

2017-2021

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Key Life Stages Plan





Executive Summary

A healthy and resilient Knox community is achieved through the active participation, engagement and contribution of people during all stages of their lives.

Council's provision of high quality and effective services and initiatives to key life stage groups is well recognised and received by the Knox community.

This *Key Life Stages Plan* brings together Council's previous *Municipal Early Years, Youth Strategic and Active Ageing Plans*; focuses on the key life stages of early childhood, youth and older age; and recognises that intervention during these key life stages has the greatest benefit for individuals, families and the community. It both aligns with and responds to the *Knox Community and Council Plan 2017-2021*; identifies key issues across life stages; provides direction for Council's response across and between life stages; and sets out a framework to assist Council to determine its role and service response to current and future reform agendas.

The current environment in which Council operates is complex and changing. A thorough analysis of the *Knox Community and Council Plan 2017-2021*, service information, literature, demographic data and targeted stakeholder feedback identified a range of key life stage focus areas that require Council's intervention in accordance with its roles and responsibilities.

These focus areas fall into three intervention categories: key life stage specific, intergenerational and common.

1. **Key life stage specific** – cohort-specific and targeted interventions, tailored for the specific needs of particular key life stages.
2. **Intergenerational** – interventions that promote intergenerational connections between people from different key life stages.
3. **Common** – interventions that are common or shared across key life stage cohorts.

The key life stage specific focus areas include:

- **Early years** – government policy reform, early years services management, out-of-home care, family violence, facilities, health and mental health, sustainable transport and lifelong learning;
- **Youth** – health and mental health including prevention of suicide, working with parents/families/carers/workers, youth engagement, LGBTIQ+, facilities, working with young people living in out-of-home-care and who are official carers of a parent, family violence and bullying, and community safety issues affecting youth; and
- **Older People** – government policy reform, elder abuse, housing issues, age friendly initiatives, health and mental health, financial security, social isolation, facilities, supporting community groups, lifelong learning and end of life issues.

Executive Summary (continued)

Intergenerational and common focus areas are interlinked and include:

Government policy reform; community connections and respect between diverse age groups; children in out-of-home care; family violence, including bullying and elder abuse; community group support; volunteers/volunteering; facilities; lifelong learning; LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and Questioning); and health and mental health including access to health and mental health services, housing, and sport, recreation and leisure opportunities.

Many of the focus areas require a combination of key life stage specific, intergenerational and common interventions or actions.

Council already responds to many of these focus areas as part of its core business. However, a review of the approach utilised in its core business has resulted in a refreshed suite of actions to ensure that Council continues to achieve the most favourable outcomes possible for the community. A number of new focus areas have also emerged in the development of this Implementation Plan, including changing government policy reforms, family violence and elder abuse, and LGBTIQ+ issues etc.

An important area of focus across key life stages is government policy reform. There is substantial State and Federal Government policy change occurring in the key life stages space that is, and will continue to, significantly influence Council's future service delivery and initiatives in relation to, for example, early years service management, aged service provision and the implementation of recommendations from the *Victorian Royal Commission into Family Violence*. The Plan sets out clear actions to enable Council to respond to government policy reforms, consider its role in the context of these reforms, maintain best-practice standards and enable children, youth and older people to access the highest quality services.

This Implementation Plan presents a suite of actions that respond to the focus areas and the categories of intervention required (key life stage specific, intergenerational and/or common). The Implementation Plan - Action Table, at the back of this document, also outlines amongst other things: the Community and Council Plan's goals, strategies and Council initiatives; which actions are existing or new; the departments that will lead each action; resources available or required to implement each action; and performance indicators to measure outputs arising from actions. The actions will be monitored and evaluated throughout the life of the Implementation Plan, and a mid-term review will also be conducted.



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1 Our approach to developing the Implementation Plan

Purpose of the Implementation Plan

Council believes that interventions during **key** life stages – early years/childhood, youth and older age – will optimise people's ability to achieve a healthy, happy and fulfilling life. It also recognises the interdependence and reciprocity between different generations and adopts an intergenerational approach to planning and providing services, facilities, infrastructure and support in Knox.

The *Key Life Stages Plan* (the Implementation Plan) recognises the importance of Council understanding and responding appropriately to the specific needs of particular life stage groups within the Knox community. Children, youth and older people can be particularly vulnerable to poor quality of life outcomes if they do not have access to the right supports and opportunities that promote their health and wellbeing. On the other hand, with the right conditions, people in these life stages can flourish.

This Implementation Plan sets out a clear direction for how Council will assist, support and engage with children, youth and older people in Knox including:

- Detailing Council's actions which respond to the needs of people during key life stages over the next four years – 2017 to 2021;
- Maintaining a targeted approach (where necessary) to the needs of children, youth and older people through cohort-specific initiatives and actions;
- Adopting an intergenerational approach (where possible) to respond to community needs by strengthening opportunities for people to better connect and interact, building on strengths and mitigating weaknesses, and increasing resilience across key life stages; and
- Maximising our collective reach and return on finite resources.

Importantly, this Implementation Plan becomes Council's Municipal Early Years Plan (where Council's actions relating to the Victorian Early Years Compact are described) and is combined with its youth and active ageing strategic plans.

The difference in the approach utilised in this Implementation Plan, compared with previous plans, is that it brings together Council's early years, youth and active ageing strategic plans into a single document. And, while it maintains a targeted approach to the needs of children, youth and older people through cohort-specific initiatives and actions where needed, it also adopts a more integrated and intergenerational approach that enables connectivity and reciprocity across generations. This new approach will achieve positive and more effective social outcomes for individuals, families and the Knox community.

Methodology

The Implementation Plan is based on a strong evidence base and stakeholder views. The methodology included:

- Guidance and prioritisation from the *Knox Community and Council Plan 2017-2021* (Community and Council Plan);
- Stakeholder engagement and feedback¹, including early years, youth and older people;
- A thorough literature review of relevant local, state and federal government and international research, policies and planning frameworks;
- An analysis of demographic, population- and performance-level data and service information, trends and drivers;
- The identification of evidence-based focus areas; and
- The development of a suite of early years, youth, and active ageing specific and intergenerational actions that respond to the identified focus areas.

¹ This was predominantly undertaken during the development of the Community and Council Plan, which included: a municipal-wide survey; a series of wide-ranging focus groups and workshops; feedback from the Knox Community Panel; and a public exhibition of the draft Plan.

Role of the Knox Community and Council Plan 2017-2021

The Knox *Community and Council Plan* is the head of power that informs the Implementation Plan. The Community and Council Plan includes preliminary key life stage analysis and planning and should be read in conjunction with this Implementation Plan.

The diagram below shows where this Implementation Plan fits into Knox Council's Strategic Planning Framework. It is one of a number of implementation plans informed by the Community and Council Plan.





GOALS, STRATEGIES AND COUNCIL INITIATIVES

Goals

Many of the eight Community and Council Plan goals are life stage-related and have informed the Implementation Plan.

The Goals are:

1 – We value our natural and built environment;

2 – We have housing to meet our changing needs;

3 – We can move around easily;

4 – We are safe and secure;

5 – We have a strong regional economy, local employment and learning opportunities;

6 – We are healthy, happy and well;

7 – We are inclusive, feeling a sense of belonging and value our identity; and

8 – We have confidence in decision-making.

Goals 6 and 7 – We are healthy, happy and well; and We are inclusive, feel a sense of belonging and value our identity – respectively, are particularly relevant to key life stages cohorts and have strongly influenced the Implementation Plan.

STRATEGIES AND COUNCIL INITIATIVES

Many of the strategies and Council initiatives have helped to inform the Implementation Plan, however, two Strategies and Council Initiatives have explicitly influenced this work:

- Strategy 6.2 – Support the community to enable positive physical and mental health (pg. 52) and Council Initiative 6.2.6 – Finalise and implement the *Key Life Stages Plan* focusing on Early Years, Youth and Older People (pg. 54); and
- Strategy 7.3 – Strengthen community connections (pg. 59) and Council Initiative 7.3.3 – Prioritise and promote programs and services which aim to build community connections and reduce social isolation across all life stages and spatially represent this information on Council's mapping system (pg. 60).

Relevant Council initiatives are referenced in the Implementation Plan – Action Table².

Stakeholder Engagement

Extensive community engagement across key life stage cohorts informed and guided the Implementation Plan. This was predominantly undertaken during the development of the Community and Council Plan, which included:

- a municipal-wide survey;
- a series of wide-ranging focus groups and workshops, which included early years, youth and older people cohorts;
- feedback from the Knox Community Panel³; and
- a public exhibition of the draft Plan.

These findings⁴ were reanalysed to inform this Implementation Plan.

‘Health...is important to everyone, at every stage, from the beginning, maternal and child health, and right through the life stages’ (Community and Council Plan, pg. 8).

‘We want centres where all ages can come together, building better community spirit, mentoring for older and younger people, support, a place to go’ (Community and Council Plan, pg. 9).

Further targeted stakeholder engagement followed to identify and test the Implementation Plan's actions. Caution was taken to avoid consultation fatigue.

² Refer to Chapter 6 for more information.

³ For more detail, refer to pgs. 6 and 7 of the Community and Council Plan.

⁴ Refer to Knox City Council, Community Plan Engagement Final Report, March 2007 for a summary of the findings.

2 Life stages outcome statement and approach to key life stages

The Life Stages Outcome Statement and Approach to Key Life Stages were developed from a review of data, literature and key stakeholders' views to underpin and guide the development of the Implementation Plan⁵.

LIFE STAGES OUTCOME STATEMENT

A healthy and resilient Knox community is achieved through the active participation, engagement and contribution of people during all stages of their lives.

Approach to Key Life Stages

- Council believes that everyone has fundamental rights⁶ and practical needs⁷ throughout their life.
- Council recognises that moving through different stages is a normal part of the human life cycle.
- Council supports the key life stages of childhood, youth and older age, where prevention and early intervention will have the greatest benefit.
- Council respects and listens to people through their life stages to fully understand their specific needs and requirements.
- Council invests in planning, services, infrastructure and partnerships which respond to identified needs and builds knowledge, skills, confidence and resilience over time to benefit individuals, families and the community.

An Opportunity to Influence Across the Full Life-Course

Prevention and early intervention are methods to avoid or mitigate individual, social and financial impacts and costs that would otherwise arise. *Prevention* refers to interventions that occur before the initial onset of a problem or disorder to prevent its development and *early intervention* involves interventions targeting people displaying the early signs and symptoms arising from a problem or disorder.

There is strong evidence that investment in early childhood (0-5 year olds) has significant positive short, medium and long-term impacts on people's health, wellbeing, educational, employment and financial prospects across their life-course. In other words, the more attention given to early childhood support, services and infrastructure, the better and more productive people's lives will be through their entire life – early years, youth, adulthood and older age.

