

A large, vibrant graphic of multi-colored confetti (circles, squares, triangles) in shades of blue, green, yellow, and teal, scattered across the right side of the page. A large yellow circle is overlaid on this confetti, containing the main title and dates.

A Healthy and Resilient Monash: Integrated Plan

2017 – 2021

A teal-colored rounded rectangle with a white border, containing the text for the evaluation summary.

**Year Three
Evaluation
Summary
2019 - 2020**

ACTIVE and HEALTHY – A city dedicated to optimal health and wellbeing outcomes for its community

HEALTHY LIFESTYLES - 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

What we did	Impact
Attendance was at a record high at Group Exercise programming at the Monash Aquatic and Recreation Centre (MARC).	<p>The average attendance per month for group classes was around 7,500 (prior to COVID-19), including all abilities, land based & water based classes. 10,269 people attend group exercise classes in February this year, across 433 classes at MARC, in October 9,812 participated in 487 classes.</p> <p><i>“It has given me a second lease on life & allowed me to be happy with me for the first time in a long time.”</i></p>
Five new play spaces were developed at: Galbally Reserve; Evelyn Street Reserve; Melissa Street Reserve; Electra Reserve (under construction); and Wellesley Sensory Play Space.	<p>Play spaces are designed to deliver more accessible and exciting play experiences for local children and families. The Wellesley Sensory Play Space is the first of its kind in Monash, with a focus on sensory play for children with additional needs. <i>“It’s marvellous.”</i> (Wellesley Sensory Playspace)</p> <p><i>“Most significant change as a result of this project has been [Council] supporting the community to be together.”</i> (Galbally Reserve Playspace)</p>
Active Monash Swim Schools achieved a record high numbers of participants, prior to COVID-19 restrictions, (second year running)	<p>There were around 4,500 Learn to Swim participants across the Active Monash sites.</p> <p><i>“It was unbelievable... that by the end of one term he could jump in and be guided verbally to get to the side taking a few breaths above water on the way. If he fell in the water he has a chance to get to the side, I never thought I’d see that in just one term.”</i> (Active Abilities program)</p>
Ten key Recreation Facility Development Projects were planned for or delivered.	<p>Projects included: Oakleigh Recreation Centre, Princes Highway Reserve Oval Redevelopment, Caloola Reserve Pavilion, Mulgrave Reserve Pavilion, Mayfield Reserve Sports Lighting, Scammell Reserve Sports Lighting, Ashwood High modular amenities building, Meade Reserve female friendly bathroom conversion upgrade, Jells Park Netball Courts and Jells Park Precinct Planning.</p>
Council received over \$3 million of funding for reserve upgrades or for planning & design.	<p>State Government (SRV) funding agreements executed in 2019-20 were for: Mulgrave Reserve; Mount Waverley Reserve Masterplan; Cambridge Street Reserve upgrade; and Waverley Womens Sports Centre Plan and Design.</p>

HEALTHY LIFESTYLES - Physically Active (cont.)

What we did	Impact
Evaluation of the monthly Monash/Knox Pathways for Carers Walks for residents caring for someone with a disability.	Participant carers identified that they feel connected to a group of peers and it reminds them to put themselves first once a month. <i>"It's a chance to catch up with my new friends, friends who understand what it's like to be a carer."</i>
The 'September' challenge	In 2019, 83 community members from 34 registered teams increased movement and steps per day.
'Sunday Sessions' - Monash partnered with regional Councils to receive a grant to run the 'Sunday Sessions' in March 2020.	MARC offered free recreation activities for first time users over three weekends in March, before finishing early due to COVID-19. Messaging challenged the normalisation of excess alcohol consumption on weekend, promoted support services.
Monash received a 'This Girl Can - Victoria' Local Area Marketing grant from VicHealth to encourage women to get involved in physical activity. Due to COVID-19 and postponement of This Girl Can week, staff training and one community webinar have been held successfully online.	Key staff from Active Monash attended professional development on 'getting women to sign up for physical activity.' <i>"I didn't realise how many people actually feel uncomfortable in a gym or swimming environment, especially women. I will be mindful of new people and beginners at our facility and ensure I am making an extra effort to make them feel comfortable and welcome"</i> .
Council received funding from Sport and Recreation Victoria to run a second year of the successful 'Community Leaders United By Sport' (CLUBS) gender equity in sports pilot program.	Council is working with 9 new sports clubs from Monash, along with the 10 clubs from the first year of the program, to upskill 'champions' and help them make changes that increase participation of women and girls, and challenge gender stereotypes in sport. Focus groups with the champions revealed challenges and opportunities for this work. <i>"There is a whole pile of things we need to get better at to make [the club] more sustainable. [A better gender balance] brings huge benefits to the club, and makes the club a much richer, better place."</i>

HEALTHY LIFESTYLES – Nourished: A balanced, healthy diet at all stages of life helps to maintain or improve overall health by providing the body with essential nutrition.

What we did	Impact
Cabena Supported Playgroups planted and grew a variety of fruit and vegetables with help from the children, families and volunteers. Families were then able to taste and enjoy the produce.	Families were provided guidance on the best ways of creating their own vegetable patches at home. Anecdotally, families reported afterward that they then tried it at their own homes. “We are exploring so many more new things in our environment.
Breastfeeding rooms or facilities were provided at events.	In 2019-2020 the Family Fun Day and the Clayton Festival provided a respite area for breastfeeding mothers to feed and feel comfortable with baby.
A new free Members Nutrition Workshops program was introduced.	The workshops at Active Monash promoted & provided important nutrition information, as part of a healthy lifestyle.

HEALTHY LIFESTYLES - Prevention from Harm: Improving the health and resilience of individuals and communities through proactive services and programs.

What we did	Impact
A Health Promotion Marketing Plan was developed in response to COVID-19 restrictions.	The Health Promotion Marketing Plan was developed to support the Monash community to feel more connected throughout the COVID-19 pandemic. Activities highlighted key public health issues, delivered public health messaging on healthy eating, physical activity, prevention of harm from alcohol and gambling, mental health and tobacco, with a webpage and social media messaging about online program information.
The ‘Immunisation Innovation Project’ was completed & learnings were included into practice including: the value of our outreach services to vulnerable families, culturally & linguistically diverse groups and Enhanced MCH clients and showing the Immunisation video to all first time parent groups.	The project increased the number of community members protected against preventable disease. 96% of attendees at linguistically diverse groups said that the presentation met their linguistic needs. Immunisation Outreach services was a focus of the project in particularly to children in Out of Home Care and children with developmental concerns. Feedback from one carer identified the importance of the outreach work. <i>“The children have never been this settled when having their immunisations before. Normally it’s such a fight and we have to pin them down. Today they just had them and are now happy.”</i>

HEALTHY LIFESTYLES - Prevention from Harm (cont.)

