Report to the Future Melbourne (People City) Committee   **Agenda item 6.2**

Melbourne for All People 2014–17 – Implementation, Monitoring and Evaluation Plan   **10 February 2015**

Presenter: Jane Foley, Manager Community Services

Purpose and background

1.   The purpose of this report is to seek endorsement of the draft Melbourne for All People 2014–17 Implementation, Monitoring and Evaluation Plan (refer Attachment 2).

2.   In August 2014, Council approved Melbourne for All People 2014–17 subject to an Implementation, Monitoring and Evaluation Plan being submitted to the Future Melbourne Committee by November 2014.

3.   In November 2014 the Future Melbourne Committee resolved that management: "Undertake further work on the draft plan, with a view to including a series of tangible measures and targets for the goals and/or actions, and report back to this Committee in February 2015".

Key issues

4.   The draft plan details measures and targets as appropriate for each action and deliverable. Some measures and targets have specific outcomes as existing data is able to be utilised. For some new initiatives baseline data will be required to be collected in 2014-15 to enable realistic measures and targets to be set and assessed over the three years of the plan.

5.   Established service targets in existing contracts and government funded services for core work such as Home and Community Services have been incorporated.

6.   Actions and deliverables will be monitored by relevant work areas on a regular basis. Outcomes and achievements will be reported through the City of Melbourne annual reporting process.

7.   Overall progress and evaluation of the plan will be undertaken annually and in conjunction with a change management process to reinforce and embed an integrated life course approach to policy, planning and service delivery.

8.   Any increase in services proposed over the life of the plan will be subject to the business planning and budget approval processes.

Recommendation from management

9.   That the Future Melbourne Committee:

9.1.   Approves the draft Melbourne for All People 2014–17, Implementation, Monitoring and Evaluation Plan and Attachment 2 to the Management Report.

9.2.   Authorises the Director Community Development to make any further minor editorial changes to the draft plan prior to public release.

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

Supporting Attachment

Legal

1.   Section 38 of the *Disability Act 2006* provides that Council must either develop and implement a Disability Action Plan that is consistent with the matters referred to in section 38(1), or that such matters are addressed in the Council Plan prepared under the *Local Government Act 1989*. Section 38(1) of that Act provides that the following aims need to be considered and addressed:

        (a) Reducing barriers to persons with a disability accessing goods, services and facilities;
        (b) Reducing barriers to persons with a disability obtaining and maintaining employment;
        (c) Promoting inclusion and participation in the community of persons with a disability;
        (d) Achieving tangible changes in attitudes and practices which discriminate against persons with a disability;"

        Melbourne for All People 2014–17 along with the Implementation, Monitoring and Evaluation Plan will meet the requirements of the Disability Action Plan.

Finance

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

Conflict of interest

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

Stakeholder consultation

4.   Relevant City of Melbourne staff and work areas have inputted into the Implementation, Monitoring and Evaluation Plan.

5.   Implementation will be supported by a comprehensive change management and communication plan.

Relation to Council policy

6.   *Melbourne for All People 2014–17* replaces and enhances the previous Disability Action Plan, Children's Plan, Empowering Young People Policy and Positive Ageing Strategy. It is reflected in and interacts with other City of Melbourne policies and strategies including:

        6.1.   *The City of Melbourne Council Plan 2013–17*: Goal 1 – A City for People.

        6.2.   *A Great Place to Study: International Student Strategy 2013–17.*

        6.3.   *We need to talk: Preventing Violence Against Women Strategy 2013–16.*

        6.4.   *Pathways: City of Melbourne Homelessness Strategy 2014–17.*

        6.5.   *Beyond the Safe City Strategy 2014–17.*

        6.6.   *The Active Melbourne Strategy 2006–2016.*

        6.7.   The actions in Melbourne for All People will contribute to improvements across related outcomes of the Melbourne City Council Plan 2013–17. These will be reported through the City of Melbourne Annual Report.

Environmental sustainability

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

MELBOURNE FOR
ALL PEOPLE

2014–17

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

CITY OF MELBOURNE

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

Scope of the Implementation, Monitoring and Evaluation Plan

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

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

The core business areas cover:

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

Reporting on Melbourne for All People 2014–17

The Actions and Deliverables in this plan will contribute to outcomes in their respective Melbourne for All People 2014–17 theme areas.

Outcomes and achievements will be reported through the City of Melbourne annual reporting process. These will be monitored by the responsible work areas throughout the implementation of the plan.

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

THEME 1: ACCESS AND INCLUSION
All people have a right to be included with dignity and independence in all aspects of life. Our role includes eliminating or reducing barriers to enable participation and full enjoyment of everything the city has to offer

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
Goal	**Melbourne is a barrier free city for people of all ages and abilities**					
Outcome	**People are able to participate in the community**	Per cent of people who report that they encounter barriers to participation	Reduction in percentage of people reporting barriers from baseline data collated in 2014–15			
Action 1.1	**Ensure the six themes of *Melbourne for All People* are considered and apply in the development of all future City of Melbourne policies and strategies**	Per cent City of Melbourne relevant policies and strategies that applied *Melbourne for All People* themes	Increase in number of relevant policies and strategies from baseline data collated in 2014–15			
Deliverable 1.1a)	Develop and implement a change management plan for City of Melbourne staff to embed the themes of *Melbourne for All People 2014–17* and a life course approach to policy, planning and service delivery - Continue to generate awareness and understanding of the benefits of change amongst City of Melbourne staff - Develop and implement tools and resources to support knowledge and ability to enact Melbourne for All People 2014–17 across City of Melbourne policy, planning and service delivery - Reinforce and embed the cultural and practice shift toward a life-long approach	Number of branches involved with *Melbourne for All People* actively participated in change management process	100 per cent of branches involved in *Melbourne for All People* delivery actively participated in change management process			
Action 1.2	**Support employment of people with a disability at the City of Melbourne through a partnership with the Australian Government, National Disability Recruitment Coordinator**	Per cent people with a disability employed at City of Melbourne	Increase number of people with a disability who submitted applications or were employed at City of Melbourne from existing data rates and additional data gathered in 2014-15.			
Deliverable 1.2 a)	Establish a formal agreement with National Disability Recruitment Coordinator to use its job vacancy distribution	Partnership established	Partnership established by June 2015			

