families meeting socially at their particular playgroup and spending time with families in similar circumstances to their own.</p>
<p>Assisting the Monash Interfaith Group (MIG) to access funding support to undertake activities e.g. Welcome to Australia Community Investment Fund, and supporting the MIG to work towards incorporation.</p> <p>Assisting MIG working groups to plan and implement major events e.g. Together We Can Symposium and Walk Together Eat Together event at Jells Park.</p>	<p>Positive feedback from MIG members and event participants as to the support provided, and the range of activities developed to promote interfaith and intercultural respect and understanding.</p> <p><i>“The faiths want to make effort to talk to other faiths, which is great”</i></p> <p><i>“We can build harmony by working together respectfully”</i></p>
<p>Bowness Photography Prize winner was Hoda Afshar for 'Portrait of Behrouz Boochani, Manus Island 2018'.</p>	<p>MGA is creating a safe space for conversation and encouraging discourse on issues current to our community, to help people explore and discover diversity of views.</p>
<p>Submitted renewal for Age Friendly Status from the World Health Organisation (WHO).</p>	<p>City of Monash has now gained membership to the WHO Global Network for Age-friendly Cities and Communities.</p>

BELONGING - Reaching out to the socially isolated *Directing efforts to be inclusive of those who may be isolated ensures that everyone has the opportunity to be a part of the community*

What we did	Impact
Continued delivery of library literacy and learning programs in a variety of community settings. Community participation enhanced for housebound and CALD communities.	Home Library Service, to 250 individuals per month in homes and institutions, MCHC library visits, My Gov & Tech Savvy program to PRONIA (Aust Greek Welfare Society). <i>'I can't imagine a life without books. I've always been a book person. Libraries and books teach people so much from children to grownups!'</i>
Strengthened support to International Students & their families through Enhanced MCH & Immunisation services. Strengthened connections between International Students & community organisations in Monash who can facilitate social support & inclusion opportunities.	Increased attendance to MCH and Immunisation services by International Students and their children. Engaged international students to participate in the Harmony Welcome Dinner.
Provided new parent groups in languages other than English to meet the needs of these cultural groups.	Increased attendance at the Mandarin groups and introduced Hindi groups.
Supported community leaders and organisations to engage with the Monash Multicultural Settlement Service Network (MMSSN) to connect with newly arrived communities.	Supported community capacity and knowledge of available services, supports and opportunities for joint projects that address needs. A working group is developing strategies to increase community engagement eg Welcome to Monash Orientation bus tours, Library Community Service information series, Community Expo, CALD National Disability Insurance Scheme workshops for Chinese community leaders/service providers.
Built a relationship with Monash Volunteer Officers and South East Volunteers to offer a welcoming place to both older residents and international students at Cabena to support the welcome offered to all families.	They support the families in many different ways, with one of the most important roles being to welcome every family on arrival.
MYS actively developed relationships with service providers and gather data on rough sleeping in Monash to justify local service provision.	100% of all homelessness response clients are provided with the opportunity for support to access appropriate local housing and support services. <i>"It's so good to have someone who takes the time to listen".</i>
New 12 month trial Positive Ageing Outreach Officer commenced.	This fixed term trial position, connecting isolated residents with services and their community, will be evaluated in 2019/2020.

BELONGING - Neighbourhoods and Place *A community development approach that brings local communities together to foster and strengthen leadership, spirit and social connections.*

