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**Age Friendly Year Two**

**2018-2019**

**<< INSERT TEAM NAME>>**

Team Action Planning – Age Friendly

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| **ACTIVE AND HEALTHY**  **A city dedicated to optimal health and wellbeing outcomes for its community** |

| **HEALTHY LIFESTYLES** | **What We Said We Will Do** | **What Our Team Did 2018-2019** *[brief*, *dot points of major achievements, significant progress and change]* | **How We Evaluated This**  [dot point of measure of success] | **Outcome**  *[Outcome:* ***t****he direct result/s of this action keep it high-level, meaningful]* | **Lead /**  **Partners** |
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| **Physically Active**  *Regular physical activity throughout life is one of the most significant factors in the promotion of good health and the prevention of chronic disease* | Promote active transport [HP, AM, RS] |  |  |  |  |
| Provide physical activity programs and facilities that are responsive and accessible to all, including:   * Reaching out to those with low levels of physical activity; and * Activating neighbourhood and public spaces   [HP, AM, RS, CS, CW] |  |  |  |  |
| Develop a network of accessible play spaces that provide activity opportunities for all ages. [RS, CYF] |  |  |  |  |
| Deliver and support recreation, arts and cultural events that foster creativity in play and physical activity for children, young people and their families. [CYF] |  |  |  |  |
| **Nourished**  *A balanced, healthy diet at all stages of life helps to maintain or improve overall health by providing the body with essential nutrition.* | Support regional, state-wide and national initiatives and local partnerships that promote healthy eating and nutrition. [HP, RS, CW] |  |  |  |  |
| Promote maternal & child health visitation, breastfeeding and good nutrition. [CYF, CS] |  |  |  |  |
| Provide additional nutritional based programming for seniors. [A&CC] |  |  |  |  |
| **Prevention from Harm**  *Improving the health and resilience of individuals and communities through proactive services and programs.* | Advocate to limit gambling-related harm, consistent with the City of Monash Public Health Approach to Gambling Policy Statement 2016-2020. [HP] |  |  |  |  |
| Promote and advocate to minimise harm from smoking. [HP] |  |  |  |  |
| Facilitate opportunities for the community to better understand how to prevent and/or minimise harm from alcohol, smoking and other drugs. [HP, CYF] |  |  |  |  |
| Build community capacity to protect children and young people and to keep them safe from harm. [CYF] |  |  |  |  |
| Promote the public health benefits of immunisation. [CYF] |  |  |  |  |
| **Early Life**  *Early childhood sets the foundation for lifelong learning, behaviour and health.* | Support an extensive playgroup network across Monash including facilitated playgroups for vulnerable children and families, grandparent playgroups and multicultural playgroups. [CYF] |  |  |  |  |
| Build capacity of parents and carers as the primary educators in a child and young person’s life. [CYF, CS] |  |  |  |  |
| Provide opportunities for children and young people to participate in personal development programs that complement formal learning experiences [CYF] |  |  |  |  |
| **Strong Families**  *Parents and carers have the most significant influence on a child and young person’s health and wellbeing and this influence has lifelong effects.* | Support and partner with communities, services and networks that work with Monash children, young people and families. [CYF] |  |  |  |  |
| Collaborate with local community organisations to deliver programs that facilitate positive mental health. [CYF, HP, CW] |  |  |  |  |
| **Resilient Young People**  *Supporting young people to feel safe, connected and confident improves their social and mental health and they are better placed to adapt to new challenges as they occur* | Advocate for youth mental health services to be based in and serve the City of Monash. [CYF, HP] |  |  |  |  |
| Monitor and respond to key indicators of health and wellbeing for young people including the incidence of mental health issues. [HP, CYF] |  |  |  |  |
| Develop skills and strategies in community, families and young people to identify and support those around them experiencing distress. [CYF] |  |  |  |  |
| Work with young people and their families by utilising their strengths and skills to ensure they are competent and confident. [CYF, CS] |  |  |  |  |
| **As we age**  *Remaining connected and engaged in community life contributes to positive health and wellbeing in older people.* | Facilitate opportunities for active ageing. [SI] | * Positive Ageing Lifestyle program (PALS) supported a significant number of social inclusion programs and activities on offer to our older residents. Council organised and staffed 24 social inclusion programs over the 6 months supporting approximately 537 residents access and participate in social inclusion activities. Further support was provided to promote over 400 community group and allied health services social programs and activities. Of the 49 programs a number were included that specifically addressed the CALD and LGBTI communities. Some of the CALD specific programs i.e. 'Something Chinese and Something Spicy' are facilitated by the CALD communities to raise awareness and break down barriers to bring the community together. These sessions are followed with visits to local cafes and restaurants to explore the taste of the cultural foods. LGBTIQ programs have included themed films and cafe connect. * Produce a comprehensive social inclusion program based on client engagement and feedback for CHSP and non-funder residents. CHSP programs include Monash Seniors on the Move (MoM outings) and the Positive Ageing Activity Centres (PAAC) (Tues, Wed & Thurs) MoM 4 outings per month, Client attendance over 6 months 227. The PAAC centres provided social inclusion contact for 906 attendees. | * Number of seniors engaged in the program/s * Verbal feedback on and observations on the program/s * Annual client survey * Verbal feedback and conversations with clients each week | * Increased awareness and confidence and increasing number of older adults engaging in local activities and programs * Increased client and reportable hours at funded programs * Clients wanting to remain in the programs and/or attending more programs due to feeling positive about their experience and feeling connected to their community. | Community support  and Libraries |
