

**EVALUATION  
SUMMARY**

**Action Plan  
Year One  
2017 - 2018**

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

**2017 - 2021**

## ACTIVE & HEALTHY

A city dedicated to optimal health and wellbeing for its community

HEALTHY LIFESTYLES	WHAT WE WILL DO	IMPACT
<p><b>PHYSICALLY ACTIVE</b>  <i>Regular physical activity throughout life is one of the most significant factors in the promotion of good health and the prevention of chronic disease</i></p>	<ul style="list-style-type: none"> <li>• <b>Promote Active Transport</b></li> <li>• <b>Provide Physical Activity Programs and facilities that are responsive and accessible to all, including:</b> <ul style="list-style-type: none"> <li>○ <b>Reaching out to those with low levels of physical activity; and</b></li> <li>○ <b>Activating neighbourhood and public spaces</b></li> </ul> </li> <li>• <b>Develop a network of accessible play spaces that provide activity opportunities for all ages</b></li> <li>• <b>Deliver and support recreation, arts and cultural events that foster creativity in play and physical activity for children, young people and their families</b></li> </ul>	<p>Infrastructure improvements in place and physical activity programs delivered to positively impact on residents’:</p> <ul style="list-style-type: none"> <li>• active transport</li> <li>• physical activity days per week</li> <li>• participation in non-organised physical activity</li> <li>• those who do not currently meet physical activity guidelines (in particular increase in female participation)</li> </ul> <p>Accessible play spaces promoting gross motor skill development in children including climbing and crawling. Broader health outcomes of accessible play spaces include increased physical activity, confidence, exploration and the appreciation of the outdoors for all age groups. The community can make informed choices to access play spaces that are relevant to their specific needs and abilities.</p> <p>Overall positive health benefits of physical activity and arts and cultural events, festivals and concerts, include:</p> <ul style="list-style-type: none"> <li>• reduction and/or prevention of chronic health conditions. i.e. Obesity, heart disease, Type 2 diabetes</li> <li>• positive physical and mental wellbeing</li> <li>• improved opportunities for socialising</li> <li>• appreciation of creative, cultural and artistic expression.</li> </ul>

<p><b>NOURISHED</b>  <i>A balanced, healthy diet at all stages of life helps to maintain or improve overall health by providing the body with essential nutrition.</i></p>	<ul style="list-style-type: none"> <li>• <b>Support regional, state-wide and national initiatives and local partnerships that promote healthy eating and nutrition</b></li>   <li>• <b>Promote maternal &amp; child health visitation, breastfeeding and good nutrition</b></li>   <li>• <b>Provide additional nutritional based programming for seniors</b></li> </ul>	<p>Measures taken to improve the current status of 48.1% of Monash residents that do not meet fruit &amp; vegetable intake guidelines. This includes limiting the availability of highly processed foods in Council venues and providing healthier options.</p> <p>2% increase in 3 month breastfeeding rates (currently 54.8%) supporting Monash children to have the healthiest start to life.</p> <p>A Healthy Food Guide Policy developed for long-term use for all Council-funded programs with seniors through the Social Inclusion Program.</p>
<p><b>Prevention from Harm</b>  <i>Improving the health and resilience of individuals and communities through proactive services and programs.</i></p>	<ul style="list-style-type: none"> <li>• <b>Advocate to limit gambling-related harm, consistent with the City of Monash Public Health Approach to Gambling Policy Statement 2016-2020.</b></li>   <li>• <b>Promote and advocate to minimise harm from smoking</b></li>   <li>• <b>Facilitate opportunities for the community to better understand how to prevent and/or minimise harm from alcohol, smoking and other drugs.</b></li> </ul>	<p>Drafting of a Harm from Gambling Protocol to support the existing council Policy Statement. The reduction of seniors groups meeting and socialising in gambling venues, as well as participating in gambling activities. Awareness has been raised with Monash residents on the normalisation of gambling harm, and how to modify existing practises like bingo, sports tipping and raffles. Council has facilitated Social Support groups to re-brand traditional Bingo to 'Mindful Moments' and removed the element of winning a cash prize.</p> <p>Ongoing implementation of the State Government's outdoor dining smoking ban in coordination with Council's review of the outdoor footpath trading policy.</p> <p>Continuing to enforce the reduction of alcohol and gambling advertising visibility and association with sporting clubs, particularly with junior codes.</p>

