

**Report to the Future Melbourne (People City) Committee**

**Agenda item 6.1**

**Melbourne for All People 2014–17 Draft Implementation, Monitoring and Evaluation Plan**

**18 November 2014**

**Presenter:** Jane Foley, Manager Community Services

**Purpose and background**

1. This report seeks approval of the draft *Melbourne for All People 2014–17* 2014 Implementation, Monitoring and Evaluation Plan (refer Attachment 2).
2. *Melbourne for All People 2014–17* replaces the Children's Plan 2010–13, Disability Action Plan 2010–13, Empowering Young People Policy 2010–13 and Positive Ageing Strategy 2006–16 using a life course approach supporting people from 0–100+ years of age. It identifies strategic actions under six key themes of Access and Inclusion, Safety, Connection, Health and Wellbeing, Lifelong Learning and Having a Voice.
3. In August 2014, Council approved *Melbourne for All People 2014–17* subject to an Implementation, Monitoring and Evaluation Plan being submitted to the Future Melbourne (People City) Committee by November 2014.

**Key issues**

4. An Implementation, Monitoring and Evaluation Plan has now been developed and will be delivered across three years. It elaborates on each of the new strategic actions as well as ongoing, core business activities delivered by service teams working with the four identified groups in the strategy: Access and Inclusion, Youth Services, Family and Children's Services, and Ageing and Inclusion.
5. The collective activities across the six themes will contribute to improvements across three related outcomes of the Melbourne City Council Plan 2013–17:
  - 5.1. The proportion of people using selected City Of Melbourne services who reported: a) the information; and b) the support they received from those services helps them to lead a healthier lifestyle, annually.
  - 5.2. The proportion of service users who feel more a part of their community through participation in selected City Of Melbourne programs, annually.
  - 5.3. The proportion of city users satisfied with a) the quality; and b) the safety of City of Melbourne public spaces and places, annually.
6. Achievements will be reported on through the City of Melbourne Annual Report. This is consistent with other strategic documents that have been approved by Council.
7. It is a legislative requirement that each local government lodges a Disability Action Plan with the Human Rights and Equal Opportunity Commission (HREOC). *Melbourne for All People 2014–17* together with the Implementation, Monitoring and Evaluation Plan will meet City of Melbourne's obligations in this regard.

**Recommendation from management**

8. That the Future Melbourne Committee approves the draft *Melbourne for All People 2014–17*, Implementation, Monitoring and Evaluation Plan.

**Attachments:**

1. Supporting Attachment
2. Melbourne for All People 2014-17, Implementation, Monitoring and Evaluation plan

## Supporting Attachment

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### Legal

1. Section 38 of the *Disability Act 2006* (the Act) provides that Council must either develop and implement a Disability Action Plan that is prepared for the purposes referred to in subsection 38(1) or that such matters are addressed in the Council Plan prepared under the *Local Government Act 1989*. The purposes set out in subsection 38(1) of the Act are:
  - (a) *reducing barriers to persons with a disability accessing goods, services and facilities;*
  - (b) *reducing barriers to persons with a disability obtaining and maintaining employment;*
  - (c) *promoting inclusion and participation in the community of persons with a disability;*
  - (d) *achieving tangible changes in attitudes and practices which discriminate against persons with a disability;”*

### Finance

2. There are no immediate financial implications in 2014–15 arising from this strategy. Any investment in subsequent years will be subject to annual budget and Council approval.

### Conflict of interest

3. No member of Council staff, or other person engaged under a contract, involved in advising on or preparing this report has declared a direct or indirect interest in relation to the matter of the report.

### Stakeholder consultation

4. Relevant City of Melbourne staff and work areas have inputted into the Implementation, Monitoring and Evaluation Plan.
5. Implementation will be supported by a comprehensive change management and communication plan.