| Explore opportunities to address parking issues faced by an ageing population. [SI] | * Parking Types and Permits Flyer that was prepared in partnership with Local Laws and Age Friendly Ambassadors in 2017 was translated into key languages and distributed at key Council festival * Flyer distributed at the Positive Ageing Seniors Forum | * 200 flyers distributed at the Chinese New Year. * Positive Ageing Reference Group report back to Council on their understanding of community awareness on the permit types | * Seniors more aware of the parking permit types and how to apply for them * Seniors Group Committees are better informed and encouraged to pass on information to their members. | Community support  and Libraries |
| Provide a community transport service that meets the needs of an ageing population. [SI] | * Community Transport continues to support seniors with shopping, dropping members at seniors groups and the Monash Seniors on the Move outing program. | * Bus usage increased based on kilometre and client reportable hours |  | Community support and Libraries |
| **Built Spaces**  *Ensuring that community needs, both now and into the future, are central to the physical design of our buildings* | Promote and facilitate the use of Council’s recreational facilities for all. [RS] |  |  |  |  |
| Advocate for sufficient community and social infrastructure to support new housing developments. [CS] |  |  |  |  |
| Facilitate integrated, co-located neighbourhood based services that respond to the needs of children, young people and their families. [CYF] |  |  |  | [CYF] |
| Promote libraries as gathering spaces for residents to experience literary and creative opportunities and activities. [LS, CYF] |  |  |  |  |
| **Open Spaces**  *Accessible public open spaces for sport, play, recreation and active transport.* | Develop the Monash network of open spaces for recreation, relaxation and recuperation. [RS, CS] |  |  |  |  |
|  | Activate public open space through a range of initiatives including infrastructure and events and programs including:   * Infrastructure; and * Events and programs   [RS, AC] |  |  |  |  |
| **Liveability**  *Liveability comprises many elements. We will regularly consider how the community measures liveability and refine our approaches based on what the community tells us.* | Make Monash as walkable and accessible as possible, providing links between key activity areas including places to rest, public toilets and way finding signage. [RS, CS, PA] | * Continue to map places to rest * Represent Age Friendly on the newly established internal Furniture working group | * Engage Ambassadors/volunteers to physically map existing public seating and identify where they believe additional seating should be installed | * As of March 2019 19 zones mapped. * Ambassadors/volunteer report feeling included, engaged, valued and that they have a real influence on Council decisions | Community support  and Libraries  Urban Design |
| Provide safe off road shared paths [RS] |  |  |  |  |
| Improve on road cycling connections across Monash [RS] |  |  |  |  |
| Advocate for a strong public transport system that includes improved connectivity and service delivery. [SI] |  |  |  |  |
| Promote opportunities for public art. [AC] |  |  |  |  |
|  | Facilitate community resilience in adapting to climate change in partnership with shared priorities of Council’s:   * *Environmental Sustainability Strategy 2016 – 2026* * *Monash Urban Landscape and Canopy Vegetation Strategy (draft)* * *Monash Open Space Strategy (draft)* * *Monash Street Tree Strategy* |  |  |  |  |
|  | Develop a Cooling Centre Model targeted to seniors for the increasing number of days of extreme heat. This model will provide an air-conditioned central venue where seniors can gather, socialise and take respite from the heat. Transportation to be provided by Council if required. [SI, CS] | * Positive Ageing Activity Centres (PAAC) to be used as a cooling centre if extreme heat requires its use. Available Tues, Wednesday and Thursday). Alternatively Monash Public Libraries to be review as cooling models options. | Not evaluated at this time as model not implemented | N/A | Community support  and Libraries |
|  | Council to strengthen its collaboration with South East Volunteers to ensure it supports its community as closely as possible in days of extreme climate conditions, including heatwaves and major storms. A particular focus will be directed to those most at-risk including seniors and members of the community with a disability and/or significant medical condition. [SI, CS] | * Monash PALS booklet developed a new Community Safety section. Each edition includes SEV Safety register, information on heat wave safety and other relevant safety tips i.e. Elder Abuse, smoke alarms * Volunteer Team Leader meet regularly with SEV staff to develop positive working relationship on ALL volunteer related matters including the safety register. | Statistics reported by SEV on safety register numbers (increased members on the register, number of volunteers calling the members, how often to the members receive a call) | Increased awareness of safety tips for seniors and the safety register | Community support  and Libraries  South East Volunteers |