What we did	Impact
The 'Monash & Kingston Drug & Alcohol Action Team' (MKDAAT) submitted a Community Action Plan to the Alcohol and Drug Foundation (funding body).	As part of developing the Community Action Plan, the MKDAAT conducted a community consultation online survey (203 responses) that gauged attitudes towards alcohol in the local community. The MKDAAT is developing kits that include games and equipment, to be made available to local groups to create alcohol-free spaces at community events.
'Local Drug Action Team – Our Club' project, in partnership with eastern region Councils and agencies and funded by the Alcohol and Drug Foundation.	A communications plan and tools for local sporting clubs, about supporting healthy environments and challenging the normalisation of alcohol harm, have been created and presented to clubs in the Eastern Football & Netball League. Majority of the clubs have signed up to the program. The 'Our Club' kits are now being prepared to be available to other Monash-based clubs.
'Pokies Play Monash' campaign.	Sustained Monash's advocacy campaign to lessen the harmful impact of Poker Machines.
Advocacy as part of the 'Alliance For Gambling Reform Leading Council'.	Monash's continued advocacy aligned with the 'Public Health Approach To Gambling Reform' policy, including calling for a Federal Royal Commission into gambling harm.
Reinforced club requirements around non-smoking sporting venues, liquor licensing requirements and Good Sports obligations.	Monash supported local clubs to promote non-smoking sporting environments and encourage responsible drinking at community sporting venues where alcohol is served.
Monash participated in the Planet Youth Local Government Prevention Capacity and Infrastructure Survey.	Participation in the survey provided Monash with insights to help identify evidence-based solutions to build alcohol and other drug prevention capacity and infrastructure in the future, as well as identify where efforts can be best directed to meet current priorities.
Community Conversations: 'Chinese Health & Wellbeing' forum	The event was delivered entirely in Mandarin to over 50 local residents. Topics included vaccinations, bowel cancer screening and Hepatitis B. Translated resources were provided.
Free dental checks were offered to children at Cabena and Legend Park supported playgroups.	LINK Health provided free dental health checks to around 100 children that are connected to the supported playgroup programs. The children were also given toothbrushes and toothpaste to take home to reinforce the learning they had received.
Free dental checks were offered to children enrolled at Brine Street.	80 children received free dental health checks and eight families received early and timely advice that their child required dental care.

HEALTHY MINDS - Early Life: Early childhood sets the foundation for lifelong learning, behaviour and health.

What we did	Impact
<p>Monash's Facilitated Supported Playgroups continued to develop utilising both flexible times and days.</p>	<p>In the year 2019/20, 1,000 families regularly attended Council's Cabena, Legend Park Supported Playgroups or the supported playgroup held at Mackie Rd Neighbourhood House for Chinese Grandparents. A range of education programs were also provided for families and young people, including a music education program and links to the libraries through the Youth Librarians. Supported Playgroups support intergenerational families, reduce social isolation, provide referrals to a range of professional support services, both Council and private, while supporting parents and children's early years learning and development.</p> <p><i>"My boy is developing so much confidence with all the new things he is experiencing at Playgroup"</i></p> <p><i>"It's so nice as a dad to feel included at Playgroup"</i></p> <p><i>"I love how I get to play with my daughters at Playgroup- I don't have time at home"</i></p> <p><i>"It's nice when we can celebrate as a large group, because Playgroup is like family to me"</i></p> <p><i>"I hope one day after all this pandemic ends Cabena would open again and continue providing support and care for old and new families out there who needs it."</i></p>
<p>Monash continued to support community playgroups.</p>	<p>Eleven community playgroups were supported to set up in Council owned buildings in 2019/20 to help develop the independence and socialisation of families as required. These playgroups are running across the week including on Saturdays and Sundays.</p> <p><i>"...providing opportunities for us to spend time together and have fun on a Saturday as a family."</i></p>
<p>The Maternal & Child Health (MCH) Outreach Program was expanded to include visits to Council's new Legend Park Playgroup site.</p>	<p>The MCH Outreach Program has increased the number of families able to access MCH expertise and ask questions in an informal, safe way that will support their parenting skills. MCH also refers families to Council's supported playgroups.</p>
<p>Brine Street has created a YouTube Channel with activities and story time as part of the response to COVID-19.</p>	<p>Staff are supporting the ongoing education and wellbeing of children with story time and a variety of learning activities. While the centre remains open, families who are not attending are able to continue participating in the Brine Street community. 18 videos received a total of 1,240 hits by 30 June 2020.</p> <p>https://www.youtube.com/channel/UC0Yvwp1NUzoG942id2kDJ9Q/featured</p>

HEALTHY MINDS - Early Life (cont.)

What we did	Impact
The Brine Street Child Care & Kindergarten lending library collection was increased.	Children and parents had greater opportunities to borrow books to read at home. Parent and carer feedback indicated the initiative was well received. Over 2000 books were borrowed by 90% of families.
Clayton Library reached milestone of the 1,000 th child signed up for the '1,000 Books Before School', Monash Public Library Service early years literacy program. Clayton children and parent/carers had pledged to read one million stories through this literacy program.	<p>Monash Public Library Service early years literacy program "1,000 Books Before School" continues to support parents and carers as primary educators of their children.</p> <p><i>"This is a really good program it has helped [my child] to connect, learn a lot of new words, develop our literacy skills and improve our speaking skills"</i></p> <p><i>"After reading the book Spot's garden, Victoria wanted to recreate what she has read. ... I will see continue reading to my daughter both in English and Chinese and will try reading the ones she likes best!"</i></p>
The Monash Public Library YouTube Channel created a series of online baby time video, including multi-lingual videos.	<p>Whilst the library was closed due to COVID-19, the baby time videos were developed to engage parents of children aged under one years old in song, play and literacy development. The library had 3,693 YouTube downloads of 60 programs up to 30 June 2020.</p> <p>https://www.youtube.com/channel/UC8N55NuxmE0Hg6fx_2f_KEG/videos</p>
Library staff visit Maternal & Child Health (MCH) centres & MCH nurses visit Library story times.	Promoting both early years literacy to new parents and MCH Centres.

HEALTHY MINDS - 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.

What we did	Impact
Working relationships with early years' professional networks and services were actively developed.	To bring best practice theories and practice to Council's service delivery which supports all the clients and families who attend our services: Family Services, Preschool Field Officer, Supported Playgroups. <i>"[the staff] organised a dietician along to give us family more support on improving our children health and nutrition"</i>
The 'Carer Days Out' program for carers of people with a disability (targeting the Culturally and Linguistically Diverse (CALD) community).	Feedback from the 'Self Care' day indicated that participants felt less stress, more connected to other carers, identified new ways to reduce stress and seek support, which helped them to undertake their role of carer in the family unit and reduced loneliness. <i>"Connecting with other carers, taking the time to care for myself, energises me to be able to care for my family."</i> <i>"Spending time with other carers enables me to feel less isolated."</i>
A 'Sensory Space' trial at an Immunisation Session was conducted.	At the trial, 12 families used the space and parents also connected and chatted while supervising the children. Positive feedback was received from families utilising the equipment and space and immunisation nurses are keen to make this available at all sessions based in the civic centre post COVID-19 restrictions and risk measures. <i>"helped to settle down my little one"</i> <i>"My daughter loved having a cuddle with the bunny [Weighted plush toy]"</i>
Copies of Youth and Teen Mental Health First Aid [MHFA] manuals were purchased through Pick My Project funding and were made available at Monash libraries	Increased availability of MHFA information, including identifying signs and symptoms for the general public.
The number of come-and-try activities, fostering physical activity and creativity at major Council events was expanded.	Hundreds of families have had the opportunity to try physical activities and engage in creative pursuits, offered at no cost throughout the 2019/2020 festival and events season.