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

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
	service					
Deliverable 1.2 b)	Take positive action to employ people with a disability across a range of roles at City of Melbourne	Per cent increase in applications from people who identified that they have a disability Number of people who identified they have a disability employed at City of Melbourne	Increase of applications from people identifying that they have a disability from baseline data collated in 2014–15 Increase number of people employed identifying that they have a disability from baseline data collated in 2014–15			
Action 1.3	**Ensure our facilities are accessible and designed and managed to maximise their use by diverse groups**	Number of groups including people from different ages, backgrounds and levels of ability accessing neighbourhood community centres	Increase number of groups accessing neighbourhood community centres from existing data rates and additional data gathered in 2014-15.			
Deliverable 1.3 a)	Ensure successful transition of centre-based meals program and planned activity groups to Kathleen Syme Library and Community Centre	Number of participants in centre-based meals programs and Planned Activity Groups transitioned to Kathleen Syme Library and Community Centre	Maintain participant numbers for the centre-based meals program (11 people) and the five Planned Activity Groups (40 people) transitioned to Kathleen Syme Centre			
Deliverable 1.3 b)	Implement the Dementia Enabling Environments guidelines in refurbishment of existing facilities	Number of City of Melbourne refurbished facilities that incorporate Dementia Enabling Environment guidelines	Four existing neighbourhood centres are improved in line with Dementia Enabling Environment guidelines in 2014–15			

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

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
Deliverable 1.3 c)	Establish Family Services at the Docklands Community Hub and promote use of the space by a range of groups within the community	Number of Family Services users at the Docklands Community Hub Number of community groups using the Docklands Community Hub	Maintain participant numbers for Family Services programs transitioned to Docklands Community Hub Promote the use of Docklands Community Hub to community groups			
Deliverable 1.3 d)	Implement access audits of Council facilities and ensure new developments and refurbishments comply with Building Code of Australia access requirements and the Disability Discrimination Act	Number of access audits completed annually Per cent City of Melbourne owned new and refurbished facilities that met Disability Discrimination Act requirements and Building Code of Australia standards	100 per cent of City of Melbourne new, and 80 per cent of refurbished, facilities meet Disability Discrimination Act requirements and Building Code of Australia standards	**Core**		
Action 1.4	**Work to make all City of Melbourne information and communications accessible and available in a range of formats including using innovative technology and aim to meet Level AA of WCAG 2.0 international standards for our websites**	Per cent of people that can find information they are looking for in a format that is accessible to them	Baseline data collated in 2014–15			
Deliverable 1.4 a)	Ensure the new City of Melbourne corporate website achieves at least minimum AA accessibility rating	Corporate website has met the Web Content Accessibility Guidelines AA rating	Complete corporate website redevelopment			
Deliverable 1.4 b)	Ensure City of Melbourne information is available in a range of alternative formats and relevant community languages, where applicable	Per cent of City of Melbourne Corporate Affairs and Strategic Marketing produced communications that are available in alternative formats	Increase number of communications that are available in alternative formats from existing data rates and additional data gathered in 2014-15.	**Core**		

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

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
Deliverable 1.4 c)	Scope and implement innovative navigation information and mobility solutions that support older persons and people with a disability to get around the municipality including:-mobility maps; -innovative technology/applications on smart phones; -expansion of Braille and way-finding signage	Number of innovative mobility solutions developed or trialled by City Lab	Target to be developed as the City Lab mobility project progresses			
Deliverable 1.4 d)	Encourage businesses and event providers within the City of Melbourne to provide access information about their establishments or programs on the What's On website	Number of new businesses and event holders providing access information on What's On website	Baseline data collated in 2014–15			
Action 1.5	**Work towards becoming an accessible city for people with cognitive impairments by improving community awareness, access to City of Melbourne facilities and way-finding in the city**	Per cent of City of Melbourne new and refurbished facilities that incorporate Dementia Enabling Environment guidelines	100% new facilities incorporate Dementia Enabling Environment guidelines at design stage			
Deliverable 1.5 a)	Partner with Alzheimer's Australia to scope and implement a plan to improve way-finding for people with cognitive impairment	Partnership and plan in place	Partnership in place by June 2015 Plan to improve signage and way-finding in place by December 2015			
Deliverable 1.5 b)	Improve signage for older people at neighbourhood centres	Number of neighbourhood centres that have improved signage	Four neighbourhood centres have improved signage in 2015-16			
Action 1.6	**Partner with businesses and other organisations in the municipality to improve accessibility for people with a disability and older people**	Number of businesses participated in Good Access is Good Business or the Age Friendly Partners programs	Increase in number of businesses participating in Good Access is Good Business or the Age Friendly Partners programs from 41 in 2014			
Deliverable 1.6 a)	Embed a life course approach in the Good Access is Good Business program promoting accessibility to businesses	Content of the Good Access is Good Business program reflects the life course approach	Good Access is Good Business program content reflects the life course approach. Review and amendments completed by 30 June 2015			
Deliverable 1.6 b)	Pilot a project with businesses and retailers to make their services more accessible to older people	Number of Docklands businesses taking part in the Age Friendly Partners	Increase in number of businesses participating in Age Friendly Partners			

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

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
		program	program from 41 in 2014			
Deliverable 1.6 c)	Raise awareness of internal and external services and businesses about the economic benefits of good access for older people and people with a disability based on the findings from the Good Access is Good Business review	Number of internal and external services / businesses receiving information on the economic benefits of accessibility Per cent of participants reporting increased awareness of benefits of accessibility	100 per cent of participants reported an increase in awareness of the benefits of accessibility			
Implement a range of other activities that support *Access and Inclusion* for all people						
Deliverable - Other a)	Provide opportunities for older people, people with a disability, and their carers to participate in community activities by linking individuals and groups to community events, activities and spaces	Per cent of participants reported Ageing and Inclusion programs enabled them to participate in community activities Number of people participated in community activities facilitated by Ageing and Inclusion	Increase percentage of participants reported Ageing and Inclusion programs enabled them to participate in community activities from 2014–15 baseline			
Deliverable - Other b)	Increase participation of vulnerable and hard to reach families in Family and Children's Services	Number of vulnerable (Family Health Care card holder) participants in Family and Children's Services	Increase proportion of vulnerable participants accessing Family and Children's Services. 23 per cent vulnerable participants in parenting services in 2013-14. Existing data from other selected programs to be collated in 2014-15	**Core**		
Deliverable - Other c)	Provide training for Family and Children's Services staff to improve cultural competency and being inclusive of people of	Number of Family and Children's Services staff	100% of Family and Children's Services staff trained	**Core**		