What we did	Impact
Supported the delivery of the 'Black Dog' Art exhibition, in partnership with Link Health and Community, and the Black Dog Committee by providing gallery space, committee support and assistance in securing funding.	Support given ensured the ongoing viability of the project. The exhibition followed extensive art therapy classes to assist those residents who are dealing with various issues around depression, anxiety and loneliness held at the new Track gallery.
Provided training in Accessible Written Communication to two Neighbourhood Houses.	17 participants, staff and volunteers, increased their knowledge and understanding of Accessible communication.
Developed Draft Community Action Plans (CAP) for Mulgrave and Notting Hill, whilst also undertaking projects progress identified community goals.	Developed a walking loop and removal of a fence to raise the profile of the Notting Hill Neighbourhood House and increase access/usage of a playground. <i>"We used to think it was a child care centre, with the new lower fence we know we can use the area too".</i>
Continued to implement the Oakleigh Community Action Plan and the Ashwood/Chadstone Community Action Plan. Key activities include: 'Batesford Family Fun Day'; delivered 'Party on Power' and 'Public and Proud' in partnership with Power Neighbourhood House, Housing First, Ashburton, Ashwood & Chadstone Public Tenants Group; delivered 'Four Sustainability Workshops' in partnership with Council's Sustainability team; and organised the Oakleigh Community Leadership Group.	In partnership with the local community, undertook projects, activities and events that fostered community development, brought local communities together and celebrated the diversity of the local community. Batesford Family Fun day feedback <i>"The day was a fantastic community connection event.....it was amazing to see such diversity in age and culture."</i>
Participated in the 'Libraries Change Lives' campaign.	Collecting stories to promote how libraries change lives. <i>'I am coming (to) GW library since 6 year when I was new migrant with no job in 2013. GW library given me calm place to read, study. Thank you so much. I will definitely try how I can give back what I got here'.</i>

SUPPORTED - Responsive Services *Monash Council will be responsive, flexible and creative in responding to existing and emerging community needs.*

What we did	Impact
Launched the Language Aide Program.	Bilingual and multilingual staff have gone through a training and accreditation program to act as interpreters to assist with communication. Nine in-house interpreters trained who will assist in six different languages.
Conducted a large-scale Active Monash – Monash Aquatic and Recreation Centre (MARC) community consultation.	Consultation will improve understanding of needs.
Compulsory Disability Awareness Training for Council staff working in the Aquatic and Recreation Centres.	More than 300 attendees across 10 sessions.

SUPPORTED - Accessible and affordable *Monash seeks to provide services and activities that are accessible and affordable to people from all walks of life. We will identify and address barriers to participation*

What we did	Impact
Monash continually seeks to overcome barriers to participation by offering free and highly accessible community events.	Carols by Candlelight is Auslan interpreted, live captioned on screen (for the speaking and singing components of the program), offers accessible parking and toilets, has an accessible viewing area, offers large format print song books and a fully accessible stage to support performers with limited mobility to participate in the program.
MYS linked with Monash libraries to facilitate life skills workshops to increase confidence, skills and knowledge around themes such as employment, money and stress.	90% of program participants indicated an increase in their knowledge and skills in the topic presented.
MYS provided Monash Youth Information Discount Cards that promote youth specific services accessible to young people in the City of Monash.	100% of students completing Mental Health First Aid (MHFA) are equipped with information of local and crisis services – Does this relate to action of providing information discount cards?

SUPPORTED - Partnerships and Funding *Monash develops and fosters partnership approaches that benefit the Monash community.*

What we did	Impact
<p>The Monash Community Grant Program (MCGP) 2018/2019.</p>	<ul style="list-style-type: none"> - Arts and Cultural Projects (31 groups received a total of \$151,918.70 funding) - Community Events (20 groups received a total of \$55,449.50 funding) - Major Festivals (6 groups received a total of \$42,320 funding) - Community Strengthening (51 groups received a total of \$309,856.49 funding) - Community Partnerships - Neighbourhood houses (9 groups received a total of \$483,360.90 funding) - Community Partnerships – Specialist services (13 groups received a total of \$664,110.84 funding) - Positive Ageing (all 105 applications received a total of \$823,271.09 funding)
<p>Developed and launched a Monash Gallery of Art (MGA) 'Philanthropy and Sponsorship Development plan' to drive new donors and support to the gallery.</p>	<p>Gained new corporate financial partners and was successful in a grant from Creative Partnerships Australian to match funds raised by MGA (up to \$50,000).</p>
<p>MYS developed partnerships with local services to provide Mental Health support within the City of Monash and fill a gap in service delivery.</p>	<p>This will provide young people with increased support for health and well-being. 100% of services located at the MYS hub identify an increase in service reach, as a result of being located within the City of Monash. This also increases the amount of support services available to the Monash community.</p>
<p>MARC hosted 2018 Monash MS MegaSwim as part of 'Monash In Motion', jointly hosted with Monash University.</p>	<p>Providing a major community sporting event locally in Monash.</p>

SAFE & RESPECTFUL A city where every single member of the community is important

LIFE JOURNEY – Transitions *A life course approach helps us to focus on key life transition points where interventions can have the greatest impact.*

What we did	Impact
MYS and Family Services facilitated a parent workshop, supporting and educating parents on promoting success and achievement of adolescents.	90% of program participants identify that they are more equipped with information about supporting their child through their increased study periods.