HEALTHY MINDS - 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

What we did	Impact
Monash Youth Service [MYS] delivered Youth Mental Health First Aid to the community and secondary schools.	100% of participants indicated an increase to their ability to identify signs and symptoms of mental health problems and feel more confident to have conversations about mental health. <i>"I would like to see this course become as common as traditional physical first aid courses."</i>
MYS delivered Teen Mental Health First aid to Monash secondary schools.	65.82% of participants indicated an increase to their ability to identify signs and symptoms of mental health problems and 54.43% indicated that they feel more confident to have conversations about mental health. <i>"It has encouraged me to speak out for help when my friend was going through a mental crisis."</i>
MYS launched the Tuesday Hangout space at the new Euneva building, providing the first indoor youth friendly drop in space in Monash.	41 young people attended the launch of the Tuesday Hangout drop in space at Euneva. This program has now been postponed due to Covid-19 restrictions. <i>"My parents are very strict on where I go and I'm not even allowed to go the Glen afterschool. But when they heard about this, they let me go so I am very happy I have a place other than school to hang out with friends."</i>
MYS launched the personal development program 'Activate' in Mulgrave, an area identified as having a high level of community housing, low social-demographics, providing a soft entry point for young people requiring support.	MYS worked closely with local primary schools to facilitate 3 taster sessions to more than 150 students. 3 Activate program sessions, averaging 12 young people were facilitated until the program was postponed due to COVID-19 restrictions and moved to an online platform. <i>"My son spends lots of time playing computer or iPad games. It's not good for him. But with Activate program, he can run and have fun with other young people. I feel happy about it." – Parent of Activate Mulgrave participant</i>
Monash Youth Committee developed welcome packs for refugees & newly arrived migrant young people in Monash.	Feedback provided indicated that the community members who received the packs felt welcomed and included into the Monash community.

HEALTHY MINDS – Resilient Young People (cont.)

What we did	Impact
<p>Monash Youth Service [MYS] led the rollout of the Young Women’s Leadership Program (YWLP) across the state. The YWLP 2020 ran for 10 weeks and via Zoom to be inclusive to our young people during COVID-19.</p>	<p>The number of young women participating in the YWLP has increased with the program expanding into Whittlesea and Casey Youth Services in Victoria.</p> <p>YWLP participants: <i>“I feel ready to help other young women and I know my rights and I can fight for them when I spot something wrong”</i></p> <p><i>“I’ve been given the opportunity to discuss ideas that empower and strengthen women with the encouragement of like-minded girls. These experiences will guide my future opportunities.”</i></p> <p>YWLP facilitator: <i>“The YWLP has had great outcomes for young women. Participants have found a common ground with other young women and have proven that the program provides valuable opportunities for them to pursue other avenues. It has given them additional skills and knowledge and has encouraged them to be involved in other programs and events within our youth service.”</i></p>
<p>FReeZA Quiksound Productions developed and facilitated an online talent event for local young people during the COVID-19 isolation.</p>	<p>The Quiksound committee facilitated Monash’s Got Talent (MGT) – an online event hosted via the MYS YouTube page. The online platform provided increased accessibility and as a result there were 23 applicants, 14 finalists and 2140 unique views to the competition videos.</p> <p><i>“I think that this is an amazing idea to make things more fun especially during quarantine time.”</i> – MGT participant</p> <p><i>“The environment amongst members is always extremely inclusive and positive, and will always listen to what you have to say. Even in these trying times, Quiksound has continued through online meetings where that same environment and can do attitude shines through.”</i> – Quiksound participant</p>
<p>Community Conversations: ‘The Resilience Project’ public forum</p>	<p>‘The Resilience Project’ delivered a talk for over 100 residents that provided practical, evidence-based, positive mental health strategies to build resilience and happiness. The presentation shared practical strategies that could be implemented in everyday life to improve overall wellbeing.</p>
<p>Monash submitted to the ‘Royal Commission into Victoria’s Mental Health Services’.</p>	<p>As part of Monash Council’s submission, Monash advocated for youth mental health services to be based in and serve the City of Monash.</p>
<p>Monash Youth Ambassadors conducted a major with local young people to understand the key topics of concern.</p>	<p>Over 2500 young people engaged in the survey and over 40 young people engaged in focus group sessions. <i>“This was a safe place where our ideas and thoughts were really taken into consideration. There aren’t many places to do this.”</i> – Focus group participant</p>

HEALTHY MINDS - As we age: Remaining connected and engaged in community life contributes to positive health and wellbeing in older people.

What we did	Impact
The Positive Ageing Activity Centres (PAAC) developed and implemented an exercise program.	PAAC members enjoy their weekly exercise program and report feeling more energised and love the exercise program.
PALS program – Monash supported key stakeholders and seniors groups to showcase active programs and encourage participation by seniors.	Key active programs included in 2019/20 included: Tai Chi moves at lunchtime for seniors in the Glen Waverley Library Forecourt run by local dance group and a church; Friends of Scotchman Creek Walk; free Tai Chi & Zumba in the park (presented by Active Monash); Walk to wetlands (Waverley Bushwalking Club) and The Truth about Delaying the onset of Ageing (presented by Active Monash).
Increased client input into the ‘Commonwealth Home Support Program’ funded ‘Social inclusion’ programs: the Positive Ageing Activity Centres, Monash on the Move (outing program) and Halcyon Day Centre.	Participatory evaluation was used, included annual survey results and client feedback. This information all assisted in developing client orientated goals, responsive future planning, program design and continual improvement in all areas of service delivery with positive results.
Continued support of Active Adults classes. Active Monash has the largest seniors program in the industry in Victoria.	Nearly 150 senior specific classes are offered per month across the facilities ensuring that all ranges & abilities are catered for within these classes, for older adults to keep fit & healthy and interacting with other community members.
Provided opportunities for intergenerational volunteers to assist at two Supported Playgroup locations.	By increasing the number of older volunteers working with young families, utilising their knowledge and experience of life, as well as being of similar age to many of the grandparents caring for young children, families were able to have the benefits of extended family type connections when their families might be overseas. <i>“...giving my children the opportunity to listen and learn from other people.”</i>

HEALTHY ENVIRONMENTS - Built Spaces: Ensuring that community needs, both now and into the future, are central to the physical design of our buildings

What we did	Impact
<p>'A Night At the Library' was held at Glen Waverley library. The library was open continuously for 30 hours and held 32 different types of events, workshops, and creative performances.</p>	<p>This is the first time a public library In Victoria has provided a staff supported program of this nature for this duration. Library visitation increased by 25% on the 'A Night at the Library' weekend.</p> <p><i>"It helped to make me connect with a community – with people with similar interests – make new friends."</i></p> <p><i>"...an interesting and engaging 30 hour event ... an inclusive harmonious event."</i></p>
<p>The <i>Integrated Cultural Precinct study</i>, funded by the Victorian Government through the Community Support Fund.</p>	<p>The study is investigating the creation of a space that embodies creativity, inspiration and learning at Monash Gallery of Art and the Wheelers Hill Library. The 10 months of planned community consultation commenced in November 2019.</p>
<p>All Recreation Facility Developments planned and delivered in 2019-20 have been done so in accordance with inclusive and multi-use principles.</p>	<p>Sport and recreation facilities that are inclusive and relevant to the Monash community.</p>
<p>Stage 2 of the Monash Aquatic and Recreation Centre (MARC) 'Needs Analysis' was conducted.</p>	<p>The 'MARC Needs Analysis' will shape the face of MARC Centre & ensure that the community needs are being considered and catered for in future plans. Various options for future facility design will be presented upon completion.</p>

HEALTHY ENVIRONMENTS - Open Spaces: Accessible public open spaces for sport, play, recreation and active transport.