	<ul style="list-style-type: none"> <li>• <b>Build community capacity to protect children and young people and to keep them safe from harm</b></li> <li>• <b>Promote the public health benefits of immunisation</b></li> </ul>	<p>All children and young people, including those with disabilities, are given the best start to life and are appropriately cared for and kept safe from harm through their engagement in services provided by Monash Council.</p> <p>Targeted immunisations outreach to identified vulnerable cohort of young people. Number of vaccines administered to young people who are residents of the 'Youth Foyer'. Vaccination rates of 95% for all vaccine preventable diseases.</p>
<p><b>HEALTHY MINDS</b></p>	<p><b>WHAT WE WILL DO</b></p>	<p><b>IMPACT</b></p>
<p><b>Early Life</b> <i>Early childhood sets the foundation for lifelong learning, behaviour and health</i></p>	<p><b>Support an extensive playgroup network across Monash including facilitated playgroups for vulnerable children and families, grandparent playgroups and multicultural playgroups</b></p> <p><b>Build capacity of parents and carers as the primary educators in a child and young person's life</b></p> <p><b>Provide opportunities for children and young people to participate in personal development programs that complement formal learning experiences</b></p>	<p>Increased number of playgroups established and enrolments in each, including parents, grandparents, carers and families. Additional playgroups introduced in 2017/18 increased playgroup membership including playgroup 'pop-ups', Camp Quality and Cabena. As a result of this extensive playgroup network, social isolation is reduced and Monash residents gain access to relevant Council services and local services.</p> <p>All Monash parents equipped with parenting and literacy information and engaged with Council services to ensure Monash children have the very best start to life.</p> <p>Increased parent community and volunteer cohort contributing to the service delivery of Children, Youth and Family Services.</p> <p>Professional development promoted to 79 Early Years services to build the capacity of educators, offering professional training, research and special events.</p>







HEALTHY ENVIRONMENTS	WHAT WE WILL DO	IMPACT
<p><b>Built Spaces</b>  <i>Ensuring that community needs, both now and into the future, are central to the physical design of our buildings</i></p>	<p><b>Promote and facilitate the use of Council’s recreational facilities for all</b></p> <p><b>Advocate for sufficient community and social infrastructure to support new housing developments</b></p> <p><b>Facilitate integrated, co-located neighbourhood based services that respond to the needs of children, young people and their families</b></p> <p><b>Promote libraries as gathering spaces for residents to experience literary and creative opportunities and activities</b></p>	<p>Facilities are designed with best practice principles to include considerations of gender, age, abilities and the demographic profile of users, encouraging all Monash residents to increase their daily physical activity levels for better health outcomes.</p> <p>Increased number of participants in facility-based programs i.e. club memberships.</p> <p>Continued advocacy for improved liveability standards for seniors to be able to remain living in place in close proximity to services.</p> <p><i>A Healthy &amp; Resilient Monash: Integrated Plan 2017 – 2021</i> to work in partnership with Council policies and strategies that have direct involvement with new housing developments and the consideration of community and social infrastructure implications.</p> <p>Draft of Early Years and Youth Infrastructure Assessment in development to ensure best practice is achieved and Council’s community infrastructure meets the needs of future communities.</p> <p>Using local evidence base, Council is able to seek funding for future infrastructure to support early year’s services for the community.</p> <p>Use of library spaces to increase social connection, learning and development opportunities, awareness of literacy trends and love of reading.</p>

