

# MELBOURNE FOR ALL PEOPLE STRATEGY

2014-17



CITY OF MELBOURNE



## A CITY FOR PEOPLE

We support our community members – whatever their age, sex, physical ability, socio-economic status, sexuality or cultural background – to feel like they can be active, healthy and valued. We plan and design for our growing city, including safe, healthy and high-quality public spaces.

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# MESSAGE FROM THE CITY OF MELBOURNE



The City of Melbourne is home to more than 110,000 residents and that figure is predicted to double over the next 25 years. We also welcome up to a million visitors on a busy day, who travel here for work, study or leisure.

With this in mind, Melbourne for All People 2014-17 will guide how we plan for and respond to the needs of children, families, people with a disability, the disadvantaged, young people and older people in our community.

This strategy provides a framework for new and innovative ways of working with people to connect, support and engage with them throughout their lives. The goal is to ensure that we provide an environment where all people are able to live safe and healthy lives.

The City of Melbourne recognises that we need to plan now for the challenges and opportunities of the future, to build and sustain a city for people of all ages and all abilities.

**Robert Doyle**  
Lord Mayor, City of Melbourne

**Cr Richard Foster**  
Chair, A City for People

# INTRODUCTION

The City of Melbourne has a fast growing and diverse population across all ages and abilities. As a global capital city, we need to be responsive and flexible in our planning to meet the needs of those who live, work, study, visit or play in the city.

Melbourne for All People 2014-17 takes a life course approach which recognises the importance of family, community, culture and place for all people from birth to 100 years+. It supports people's rights and aspirations to live safe, healthy and connected lives within cohesive, vibrant communities, and recognises that public spaces, infrastructure and service delivery should cater for everyone's needs.

The strategy will guide future planning, decision making, resource allocation and provision of services and programs for people across the life continuum. We want to work with individuals, families and communities to enable people to make their own decisions about what is best for them.

Melbourne for All People 2014-17 consolidates and progresses four previous plans:

- Our Melbourne, Disability Action Plan 2010-13
- The Children's Plan, My City and Me - Children's Voices 2010-13
- Empowering Young People, The Young People's Policy 2010-13
- Lifelong Melbourne, City of Melbourne's Positive Ageing Strategy 2006-16

By making this important shift to a life course approach, we will work to develop more resilient, healthier and better connected individuals and communities. We will do this by improving opportunities for inclusion and accessibility; better integrating City of Melbourne services, programs and activities and encouraging different generations to support each other.

We identified six interrelating themes which are central to a positive experience at all stages of life. These were also common to the previous four strategies and provided a sound foundation for the development of Melbourne for All People 2014-17:

- **Access and inclusion**
- **Safety**
- **Connection**
- **Health and wellbeing**
- **Life-long learning**
- **Having a voice**

This strategy responds to changes in international, Australian and Victorian Government policy, our extensive experience in service and program delivery, consultation with a broad range of community members and organisations as well as research and data analysis.

**The strategy will guide future planning, decision making, resource allocation and provision of services and programs for people across the life continuum.**

# OUR CHANGING COMMUNITY

The City of Melbourne's residents, workers, students and visitors are diverse in age, cultural background, income, health and ability. Understanding their range of needs and aspirations provides essential information for the implementation of this strategy.

We know that the City of Melbourne has a current resident population of about 110,000 and this is expected to almost double to around 212,000 over the next 25 years. As a capital city, there is also the added dimension of the daily influx of visitors and workers, estimated to reach one million a day by 2030 (City of Melbourne, 2013c).

These increases pose significant challenges to infrastructure, services, green spaces, housing stock and affordability and transport. They also impact on the sustainability of the municipality, as we know that a successful future depends on understanding the risks that climate change poses, reducing our impact and becoming more resilient.

As a major provider of community services and activities for children, young people, families, people with a disability and older people, the City of Melbourne needs to plan for the growth in numbers and demand for services.

Rising costs of housing and the increased cost of living can make it harder for some people to afford to live in the City of Melbourne. This could lead to a reduction in diversity of ages, family types and people in different stages of life in our neighbourhoods over time (City of Melbourne 2013d).