What we did	Impact
Provided major attractions during the Festival Season 2019/2020 by producing four major events in local open spaces.	The four events presented as part of the Festival season attracted an estimated total of 36,500 people. 'Carols by Candlelight' (25,000 people attended), and 'Family Fun Day' (2,500), Australia Day (1,000) and 'Clayton Festival' (8,000). Due to COVID-19, Live at Warrawee was cancelled.
Commenced online free Group Exercise to support the community to keep fit and active while at home during COVID-19, including: group fitness videos, workouts, healthy tips and information, advice on how to keep your family moving during this time.	Online viewing data April to June 2020 - Facebook, Active Monash's web page and YouTube total views: 67,418 (including 19,619 webpage views). Total hours viewed 1425 (note: most video classes running length is 30 or 45 minutes). <i>"Honestly so pleased the gym has done this, I know it's a one way video, but it makes it feel like community is still a thing!"</i>
The 2019 Bowness Prize winner was Katrin Koennig for her work "Three" from the series <i>Lake Mountain</i> (2018).	The subtle and quiet image of the bushfire-ravaged landscape of Lake Mountain a decade after Black Saturday in 2009 brings up themes of environment, sustainability and climate change, encouraging conversations and public discourse.
Allocated and supported structured sporting opportunities across 120 tenant clubs and 80 active reserves.	Monash supports active and vibrant active reserves and recreation facilities.
Continued to plan for and deliver casual outdoor recreation infrastructure in Council parks.	Increased opportunity for free and casual sporting participation in Monash with strategically placed new assets to address gaps such as: outdoor fitness stations, community basketball ring, tennis hit-up walls, climbing walls and multi-sport courts.
Permanent ping-pong table in Glen Waverley Library forecourt – the library provides balls and bats and a ping-pong competition featured as part of the 'A Night at the Library' program.	Increased vibrancy of the space. Enhanced community connection and wellbeing. Area activated by both youth cohort and families on a daily basis and at different times of the day. Average of twenty groups per day (prior to COVID-19 restrictions).

HEALTHY ENVIRONMENTS – Liveability: We will regularly consider how the community measures liveability and refine our approaches based on what the community tells us.

What we did	Impact
Monash Youth Services [MYS] facilitated a volunteering environmental event where young people gathered together to learn about the environment and plant 1000 native grass and tree saplings.	43 young people were engaged with their local natural environment and educated about community responsibility towards sustainability and local wildlife. <i>“My son spent the rest of the day out in our garden despite all the wind and cold, making bird's nests out of sticks, leaves, and mud, for them to settle in.” – Parent of a participant</i>
The <i>Places to Rest</i> – Age Friendly Ambassadors and Volunteers continue to oversee the Age Friendly Monash projects.	<i>Places to Rest</i> has developed a Map of Monash and identifying priority projects for new places to rest as recommended by the Age Friendly Ambassadors.
Volunteer@Monash was developed and expanded and a new volunteer recruitment process designed in PageUp.	Volunteer enquiries and numbers grew, and volunteer role descriptions have expanded to 32 different roles at Council. The new process will increase access to: the process (including for people without email), opportunities, procedures and volunteer policy, and will be launched post COVID-19.
Volunteer Team Leader has monthly meetings with the South East Volunteers staff, attends South East volunteer training of new volunteers and meets with the other volunteer Team Leaders and Volunteering Australia & Justice Connect.	Developing and supporting a positive and close working relationship with South East Volunteers on all volunteer related matters, including the safety register and recruitment of new volunteers for Monash Council, and networking with other organisations and Councils supports best practise for running successful a successful volunteer program.
Installation of recycling bins at the Monash Aquatic & Recreation Centre.	Increased community awareness of centre recycling efforts minimise environmental impact.
Visited several Commonwealth Home Support clients living in a bushfire overlay to discuss bushfire preparedness.	Proactively surveying bushfire preparedness of clients in bushfire overlays in Monash for the first time.
Maternal & Child Health (MCH) Mobility Upgrade Project (with the Business Technology Department) - laptops, mobile solutions and training to MCH nurses which has removed paper records.	The project reduces paper use, supports Council’s Environmental priorities and improved efficiency within the service, with all digital birth notifications, discharge papers from hospitals with a more client focused interaction allowing appointments and referrals to be made on the spot. The mobile technology increased access to health records by the MCH nurses, empowering collaborative plans to be developed with families which are driven by the latest up-to-date information.

ENGAGED CONFIDENT AND CONNECTED – A city which actively listens, engages and values community wisdom in shaping its own future.

PARTICIPATION - Community Engagement: Community engagement is a dynamic process that builds resilient relationships and the community’s strength

What we did	Impact
<p>Community Ambassadors from the ‘Hello Neighbour’ project (funded by a State Government Community Harmony grant). 10 Community Ambassadors appointed in September 2019 are all local from diverse cultural, religious and age backgrounds.</p>	<p>The ‘Hello Neighbour’ Community Ambassador project draws on community expertise to assist Council to identify appropriate activities that strengthen neighbourliness, community harmony and belonging. Ambassadors have consulted with their local communities, provided responses to Council consultations, actively participated in project planning and implementation, promotion and collecting evaluative feedback. To support their role, Community ambassadors participated in team building and cultural diversity training through the delivery of Foundations of Cultural Competence for Community Ambassadors in November 2019, together with Monash Multicultural Advisory Committee members. This interactive training builds cultural understanding by sharing the best available knowledge in cultural diversity, challenging attitudes and increasing capacity for action. Another aspect of the Hello Neighbour project is increasing community awareness on racism and where you can seek assistance including what you can do as a bystander. Ambassadors participated in training in March 2020 delivered by Victoria Legal Aid on racism and discrimination.</p>
<p>Cultural awareness and Bystander (Say No to Racism) action training (funded by a State Government Community Harmony grant) was organised for sports clubs and community interest groups on 2 & 9 June 2020.</p>	<p>This training was delivered by Polykala and attracted over 20 representatives. Participants were equipped with skills and awareness to engage with people from a range of cultural backgrounds and take safe and constructive action when witnessing racism. This training was designed to help community groups advocate for inclusive communities. <i>“Other than the formal content, I was excited to learn more about the Community Ambassadors, who I think will be fantastic and helping our local groups become more culturally aware and open.”</i></p>

PARTICIPATION - Community Engagement (cont.)

What we did	Impact
The library offered basic iPad and email instruction for attendees at Oakleigh Senior Citizens.	The training increased confidence and skills for participants who had limited digital literacy skills, in using digital devices. <i>"I made an email address and now I can email photos from my phone to my children."</i>
The library collaborated with PRONIA to deliver sessions on iPads and laptops to the Greek community.	The classes were in English with Greek translation which helped those whose first language is Greek to ask digital technology questions about their mobile devices all gained increased skills.
The Positive Ageing Reference Group (PARG) met 6 times in 2019/20 and the Positive Ageing Seniors Forum was held 3 times.	Active involvement provides socialisation opportunities for seniors in addition to regular resources, and builds partnerships and networking between seniors groups.

PARTICIPATION - Programs and Activities

Community based programs, activities, events and celebrations that respond to community needs, interests and aspirations, impact positively on health

What we did	Impact
Festivals and events volunteer program and working groups.	Council supported around 100 volunteer placements at three of Council's major festivals including Carols by Candlelight, Family Fun Day and Clayton Festival. Volunteers ranged in age from young scouts to Age Friendly Ambassadors.
Funding and support provided to the Oakleigh Greek Glendi and Chinese New Year organising committees.	These events help community organisations to develop their community through participation and also provide connection to the wider community. The Chinese New Year event was cancelled due to COVID-19, but relationship building with organising committees still occurred.
Monash Council led a partnership of seven councils to host 'An evening with Tom Boyd', an online Men's Health Week event.	The event highlighted mental wellbeing as part of Men's Health Week. 482 registrations were received and the YouTube video had over 1000 views in the week it was available.

PARTICIPATION - Programs and Activities (cont.)

