

Surf Coast Shire Council Early Years and Youth Strategic Action Plan 2015-16

Overarching strategic goal and scope

Working together, with our community, our partners and others to support Surf Coast Shire's young citizens in realising their full potential.

Key themes

Access, knowledge, connection, quality frameworks, change.

Guiding principles

1. **Accessible and inclusive** – Surf Coast Shire's built and natural environments, services and facilities, information, events and activities are readily accessible to all citizens.
2. **Safe and supportive** – Surf Coast Shire provides its citizens with safe, supportive environments and open spaces.
3. **Responsive** – Our programs, services and policies are responsive to our citizen's needs, taking into account the specific requirements of each life stage from birth to old age.
4. **Providing opportunities to participate** – All Surf Coast citizens actively participate, socialise and have fun in the community.
5. **Respect and dignity** – All citizens have the right to express their opinions and contribute to decisions about their communities and wellbeing.
6. **Diversity** – Our communities and citizens are characterised by their diverse attributes and needs that require targeted approaches rather than a 'one size fits all'.
7. **Holistic** – We work together as an organisation, with our community, government and other organisations to create an all ages friendly community for all citizens.

Goal 1 - ACCESS: We make it easy for young citizens and their families to access what they need.

All young citizens have access to services, information, facilities and infrastructure, open spaces, activities and events to support their personal wellbeing and development via initiatives to:

- improve health and wellbeing
- support learning and development
- improve accessibility and inclusion
- communicate effectively

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
1.1 Continue to develop and promote service access for early year's key developmental stages focusing on supporting parents to meet their children's wellbeing and development needs	1.1.1 Develop internal and external communications plans to provide accessible information to families and young people to promote early years and youth services, activities and events.	Early Years and Youth Coordinator	Communication Plan developed	Comms and Community Engagement	Draft 1 completed 18/2/16	Draft plans currently being reviewed
	1.1.2 Run customised parent education sessions for children and young people across each ward.	Team Leader Children's Programs and Community Development, Team Leader Youth Development	> Parent education provided in each town	Early Years Reference Groups, Youth Network, Regional Parenting Services, Barwon Child, Youth & Family Services.	Linked in with professional's and community to deliver parent and young person education Develop partnership with Regional Parenting Services.	Stronger Partnerships with Regional Parenting Services & Greater City of Geelong assisted in receiving a Grant towards Celebrate International Men's 2015. 350+ individuals attended.
	1.1.3 Implementation of open sessions for families in the Maternal and Child Health service.	Team Leader Maternal and Child Health	> Attendance numbers	Nurses, families	Open sessions made available on a monthly basis	Sessions have been cancelled for 2016 due to lack of interest. This will be revisited in 2017

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
1.2 Pursue integrated service/information provision and intergenerational activities and programs.	1.2.1 Explore opportunities for the community to access early years and youth information through a hot desk at the Children's Hub.	Team Leader Children's Programs and Community Development	Installation of a hot desk	Information Technology, Work Health and Safety, Facilities and Fleet	Completed February 2016. Communication Plan being developed, to advertise the hot desk	Hot desk provided in Meeting room 1
	1.2.2 Strengthen partnerships internally and externally to explore intergenerational opportunities.	Early Years and Youth Coordinator, Positive Ageing Coordinator HWB officer	> Implementation of intergenerational programs	Schools Vacation Care Lion's club and kindergarten Aged care facility and kindergartens	Activities undertaken with Moriac school and Vacation Care Intergeneration excursion with Winchelsea seniors Lions club volunteered time to work on projects within kindergarten and supported planting at the bush kinder sites. Jan Juc preschool and Elouera aged care facility visited each other to read stories and enjoy time together.	Increased connection between younger and older citizens
	1.2.3 Build on existing networks and opportunities to promote the breadth of aged and family services via a range of mediums	Team Leader of Children's Programs & Community Development.	Newsletters	Team Leaders	Shared articles distributed across aged and family service newsletters	Increased access to information
1.3 Facilitate the ability of young people to access information, making it easier for them to get what they need	1.3.2 Explore the feasibility of developing a Youth Ambassadors program.	Team Leader Youth	Assessment of initiative's sustainability	Youth Schools Lorne Community Hospital	Discussion and engagement undertaken with young people to determine the type of engagement activity they would like.	Established Youth Advisory Groups in Torquay, Lorne, Winchelsea
	1.3.3 Explore concept of a mobile youth hub utilising current infrastructure and allocation of staff.	Team Leader Youth	Assessment of initiative's sustainability	Social Planner Youth Advisory Group Secondary College	Development of drop in centre at Children's hub over school holidays. Surf Coast Youth Survey 30 May 2016.	Completed Currently being completed

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
1.4 Ensure Councils planning, community infrastructure and advocacy programs provide for young citizens needs	1.4.1 Provide input into Council's advocacy priorities and major projects to ensure needs of families and young people are considered.	Aged and Family Services Manager	> Participation in project charter	Early Years and Youth Coordinator, Community Relations, Infrastructure, Planning and Environment	Participated in project work with planning, communications and community engagement and leisure and wellbeing	Advocacy for the needs of young people included in planning processes

Goal 2 - KNOWLEDGE: We build and use knowledge to respond to the needs of young citizens and their families.