		<p>Increased exposure to library services, programs and resources as a direct result of Monash Public Library Service outreach event programs.</p> <p>Participant satisfaction demonstrated through WordFest evaluation and customer feedback. Increased number of visits by library staff to early year's facilities and increased exposure to library services, programs and resources as a direct result.</p>
<p><b>Open Spaces</b>  <i>Accessible public open spaces for sport, play, recreation and active transport.</i></p>	<p><b>Develop the Monash network of open spaces for recreation, relaxation and recuperation</b></p> <p><b>Activate public open space through a range of initiatives including infrastructure and events and programs including:</b></p> <ul style="list-style-type: none"> <li>• <b>Infrastructure; and</b></li> <li>• <b>Events and programs</b></li> </ul>	<p>Number of free activity sessions delivered and the number of participants recorded. Council influences and advocates for the plans and design of the Eastern Regional Trail network through regular meeting attendance and participation.</p> <p>All Monash residents can participate in and enjoy a vibrant and exciting program of events and activities which celebrate creativity, artistic expression, culture and local community life. Each event has a target cohort and many seek to reach previously untouched demographics. The opportunity to participate in creative community programs and events has a positive impact on the health and wellbeing of the Monash community in a number of ways, including:</p> <ul style="list-style-type: none"> <li>• Increased wellbeing</li> <li>• Increased connection to one another</li> <li>• An enhanced appetite to participate in community events</li> <li>• Increased local economy benefits through the activation of local spaces</li> <li>• Council services information exchange</li> </ul> <p>Ongoing evaluation of the annual calendar of</p>

		festivals and events seeks to ensure program offerings are relevant, exciting and meeting the interests of the Monash community.
<p><b>Liveability</b>  <i>Liveability comprises many elements. We will regularly consider how the community measures liveability and refine our approaches based on what the community tells us</i></p>	<p><b>Make Monash as walkable and accessible as possible, providing links between key activity areas including places to rest, public toilets and way finding signage.</b></p> <p><b>Provide safe off road shared paths</b></p> <p><b>Improve on road cycling connections across Monash</b></p> <p><b>Advocate for a strong public transport system that includes improved connectivity and service delivery</b></p> <p><b>Facilitate community resilience in adapting to climate change in partnership with shared priorities of Council's:</b></p> <ul style="list-style-type: none"> <li>• <i>Environmental Sustainability Strategy 2016 – 2026</i></li> <li>• <i>Monash Urban Landscape and Canopy Vegetation Strategy (draft)</i></li> <li>• <i>Monash Open Space Strategy (draft)</i></li> <li>• <i>Monash Street Tree Strategy</i></li> </ul> <p><b>Develop a Cooling Centre model targeted to seniors for the increasing number of days of extreme heat. This model will provide an air-conditioned central venue where seniors can</b></p>	<p>Removing barriers for walking trail use within the 125 parks and reserves within City of Monash to improve accessibility and influence positive physical health, mental wellbeing and environmental outcomes.</p> <p>Number of Monash Bicycle User Group meetings and Council response based on consultation. Improved path connectivity and opportunities for promotion of physical activity and support for active transport initiatives.</p> <p>Public Transport Volunteer mentor program run through Council's Positive Ageing Lifestyles Program (PALS). Minimum of 1 PT trip through PALS. Increased volunteer engagement and civic participation, mental wellbeing, social engagement and confidence. Long-term sustainability of the program.</p> <p><i>A Healthy and Resilient Monash: Integrated Plan 2017 – 2021</i> alignment to key Council strategies with climate change considerations.</p> <p>Cooling Centre Model pilot program included in A&amp;CC Social inclusion 2018 work plan. Extreme Weather guideline developed for the existing Social Inclusion programs.</p>

	<p><b>gather, socialise and take respite from the heat. Transportation to be provided by Council if required.</b></p> <p><b>Council to strengthen its collaboration with South East Volunteers to ensure it supports its community as closely as possible in days of extreme climate conditions, including heatwaves and major storms. A particular focus will be directed to those most at-risk including seniors and members of the community with a disability and/or significant medical condition.</b></p>	<p>The Safety Register is an essential tool for connecting with vulnerable senior residents. South East Volunteers, as the coordinator of the Register, is a partner of Council, as funded by the Monash Community Grants Program. Council promotes the register via its PALS program and CHSP services. Community members are encouraged to join the register.</p>
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## ENGAGED, CONFIDENT & CONNECTED

A city which actively listens, engages and values community wisdom in shaping its own future

