

Status		Status Symbol
<b>Achieved</b>	The Action is completed.	A
<b>On Track</b>	The action is on track and expected to be completed by the current timeline.	OT
<b>Not On Track</b>	The Action has been delayed impacting on the current timeline. An explanation and the remedial action where appropriate, is provided in the 'progress comments' column with a revised due date.	NOT
<b>Postponed</b>	The Action has been deferred for the financial year. An explanation is provided in the 'progress comments' column.	P

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

**Theme 1: Being Inclusive**

**Objective:** A City with physical spaces, services and programs that are safe, high quality, accessible, inclusive and responsive of all ages and abilities.

**Strategies:**

- 1.1 Advocate for, attract and support high quality, person centred and co-ordinated and integrated services that are responsive to all people, particularly those experiencing vulnerability.
- 1.2 Ensure spaces are accessible, aim to provide universal access and are welcoming and reflect diversity and individual needs.
- 1.3 Provide and plan facilities and services according to evidence based needs and future growth.
- 1.4 Provide a variety of communication options that connect people to information and services.
- 1.5 Provide natural environments that encourage relaxation, interactive play and discovery.
- 1.6 Facilitate the provision of a range of partnerships and networking opportunities that supports integrated planning and delivery of services.

Strategy	Action	Performance Indicators	Status Symbol (copy from table above)	Year 1 Comments	Service Unit	Timeline
1.1	Provide and promote flexible service models to meet the changing needs of the community.	DA Community Care customer satisfaction survey undertaken with outcomes implemented, client program planning sessions conducted and client feedback sought, outcomes implemented, evidence of Community Home Support Worker role diversified to align with client needs. Evidence of support provided for NDIS roll out, allocation of staff resources to provide one on one support for NDIS care planning. E Investigate options to increase provision of Maternal and Child Health (MCH) sessions on Saturdays and after hours; number of Melton South Community Centre pop up hub sessions attended. Y Support the establishment of a Heat Space Service. A Assist individuals to access My Aged Care via Service Access Officer, renegotiate Department of Health funding to reflect community demand for services, implement Reablement Support Plans.	A	DA There were 2073 Community Care Client Satisfaction Surveys distributed, 481 returned with very high satisfaction ratings: Melton Men's Shed 93%; Ageing Well 92%; Personal Care 91%; Social Support 89%; Respite 88%; Domestic Assistance 86%; Property Maintenance 86%; Community Bus 85%; Taylors Hill Men's Shed 84%; Volunteer Transport 79%; Carers 78%; Centre Based and Delivered Meals 74%. There were 43 post survey client resolutions based on client feedback. Future improvements include increased flexibility in service and improved communication of available services to existing clients whose needs may change with time. Community Care Worker role has diversified to become less structured and task oriented with workers determining service needs with client and amending service accordingly. D NDIS planning process displayed within Community Care Administration Office notice boards. Councils Website - NDIS page updated three times to include current NDIS community information sessions. NDIS information distributed via MetroAccess databases these including community sessions, webinars, and service provider information. Part time NDIS Transition Officer was appointed in July 2018 for the NDIS roll-out commencing October 2018. E Families & Children staff attended a total of 39 pop-up hub sessions at Melton South Community Centre. MCH have continued the Saturday sessions and they remain very well attended. Birmbank asked to research a MOU for Melton MCH to use outreach bus. Y Young Communities continue to be an active consortium member and support the establishment of Headspace in the City of Melton. Headspace opened in August 2018. A Service Access Officer supported an average of four individual clients per week to access My Aged Care with Assessment Officers supporting an average of one client per week. Department of Health funding negotiations completed with agreed variations to Commonwealth Home Support Programme Service Types.	DEYA	30-Sep-18
	Identify a process to enhance the management of Service Provider enquiries to locate services within the municipality.	DEYA Process developed and commence implementation.	A	DEYA Process developed. Service Provider requests for long term lease/licence arrangements for Council facilities are now managed centrally via Legal Services Property Officer.	DEYA	30-Sep-18
	* Advocate for ongoing funding for the provision of 15 hours of universal access to kindergarten for 4 year olds.	E Advocacy plan developed.	A	E Advocacy plan has been developed.	E	30-Sep-18
	* Advocate for aged and disability service providers to be locally based in the municipality.	DA Invitation to providers to participate in Service Provider Network, number of new services provided locally.	A	DA AMP Disability Employment Services established in Taylors Hill. Through the Building Inclusive Communities (BIC) MetroAccess program new agencies were directed to MSPN and CARE Melton Expo, such as: Realcare Community Services, Gforsa Disability Employment Services (Woodgrove) CVGT Australia (outreach services at Melton Library and Learning Hub on Wednesday). OCTEC Disability Employment Services (High Street Melton), MAX Disability Employment (Melton South Community Centre Outreach) and AWork Australia Employment Services (outreach services at Melton Library and Learning Hub and Melton Centrelink). RegalCare are also establishing in Melton.	DA	30-Sep-18
	Deliver the Uturn 193 Crime Prevention Project in partnership with police, young people and other related agencies.	Y Undertake quarterly Crime Prevention working group meetings. Provide case management services to 20 young people, deliver 10 activities / events for young people, increase participation in crime prevention program activities by end of Year 1.	A	Y Project exceeded set KPIs: 40 young people case managed 11 activities delivered 13 recreational activities delivered. Continue chair consortium meetings. Project will continue to run 18/19.	Y	30-Sep-18