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| **ENGAGED CONFIDENT & CONNECTED**  **A city which activity listens, engages and values community wisdom in shaping its own future** |

| **PARTICIPATION** | **What We Said We Will Do** | **What Our Team Did 2018-2019 [***brief*, *dot points of major achievements, significant progress and change]* | **How We Evaluated This**  [dot point of measure of success] | **Outcome**  *[Outcome:* ***t****he direct result/s of this action keep it high-level, meaningful]* | **Lead /**  **Partners** |
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| **Community Engagement**  *Community engagement is a dynamic process that builds resilient relationships and the community’s strength.* | Support community to have an active voice through participation in civic and community life. [ALL] | * The following meetings were facilitated and hosted directly by the City of Monash: Positive Ageing and Seniors Forum - formerly known as the Multicultural Seniors Forum. Meet twice during this period with approx. 40 members attending each meeting representing a wide variety of seniors groups from across Monash. The Positive Ageing Reference Group meet 3 times each 6 months with 13 members and 2 Councillor Chairs. Plus an additional 3 sub-group meetings held in between. A further additional 4 Age Friendly Action Implementation workgroup meetings take place to work of specific Age Friendly actions. These meetings involve a range of Monash Age Friendly Ambassadors, PARG members (13) and Age Friendly Monash Volunteers 113 | * Meeting attendance rates, engagement, continual involvement and feedback | * Seniors are empowered to advocate on important issues based on their identified needs | Community  support  and Libraries |
| Build connections with new migrant, refugees and emerging communities to assist their settlement in Monash. [MP, CW] |  |  |  |  |
| Support and develop the role of Age-Friendly and Youth Ambassadors. [SI, CYF] |  |  |  |  |
| **Programs and Activities**  *Community based programs, activities, events and celebrations that respond to community needs, interests and aspirations, impact positively on health* | Deliver the municipal-wide *Monash Health and Wellbeing Community Conversation Series,* in partnership with Link Health & Community, to respond to contemporary and topical health issues important to the Monash community. [SI, HP] |  |  |  |  |
| Provide opportunities for participation in community life through volunteering, creative pursuits and representation on committees. [HP, MP, CS, LS, SI, CW, MGA] | * Council Volunteer Policy and code of conduct updated and presented to ELT * Volunteer@Monash Logo, Brochure and induction folder developed and printed * Age Friendly Monash T-shirts and name badges for ALL volunteer produced * Annual Mayor Afternoon Tea/celebration recognising years of service. * End of year celebration at MGA * 1 Volunteer recruitment/training workshop offered by Council per month * 13 Council Volunteer Role Descriptions created using a corporate template * Volunteer Information Sessions hosted by Council May (68) & November (33) 2018. In total from these two session Council recruited 23 new volunteers. * Volunteers have been linked with a range of programs directly supporting CHSP recipients. These include: Meals on Wheels, Council's Positive Ageing Activity Centres (3 centres in total), the Halcyon dementia day centre, The Positive Ageing Lifestyles Program, the Monash Home Library Service, the Monash Library Service (conversation circles, IT training for seniors), and our Age Friendly City Ambassador program. | * Record the number of volunteers, what program they volunteer in/for and their participation (hours) * Record attendance at Recruitment/information sessions and volunteers referred to us from South East Volunteers * Annual Volunteer satisfaction and engagement survey | * Increased the number of volunteers refereed to Monash via SEV through Councils new recruitment/information sessions * Volunteers feeling recognised, valued and respected for their contribution * Volunteers feeling more supported and engaged | Community  support  and Libraries |
| Support community organisations to develop and deliver sustainable initiatives. [CW] |  |  |  |  |
| **Creative Expression**  *Community based arts and cultural activities, services and events that celebrate cultural diversity, support artistic expression and strengthen community.* | Provide opportunities for creative expression and the showcasing of local talent. [AC, LS] |  |  |  |  |