Research shows that failure to provide high quality services and supports for children and their families through their early years results in costly human, social and financial outcomes for individuals and the community. The Dunedin Study⁸ is one of numerous studies that show that three-year-old assessments provide strong predictors of adult life-course outcomes. The Study also confirms that a 'small segment of the population (20% of study members) accounts for a disproportionate share of costly service use in a society's health-care, criminal-justice, and social welfare systems (almost 80% of study members)'⁹. If this segment of the population is well-supported through early childhood prevention and early intervention, it is possible to avoid or mitigate some of the serious social and financial costs predicted to arise.

'The strong connection between early-childhood development and costly adult outcomes underscores the need for preventive health and education programmes for children and families.'¹⁰

Therefore, Council recognises that it has a major role to play in early childhood and supporting families of young children, as well as during the key life stages of youth and active ageing, that will advantage people throughout their lives.

⁵ The review identified cohort-specific and intergenerational key life stage themes, which included fundamental rights, practical needs, and critical things that make a difference. These are summarised in the table on pg. 19.

⁶ Children, youth and older people have fundamental rights and are: valued, respected and informed; in control and have choices; diverse; able to express their views and opinions; heard and influence decision making; and part of the community (social and civic).

⁷ The practical needs of children, youth and older people relate to: access to a clean, green environment; safe water and sanitation; housing; transport; economic stability; employment; health care and community services; education and lifelong learning; safety; family violence prevention; strong families; good mental health; alcohol and drug awareness; and disability support. (Note: some are particularly relevant to certain life stages.)

⁸ The Dunedin Multidisciplinary Health and Development Study, New Zealand, is an internationally renowned study, which has followed all babies born in Dunedin between 1 April 1972 and 31 March 1973 through to 2017. 97% of the 1037 participants are still part of the study.

⁹ Poulton R, 2016, Childhood disadvantage strongly predicts costly adult life-course outcomes, University of Otago, NZ.

¹⁰ Poulton R, 2016, Childhood disadvantage strongly predicts costly adult life-course outcomes, University of Otago, NZ.

3 Council's key life stages services

Council provides a range of core services to early years/ children, youth and older people that assist and benefit people in key life stages.

Early Years

Council's vision for children and families in Knox is that:

- Knox children are enjoying a fun, happy, safe childhood where they are loved, supported and nurtured. They are engaged towards optimal health, wellbeing and are active participants in their own learning, development and community;
- Childhood in Knox is an important and recognised stage of life, where children play and explore and are part of neighbourhoods, as their learning is supported by their family, friends and wider community; and
- Knox families are richly diverse, and their role as their child's first and most important teachers is acknowledged and valued. They are supported, encouraged, connected, informed and empowered to be nurturing, confident and thriving families.

Family and Children's Services at Council offers a range of direct services to children from birth to school transition (0 - 6 years) and their families. As well as direct service provision, it also provides advocacy, facility advocacy, research and planning, community capacity building, and governance and stewardship for and on behalf of children and their families and carers. This work is done in collaboration and partnership with State and Commonwealth Government departments as well as non-Council service providers. Family and Children's Services also host the Early Years Advisory Committee, which advises Council on issues affecting children and families.

Other Council services also offer programs and services aimed at families and young children, such as, Youth, Leisure and Cultural Services, Biodiversity (environmental awareness raising), Sustainable Transport, Community Wellbeing and Health.

Youth

Council is committed to actively engaging with, valuing and supporting young people's unique contributions to the Knox community.

The purpose of Council's Youth Services is to support young people and their families to build wellbeing through positive connections in their lives and to promote young people as active and respected members of the community with strong mental health. It also participates in coordination, planning and facilitation, and advocates for and with young people in Knox. A range of direct services is offered to young people including counselling, support, and education and training, as well as the School Focused Youth Services and the Engage Program, which are supported with State Government grants. A proportion of its work is also directed toward working with young people's parents, families and people who work closely with young people. Other initiatives include providing capacity-building skills, engagement opportunities and empowering young men and women to take up leadership roles. Council's Youth Advisory Committee particularly assists community engagement processes and provides valuable information to support the decision making of Council. The establishment of the Committee supports Council's commitment to engage with its community on issues that affect the lives and wellbeing of its young people.

Other Council services also offer programs and services to young people, such as, Youth, Leisure and Cultural Services, Biodiversity (environmental awareness raising), Community Wellbeing, Health, Economic Development and Sustainable Transport.



Older People

Council is committed to enabling its older people in Knox to enjoy active, healthy and independent lives by encouraging positive approaches to active ageing and by removing barriers to participation.

Council's Active Ageing and Disability Services Department coordinates and delivers quality, inclusive services and responses for older people, people with disabilities and carers to enhance independence and wellbeing as well as foster community connections.

It offers a wide range of direct services to older people in Knox including community transport, housing support and the provision of Commonwealth Home Support Program (CHSP), and home-based assessment services targeting vulnerable people through the My Aged Care Regional Assessment Service (RAS). Other services offered to support the wellbeing and positive ageing of older people include: supporting senior citizens' clubs and providing facility support; promoting positive ageing; providing seniors' grants and assisting groups to access other funding opportunities; facilitating and coordinating community engagement through the Knox Seniors Bright Ideas Network and E-Newsletter; and facilitating a carer support group. Active Ageing and Disability Services have also commenced a new trial project, 60+ Online - Enhancing Social Inclusion Through Digital Stories and Social Media Participation, in collaboration with Swinburne University of Technology, Telstra and Boroondara Council. It also supports the *Active Ageing Advisory Committee*, which advises Council on issues affecting older people and provides strategic responses to an ageing population.

Other Council services also offer programs and services to older people, such as, Youth, Leisure and Cultural Services; Biodiversity (Gardens for Wildlife); Community Wellbeing; Health; and Sustainable Transport.

4 What is influencing key life stages in Knox?

Summary of Data Analysis Findings - the Emergence of Focus Areas

Council is operating in a complex and changing environment. A thorough analysis of the *Knox Community and Council Plan 2017-2021*, service information, literature, demographic data and targeted stakeholder feedback has identified a range of key life stage focus areas that require Council's intervention in accordance with its various roles and responsibilities.

These focus areas fall into three intervention categories: key life stage specific, intergenerational and common.

Key life stage specific

Cohort-specific and targeted interventions, tailored for the specific needs of particular key life stages.

Intergenerational

Interventions that promote intergenerational connections between people from different key life stages.

Common

Interventions that are common or shared across key life stage cohorts.

The key life stage specific focus areas include:

- Early years – government policy reform, early years services management, out-of-home care, family violence, facilities, health and mental health, sustainable transport and lifelong learning;
- Youth – health and mental health including action that helps to prevent the incidence of suicide, working with parents/families/carers/workers, youth engagement, LGBTIQ+, facilities, working with young people living in out-of-home care and who are official carers of a parent, family violence and bullying, and community safety issues affecting youth; and
- Older people – government policy reform, elder abuse, housing issues, age friendly initiatives, health and mental health, financial security, social isolation, facilities, supporting community groups, lifelong learning and end of life issues.

Intergenerational and common focus areas include:

Government policy reform; building connections, understanding and respect between life stages groups; children in out-of-home care; family violence, including bullying and elder abuse; community group support; volunteers/volunteering; facilities; lifelong learning; LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and Questioning); and health and mental health including access to health and mental health services, housing, and sport, recreation, leisure and arts opportunities.

Many of the focus areas require a combination of key life stage specific, intergenerational and common interventions or actions. The actions are presented in the Action Table at the back of this document and identify the category of intervention.¹¹

¹¹ The Action Table at the back of this document identifies which actions are intergenerational, common or key life stage specific and colour codes them accordingly – early years/pink, youth/yellow, active ageing/green, intergenerational/orange and common/blue. Actions that have been directly drawn from the Knox City Council Community and Council Plan 2017-21 are coded in grey.

Council currently provides services which respond to many of these focus areas as part of its core business. However, a number of new focus areas also emerged from the analysis of the findings, including changing government policy reforms, family violence and elder abuse, and LGBTIQ+ issues etc. Therefore, a suite of refreshed and new actions that respond to existing and new focus areas, which utilise an intergenerational lens where possible, is required to ensure that Council continues to achieve the most favourable outcomes possible.

An important area that requires particular attention is Council's implementation of new and emerging government policy reforms to enable compliance with expected requirements and standards. There is substantial State and Federal Government policy change occurring in the current key life stages space that is, and will continue to, significantly influence Council's service delivery and initiatives in relation to, for example, early years management, aged service provision and the implementation of recommendations from the *Victorian Royal Commission into Family Violence*. These findings confirm the need for clear actions to enable Council to respond to government policy reforms, consider its role in the context of these reforms, maintain best-practice standards and enable children, youth and older people to access the highest quality services.



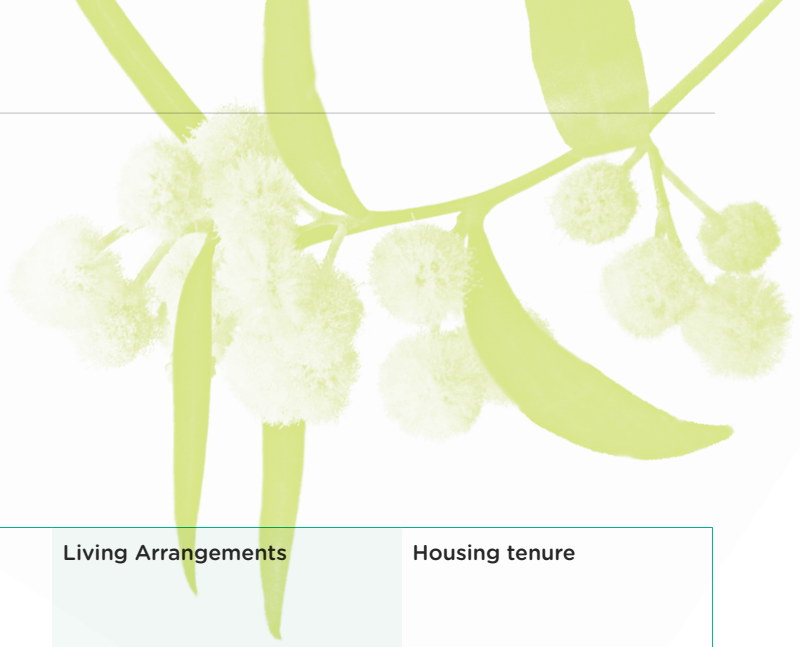
Data Analysis Findings

QUANTITATIVE DATA THEMES

A review of relevant data has identified a range of positive indicators for early years, youth and older people, as well as some weaknesses in particular areas. More detail is available via the *State of Knox* Master Database¹², Review and analysis of the *State of Knox* Master Database¹³ and Early Years, Youth and Older Persons Profiles.¹⁴