PARTICIPATION	WHAT WE WILL DO	IMPACT
<p><b>Community Engagement</b>  <i>Community engagement is a dynamic process that builds resilient relationships and the community's strength.</i></p>	<p><b>Support community to have an active voice through participation in civic and community life</b></p> <p><b>Build connections with new migrant, refugees and emerging communities to assist their settlement in Monash</b></p> <p><b>Support and develop the role of Age-Friendly and Youth Ambassadors</b></p>	<p>The Monash community is actively consulted and their feedback is considered by Council. Consultation occurs through community Listening Posts, Council services and events, Council Advisory and Network Committees and the development of Council policies and strategies.</p> <p>Greater depth of information sharing across local services and community organisations, resulting in collaboration and improved support for migrant, refugee and emerging communities.</p> <p>Age-Friendly and Youth Ambassadors are actively involved in consultation activities, which enables a stronger connection with the Monash community.</p>
<p><b>Programs and Activities</b>  <i>Community based programs, activities, events and celebrations that respond to community needs, interests and aspirations, impact positively on health</i></p>	<p><b>Deliver the municipal-wide <i>Monash Health and Wellbeing Community Conversation Series</i>, in partnership with Link Health &amp; Community, to respond to contemporary and topical health issues important to the Monash community</b></p> <p><b>Provide opportunities for participation in community life through volunteering, creative pursuits and representation on committees</b></p> <p><b>Support community organisations to develop and deliver sustainable initiatives.</b></p>	<p>The community is better informed and educated on a range of health and wellbeing topics that have relevance to the Monash community. Knowledge on how to prevent and/or respond to health issues will mobilise effective change at a local level.</p> <p>A thriving volunteer community engaged in special interest areas across Council's service delivery.</p> <p>Number of organisations funded through the Monash Community Grants Program, representing the diversity of needs and interests which exist within the community.</p>





	<b>organisations to thrive</b>	Support provided by the Neighbourhoods and Place Making and Metro Access team to build community capacity and relevant training.
<b>BELONGING</b>	<b>WHAT WE WILL DO</b>	<b>IMPACT</b>
<p><b>Reaching out to the socially isolated</b>  <i>Directing efforts to be inclusive of those who may be isolated ensures that everyone has the opportunity to be a part of community.</i></p>	<p><b>Engage and support those that are isolated in our community, with a particular focus on:</b></p> <ul style="list-style-type: none"> <li>○ <b>International students;</b></li> <li>○ <b>Aboriginal and Torres Strait Islanders;</b></li> <li>○ <b>Newly arrived and temporary residents;</b></li> <li>and</li> <li>○ <b>Older residents</b></li> </ul> <p><b>Advocate to ensure that the City of Monash has the homelessness services it requires</b></p> <p><b>Explore opportunities to deliver Council services and initiatives through outreach</b></p>	<p>Supporting co-delivered activities and information sessions aimed at newly arrived and socially isolated CALD communities, targeting specific areas of need.</p> <p>100% response rate to all reports of rough sleeping in the City of Monash and 1 homelessness support service posted in Monash on a weekly basis.</p> <p>Young people invited to do a space audit of youth services assessing for accessibility and inclusion. Results of this are currently being considered.</p> <p>Outreach support sessions offered in 2 offsite locations to young people.</p> <p>Neighbourhoods and Place Making and Metro Access officers provide on-the-ground, outreach engagement throughout the community to build community capacity, respond to community need and enhance the experience of local life.</p>
<p><b>Neighbourhoods and Place</b>  <i>A community development approach that brings local communities together to foster and</i></p>	<p><b>Develop and deliver opportunities for the community to participate in arts, cultural and social activities and festivals in the local neighbourhoods</b></p>	<p>Increase in physical activity participation rates and positive health outcomes. Enhanced local community pride, participation numbers in programs, events and festivals offered, success</p>