| Encourage creative expression through a wide range of activities that reflect our diversity and support community cultural development. [CW] |  |  |  |  |
|  | Promote opportunities for public art [AC, MGA] |  |  |  |  |
| **Strengthening Communities**  *Strong and cohesive communities promote the inclusion and participation of everyone* | Facilitate social and economic participation for all. [ALL] |  |  |  |  |
| Build intercultural understanding between different ethnic, religious and cultural groups. [MP, CW] | * PALS hosted a Cultural awareness session ‘Something Chinesey’ In November 2018 facilitated by a retired Chinese resident. The session was an introduction to the Chinese culture, basic language, Tai chi and food. It was attended by over 60 seniors of which were the majority Anglo Australians. Based on the popularity a second session was held in February with 51 attendance followed with a Public Transport day trip to the City to visit the Chinese Museum and Yum Char with 18 Seniors attending. Something Spicy – A taste of India held in March hosted by the Indian Seniors Group was fully booked with 60 seniors attending. | * Attendance rate | Increased awareness, understanding and appreciation of different cultural groups in Monash | Community Support and Libraries |
| Strengthen the capacity of community organisations to deliver good governance and leadership and to work in partnership with others. [CW] |  |  |  |  |
| Build the capacity of local community organisations to thrive. [AC, CW] |  |  |  |  |
| Facilitate community resilience in adapting to climate change. [HP] |  |  |  |  |
| **Reaching out to the socially isolated**  *Directing efforts to be inclusive of those who may be isolated ensures that everyone has the opportunity to be a part of community.* | Engage and support those that are isolated in our community, with a particular focus on:   * International students; * Aboriginal and Torres Strait Islanders; * Newly arrived and temporary residents; and * Older residents [CYF, CW, CS, SI] |  |  |  |  |
| Advocate to ensure that the City of Monash has the homelessness services it requires. [CYF] |  |  |  |  |
| Explore opportunities to deliver Council services and initiatives through outreach. [CW, CYF, LS] |  |  |  |  |
| **Neighbourhoods and Place**  *A community development approach that brings local communities together to foster and strengthen leadership, spirit and social connections.* | Develop and deliver opportunities for the community to participate in arts, cultural and social activities and festivals in the local neighbourhoods. [NPM, AC, LS, CW] |  |  |  |  |
| Support and facilitate actions that build community pride and a sense of place. [NPM] |  |  |  |  |
| Encourage residents to connect with community through organisations/services such as libraries, neighbourhood houses, sports clubs and local shopping strips. [NPM, CS, CW, RS] |  |  |  |  |
| **Responsive Services**  *Monash Council will be responsive, flexible and creative in responding to existing and emerging community needs.* | Establish a consolidated data and evidence base to support practice, review service performance, build sector capacity and assist with determining community planning priorities. [CYF, CDS] |  |  |  |  |
| Support community organisations to be inclusive of all and provide engaging environments. [RS, CS] |  |  |  |  |
| Build Monash Council as a culturally competent organisation. [MP] |  |  |  |  |
| **Accessible and affordable**  *Monash seeks to provide services and activities that are accessible and affordable to people from all walks of life. We will identify and address barriers to participation.* | Investigate how affordability impacts on the community’s ability to participate in a range of activities. |  |  |  |  |
| Support community organisations through access to fit-for-purpose facilities at non-commercial rates. [RS, CW] |  |  |  |  |
| Promote affordable and accessible services and activities. [AC, CYF, RS, AM, CW, PA] |  |  |  |  |
| **Partnerships and Funding**  *Monash develops and fosters partnership approaches that benefit the Monash community.* | Develop and support partnerships, networks and collaborations that strengthen the Monash Community. [ALL] |  |  |  |  |
| Deliver the Monash suite of Community Grants Programs and develop collaborative partnerships with funded parties. [CW, AC, & ALL] |  |  |  |  |