LIFE JOURNEY - Freedom to choose *Making informed decisions and having choices is a human right.*

What we did	Impact
Council decided to continue to provide Commonwealth Home Support Program funded Home Support (Home Care, Personal Care and Social Support), irrespective of any changes to the My Aged Care funding model.	Council will remain a service provider, supporting Senior residents in Monash to remain living independently in their homes.

LIFE JOURNEY - Lifelong Learning *Lifelong learning is the ongoing, active pursuit of knowledge that enhances social inclusion, active citizenship and personal development*

What we did	Impact
Library networks partnered with Monash Science and Innovation Hub (MSIH) to deliver STEM activities across library sites and Monash University Astrophysics student and Kamilaroi woman, Krystal De Napoli lectured on Indigenous astronomy and how this shaped indigenous life.	Ongoing high attendance at 370 STEM activities. Parent feedback "Programmes like Lego Robotic ... changed my kids a lot ...learning new skills, to be more creative..."Increased online safety and digital skills for Monash seniors.

LIFE JOURNEY - Lifelong Learning *Lifelong learning is the ongoing, active pursuit of knowledge that enhances social inclusion, active citizenship and personal development (Cont)*

What we did	Impact
Partnership with Australian Government initiative “Be Connected”.	Six workshops delivered, promoting internet skills to older Australians.
Organised the bi-monthly meeting of Neighbourhood House Coordinators.	Supported a better-connected and informed network of Coordinators for our Neighbourhood Houses.

FAIR FOR ALL - All Abilities *People of all abilities can fully participate in all aspects of life.*

What we did	Impact
MYS, together with the Metro Access Community Development worker at Monash, developed a specialised workshop on the topic of mental health to special school students in Monash.	This workshop makes mental health training more broadly available.
Active Monash introduced an industry-first work experience placement program for students from Victoria University’s sports program, targeting young people with a disability.	Six students had the opportunity to develop skills in the aquatic, recreation and service industry and improve employment readiness. One student was appointed in an ongoing role at Council, after undergoing additional training.
Introduced accessible gym equipment at the Monash Aquatic and Recreation Centre and Clayton Aquatic and Health Club. Active abilities children’s group fitness and promotion of inclusive swim school and additional training for Swim teachers specialising in Autism, continuation of Attendant Support Initiative.	Continuing to make Monash facilities more accessible to all.

FAIR FOR ALL - All Abilities *People of all abilities can fully participate in all aspects of life. (Cont)*

What we did	Impact
A child enrolled in a kindergarten needing access for his wheelchair had a ramp put in before kindergarten commenced.	In consultation with staff and parents, an appropriate ramp was installed so child is able to participate in (rather than just attend) the program with his peers.
Advocated for accessible specialist services for people with high level or complex needs through regular contact with National Disability Insurance Scheme (NDIS) Community Development and Capacity Building Coordinator Inner East Melbourne.	NDIS Local Area Coordinator is made aware of the need for local supports.

FAIR FOR ALL - Gender Equity *Monash Council will actively promote empowerment and dignity, challenge discrimination and respect human rights to advance gender equity.*

What we did	Impact
Community Leaders United by Sport (CLUBS) Gender Equity in Sport Pilot Program consisting of focus groups, leadership training and action planning.	Ten clubs across eight different sporting code were selected to participate in the CLUBS initiative with 28 culture change champions. Clear differences emerged between the understanding of barriers from a female and male perspective. Gender inequalities in each of the ten clubs are being addressed by the Club Champions with the support of Council. Champions have been identified.
MYS facilitated the Young Women’s Leadership Program in partnership with South East Community Links (SECL).	90% of program participants identify the strengths they have that will positively affect their goals and add to their leadership capabilities. <i>“The program was AMAZING! I now feel empowered to make change and encourage others to do so too.” “Overall today has given me confidence to speak up and to show empathy on others because even simple things can make a big impact.”</i>

FAIR FOR ALL - Gender Equity *Monash Council will actively promote empowerment and dignity, challenge discrimination and respect human rights to advance gender equity. (Cont)*