### Relation to Council policy

6. *Melbourne for All People 2014–17* replaces and enhances the previous Disability Action Plan, Children’s Plan, Empowering Young People Policy and Positive Ageing Strategy. It is reflected in and interacts with other City of Melbourne policies and strategies including:
  - 6.1. *The City of Melbourne Council Plan 2013–17: Goal 1 – A City for People*
  - 6.2. *A Great Place to Study: International Student Strategy 2013–17*
  - 6.3. *We need to talk: Preventing Violence Against Women Strategy 2013–16*
  - 6.4. *Pathways: City of Melbourne Homelessness Strategy 2014–17*
  - 6.5. *Beyond the Safe City Strategy 2014–17*
  - 6.6. *The Active Melbourne Strategy 2006–2016.*
7. The actions in Melbourne for All People will contribute to improvements across related outcomes of the Melbourne City Council Plan 2013–17. These will be reported through the City of Melbourne Annual Report.

### Environmental sustainability

8. The recommendations made in this report will support increased social sustainability and contribute to improved community awareness and understanding of environmental sustainability.



**MELBOURNE FOR ALL  
PEOPLE**

2014-17

**MELBOURNE FOR ALL PEOPLE  
2014-17  
IMPLEMENTATION, MONITORING  
AND EVALUATION**

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# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

## Scope of the Implementation, Monitoring and Evaluation Plan

*Melbourne for All People 2014–17* identifies strategic actions under six key themes; Access and Inclusion, Safety, Connection, Health and Wellbeing, Life-long Learning and Having a Voice.

This Implementation, Monitoring and Evaluation plan elaborates on each of these strategic actions, detailing new projects as well as ongoing, core-business activities delivered by the service areas covered in previous plans.

The core business areas cover:

Children	Young People	Family	Ageing and Inclusion	Access and Inclusion
Early childhood education and care centres (children’s centres)	Youth service contracts Youth networks, forums and activities	Family Health Maternal and Child Health Immunisation Parenting Services Family Support and Counselling	Healthy Ageing Service Coordination - Home and Community Care, Home Care Packages	Disability Planning and Policy MetroAccess Community Building –engagement, advocacy and project coordination for people with a disability

## Monitoring and Evaluation

### Outcomes of *Melbourne for All People 2014–17*

The collective activities across the six themes will contribute to improvements across three related outcomes of the *Melbourne City Council Plan 2013-17*:

1. The proportion of people using selected City of Melbourne services who reported: a) the information; and b) the support they received from those services helps them to lead a healthier lifestyle
2. The proportion of service users who feel more a part of their community through participation in selected City of Melbourne programs
3. The proportion of city users satisfied with a) the quality; and b) the safety of City of Melbourne public spaces and places.

Achievements will be reported on through the City of Melbourne Annual Report.

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

<b>Theme 1 Access and inclusion</b>
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
<b>Goal</b> Melbourne is a barrier free city for people of all ages and abilities
<b>Outcome:</b> People participate in the community