1.2	Advocate for adult change spaces and hosts in redeveloped facilities, new emerging hubs and community centres to better support people with complex disabilities.	D Application for funding submitted, activation of Melton Library adult change space.	A	D Melton Library facility activated. Additional \$100,000 Department of Health and Human Service Changing Places facility funding received for installation of a facility at Melton Waves Leisure Centre. Installation completed September 2018 official celebration scheduled for October 2018. This will be incorporated in the Year Two Action Plan.	D	30-Sep-18
	Provide disabled car parking spaces on Council land adjacent to existing and new primary and secondary schools across the municipality.	D Number of existing and new schools upgraded.	A	D Arnolds Creek Primary School upgraded. Melton South Primary School design completed and scheduled for upgrade by June 2019. This will be incorporated in the Year Two Action Plan.	D	30-Sep-18
	Develop a process that ensures relevant Council projects are assessed to determine if they require referral to the DAC for review.	D Relevant stakeholders consulted, process developed, number of projects referred to DAC.	A	D Stakeholders consulted. Projects will be identified via approved list of Annual Capital Works Projects for presentation at the Disability Advisory Committee. Twenty projects referred to the Disability Advisory Committee.	D	30-Sep-18
	Review the current use and impact of the child friendly checklist within the Project Management Framework.	E Review undertaken, recommendations developed.	A	E Review conducted and decision made that the checklist would not sit within the Project Management Framework. It is recommended that the checklist be provided as a resource within the Project Management Framework.	E	30-Sep-18
	Investigate the opportunities to ensure that grandparents caring for grandchildren can participate in local groups, activities and services.	A Needs survey of grandparents attending Burnside Children's and Community Centre undertaken, evidence of programming options considered to support increased grandparent attendance.	P	A Children's Services will promote services and childcare options to seniors once the seniors groups have moved into the Burnside Community Centre October 2018. This will be incorporated in the Year Two Action Plan.	A	30-Sep-18
	Review existing outdoor exercise equipment to determine suitability for use by older residents.	A Review undertaken, recommendations determined, schedule for improvements developed for budget consideration.	A	A The review of existing outdoor equipment has been completed and recommendations developed. It has been determined that whilst many of our existing equipment pieces can be used by seniors, the development of more specific guidelines for the future implementation of these exercise spaces to ensure they better meet the needs of seniors, would be beneficial. Likewise, targeted activation events would increase usage by seniors. This will be incorporated in the Year Two Action Plan.	A	30-Sep-18
	Deliver a street trading policy that supports ease of access for all footpath traffic.	D Policy developed by Economic Development in consultation with Community Care, Disability Advisory Committee consulted.	A	D Guideline developed in consultation with Disability Advisory Committee to support ease of access for footpath traffic. Business education strategy and implementation of guidelines will be delivered by January 2019.	D	30-Sep-18
1.3	Actively participate in planning for population growth to ensure provision of spaces for young people in new facilities where required.	Y Contribute to the planning and development process for the Aintree Community Hub project and Fraser Rise Community Hub project to ensure suitable spaces are accessible for young people to access facilities and services.	A	Y Young Communities involved in Project Working Group Meetings. Manager Recreation and Youth Project Control Group member for both Community Hub Projects.	Y	30-Sep-18
	Work with Culturally and Linguistically Diverse (CALD), migrant and/or refugee communities to identify and facilitate appropriate programs and services to address gaps.	DA Allocate staff resources via Regional Assessment Service (RAS) to support (CALD) communities to transition to NDIS and to register with My Aged Care, Council's 2017 - 18 Diversity Plan approved by DHHS and implemented E Mapping completed, gaps identified as working with CALD families and father inclusive groups. Vietnamese New Parents Group completed and Indian New Parents Group being considered. Baby Makes 3 program identified and funding sourced to support father inclusive practice. Y Deliver partnership programs that can be accessed ensuring promotion with CALD and refugee young people. A Support provided to CALD Seniors Groups to relocate to Burnside Children's and Community Centre.	A	DA NDIS Transition Officer and Access & Support Officer appointed to support CALD and Aboriginal and Torres Strait Islander communities to transition to the NDIS and also to access Community Care services. In addition Regional Assessment Service (RAS) Service Access Officer and Assessment Officers providing individual support to potential clients to access My Aged Care. Service Co-ordination Officers continue to support individuals through early transition to NDIS and currently have 15 approved plans. DHHS Diversity Plan approved and implemented with ongoing review. E Mapping completed, gaps identified as working with CALD families and father inclusive groups. Vietnamese New Parents Group completed and Indian New Parents Group being considered. Baby Makes 3 program identified and funding sourced to support father inclusive practice. Y Young Communities have developed focus portfolios, CALD is one of these. Young Communities delivered and promoted a range of programs inclusive of CALD communities including UTURN 193, Reconnect Program, Western Bulldogs Leadership Program and any other programs we delivered that are inclusive of CALD communities. Working with key agencies and groups to bring services into municipality. Over the year have delivered 32 programs with CALD young people in attendance. A Four CALD seniors groups have moved into the Burnside Community Centre, the Filipino Seniors, Tamil Seniors, Chinese Seniors, and Spanish Seniors.	DEYA	30-Sep-18