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
	all abilities	trained Number of staff assisted by Family Services bi-cultural workers				
Deliverable - Other d)	Provide access to parenting skills programs for new fathers	Number of fathers participating in Parent Information Program	Increase in number of fathers participating in Parent Information Program. 22 per cent of participants were fathers in 2013-14	**Core**		
Deliverable - Other e)	Provide New Arrival to Melbourne Information Sessions to orient newly arrived families to Family Services and to the City of Melbourne	Number of newly arrived families participating in New Arrival to Melbourne Information Sessions Per cent participants feel more connected with community in the City of Melbourne	Eighty participants attend New Arrival to Melbourne Information Sessions each year Increase in the number of participants who feel more connected with community due to participation in the New Arrival to Melbourne information sessions from baseline data collated in 2014-15	**Core**		
Deliverable - Other f)	Provide the Parent Information Program at venues and times that are accessible to the community and ensure relevance to cultural groups	Number of ethno-specific sessions held Number of venues Number of participants from diverse cultural groups	Deliver 22 ethno-specific parent groups and playgroups each week across a range of venues	**Core**		
Deliverable - Other g)	Provide Access to Early Learning program for three year old vulnerable children to enable participation in preschool programs across City of Melbourne's Children's Services	Number of vulnerable children supported	Department of Education and Training's Access to Early Learning program targets and standards are met. Target of 17 vulnerable children in 2013-14	**Core**		

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

Access and inclusion		Measure	Target	Year 1	Year 2	Year 3
Deliverable - Other h)	Work with the Pre-School Field Officer to implement strategies to include children with additional needs in City of Melbourne's Children's Services	Number of children with additional needs supported	100 per cent of four year old children with additional needs receive Pre-School Field Officer support	**Core**		

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

THEME 2: Safety

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

Safety		Measure	Target	Year 1	Year 2	Year 3
Goal	Melbourne is a place where people of all ages and abilities feel physically and emotionally safe, at home, at work and in the community					
Outcome	People feel safe	Per cent of people satisfied with the safety of City of Melbourne spaces and places	Increase percentage of people reported feeling safe from 96 per cent during the day and 57 per cent by night as reported in the City of Melbourne Annual Report 2013–14			
Action 2.1	**Train all staff delivering community services to recognise and respond to family violence towards women, children, people with a disability and older people**	Number of appropriate Youth and Community Services staff trained Number of staff reported increased knowledge in recognising and responding to family violence	100 per cent of appropriate Youth and Community Services staff trained 100 per cent of staff trained reported increased knowledge responding to family violence			
Deliverable 2.1a)	Provide annual training on the use of the Family Violence Risk Assessment Framework, elder abuse, violence that affects people with a disability and on the City of Melbourne Child Protection and Wellbeing Policy	Number of appropriate Youth and Community Services staff trained Number of staff reported increased knowledge in recognising and responding to violence and abuse	100 per cent of appropriate Youth and Community Service staff trained 100 per cent of staff trained and report increased knowledge in recognising and responding to violence and abuse			

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

Safety		Measure	Target	Year 1	Year 2	Year 3
Action 2.2	**Develop a public awareness campaign that helps the broader community understand the access needs and perceptions of safety of people with a disability and older people**	Per cent of people reported feeling safe in City of Melbourne places and spaces	Increase percentage of people reported feeling safe from 96 per cent by day and 57 per cent by night as reported in City of Melbourne Annual Report 2013–14			
Deliverable 2.2 a)	Improve the safety and perceptions of safety for deafblind community members in relation to their way-finding through the municipality	Per cent Deafblind Victorians reported feeling safer in City of Melbourne	Increase in number of Deafblind Victorians reported feeling safer in City of Melbourne from baseline data collated 2015-16			
Deliverable 2.2 b)	Ensure the safety needs of older persons and people with a disability of all ages are incorporated in infrastructure developments	Per cent of City of Melbourne new facilities that comply with Disability Discrimination Act standards	100 per cent of City of Melbourne new facilities comply with Disability Discrimination Act standards	**Core**		
Deliverable 2.2 c)	Develop a community education awareness campaign on the safety needs of older people and people with a disability	Per cent of people reported feeling safe in City of Melbourne places and spaces	Increase percentage of people reported feeling safe from 96 per cent by day and 57 per cent by night as reported in City of Melbourne Annual Report 2013–14			
Action 2.3	**Work with partners to support the development and delivery of life skills programs that address safety risk factors throughout the life course**	Number of life skills programs supported	Existing data rates and additional data gathered in 2014-15.			
Deliverable 2.3 a)	Support the delivery of the Youth Advocates Against Family Violence program in schools in the municipality	Number of young people reported improved knowledge of respectful relationships and family violence	100 per cent of young people who participated in the program reported improved knowledge and information regarding successful relationships and prevention of family violence			
Deliverable 2.3 b)	Provide risk assessments, early intervention, specialist supports and referral to relevant services for vulnerable / at risk families, young people and children, including those	Number of hours of service delivered by City of Melbourne Family Support	Department of Health and Human Services hours of service target met. Target of 2230 hours for Family	**Core**		

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

Safety		Measure	Target	Year 1	Year 2	Year 3
	experiencing family violence, substance abuse and other safety risk factors within or outside the home	and Counselling team Number of young people attending youth service or programs to preventing disengagement	Support and Counselling in 2013-14 2840 young people access or attend preventing disengagement programs annually			
Deliverable 2.3 c)	Provide anti-bullying, personal and online safety programs for children, young people and other at risk groups who use City of Melbourne community programs and services	Number of people accessing information regarding bullying and personal safety	Increase in number of people accessing information regarding bullying and personal safety from baseline data collated in 2014–15			
Deliverable 2.3 d)	In conjunction with the Centre for Multicultural Youth support the delivery of cultural awareness training to local Police working with young people	Per cent of police reported improved understanding and awareness of cultural differences, behaviours and safety issues of young people from diverse backgrounds	100 per cent of police who attended training sessions reported improved cultural awareness			
Deliverable 2.3 e)	Deliver life-skills programs for older people to educate them about safety risk factors	Per cent of program participants reported feeling safer Per cent of program participants satisfied with the program	Increase percentage of participants reported feeling safe from 2015-16 baseline Increase percentage of participants satisfied with the program from 2015-16 baseline			
Deliverable 2.3 f)	Support older people, people with a disability, and their carers to remain living independently and safely at home and within the community by providing in home services including home care, personal care and home maintenance	Number of people accessing services Per cent of people satisfied with services delivered	Deliver Department of Health and Human Services in home service targets: assessment (2946 hours); domestic assistance (18,912 hours); personal care (14,524 hours), property maintenance (250 hours); respite	**Core**		