What we did	Impact
Increased participation on the Gender Equity Advisory Committee (GEAC) and number of submissions made. Through GEAC, Council advocates for Gender Equity at all levels of Government.	Engaged GEAC members empowered to provide feedback on Council's strategies and programs to ensure it is gender equitable. An example of advocacy is Council's submission for the Draft Gender Equality Bill.
Successfully received four gender equity grants to work across the settings of youth, faith, sports clubs and early years.	Promoting equality and respect across all settings of the community.
Schools supported to implement the whole-of-school approach for respectful relationships including two interactive parent forums, with a total of 240 parents from five schools participating.	Schools have greater support to embed respectful relationships into their school community. Parent forum surveys showed a greater understanding and confidence of respectful relationships. Parents have greater capacity to have discussions with their children on respectful relationships.

FAIR FOR ALL - Diverse Communities *Monash Council celebrates its rich cultural, linguistic, religious, age, gender and sexual diversity and works to support lifetime wellbeing, community harmony and opportunities for everyone to be able to participate fully in community life.*

What we did	Impact
Council supported Migrant Interfaith Group (MIG) to develop the MIG 'Harmony and Welcome' Dinner.	200 people attended and it was well received. <i>"Great opportunity to meet others in our local community"</i> <i>"Broadened my understanding of the diverse faiths in Monash."</i>
Council received a State Government Community Harmony Grant for \$100,000 over two years (\$50,000 each year) for the <i>Hello Neighbour</i> project.	<i>Hello Neighbour</i> project aims to build social cohesion and community harmony and will work closely with the team delivering Meet Your Street. To be evaluated in 2021.
MYS rolled out the use of the recently developed inclusivity statement throughout the service.	100% of young people surveyed identified that they feel safe, respected and welcome at MYS programs and services.

FEELING SAFE - Keeping Women Safe *Violence against women is a serious and widespread problem, with enormous individual, family and community impacts and social costs. Through a shared, consistent and mutually reinforcing approach to preventing violence against women, we can all contribute to creating a safer community built upon equality and respect.*

What we did	Impact
Developed and piloted a new innovative model <i>Playing Fair</i> for promoting gender equity and challenging gender stereotypes through the Playgroups setting within the City of Monash.	<i>Playing Fair</i> will build the capacity of playgroup facilitators to embed gender equity in their practice to support children, parents and grandparents in their learning and development.
Continue to advocate for the prevention of violence against women such as Mayoral Tribute to Eurydice Dixon.	Affirmed Council’s leadership and commitment to prevent violence against women in the community.
Secured funding to develop a co-design project with the Inner East Interfaith Networks, to build the capacity of faith communities to prevent violence against women. Providing a platform to collaborate, share skills, resources and develop new partnerships enabling a strong and unified approach to prevent violence against women in faith communities.	Evidence of ongoing involvement of faith leaders in PVAW (Prevention of Violence against Women) – for example, commitment to future activities.
Coordinate activities for 16 days of activism against gender-based violence and International Women’s Day.	Increased awareness and understanding by the community.
At each Key age and stage (KAS) appointment the MCH Nurse discussed Family violence, creating a safe space for disclosure and referral to support programs. City of Monash Family Violence information cards provided to all families.	Increased number of family violence consultations as reported within the CDIS program. Vulnerable women and children experiencing family violence are able to obtain support and referrals to improve outcomes for women and children.

FAIR FOR ALL - Information and Communication *Developing targeted, effective and culturally appropriate ways to communicate is a critical element to building strong relationships with community.*

What we did	Impact
<p>The library is a focus for a range of literacy and learning programs and events, including Chinese, Greek and AUSLAN storytimes, tech support classes, AMES Literacy classes, and English & Chinese conversation groups.</p>	<p>There are around 75,000 visits per annum to attend library programs. Feedback that library supports users community engagement:</p> <p><i>The Library [gave] us a platform to meet new people and have some activities together”, “Library has given me opportunity to volunteer and mingle with other[s]. I love this place’.</i></p>
<p>MYS reviewed and maintained a user-friendly website for information and resources to build an informed, connected community by young people.</p> <p>MYS is implementing processes that will result in up to date and accessible information for young people via MYS social media pages.</p>	<p>This will result in young people feeling more informed and connected to their community. The website receives a minimum 4 star rating via review process. MYS social media pages receive an overall 4 star rating via a review process by young people.</p>