	Engage with Aboriginal and Torres Strait Islander communities to identify and facilitate appropriate programs and services.	DA Allocate staff resources via Regional Assessment Service to support transition to NDIS and to register with My Aged Care Y Deliver partnership programs that can be accessed ensuring promotion with Indigenous young people E Participate in Koolin Baili Early Year Project Aboriginal Cultural Safety Audit, audit action plan developed; deliver supported playgroup at Kimp.	A	DA Access and Support Officer appointed to work with CALD and Aboriginal and Torres Strait Islander individuals and families access services and transition to NDIS. Service Co-ordination Officers continue to work with individual clients. Service Access Officer and Assessment Officers providing individual support to assist potential clients to access My Aged Care. A Guide to Disability and Aged Care in the City of Melton promoted at Reconciliation Celebration and Carers Week Expo. Y Discussed with Aboriginal and Torres Strait Islander Engagement Officer opportunities to explore delivery of partnership programs. Young Communities delivered programs that were able to be accessed and promoted within indigenous communities including Freezer. E Kimp supported playgroup continues to operate. Participation in Aboriginal children's day and Koolin Baili early year project. Audit Action Plan currently in draft form. Staff represent Council at Koolin Baili steering committee meetings and evaluation committee meetings.	DEYA	30-Sep-18
	Undertake a mapping exercise to determine the current and future status and needs of Seniors Groups.	A Consultation undertaken, mapping documented, current and future needs identified, recommendations developed.	A	A After consulting with sixteen seniors groups, mapping their locations and collating data, recommendations have been developed to strengthen the sustainability of these groups. These will be incorporated in the Year Two Action Plan.	A	30-Sep-18
1.4	Review and improve online communications to further enhance community engagement.	DEYA Evidence of participation in Communications Department review of online communications. DA Annually review of A Guide to Disability and Aged Services undertaken, number of Guides distributed, review and update of Council website content, increase use of plain English formats. E Staff allocated to manage Melton Families and Children directory content, Families and Children Communication plan developed Y Staff allocated to manage on-line youth services directory, youth services promotional and communication plan, inclusive of social/digital media platform developed.	A	DEYA Community engagement platform has been implemented on Council's website to allow for more meaningful engagement on projects relevant to these four audiences. Communications has also increased the number of social media posts relevant to the four areas. DA CARE Melton Expo web page was significantly improved, listing exhibitors, a brief description and site maps. Community Care Website Group upgraded website to go live on 26 September. A Guide to Disability and Aged Services reviewed with new format developed, 2,000 copies printed with 1,600 distributed to date via CARE Melton Expo, NDIS information sessions and key Customer Service points. Electronic version available via Council Website. Community Care Website Working Group reviewing department webpage content with plain English formats incorporated into new webpage content. E Families and Children Services Project and Support Officer allocated to manage Directory content. Families and Children Communication Plan developed and being rolled out. Meeting to review online communications held with Communications Department with recommendations being followed up. Y Youth Service Directory is established. Exploring further avenues to enhance online communications for community engagement.	DEYA	30-Sep-18
	Investigate the potential to develop a hard copy resource that informs seniors about local initiatives, services and opportunities.	A Options for seniors hard copy resource and content considered, evidence of collaboration with internal providers, recommendations implemented.	A	A The first edition of the Melton Positive Ageing magazine has been published, with 2000 copies of the magazine distributed to local seniors groups, Council facilities and services.	A	30-Sep-18
	Translate service information into key priority languages.	DEYA Distribution of information in community languages and use of interpreters. E Families and Children service brochure translated into key priority languages, distributed at relevant locations and community events.	A	DA Regional Assessment Service (RAS) team utilise translated letter for CALD clients requesting assessment via My Aged Care who are uncontactable. Over 70 interpreters accessed for RAS Assessments. Y Youth Service brochure translated into five identified languages. Interpreter service was utilised to support case management clients on three occasions. E Families and Children translated flyer developed and distributed at relevant locations and events including Maternal Child Health, Refugee Week, Families Week, through services and available on the Council website.	DEYA	30-Sep-18
	Deliver a National Disability Insurance Scheme Communication Plan that provides access to information and supports transition.	D Actions identified, plan implemented, number of actions delivered.	A	D National Disability Insurance Scheme (NDIS) Communication Plan has been reviewed and includes key messages, milestones and 25 actions. Of these, 23 actions were completed including attendance at the Home and Community Care Program for Younger People (HACC PYP) and NDIS Interface Forum, the creation of an NDIS progress chart to map transition of clients, and staff presence at the NDIS Community presentations.	D	30-Sep-18
	Develop recognisable service brands that encourages community confidence.	EY Develop brief and engage graphic designer.	A	E Graphic designer engaged, concept approved and currently being finalised into useable templates. Y Young Communities service review completed, included a new Business Unit name. Consultation with young people undertaken on look and feel refresh, Design brief completed.	EY	30-Sep-18
	Strengthen partnerships with local schools to further enhance engagement with young people	Y Number of schools engaged, number of promotions delivered.	A	Y Fifteen secondary schools engaged with 33 activities delivered. 6801 engaged with CALM on 24 occasions. Reconnect supported CRC winter Sleepout Event.	Y	30-Sep-18
1.5	Incorporate opportunities for play in community hubs and outdoor play spaces that are accessible and safe.	DEYA Represented in the planning stages for the redevelopment of Hannah Watts Reserve.	A	DA Community Care staff, Seniors Groups, Ageing Well Network and the Disability Advisory Committee have contributed to the planning for the redevelopment of Hannah Watts Reserve. Of significance was the recommendation to remove the Liberty Swing for more accessible and inclusive play equipment. Y Young Communities delivered weekly IPLAY activity in partnership with Leisure Facilities from Melton Indoor Rac Centre (MIRC) and Caroline Springs Leisure Centre (CSLS). Basketball competition delivered in October 2017 and September 2018 in partnership with Victoria Police and Melton City Secondary Schools. Recreation and Youth actively represented on project working group and Project control group for Hannah Watts Reserve Project. E The Landscape Architect presented an overview of the project to the Early Years Partnership Committee, the Committee provided contacts for consultation with community including children. The Community Engagement Report for Hannah Watts Reserve has been finalised and utilised to inform the development of the Master Plan.	DEYA	30-Sep-18
	Deliver a project to provide tree seedlings for four year olds attending Kindergarten.	E Number of tree seedlings provided.	A	E There were 2,686 seedlings provided via the tree project for four year olds attending kindergarten.	E	30-Sep-18
1.6	Support the range of organisations and service provider networks that facilitate opportunities for integrated planning and shared learnings.	D Number of Service Provider Network meetings facilitated, number of attendees at Network meetings and members on data base. E Number of meetings facilitated and number of attendees for Early Years Partnership Committee, Vulnerable Children's Working Group, Early Education and Care Network, Prep to School Transition Network and Family Violence Network. A Number of Ageing Well Network meetings facilitated, number of attendees at Network meetings.	A	D Five Service Provider Network meetings were conducted with a total of 135 attendees. The Service Provider Database increased its membership to 202. E Three Kinder to Prep network meetings facilitated, with an increase in numbers attending the Transition Information Swap in 2018. Increased numbers RSVP to attend the upcoming transition swap in October. Six Early Years Partnership Committee meeting and 122 attendees. Four Vulnerable Children's Working Group meetings and 62 attendees. Four kinder to prep network meetings, and increased numbers for Transition Information-Swap sessions. Regular attendance of Family Services at Family Violence Network meetings. A Council has hosted four Ageing Well Network meetings attracting 92 attendees from 19 seniors groups.	DEA	30-Sep-18
	Coordinate annual youth disengagement forum to address emerging issues and trends.	Y Deliver annual youth disengagement forum, attendance by key agencies throughout the region.	A	Y Youth Disengagement Forum held in June 2018 with 32 Agencies represented across the region. Planning for the 2019 Forum has commenced.	Y	30-Sep-18
	Work in partnership with key stakeholders to enhance service delivery responses across the municipality in line with National Disability Insurance Scheme (NDIS).	DE Identify internal stakeholders, identify opportunities for collaboration. D NDIS agenda item for Service Provider Network, NDIA exhibitor at CARE Melton Expo, outcomes from NDIS Communication Plan implemented E Agenda item for Early Years Partnership committee meetings	A	D NDIS agenda and discussed at five Service Provider Network Meetings. The newly appointed NDIS Local Area Coordination partner Brotherhood of St Laurence attended Network meeting. The NDIA exhibitor at the 2017 CARE Melton Expo and are registered to exhibit at the event in 2018. E The Pre School Field Officer has been identified as key to assisting in the collaboration across business units. NDIA presented to a range of Early Childhood service providers which was attended by 22 professionals. NDIS session presented to Early Years Partnership Committee in November 2017 and planned for October 2018.	DE	30-Sep-18