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

Safety		Measure	Target	Year 1	Year 2	Year 3
			(7765 hours) Increase percentage of participants satisfied with care and support services from 91 per cent in 2013			
Action 2.4	**Work with partners to ensure that the safety needs of young people, people with a disability and older people are reflected in safety plans and programs**	Per cent people reported feeling safe in City of Melbourne places and spaces	Increase percentage of people reported feeling safe from 96 per cent by day and 57 per cent by night as reported in City of Melbourne Annual Report 2013–14			
Deliverable 2.4 a)	Deliver after-hours outreach support to vulnerable young people in the central city, including education and awareness raising forums around substance misuse	Number of young people supported by Salvation Army Youth Street Teams Number of safety awareness raising forums	Deliver after-hours weekend support to vulnerable young people based on demand Deliver two events and 10 workshops annually			
Deliverable 2.4 b)	Implement periodic audits and maintenance of clear accessible paths of travel on City of Melbourne footpaths	Percentage of footpath assets that meet condition audits	90 per cent of footpath assets are better or equal to current condition as at December 2014	**Core**		
Deliverable 2.4 c)	Raise awareness of safety hazards within the physical environment and the potential risk of violence towards people with disabilities	Per cent of people with disabilities reported feeling safe in City of Melbourne places and spaces	Increase percentage of people with disabilities reported feeling safe from existing data rates and additional data gathered in 2014-15.	**Core**		
Deliverable 2.4 d)	Provide and support safe activities for young people including Step Off dance competition, Youth Expo and The Couch	Number of young people attended safe activities and events	12,000 participants attend safe activity programs and events delivered in conjunction with partner agencies	**Core**		

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

THEME 3: CONNECTION
People have a right to feel that they belong, and to choose how and when they connect with other people, with culture and with place

Connection		Measure	Target	Year 1	Year 2	Year 3
Goal	Melbourne is a place where there are strong connections between people of different ages, abilities and backgrounds and where people feel welcome and that they belong					
Outcome	People have a sense of belonging in the community	Per cent service users who feel more a part of their community through participation in selected City of Melbourne programs	Increase percentage service users who feel more a part of their community through participation from 91 per cent reported in the City of Melbourne Annual Report 2013–14			
Action 3.1	**Increase opportunities to connect people of different ages with each other and their interests through programs at our community centres and shared spaces**	Per cent of City of Melbourne programs that connected people of different ages with each other and their interests	Existing data rates and additional data gathered in 2014-15.			
Deliverable 3.1a)	Continue to implement the MetroAccess Community Building Program funded by the Department of Human Services and advocate for its continuation	Number of MetroAccess community building projects undertaken	100 per cent of annual MetroAccess Community Building Plan projects completed	**Core**		
Deliverable 3.1 b)	Support a music therapy program, funded through Community Grants, for seniors and children who attend early childhood programs in the City of Melbourne	Number of older people and children participating in music therapy program	Conditions of Community Grant are met			
Deliverable 3.1 c)	Identify and implement other intergenerational and all ability programs in which people can exchange their skills, including: - opportunities with libraries; ArtPlay; Healthy Ageing; Family and Children's Services and Youth Services and other potential partners	Number of intergenerational and all ability pilot projects implemented Number of participants in pilot projects reported learning or	Deliver pilot projects based on identified opportunities 100 per cent of participants learn or teach a skill			

Connection		Measure	Target	Year 1	Year 2	Year 3
	- pilot projects based on identified opportunities	teaching a new skill				
Deliverable 3.1 d)	Provide opportunities for connection for older people, people with a disability, and their carers to: - link individuals and groups to social opportunities and resources - provide support to community groups through the provision of information, grants, meeting spaces and services - coordinate and deliver group programs, activities and events that foster connection - coordinate meeting spaces for community groups at the four senior neighbourhood centres	Per cent service users who feel more a part of their community through participation in selected City of Melbourne programs	Increase percentage service users who feel more a part of their community through participation from 91 per cent reported in the City of Melbourne Annual Report 2013–14	**Core**		
Deliverable 3.1 e)	Provide a range of Healthy Ageing programs, events and publications that aim to bring members of communities together to connect and support each other	Number of Healthy Ageing programs, events and publications that bring community members together Per cent of people satisfied with Healthy Ageing services provided Per cent of people have an improved sense of community through participation in Healthy Ageing services	Maintain delivery of 11 Healthy Ageing programs, events and publications in 2015-16 Increase percentage of participants reported satisfied with selected Healthy Ageing services from existing data rates and additional data gathered in 2014-15. Increase percentage of participants reported improved sense of community through participation in Healthy Ageing services from existing data rates and additional data gathered in 2014-15.	**Core**		

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

Connection		Measure	Target	Year 1	Year 2	Year 3
Deliverable 3.1 f)	Provide parent run and facilitated playgroups which bring members of communities together to connect and support each other, including ethno-specific and intergenerational groups	Number of playgroups and parenting programs Number of participants attended playgroups and parenting programs Per cent of participants reported improved connectedness	Increase number of playgroup participants - 1733 parents in 2013-14 Increase number of parenting program participants - 887 parents in 2013-14 Increase percentage of participants reported improved connectedness – 97% of Parenting Services participants reported improved connectedness in 2013-14	**Core**		
Deliverable 3.1 g)	Provide community based activities for children attending City of Melbourne's Children's Services	Number of community based incursions/excursions offered to children attending City of Melbourne children's centres	Deliver five community based incursions/excursions at each children's centre annually	**Core**		
Action 3.2	**Explore new opportunities for City of Melbourne volunteer programs to connect people and groups of varying ages**	Per cent of people involved in City of Melbourne volunteer programs reported improved connection with community	Increase percentage of volunteers reported improved connection to community from baseline data collated in 2014–15			
Deliverable 3.2 a)	Deliver the Arts Participation Program, Carers Project – an experimental program to support people to express their carer experience through the arts	Per cent of people feel improved connection with other carers through participation in the Carers Project	100 per cent participants reported an improved connection with other carers			