<p><i>strengthen leadership, spirit and social connections</i></p>	<p><b>Support and facilitate actions that build community pride and a sense of place</b></p> <p><b>Encourage residents to connect with community through organisations/services such as libraries, neighbourhood houses, sports clubs and local shopping strips</b></p>	<p>of programs assessed by attendance numbers and evaluation survey and an increase in membership of Monash Aquatics and Leisure recreation services. Participation in a diverse range of library programs that promote social connection, increased literacy and build community capacity.</p> <p>The Monash Festival Season’s focus on diverse communities and cohorts within Monash reinforces a strong sense of pride, place and community wellbeing.</p> <p>Develop the Neighbourhoods and Place Making team, including Community Safety, to respond to local and emerging needs and issues. A number of staff on the ground and embedded into the community to increase awareness of and connection to Council and local services and to build community pride and a sense of place.</p>
<p><b>SUPPORTED</b></p>	<p><b>WHAT WE WILL DO</b></p>	<p><b>IMPACT</b></p>
<p><b>Responsive Services</b> <i>Monash Council will be responsive, flexible and creative in responding to existing and emerging community needs.</i></p>	<p><b>Establish a consolidated data and evidence base to support practice, review service performance, build sector capacity and assist with determining community planning priorities</b></p> <p><b>Support community organisations to be inclusive of all and provide engaging environments</b></p> <p><b>Build Monash Council as a culturally competent organisation</b></p>	<p>Better informed advocacy and support of community planning priorities. In particular, through the formation of a Gambling Protocol to support and educate Council departments on how to assist in reducing the normalisation of gambling-harm in local community groups.</p> <p>Monash families are continuously provided with comprehensive information about all Council-specific early years’ services to ensure Monash children are given the best start to life.</p> <p>Provide internal training available to all Council staff on cultural awareness, diversity,</p>

		accessibility and inclusion, unconscious bias, language support services and authentic conversations.
<p><b>Accessible and affordable</b></p> <p><i>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</i></p>	<p><b>Investigate how affordability impacts on the community’s ability to participate in a range of activities.</b></p> <p><b>Support community organisations through access to fit-for-purpose facilities at non-commercial rates.</b></p> <p><b>Promote affordable and accessible services and activities</b></p>	<p>Accessible and affordable services, activities and community spaces are advocated for and promoted to the community. A broad range of free services, events and workshops offered to the Monash community to increase learning, civic participation and social engagement.</p> <p>Monash Youth information discount cards available at 6 venues in Monash.</p> <p>Three job skills workshops delivered which will be evaluated by attendance numbers and a change in knowledge and perceived confidence of participants in seeking employment through program baseline and completion survey. Monash Youth to have increased knowledge of positive referral pathways with the intention that greater numbers of youth seek professional help when needed.</p> <p>Limiting the barriers to participation to maximise the number of Monash residents regularly participating in recreational and sporting activities.</p> <p>Vulnerable families and children are given priority access to kindergarten places and support so they have the best chance in life.</p> <p>Through the Brine Street annual parent survey, Council is provided with information about community needs to strengthen the affordability and access of programs.</p>



## SAFE & RESPECTFUL

A city where every single member of the community is important

LIFE JOURNEY	WHAT WE WILL DO	IMPACT
<p><b>Transitions</b>  <i>A life course approach helps us to focus on key life transition points where interventions can have the greatest impact.</i></p>	<p><b>Facilitate the community's resilience at key life stages:</b></p> <ul style="list-style-type: none"> <li>• <b>Early life;</b></li> <li>• <b>Adolescence; and</b></li> <li>• <b>Ageing</b></li> </ul> <p><b>Provide pathways to continuing social opportunities for seniors groups with declining memberships and organisational capacities</b></p>	<p>The Monash community is supported through key life stages with appropriate care, resources, support and information.</p> <p>An increase in participation rates for 3 ½ year Key Age and Stage MCH consultations due to targeted SMS's, letters and outreach to childcare centres. An increase in Monash children's readiness and identified learning needs for transition into four-year old kindergarten program.</p> <p>A number of workshop sessions delivered to parents to strengthen Monash families' preparedness for school.</p> <p>Two workshops conducted where young people informed of their rights and responsibilities and equipped with tools to stay safe from harm. Increased knowledge assessed by immediate program evaluation.</p> <p>Monash Seniors groups at risk of folding are supported by Councils to seek other social opportunities to ensure continued social engagement and connections. Three Seniors groups that were declining were supported by Council to re-emerge as CHSP funded and Council supported Positive Ageing Activity Centres.</p>