Knox demographic snapshot

	Population (Census 2016) ▲ increase on 2011 figures ▼ decrease on 2011 figures	Projections of population increases	Diversity (NESB - Non- English speaking background)
Early years and youth	0-4 yrs. - ▲ 9000 5-11 yrs. - ▲ 12,600 12-17 yrs. - ▼ 11,300 18-25 yrs. - ▼ 14,300 Total 47,200	2016-2036 0-4 yrs. - +1200 5-11 yrs. - +1900 12-17 yrs. - +1500 18-25 yrs. - +900 Total +5,500	1 in 15 children (5-11 yrs.) & 1 in 10 adolescents (12-17 yrs.) & young adults (18-24 yrs.) were born overseas in a NESB country China, Malaysia & India top 3 NESB ¹⁵ source countries for children & youth under 18 yrs. of age India, Malaysia & Sri Lanka top 3 NESB source countries for youth aged 18-24 yrs. 1 in 6 children & youth speak a language other than English at home 1400 children (0-14 yrs.) & 1200 youth (15-24 yrs.) speak a Chinese language at home 55% (415 people) of Knox's local indigenous population are children & youth
Older people	Service age groups 50-59 yrs. - ▲ 21,500 60-69 yrs. - ▲ 17,500 70-84 yrs. - ▲ 12,700 85+ yrs. - ▲ 3,100 Total 54,800 Communities of Interest age groups 55-64 yrs. - ▲ 19,900 65-79 yrs. - ▲ 17,900 80+ yrs. - ▲ 6,000	2016-2036 55-64 yrs. - +900 65-79 yrs. - +6500 80+ yrs. - +4500 Total 11,900	Nearly 1 in 3 people 55 or + yrs. were born overseas in a NESB country Malaysia, Sri Lanka and Italy are the top 3 NESB source countries for pre-retirement aged people (55-64 yrs.) Germany, Italy & the Netherlands are the top 3 NESB source countries for post-retirees 1 in 5 older people aged 55-79 yrs. speak a language other than English at home 1 in 4 people 80 + yrs. speak a language other than English at home There are also nearly 300 people 55 + yrs. that speak Arabic & 1900 that speak a Chinese languages at home



Household income	Living Arrangements	Housing tenure
<p>Considerably lower than average proportion of children & youth live in a low-income household (<\$600/week)</p> <p>Majority of low-income households are '1 parent' families</p> <p>540 low-income 'couple with children' households (<\$600/week) or 2.5% of all 'couple with children' families in Knox</p> <p>1101 low-income '1 parent family' households (<\$600/week) or 18% of all '1 parent households' in Knox</p> <p>Less than 3% of 'couples with children' families & 18% (1 in 5) '1 parent' families are classified as (very) low-income</p> <p>A child or youth in a '1 parent' family is 7 times more likely to be living in a low-income household than if living in a '2 parent' family</p>	<p>80-90% of children under 18 yrs. live with two parents</p> <p>65% of young adults (18-24 yrs.) live with parents as couple family with children</p> <p>1 in 6 Knox children live with 1 parent, compared with 1 in 5 State-wide</p>	<p>15-20% of children & youth live in rental housing – a rate considerably lower than the metro average</p>
<p>Lower than average proportion of pre-retirees (55-64 yrs.) live in a low-income household.</p> <p>The share of older people aged 65-79 yrs. that live in a low-income household is similar to the metropolitan average, however, the proportion of older seniors 80+ yrs. that live in a low-income household is slightly higher than average.</p> <p>2100 people aged 55-64 yrs. live in a low-income household (<\$600 per week) or 11% of people of this age in Knox</p> <p>4400 people aged 65-79 yrs. live in a low-income household (<\$600 per week) or 32% of people of this age</p> <p>1670 people 80+ yrs. are living in a low-income household (<\$600 per week) or 33% of people of this age</p> <p>Of 14,100 people in low-income households living in Knox, the largest group are those aged 65-79 years.</p> <p>1 in 3 people that live in a low-income household in Knox are aged between 65 and 79 years.</p> <p>1 in 10 people aged 55-64 years lives in a low-income household in Knox; this increases to one in three for Knox residents of retirement age or older.</p>	<p>1 in 10 older residents (55-64 yrs.), 1 in 5 residents (65-75 yrs.) live in a lone person household</p> <p>40% of residents 80+ yrs. live alone</p> <p>1 in 3 pre-retirees (55-64 yrs.) live in a 'couple household' that still have a child/children living at home</p> <p>While declining with age, 1 in 10 residents 80+ yrs. live in a 'couple household' with a child/children at home</p>	<p>6-8% of older people live in rental housing, which is considerably lower than the metro average (9-13%)</p>

¹² Knox City Council, 2016
¹³ (2nd Edition) 2017-21, Knox City Council, 2016
¹⁴ Knox City Council, 2017
¹⁵ Non-English Speaking Background



EARLY YEARS

When compared with metropolitan Melbourne, children and young people in Knox are doing very well on a range of indicators drawn from the Census relating to disadvantage and potential vulnerability - whether this be living in a low income household; in a one parent family; having a non-English speaking background; or circumstances of reduced housing security and stability. In general, children and young people in Knox are more likely to be living in a higher income family with two parents or carers; and less likely to have been born overseas in a non-English speak country; speak a language other than English at home, or live in rental accommodation.

Knox has consistently achieved better than average results for all childhood health and wellbeing indicators over many years, including developmental benchmarks, participation in key age and stage maternal and child health visits, immunisation and breastfeeding rates. The percentage of children (0-6 years) that are developmentally vulnerable is better than average and has declined since the first Australian Early Childhood Census.

The review of data confirms a rebounding of Knox's steady decline over recent years in children attending maternal child health '3 1/2 year, key ages and stages visits', one-year-old immunisation rates and infants being fully breastfed at 6 months. For example:

- The rate of children attending the 3 1/2¹⁶ year maternal child health visit has risen to 76.7% in 2015, which is up from 64.9% in 2014;
- Immunisation rates for one, two and three year olds in 2015-16 were 93.4%, 91.8% and 93.7% (respectively), which is up from 90.8%, 89.8% and 92.9% in 2014-15; and
- 41% of babies in Knox were fully breast fed at 6 months in 2014-15, which is up from 37% in 2013-14 and above the metropolitan average of 39%.

Summary — Early childhood health and wellbeing is an ongoing strength in Knox and needs to be maintained and further developed. Even though gradual declines in maternal child health, immunisation and breast feeding rates over the past few years have started to rebound, some weaknesses still exist and require attention.

Family violence has also been identified as a problem affecting children and young people. In 2016 there were 1,658 family violence incidents reported in Knox. *The Knox Family Violence Profile*¹⁷ identified that Bayswater and Boronia have higher rates of family violence than State and Metropolitan Melbourne rates, with figures for Ferntree Gully also being above the Melbourne average. 9.2% of affected family members aged 0-19 years were the victims of family violence enacted by their own parent. 21.9% of affected family members were the victims of family violence by their own child in 2016, which has significantly increased from 16.9% in 2012.

Summary — Rates of family violence continue to be a problem in Knox and affect children and young people, along with other cohorts (elder abuse is discussed below).

¹⁶ This measures participation in first and last key ages and stages visits between birth and 3 1/2 years. This is important because MCH services offer support, information and advice regarding parenting, child health and development, child behaviour, maternal health and wellbeing, child safety, immunisation, breastfeeding, nutrition and family planning.

¹⁷ Knox City Council, 2015 (updated in 2017)



YOUTH

Young people in Knox, like most young people in Australia, have many strengths. *The Resilient Youth, Resilience Survey*¹⁸ indicates that young people in Knox are generally socially conscious and well connected to the community and school. The Survey was conducted with 3921 young people from years 3 to year 12 across schools in Knox and found that resiliency peaks in primary school, with 58% of young people in years 3 to 6 having good to excellent resilience, before levels start declining in secondary school.

Over 95% of surveyed young people value the diversity in our community, including navigating cultural differences, building friendships and resolving conflicts. Almost 100% feel that they are able to help others (which experts say is a component of developing positive values which will eventually influence how they think and act), over 80% of young people feel connected to their school with the vast majority motivated to learn and over 90% feel that they have positive role models within their lives. Research shows that adults influence and support, whereby young people feel loved, listened to and valued is associated with lower risk-taking behaviour and higher academic achievement.

In 2016, Knox Youth Services conducted a Needs Analysis¹⁹ across 42 schools to identify the key areas of need for young people. The Analysis indicates a very clear trend in two key areas of concern – peer relationships/bullying (35% of respondents) and anxiety (33% of respondents). Peer relationships concerns included peer pressure, friendship group issues, anti-social behaviour and lack of friends. Additionally, when reporting the prevalence of anxiety, respondents noted that anxiety was demonstrated through excessive worries, fears, dealing with stress, friendship issues and lack of emotional regulation in young people. Emerging areas, indicated through the Needs Analysis, included concerns about young people's technology use and cyber safety.

This data collected across Knox provides valuable insights into the wellbeing of young people who live, work and attend education in Knox. The results show that young people in Knox are surrounded by school staff, family, community and local agencies that care about their wellbeing and their positive development. There are many strengths in our young people and through continued engagement with the young people themselves and through the support of caring adults around them, they are able to grow and reach their full potential.

A pronounced issue arising from the data review is alcohol misuse, particularly among young people. While alcohol misuse is a community-wide issue and rates in Knox overall tend to be lower than metropolitan and State averages, young people are over-represented in the statistics. For example, the rate of alcohol-related assaults during high alcohol hours among young people is 35% higher than found in the Knox general population – 10.4 cases per 10,000 young people (18-24 years), compared with 7.6 per 10,000 total population; or double the rate found in the 40+ population of 4.5 per 10,000 in 2014-15. However, the alcohol-related hospitalisation rate among young people (15-24 years) declined slightly from 27.1 per 10,000 in 2012-13 to 26.9 per 10,000 in 2014-15. This is the second year of decline, which is in contrast to an upward trend in the metropolitan average.

The use of 'ice' among young people has been a prominent issue in Knox. However, treatment rates for methamphetamine use, after steadily increasing since 2004-05 to a peak of 55.1 per 10,000 young people in 2013-14, has declined for the first time to 49.9 per 10,000. This is still well above the metropolitan average of 38.5/10,000 and accords Knox with the 10th highest metropolitan rating. Importantly, the negative 'reach' of ice into the community is less compared with alcohol and pharmaceuticals in terms of the numbers affected. For example, ambulance call-outs to young people are four times more likely for pharmaceutical misuse and nine times more likely for alcohol-related misuse than they are for ice use.

Summary – Significant strengths in Knox's youth population are evident, including strong resilience and community connectedness. Weaknesses in relation to peer relationships and bullying and levels of anxiety are identified. Youth alcohol and substance misuse are significant, but there is some evidence of decline.

¹⁸ Knox City Council, 2017

¹⁹ Knox City Council, 2016



OLDER PEOPLE

The positive findings concerning older Knox residents include better than average participation in citizen engagement activities²⁰ by people over the age of 55 years in Knox (52% compared with a 46% metropolitan benchmark, 2011), with this group:

- Being relatively more civically active than those elsewhere (as above);
- Having a willingness to recycle waste water (44% compared with 42% metropolitan wide);
- Holding a higher than average and increasing satisfaction with feeling part of the community (Index score 72.6 in 2007 to 73.2 in 2011);
- More likely than not to own their own home outright (73%, 2011); and
- Having a better than average level of access to services for older people including hospitals/general practitioners, aged care facilities, supermarkets, community centres, libraries, U3A, public transport stops etc. (10 services/km² compared with a metropolitan average of 8.3/km²).