There are significant areas of disadvantage in the city characterised by inequalities of income, education, health and prevalence of disability. Increased community awareness of important issues such as family violence and the needs of an ageing population present additional challenges.

These factors of growth and disadvantage, together with policy and funding changes at Victorian and Australian Government levels, strengthen the need for a more co-ordinated and effective approach to planning and service delivery from the City of Melbourne.

Some of the key issues and demographics that have informed our strategy are outlined below.

## Families

In 2014, there are more than 18,200 families living in the City of Melbourne. It is well understood that being connected to family and local community strengthens the development of children and young people, as well as providing care and support for other family members.

It is evident however, that traditional family structures and supports from extended family and community are changing.

For example, recent data indicates an increase in sole parent families, including new mothers in the workforce. This is reflected in the population within the City of Melbourne and is likely to have an impact on the demand for childcare in the city (Eagleson Data Group 2013).

## Children - the early years

Birth notices in the City of Melbourne have doubled in the last 10 years. In the 2011 Census there were 4,267 children aged zero to six years in the City of Melbourne, and this is forecast to increase by 2.75 per cent each year to 2036 (City of Melbourne 2014a).

Decades of research in Australia and overseas highlights that investment of care and educational opportunities in the early years is critical as a foundation for lifelong wellbeing and learning.

**‘Many of the health and wellbeing problems we see in adults - obesity, mental health problems, criminality, family violence, poor literacy, unemployment and welfare dependency - have their origins in pathways that begin much earlier in life, often in early childhood.’**

*Halfon and Hochstein, 2002*

## Children seven to 11, the middle years

The middle years are a period of major transition in childhood, which includes the move from primary to secondary schooling. Sometimes referred to as the pre-teen or 'tween' years, the physical, neurological, cognitive and psychological changes of adolescence usually begin during this time.

There are important opportunities through this age range for early intervention, which can reduce the risk of social, emotional and behavioural issues.

The City of Melbourne recognises that limited services have been provided to the middle-years age group. Traditionally, early years services across Victoria and in the City of Melbourne have catered to children from 0 to 6 years and youth services for young people aged 12 to 29 years.

## Young people

Young people and young adults aged 15-29 years make up the largest proportion of the residential population in the City of Melbourne, at over 40 per cent, with increasing numbers of local and international students in the city (Eagleson Data Group 2013).

These young people are increasingly mobile and 'tech savvy'. The internet and online engagement is changing the way they learn, connect and spend.

Between 12 to 17 years, young people transition from childhood to adulthood, and over this period move towards independent living, study, employment and financial autonomy.

The City of Melbourne is committed to supporting cultural, social and interpersonal competencies of young people as this can have a long lasting positive impact on their fulfilment and wellbeing.





# OUR CHANGING COMMUNITY

## Sole person households

There are currently over 15,000 people living alone, accounting for 38 per cent of all households in the City of Melbourne (City of Melbourne, 2013a). This is significantly more than the Victorian and national average at 24 per cent.

Within this group there is a significant number of older people and international students. Language barriers and a potentially smaller number of social and other contacts can make these groups more vulnerable to isolation.

## Students

According to the ABS (2011a) 42.4 per cent of the resident population in the City of Melbourne are students: 4.7 per cent in primary school, 5.3 per cent in secondary school, and 56.6 per cent in a post-secondary institution.

There are almost 96,000 domestic and overseas student enrolments in our

higher education institutions, with a 3.6 per cent annual growth between 2002 and 2011. Overseas student enrolments have doubled to 5.8 per cent during the same period, with the majority aged between 18 and 25 years (Eagleson Data Group 2013).

The City of Melbourne has developed the A Great Place to Study: International Student Strategy 2013-17 supporting our international students to build life-long connections in Melbourne.

## Older people

In the City of Melbourne, 10 per cent of residents are over 60 years old and this group is growing faster than any other. This is consistent with an ageing Australian population, which has led to extensive public discussion about social, financial, housing and infrastructure issues, as well as service provision.