**Theme 2: Being Connected**

**Objective:** A City that encourages and enables opportunities for people of all ages and abilities to connect to each other and destinations of choice and need.

**Strategies:**

- 2.1 Provide and advocate for the provision of community spaces, infrastructure, transport options and the natural environment that are safe and accessible.
- 2.2 Build resilient communities through fostering social connectivity and capacity building.
- 2.3 Foster neighbourhood level connections through community led local programming and easy access to localised information.
- 2.4 Strengthen intergenerational connections through activities that foster skill and knowledge sharing and transfer.
- 2.5 Encourage and support participation in community events and celebrations.
- 2.6 Develop and promote digital media communications and platforms.

Strategy	Action	Performance Indicators	Status Symbol (copy from table above)	Year 1 Comments	Service Unit	Timeline
2.1	Investigate the provision of alternative transport options that support access to Council delivered programs and services.	DA Shuttle bus service provided for visitors to CARE Melton Expo A Evidence of Transport options considered for seniors accessing Burnside Children's and Community Centre.	A	DA Shuttle bus service provided at the October 2017 CARE Melton Expo and will be provided as an ongoing service at future Expos. A Consultation with four Seniors Groups who will be accessing new Burnside facility undertaken and it determined there is no current need or requirement for Community Transport Services, Seniors Groups preference is to continue with existing club transport arrangements.	DA	30-Sep-18
	Explore additional and mobile outreach options for families and young people.	E Additional Maternal Child Health outreach options explored Y Mobile Youth Service for young people in growth areas investigated.	A	E Review of Outreach completed and waiting for approval. Enhanced Maternal and Child Health reform provides an opportunity to expand the Outreach to the whole community, currently only being offered within the Melton Township. Y A review of the 6801 Outreach Model has been completed with Saturday evenings now being delivered, implemented and improved outreach support with increased outreach services in the Eastern Corridor and extended outreach hours during the week, alternating between Melton Township and Eastern Corridor. Planning for 2019 includes school engagement. The Reconnect Program has now extended assertive outreach support to schools within the Melton area. Young Communities having discussions with Hope St to ensure Hope St outreach services compliments that of Young Communities team.	EY	30-Sep-18
	In partnership with providers, pilot expansion of the road safety program to Playgroups and Kindergartens.	E Number of education sessions provided, number of attendees.	A	E Support offered by Road and Community Safety Officer including community education story books supplied to venues for community use. Kindergarten Providers continue to educate children and families with the road safety resources provided by Council. Information and resource packs has been provided to Kindergartens and to community centres for use of community playgroups, and directly to families through Supported Playgroup Program.	E	30-Sep-18
	Deliver the Years Ahead Seniors Driving Program.	A Two programs delivered one within the Melton Township and one in the East attracting total of 30 participants	A	A Two Road Safety for Seniors sessions were delivered attracting 88 participants.	A	30-Sep-18
	Deliver the Seniors Driver Expo.	A Expo delivered focusing on driver education and awareness for seniors, targeting 30 participants.	A	A The Seniors Drivers Expo attracted 41 participants.	A	30-Sep-18
	Deliver MYKI travel training sessions for seniors.	A Number of sessions and participants.	P	A As the seniors groups did not move into the Burnside Community Centre until October 2018 (after schedule), the Caroline Springs Seniors Group rescheduled the Public Transport Victoria workshop to November 2018.	A	30-Sep-18
	Enhance the walkability of neighbourhoods for seniors.	A Promote use of Snap, Send, Solve or other similar apps to report tripping hazards on footpaths, number of hazards reported, outcomes implemented from disability access audit.	A	A An article encouraging seniors to report tripping hazards to Council has been included in the Melton Positive Ageing magazine.	A	30-Sep-18
	Investigate the provision of transport options that will enable Home Library Delivery Service recipients to attend Library based activities.	DA Community Transport options considered, recommendations implemented.	P	DA Options considered. In consultation with Library Services, determined that Library Services will undertake a review of the Home Library Delivery Service by June 2019 to identify potential opportunities to improve and expand the service in line with the Commonwealth Home Support Program principles for Wellness and Reablement. This will be incorporated in the Year Two Action Plan.	DA	30-Sep-18
	Undertake disability access audit for prioritised business districts.	D Priority areas identified, audit undertaken, DAC consulted on outcomes of audit, recommendations for budget consideration determined.	P	D Priority area (Caroline Springs Town Centre) has been identified as initial site audit. Documentation completed to seek quotations with audit scheduled for completion December 2018. This will be incorporated in the Year Two Action Plan.	D	30-Sep-18
2.2	Develop and deliver a diverse suite of programs, events and support services to meet the changing needs, trends and issues being experienced by young people.	Y Increase in the number of participants in programs, number of programs designed. Use of annual data collection to inform review and design of new programs and services.	A	Y Total outreach engagements: 1542+ Total referrals made through the outreach service: 71+ Review of all programs undertaken and used to inform service delivery to the community to meet changing needs.	Y	30-Sep-18
	Coordinate National Youth Week activities and events	Y Increased participation in National Youth Week activities.	A	Y Four National Youth Week activities delivered. Planning commenced for National Youth Week 2019 with an external funding application submitted.	Y	30-Sep-18
	Increase number of Supported Playgroups operating to provide opportunities for families to be involved in the community.	E Number of additional supported playgroups provided, total number of families engaged in supported playgroups	A	E Thirteen weekly Supported Playgroups offered with a combined total of 264 enrolled families.	E	30-Sep-18
	Implement the Right@Home program to support vulnerable families to develop their parenting skills	E Program implemented, number of families engaged	A	E Right@Home program continues to support vulnerable families with 20 enrolled families.	E	30-Sep-18
	Deliver Children's Week events.	E Number of events delivered, number of participants.	A	E Two family fun days delivered in October 2017 with over 500 participants. Planned events for October 2018 include: Melton event for preschool aged children and Taylors Hill event for primary school aged children.	E	30-Sep-18
	Deliver activities and initiatives that enhance carer's physical and emotional wellbeing	D Number of carers supported through Melton GO! and Family Carers Group. A Carer monthly social calendar delivered, carers week activities delivered, minimum of 2 carer community information sessions delivered, Carers Big Day Out event delivered, opportunities in Social Support Program delivered for carers and person they care for to socialise together, number of carers and number of hours delivered through National Respite for Carers Program, number of carers supported and number of hours delivered through Flexible Respite and Social Support Programs	A	D Number of carers supported through Melton GO! 25 Number of hours delivered through Melton GO! 548.50 Number of carers supported through Family Carers Group 19 A Carers monthly social calendar delivered, Carers Week activity delivered October 2017 Information session on Council Aged Services, Carer community information session on Elder Abuse delivered April 2018 with 24 carers. Carers Big Day Out delivered June 2018 with 50+ attendees. Number of carers supported 119 Carers hours delivered 595 Social Calendar activities delivered 11 Social Support Program - Commonwealth Home Support Program: hours delivered 32,178 Social Support Program - Home & Community Care Program: hours delivered 2,984 Flexible Respite Program - Commonwealth Home Support Program: hours delivered 1,814	DA	30-Sep-18
	Activate the Burnside Community Centre as a hub for seniors focused activities.	A Number of eastern based seniors groups relocated to Burnside, official opening of new facility delivered, transport options to facility considered and implemented.	A	A Five Eastern based seniors groups are relocating to the Burnside Community Centre, the official opening is scheduled for Monday 1 October (120 guests have RSVP'd). There is no current requirement for Community Transport Services identified. Group preference is to continue with existing club transport arrangements.	A	30-Sep-18
	Investigate the potential for volunteers to support delivery of the Community Home Support Program.	A Consultation undertaken with Community Home Support Workers to determine feasibility of volunteers providing social experience for clients during domestic assistance visits, volunteer role determined and risk assessment undertaken, recommendations implemented.	P	A Investigation has been undertaken and there is interest in the development of the program for implementation in the Year Two Action Plan. Consultations with all three Community Home Support Teams have occurred. Client consultations with approximately 50 identified clients. Volunteer position description, risk assessments and logistics of program are to be now investigated. Implementation of program planned for 2019.	A	30-Sep-18
	Deliver the annual Care Melton Expo.	DA Expo delivered, minimum 55 exhibitors, approximately 550 visitors.	A	DA Surveys indicated an overwhelmingly successful CARE Melton Expo 2017. There were 62 service providers, both local and regionally based, participating. Over 750 visitors of various abilities. Exhibitor feedback indicated: • Over 2,000 face to face conversations took place regarding opportunities for people with disabilities and/or carers • Over 60 people engaged with the National Disability Insurance Scheme (NDIS) via the National Disability Insurance Agency (NDIA) exhibit.	DA	30-Sep-18
	Deliver Seniors Festival Week activities and consider options to enhance the October 2018 Festival.	A Minimum of 8 activities and/or programs delivered, recommendations for Oct 2018 Festival developed.	A	A Ten Seniors Festival activities delivered attracting 567 seniors which includes 170 seniors attending the Bobby Darin Tribute Concert. Recommendations for the 2018 Festival being developed, and a number of new events are confirmed for this year's Festival. Nineteen events have been created for the 2018 Seniors Festival, including three ticketed events. Council has also invested in the development on professionally designed and printed promotional material, including 2500 gloss brochures promoting our full calendar of events.	A	30-Sep-18
2.3	Pilot a project to foster the development of new community playgroups by supporting the transition from facilitated to community led groups	E Pilot trialled and recommendations developed.	A	E Two transition playgroups operating as community groups with continued supported offered. Review of community playgroup program completed with recommendations, recruitment for Playgroup Activation Officer is underway to continue this work.	E	30-Sep-18
2.4	Identify opportunities to develop an intergenerational program at Burnside Children's and Community Hub.	AE Options investigated, recommendations developed.	A	AE Options have been investigated with Families and Children's Services and Seniors groups. Seniors groups and Families and Children's Services. A plan to deliver intergenerational activities has been developed and implementation will begin once the seniors groups have moved into the Burnside Community Centre in October.	AE	30-Sep-18
	Deliver the Men's Shed Mentoring Program.	A Four Shed Mentoring programs delivered annually at Taylors Hill and at the Melton Men's Shed, number of Shed participants involved, number of student participants	A	A Four Mentoring Programs have been delivered, two each at Taylors Hill and Melton Men's Sheds: 23 students and 21 Men's Shed mentors participated.	A	30-Sep-18