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>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</b>	a) Develop and implement a change management plan for City of Melbourne staff to embed the themes of <i>Melbourne for All People 2014–17</i> and a life course approach to policy, planning and service delivery.				
	<ul style="list-style-type: none"> <li>Continue to generate awareness and understanding of the benefits of change amongst City of Melbourne staff.</li> </ul>				
	<ul style="list-style-type: none"> <li>Develop and implement tools and resources to support knowledge and ability to enact <i>Melbourne for All People 2014–17</i> across City of Melbourne policy, planning and service delivery.</li> </ul>				
	<ul style="list-style-type: none"> <li>Reinforce and embed the cultural and practice shift toward a life-long approach.</li> </ul>				
<b>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</b>	a) Establish a formal agreement with National Disability Recruitment Coordinator to use its job vacancy distribution service.				
	b) Take positive action to employ people with a disability across a range of roles at City of Melbourne.				
<b>1.3 Ensure our facilities are accessible and designed</b>	a) Ensure successful transition of centre-based meals program and planned activity groups to Kathleen Syme Library and Community Centre.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>and managed to maximise their use by diverse groups</b>	b) Implement the Dementia Enabling Environments guidelines in new developments and refurbishment of existing facilities.				
	c) Establish Family Services at the Docklands Community Hub and promote use of the space by a range of groups within the community.				
	d) Implement access audits of Council facilities and ensure new developments and refurbishments comply with Building Code of Australia access requirements and the Disability Discrimination Act.				
<b>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</b>	a) Ensure the new City of Melbourne corporate website achieves at least minimum AA accessibility rating.				
	b) Ensure City of Melbourne information is available in a range of alternative formats and relevant community languages, where applicable.				
	c) Scope and implement innovative navigation information and mobility solutions that support older persons and people with a disability to get around the municipality including: <ul style="list-style-type: none"> <li>• mobility maps</li> <li>• innovative technology / applications on smart phones</li> <li>• expansion of Braille and way-finding signage.</li> </ul>				
	d) Encourage businesses and event providers within the City of Melbourne to provide access information about their establishments or programs on the What's On website.				
<b>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</b>	a) Partner with Alzheimer's Australia to scope and implement a plan to improve way-finding for people with cognitive impairment.				
	b) Improve signage for older people at neighbourhood centres.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>1.6 Partner with businesses and other organisations in the municipality to improve accessibility for people with a disability and older people</b>	a) Embed a life course approach in the Good Access is Good Business program promoting accessibility to businesses.				
	b) Pilot a project with businesses and retailers to make their services more accessible to older people.				
	c) Raise awareness of internal and external services and businesses about the economic benefits of good access for older people and people with a disability based on the findings from the Good Access is Good Business review.				
<b>Implement a range of other activities that support Access and Inclusion for all people</b>	a) Provide opportunities for older people, people with a disability, and their carers to participate in community activities by linking individuals and groups to community events, activities and spaces.				
	b) Increase participation of vulnerable and hard to reach families in Family and Children's Services, including: <ul style="list-style-type: none"> <li>• training for Family and Children's Services staff to improve cultural competency and being inclusive of people of all abilities</li> <li>• access to parenting skills programs for new fathers</li> <li>• New Arrival to Melbourne Information Sessions to orient newly arrived families to Family Services and to the City of Melbourne</li> <li>• Parent Information Program at venues and times that are accessible to the community and ensure relevance to cultural groups</li> <li>• Access to Early Learning program for three year old vulnerable children to enable participation in preschool programs across City of Melbourne's Children's Services</li> <li>• work with the Pre-School Field Officer to implement strategies to include children with additional needs in City of Melbourne's Children's Services.</li> </ul>				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

## 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

**Outcome:**  
People feel safe

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>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</b>	a) Provide annual training on the use of the Family Violence Risk Assessment Framework, elder abuse, violence that affects people with a disability and on the City of Melbourne Child Protection and Wellbeing Policy.				
<b>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</b>	a) Improve the safety and perceptions of safety for deafblind community members in relation to their way-finding through the municipality.				
	b) Ensure the safety needs of older persons and people with a disability of all ages are incorporated in the infrastructure developments.				
	c) Develop a community education awareness campaign on the safety needs of older people and people with a disability.				
<b>2.3 Work with partners to support the development and delivery of life skills programs that address safety risk factors throughout the life course</b>	a) Support the delivery of the Youth Advocates Against Family Violence program in schools in the municipality.				
	b) Provide risk assessments, early intervention, specialist supports and referral to relevant services for vulnerable / at risk families, young people and children, including those experiencing family violence, substance abuse and other safety risk factors within or outside the home.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
	c) Provide anti-bullying, personal and online safety programs for children, young people and other at risk groups who use City of Melbourne community programs and services.				
	d) In conjunction with the Centre for Multicultural Youth support the delivery of cultural awareness training to local Police working with young people.				
	e) Deliver life-skills programs for older people to educate them about safety risk factors.				
	f) Support older people, people with a disability, and their carers to remain living independently and safely at home and within the community by providing in home services including home care, personal care and home maintenance.				
<b>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</b>	a) Deliver after-hours outreach support to vulnerable young people in the central business district, including education and awareness raising forums around substance misuse.				
	b) Implement periodic audits and maintenance of clear accessible paths of travel on City of Melbourne footpaths.				
	c) Raise awareness of safety hazards within the physical environment and the potential risk of violence towards people with disabilities.				
	d) Provide and support safe activities for young people including StepOff dance competition, Youth Expo and The Couch.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

<b>Theme 3 Connection</b>
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
<b>Goal</b> 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
<b>Outcome:</b> People have a sense of belonging in the community