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

Connection		Measure	Target	Year 1	Year 2	Year 3
Deliverable 3.2 b)	Scope the opportunities to develop volunteer programs within Family and Children's Services that foster connectivity between generations	Number of volunteer program opportunities identified	Report to commence 1 July 2015		▓	
Deliverable 3.2 c)	Increase participation of older people and volunteers in the Friendly Visiting Program, Home and Community Care	Number of 'matches' between older people and volunteers	Increase by 20 per cent the number of volunteer and older people 'matches' from 11 in 2013-14	**Core**		
Action 3.3	**Establish a network of City of Melbourne professionals working with different age groups to share information and plan collaboratively for a more co-ordinated service system**	Establish a network of City of Melbourne professionals	Network established by 31 December 2015			
Deliverable 3.3 a)	Develop a 'communities of practice' network of professionals committed to championing the life course approach within the City of Melbourne and across the municipality	Number of participants in network	Network established by 31 December 2015	▓	▓	▓
Action 3.4	**Develop programs and activities that support international students to connect with residents and other groups**	Number of programs that connected international students with residents and other groups	Increase number of programs that connect international students with residents and other groups from existing data rates and additional data gathered in 2014-15			
Deliverable 3.4 a)	Explore opportunities to improve connections between international students and residents as outlined in the *International Student Strategy 2013–17*.	Number of international students connected with residents and other groups	Per cent of international students who feel more connected with residents and other groups from baseline data collated in 2014–15	▓	▓	▓
Action 3.5	**Deliver programs which provide training and meaningful employment pathways for marginalised young people**	Per cent of at risk young people completed hospitality training program	Forty at risk young people develop hospitality skills			

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

Connection		Measure	Target	Year 1	Year 2	Year 3
Deliverable 3.5 a)	Engage STREAT – a social enterprise café – to provide hospitality training to at risk young people to improve employment opportunities.	Per cent of at risk young people completed hospitality training program	Forty at risk young people develop hospitality skills			
Implement a range of other activities that support *Connection* for all people						
Deliverable - Other a)	Promote the relationship declaration register to recognise and celebrate diverse relationships across the life course.	Per cent of relationship declaration registers signed by people of culturally and linguistically diverse backgrounds Per cent of relationship declaration registers signed by same sex couples	Increase number of couples accessing the register – total of 896 couples including 314 same sex couples from existing data rates			

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

THEME 4: HEALTH AND WELLBEING
People have a right to good health and wellbeing. For this people need the right services in the right places that support physical and mental health, good nutrition, and access to parks, public spaces and community facilities

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
Goal	Melbourne is a place where people have access to the information, programs, community facilities and quality open spaces they need to be happy and healthy					
Outcome	People are healthy and well	Per cent of people participating in City of Melbourne programs reported having a healthy lifestyle	Increase percentage of people reported support received from City of Melbourne services helped them be healthier from 95% as reported in City of Melbourne Annual Report 2013-14			
Action 4.1	**Educate the community through community programs, services, and activities about the importance of healthy eating and exercise across the life span**	Per cent of people participating in Community Services programs reported having a healthy lifestyle	Increase percentage of people participating in Community Services programs reported having a healthy lifestyle from existing data rates and additional data gathered in 2014-15.			
Deliverable 4.1a)	Provide nutrition and wellbeing advice through Family Services' programs including; breast-feeding clinics, parent education, healthy eating modelling and physical play in programs, links to free recreation programs and emergency relief through food vouchers	Number of infants fully breastfed at three months Per cent of parents satisfied with nutrition advice and support offered through Family Services programs Number of food vouchers distributed	65 per cent of infants are fully breastfed at three months Increase percentage of people reported benefit from advice and support through Family Services programs – 89% of Maternal and Child Health participants reported advice and support contributed to a healthier lifestyle in 2013-14 100 per cent eligible families receive food vouchers through Family Services	**Core**		

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

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
Deliverable 4.1 b)	Provide nutrition and advice through Healthy Ageing program including; meal subsidies, culturally appropriate and healthy centre-based meals	Number of centre-based meals accessed Number of groups accessing meals subsidies	Deliver centre-based meals (5360 meals served 2013-14) and meal subsidy programs (40 groups accessing in 2014) in line with Department of Health and Human Services funding requirements	**Core**		
Deliverable 4.1 c)	Provide nutrition and advice through Children's Services program including; healthy centre-based meals, vegetable gardens, cooking experiences and educational materials for families and training and healthy eating guidelines for staff to implement	Per cent of parents satisfied with meals, nutrition advice and support offered through Children's Services programs	Increase percentage of parents satisfied with meals, advice and support from existing data rates and additional data gathered in 2014-15.	**Core**		
Deliverable 4.1 d)	Promote participation in Active Melbourne programs to improve health and wellbeing for all people through the life course	Number of visits to City of Melbourne four managed recreation facilities per year Number of targeted physical recreation activities for groups with low physical activity	Increase number of visits to City of Melbourne managed facilities - City Baths (149,617); North Melbourne (94,579) in 2013-14 Six targeted physical recreation activities for groups with low physical activity delivered per year	**Core**		
Action 4.2	**Collate and integrate data on Aboriginal people in the City of Melbourne service system to better understand their health and wellbeing needs and support better practice**	Number of City of Melbourne work areas that have access to data on Aboriginal and Torres Strait Islander people and their health needs	Improved integrated data sharing across City of Melbourne work areas			
Deliverable 4.2 a)	Compile demographic information on the City of Melbourne's Aboriginal and Torres Strait Islander population to inform service improvements	Per cent of Aboriginal and Torres Strait Islander people living in the municipality accessing City of Melbourne	Demographic information compiled and distributed across City of Melbourne work areas			

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
	Community Services					
Deliverable 4.2 b)	Identify Aboriginal and Torres Strait Islander babies via the Maternal and Child Health service so that culturally sensitive service practices are used and ensure early links are made with Aboriginal and Torres Strait Islander specific supports and services	Number of Maternal and Child Health service users who identify as Aboriginal or Torres Strait Islander	All Aboriginal and Torres Strait Islander families eligible for the Maternal and Child Health Service are identified – 15 Aboriginal and Torres Strait Islander children received the Maternal and Child Health service in 2013-14			
Deliverable 4.2 c)	Improve referral pathways to Aboriginal and Torres Strait Islander specific and universal health services	Number of Community Services staff aware of referral processes to Aboriginal and Torres Strait Islander agencies	Improved awareness of referral processes to Aboriginal and Torres Strait Islander agencies from baseline data to be collated in 2014-15			
Deliverable 4.2 d)	Train Community Services staff to provide culturally sensitive services and promote the uptake of services by Aboriginal and Torres Strait Islander people	Number of appropriate Community Services staff attended training	Increase in number of appropriate Community Services staff trained from existing data rates and additional data gathered in 2014-15.			
Deliverable 4.2 e)	Strengthen the relationship with the Victorian Aboriginal Child Care Agency to ensure cultural relevance of City of Melbourne services	Number of consultations with the Victorian Aboriginal Child Care Agency	Victorian Aboriginal Child Care Agency consulted in 100% of eligible cases			
Action 4.3	**Facilitate structured and unstructured play opportunities for children of all abilities and their families to promote physical, mental, emotional and social development**	Per cent of families reported satisfied with Community Services programs that promoted physical, mental, emotional and social development of their children	Increase percentage of families reported satisfied with selected programs that promoted physical, mental, emotional and social development of their children from baseline data collated in 2014-15			