2.5	Provide targeted activities at events and celebrations that increases participation by all people.	DEYA Number and type of targeted activities provided and level of participation DA Number of staff supported transport options to events and celebrations delivered, events and celebrations promoted via RAS and Community Home Support Worker.	A	DA Successful delivery of: 'Get Active and Stay Motivated' for all Abilities (40), Dance Movement (25), Melton Go Arty (9), Sparker in the Works Men's Shed and Health Checks (40), Ask the Dr Men's Shed Documentary ABC (12), Twilight Teas May (25) and June (16), Social Support Mel Year Function (Melton 28, Morton 41), Melton GO! Swimming (4), Elvis Tribute Show (7), ABBA Tribute Show (7) Adult Recreation Disco (10), Men's Shed Willows Historical Park Open Day (36), Men's Shed Australia Day Celebration (158) Men's Shed supported Bunnings International Women's Day DIY celebration (126).  Y Forty-eight events delivered including festivals, educational workshops, Rec & Leisure activities, Careers Expo & Grants and Awards Celebration Night. A total of 5205 young people participated in the target activities.  E Targeted activities delivered at Children's Week, Families Week, Refugee Week/Harmony Day, Active April, My City My Say events. Children of all ages as well as adults from all backgrounds and areas participated.  DA Regional Assessment Service (RAS) distributed approximately 480 information packs that support promotion of relevant community events and celebrations during client assessment. Community Home Support Workers continue to provide information to clients during service delivery to promote upcoming events and celebrations. Social Support Workers supported clients' to attend CARE Melton Expo, Seniors Festival, Djerriwarrh Festival.	DEYA	30-Sep-18
	Recognise the achievements and contributions of people with a disability, carers and seniors through award nominations, local media and Council publications.	DA Number of award nominations submitted, number of media articles and Council publications.	A	DA Two nominations submitted for the State Disability Awards, one nomination for the LGPro Disability Awards, one nomination for the Australia Day Community Achievement Award, three media articles and one Council publication i.e. Positive Ageing Newsletter.	DA	30-Sep-18
2.6	Investigate enhancing online presence to address young peoples concerns and enhance wellbeing.	Y Develop an online social / digital media plan to enhance engagement of young people.	A	Y Exploring engagement activities through social media and the use of online forms. Website being updated and maintained. Social media templates and structure developed around engagement of young people and promotion of programs and events.	Y	30-Sep-18
	Enhance the digital literacy of seniors across a range of online platforms.	A Number of opportunities to improve digital literacy delivered, number of participants.	A	A Melton and Caroline Springs Libraries are hosting 'Tech SOS' one-on-one sessions every week, and on average four seniors attend (around 2/3 of participants are seniors). As well as promoting these sessions through an extensive email database, these were also promoted in the Positive Ageing magazine.	A	30-Sep-18

**Theme 3: Being Happy and Healthy**

**Objective: A City where people of all ages and abilities lead happy, healthy and safe lives.**

**Strategies:**

- 3.1 Develop partnerships and programs that enhance physical, social, mental and emotional health.
- 3.2 Provide opportunities to value the diversity and significance of arts and cultural experiences.
- 3.3 Create and promote a sense of safety in all settings including in the home, education settings, workplaces and public spaces.
- 3.4 Provide programs that aim to increase the capacity and resilience of community members particularly those who are marginalised or vulnerable.
- 3.5 Contribute to and provide leadership in the prevention of violence against women and their children and other forms of family violence.
- 3.6 Provide opportunities to participate in prevention and intervention programs that improve health and wellbeing of all people.
- 3.7 Provide support to build the capacity of the service sector and community to ensure that children, young people and people experiencing vulnerability are protected from harm.