Such access has important social, economic, emotional and physical impacts. Also, a slightly smaller than average share of the local population aged 75+ years living alone (33.8%), suggests positives around levels of support.

Older people in Knox are, however, over-represented in the disability figures. In 2015 there were an estimated 8000 people living in Knox households²¹ with profound or severe limitations (needing help always or at times with core activities). 40% of them (3200 in number) were people over the age of 65 years. Approximately 2000 of them were older women over the age of 65 years. It is estimated that age-related conditions such as Dementia and Alzheimer's disease are the main conditions associated with almost a quarter of profound/severe disability arising from mental and behavioural disorders. This is expected to increase as the number of aged residents grows.

Older people are also over-represented in low-income households (those that fall into the bottom 25% of incomes nationally). According to the 2011 Census, more than 43% of Knox residents that lived in low-income households were aged 65+. This reflects the high proportion of older people in Knox that are reliant on the age pension as their principle source of income – 71.4% of the eligible population aged 65+ compared with 64.4% across metropolitan Melbourne, on average, in 2016. The most recent data available²² indicates that the rate of age pension payments is higher than the State average in most Knox suburbs, with the exception of Wantirna and Wantirna South, and there are upwards of 3,000 or more aged pensioners living in each of Ferntree Gully/UFTG, Boronia/Basin and Rowville.

An emerging issue for older people is the incidence of reported elder abuse. The Knox Family Violence Profile²³ identifies that:

- 6.2% of people aged 60-69 years were affected family members (individuals deemed to be affected by events occurring during the family violence incident) in 2016, which had increased from 4.2% in 2014; and
- 3.1% 70 year olds and over were affected family members in 2016, which had slightly increased from 3.1% in 2014.

However, knowing more about this at a local level requires the collection of qualitative data including the knowledge and experiences of key service providers, police and lived experiences of the community.

Summary — Active and healthy ageing is a strength in Knox. Older people, however, are over-represented in the disability figures; there is an increasing and considerably higher than average percentage of them in receipt of the age pension; and an emerging trend in the incidence of reported elder abuse.

²⁰ Attended a town meeting, public hearing, contacted a local politician, joined a protest or signed a petition etc.

²¹ As opposed to living in Knox in cared or non-private housing i.e. nursing homes, aged care hostels etc.

²² September 2016

²³ Knox City Council, 2015 (updated in 2017)



THEMES ARISING FROM THE LITERATURE

The review of literature identified cohort-specific, intergenerational and common key life stage themes including: fundamental rights; practical needs; and critical things that make a difference – as summarised in the table below.²⁴

Themes arising from the literature

	Childhood/early years	Youth	Older people	Common and/or intergenerational
Fundamental rights	Express opinions Influence decision making Participation in society Not exploited or abused Non-discrimination Recognised 'rights of the child' and citizen equality	Express views and opinions Be heard Influence decision making Respect Positive images Recognised diversity (non-discrimination) Link with community Information sharing Understanding of Council	Respect Social inclusion and participation Being valued Equity Citizen equality Choices Control Non-discrimination	The rights of 'children', 'youth' and 'older people' are recognised. Children, youth and older people are: valued (<i>positive images/citizen equality</i>), respected (<i>not discriminated against/equity</i>) and informed; in control (<i>not exploited or abused</i>) and have choices; diversity (<i>ethnic origin, religion, income, gender or disability</i>); able to express their views and opinions; heard and influence decision making; and part of the community (<i>social and civic inclusion/participate in society</i>).

²⁴ These themes informed the development of the Life Stages Outcome Statement and Approach to Key Life Stages which are presented on pg. 8 underpin and guide this Implementation Plan.

Themes arising from the literature (continued)

	Childhood/early years	Youth	Older people	Common and/or intergenerational
Practical needs	<p>Unpolluted environment and green spaces</p> <p>Safe water and sanitation</p> <p>Access to basic services</p> <p>health care</p> <p>housing</p> <p>education</p> <p>Feel safe</p> <p>Have friends and participate in social/cultural events</p>	<p>Access to services and support</p> <p>Education/lifelong learning</p> <p>Access to resources/interests and passions</p> <p>Mental health</p> <p>Strong families, safe children</p> <p>Family violence</p> <p>Alcohol and drugs</p> <p>Housing</p> <p>Transport</p> <p>Disability</p>	<p>Housing</p> <p>Transport</p> <p>Access to outdoor spaces/buildings</p> <p>Access to services</p> <p>Community</p> <p>Health</p> <p>Information</p> <p>Financial security</p> <p>Employment</p> <p>Mental Health</p> <p>Family violence (elder abuse) prevention</p>	<p>Access to a clean, green environment</p> <p>Safe water and sanitation</p> <p>Housing (affordable)</p> <p>Transport</p> <p>Economic stability</p> <p>Employment</p> <p>Health care and community services</p> <p>Education/lifelong learning</p> <p>Safety</p> <p>Strong families</p> <p>Family violence/elder abuse protection</p> <p>Mental health</p> <p>Alcohol and drugs</p> <p>Disability</p>
Critical things that make a difference	<p>A balanced approach to nurturing physical, emotional, social, cognitive and language development as these are intertwined in the early years.</p> <p>Warm, responsive and dependable interactions with nurturing caregivers – both within and outside the family.</p> <p>A skilled workforce of educators and health professionals working with children and their families.</p> <p>Moderating stress – small amounts of stress help to build resilience, but excessive stress that can have a long-lasting impact.</p>	<p>Young people need to be at the centre of decision making about issues that are important to them, encouraged to represent their own interests and supported to act on their own authority.</p>	<p>Recognising the wide range of capacities and resources among older people.</p> <p>Anticipating and responding flexibly to ageing-related needs and preferences.</p>	<p>Subtle similarities and variations across key life stages.</p>

THEMES ARISING FROM STAKEHOLDERS' VIEWS

Targeted stakeholders identified a range of current and influencing factors concerning key life stages as set out in the table below.

Childhood, youth and older people specific themes – emergence of focus areas

	Childhood/early years	Youth	Older people
Specific themes	<ul style="list-style-type: none"> Government policy reform – Influence of Victorian Government’s policies on local council including: Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government 2017-27; Education State Early Childhood Reform Plan; Roadmap for Reform Strong families, safe children; Out-of-Home Care Education Commitment; and <i>Victorian Child Safe Standards</i> etc. Early years services management – changes to the management of Kindergartens – transition from Kindergarten Cluster Management to Early Years Management. More services for children in out-of-home care to get them ready for school. Contribute to addressing family violence – relevant Royal Commission into Family Violence recommendations. Facilities provision and access – construction of Early Years Learning Hubs in Wantirna South and Bayswater, consolidation of long-day-care and occasional-care services. Children and their parents/carers’ access to relevant health and mental health including, access to health and wellbeing services, housing, sport, recreation and leisure opportunities, biodiversity programs, gender and sexuality (LGBTIQ+) services, environmental awareness raising etc. Sustainable transport options for children – Road Safety Village initiative. Lifelong learning – starts at birth. 	<ul style="list-style-type: none"> Government policy reform – Victorian Government’s funded initiatives – Roadmap for Reform: Strong families, safe children. Youth health and mental health issues – access to health services, housing, sport, recreation and opportunities and contribute to building resilience, strengths-based approaches and mitigating anxiety etc. Working with parents, families, carers and workers, as well as youth. Enable youth engagement opportunities – input into local decision-making, information on services, activities and events, volunteering etc. Respond to the increased queries from young people about gender and sexuality issues (LGBTIQ+). Facilities provision and access – establish Youth Information Centre etc. Work with young people living in out-of-home care – with partner organisations. Work with young people who are the official carers of a parent. Contribute to addressing family violence affecting young people, child abuse, bullying – relevant Royal Commission into Family Violence recommendations. Address safety issues affecting youth – linked to family violence and alcohol consumption. Lifelong learning – enables youth to realise their full potential. 	<ul style="list-style-type: none"> Government policy reform – changes in aged care service provision – Aged Care (Living Longer Living Better) Act 2013 (Cth). Subsequent policy reform from State Home and Community Care Program (HACC) to Commonwealth Home Support Program (CHSP) and concurrent policy reform to home care to under 65 yrs. reflected in NDIS and HACC Program for Younger People. Contribute to addressing elder abuse – relevant to the Royal Commission into Family Violence recommendations. Housing issues – access to secure and affordable housing, housing options that better respond to intergenerational interactions (for example, caring for grandchildren and other family members etc.) and age-friendly design. Supporting an ageing population – age friendly initiatives. Health and mental health impacts of ageing – including increases in Alzheimer’s, dementia and access to recreation and leisure opportunities etc. Financial security – significant proportion of Knox’s older residents are reliant on the Aged Pension. Mitigating social isolation – inclusion opportunities, community participation, volunteering, biodiversity groups, gender and sexuality issues (LGBTIQ+) etc. Facilities provision and accessibility – access to community facilities. Supporting community groups – capacity building, training, grants etc. Lifelong learning – essential to the health and wellbeing of older people. End of life support – need for better information, education and referrals to appropriate specialist support services, as directed by the National Palliative Care Strategy.



INTERGENERATIONAL AND COMMON THEMES

A number of issues that are currently affecting people across the generations emerged from the feedback from targeted key life stages stakeholders.²⁵

Government policy reform

A range of State and Federal Government policy reforms are playing-out in key life stages space and will strongly influence Council's future planning and service delivery. Such reform includes changes to early years management, *Victorian Child Safe Standards*, aged service provision, and implementation of the recommendations from the *Victorian Royal Commission* into Family Violence.

Children and Young People in out-of-home care

Children in out-of-home care (0-18 yrs.) has been identified by both Family and Children's Services and Youth Services as an area of ongoing focus, driven by the Victorian Government's early childhood reform agenda. Active Ageing work with older people who are kinship carers²⁶ for children who are in out-of-home care, so this area is also of interest to the future work of this department.

Family violence

Family violence is a serious and ongoing concern in Knox that affects many people, including the key life stages, with children and young people witnessing or being subjected to family violence, family violence perpetrated by adolescents against parents or siblings, and elder abuse. Family violence is defined in Victoria as any behaviour by a person towards a family member that is: physically or sexually abusive; emotionally or psychologically abusive; economically abusive; threatening; coercive; or in any other way controls or dominates the family member and causes that family member to feel fear for their own safety or the wellbeing of their family. Children hearing or witnessing family violence also constitutes family violence.²⁷ There are several findings from the *Victorian Royal Commission* into Family Violence that require Council involvement and/or action.