Personal care and health care support is required by 23 per cent of people aged over 65 years living in the City of

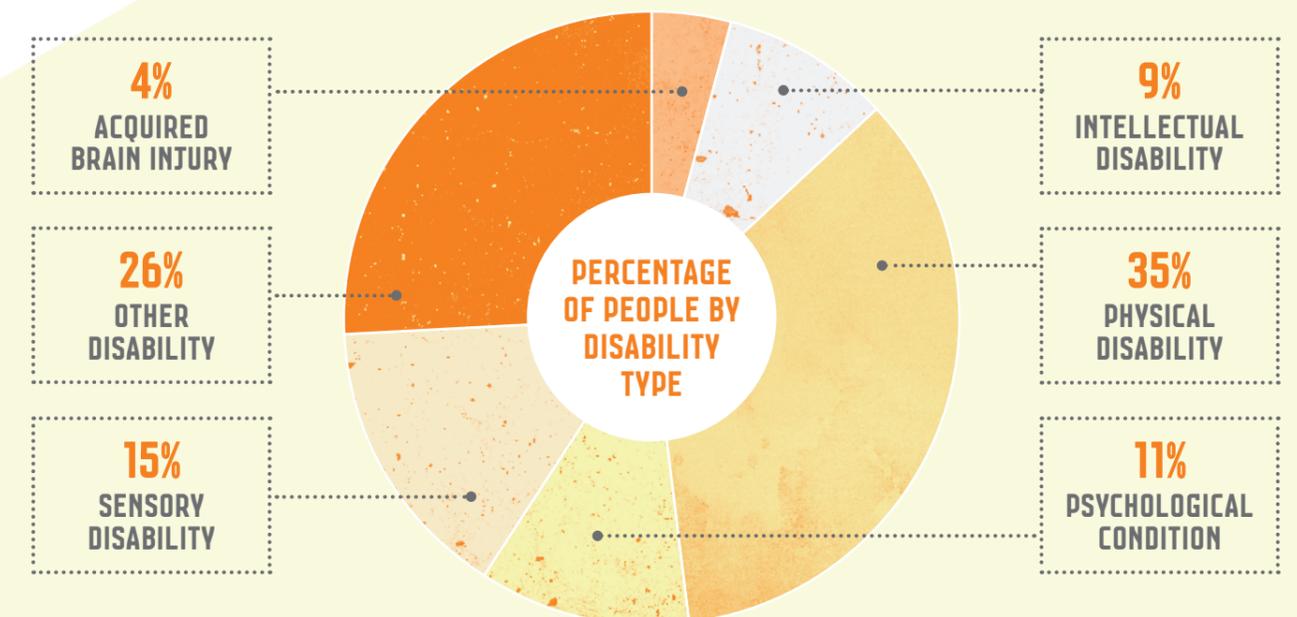
Melbourne (Eagleson Data Group, 2013). As they age, it is expected that Baby Boomers will live and work longer and have more active lifestyles than previous generations. Consequently, they are likely to require a different model of service - one in which they remain more active, connected, engaged and valued.

We know that 29 per cent of the older population (65 years+) in the City of Melbourne were born overseas. Language barriers and a loss of social and family supports at this age can result in greater likelihood of social isolation and a decline in wellbeing.

**‘The longevity revolution forces us to abandon existing notions of old age and retirement. These old social constructs are quite simply unsustainable in the face of an additional 30 years of life.’**

**Alexandre Kalache, *The Longevity Revolution* 2013**

Figure 1. Number of City of Melbourne residents with a disability and percentage of people with a disability by disability type (Eagleson Data Group, 2013)



# OUR CHANGING COMMUNITY

## People with a disability

In 2012 19.4 per cent of Victorians reported having a disability (ABS 2012). The range of disability in residents and visitors to the City of Melbourne is highly variable, and prevalence of disability increases with age (ABS 2012).

While almost one in four (23 per cent) people over 65 need personal care and healthcare support, an average of 4 per cent of people under 65 also require this level of support.