What we did	Impact
<p>The Monash Public Library Service facilitated community members to participate in Knit One Give One (KOGO), where volunteers donate time and wool to knit items.</p>	<p>The library-knitting group in Glen Waverley library provided opportunities for social connection, and improved well-being amongst attendees. In November 2019 the 1,000th item was donated to the KOGO from Monash community members. KOGO then distributes these through over 250 community groups.</p>
<p>Monash participated in the 'International Bookmark Exchange Competition' in conjunction five overseas libraries (Guangzhou Library, Los Angeles County Public Library, Lyon Library, National Foreign Language Library of Russia and Yekaterinburg Mayor Library).</p>	<p>Monash Public Library Service was the only Australian library selected to participate in this creative collaboration. The libraries held two satellite artist workshops. 66 young people in Monash entered the competition and showcased their talents to produce colourful bookmarks around the theme Reading and Walking. All entries were exhibited at Glen Waverley Library. The event fostered spontaneity and innovation amongst younger Monash residents as various mediums were used to produce these art pieces.</p>
<p>Volunteer training workshops. 2019/2020 Topics included better conversation; first aid; crime prevention & confident living; boundaries; dementia; elder abuse; cultural awareness; and stress management.</p>	<p>The 10 volunteer workshops per year, as well as various training programs, are developed with feedback and in consultation with the volunteer. The volunteers report back that they feel valued, appreciated & supported by the Council and part of a team.</p>
<p>2019 end of year celebration & volunteer survey and celebrated and recognised the contribution volunteers provide through: National Volunteer week celebration, thank you cards; "thank you" days; weekly emails or phone calls (to those without email) during COVID-19 restrictions.</p>	<p>Volunteers are feeling recognised, valued and respected for their contribution, more supported and engaged. Volunteers reported highly valued personal health and wellbeing benefits of volunteering and in giving back to the community. <i>"Volunteering has enabled me to give back to the community, it is extremely rewarding. I have made new friends and I feel needed and part of a team. Importantly it staves off loneliness and keeps me mentally stimulated".</i></p>

PARTICIPATION - Programs and Activities (cont.)

What we did	Impact
Positive Ageing Lifestyles Program (PALS) ongoing evaluation. PALS offers a diverse range of programs at a free or low cost to all older residents in Monash.	6,000 copies of the triannual booklet are printed and delivered directly to over 3,200 residents and promoted to the community via Libraries, Neighbourhood Houses, Council Service Centres, Council health Centres/gyms and through over 100 seniors and community groups. PALS programs are reviewed at the conclusion of each program via a short optional feedback form. PALS members are invited to provide ideas on potential programs/outings/guest speakers/ film/lifelong learning opportunities via a regular in-formal process. The program continues to reflect the community's ideas and seniors feel valued and engaged.
Monash Seniors Festival October 2019 - events included film screenings, day trips, entertaining performances, theatre productions and information sessions.	The 2019 Monash Seniors Festival program was highly successful with most events near capacity. The festival was a great opportunity for Monash Seniors to get out and about, meet new people and try different activities.
Intergenerational partnership between Councils 'Monash on the Move', Positive Ageing Activity Centres (PAAC) and Salesian College.	Council developed an ongoing intergenerational program embedded in Salesian College Year 9 learning program and then implemented into PAAC group. The partnership program was further strengthened in 2019 with the students hosting regular events, preparing morning tea and organizing meaningful activities. This has been integrated in the Monash on the Move (MoM) outings program. All participants were happy with the program and request to continue this partnership.
Encouraged Commonwealth Home Support clients to attend social inclusion program 'Positive Ageing Lifestyles' (PALS) through crossover events.	These combined social inclusion events have fostered greater community interaction and offered all seniors further opportunities to attend events. It also informs clients of other social inclusion programs offered by the City of Monash.
Supported the Monash Multicultural Advisory Committee (MAC).	A broad cross section of the community are involved in the MAC, members provided feedback to the MARC review, Food Waste in Green Bins, the social housing and the loneliness frameworks, ensuring that Council initiatives have relevance to culturally and linguistically diverse communities.
Supported the Monash Disability Advisory Committee (DAC).	The DAC provided advice on Council priorities, policies, services and projects including the social housing and the loneliness frameworks, and the accessibility of online documents, embedding accessibility considerations into Council initiatives.

PARTICIPATION - Programs and Activities (cont.)

What we did	Impact
Continued to support the Monash Multicultural Settlement Services Network (MMSSN) to share information on services and community needs and foster partnerships between community groups and local service providers, including translated COVID-19 related information.	The MMSSN continues to attract new service providers and community groups. A new working group to support the development of the We Stand Together as One Community initiative has been established involving members such as VIC Police, VIRWC, Micare, African Women and Families Network (AWAFN) and Link Health. A representative from the Hello Neighbour Community Ambassadors is also actively involved in this working group. The network has been a vital tool during COVID-19 pandemic to share in-language resources & information about critical supports for international students, asylum seekers and other cohorts in our community.
Council participates in the MAV Positive Ageing Network Forum and the Eastern Metropolitan Region Active and Healthy Ageing Network and World Elder Abuse Awareness Day Network.	Development of effective communication through networking and partnerships between other local government areas, in particular the Eastern Region (EMR) to identify collaboration opportunities and to share resources. Monash was involved in the planning and running of the EMR Active Healthy Ageing Conference in September 2019.
Monash Gallery of Art (MGA) increased programs being targeted at particular audiences and interest groups, informed by audience surveys conducted last year.	MGA worked in partnership with/funded by Life View Residential Aged Care. to host monthly Dementia Cafes provides a welcoming space for anyone living with dementia and their carers once a month (when the gallery is closed to the general public) for: chats, games, information about a topic eg nutrition, and a tour of MGA. When COVID-19 restricted operations, MGA delivered these sessions online sessions to all of Life View residential aged facilities.

PARTICIPATION - Creative Expression

Community based arts and cultural activities, services and events that celebrate cultural diversity, support artistic expression and strengthen community.

What we did	Impact
Monash celebrated International Aboriginal Children's Day with activities and a talk from Wurundjeri Elder Ian Hunter at Valley Reserve.	Wurundjeri Elder Ian Hunter talked about his Nana's Grandma who saw the first ship sail into the bay and led Indigenous-themed educational activities for 121 kindergarten children, plus parents, grandparents and educators from 6 different services in Monash, at the Valley Reserve.
The Monash Community Arts Expo on Sunday October 6 th at the Mt Waverley Community Arts Centre.	Black Dog - a community arts group held an art exhibition in the Track Gallery during the Expo and conducted art therapy sessions on the day of the Expo. Black Dog reported many participants valued meeting other artists and connecting with people in the community: <i>"Lots of interaction with a lot of different people"</i> .
Carols by Candlelight performer opportunities	Council provides the opportunity for local performers to experience performance on the Carols by Candlelight stage, in front of an audience of 25,000. Performers apply and are selected through an audition process.
Clayton Festival	At the Clayton Festival 2020 local talent was showcased to provide a snapshot of the Monash Community. Eleven local artists, musicians and cultural leaders contributed to the festival.
Sorry Day and Reconciliation Week	Council acknowledged Sorry Day and Reconciliation Week with a welcome to country, online messages of commemoration from the Mayor and Deputy Mayor. The wider program presented a member of the Stolen Generation sharing their experiences, a performance by Kutcha Edwards and an online sustainability tour through Valley Reserve with Wurundjeri Elder Ian Hunter.
MGA's Bill Henson Exhibition <i>The light fades but the Gods remain</i> , revisited his 1985/86 series and create a new body of work about Glen Waverley.	MGA partnered with Thames and Hudson to produce a publication of the Bill Henson exhibition that has been distributed worldwide.
NAIDOC Week 2019 - film screenings, art workshops in our libraries, an art exhibition and a NAIDOC themed Winter Concert.	100+ people attended the Kutcha Edwards concert at the Track Gallery. Year 5/6 students who attended the art workshops and exhibition reported an increased sense of cultural awareness and creative expression. <i>"We all have our own way to contribute to our country."</i>

PARTICIPATION - Creative Expression (cont.)