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

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
Deliverable 4.3 a)	Provide a range of Family Services' programs that support learning and development opportunities through play including; playgroups, parent-child language groups and new parent support groups, including culturally specific mother's groups	Per cent of families satisfied with Family Services programs	Increase participant satisfaction from existing data rates and additional data gathered in 2014-15.	**Core**		
Deliverable 4.3 b)	Promote learning through play in early childhood education and care programs at City of Melbourne managed children's centres	Per cent of children's centres meeting or exceeding National Quality Standards	100 per cent City of Melbourne Children's Services centres meets or exceeds National Quality Standards	**Core**		
Deliverable 4.3 c)	Continue to support the Venny Adventure Playground through the community grant program to ensure opportunities for structured and unstructured play for the middle-years group	Compliance by contractor of Key Performance Indicators in contract	100 per cent compliance by contractor of Key Performance Indicators in contract	**Core**		
Deliverable 4.3 d)	Support developmental play programs at ArtPlay	Per cent of surveyed parents/carers reported the ArtPlay event encouraged their child to express their own creative ideas	Increase percentage parents/carers surveyed reported ArtPlay event encouraged their child to express their creative ideas			
		Number of participants reporting ArtPlay workshop met expectations	Increase number of participants reporting workshop met their expectations from existing data rates and additional data gathered in 2014-15.	**Core**		
		Number of children participating in Have a Say Day	100 per cent of children participating Have a Say Day provided feedback on ArtPlay programs			

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

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
Action 4.4	**Integrate community services case management to improve service access, assessment and outcomes for our families, children, older people and people with a disability**	Number of Community Services work areas that report improved case management practice	100 per cent of work areas adhere to the agreed way of working for case management			
Deliverable 4.4 a)	Develop and implement improved work practices to: - better integrate case management to streamline access and reduce service fragmentation - create clear referral pathways and smoother transitions between services - reduce duplication and create greater efficiency across common processes and - share good practice in case management so that client outcomes are improved	Number of Community Services work areas that report improved case management practice	100 per cent of work areas adhere to the agreed way of working for case management			
Implement a range of other activities that support *Health and wellbeing* for all people						
Deliverable - Other a)	Work with the Municipal Association of Victoria, other peak bodies and state and federal government departments to review and respond to government reform agendas including: - Future Directions for the Victorian Maternal and Child Health Service (including reforms to the Enhanced Maternal and Child Health Service) - Victoria's Vulnerable Children – Our Shared Responsibility Strategy 2013-2022 - Productivity Commission Inquiry into Child Care and Early Childhood Learning - Universal access to early childhood education - National Disability Insurance Scheme and the Inquiry into Social Inclusion of Victorians with Disability - Caring for Older Australians, Productivity Commission Inquiry Report / Living Longer Living Better aged care	Number of government reform agendas reviewed and/or responded to by Community Services, Community Strengthening and Community Safety and Wellbeing branches	All key government reform agendas are reviewed and actioned as required Formal responses are provided where appropriate			

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

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
	reform package - Age-friendly cities and communities					
Deliverable - Other b)	Deliver quality integrated services and activities to improve life outcomes for at risk young people aged 12 -25 years who live in or visit the City of Melbourne via contracted youth service providers	Number of programs Number of participants	100 per cent of contract Key Performance Indicators met including minimum young people accessing programs in: Central Business District Central City (1800); Carlton/Parkville Community Youth Service (720); Kensington/North Melbourne Community Youth Service (800)	**Core**		
Deliverable - Other c)	Provide health and wellbeing services to people across the life course, including: Maternal Child Health Program including immunisation for infants and children	Number of children immunised – under 5 years old and part of secondary school immunisation program	90 per cent of children under five immunised 90 per cent of secondary school children immunised	**Core**		
	support to children with developmental delays who attend Family and Children's Services through early identification and referral to appropriate allied health professionals	Number of children enrolled in Maternal and Child Health service Number of children referred to appropriate health professionals	98 per cent of infants enrolled in Maternal and Child Health services compared to eligible infants 100 per cent of children identified with developmental delays referred			
	information, referral and support for young people at risk of, or experiencing homelessness	Number of young people reconnected with family accommodation, education or employment	480 young people reconnected annually			

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

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
	support for families including support and counselling, parent education, information and referral	Number of families accessing counselling and parent education services	Maintain or exceed number of families accessing Family Support and Counselling. 455 families accessed Family Support and Counselling in 2013-14			
	services for older people including Home and Community Care / Home Care Packages services (assessment, home care, personal care, delivered meals, shopping assistance, respite, carer support), meal subsidies, Cafe meals program and a calendar of health awareness activities	Number of people accessing Home and Community Care, Planned Activity Groups, Home Care Packages	Deliver Department of Health and Human Services - Home and Community Care / Home Care Packages - targets: assessment (2946 hours); domestic assistance (18,912 hours); personal care (14,524 hours), property maintenance (250 hours); respite (7765 hours); meal delivery (20,065 meals); planned activity groups (23,214 hours)			
		Number of meals accessed through centre-based meals program	Deliver centre-based meals (5360 meals served 2013-14) in line with Department of Health and Human Services funding requirements			
		Number of groups accessing meals subsidy programs	Deliver meal subsidy programs (40 groups accessing in 2014) in line with Department of Health and Human Services funding requirements			
Deliverable - Other d)	Conduct service mapping to determine the services and programs offered across the municipality to the middle years group (6-12years) in order to determine if there is a gap in service provision and develop recommendations	Conduct service mapping across the middle years group	Service mapping completed by 30 June 2015			

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

Health and wellbeing		Measure	Target	Year 1	Year 2	Year 3
	based on findings.					
Deliverable - Other e)	Include Changing Places toilet facilities in new City of Melbourne developments and scope feasibility to incorporate within existing City of Melbourne facilities.	Number of changing places toilet facilities planned in City of Melbourne	Increase in number of Changing Places planned in City of Melbourne facilities from zero			
Deliverable - Other f)	Advocate to the retail, education and tourism sectors to include Changing Places facilities in their existing facilities and new developments.	Number of submissions advocating for Changing Places facilities in the retail, education and tourism sector within City of Melbourne	Increase in number of Changing Places planned in facilities in the municipality. Three Changing Places facilities currently in the municipality			