## Culturally and linguistically diverse communities

The City of Melbourne has higher cultural diversity than any other Victorian municipality. In 2011 nearly 45 per cent of people residing in the city were born in a non-English speaking country.

The rate of new settler arrivals in the municipality is approximately three times the Victorian average (Department of Health, 2012-VIC). This includes people migrating for work and study, as well as refugees and those seeking asylum from political upheaval or persecution. City of Melbourne has made a commitment to welcoming refugees into the community and is recognised as a Refugee Welcome Zone by the Refugee Council of Australia.

Migration tends to increase demand for community, youth and multicultural services as people contend with new social circumstances and language challenges, while adding greatly to the vibrancy and diversity of the community.

## Aboriginal and Torres Strait Islander communities

The City of Melbourne acknowledges the Kulin Nation as the traditional owners of the land of the municipality. The site of the city has been an important meeting place for Aboriginal people for millennia and it remains a central location for the community, cultural activity and services.

The 2011 Census recorded 262 people from an Aboriginal and/or Torres Strait

Islander background living in the City of Melbourne. The data indicates that Aboriginal and Torres Strait Islander households have on average lower income, higher unemployment and a slightly higher prevalence of disability.

## Disadvantage and homelessness

There is significant socio-economic disadvantage in the City of Melbourne, specifically parts of North Melbourne, Carlton and Kensington (ABS 2011b). The 2011 Census showed that 18.7 per cent, or over 15,600 residents, were living in poverty; 1164 of whom were children.

Approximately 1232 people are experiencing homelessness in Melbourne according to the ABS Census data for 2011. The City of Melbourne Street Count 2014 found approximately 140 people sleeping rough on the night of the count.

People from all sections of the community including families, young people, older people, international students, refugees and those seeking asylum can find themselves facing or experiencing homelessness. Whether it lasts for a very short time, or for a number of months or even years, being without safe, secure and affordable accommodation can have devastating effects on a person's life.

City of Melbourne is committed to addressing the issue of homelessness through the Pathways Homelessness Strategy 2014-17.

## Family violence

Violence against women in Australia is widespread. One in three women over the age of 15 years has experienced physical violence, with just over one in five experiencing sexual violence. Around 75 women in Australia die at the hand of a violent partner or former partner every year (ABS 2011).

Since the introduction of the Family Violence Safety Notices by Victoria Police in December 2008 the number of incidents reported within the City of Melbourne almost doubled to 1000 in 2012-13. Over the same period, the number of instances where children were present increased from 120 to 188 (Department of Justice 2012).

The City of Melbourne has developed the We need to talk: Preventing Violence Against Women 2013-17 Strategy which focuses on the prevention of men's violence against women.

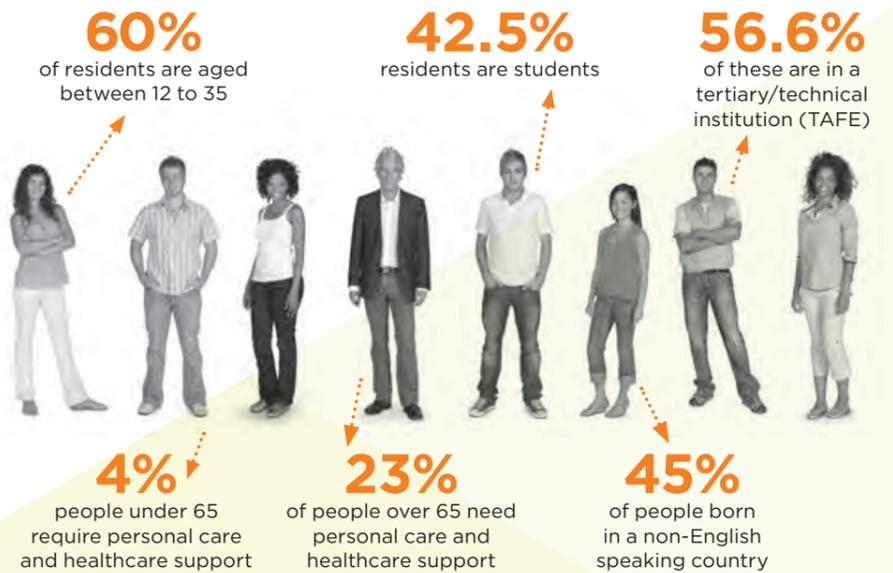
We have also developed the draft Beyond the Safe City Strategy 2014-17 with a focus on the underlying causes of safety issues, not just the management of their impact. Factors that have a positive influence on community safety - such as social justice and equity, inclusiveness, connectedness, and resilience are integral to looking beyond the safe city.