A solid knowledge base enables us to understand our community and its needs, to plan and respond to these needs, and to build relationships via:

- use of data/demographics
- community engagement/input
- advocacy
- networks and partnerships
- customer service response processes

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
2.1 Maximise use of available data to better inform services/program planning and delivery.	2.1.1 Develop new central data repository for key data sources, including children's programs and youth events to assist in planning.	Early Years and Youth Coordinator	> Implementation of data repository	Information Technology,	To be completed in 2016/14	Will be reported in 2016/17 reporting period
2.2 Continue to strengthen our interagency partnerships for early years and youth sectors to build industry knowledge, improve best practice and inform funding availability.	2.2.1 Continue to maintain a key role in regional and industry-based networks, and identify opportunities to increase engagement in existing or new networks.	Early Years and Youth Coordinator	>Attendance at meetings/ partnership projects	Comms and Community Engagement, Team Leaders, community networks	Development of a Torquay Early Years Reference Group 2015. Kindergarten Cluster liaison meeting established across the Barwon South West Region.	Strengthening of networks locally and regionally
2.3 Consult and engage with children, the wider community and internal stakeholders to ensure the needs of young citizens and their families are reflected in Council's services and program planning.	2.3.1 Increase the quality of information provided at enrolment including overview of FDC, what the coordination do and the educators (in particular planning & programming) and how families can access their child's learning.	FDC Team Leader	Level of satisfaction indicated in survey responses	Support Officer and FDC Educators	FDC Booklet currently being reviewed	Will be evaluated following completion of review
	2.3.2. Scope and develop an Aged & Family Services intergenerational "local heritage" project.	Manager Aged & Family	Launch of the project during Seniors/ Children's week.	Aged and Family Staff	Planning underway as part of preparation for year 2 activity	Will be progressed in 2016/17
2.4 Support services and program planning on an ongoing basis.	2.4.1 Continue to improve internal planning, monitoring and evaluation processes.	Team Leader Youth Development	Program evaluation and surveys,	Survey Team, Youth Development staff	Freeza and Engage events delivered including BBQ and Beats, Youth Awards and Girls Leadership	Survey outcomes to be reported at August Council Briefing

Goal 3 - CONNECTION: We facilitate connections between young citizens, their families and the Surf Coast community.

Opportunities are available for older citizens and their families to connect with others, participate and contribute, and feel part of the Surf Coast community via activities that:

- inform people
- promote community connectedness
- encourage participation (including volunteering)
- build resilience

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
3.1 Explore existing and new avenues within current services and programs for promoting community connections, including for people new to the area.	3.1.1 Identify and promote opportunities within existing programs and services, and explore opportunities for new avenues to increase community connections.	Team Leader Maternal and Child Health	> Initiative identified	Early Years Reference Groups, Comms and Community Engagement, Team Leaders	Delivery of new to the area parent groups Playgroups promoted to families	MCH attending Early Years Reference Groups to promote increased connection
3.2 Actively work with and support local communities in facilitating initiatives encouraging connection/participation, including opportunities for intergenerational relationships and activities.	3.2.1 Advocate for the promotion of Council activities as being 'all ages friendly'.	Positive Ageing unit, Early Years and Youth Coordinator	> Number of activities and level of participation	Team Leaders	White Ribbon day Intergenerational activities including inclusion of school at White Ribbon day, inclusion of distinguished older people present Youth awards, intergenerational activities linking schools and seniors (including oral history) and Queenscliff train trip for combined ages.	Increased connection across generations. Further work for year 2 includes Volunteer event to bring together older volunteers with Collab Youth project participants (including exploration of purpose and vision) March 2016
	3.2.2 Investigate opportunities via existing community groups to facilitate the linking of younger people with older members of their local community.	Team Leader – Community & Youth Development	Number of mentoring relationships developed.	Men's Sheds, Youth groups, Schools.	Work with Narana around intergenerational activities, carer support, "Urban Goddess workshops"	Work has occurred via Seniors groups and Café Style support, plan for intergenerational and intercultural event in the second half of 2016