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

THEME 5: LIFE-LONG LEARNING
People have a right to learn throughout their lives, to develop new skills and talents in a range of ways and settings for different purposes. This can be formal or experiential and can take place in any setting, from a public park to a classroom

Life-long learning		Measure	Target	Year 1	Year 2	Year 3
Goal	Melbourne is a place where people can learn throughout their lives gaining knowledge, opportunities, independence and confidence					
Outcome	People have enhanced skills and knowledge	Per cent of people reported having enhanced skills and knowledge	Increase percentage of people reported having enhanced skills and knowledge			
Action 5.1	**Work with our libraries to develop programs that encourage people of different backgrounds, ages and abilities to share knowledge and learn and use new technology**	Number of programs delivered to improve knowledge of new technology	Increase percentage of library attendees with improved knowledge of new technology from existing data rates and additional data gathered in 2014-15.			
Deliverable 5.1 a)	Link children attending City of Melbourne's Family Services, Children's Services and ArtPlay with librarians for storytelling to improve literacy, establish patterns of learning and improve community connections.	Number of children in playgroups linked to Library Services	Increase number of children in playgroups linked to storytelling sessions in libraries from baseline data collated in 2014-15	■		
Deliverable 5.1 b)	Orientate Family Services' clients to the libraries at Boyd, the Kathleen Syme Centre and Docklands to encourage independent patronage.	Number of participants orientated to each library	100 per cent of participants in New Arrivals Information sessions orientated to the identified libraries	■	■	
Deliverable 5.1 c)	Run skill sharing workshops in libraries where young people teach older people how to use new technology – how to blog, use Facebook, iPads, etc.	Per cent of participants reported improved knowledge and skills	100 per cent of participants reported improved knowledge and skills		■	

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Life-long learning		Measure	Target	Year 1	Year 2	Year 3
Deliverable 5.1 d)	Conduct a pilot program to locate youth workers in libraries to encourage the participation of young people and to provide support services as required.	Number of young people engaged in pilot program	One youth worker based in City Library 2015-16 to pilot youth engagement program			
Action 5.2	**Work with our partners to identify and improve life skills in children and young people to assist them at times of transition, particularly between kindergarten, primary and secondary school**	Number of transition programs identified	100 per cent of transition programs offered in City of Melbourne identified			
Deliverable 5.2 a)	Provide a Transition to School Program as part of the playgroup at the Carlton Primary School.	Number of children participating in Transition to School program at Carlton Primary School	Deliver a transition program to all eligible children – five children transitioning from playgroup to Carlton Primary school participated in the program in 2014	**Core**		
Deliverable 5.2 b)	Provide transition statements for children exiting City of Melbourne's Children's Services to commence primary education and more intensive support to transition children with additional support needs	Number of transition statements provided	100 per cent compliance with State Government funding requirements to provide transition statements	**Core**		
Action 5.3	**Raise community awareness about the connection between living sustainably and quality of life through educational programs for children, families, people with a disability, young people and older people**	Per cent of people reported improved skills and knowledge about living sustainably through City of Melbourne educational programs	Percentage of participants reported positive impact of programs from baseline data collated in 2014–15			
Deliverable 5.3 a)	Implement an education and sustainability framework to embed the Seedlings Project across City of Melbourne managed children's centres	Number of children's centres involved in Seedlings Project	100 per cent of City of Melbourne managed children's centres involved in Seedlings Project			

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

Life-long learning		Measure	Target	Year 1	Year 2	Year 3
Deliverable 5.3 b)	Appoint sustainability champions in Family and Children's Services	Number of children's centres and Family Services venues with sustainability champions	Nine Family and Children's Services venues have sustainability champions	**Core**		
Deliverable 5.3 c)	Provide parent education on the impact of new parenthood on energy consumption and use of resources	Number of new parents receiving energy consumption and sustainability education	Increase number of new parents receiving energy consumption and sustainability education from existing data rates and additional data gathered in 2014-15.	**Core**		
Action 5.4	**Plan for the future supply and demand for quality early years education and care**	City of Melbourne Children's Services supply and demand plan for education and care developed	City of Melbourne Children's Services supply and demand plan for education and care developed by 30 June 2015.			
Deliverable 5.4 a)	Develop a strategic plan for the supply and demand of Children's Services to respond to the forecasted demand for quality early childhood education and care services in the City of Melbourne	City of Melbourne Children's Services supply and demand plan for education and care developed	City of Melbourne Children's Services supply and demand plan for education and care developed by 30 June 2015.			
Implement a range of other activities that support *Life-long learning* for all people						
Deliverable - Other a)	Continue to provide high quality early childhood education and care in City of Melbourne managed children's centres; ensuring inclusion of vulnerable children, children with additional needs and culturally diverse families	Percentage of children's centres meeting or exceeding all areas of National Quality Standards	100 per cent of City of Melbourne managed children's centre's meet or exceed the National Quality Standards	**Core**		
Deliverable - Other b)	Provide education to enhance knowledge and capacity for positive parenting through parenting education groups, play groups and individual support	Per cent of parents reporting benefit from participating in selected parenting programs	Increase number of participants reported benefits from parenting programs from existing data rates and additional data gathered in 2014-15.	**Core**		

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

Life-long learning		Measure	Target	Year 1	Year 2	Year 3
Deliverable - Other c)	Coordinate and deliver programs, activities and events that foster life-long learning for older people, people with a disability, and their carers	Per cent of people reported improved knowledge and skills from participating in selected programs	Increase percentage of people reported improved knowledge and skills from existing data rates and additional data gathered in 2014-15.	**Core**		
Deliverable - Other d)	Document and exhibit the social history of the City of Melbourne Maternal and Child Health Service	Program completion	Exhibition detailing social history of Maternal and Child Health Service held			

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

THEME 6: HAVING A VOICE
People have a right to express their voices and be heard. This could be through participation in local government, in service planning and delivery or through providing people with opportunities to speak about the things that matter to them