Figure 2. Demonstrates some of the key population demographics and projections for the City of Melbourne

## One strategy, all ages, all abilities

The City of Melbourne is experiencing a growing and diversifying population across all ages and abilities. As a global city and leading council, we not only need to be bold and innovative in our planning, but responsive and flexible to meet the needs of a changing community. Melbourne for All People supports existing council plans, programs and services and will identify opportunities that will aim to meet current and future needs of communities for all ages and abilities.

## Population to double in next 25 years 110,000 to 212,000



## OUR CITY



# WHAT WE DO

Much of the work the City of Melbourne does is focused on ensuring the vibrancy and sustainability of our communities. This is embedded in Council's vision for a bold, inspirational and sustainable city.

We offer a broad range of services across multiple locations for people of all ages and abilities. In addition, we provide and maintain infrastructure, leadership, research, advocacy and funding, as well as partnering with community groups and organisations to broaden the impact of our work.

We also deliver project based and innovative programs to meet particular needs and explore new and better ways for working for our community.

Here is a sample of recent activity across our services and the municipality:

## Families and children

- seven maternal and child health service sites serve 95 per cent of birth to one year olds in the municipality, there are 1000 families coming to playgroups at eight sites and 230 child care places at five centres
- over 500 families and children accessed our family support and counselling services 2012-13
- improved child and family service systems, reducing wait times for families
- upgraded facilities at Boyd Community Hub, Carlton Baths, North Melbourne Community Centre and Hotham Hub Children's Centre
- connecting vulnerable families to childcare, educational resources and family supports through the Victorian Government Access to Early Learning project
- ongoing commitment to funding the Venny Adventure Playground in Kensington providing exciting play experience and support for children aged 5 to 16 years

## Young people

- helping over 11,000 mainly young people to get home safely with 250 volunteers and the Salvation Army Youth Street Teams
- three youth services providing counselling, support and activities

for young people aged 12 to 25 years, focussing on those who are vulnerable and disengaged

- supported the Youth Advocates against Family Violence project with students, secondary schools and legal professionals to promote respectful relationships and increase understanding of the law
- development and implementation of the International Student Strategy 2013-17 working with over 100 partners and planning for a Virtual International Career Development Fair to be held in April 2015, promoting the benefits of employing international students

## Older people

- 90,000 Home and Community Care services delivered to 731 older people and young people with disabilities
- 84 per cent improvement in timeliness of Home and Community Care providing the right care at the right time
- 30,477 meals provided through 42 seniors groups, including 30+ groups supporting older people from culturally diverse backgrounds
- conducted research with LaTrobe University into Supportive Communities for Older People living in high-rise apartments in Docklands and Kensington

## People with a disability

- relocated mobility equipment hire to more accessible locations at Flinders Street and Southern Cross stations in partnership with Travellers Aid
- improved access for people with low or impaired vision through a range of initiatives including introducing tactile street signs in the CBD
- the City of Melbourne Disability Advisory Committee advocated on a wide range of local, Victorian and national issues, including the National Disability Strategy 2010-2020, the Inquiry into the Social Inclusion of Victorians with a disability and the redevelopment of Swanston Street
- delivered disability awareness training to City of Melbourne staff to ensure best practice in planning and design





# THE CONTEXT

Melbourne for All People 2014-17 builds on our knowledge and experience in delivering services to people of all ages and abilities.