What we did	Impact
<p>The annual literary program 'Word Fest' was revised to reach out to diverse audiences - "Shared stories, different words". Speakers focused on the migrant experience, disability and gender equity together.</p>	<p>There were 721 WordFest attendees with 91 combined entries for the short story and snap story competitions. There were 3,302 unique views of the WordFest page on the library web site during July 2019. The annual short story competition and snap story competition reached diverse cohorts and interests.</p> <p><i>The survey of WordFest attendees noted that cultural identity and personal storytelling resonated with them the most.</i></p>
<p>Local art school exhibited online on Facebook. This exhibition was an adaptation of our creative spaces program to the online environment as result of COVID-19 closure.</p>	<p><i>'A really beautiful exhibition'</i></p> <p>Extending reach to a different audience and providing an opportunity for a cultural/creative experience in a different modality.</p>
<p>MGA's schools program, with visits to the gallery from school groups had a record attendance in the month of August 2019.</p>	<p>Between July and December 2019 (prior to COVID-19 restrictions), 40 public programs were held attracting 2,374 attendees (an increase of 13.5% compared to the same period last year). Programs included 'Kids imagination network' – a series of classes combining art, nature and meditation for school-aged children and education tours. From July to December 2019 MGA conducted 69 education and social group tours for 1042 students. August exceeded all past years with 38 tours to the popular Bill Henson exhibition conducted across 18 days to 612 people, a 72.7% increase in tours compared to the previous August.</p>
<p>Monash Gallery of Art's (MGA) first international exhibition '<i>John Gollings: history of the built world</i>' secured a third international venue.</p>	<p>The exhibition increased the profile of the City of Monash and continues to enhance Monash's leadership position in Arts and Culture on a national and international level.</p>
<p>Supported OC Connections to have an Exhibition of artists work to display and sell at Mt Waverly Community Centre Highway Gallery (Dec-Jan).</p>	<p>Raised a positive profile of artists with a disability in Monash and gave the artists an opportunity to see their work displayed in a gallery.</p> <p><i>"Artists and their families had the chance to see their own work in a gallery"</i></p>
<p>The Gratitude Doll Project - Clayton Festival, 2020</p>	<p>More than 50 people with art therapist Emma Finch to create gratitude dolls and write about the things they are grateful for, providing a safe space to explore, create, play and talk about feelings.</p>

BELONGING - Strengthening Communities

Strong and cohesive communities promote the inclusion and participation of everyone

What we did	Impact
<p>The 'Meet Your Street' Council initiative continued in 2019/20 in the 4 pilot areas within Clayton, Glen Waverley, Wheelers Hill and Ashwood. Activities included:</p> <ul style="list-style-type: none"> • A Meet your Street guide was developed • A Street Party Guide was developed to simplify the process to organise a street party. • The Meet Your Street grants program commenced 	<p>The Meet your Street guide was sent to 2,400 households in the 4 pilot areas and an additional 1,600 were distributed at Council Facilities and community events. The Meet Your Street grants program commenced for activities between November 2019 and April 2020. 15 grant applications were approved but were interrupted by COVID-19. Eight Meet your Street events took place between Dec 2019 - March 2020. Council ran two Meet Your Street events in Glen Waverley and Wheelers Hill (Nov and Feb) with approximately 100 people at each event.</p> <p><i>"The street feels more like a community." "The best part was we had a number of elderly neighbours that came down and they were thanking me so much for organising it and getting them out to meet everyone and have some food. Especially given the current climate [COVID-19] it is great to know they are there and I'll definitely be going to check if they need anything in the coming weeks."</i></p>
<p>The Library launched the 'Skills For Work' program.</p>	<p>Enhanced the job seeking skills of participants. One participant reported that they had gained their first job interview following implementation of skills from this program.</p>
<p>A Blue Light Disco was held, organised by a community steering group (with Council participation) and funded via the 2019/2020 Community Grants Program.</p>	<p>Further strengthened community connection and partnerships between Council, Victoria Police, the community of Ashwood and Chadstone, Amaroo Neighbourhood House, Power Neighbourhood House, Link Health and Community, AAC Public Tenants Group, Parkhill PS, Lions Club of Waverley and Monash Council. 120 Primary aged children from four local primary schools attended.</p>
<p>The implementation continued for the: Oakleigh Community Action Plan; Mulgrave and Notting Hill Community Action Plans, and Ashwood/Chadstone Community Action Plan.</p>	<p>Several new initiatives were undertaken across the city, such as: the advocacy to develop a partnership between the Ashwood and Chadstone Public Tenants Group and Holmesglen Institute. The partnership allowed the hospitality students at Holmesglen to organise and cater for the successful Public & Proud Dinner held at Jordanville Hall; the Mulgrave and Notting Hill Community Action Plans were adopted by Council after extensive consultation; and a Glen Waverley Place Maker was appointed and commenced relationship building with traders and community organisations.</p>
<p>Monash Gallery of Art's <i>Fashioning black identity: Africa and the African diaspora exhibition</i>.</p>	<p>The exhibition explores ways in which contemporary black African artists are using fashion, photography and portraiture to redefine personal and cultural identity and to explore and unpack perceptions of race. Impacts include building intercultural understanding and exploring diversity of experiences and perceptions.</p>

BELONGING - Strengthening Communities (cont.)

What we did	Impact
Promoted belonging and enhanced intercultural understanding through the development a community calendar.	Families have spoken of the thrill they had when they saw that their national days and cultural events would be celebrated and included in the curriculum. Children are constantly learning about their world and embracing diversity.
The <i>Portrait of Monash: the ties that bind</i> exhibition. MGA commissioned four leading Australian artists to explore the City of Monash. https://www.portraitofmonash.mga.org.au/	The Commissioning exhibition provides a powerful platform for people to share their stories, which builds awareness of the individual's experience as they present their truth and the challenges they face. In doing so MGA becomes a safe place for respectful discourse which leads to greater understanding, profile and advocacy. This includes migration, Indigenous sites of significance, the LGBTQIA+ community and homelessness.
MGA worked with a disability advocacy group to create works for exhibition	In collaboration with Disability Advocacy Group VALID, MGA worked with people with a disability to create works for an exhibition that launched in February 2020.
Virtual access to Monash Gallery of Art is available to the community.	In response to COVID-19, MGA created virtual gallery experiences with a dedicated microsite and the release of a new series of artist interviews in collaboration with RMIT Uni.
Further developed the Monash Café Connect program, assisting older residents to connect with other people in their local community.	The program has enabled residents to visit approximately 18 cafes and restaurants across Monash while building ongoing friendships and connections, enjoying a healthy meals and supporting our local traders. Residents report looking forward to experiencing different cuisines and meeting new people.
Continued to support the Clayton Community Leadership Group and projects initiated by the group.	Projects for 2019/20 included the Chess Tournament at Clayton Festival (year two, part funded with a Neighbourhood Matching Grant). The group have also reached out to the Clayton Community and recruited new members, including a younger cohort from Monash University.
Organised and planned the monthly Oakleigh Community Leadership Group	The group represents several Oakleigh organisations and provides a vehicle to undertake two way conversations around issues and impacts affecting the Oakleigh community.
Supported Monash Interfaith Gathering (MIG) to strengthen their capacity and sustainability & assisted with key interfaith and intercultural initiatives, such as the MIG's Monash Places of Worship Open Day	On the Places of Worship Open Day the Hindu Temple Huntingdale, Islamic Community Centre (Huntingdale Mosque), Coptic Orthodox Church Oakleigh, All Nations Presbyterian Church (South Sudanese congregation) Mulgrave welcomed visitors and shared their faith, community and hospitality. Participant feedback observed the importance of faith, culture and the "importance of respecting and appreciating diversity." <i>"Made some great connections with four different faith groups - very invaluable." "Faith and culture are helpful to maintaining an inclusive, harmonious society."</i>