Having a voice		Measure	Target	Year 1	Year 2	Year 3
Goal	Melbourne is a place where people are involved in civic decision-making and where all voices are recognised, heard and valued					
Outcome	People have a voice	Per cent of people reported that City of Melbourne provided them with opportunities for community engagement and participatory decision making	Increase percentage of people reported awareness of City of Melbourne community engagement and participatory decision making processes from 63 per cent in City of Melbourne Annual Report 2013–14			
Action 6.1	**Provide opportunities for people of all ages, abilities and diverse backgrounds to actively participate in civic activities and decision making and to make sure that they are aware of how their input has influenced outcomes**	Per cent of people reported feeling heard in their community Per cent of people reported improved understanding of City of Melbourne community engagement process	Increase percentage of people reported feeling heard in the community from baseline data collated in 2014–15 Increase percentage of people reported improved understanding of City of Melbourne community engagement process from baseline data collated in 2014–15			
Deliverable 6.1a)	Continue to convene advisory committees to enable strategic and operational input to City of Melbourne policy, developments and where applicable service operations. These include: - Disability Advisory Committee - Family and Children's Advisory Committee	Number of identified advisory committee and network meetings convened	Four Disability Advisory Committee meetings per year Four Disability Advisory Working Group meetings per year Four Family and Children's Advisory	**Core**		

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

Having a voice		Measure	Target	Year 1	Year 2	Year 3
	- Melbourne Youth Services Network		Committee meetings per year Four Melbourne Youth Services Network meetings per year			
Deliverable 6.1 b)	Conduct a Melbourne for All People forum with representatives across the life course to explore and problem solve social issues that impact people of all ages and abilities. Members will be drawn from existing advisory groups and other key stakeholders	Number of people attended *Melbourne for All People* forum	Sixty people representative of a broad range of age, ability and background cohorts participated actively in forum	■		
Deliverable 6.1 c)	Research and seek community input on innovative civic and decision making processes that could support a life course approach	Research conducted on innovative civic and decision making processes supporting the life course approach	Research on innovative civic decision making processes completed by 30 June 2016	■	■	
Deliverable 6.1 d)	Establish a polling booth at Frontyard, Melbourne City Mission to support young people to vote in the Victorian Government 2014 election	Young people are more informed of political processes and how to vote	Information session held and young people informed of voting process	■		
Deliverable 6.1 e)	Encourage young people's participation in the Events Partnership Program so that young people have self-determination over youth events	Per cent of young people who participated in the Events Partnership Program	Improved engagement of young people in Events Partnership Program from existing data rates and additional data gathered in 2014-15.	**Core**		
Deliverable 6.1 f)	Develop children's voices surveys across City of Melbourne managed children's centres and Family Services	Number of City of Melbourne children's centres and Family Services programs that have utilised a children's survey Number of children surveyed	100 per cent of City of Melbourne children's centres and the four key Family Services program areas have surveyed 10 per cent of children participating in programs	■	■	■

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

Having a voice		Measure	Target	Year 1	Year 2	Year 3
Deliverable 6.1 g)	Continue to engage with people through Healthy Ageing programs and partnerships to ensure older people have input into the services, planning and policy that affect them and their communities	Number of Healthy Ageing participants that actively participated in decision making to inform service planning	Increase number of Healthy Ageing participants reported having input into service planning. 385 participants in 2013-14	**Core**		
Deliverable 6.1 h)	Tap into Age-Friendly Cities' initiatives internationally, nationally and at a state level to improve knowledge and awareness of models and practice that encourage and value the voices of older people	Number of networks, forums and events attended by Community Services staff	Key network meetings, forums and events are attended	**Core**		
Deliverable 6.1 i)	Advocate and escalate equity of access issues and other community issues that impact the lives of people with a disability to relevant State and Federal government departments	Number of submissions of advocacy to State and Commonwealth government departments	Advocacy occurs on an as needs basis	**Core**		
Action 6.2	**Deliver and advocate for more opportunities to hear the voices of children, young people, people with a disability and older people and actively involve them in consultation and decision making processes**	Per cent of new City of Melbourne Community Engagement initiatives that provided children, young people, people with a disability and older people a voice in decision making	Improved number of opportunities for advocacy for children, young people, people with a disability and older people from existing data rates and additional data gathered in 2014-15.			
Deliverable 6.2 a)	Implement the Change it Up program for emerging young leaders to design and implement social change projects in their local communities	Per cent of young people that implement social change as a result of participation in Change it Up Melbourne	Engage 30 young people in social change projects			
Deliverable 6.2 b)	Investigate inclusion of young people as members of the youth services forum to work alongside professionals to share information, plan events and identify and problem	Per cent of participating members are young people	Engage 15 young people to take an active role in events and issues that affect them			

Having a voice		Measure	Target	Year 1	Year 2	Year 3
	solve matters affecting young people					
Deliverable 6.2 c)	Further develop and implement tools to monitor the Community Services customer experience and to provide opportunities for service users to be involved in decision making about disability, aged, family, youth and children's services delivered or funded by City of Melbourne	Number of Community Services users that provided feedback on the customer experience	Increase number of service users who provide feedback from existing data rates and additional data gathered in 2014-15.			
Deliverable 6.2 d)	Support and promote International Day of People with Disability to celebrate their contribution to society and raise awareness to the right of equity of access and participation in all aspects of life	Number of grant provided to support International Day of People with Disability	Criteria met by grant recipients	**Core**		
Deliverable 6.2 e)	Support and promote the Seniors Festival to give older people an opportunity to celebrate their place and voice in the community	Number of participants in City of Melbourne supported Seniors Festival events reported feeling acknowledged and celebrated as an older person	Increase percentage of participants in City of Melbourne supported Seniors Festival events reported feeling acknowledged and celebrated as an older person from existing data rates and additional data gathered in 2014-15.	**Core**		
Deliverable 6.2 f)	Support and promote Youth Week activities to give young people an opportunity to celebrate their place and voice in the community	Number of City of Melbourne Youth Week activities that give young people a voice	100 per cent of City of Melbourne supported Youth Week activities give young people a voice			
Deliverable 6.2 g)	Support and promote Children's Week activities to give children an opportunity to celebrate their place and voice in the community	Number of Children's Week activities supported and promoted by City of Melbourne	100 per cent of City of Melbourne supported events held as part of Children's Week are promoted	**Core**		

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Having a voice		Measure	Target	Year 1	Year 2	Year 3
Action 6.3	**Investigate and develop appropriate methods that extend the City of Melbourne's current community engagement practice**	Number of community education and information sessions held that promoted civic engagement Number of participants	Four sessions providing education about civic engagement, the role of council and how to engage			
Deliverable 6.3 a)	Develop and deploy a capacity building strategy across City of Melbourne to ensure children are understood as relevant stakeholders for policy, planning and services delivery and are engaged in ways that capture their voices effectively	Capacity building project plan developed	Capacity building project plan developed			