Strategy	Action	Performance Indicators	Status Symbol (copy from table above)	Year 1 Comments	Service Unit	Timeline
3.1	Facilitate partnership opportunities and nurture key stakeholder relationships in Youth Hubs to support and enable collaborative initiatives.	Y Number of new external partnerships established.	A	Y Consortium for the Crime Prevention Project established: four consortium meetings held, four partners attending. Consortium for the Youth Learning Pathways project commenced, with three new partners involved.	Y	30-Sep-18
	Provide programs and activities that support people to adopt healthy lifestyles.	DA CARE Melton Expo provision of health checks for diabetes, blood pressure, hearing and vision, exhibitors providing advice and referral to local health/wellbeing programs, free relaxation sessions delivered, support people with a disability to attend Men's Shed programs, number of people supported E Children's Week provision of active play and range of healthy promotions, Y Number of physical and healthy lifestyle programs delivered A Number of Ageing Well programs delivered, number of participants.	A	DA CARE Melton Expo 2017 delivered: • eight sessions of Gentle Yoga Relaxation with 48 participants. Participants were provided pathways to Neighbourhood House yoga programs. • hearing tests for 50+ people • eye testing for 60+ people • Virtual Dementia Experience for over 40 people, increasing understanding of dementia for carers, family and friends • basic health checks for over 60 people • information for over 40 people that increased understanding of cancer screening for people with disabilities and their carers (in particular breast cancer and bowel cancer) Approximately 15 carers received free flu vaccine immunisations at Carers Big Day Out in June 2018. E Participation in Active April event. Planned activities for Children's Week include kinder gym, local sporting club activities (football, netball, tennis, basketball), healthy snack station, sugar drinks vs water activity, healthy cooking workshop. Y Thirty-nine recreational and healthy lifestyle activities delivered; two health and wellbeing workshops planned for the Lifelong Learning Festival. Four activities delivered as part of National Youth Week. A Weekly Tai Chi for Arthritis x 16 participants, Weekly Lifestyle's Walking Group x 25 participants, Weekly Nordic Walking Group x 6 participants, Chair Exercise classes twice weekly x 22 participants.	DEYA	30-Sep-18
	Increase opportunities for older men to participate in men's health initiatives at the Melton and Taylors Hill Men's Sheds.	A Consultation with Sheddies undertaken to determine needs and interests, Men's Shed Service Action Plan developed in consultation with Sheddies, Action Plan implemented, hearing and cooling issues at Melton Men's Shed investigated, operating hours reviewed and adjusted.	P	A After extensive consultation with Team Leaders and other Sheddies, a Service Plan to guide the future development of the Melton and Taylors Hill Men's Sheds is being finalised. A draft Feasibility Study to address heating cooling issues at Melton Men's Shed has been developed and is currently being reviewed. After reviewing operating hours, an additional day has been added to the Taylors Hill schedule. This will be incorporated in the Year Two Action Plan.	A	30-Sep-18
	Deliver programs to parents and carers that enhance supportive relationships and nurture mental and emotional health.	E Number of programs delivered, number of participants.	A	E Ten Grandparents and Carers Group Meetings with increasing attendance. Returning Parenting educator has increased group programs.	E	30-Sep-18
3.2	* Deliver children's events and activities that celebrate the diversity of children and families.	Number of actions delivered.	A	E Two Children's Week events, Families Week events, participation in Australia Day, Harmony Day and Refugee Week events.	E	30-Sep-18
	Enhance youth media and arts programs to support digital engagement initiatives.	Y Number of programs developed, increase in number of participants and delivery of Freeza Program.	A	Y Media and Drama program delivered. Theatre production delivered July 2018. One online engagement activity delivered, with good response. Freeza delivered seven community events with an attendance of 615 people and 40 training workshops with 1048 participants.	Y	30-Sep-18
3.3	Contribute to the implementation of the Child Safe Standards and Reportable Conduct Scheme.	DEY Number of actions contributing to the implementation.	A	DEY Representation across all cohorts on the Child Safe Standards Working Group. Project Officer role extended until end of 2018. Policy, Procedure and Code of Conduct were approved by Executive in September. Melton City Council is required to be compliant with the Reportable Conduct Scheme as of January 2019. Working Group was established with broad representation across Council. The Childsafe Working Group meets on a regular basis to review Childsafe Code of Conduct, Policy and Procedures. Childsafe training has been piloted in August 2018 and will be rolled out to leadership and staff. This will be incorporated in the Year Two Action Plan.	DEY	30-Sep-18
3.4	Work with 'at-risk' and disengaged young people to co-design programs and services.	Y Increase case management services for young people.	A	Y Crime Prevention Project case managed 40 young people in 2017 and 2018. This program asks young people for their input into activities. The Reconnect program has case managed 46 young people. This program works with young people to facilitate access to services and programs.	Y	30-Sep-18
	Deliver information sessions to seniors about key Aged Care industry changes.	A Number of community based My Aged Care information sessions delivered, number of attendees.	A	A Total of 14 My Aged Care information sessions delivered with 212 attendees.	A	30-Sep-18
	Participate as a pilot site in the roll out of the Supporting Children and Families in the Early Years, A Compact between DET, DHHS and Local Government document.	E Number of actions.	A	E Families and Children Services staff attend working group meeting regularly. Action plan adopted and currently being implemented.	E	30-Sep-18
	Work in partnership to deliver the Engaging Melton Families program to engage Aboriginal families at Melton South Primary School.	E number of meetings chaired, number of referrals diverted from child protection to Child FIRST.	A	E Six meetings chaired, three additional meetings attended and one evaluation research workshop attended. Program implementation identified that additional education was needed to be provided to school staff to increase understanding of child FIRST and family support as an alternative to reports to child protection, the education is ongoing.	E	30-Sep-18
3.5	* Provide Maternal and Child Health Family Violence support to identified women at risk.	E Number of visits provided.	A	E Thirty-two Family Violence consultations have been conducted throughout reporting period.	E	30-Sep-18
3.6	* Collaborate with Djerriwarrh Health Services to deliver the Koolin Balli project to enhance the health and development outcomes for Aboriginal children and their families.	E Number of meetings attended.	A	E Seven meetings attended and two Cultural Safety action plans have been developed. Initial working groups have been established. Both groups will have active participation by members of Council's Families and Children's team.	E	30-Sep-18
	Promote the value of physical activity for children.	E Number and type of events or activities that provide information about physical activity.	A	E Leisure Services activities and events promoted through mailing list and online directory. Fact sheets on physical activity provided at My City My Say and Families Week events. Families and Children's participation in Active April event.	E	30-Sep-18
	Promote the importance of readiness for the school day.	E number and type of events or activities that provide information about readiness for the school day.	A	E Three Kindergarten Parent Information Sessions which included healthy lunch box session delivered in March 2018. Facebook post run in February 2018.	E	30-Sep-18
3.7	Identify and support families experiencing vulnerability and link with relevant services.	E Vulnerability guide training updated and utilised to enhance collaboration between MCH and Supported Playgroups, number of families accurately identified in MCH database, number of Housing Services clients with active case plans which identify needs and linkages to supports.	A	E Vulnerability training was delivered to the leadership team, further discussion to follow the introduction of the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAFM). Housing Services has developed a total of 62 case plans for new clients of the service. Referrals to Supported Playgroups continue to increase.	E	30-Sep-18
	Increase Community Care staff and broader community awareness of elder abuse.	A Staff training delivered, reporting process implemented, distribution of information to clients via RAS	A	A Elder Abuse awareness session delivered for Community Care staff and volunteers April 2018 with 28 attendees, community information sessions delivered April 2018 in Melton and Caroline Springs with a total of 24 attendees. Two additional Community Care staff awareness sessions delivered in July information regarding Elder Abuse distributed during assessment by RAS Assessment Officer. Self help phone number included in 'A Guide to Disability and Aged Services in Melton'.	A	30-Sep-18
	Provide professional development opportunities that increase capacity of staff to identify risk to children and initiate referrals.	E Number of training session opportunities, number of attendees.	A	E Training in preparing notes and supporting families at court for Family Violence was delivered at Taylors Hill in August 2018. This program was delivered by Brimbank Melton Community Legal Centre & Child Protection. Approximately 20 attendees including seven from Melton Council.	E	30-Sep-18