Community group support

Community organisations play a vital role in building a cohesive, healthy, vibrant and resilient community. Council currently provides support to many not-for-profit groups that operate within the municipality. There are over 800 groups relating to sports, schools, arts, faith-based organisations, services, environment, children, youth, older adults, culture, recreation, health and more.

Each of these not-for-profit organisations engage in activities and/or deliver services of benefit to the Knox community during key life stages.

Volunteers/volunteering

Volunteers play a vital role in supporting services across Knox. Volunteering is also an important factor in building community involvement, engagement, wellbeing and resilience across key life stages, and addressing social isolation.

Facilities

Access to good quality and appropriate community facilities is important to people during key life stages. Increasing and diversifying the utilisation of Council's facilities will enable a more effective, cooperative and supportive use of these important assets.

Lifelong learning

Lifelong learning is an important way for individuals to realise their full potential. It contributes to personal growth and development, supports full participation in social, cultural and economic life and provides a pathway to a rewarding and well-paid career. The ability to participate in lifelong learning is essential to the health and wellbeing of people across all life stages.

LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and Questioning)

Gender and sexuality issues have been raised across the key life stages cohorts. Issues raised include social isolation, discrimination and mental health issues leading to poorer health outcomes.

²⁵ Intergenerational interventions promote intergenerational connections between people from different key life stages and common interventions are common or shared across key life stage cohorts. Cohort-specific interventions may also apply.

²⁶ Department of Human services defines kinship care as the care of a child by relatives or a member of a child's social network when the child cannot live with their parents.

²⁷ Section 5 of the Family Violence Protection Act 2008 (Vic) defines family violence.



Health and Mental Health

Access to appropriate and timely health services is an issue for the key life stages cohorts, as well as housing which provides shelter and security, and enables people to achieve life opportunities such as, education, employment and happiness. Sport, recreation and leisure opportunities, including access to 'the arts', are also important preventative contributors to health and mental health by enabling physical exercise, creative pursuits and community connectedness.

Health literacy²⁸ was raised as a particular issue for older people but is relevant to other cohorts and the community more broadly. Mental health is also a concern for all of the key life stages, but high levels of anxiety particularly apply to young people.

FRAMEWORKS, APPROACHES AND LENSES

There are numerous frameworks, approaches and lenses that inform Council's work with early years, youth and older people, including a range of intergenerational approaches, as presented below.

Early Years and Youth

The four core principles of the *United Nations Convention on the Rights of the Child*²⁹ are: non-discrimination; devotion to the best interests of the child; the right to life, survival and development; and respect for the views of the child. These principles strongly align with the Unicef's foundations of building a child-friendly city³⁰ and are embedded into Council's approach to early years and youth services.

Council's Family and Children's Services, particularly Maternal and Child Health and the provision of early childhood education and care services, is governed by a number of guidelines and frameworks, designed to ensure that high-quality, standardised early years services are offered across Victoria and the country.³¹ There are also national standards and guidelines to ensure that every child has access to a quality early childhood education program, delivered by a qualified early childhood teacher for 15 hours per week in the year before they attend school.³²

There has been substantial reform at a state government level over several years that has driven the work of Family and Children's Services. The Victorian Government recognises that the early years are vitally important for children's future. *Early Childhood Reform Plan: Ready for Kinder, Ready for School, Ready for Life (the Plan)*³³ outlines Government's vision and reform for a higher quality, more equitable and inclusive early childhood system. Importantly, the Plan recognises that providing the right early childhood education experience will set children on a course of lifelong learning. Supporting *Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027*³⁴ strengthens the relationship between the State and local governments in the planning, development and provision of early years services.

The *Victorian Child Safe Standards*³⁵ set out compulsory standards for organisations that provide services to children to prevent child abuse and encourage reporting of abuse that occurs. They also aim to drive cultural change within organisations so that protecting children from abuse is intrinsic to the way organisations are managed and operated. The Guidelines are applicable across Council.

²⁸ Health literacy describes the ability of a person to understand essential health information that is required for them to successfully make use of all elements of the health system (preventive, diagnostic, curative and palliative services). Health literacy lies at the heart of a person being able to take control of their own health care through making informed health decisions, seeking appropriate and timely care and managing the processes of illness and wellness.

²⁹ United Nations, Convention on the Rights of the Child, 1989

³⁰ Unicef, Building Child Friendly Cities – A Framework for Action, 2004

³¹ Examples include the State Government of Victoria's: Early Years Management Policy Framework, July, 2016; Early Years Management Kindergarten Operating Guidelines, July 2016; Maternal and Child Health Service Guidelines, February, 2011; Maternal and Child Health Service: Key Ages and Stages Framework, May, 2009; Maternal and Child Health Service Program Standards, October, 2009; Maternal and Child Health Service Standards and Criteria, November, 2009; and Victorian Early Years Learning and Development Framework: For all children from birth to eight years, 2016.

³² Examples include the Commonwealth of Australia (Department of Education and Training) National Partnership Agreement on Universal Access to Early Childhood Education – 2016 and 2017; and the Australian Children's Education and Care Quality Authority's 'Guide to the National Quality Framework' (September, 2013) and 'Guide to the National Quality Standards' (January, 2017).

³³ State Government of Victoria (Department of Education and Training) May, 2017.

³⁴ State Government of Victoria, 2017.

³⁵ State of Victoria, Department of Health and Human Services, November 2015.



Early Years and Youth (continued)

Children and young people who have experienced family violence and those who are living in out-of-home care are key focus areas for both Family and Children's Services and Youth Services. *Roadmap for Reform: strong families, safe children – first steps*³⁶ responds to the findings of the Royal Commission into Family Violence (Victoria). It sets out changes designed to improve the lives of vulnerable children, young people and families by:

- building strong and supportive communities and providing enhanced, universal services;
- targeting integrated support to vulnerable children, young people and families; and
- strengthening home-based care and improving outcomes for children and young people in out-of-home care.

The *Early Childhood Agreement for Children in Out-of-Home Care*³⁷ and the *Out-of-Home Care Education Commitment: A Partnering Agreement between the Department of Human Services, Department of Education and Early Childhood Development, the Catholic Education Commission of Victoria and Independent Schools Victoria*³⁸ outlines the shared commitment to children and young people in out-of-home care. There have also been recent changes to the *Children, Youth and Families Act 2005* (Vic) and the *Child Wellbeing and Safety Act 2005* (Vic) to promote children's safety, wellbeing and development.

The Victorian Government's youth policy vision is for 'an inclusive society where all young people are empowered to voice their ideas and concerns, are listened to and are recognised for their valuable contributions to Victoria'³⁹. The vision presented in the National Strategy for Young Australians is 'for all young people to grow up safe, healthy, happy and resilient and to have the opportunities and skills they need to learn, work, engage in community life and influence decisions that affect them'⁴⁰. These documents provide Council with a framework for service provision and engagement with young people. Council also has its own *Youth Charter*⁴¹ that sets out ten guiding principles that support Council's commitment to actively engage with young people and value their unique contribution to the community.

Older people

Active ageing is an underlying principal of the *World Health Organisation's Global Age-friendly Cities: A Guide*. This Guide underpins Council's work with older people for the future. The Guide recognises that older people play a vital role in shaping vibrant, healthy and connected communities and notes that physical and social environments will determine whether people can remain healthy and independent into their old age. It lists eight domains that communities can work on to provide improved amenities for older people including:

- the built environment;
- transport;
- housing;
- social participation;
- respect and social inclusion;
- civic participation and employment;
- communication and information; and
- community support and health services.

This document has guided the *Victorian Government and Municipal Association of Victoria 'Age-Friendly Victoria Declaration*.⁴² The Declaration creates a vision for better state and local planning for age-friendly local communities.

Another important report that guides the Council's work includes the *Longevity Revolution: Creating a society for all ages*,⁴³ which makes recommendations to create a more age friendly society. *Ageing is everyone's business: A report on isolation and loneliness among older Victorians*⁴⁴ considers issues of loneliness and isolation for older people, and looks at ways of addressing this including the role of volunteering.

A number of Victorian and Commonwealth Acts of Parliament⁴⁵, practice guidelines and service provision frameworks guide the delivery of the Commonwealth Home Support Programme to older people in Knox.

³⁶ State of Victoria, Department of Health and Human Services, April 2016.

³⁷ State Government of Victoria, 'Early Childhood Agreement for Children in Out-of-Home Care: A Partnering Agreement between the Department of Human Service, Department of Education and Early Childhood Development, the Municipal Association of Victoria and Early Learning Association Australia', 2014.

³⁸ State Government of Victoria (Department of Education and Early Childhood Development and Department of Human Services) August 2011.

³⁹ State Government of Victoria (Department of Health and Human Services), Youth Policy: Building Stronger Youth Engagement in Victoria 2016, June 2016 (pg. 6).

⁴⁰ Commonwealth of Australia, National Strategy for Young Australians 2010 (pg. 4).

⁴¹ Knox City Council Youth Charter, 2010 https://www.knox.vic.gov.au/Page/Page.aspx?Page_Id=1071

⁴² State Government of Victoria (Department of Health and Human Services), April 2016.

⁴³ Kalache, Alexandre for Department of the Premier and Cabinet (South Australia), May 2013.

⁴⁴ Commissioner for Senior Victorians, January 2016.

⁴⁵ Legislation includes: Privacy and Data Protection Act 2014 (Vic); Health Records Act 2001 (Vic); Working with Children Act 2005 (Vic); Children, Youth and Families Act 2005 (Vic); Aged Care (Living Longer Living Better) Act 2013 (Cth); Aged Care Act 1997 (Cth); Occupational Health and Safety Act 2004 (Vic); Food Act 1984 (Vic); Disability Act 2006 (Vic); Disability Discrimination Act 1992 (Cth); Equal Opportunity Act 2010 (Vic); Local Government Act 1989 (Vic); Age Discrimination Act 2004 (Cth); Home and Community Care Act 1985 (Cth); Accident Compensation Act 1985 (Vic); Accident Compensation (Work Cover Insurance) Act 1993 (Vic); Freedom of Information Act 1982 (Vic); Charter of Human Rights and Responsibilities Act 2006 (Vic).