FEELING SAFE - Safeguarding Children - *Protecting children and young people from harm requires a vigilant and informed community that is confident in making judgements and is assertive in taking actions.*

What we did	Impact
<ul style="list-style-type: none"> • Child Safe Standards Reportable Conduct Support Officer role commenced Oct 2018. • Developed and published the Child Safe Standards Reportable Conduct reporting process. • Developed organisational engagement piece on Child safe standards. • Member of the Child Safe Standards LGA network representing Monash. 	<p>Raised awareness within the organisation regarding accountability and trained new staff to ensure relevance and currency.</p>

FEELING SAFE - Community Safety *Feeling and being safe is essential to the health, wellbeing and enjoyment of community life.*

What we did	Impact
<p>Two Major Community safety projects (with external funding from Department of Justice and Community Safety) in 2018/2019 had final stage project completion and evaluation:</p> <ul style="list-style-type: none"> • The Oakleigh Western Gateway Activation Project • The Holmesglen Activation Project. <p>Both projects sought to reduce anti-social behaviour, graffiti and bill-posting and achieve increased activation of the spaces through Crime Prevention Through Environmental Design interventions.</p>	<p>A survey of foot traffic at the Oakleigh Western Gateway Activation Project site found pedestrians felt much safer: <i>"I don't have to pretend that I am on my phone" "100% feel much safer" "everything has combined to make it feel safer"</i>. This was followed by reports of feeling better about the area's appearance/importance of showing pride in the area: <i>"Sense of belonging gives you the reason to give something back and look after assets"</i>.</p> <p>A survey at the Holmesglen site found the pedestrians noticed the area was safer, looked better and the site has become a place to meet, be active and play. These benefits were personally significant because they felt it was good for the area/community/families and people felt safer. <i>"it's good to have safe, clean and attractive outdoor spaces to meet", "because families come", "gives you a sense of wellbeing and pride", "it's important for me to feel safe where I study"</i>.</p>
Eaton Mall Pedestrian Safety Project commenced.	To be evaluated 2020.
Developed a 'Safe Events Approval Process' applicable to all Council and Community delivered events held on Council-owned public open spaces.	The Process will support the capacity of community groups to run safe events and ensure that public safety/risk management is considered as part of the planning and delivery of all relevant events. To be implemented from July 2019.
Development of an industry-first deep-water dive pool realistic rescue system and training package at Active Monash Recreation Centres.	The system and training guides realistic safer rescues in deep water, increasing safety for lifeguards and dive pool users.
Monash PALS booklet developed a new Community Safety section. Each edition includes information on the SEV Safety register and relevant safety tips i.e. Elder Abuse, smoke alarms.	Increased awareness of safety tips for seniors and the safety register.

FEELING SAFE - Community Safety *Feeling and being safe is essential to the health, wellbeing and enjoyment of community life.*

What we did	Impact
Safety Activities include: Monash Community Safety Month coordination; community consultation held on Safety (interpreted into Mandarin); two Community Safety Forums (one interpreted into Mandarin); two Coffee with a Cops hosted by Council; Safe Plate sessions at Council; developed safety literature in Simplified Chinese; and several safety audits of Council properties.	Around 1000 people interacted with Council hosted events or activities (including many held during Community Safety Month) with a safety theme or component throughout 2018/19, increasing practical knowledge about safety to prevent crime and building networks between organisations working in the community safety space.
New Active Monash Water Safety Week outreach program.	Visited kindergartens & libraries to discuss learning to swim and water safety, reaching a wider audience.

FEELING SAFE - Environmental Design *Environmental design principles shape and inform Council when devising plans, programs, policies and buildings that best meet the health and wellbeing requirements of communities.*

What we did	Impact
Accessible features are included in all new open space/building/infrastructure designs upgrades.	People of all abilities and their families can access open space/building/infrastructure.
Final report of the Monash Community Lighting Audit.	Progress on implementing the recommendations of CPTED related improvements of 29 Council-owned properties is underway.
Increased hours of opening Mulgrave Library.	Increased door count at Mulgrave Library and greater opportunity for Mulgrave residents to participate in library programs Mulgrave. <i>“Mulgrave library has been a hub for everyone in the neighbourhoods for all kinds of activities, get together and community events.”</i>