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| **SAFE & RESPECTFUL**  **A city where every single member of the community is important** |

| **LIFE JOURNEY** | **What We Said We Will Do** | **What Our Team Did 2018-2019** *(brief*, *dot points of major achievements, significant progress and change)* | **Evaluation**  [dot point of measure of success] | **Outcome**  *[Outcome:* ***t****he direct result/s of this action keep it high-level, meaningful]* | **Lead /**  **Partners** |
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| **Transitions**  *A life course approach helps us to focus on key life transition points where interventions can have the greatest impact.* | Facilitate the community’s resilience at key life stages:   * Early life; * Adolescence; and * Ageing   [CYF] [SI] |  |  |  |  |
| **Freedom to choose**  *Making informed decisions and having choices is a human right.* | Facilitate opportunities for older people to remain living independently at home. [SI] |  |  |  |  |
| Advocate for affordable, innovative and suitable housing options in Monash close to family, friends, social groups, shops and health services. [CS, SI] |  |  |  |  |
| Explore the development of an affordable housing strategy.  [CS, SI] |  |  |  |  |
| **Lifelong Learning**  *Lifelong learning is the ongoing, active pursuit of knowledge that enhances social inclusion , active citizenship and personal development* | Provide library services that promote lifelong learning, digital literacy and encourage social inclusion. [LS] |  |  |  |  |
| Support the Monash network of neighbourhood houses to deliver a range of inclusive learning opportunities including pathways to employment. [NPM] |  |  |  |  |
| **All Abilities**  *People of all abilities can fully participate in all aspects of life.* | Facilitate equitable access to Monash services, facilities and activities. [CW, ALL] |  |  |  |  |
| [CYF, SI, CW] |  |  |  |  |
| **Gender Equity**  *Monash Council will actively promote empowerment and dignity, challenge discrimination and respect human rights to advance gender equity.* | Promote and normalise gender equity to achieve gender equality in the community. [CW, GE, CYF] |  |  |  |  |
| Provide leadership and advocate for gender equity at a local, regional, state and national level. [HP, GE] |  |  |  |  |
| [ALL, GE] |  |  |  |  |
| **Diverse Communities**  *Monash Council celebrates its rich cultural, linguistic, religious, age, gender and sexual diversity and works to support lifetime wellbeing, community harmony and opportunities for everyone to be able to participate fully in community life.* | Celebrate community diversity. [HP, AC, LS, ALL] |  |  |  |  |
| Advocate for cultural diversity, access and inclusion. [CS, ALL] |  |  |  |  |
| Promote social cohesion and harmony through an environment free of racism, ageism, homophobia, transphobia and any other forms of discrimination. [SI, CW, NHP, ALL] |  |  |  |  |
| **Information and Communication**  *Developing targeted, effective and culturally appropriate ways to communicate is a critical element to building strong relationships with community.* | Develop information systems and processes that will enable community to gain easy and efficient access to services, programs and information. [CYF, SI, CS] |  |  |  |  |
| Promote the library as the focal point for community discovery and inspiration. [LS] |  |  |  |  |
| Create open and respectful communication pathways for people of all cultures and abilities. [CS] |  |  |  |  |
| **Keeping Women Safe**  *Violence against women is a serious and widespread problem, with enormous individual, family and community impacts and social costs.*  *Through a shared, consistent and mutually reinforcing approach to preventing violence against women, we can all contribute to creating a safer community built upon equality and respect.* | [HP, GE] |  |  |  |  |
| Support the community to actively challenge attitudes and behaviours that enable violence against women and children. [HP, GE] |  |  |  |  |
| [HP, GE] |  |  |  |  |
| **Safeguarding Children**  *Protecting children and young people from harm requires a vigilant and informed community that is confident in making judgements and is assertive in taking actions.* | Meet Victorian Child Safe Standards and have appropriate responses in place to keep children and young people safe from harm. [CYF] |  |  |  |  |
| Support parents and carers to be their most capable and confident. [CYF] |  |  |  |  |
| Attain UN accreditation for Monash to be a Child-Friendly City. [CYF] |  |  |  |  |
| **Community Safety**  *Feeling and being safe is essential to the health, wellbeing and enjoyment of community life.* | Promote Monash as a safe and inclusive community. [NPM, HP, SI, CS & ALL] |  |  |  |  |
| Facilitate programs and initiatives that improve the actual safety of Monash residents. [NPM, HP, SI, AC, CS, GE, CYF] |  |  |  |  |
| **Environmental Design**  *Environmental design principles shape and inform Council when devising plans, programs, policies and buildings that best meet the health and wellbeing requirements of communities.* | Adopt Environmentally Sustainable Development (USD) and Universal Access principles in all capital works projects. [RS, CS] |  |  |  |  |
| Work in partnership with the relevant areas of Council and community stakeholders to advocate for and create safe physical, urban and natural environments through adherence to Safer Design principles including Crime Prevention Through Environmental Design (CPTED) [CS, ALL] |  |  |  |  |
| Create safe, inclusive and accessible spaces. [CS, LS] |  |  |  |  |