**Theme 4: Being all you can be**

**Objective:** A City that fosters growth and development for people of all ages and abilities supporting them to reach their full potential.

**Strategies:**

- 4.1 Foster and support a love of lifelong learning starting from birth.
- 4.2 Support key transitions stages across the life stages.
- 4.3 Provide leadership programs and opportunities that empower people of all ages and abilities to build skills, confidence and capacity.
- 4.4 Encourage local and regional employment opportunities that are flexible and support individual needs.
- 4.5 Support individuals to maximise their potential through the provision of programs and services that are person centred.
- 4.6 Encourage and support engagement in key universal services with a focus on addressing barriers to participation.

Strategy	Action	Performance Indicators	Status Symbol (copy from table above)	Year 1 Comments	Service Unit	Timeline
4.1	Support families to provide a rich home learning environment for their children.	E Number and type of programs that support families delivered, number of participants, number of families responding to Best Start quarterly data collection about staffs support of their child's learning and development.	A	E Across the year 154 families received Integrated Family Services support for family development. Smalltalk content is delivered weekly within supported playgroups. Families and Children facilitated a shopping centre playgroup at CS square shopping centre for six weeks, providing 10 sessions.	E	30-Sep-18
4.2	Promote a streamlined system that supports children in the transition to primary and secondary school.	E Participate in the Kindergarten to School Transition Exchange pilot, identify sites to participate in DET transition program. Y number of tweniens programs delivered in primary schools	A	E DET is still finalising this pilot. In the interim, Council is holding an additional Kinder to Prep transition swas across two venues in October 2018 Y Twelve programs were delivered focussed on transition from primary to secondary school for the tweniens cohort (grade 6 students)	EY	30-Sep-18
	Collaborate with service providers to create and promote pathways into further education for people with a disability.	D Further Education Providers participation on Service Provider Network, evidence of collaboration with Further Education Providers	A	D Attracted two Further Education Providers to the Service Provider Network. Opportunities for people with a disability to access further education now provided by genU Karingal St Laurence at Melton Library and Learning Hub. The Australian Government's National Disability Coordination Officer (NDCO) Desklin will be present at the 2018 CARE Melton Expo to assist people with disability access and participate in tertiary education and subsequent employment.	D	30-Sep-18
4.3	Provide opportunities for children and young people to develop and practice leadership skills. For example the Whitten Project	E Number of leadership initiatives identified and implemented. Y Number of participants	A	E Opportunities to develop leadership are offered regularly through the Vacation Care Program, including mentoring by staff and peer leadership. Y Three leadership initiatives (Youth Advisory Council, Westens Bulldogs and FReeZA Ignite productionz committee) have been identified and implemented. Twenty-nine young people have participated in opportunities to develop leadership skills	EY	30-Sep-18
	Develop volunteer programs that enhance the health and wellbeing of young people.	Y Number of participants in YAC and Freeza programs	A	Y Youth Advisory Council (7) FReeZA Committee (18)	Y	30-Sep-18
	Through the Ageing Well in Melton Network, provide networking and learning opportunities for administrators of local seniors groups.	A Four network sessions delivered annually, number of attendees	A	A Council has hosted four Ageing Well Network meetings attracting 92 attendees from 19 seniors groups.	A	30-Sep-18
4.4	Through the Business Excellence Awards, strengthen the role of the Disability Advisory Committees in promoting the benefits of engaging people of all abilities.	D Review judging role of the DAC and access and inclusion category criteria, DAC consulted regarding outcomes of review, evidence of recommendations implemented	A	D Disability Advisory Committee judging role reviewed and category criteria, recommendations as presented to the Disability Advisory Committee were implemented as part of the 2018 Business Excellence Awards.	D	30-Sep-18
	Participate in the Western Region Youth Employment Network to advocate for employment, learning opportunities and initiatives for young people at a local and regional level.	Y Number of meetings attended and initiatives developed	A	Y Seven network meetings attended. October network meeting to be held at the Taylors Hill Youth and Community Centre. Discussions included advocacy initiatives for youth employment, sharing of information regarding funding opportunities and new initiatives and working towards the Western Youth Employment Partnership Action Plan 2017-2019.	Y	30-Sep-18
	Work with the Melton Learning Board and the Bimbank Melton Life Long Learning and Employment Network to deliver the Melton Youth Careers Expo.	Y Expo delivered, attendance by agencies and young people.	A	Y Expo delivered May 2018 with 66 exhibitors and 1248 students and general public members in attendance.	Y	30-Sep-18
4.5	Increase the rate of Aboriginal and Torres Strait Islander identification at services to enable culturally appropriate service provision.	E Trial processes for increasing identification rates, trial evaluated, improvements developed.	A	E Five action research trials have been completed, staff to continue to identify ways to engage Aboriginal and Torres Strait Islander clients. Ongoing partnership with Koolin Balli Babareek Boobooq Early Years Project continues to enhance this work.	E	30-Sep-18
	Deliver the Youth Awards to recognise and encourage outstanding contribution to the community by young people.	Y Increase the participation and promote the Youth Awards for 2018.	A	Y Youth Awards delivered June 2018: 21 Grants Applications 4 Project Applications 23 Awards applications 92 Attendees at the Grants and Awards Celebration Night.	Y	30-Sep-18
4.6	Collaborate with families and services to reduce barriers to participation with an emphasis on Aboriginal families, families experiencing vulnerability and children in out of home care.	E Best Start program implemented, number of improvement cycles documented by stakeholders, number of Local Area Out of Home Care working group meetings attended	A	E Thirty-seven improvement cycles have been implemented. Out of Home Care working group meetings were attended and joint planning session to increase participation in Early Start Kindergarten.	E	30-Sep-18
	Advocate for local and accessible English language support classes for families and children.	EY Key stakeholders identified, mapping of needs completed.	A	E A Visiting Out Posts has been established in Melton and begun in August with seven students. Students receive one-on-one lesson via video conferencing, focusing on seeking and listening, vocabulary and writing skills. Y Introductory meeting with Foundation House occurred August 2018. Planned program to commence in October 2018 to support job seeking for refugee young people.	EY	30-Sep-18

**Theme 5: Being heard**

**Objective:** A City where people of all ages and abilities have the opportunity to be heard and respected and where all voices are equitably valued.