BELONGING - 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 the community

What we did	Impact
Developed Council's first-ever Monash Loneliness Framework 2020 – 2025.	<p>This <i>Monash Loneliness Framework 2020 – 2025</i> (draft) is one of the first local government frameworks in Australia dedicated to loneliness, which is now considered a major public health priority affecting all age groups. The Framework has been developed in the context of a global pandemic, which will have deep implications for the way that Council responds to the community's experiences of loneliness. The Framework articulates Council's approach to addressing loneliness in the community with a series of recommendations to contribute to improving overall community wellbeing and social connections in Monash.</p> <p>Actions dedicated to loneliness will be included in Council's next municipal public health and wellbeing plan 2021 – 2025. The Framework will have implementation actions through the 2021-2025 Municipal Public Health & Wellbeing Plan.</p>
A Library and Meals on Wheels Community Support Team collaboration delivered targeted reading materials to meals on wheels clients.	<p>Individual phone calls were made to each 194 Meals on Wheels clients during the COVID-19 restrictions providing connection and support during self-isolation period.</p> <p>"You have made my day." "I wish I could give you a hug."</p>
Monash actively supported homeless and marginalised members of the community, including during the COVID-19 restrictions.	<p>There was an increase in outreach support in response to reports of people sleeping rough (as opposed to in cars) who were further marginalised when other services reduced or temporarily stopped service provision due to COVID-19 restrictions.</p>
In response to COVID-19 – All PALS (Positive Ageing Lifestyle) program activities were suspended and replaced with a PALS newsletter.	<p>The PALS newsletter offered opportunities to connect during COVID-19 restrictions, such as by participating in the Community Care Knitting Project and online activities. In June PALS ran its first virtual Zoom session, 'Laughter Yoga'. 30 people registered for this event and 18 attended. For some participants this was their first time using Zoom.</p>
Worked with people who are experiencing homelessness as part of <i>Portrait of Monash: the ties that bind</i> .	<p>Artist Ponch Hawkes spoke to women in the community who have experienced homelessness. Ten photographs of places where they had found shelter, each captioned with a sentence, are reconstructions of moments in these women's lives.</p>

<p>The 'Longing for Home' embroidery workshops - aimed at immigrant women exploring the theme of belonging and home.</p>	<p>20 women, both newly arrived and more established migrants participated. Their embroidery art will be sewn together into a large dress that will be exhibited at the Mount Waverley Track Gallery later in 2020. Participants reported finding the opportunity to explore the theme of belonging through craft activity engaging and supportive, and it lead to new connections being made.</p>
<p>Enhanced Maternal & Child Health (MCH) & Immunisation services built upon relationships with international students.</p>	<p>The relationship building and outreach included presenting to International Students once per semester and developed a referral pathway to MCH, with a resulting increase in enquires to these services from international students and their families.</p>
<p>Expanded the number of new parent groups in languages other than English.</p>	<p>Hindi groups have increased from 1 to 2 to meet the needs of a newly arrived cultural group. Mandarin groups continue to run to meet demand.</p>
<p>In response to COVID-19 all Social Inclusion programs were suspended and clients and volunteers were supported with:</p> <ul style="list-style-type: none"> • Individual phone calls to existing Positive Ageing Activity Centre clients. • Phone contact care plans. • Monash on the Move monthly program was replaced with a monthly 'Let's Stay Social' newsletter. • All PAAC clients and Volunteers receive a monthly at home Activity Kit – cross word puzzles, birthdays of the months, exercise bands and instructions and tips to stay active. • Early June 2020 the Community Care Blanket (CCB) was launched – PALS and CHSP clients were invited to volunteer their time and skills to knit 20x20 squares the create blankets for our at-risk and homeless residents. 	<p>Seniors reported a sense of concern and welcomed the suspension of all the Social Inclusion programs.</p> <p>The feedback about activity packs other COVID-19 adaptations have been very positive from both our clients and their families, and our volunteers.</p> <p><i>"The emails from you[have] been such a connection of support and care from the community."</i></p> <p>By the end of June 2020 over 40 seniors were registered and knitting at home. Over 400 individual squares returned and staff joining into blankets to distribute. Seniors knitting at home report feeling engaged and valued.</p>

BELONGING - Reaching out to the socially isolated (cont.)

What we did	Impact
Consulted with Seniors groups regarding the re-development of the PALS booklet).	Seniors groups value the PALS booklet and see it as an invaluable tool to connect with the community. The new Positive Ageing directory has been described as a very welcome and will be launched late 2020.
Monash has developed a first-ever draft Social Housing Framework 2020 - 2025.	Council's Social Housing Framework 2020 – 2025 (draft) prioritises housing as a fundamental human right and advocates for increased social housing supply to eliminate homelessness. The draft Framework was endorsed at July Council meeting and will go out for public consultation prior to its final endorsement in late 2020.
Monash Council commissioned research by the Council to Homeless Persons (CHP) in October 2019 to guide local government's role in preventing homelessness and increasing social housing supply.	The research by CHP identified that the single most powerful way Councils can contribute to ending homelessness is to advocate for the increased supply of social housing across Victoria. This research has now informed Council's leadership in leading a Regional Charter Homelessness & Social Housing Charter with 13 East and South-Eastern Councils.
Monash Council Coordinated a <i>CEO Local Government Forum: Regional Local Response to Homelessness and Social Housing</i> in November 2019 which brought together 14 East & South-Eastern Councils.	The 13 Councils representing more than 2 million residents reached CEO-endorsed consensus to develop and adopt a Regional Charter with clear leverage points for local government to advocate to increase to the supply of permanent, safe, appropriate and timely housing for the most vulnerable members of our community.
Regional Local Government Homelessness & Social Housing Charter Working Group	Monash Council initiated and is coordinating a CEO-endorsed <i>Regional Local Government Homelessness & Social Housing Charter Working Group</i> . The Working Group is comprised of 13 East and South-Eastern Councils with partners including Municipal Association of Victoria and Department of Health & Human Services. The Regional Charter Group has developed a draft Charter which outlines a shared agenda and commitment to ending homelessness through advocating for an increase to social housing supply across Victoria. The Charter is being submitted to the 13 Councils over July and August with a campaigns launch to follow.

BELONGING - Reaching out to the socially isolated (cont.)

What we did	Impact
<p>Monash actively consulted with people who have a lived experience of homelessness.</p>	<ul style="list-style-type: none"> • The lived experiences and narratives of people experiencing homelessness in the City of Monash were sought and documented in the Monash submission to the Parliamentary Enquiry into Homelessness in January 2020. • Consultation occurred with people with lived experiences of homelessness in the development of the draft <i>Social Housing Framework 2020 – 2025</i> and have informed the strategic priorities Council commits to.
<p>Coordinated a Monash Council submission to the Victorian Parliamentary Inquiry into Homelessness (January 2020), in consultation with people of lived experience of homelessness.</p>	<p>Monash Council’s submission advocated for:</p> <ol style="list-style-type: none"> (1) an appropriately funded homelessness outreach model to all Victorian local government areas; (2) An increase in social housing stock for people with complex issues; and (3) Prioritisation by the service sector of individuals who are homeless
<p>A review of Library’s policies for supporting rough sleepers was conducted.</p>	<p>Library staff participated in webinar and to date 36 library staff completed an online training program to enhance the library’s capacity to support homeless library users & and increased awareness of the needs of this cohort.</p>

BELONGING - Neighbourhoods and Place

A community development approach that brings local communities together to foster and strengthen leadership, spirit and social connections.