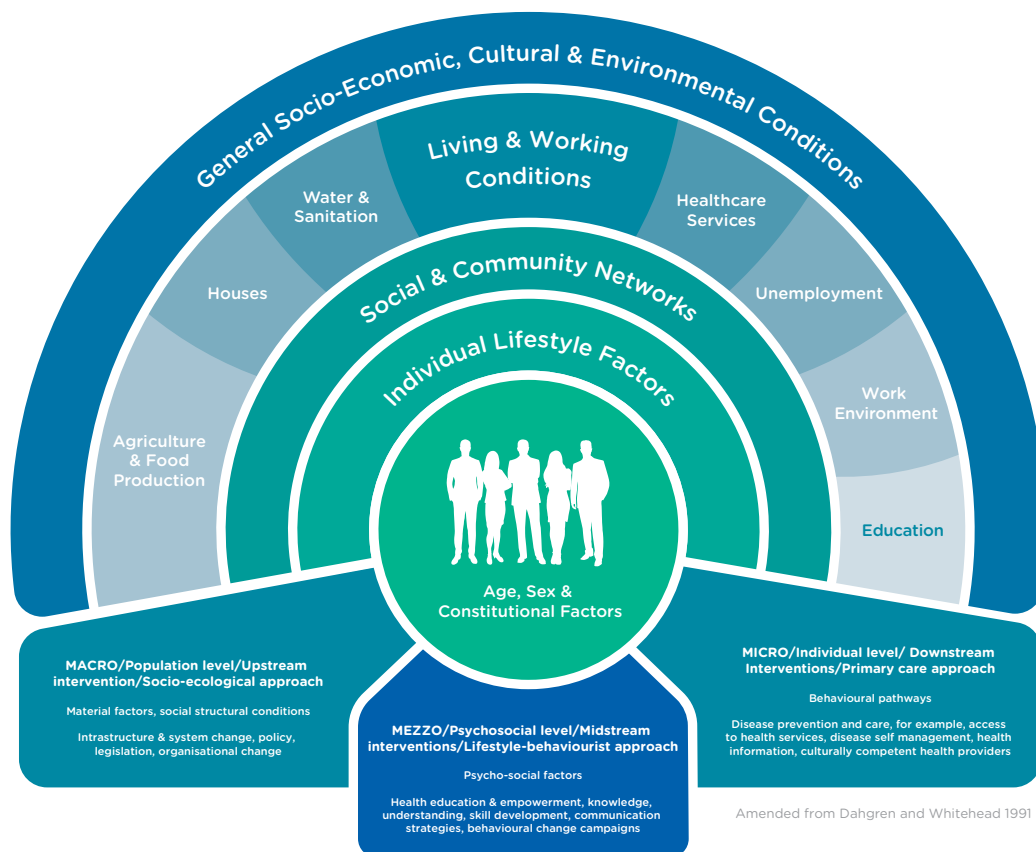
INTERGENERATIONAL

Charter of Human Rights and Responsibilities

*The Victorian Charter of Human Rights and Responsibilities*⁴⁶ is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It aims to build a fairer, more inclusive community by requiring that the Victorian Government, local councils and other public authorities consider human rights when they make laws, develop policies and provided services. The Charter gives legal protection to 20 fundamental human rights.

Social Determinants of Health Framework

The *Social Determinants of Health Framework*⁴⁷ is widely utilised by the World Health Organization and explains the processes and elements that contribute to the health, wellbeing and resilience of populations. In particular, the Framework shows the layers and interconnectedness of the various socio-economic, cultural, environmental, practical and health-related factors that influence fundamental rights and practical needs of people across the key life stages. Interventions to address these rights and needs during key life stages help to optimise life opportunities and the health and wellbeing of children, youth and older people.



⁴⁶ Charter of Human Rights and Responsibilities Act 2006 (Vic).

⁴⁷ Dahlgren G and Whitehead M (1991) Policies and strategies to promote social equity in health. Stockholm, Institute for Future Studies.

5 What are we going to do?

Actions

A suite of actions is set out in the Implementation Plan - Action Table section, which respond to the focus areas that emerged from the data analysis and the categories of intervention required - key life stage (or cohort) specific, intergenerational and/or common. The Action Table also outlines the Community and Council Plan's goal, strategy and Council initiative that helped to inform each action, whether the action is new or existing, which Council department will lead on the action, when the action will be implemented, how the action will be resourced, the performance indicators and which guiding frameworks apply.

Implementation

DELIVERY AND RESOURCING OF ACTIONS

The Implementation Plan's actions will be delivered by departments and business units across Council through an integrated approach. The resources required to deliver actions will involve a mixed contribution of Council resources, external funding grants and shared resourcing or funding models with key partners.

COUNCIL'S ROLE AND FOCUS

There are many individuals, groups, organisations and businesses that contribute to Knox being a great place to live and work including: government (local, state and federal); community organisations and service providers; community and volunteer groups; partnerships, networks; educational institutions; and businesses etc.

This Implementation Plan, however, identifies the actions that Council will undertake to support the Knox community during their key life stages. Many of the eight Council roles and focuses outlined in the Community and Council Plan apply.

Advocate — Raising awareness in state and federal governments and other stakeholders of the issues and needs of Knox residents and businesses, as well as initiating or supporting campaigns for positive change.

Partner — Developing trusting formal and informal relationships and alliances and working with others to achieve common goals.

Provide — Offering a range of services and support, preventative interventions, infrastructure and facilities to individuals and groups.

Fund — Providing grants, funding and/or subsidies to local groups and agencies to progress and develop services and infrastructure for individuals and groups.

Educate — Sharing information, raising awareness, and developing knowledge and skills to empower individuals and groups.

Plan — Proactively planning for services and infrastructure, which respond to current and future needs and requirements.

Regulate — Providing governance and regulatory controls such as local laws and health and building controls.

Research — Undertaking the collection, analysis and dissemination of quantitative and qualitative data to inform evidence-based planning, priority setting, decision-making and evaluation.

An additional role and focus has arisen through the development of the Implementation Plan:

Facilitate — to enable a process, method or way forward to encourage or make things happen.

The term 'facilitate' is included in the Implementation Plan - Action Table where appropriate.

6 How will we know if we have made a difference?

Evaluation

PERFORMANCE EVALUATION APPROACH

The performance-level evaluation for the Implementation Plan will focus on outputs. Indicators have been identified for each action and will be monitored throughout the life of the Plan.

Council is exploring cross-organisational performance and population evaluation options and methods as part of its *Community and Council Plan 2017-2021* program. This may influence the evaluation process for this Implementation Plan.

MID-TERM REVIEW

The Implementation Plan will be subject to a mid-term review (July 2019) to enable Council to assess the progress of the Plan and update actions, performance indicators and resource requirements in accordance with any arising issues or drivers.

ROLE OF POPULATION-LEVEL EVALUATION

Population-level evaluation identifies the status of the environment, economy, health and wellbeing and the built environment in Knox to monitor any improvement in or diminution of these over time.

Community and Council Plan

A suite of targets, measures and sources presented in the Community and Council Plan (pgs. 82-88) will measure the achievement of each of Council's *Eight Goals*. The findings of this work will contribute to evaluating the Implementation Plan.

State of Knox

The *State of Knox* report is a monitoring tool to assist Council and the community to understand their progress towards the long-term Knox City Vision. The third edition of the State of Knox will compare data trends against the base-line of earlier editions to evaluate changes in Knox's strengths and weaknesses.



7 Action Plan

COMMUNITY AND COUNCIL PLAN 2017-21 COUNCIL INITIATIVE 6.2.6:

Finalise and implement the *Key Life Stages Plan* focusing on Early Years, Youth and Older People.

Strategy &
Initiative

Focus Areas

No. Actions

We value our natural and built environment

Goal 1	1.1.3	Financial Security	1	Facilitate 'Solar Savers - Pilot Solar Program for Low Income Households' project in Knox with a focus on Aged Pension recipients.
	1.2.5	Volunteers Community Groups Social Isolation Health Biodiversity	2	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Open Space Plan 2012-2022.

We have housing to meet our changing needs

Goal 2	2.1.1	Social Isolation Age Friendly	3	Facilitate the Active Ageing Measurement Project in partnership with Swinburne University of Technology for Stage One of the Stamford Park redevelopment, focusing on an intergenerational outdoor activity space.
	2.3.1	Financial Security Social Isolation Housing Age Friendly	4	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Affordable Housing Action Plan 2015-2020.

¹ Definition from Carers Victoria Vic.



Performance Indicators

Years

Key Guiding Framework

Eligible Knox Aged Pension recipients received solar panels.	1-2	<u>Global Age-Friendly Cities</u> Income
<ol style="list-style-type: none"> 1. Intergenerational approach adopted to implement the Plan. 2. The following initiatives implemented: <ul style="list-style-type: none"> • Bushland Reserve Friends Groups; • Gardens for Wildlife; • National Tree Day initiatives; • Development of an environment resource kit for young families; • One Tree per Child program; • Partnerships to promote and celebrate the environment. 	1-4	<u>Global Age-Friendly Cities</u> Outdoor Spaces & Buildings National Quality Framework (Early Childhood)
1. Stage one completed.	1-4	<u>Global Age-Friendly Cities</u> Community Support and Health Services Outdoor Spaces and Buildings
<ol style="list-style-type: none"> 1. Intergenerational approach adopted to implement the Action Plan. 2. The following initiatives implemented: <ul style="list-style-type: none"> • Raising community awareness of the need for diverse and affordable housing in Knox. • Engagement and partnerships with social housing providers. • Advocacy through the Eastern Affordable Housing Alliance. 	1-4	<u>Global Age-Friendly Cities</u> Housing 'United Nations (UN) Convention on the Rights of the Child'

ACTION TABLE COLOUR KEY

Common or shared across key life stages	●
Intergenerational	●
Youth	●

Early years	●
Active ageing	●
Community and council plan initiative	●
External partner organisations	Bold

Strategy & Initiative

Focus Areas

No. Actions

We can move around easily

Goal 3	3.1	Lifelong Learning Age Friendly Social Isolation Sustainable Transport	5	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Integrated Transport Plan 2015 - 2025.
	3.1.2	Social Isolation Age Friendly	6	Investigate community transport services and availability in Knox to determine requirement for funding advocacy to increase community transport options delivered by community agencies.

We are safe and secure

Goal 4	4.1.2	Family Violence Government reform (NDIS) Health Mental Health	7	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Community Access and Equity Implementation Plan 2017-2022.
	4.1.4	Safety issues affecting children and youth Government reform	8	Implement, monitor and sustain Council's compliance with the <i>Victorian Child Safe Standards</i> .
	4.1.4	Family Violence Elder Abuse	9	Plan and implement a protocol to record identified cases involving elder abuse concerns in Knox.
	4.1.4	Family Violence Elder Abuse	10	Adopt an intergenerational approach to family violence prevention, advocacy and awareness raising.