**Strategies:**

- 5.1 Encourage and support people of all ages and abilities in ethical, respectful and transparent deliberative engagement co design and consultation processes.
- 5.2 Enable all community members, including children, to have a voice through relevant, targeted and meaningful engagement avenues.
- 5.3 Ensure relevant data, policy and community information is collected and used to inform decision making as part of the continuous improvement process.
- 5.4 Encourage community consultation and engagement when planning for facilities, open spaces and services and programs.
- 5.5 Foster community participation, leadership and ownership.

Strategy	Action	Performance Indicators	Status Symbol (copy from table above)	Year 1 Comments	Service Unit	Timeline
5.1	Provide opportunities for the community to provide feedback to Council.	DEYA Number of opportunities provided	A	DA Disability Advisory Committee, Ageing Well Network and the Melton Service Provider Network provide a platform to provide feedback to Council. Disability Advisory Committee meetings (6) Ageing Well Network (4) Service Provider Network meetings (5) Y Youth Advisory Council (YAC) provided 22 engagement opportunities for community feedback. Three opportunities provided through the Youth Projects Team for community feedback. Social media engagement provided one opportunity for community feedback. E Families and Children have been actively involved in a number of council community events. Community feedback has been sought via consultations at My City My Say events, Harmony Day, Eynesbury Station community consultation and through feedback surveys at Children's Week and Families Week events. Best Start quarterly surveys distributed across a range of services.	DEYA	30-Sep-18
5.2	Strengthen consultation with the CALD community through the provision of translated information and utilisation of interpreters.	DEYA Increased use of interpreters in targeted consultation	A	DA Over 70 interpreters accessed for Regional Assessment Service (RAS) Assessments. Utilised interpreter for CALD seniors group consultation and Ageing Well Network meeting Y Service brochure translated into five languages. Reconnect program utilised an interpreter service for three case management clients. E Interpreters are being used regularly within Maternal and Child Health Program and Supported Playgroups. Opportunities exist to increase the use of translated materials and exploration of how to improve consultations with CALD community.	DEYA	30-Sep-18
	Promote the Youth Advisory Council as a forum where issues affecting young people can be raised for advocacy	Y Engagement undertaken by the YAC and Youth Services on digital platforms	A	Y Youth Advisory Council (YAC) under review and once relaunched will be promoted as a forum for advocating on issues affecting young people	Y	30-Sep-18
	Conduct targeted consultation in the planning stages (facility and surrounds) of Aintree and Fraser Rise Children's and Community Centres.	DEYA Consultation undertaken	A	Y Two consultations conducted with the Young Communities team for the planning stages of the Aintree and Fraser Rise Children's and Community Centre. E Four consultations undertaken with children, the communities of Aintree and Fraser Rise and internal stakeholders.	DEYA	30-Sep-18
	Engage children in the development of age appropriate individual case plans where families are utilising additional support services.	E Number of children's case plans developed	A	E Housing Services developed a total of 51 children's case plans.	E	30-Sep-18
5.3	Engage with young people, support agencies and other relevant stakeholders to contribute to youth related advocacy using action research and a collective impact approach.	Y Number of engagements undertaken at major events	A	Y Young Communities delivered three major events (Careers Expo, Grants Awards event ) and supported relevant stakeholders to deliver eight additional events i.e. Harmony Day, DJ Fest, Summersault & Children's Week	Y	30-Sep-18
5.4	Undertake service specific surveys and consultation.	DEYA Number of surveys and consultations delivered	A	DA The Regional Assessment Service (RAS) received 155 returned surveys with 152 (over 98%) providing positive feedback. 2017 CARE Melton Expo visitor consultation regarding needs of people with a disability and carers. Community Care service specific survey February/March 2018. Men's Shed Team Leaders consultation workshop December 2017, four Eastern Sector Seniors Group consultations regarding development of Burnside Community Centre October/November 2018 and Service Provider Network consultations regarding NDIS rollout and Pierre Gorman funding proposal February and March 2018. Support for Carers Program evaluation surveys have been collated. Eleven surveys received from 30 registered carers. Over 70% of carers are happy with social calendar activities and the day of activities. Y Seven surveys delivered for Continuous Improvement to Program delivery. Two consultation activities delivered with six young people surveyed as part of the Community Safety Forum and 12 young people surveyed for the Road Safety Forum E Centre user survey was completed as a Service Improvement Initiative. Community Consultation for a new Early Years centre. My City, May Say sessions attending in March, April & August. In total seven surveys and four community consultation sessions were completed.	DEYA	30-Sep-18
5.5	Utilise the expertise of Council's Advisory Committee structure and networks to support community planning and decision making.	D Review DAC Terms of Reference, appoint 2018 - 2020 committee, number of internal consultations with DAC E Review Early Years Partnership Terms of Reference, appoint Early Years Partnership committee members for 2018-19 Y number of representatives from secondary school senior years participating on YAC. A Number of Ageing Well Network consultations conducted	A	D Disability Advisory Committee Terms of Reference reviewed. 2018 - 2020 Disability Advisory Committee members appointed as per 2018 - 2020 Terms of Reference. Twenty internal consultations were undertaken with the Disability Advisory Committee. E The Early Years Partnership Committee Terms of Reference has been reviewed and recommendations where made, the updated Terms of Reference will be taken to the Committee in October. Y Youth Advisory Council Terms of Reference to be reviewed and in draft. Recruitment for new participants is underway for the 2018/19 council with three representatives from secondary schools received at September 2018. A One consultation was conducted with the Ageing Well Network.	DEYA	30-Sep-18
	Promote the Disability Advisory Committee as a forum where issues affecting people with a disability and carers can be raised.	D Consultations and/or promotions undertaken by DAC at CARE Melton Expo, articles in publications and/or media. DAC profile on Council website, presenter at Business Excellence Awards Sponsor event and awards ceremony	A	D The Disability Advisory Committee (DAC) supported the community consultation at 2017 CARE Melton Expo, two articles/advertisements in local media, profiled on Council Website, role of the DAC promoted through launch of Melton: A City for All People Strategy, Business Excellence Awards Sponsor and Awards Ceremony and DAC member received Australia Day Community Achievement Award where the DAC was promoted via winners speech.	D	1-Sep-18