The City of Melbourne also works within a broader system of international, Australian and Victorian Government policy and practice and this strategy takes into account these contributing factors.

## International

The international community has committed to upholding the rights of all people through: the Universal Declaration of Human Rights (1948), the Declaration on the Rights of the Child (1989), and the Declaration on the Rights of People with Disabilities (2006).

**‘Interventions that create supportive environments and foster healthy choices are important at all stages of life [allowing people to] realize their potential for physical, social, and mental wellbeing... and to participate in society according to their needs, desires and capacities.’**

Active Ageing, A policy framework (2002) World Health Organization

## National

The Australian Government legislates across human services including children, young people, families, disability and older people. Key legislation: Commonwealth Home and Community Care Act (1985), Disability Discrimination Act (1992), Children, Youth and Families Act (2005), Child Wellbeing and Safety Act (2005), Education Care Services National Law Act (2010).

## Victorian

The Victorian Government sets out legislative requirements for community services and local governments. Relevant legislation: Victorian Home and Community Care Act (1985); Aged Care Act (1997); Victorian Equal Opportunity Act (1995, 2010); Children, Youth and Families Act (2005); Charter of Human Rights and Responsibilities Act (2006), Disability Act (Victoria 2006).

All local councils in Victoria are required to plan for their communities as stipulated in the Local Government Act (2010).

## Local

The City of Melbourne Act (2001) requires the development and implementation of a City of Melbourne Council Plan. The Disability Act (2006) requires local government to have a disability action plan. Melbourne for All People 2014-17 meets our legislative responsibilities.

## Council Plan

Melbourne for All People 2014-17 is relevant to all Goals of the Council Plan but in particular Future Melbourne: Goal 1, A city for people:

**‘Melbourne will be accessible, inclusive, safe and engaging. Our streets, buildings and open spaces will be alive with activity. People of all ages and abilities will feel secure and empowered, freely participate in their community and lead healthy lives’.**

City of Melbourne Council Plan 2013-2017

## The changing approach to service

Increasingly all levels of government are focused on ensuring community views are included in the planning and design of services. There is also a shift toward integration of services, early intervention, more local responses and the need to provide holistic support to people at all stages of life.

This is reflected in a number of reviews underway at Victorian, national and municipal levels

- The Victorian Department of Human Services (DHS) Services Connect: Better Services for Victorians in need 2013
- The Victorian Department of Education and Early Childhood Development (DEECD) Years Strategic Plan 2014-2020 which will better support children from 0-8 years
- Youth Partnerships, a whole of Victorian-government initiative working collaboratively and sharing information across the sector to ensure comprehensive support to young people

- Municipal Association of Victoria's review - Victoria's Maternal and Child Health Service Strengthening the foundations for Victoria's Children, March 2014
- Living Longer, Living Better the Australian Government's response to the Productivity Commission report, Caring for Older Australians
- The Victorian Aboriginal Affairs Framework 2013-2018 focusing on health and workplace participation
- The Action Plan to Address Violence Against Women and their Children
- The Vulnerable Children Strategy
- Local Government's Role in Home and Community Care and the Home Support Program 2013
- Victorian Homelessness Action Plan 2011-15, Department of Human Services
- The National Disability Strategy 2010-2020 (National Disability Insurance Scheme), Australian Government

The City of Melbourne will ensure that our services are consistent with these reforms and guided by the following important considerations that a robust life course approach acknowledges:

- people at different stages of life and ability are already interconnected by family, community and interests
- people of different ages and abilities can relate to and support each other
- providing timely and appropriate services at transition points in life can improve health, employment, education, culture and social inclusion
- there are a number of contributors to a sense of wellbeing, some personal, some community based and some government influenced
- early intervention and primary prevention can have significant and long lasting positive outcomes
- locally based and community driven services strengthen communities and build social inclusion

# OUR STRATEGY

This strategy sets a new more holistic approach to our role in planning and service delivery and also recognises the value of empowering members of our community to support each other.