Performance Indicators




Years

Key Guiding Framework

<ol style="list-style-type: none"> Intergenerational approach adopted to implement the Plan. The following initiatives implemented: <ul style="list-style-type: none"> Frequent and linked transport options Footpaths Education programs Walk to School month Road Safety Bike It Program Road safety activities for children at Marie Wallace Reserve. 	1-4	<u>Global Age-Friendly Cities</u> Transportation
<ol style="list-style-type: none"> Research existing community transport services in Knox. Advocacy conducted. 	1	<u>Global Age-Friendly Cities</u> Transportation
<ol style="list-style-type: none"> Intergenerational approach adopted to implement the Plan. Initiatives addressing family violence and disadvantage implemented. 	1-4	<u>Global Age-Friendly Cities</u> Respect and Inclusion ‘UN Convention on the Rights of the Child’ ‘National Quality Framework’ (Early Childhood)
<ol style="list-style-type: none"> Child Safe Standards Steering Committee established. Child Safe Standards Implementation Plan endorsed. Child Safe Standards Implementation Plan actioned. 	1-4	‘Victorian Child Safe Standards’
<ol style="list-style-type: none"> Partnership developed with Eastern Community Legal Centre. Advocacy for increased elder abuse resources and education conducted 	1-4	<u>Global Age-Friendly Cities</u> Community Support and Health Services
<ol style="list-style-type: none"> Ensure the key life stages cohorts are represented in Council’s family violence working group and initiate and participate in Council-wide activities aimed at preventing family violence, utilising an intergenerational lens. Such activities may include: <ul style="list-style-type: none"> 16 Days of Activism White Ribbon Day World Elder Abuse Awareness Day Monitor and provide advice to Council on relevant recommendations from the Victorian Family Violence Strategy and implement changes relevant to the Knox community (subject to funding) in accordance with Council’s roles. Department of Health and Human Services ‘Integrated Model of Care for Responding to Suspected Elder Abuse’ is implemented by Active Ageing. 	1-4	‘Roadmap to Reform, Strong Families, Safe Children 2016’ (State Government of Victoria) Royal Commission into Family Violence (Victoria) Report and Recommendations.

ACTION TABLE COLOUR KEY

Common or shared across key life stages	
Intergenerational	
Youth	

Early years	
Active ageing	
Community and council plan initiative	
External partner organisations	Bold

Strategy & Initiative

Focus Areas

No. Actions

We have a strong regional economy, local employment and learning opportunities

Goal 5	5.4	Age Friendly Lifelong Learning	11	Provide support to older people who are transitioning into retirement through the 'Workability / Lifelong Learning' pilot project.
	5.4.5	Lifelong Learning Age Friendly Social Isolation	12	Contribute to an age-friendly Knox through planning and implementing a lifelong learning initiative, the 55+ Social Enterprise Project, in partnership with Coonara Community House .
	5.4	Lifelong Learning	13	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Economic Development Strategy 2008-2018.
	5.4.3	Facilities	14	Construct and open two Early Years Hubs in Wantirna South and Bayswater to support early education, life-long learning and improved physical and mental health.
	5.4.3	Facilities Lifelong Learning Health	15	Provide a connected and integrated service delivery model to support the early education, life-long learning and improved physical and mental health for children in Knox through the Wantirna South and Bayswater Early Years Hubs.

We are healthy, happy and well

Goal 6	6.1 7.3	Health Social Isolation	16	Provide opportunities to improve older people's health and wellbeing through the trial of initiatives such as 'Meals for Me: An Introduction to Basic Cooking Skills'.
	6.2 7.3	Health Mental Health Social Isolation	17	Facilitate partnership development between Knox U3A and Swinburne University of Technology to enable the trial pilot of an "Older Persons Wellbeing Clinic Program" focusing on stress management, carer support, anxiety etc.
	6.2	End of Life	18	Participate in 'Victorian Councils Supporting Communities Around the End of Life' Project.

Performance Indicators	Years	Key Guiding Framework
<ol style="list-style-type: none"> Toolkit / Help card developed. Pilot project completed. 	1-4	<u>Global Age-Friendly Cities</u> Civic Participation and Employment Lifelong Learning
<ol style="list-style-type: none"> Stage one completed. 	1-4	<u>Global Age-Friendly Cities</u> Lifelong Learning Civic Participation and Employment
<ol style="list-style-type: none"> Intergenerational approach adopted to implement the Strategy. The following initiatives implemented: <ul style="list-style-type: none"> Industry specific training and skills development Other lifelong learning opportunities. 	1-4	<u>Global Age-Friendly Cities</u> Civic Participation and Employment
<ol style="list-style-type: none"> Hubs are constructed and opened. 	1-2	
<ol style="list-style-type: none"> Integrated processes and systems for staff and external partnerships developed. Single Early Years entry point created for families and children. New partnerships with other family and children's service providers developed. Existing partnerships with other family and children's service providers maintained. 	2-4	'Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027' (State Government of Victoria) 'National Quality Framework' (Early Childhood)
<ol style="list-style-type: none"> Cooking program trialled and completed. 	1-4	<u>Global Age-Friendly Cities</u> Social Participation
<ol style="list-style-type: none"> Carers Group established. Counselling sessions offered at Knox U3A. Workshops/short-course program offered to older people at Knox U3A. Evaluation of trial conducted. 	1-2	<u>Global Age-Friendly Cities</u> Community Support and Health Services
<ol style="list-style-type: none"> Baseline data collected and provided to Latrobe University. 	1-4	<u>Global Age-Friendly Cities</u> Community Support and Health Services

ACTION TABLE COLOUR KEY

Common or shared across key life stages ●

Intergenerational ●

Youth ●

Early years ●

Active ageing ●

Community and council plan initiative ●

External partner organisations **Bold**

Strategy & Initiative

Focus Areas

No. Actions

We are healthy, happy and well (continued)

Goal 6	6.2 2.1.1	Age Friendly Social Isolation Health	19	Adopt a Council-wide set of guiding principles for planning and implementing all-ability and intergenerational activity spaces in the municipality including at Stamford Parklands.
	6.2	Mental Health Bullying	20	Provide direct support to young people to improve their resilience and wellbeing.
	6.2	Mental Health Working with parents, families, carers and workers	21	Provide capacity building opportunities for young people, and those who support them (including families, schools and other community organisations) to improve resilience & wellbeing.
	6.2	LGBTQI+	22	Continue to educate and advocate on gender and sexuality issues in Knox through proactive initiatives.
	6.2	Mental Health Health Safety issues affecting children and youth	23	Provide improved intergenerational community wellbeing through mental health initiatives, including a focus on addictive behaviours such as problem electronic gaming, alcohol consumption and drug use.
	6.2	Health and mental health Youth engagement	24	Advocate and partner for improved youth service accessibility in the Outer East through the continuing use of a 'No Wrong Door' model.

Performance Indicators	Years	Key Guiding Framework
<ol style="list-style-type: none"> Review workshop conducted with key stakeholders. Two different sets of guiding Principles were trialled. Evaluation conducted. 	1-4	<u>Global Age-Friendly Cities</u> Outdoor Spaces and Buildings Social Participation
<ol style="list-style-type: none"> Youth counselling and support services to improve resilience and wellbeing offered. Information, advice and referrals provided to young people. Skills development training and education offered. Measure the impact of interventions on young people's wellbeing and resilience in Knox. 	1-4	'Knox City Council Youth Charter' 'Youth Policy: Building Stronger Youth Engagement in Victoria 2016'
<ol style="list-style-type: none"> Support groups offered. Social media utilised. Education and training offered. Minimum of 4 capacity building opportunities offered per year. 	1-4	'Knox City Council Youth Charter' 'Youth Policy: Building Stronger Youth Engagement in Victoria 2016'
<ol style="list-style-type: none"> Forums or training on gender and sexuality provided. Strategic partnerships and advocacy on LGBTQI+ issues enacted. Staff capacity building offered. Council's participation in LGBTQI+ events i.e. Midsumma Pride March etc. LGBTQI+ working group established with active participation from Family and Children's Services, Youth Leisure and Cultural Services and Active Ageing. 	1-4	<u>Global Age-Friendly Cities</u> Respect and Social Inclusion 'Knox City Council Youth Charter' 'Youth Policy: Building Stronger Youth Engagement in Victoria 2016'
<ol style="list-style-type: none"> Strategic partnerships formed with Outer Eastern Metropolitan Region agencies specialising in addictive behaviours. Advocacy for increased mental health services conducted. Intergenerational opportunities for information provision and awareness raising offered 	1-4	<u>Global Age-Friendly Cities</u> Community Support and Health Services 'UN Convention on the Rights of the Child'
<ol style="list-style-type: none"> Advocacy activities conducted for continued use of the 'No Wrong Door' model. 	1-4	Knox City Council Youth Charter Youth Policy: Building Stronger Youth Engagement in Victoria 2016

ACTION TABLE COLOUR KEY

Common or shared across key life stages ●

Intergenerational ●

Youth ●

Early years ●

Active ageing ●

Community and council plan initiative ●

External partner organisations **Bold**

We are healthy, happy and well (continued)

Goal 6	6.2	Children in out-of-home care	25	Prioritise the needs of children who live in out-of-home care and explore opportunities to support grandparents and other family members where there are kinship care arrangements.
	6.2	Bullying Mental Health	26	Continue, resource and strengthen strategic partnerships to improve the resilience and wellbeing of young people in Knox.
	6.2	Mental Health	27	Provide intensive assistance to young people affected by suicide through the 'Outer Eastern Metropolitan Region Suicide Response Protocol' in partnership with <u>Outer Eastern Metropolitan Councils, Victoria Police, headspace, Ambulance Victoria, Eastern Health</u> and other community organisations.
	6.2	Health	28	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's 'An Active Future: Knox Leisure Plan 2014-2019'.

Performance Indicators	Years	Key Guiding Framework
<ol style="list-style-type: none"> 1. Advocacy on improved services and support for children and young people in out-of-home care where needed. 2. 'Outer East Children and Youth Area Partnership' meetings and subgroups attended. 3. Additional and targeted services for children in out-of-home care provided. 4. Support and assistance provided to families to access, navigate and participate in the Early Years system. 5. Data recording procedures streamlined to ensure consistency and accuracy for reporting purposes. 	1-4	'Early Childhood Agreement for Children in Out-of-Home Care' 'Out-of-Home Care Education Commitment' (State Government of Victoria)
<ol style="list-style-type: none"> 1. Initiatives with schools developed. 2. Advocacy activities conducted for continued and increased resources. 	1-4	Knox City Council Youth Charter Youth Policy: Building Stronger Youth Engagement in Victoria 2016
<ol style="list-style-type: none"> 1. Protocol adopted. 2. Response implemented. 	1-4	Knox City Council Youth Charter Youth Policy: Building Stronger Youth Engagement in Victoria 2016
<ol style="list-style-type: none"> 1. Intergenerational approach adopted to implement the Plan. 2. The following initiatives implemented: <ul style="list-style-type: none"> • Library Services • Recreational and sporting facilities • Parks • Management of Council's indoor leisure & arts centre • Management of Council's community centres (including provision of 3-year old and deferred 4-year old kinder) • Cultural Services • Community Festivals • Immerse Exhibition • Wall to Wall Mentoring program • Art and craft markets • Volunteer engagement & community governance • Performing Arts • School holiday programs • Art and craft markets • Senior's Activity Programs. 	1-4	<u>Global Age-Friendly Cities</u> Social Participation Outdoor Spaces and Buildings

ACTION TABLE COLOUR KEY

Common or shared across key life stages ●

Intergenerational ●

Youth ●

Early years ●

Active ageing ●

Community and council plan initiative ●

External partner organisations **Bold**

Strategy & Initiative

Focus Areas

No. Actions

We are healthy, happy and well (continued)

Goal 6	6.2.4	Government Reform (NDIS)	29	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Municipal Strategic Disability Leadership Plan.
	6	Government Reform	30	Continue to monitor and deliver agreed annual priorities from the 'Early Years Compact'.
	6.2	Government Reform	31	Provide dedicated resources to undertake strategic municipal-wide planning for children and families.
	6.2	Active Ageing Government Reform	32	Develop an Implementation Plan , incorporating the WHO Age Friendly Cities eight areas of wellbeing, to support older people to actively age in the community in response to National Aged Care Reforms.
	6.2	Active Ageing Mental Health	33	Develop an Action Plan to support the mental health needs of older people to enable them to actively age in the community.
	6.2	6-10 year olds Mental Health	34	Advocate with the Eastern Metropolitan Region Health and Wellbeing Managers Partnership , to Government, for increased mental health and support services to assist children aged 6-10 years old.
	6.2	Supporting Young Carers Mental Health Social Isolation	35	Advocate for increased services and support for young carers in Knox (children and young people aged up to 25 years, who provide unpaid care for a family member who has a disability, mental illness or chronic illness, or for an older person who needs care) ¹ .
	6	Health	36	Adopt an intergenerational approach, where possible, in implementing the Knox City Council's Community and Council Plan 2017-2021 (incorporating the <i>Municipal Public Health Plan</i>).