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>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</b>	a) Continue to implement the MetroAccess Community Building Program funded by the Department of Human Services and advocate for its continuation.				
	b) Support a music therapy program, funded through Community Grants, for seniors and children who attend early childhood programs in the City of Melbourne.				
	c) Identify and implement other intergenerational and all ability programs in which people can exchange their skills, including: <ul style="list-style-type: none"> <li>opportunities with libraries; ArtPlay; Healthy Ageing; Family and Children’s Services and Youth Services and other potential partners</li> <li>pilot projects based on identified opportunities.</li> </ul>				
	d) Provide opportunities for connection for older people, people with a disability, and their carers to: <ul style="list-style-type: none"> <li>link individuals and groups to social opportunities and resources</li> <li>provide support to community groups through the provision of information, grants, meeting spaces and services</li> <li>coordinate and deliver group programs, activities and events that foster connection</li> <li>coordinate meeting spaces for community groups at the four senior neighbourhood centres.</li> </ul>				
	e) Provide a range of Healthy Ageing programs, events and publications that aim to bring members of communities together to connect and support each other.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
	f) Provide parent run and facilitated playgroups which bring members of communities together to connect and support each other, including ethno-specific and intergenerational groups.				
	g) Provide community based activities for children attending City of Melbourne's Children's Services.				
<b>3.2 Explore new opportunities for City of Melbourne volunteer programs to connect people and groups of varying ages</b>	a) Deliver the Arts Participation Program, Carers Project – an experimental program to support people to express their carer experience through the arts.				
	b) Scope the opportunities to develop volunteer programs within Family and Children's Services that foster connectivity between generations.				
	c) Increase participation of older people and volunteers in the Friendly Visiting Program, Home and Community Care.				
<b>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</b>	a) Develop a 'communities of practice' network of professionals committed to championing the life course approach within the City of Melbourne and across the municipality.				
<b>3.4 Develop programs and activities that support international students to connect with residents and other groups</b>	a) Explore opportunities to improve connections between international students and residents as outlined in the <i>International Student Strategy 2013–17</i> .				
<b>3.5 Deliver programs which provide training and meaningful employment pathways for marginalised young people</b>	a) Engage STREAT – a social enterprise café – to provide hospitality training to at risk young people to improve employment opportunities.				
<b>Implement a range of other activities that support Connection for all people</b>	a) Promote the relationship declaration register to recognise and celebrate diverse relationships across the life course.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

<p><b>Theme 4 Health and Wellbeing:</b>                  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</p>
<p><b>Goal:</b>                  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</p>
<p><b>Outcome:</b>                  People are healthy and well</p>