We acknowledge that all people share fundamental human rights and have common aspirations. We put people at the centre of our planning and service delivery.

We are focused on improving outcomes in the six theme areas that have been identified as important to all people.

**Access and inclusion**

**Safety**

**Connection**

**Health and wellbeing**

**Life-long learning**

**Having a voice**

We will build the capacity of the environments, like family, community, places of education and employment, service providers and cultural settings where people spend their time to contribute to positive experiences.

We aim to improve outcomes across our various roles including planning, regulation and provision of services and supports and work with other partners who share these responsibilities with the City of Melbourne.

Figure 3 demonstrates the social context which influences and underpins healthy communities.



# ACTION PLAN

Our action plan focuses on innovation and new opportunities to develop the life course approach. We will build on our existing service provision to implement a range of actions across the six themes. These will be implemented over a three year period.

## Theme 1. Access and inclusion

All people have a right to be included with dignity and independence in all aspects of life. Our role includes eliminating or reducing barriers to enable participation and full enjoyment of everything the city has to offer.

### Goal

Melbourne is a barrier free city for people of all ages and abilities.

### Actions

- 1.1 Ensure the six themes of Melbourne for All People are considered and apply in the development of all future City of Melbourne policies, strategies and initiatives
- 1.2 Support employment of people with a disability at the City of Melbourne through a partnership with the Australian Government, National Disability Recruitment Coordinator
- 1.3 Ensure our facilities are accessible and designed and managed to maximise their use by diverse groups
- 1.4 Work to make all City of Melbourne information and communications accessible and available in a range of formats including using innovative technology and aim to meet Level AA of WCAG 2.0 international standards for our websites
- 1.5 Work towards becoming an accessible city for people with cognitive impairments by improving community awareness, access to City of Melbourne facilities and way-finding in the city
- 1.6 Partner with businesses and other organisations in the municipality to improve accessibility for people with a disability and older people

## Theme 2. Safety

Feeling safe in a city is everyone's right, whether as a resident, student, visitor or worker. Melbourne enjoys a reputation as one of the safest cities in the world. We have an ongoing commitment to provide safety for all people within the municipality, which includes the development of the We Need to Talk: Preventing Violence against Women 2013-16 Strategy and the Beyond the Safe City 2014-17 Strategy.

### Goal

Melbourne is a place where people of all ages and abilities feel physically and emotionally safe, at home, at work and in the community.

### Actions

- 2.1 Train all staff delivering community services to recognise and respond to family violence towards women, children, people with a disability and older people
- 2.2 Develop a public awareness campaign that helps the broader community understand the access needs and perceptions of safety of people with a disability and older people
- 2.3 Work with partners to support the development and delivery of life skills programs that address safety risk factors throughout the life course
- 2.4 Work with partners to ensure that the safety needs of young people, people with a disability and older people are reflected in safety plans and programs

## Theme 3. Connection

People have a right to feel that they belong, and to choose how and when they connect with other people, with culture and with place.

### Goal

Melbourne is a place where there are strong connections between people of different ages, abilities and backgrounds and where people feel welcome and that they belong.

### Actions

- 3.1 Increase opportunities to connect people of different ages with each other and their interests through programs at our community centres and shared spaces
- 3.2 Explore new opportunities for City of Melbourne volunteer programs to connect people and groups of varying ages
- 3.3 Establish a network of City of Melbourne professionals working with different age groups to share information and plan collaboratively for a more co-ordinated service system
- 3.4 Develop programs and activities that support international students to connect with residents and other groups
- 3.5 Deliver programs which provide training and meaningful employment pathways for marginalised young people



## Theme 4. Health and wellbeing

People have a right to good health and wellbeing. For this people need the right services in the right places that support physical and mental health, good nutrition, and access to parks, public spaces and community facilities.

### Goal

Melbourne is a place where people have access to the information, programs, community facilities and quality open spaces they need to be happy and healthy.