¹ Definition from Carers Victoria Vic.

Performance Indicators	Years	Key Guiding Framework
<ol style="list-style-type: none"> Intergenerational approach adopted to implement the Plan. The following initiatives implemented: <ul style="list-style-type: none"> Leisure and sporting opportunities Social inclusion with scouting groups Mentor support for parents and carers Capacity building for early years staff. 	1-2	<u>Global Age-Friendly Cities</u> Community Support and Health Services
<ol style="list-style-type: none"> Priorities monitored. Relevant changes implemented. 	1-4	‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria)
<ol style="list-style-type: none"> Resources identified. Planning undertaken. 	2-4	‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria)
<ol style="list-style-type: none"> Implementation Plan actioned. 	1-2	<u>Global Age-Friendly Cities</u> Social Participation Community Support and Health Services
<ol style="list-style-type: none"> Action Plan implemented. 	1-2	<u>Global Age-Friendly Cities</u> Social Participation Community Support and Health Services
<ol style="list-style-type: none"> Advocacy activities conducted. 	1-4	Knox City Council Youth Charter Youth Policy: Building Stronger Youth Engagement in Victoria 2016
<ol style="list-style-type: none"> Advocacy activities conducted. 	1-4	Knox City Council Youth Charter Youth Policy: Building Stronger Youth Engagement in Victoria 2016
<ol style="list-style-type: none"> Intergenerational approach adopted to implement the Plan. Immunisations and health promotion activities implemented. 	1-4	<u>Global Age-Friendly Cities</u> Community Support and Health Services

ACTION TABLE COLOUR KEY

Common or shared across key life stages ●

Intergenerational ●

Youth ●

Early years ●

Active ageing ●

Community and council plan initiative ●

External partner organisations **Bold**

We are healthy, happy and well (continued)

Goal 6	6.2	Government Early Years Reform Plan	37	<p>Provide targeted resources to ensure that all children in Knox start school and are ready to learn, with a particular focus on vulnerable children. Initiatives include:</p> <ul style="list-style-type: none"> • Two years of free preschool for Koorie children and children known to child protection; • Pre-purchased preschools places for eligible children; • Increased preschool places for children with disabilities through the Kindergarten Inclusion Support Program; • Continual improvements to the quality of all Council early childhood education services.
	6.2	Government Early Years Reform Plan Family violence	38	Provide increased services through the Enhanced Maternal and Child Health (MCH) Service to support children up to the age of three years.
	6.2	Government Early Years Reform Plan	39	Provide appropriate and timely Council support to vulnerable families and carers with young children in Knox.




Performance Indicators




Years

Key Guiding Framework

<ol style="list-style-type: none"> 1. Agreed interventions delivered to preschool children. 2. State Government reform actions implemented within agreed timelines and where there are appropriate resources available. 	<p>1-4</p>	<p>‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria)</p> <p>‘Roadmap to Reform, Strong Families, Safe Children 2016’ (State Government of Victoria)</p> <p>Early Childhood Reform Plan - Ready for Kinder, Ready for School, Ready for Life</p>
<ol style="list-style-type: none"> 1. MCH services offered to vulnerable children up to the age of three years. 2. Additional MCH visit provided to women and children at risk of family violence. 	<p>2-4</p>	<p>‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria)</p> <p>‘Roadmap to Reform, Strong Families, Safe Children 2016’ (State Government of Victoria)</p> <p>‘Early Childhood Reform Plan - Ready for Kinder, Ready for School, Ready for Life’</p>
<ol style="list-style-type: none"> 1. Professional development training provided to Maternal Child Health staff. 2. Expanded supported playgroups delivered to vulnerable families and children. 3. Continual improvements to the quality of all Council early childhood care services delivered. 	<p>TBC</p>	<p>‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria)</p> <p>‘Roadmap to Reform, Strong Families, Safe Children 2016’ (State Government of Victoria)</p> <p>Early Childhood Reform Plan - Ready for Kinder, Ready for School, Ready for Life</p>

ACTION TABLE COLOUR KEY

Common or shared across key life stages	
Intergenerational	
Youth	

Early years	
Active ageing	
Community and council plan initiative	
External partner organisations	<u>Bold</u>

We are inclusive, feel a sense of belonging and value our identity

Goal 7	7.3.4	Facilities Social Isolation	40	Design, develop and implement an approach to facility management that integrates service and facility advocacy, is consistent across the organisation, and improves efficiencies in the management of Council's buildings.
	7.3.3 7.3.4 8.1.2	Facilities Community Groups Volunteers Social Isolation Lifelong Learning	41	Provide capacity building opportunities for older person groups and senior citizens clubs in Knox to improve wellbeing and social connections for older people through: <ul style="list-style-type: none"> • Focusing on current facility use and demand; and • Developing a sustainable and equitable support model for Knox Senior Citizens Clubs.
	7.3.4	Age Friendly Social Isolation Facilities	42	Design and plan for the development of Carrington Park Seniors Centre into a multipurpose community centre in conjunction with the Carrington Park Master Plan review, incorporating the outdoor space areas.
	7.3.3	Social Isolation Age friendly	43	Develop and implement Knox Zest4Life, incorporating the two week Knox Seniors Festival Program, to promote active ageing & social inclusion.
	5.4 7.3.3 7.3.7	Community Groups Social Isolation Youth Information Centre Lifelong Learning Facilities	44	Plan for an intergenerational approach to social isolation by providing support to, and strengthening community groups through opportunities such as co-location or collaboration.
	7.4.2	Volunteers	45	Facilitate a strengthened approach to the management and recognition of volunteers within the organisation, focusing on contributions from Key Life Stages cohort volunteers.
	7.3.7	Youth Information Centre	46	Plan , implement and trial new operational models for the Youth Information Centre.

Performance Indicators	Years	Key Guiding Framework
4. Council's community facility management promoted intergenerational use, where appropriate.	1-4	<u>Global Age-Friendly Cities</u> Outdoor Spaces and Buildings Social Participation
1. Knox Senior Citizens' Centre facility demand assessment completed. 2. New licence agreements with Senior Citizens Clubs finalised. 3. Knox U3A Needs Analysis completed.	1-4	<u>Global Age-Friendly Cities</u> Social Participation Communication and Information Lifelong Learning
1. Scoping and concept design completed.	1-2	<u>Global Age-Friendly Cities</u> Outdoor Spaces and Buildings Social Participation
1. Zest4Life Program implemented. 2. Innovative seniors' festival approach implemented.	1-4	<u>Global Age-Friendly Cities</u> Social Participation
1. Intergenerational approaches adopted. 2. Intergenerational initiatives trialled through the Integrated Library and Youth Information Centre space.	1-4	<u>Global Age-Friendly Cities</u> Social participation
1. Knox Volunteer Development Coordinator employed. 2. Volunteer management practices strengthened. 3. Volunteer achievements recognised and celebrated.	1-4	<u>Global Age-Friendly Cities</u> Social participation Victorian Child Safe Standards UN Convention on the Rights of the Child
1. New operational model trialled.	1	Knox City Council Youth Charter Youth Policy: Building Stronger Youth Engagement in Victoria 2016

ACTION TABLE COLOUR KEY

Common or shared across key life stages ●

Intergenerational ●

Youth ●

Early years ●

Active ageing ●

Community and council plan initiative ●

External partner organisations **Bold**

Strategy & Initiative

Focus Areas

No. Actions

We have confidence in decision making

Goal 8	8.1 7.3.3	Volunteers Youth Engagement Social isolation Age friendly	47	Ensure meaningful consultation by Council with the key life stages cohorts continues through Council's Life Stages Group advisory committees focusing on: <ul style="list-style-type: none"> • Consultation and decision making; • Action planning; or • Event planning and delivery.
	8.1	Government Early Years Reform Plan	48	Strengthen and further develop a central enrolment scheme for funded preschools which responds to policy directions emerging from the State Government Early Years Reform.
	8.1.7	Early Years Service Management	49	Implement the Early Years Management Framework (from January, 2019) including establishing: <ul style="list-style-type: none"> • New parent groups; • A new governance model for parent groups; • Roles and responsibilities for Council and parent groups; and • Support for parent groups when required.

Performance Indicators

Years

Key Guiding Framework

<ol style="list-style-type: none"> The Life Stages Group (comprising the Early Years, Youth and Active Ageing Advisory Committees) established to enable an intergenerational lens. Successful engagement with Key Life Stages cohorts achieved. 	<p>1-4</p>	<p><u>Global Age-Friendly Cities</u> Civic Participation and Employment Social Participation Respect and Social Inclusion ‘Victorian Child Safe Standards’ ‘United Nations Convention on the Rights of the Child’ ‘ACECQA National Quality Standard’</p>
<ol style="list-style-type: none"> Central preschool enrolment tool developed. 	<p>TBC</p>	<p>‘Early Years Management Policy Framework’ (State Government of Victoria) ‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria) ‘Early Childhood Reform Plan – Ready for Kinder, Ready for School, Ready for Life’</p>
<ol style="list-style-type: none"> Council’s preschool services provided in accordance with the Early Years Management Framework. 	<p>2-4</p>	<p>‘Early Years Management Policy Framework’ (State Government of Victoria) ‘Supporting Children and Families in the Early Years: A Compact between DET, DHHS and Local Government (represented by MAV), 2017-2027’ (State Government of Victoria)</p>

ACTION TABLE COLOUR KEY

Common or shared across key life stages	●
Intergenerational	●
Youth	●

Early years	●
Active ageing	●
Community and council plan initiative	●
External partner organisations	<u>●</u>

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 Interpreter
131 450

National Relay Service
133 677

Knox City Council acknowledges the traditional custodians of the city of Knox, the Wurundjeri and Bunurong people of the Kulin Nation.