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<p><b>4.1 Educate the community through community programs, services, and activities about the importance of healthy eating and exercise across the life span</b></p>	a) Provide nutrition and wellbeing advice through Family Services' programs including; breast-feeding clinics, parent education, healthy eating modelling and physical play in programs, links to free recreation programs and emergency relief through food vouchers.				
	b) Provide nutrition and advice through Healthy Ageing program including; meal subsidies, culturally appropriate and healthy centre-based meals.				
	c) Provide nutrition and advice through Children's Services program including; healthy centre-based meals, vegetable gardens, cooking experiences and educational materials for families and training and healthy eating guidelines for staff to implement.				
	d) Promote participation in Active Melbourne programs to improve health and wellbeing for all people through the life course.				
<p><b>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</b></p>	a) Compile demographic information on the City of Melbourne's Aboriginal and Torres Strait Islander population to inform service improvements.				
	b) Identify Aboriginal and Torres Strait Islander babies via the Maternal and Child Health service so that culturally sensitive service practices are used and ensure early links are made with Aboriginal and Torres Strait Islander specific supports and services.				
	c) Improve referral pathways to Aboriginal and Torres Strait Islander specific and universal health services.				
	d) Train community services staff to provide culturally sensitive services and promote the uptake of services by Aboriginal and Torres Strait Islander people.				
	e) Strengthen the relationship with the Victorian Aboriginal Child Care Agency to ensure cultural				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
	relevance of City of Melbourne services.				
<b>4.3 Facilitate structured and unstructured play opportunities for children of all abilities and their families to promote physical, mental, emotional and social development</b>	a) Provide a range of Family Services' programs that support learning and development opportunities through play including; playgroups, parent-child language groups and new parent support groups, including culturally specific mother's groups.				
	b) Promote learning through play in early childhood education and care programs at City of Melbourne managed children's centres.				
	c) Continue to support the Venny Adventure Playground through the community grant program to ensure opportunities for structured and unstructured play for the middle-years group.				
	d) Support developmental play programs at ArtPlay.				
<b>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</b>	a) Develop and implement improved work practices to: <ul style="list-style-type: none"> <li>• better integrate case management to streamline access and reduce service fragmentation</li> <li>• create clear referral pathways and smoother transitions between services</li> <li>• reduce duplication and create greater efficiency across common processes and</li> <li>• share good practice in case management so that client outcomes are improved.</li> </ul>				
<b>Implement a range of other activities that support the Health and Wellbeing of all people</b>	a) Work with the Municipal Association of Victoria, other peak bodies and state and federal government departments to review and respond to government reform agendas including: <ul style="list-style-type: none"> <li>• Future Directions for the Victorian Maternal and Child Health Service (including reforms to the Enhanced Maternal and Child Health Service)</li> <li>• <i>Victoria's Vulnerable Children – Our Shared Responsibility Strategy 2013-2022</i></li> <li>• Productivity Commission Inquiry into Child Care and Early Childhood Learning</li> <li>• Universal access to early childhood education</li> <li>• National Disability Insurance Scheme and the Inquiry into Social Inclusion of Victorians with</li> </ul>				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
	<p>Disability</p> <ul style="list-style-type: none"> <li>• <i>Caring for Older Australians, Productivity Commission Inquiry Report / Living Longer Living Better</i> aged care reform package</li> <li>• Age-friendly cities &amp; communities.</li> </ul>				
	<p>a) Deliver quality integrated services and activities to improve life outcomes for at risk young people aged 12-25 years who live in or visit the City of Melbourne via contracted youth service providers.</p> <p>b) Provide health and wellbeing services to people across the life course, including:</p> <ul style="list-style-type: none"> <li>○ Maternal Child Health Program including immunisation for infants and children</li> <li>○ support to children with developmental delays who attend Family and Children's Services through early identification and referral to appropriate allied health professionals</li> <li>○ information, referral and support for young people at risk of, or experiencing homelessness</li> <li>○ support for families including support and counselling, parent education, information and referral</li> <li>○ services for older people including Home and Community Care / Home Care Packages services (assessment, home care, personal care, delivered meals, shopping assistance, respite, carer support), meal subsidies, Cafe meals program and a calendar of health awareness activities.</li> </ul>				
	<p>c) Conduct service mapping to determine the services and programs offered across the municipality to the middle years group (6-12years) in order to determine if there is a gap in service provision and develop recommendations based on findings.</p>				
	<p>d) Include Changing Places toilet facilities in new City of Melbourne developments and scope feasibility to incorporate within existing City of Melbourne facilities.</p>				
	<p>e) Advocate to the retail, education and tourism sectors to include Changing Places facilities in their existing facilities and new developments.</p>				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

## 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

### Outcome:

People have enhanced skills and knowledge

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>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</b>	a) Link children attending City of Melbourne’s Family Services, Children’s Services and ArtPlay with librarians for storytelling to improve literacy, establish patterns of learning and improve community connections.				
	b) Orientate Family Services’ clients to the libraries at Boyd, the Kathleen Symes Centre and Docklands to encourage independent patronage.				
	c) Run skill sharing workshops in libraries where young people teach older people how to use new technology – how to blog, use Facebook, iPads, etc.				
	d) Conduct a pilot program to locate youth workers in libraries to encourage the participation of young people and to provide support services as required.				
<b>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</b>	a) Provide a Transition to School Program as part of the playgroup at the Carlton Primary School.				
	b) Provide transition statements for children exiting City of Melbourne’s Children’s Services to commence primary education and more intensive support to transition children with additional support needs.				