<p><b>Freedom to choose</b>  <i>Making informed decisions and having choices is a human right.</i></p>	<p><b>Facilitate opportunities for older people to remain living independently at home</b></p> <p><b>Advocate for affordable, innovative and suitable housing options in Monash close to family, friends, social groups, shops and health services.</b></p> <p><b>Explore the development of an affordable housing strategy</b></p>	<p>Monash Seniors are informed of Seniors Rights Victoria, MAV COTA information, consumer affairs and support systems in place through Council and external to Council.</p> <p>Continued advocacy for improved liveability standards for seniors to be able to remain living in place in close proximity to services.</p> <p><i>A Healthy &amp; Resilient Monash: Integrated Plan 2017 – 2021</i> to work in partnership with Council policies and strategies that have direct involvement with housing affordability considerations and new housing developments and the consideration of community and social infrastructure implications.</p>
<p><b>LIFE JOURNEY</b></p>	<p><b>WHAT WE WILL DO</b></p>	<p><b>IMPACT</b></p>
<p><b>Lifelong Learning</b>  <i>Lifelong learning is the ongoing, active pursuit of knowledge that enhances social inclusion , active citizenship and personal development</i></p>	<p><b>Provide library services that promote lifelong learning, digital literacy and encourage social inclusion</b></p>	<p>Increased technical, digital and life skills of library users.</p> <p>Evaluation of each program assessing enjoyment of experience and life skills learnt. Increased technical confidence and life skills by program participants. Recognition of Library by partner as a key community connector. Strengthened relationships with neighbouring libraries to extend reach. Exceeded targets around attendees and sessions offered. For example, the ‘Living in the Real World’ program.</p> <p>Increased technical confidence by program participants. Contributing to breaking down the digital divide. Engagement of community members previously not participating in library programs.</p>

	<b>Support the Monash network of neighbourhood houses to deliver a range of inclusive learning opportunities including pathways to employment</b>	Neighbourhood Houses are supported and given guidance by Council to provide strong leadership and governance to their local communities.
<b>FAIR FOR ALL</b>	<b>What We Will Do</b>	<b>IMPACT</b>
<b>All Abilities</b> <i>People of all abilities can fully participate in all aspects of life</i>	<b>Facilitate equitable access to Monash services, facilities and activities</b>  <b>Advocate for accessible specialist services for people with high level or complex needs.</b>	Monash recreation and aquatic centres provide concession pricing to promote equitable access to facilities.  Accessible and affordable services, activities and community spaces are advocated for and promoted to the community.
<b>Gender Equity</b> <i>Monash Council will actively promote empowerment and dignity, challenge discrimination and respect human rights to advance gender equity</i>	<b>Promote and normalise gender equity to achieve gender equality in the community.</b>  <b>Provide leadership and advocate for gender equity at a local, regional, state and national level.</b>  <b>Strengthen positive, equal and respectful relations between and among women and men, girls and boys.</b>	Continued work in the space of gender equity within the local community to increase awareness, and knowledge of the issues.  Identified policies, strategies and programs to address the needs of the community and reduce any known gender inequities.  Implementing an evidence-based and sustainable approach for future gender equity initiatives in schools and sports clubs.
<b>Diverse Communities</b> <i>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.</i>	<b>Celebrate community diversity.</b>  <b>Advocate for cultural diversity, access and inclusion</b>  <b>Promote social cohesion and harmony through an environment free of racism, ageism, homophobia, transphobia and any other forms of discrimination</b>	Implementing updated processes to make sure resources are accessible for all, tailoring programs to be inclusive of all diverse communities where possible.  Promoting an increased awareness throughout Council of the specific issues faced by local CALD communities, which impact negatively on their health and wellbeing and prevent their participation in community life.
<b>Information and Communication</b> <i>Developing targeted, effective and culturally appropriate ways to communicate is a critical</i>	<b>Develop information systems and processes that will enable community to gain easy and efficient access to services, programs and</b>	Completion and collation of an annual client survey. Newly formed social inclusion program developed to incorporate Council funded and