### Actions

- 4.1 Educate the community through community programs, services, and activities about the importance of healthy eating and exercise across the life span
- 4.2 Collate and integrate data on Aboriginal people in the City of Melbourne service system to better understand their health and wellbeing needs and support better practice
- 4.3 Facilitate structured and unstructured play opportunities for children of all abilities and their families to promote physical, mental, emotional and social development
- 4.4 Integrate community services case management to improve service access, assessment and outcomes for our families, children older people and people with a disability

## Theme 5. Life-long learning

People have a right to learn throughout their lives, to develop new skills and talents in a range of ways and settings for different purposes. This can be formal or experiential and can take place in any setting, from a public park to a classroom.

### Goal

Melbourne is a place where people can learn throughout their lives gaining knowledge, opportunities, independence and confidence.

### Actions

- 5.1 Work with our libraries to develop programs that encourage people of different backgrounds, ages and abilities to share knowledge and learn and use new technology
- 5.2 Work with our partners to identify and improve life skills in children and young people to assist them at times of transition, particularly between kindergarten, primary and secondary school
- 5.3 Raise community awareness about the connection between living sustainably and quality of life through educational programs for children, families, people with a disability, young people and older people
- 5.4 Plan for the future supply and demand for quality early years education and care

## Theme 6. Having a voice

People have a right to express their voices and be heard. This could be through participation in local government, in service planning and delivery or through providing people with opportunities to speak about the things that matter to them.

### Goal

Melbourne is a place where people are involved in civic decision-making and where all voices are recognised, heard and valued.

### Actions

- 6.1 Provide opportunities for people of all ages, abilities and diverse backgrounds to actively participate in civic activities and decision making and to make sure that they are aware of how their input has influenced outcomes
- 6.2 Deliver and advocate for more opportunities to hear the voices of children, young people, people with a disability and older people and actively involve them in consultation and decision making processes
- 6.3 Investigate and develop appropriate methods that extend the City of Melbourne's current community engagement practice

# IMPLEMENTATION AND REPORTING

The City of Melbourne Community Development Division will have responsibility for the delivery and reporting of this strategy. Action priorities will be set through the City of Melbourne's annual planning processes and a dedicated monitoring and

evaluation framework will be developed by November 2014. Further actions may be developed and introduced in response to identified needs. Achievements will be reported through the City of Melbourne Annual Report.

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# APPENDIX 1

## What people told us: Community Engagement

The City of Melbourne is committed to ensuring that the voices of our communities are heard in the development of all new strategies.

We spoke to a broad range of people in November to December 2013 and May to June 2014, including residents, workers, visitors, international students, community leaders, parents, single people, children, young people, people with a disability, older people and peak bodies.

We held focus groups, pop-up information sessions and a community forum. We also distributed questionnaires and hosted an online forum. We promoted consultation through direct contact with partners, service users, traditional advertising and online.

Over 500 people attended a face-to-face session, 3800 people viewed the Facebook page and 2900 people visited the online community engagement portal, Participate Melbourne. Our youngest participant was three years old and the oldest was 94.

Community feedback validated the six themes, helped us further develop our life course approach and focus our action plan.

## Melbourne for All People 2014-17 links with a broad range of City of Melbourne strategies and policies including:

- A Great Place to Study: International Student Strategy 2013-17
- Active Melbourne Strategy
- Arts Strategy 2014-17
- Beyond the Safe City Strategy 2014-17
- City North, Arden-Macaulay and Southbank Structure Plans
- Community Funding Policy 2013-17
- Community Infrastructure Implementation Framework
- Docklands Community and Place Plan
- Docklands Public Realm Plan
- Food City: City of Melbourne's Food Policy
- Homelessness Strategy 2014-17
- Housing Strategy
- Melbourne Library Service Strategic Plan
- Open Space Strategy
- Reconciliation Action Plan 2011-14
- Transport Strategy 2012
- Urban Forest Strategy 2012-2032
- Walking Strategy (in development)
- We Need to Talk: Preventing Violence Against Women Strategy 2013-16

## How to contact us

**Online:** [melbourne.vic.gov.au](http://melbourne.vic.gov.au)

**In person:**

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