Page 16 of 19

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>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</b>	a) Implement an education and sustainability framework to embed the Seedlings Project across City of Melbourne managed children's centres.				
	b) Appoint sustainability champions in Family and Children's Services.				
	c) Provide parent education on the impact of new parenthood on energy consumption and use of resources.				
<b>5.4 Plan for the future supply and demand for quality early years education and care</b>	a) Develop a strategic plan for the supply and demand of Children's Services to respond to the forecasted demand for quality early childhood education and care services in the City of Melbourne.				
<b>Implement a range of other activities that support <i>Life-long learning</i> for all people</b>	a) Continue to provide high quality early childhood education and care in City of Melbourne managed children's centres; ensuring inclusion of vulnerable children, children with additional needs and culturally diverse families.				
	b) Provide education to enhance knowledge and capacity for positive parenting through parenting education groups, play groups and individual support.				
	c) Coordinate and deliver programs, activities and events that foster life-long learning for older people, people with a disability, and their carers.				
	d) Document and exhibit the social history of the City of Melbourne Maternal and Child Health Service.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

<p><b>Theme 6 Having a voice</b></p> <p>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</p>
<p><b>Goal</b></p> <p>Melbourne is a place where people are involved in civic decision-making and where all voices are recognised, heard and valued</p>
<p><b>Outcome:</b></p> <p>People have a voice</p>

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<p><b>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</b></p>	<p>a) Continue to convene advisory committees to enable strategic and operational input to City of Melbourne policy, developments and where applicable service operations. These include:</p> <ul style="list-style-type: none"> <li>• Disability Advisory Committee</li> <li>• Family and Children's Advisory Committee</li> <li>• Melbourne Youth Services Network.</li> </ul>				
	<p>b) Conduct a Melbourne for All People forum with representatives across the life course to explore and problem solve social issues that impact people of all ages and abilities. Members will be drawn from existing advisory groups and other key stakeholders.</p>				
	<p>c) Research and seek community input on innovative civic and decision making processes that could support a life course approach.</p>				
	<p>d) Establish a polling booth at Frontyard, Melbourne City Mission to support young people to vote in the Victorian Government 2014 election.</p>				
	<p>e) Encourage young people's participation in the Events Partnership Program so that young people have self-determination over youth events.</p>				
	<p>f) Develop children's voices surveys across City of Melbourne managed children's centres and Family Services.</p>				

Page 18 of 19

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
	g) Continue to engage with people through Healthy Ageing programs and partnerships to ensure older people are have input into the services, planning and policy that affect them and their communities.				
	h) Tap into Age-Friendly Cities' initiatives internationally, nationally and at a state level to improve knowledge and awareness of models and practice that encourage and value the voices of older people.				
	i) Advocate and escalate equity of access issues and other community issues that impact the lives of people with a disability to relevant State and Federal government departments.				
<b>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</b>	a) Implement the Change it Up program for emerging young leaders to design and implement social change projects in their local communities.				
	b) Investigate Inclusion of young people as members of the youth services forum to work alongside professionals to share information, plan events and identify and problem solve matters affecting young people.				
	c) Further develop and implement tools to monitor the Community Services customer experience and to provide opportunities for service users to be involved in decision making about disability, aged, family, youth and Children's Services delivered or funded by City of Melbourne.				
	d) Support and promote International Day of People with Disability to celebrate their contribution to society and raise awareness to the right of equity of access and participation in all aspects of life.				
	e) Support and promote the Seniors Festival to give older people an opportunity to celebrate their place and voice in the community.				
	f) Support and promote Youth Week activities to give young people an opportunity to celebrate their place and voice in the community.				
	g) Support and promote Children's Week activities to give children an opportunity to celebrate their place and voice in the community.				

# MELBOURNE FOR ALL PEOPLE 2014–17: IMPLEMENTATION, MONITORING AND EVALUATION

MFAP Action	Deliverable	Core	New Activities		
			Year 1	Year 2	Year 3
<b>6.3 Investigate and develop appropriate methods that extend the City of Melbourne’s current community engagement practice</b>	a) Develop and deploy a capacity building strategy across City of Melbourne to ensure children are understood as relevant stakeholders for policy, planning and services delivery and are engaged in ways that capture their voices effectively.	<input type="checkbox"/>			