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
	3.2.3 Further develop the Surf Coast Shire volunteer program to provide increased opportunities for volunteer involvement in Aged & Family services programs and events.	Coordinators Early years and Positive Ageing.	Number of opportunities for volunteers. Number of volunteers.	People & Culture unit.	Volunteers supporting monthly older persons shopping bus trip from Anglesea to Waurin Ponds Lions Club volunteering with schools/kindergartens. Volunteer involvement in café style and musical mornings	Increased collaboration and internal stakeholder engagement has increased opportunities for volunteering across a range of programs
3.3 Investigate ways of facilitating connections for people who are hard-to-reach/overlooked.	3.3.1 Work with DHHS (out of home care) to identify hard-to-reach and/or vulnerable community members. Include children as a priority area in early year's policy.	Early Years and Youth Coordinator	> Links established with DHHS to locate children in out of home care	Department of Health and Human Services, Team Leaders, Social Planned	Collaboration with early years team to identify Out of Home Care Children	Nil Out of Home Care children identified by DHHS in 2016
3.4 Continue to advocate ensuring all services and infrastructure support community connection.	3.4.1 Provide input into Council's advocacy program.	Aged and Family Services Manager	> Feedback included in the advocacy program	Aged and Family Services, Comms and Community Engagement	Input provided on Advocacy priorities developed as part of the Federal Election and in the development of 2016/17 advocacy priorities	Social policy identified as an opportunity for improvement

Goal 4 – QUALITY FRAMEWORKS: Our direct services and programs meet quality framework standards.

Our services and programs meet Federal and State Government legislative and policy requirements, comply with funding agreements, industry regulations, standards, and models, and achieve quality accreditation because we have:

- policies, principles, processes and practices in place to support performance requirements
- capacity to adapt to policy reforms and major sector change

Objectives	Actions	Council Lead	Measure/output	Partners	Actions to date	Outcome
4.1 Ensure direct services and programs meet legislative requirements, funding agreement terms, best practice frameworks and industry standards.	4.1.1 Ensure the service improvement plans, quality improvement plans and recommendations of internal surveys are implemented, monitored and reviewed.	Early Years and Youth Coordinator	> Compliance with all aspects of State and Commonwealth funding and service agreements	DHHS, DET Early Years and Youth Team Leaders	Participation in Rating and Assessment visit for Vacation Care and spot checks across other programs	Vacation Care received rating of “Exceeding” All other services maintain compliance
4.2 Continue to improve governance arrangements, including regular reporting to Council, funding bodies and clients/community.	4.2.1 Provide timely reports to Council and EMT on the achievements of strategies, programs and services.	Aged and Family Services manager	> Quality and timeliness of reports	Team Leaders, Department of Health and Human Services	Annual schedule of reporting included as part of strategy implementation	Annual report completed

Goal 5 - CHANGE: We plan ahead to enable our services and programs to adapt to change.

Outcome: Services, programs, facilities and community infrastructure are available to respond to our community's changing needs because we plan ahead to:

- prepare for population growth/demographic change
- promote sustainability
- contribute to community safety and security
- identify emerging trends and future scenarios
- support community development and capacity building

Objectives	Actions	Council lead	Measure/outputs	Partners	Actions to date	Outcome
5.1 Build organisational capacity to adapt to ongoing policy and sector reforms through effective planning.	5.1.1 Investigate the implications of funding changes for Council's Family Day Care program and make recommendations on the future of the program.	Aged and Family Services Manager	> Plan for change in service funding	Department of Education, Early Years and Youth Coordinator	Service review undertaken to review future of the program	Project completed and recommendations being implemented in 2016/17
5.2 Build organisational capacity to stay abreast of and respond to population growth, demographic and other significant changes (e.g. political, economic, social, and technological).	5.3.2 Consider the impact of population growth, economic and technological changes when planning for service delivery.	Aged and Family Services Manager	Anglesea Kindergarten extension and TNCC completed	Department of Education and Training, Council, community	Anglesea kindergarten extension completed TNCC project progressing according to schedule	Anglesea kindergarten now included in the cluster Long Day Care removed from TNCC as a result of review
5.3 Advocate on our community's behalf to ensure critical gaps in services/ program provision and community infrastructure are adequately addressed.	5.2.1 Identify service gaps through reviews and feasibility studies and work in partnership with the community to establish priorities and advocate for planning.	Early Years and Youth Coordinator	> Survey Input	Team Leaders	Youth survey completed and findings currently being collated Family Day Care service review informing service planning	Early Years Program Survey & Implementation plans