<p><i>element to building strong relationships with community.</i></p>	<p><b>information.</b></p>	<p>CHSP funded initiatives. Re-branded 'Let's Get Social, Age Friendly Activities'.</p> <p>Council website updated with current and relevant information. Increased number of calls answered directly compared to number of pathway requests.</p> <p>Number of network meetings with seniors groups and service providers. The Seniors Forum merged with the Positive Ageing Network Forum with the aim to provide all seniors groups the opportunity to network, communicate with each other and participate in the PALS program.</p> <p>The community are informed via regular on-line updates provided on sport and recreation facility developments and projects.</p> <p>Four scheduled reviews of Monash Youth Services website conducted and two reviews completed by young people to ensure Council information is appropriately tailored to a youth audience.</p> <p>One document of youth development and support programs available to schools. This will see schools responding to the needs of their community with programs developed and delivered with specialist knowledge which in turn will give students accurate and effective information and skill development.</p> <p>Customer services will be assessed with a mystery shopper, feedback from staff at training sessions. Council's Customer Services will be recognised and can display the Communication</p>
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	<p><b>Promote the library as the focal point for community discovery and inspiration.</b></p> <p><b>Create open and respectful communication pathways for people of all cultures and abilities</b></p>	<p>Access Symbol. Customer Services will be more accessible to all communication needs. Increased number of calls answered directly compared to number of pathway requests.</p> <p>MCH and Immunisation services are greater informed to tailor their services to Monash families.</p> <p>Early years services are responsive to Monash families and are able to provide timely enrolment information to allow families to plan ahead. Monash community creating content for digital platform celebrating local community.</p> <p>Emphasising Monash Public Library Service as a driver for content creation. Increased understanding and learnings by participants in various subject areas. Informed, empowered and engaged Monash community.</p> <p>Language Aide Scheme is being developed to assess and resource Council staff with bi-language skills to assist with informal interpreter/translation support to assist with everyday interactions and customer service.</p>
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<b>FEELING SAFE</b>	<b>WHAT WE WILL DO</b>	<b>IMPACT</b>
<p><b>Keeping Women Safe</b>  <i>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.</i></p>	<p><b>Develop new and strengthen existing partnerships across the City of Monash to facilitate sustainable change for the prevention of violence against women and children</b></p> <p><b>Support the community to actively challenge attitudes and behaviours that enable violence against women and children</b></p> <p><b>Advocate for the prevention of violence against women and children at a local, regional, state and national level</b></p>	<p>Continued work with sports clubs, community organisations and groups to foster supportive environments for the participation of women.</p> <p>Schools supported to implement the whole-of-school approach for respectful relationships.</p> <p>Promoting the key priorities for Gender Equity in Monash to all levels of government, and the implications of their policies at a local government level.</p>
<p><b>Safeguarding Children</b>  <i>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.</i></p>	<p><b>Meet Victorian Child Safe Standards and have appropriate responses in place to keep children and young people safe from harm. Support parents and carers to be their most capable and confident.</b></p> <p><b>Attain UN accreditation for Monash to be a Child-Friendly City</b></p>	<p>100% of MCH &amp; Immunisation staff both permanent and casual completed the Safeguarding Children Online training</p> <p>Safety prioritised as a key component of New Parent Group information.</p> <p>Child safe policies and information prioritised and integrated across all Early Years services.</p> <p>Monash families are supported with information, resources and responsive services to support parents/carers and children to have best start to life.</p> <p>By 2020, Monash to attain accreditation to be a Child-Friendly City.</p>
<b>FEELING SAFE</b>	<b>WHAT WE WILL DO</b>	<b>IMPACT</b>
<p><b>Community Safety</b>  <i>Feeling and being safe is essential to the health,</i></p>	<p><b>Promote Monash as a safe and inclusive Community</b></p>	<p>Monash residents feel safer to freely enjoy and fully participate in local community life.</p>

<p><i>wellbeing and enjoyment of community life.</i></p>	<p><b>Facilitate programs and initiatives that improve the actual safety of Monash residents</b></p>	<p>Partnerships with external organisations strengthened to facilitate community safety outcomes.</p> <p>Monash residents are provided with factually accurate and timely safety information to increase the experiences of and perception of safety in the Monash community.</p>
<p><b>Environmental Design</b></p> <p><i>Environmental design principles shape and inform Council when devising plans, programs, policies and buildings that best meet the health and wellbeing requirements of communities.</i></p>	<p><b>Adopt Environmentally Sustainable Development (USD) and Universal Access principles in all capital works projects.</b></p> <p><b>Work in partnership with the relevant areas of Council and community stakeholders to advocate for and create safe physical, urban and natural environments through adherence to Safer Design principles including Crime Prevention Through Environmental Design</b></p> <p><b>Create safe, inclusive and accessible spaces</b></p>	<p>New pavilions to meet SRV female friendly guidelines.</p> <p>New pavilion designs to incorporate ESD and CPTED considerations.</p> <p>Monash spaces are designed to meet and welcome the diverse needs of the Monash community.</p>