What we did	Impact
Building on the work of the Mulgrave Library Feasibility Study the library engaged with the community via a <i>Have Your Say</i> online survey on key design aspects relating to a potential increase in the floor size of the library.	88 participants provided survey feedback, which is informing the design of the potential expansion of Mulgrave Library. The proposed expansion will help provide an accessible local service point where people can learn, connect and create. The scoping design will enhance the overall offerings and capacity of the Wellington Reserve Community Centre to the local community and help build a sense of pride.
Delivered a comprehensive film screening program linked to significant issues, community days or events e.g. Australia Day, MidSumma, Moon Landing, NAIDOC. Refugee Week, Sustainability, Autumn Moon Festival.	Reduces loneliness and promotes engagement and conversation on topical issues that resonate with the community. 25 screenings were held with 726 tickets allocated. <i>“How important it is as an individual to make small changes to help support the planet and empower others to do the same” [2040 film screenings]”</i> <i>“It [screening Dheepan for Refugee Week] made me understand better the feelings of people involved in conflicts.”</i>
Restructure of Home Library Service (HLS) with deliveries via courier as a result of the COVID-19 Pandemic.	Continuity of service to 80 plus vulnerable community members. Special deliveries were made to 16 Mulgrave library borrowers who were self-isolating and four new clients were added as result of referrals to the HLS program.

SUPPORTED - Responsive Services

Monash Council will be responsive, flexible and creative in responding to existing and emerging community needs.

What we did	Impact
Community Response Team (CRT) - In response to COVID-19 Monash created the CRT to provide an effective & coordinated response to mitigate the impact of COVID-19 & ensure a safe and supported environment for the residents of Monash during all phases of the emergency.	The CRT put together a series of plans to meet emerging needs around food supply, accommodation and psychological support. The CRT is a point of contact for calls for assistance from the community, community members wishing to help or donate to others and referrals from the State Government. The team provides information to key community contact, monitored community safety issues, supported rough sleepers and assisted our community support agencies.
Provided Disability Awareness training to all Active Monash staff across three facilities. Provided Disability Awareness training to Community Strengthening team	Over 300+ Active Monash and Community Strengthening staff undertook training in disability awareness to helping to drive a cultural and collective change across the organisation to improve access for all people to Active Monash recreation and leisure facilities, programs and activities and identify future areas of opportunity to further improve our service delivery. <i>"I've made some small changes to how I do things at work, its already made a big difference"</i>
In response to COVID-19 Early Years and Family Services have provided responsive support to families.	Families/young children are being supported during social isolation, particularly families who benefit from additional support. Activities included: playgroup videos online, playdough at home activity kits, video conferencing with staff/virtual playgroups as needed, and the availability of Cabena as a space where a family in need can use (with appropriate hygiene and social distancing protocols) the facilities.
In response to COVID-19 Brine Street has provided responsive support to families.	<i>"Staff have presented a consistent secure and welcoming environment for our child ... without the support at Brine St would be unable to provide our essential health services during this crisis."</i>
Conducted Stage 2 of the Monash Aquatic and Recreation Centre Needs Analysis.	Comprehensive consultation (incorporating extensive user and non-user consultation) will improve understanding of needs and responsive service delivery.
The Language Aid Program added Vietnamese to the languages available.	A total of 11 staff speak 7 community languages are available to provide communication assistance. The program has been utilised in conveying information during COVID-19.
Cultural Awareness Training - delivered to over 30 volunteers from Monash Council and community based groups.	The aim of the workshop was to provide participants with the knowledge and skills to build on their capacity to work with and support CALD clients / community groups across the community service sector.

SUPPORTED - Responsive Services (cont.)

What we did	Impact
<p>The Immunisation Service surveyed Secondary schools to support collaboration and provide schools with a streamlined service delivery.</p>	<p>The Immunisation Service Secondary Schools Program responded to the needs of the 22 secondary schools. Program adjustments were implemented based on the individual schools feedback. These included increasing the number of nurses who attend a session reducing the length of time students classes are interrupted, varying the hours of attendance and increased support to return school consent cards to council.</p>
<p>Adapting to COVID-19 - Maternal and Child Health (MCH): phone or telehealth for all appointments up to 3.5 years; a 15 minute in-person weight checks using universal precautions for infants aged 2-8 week old and 4 months; and new parent groups are all online & will meet in-person once restrictions are lifted.</p>	<p>MCH nurses have continued to provide support to families during the Covid-19 restrictions. MCH Nurse have been engaging with families over the phone, using telehealth (video conferencing) and short face to face appointments, with social distancing and universal precautions observed. Clients can also find links on the Monash website for clients to access play ideas, links to library resources or breastfeeding supports. Vital social supports and inclusion has continued through the use of online telehealth for first time parent groups.</p> <p><i>"I'm really glad we could do something albeit online. And especially during a time like this, community makes a difference."</i> - Parent feedback</p>
<p>Adapting to COVID-19 – the Immunisation Service adapted with an all online booking system, sessions observe social distancing, additional hygiene protocols and extra requirements for nurses, while also responding to a greatly increased demand.</p>	<p>Monash trialled sending call reminders to clients that their infant immunisations are due. There has been: increased uptake from people who do not normally attend immunisation sessions; rapid booking out of all sessions; a higher rate (89%) of flu vaccine uptake with more clients attending in May and June; and a higher Monash staff flu vaccine uptake which nearly doubled to over 600 attendances.</p>

SUPPORTED - 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

What we did	Impact
Active Monash pricing policy assessment review undertaken with a view to presenting more affordable options for membership to the community.	The pricing policy assessment will improve accessibility for all members of the community including low-income earners & people that need assistance in reducing the barriers.
Facilitated 24 free MyGov support sessions at Clayton and Glen Waverley Libraries.	Attendees developed skills and knowhow needed to navigate government services especially Centrelink & Medicare.
Introduced a weekly & monthly evening session with a Justice of Peace at Clayton Library.	Total attendance 58 people recorded at 18 sessions.
Monash introduced dedicated 'chill out' areas at two events in 2019/2020 as part of continually seeking to overcome barriers to participation to our free and highly accessible community events.	The Clayton Festival 2020 incorporated two different chill out areas – one dedicated to families with a relaxed art therapy craft activity and a dedicated Sensory Quiet Room for those with sensory issues, with small tents, sensory toys and gadgets, a dedicated trained staff member and dim lighting. Family Fun Day had a “chill out zone” with a mat, cushions, chairs and colouring in equipment for anyone that needed a quiet space.

SUPPORTED - Partnerships and Funding

Monash develops and fosters partnership approaches that benefit the Monash community.

What we did	Impact
<p>Delivered the 19/20 Monash Community Grants Program that provided \$2.56m of funding to support community groups and organisations to deliver projects, activities and events to the Monash community.</p> <p>Due to the impacts of COVID-19 the majority of groups, organisations and projects were not continued between April and June. As a result there are some unspent funds from the grant moneys that will be returned to Council by 30 June 2020.</p>	<p>Cash and in-kind funding was provided to 161 groups to provide 202 projects or services for the Monash community across seven (7) categories. For the first time, Monash Community Grant Program recipients, with the exception of Arts & Events grants, were asked as part of their acquittal 'since receiving funding what was the most significant change to your group' and 'why was it significant to group'. The top four (4) answers were:</p> <ol style="list-style-type: none"> 1. Increasing social connection 2. Increasing social isolation of socially isolated people 3. Improved health and wellbeing/promoting healthy lifestyles 4. Being able to provide a better service or more activities <p><i>"It increased our confidence to develop meaningful activities that our members want and need. More people joined our group and we enjoyed ourselves. We also receive information from Council which gives us more opportunities to participate in valuable programs and information sessions"</i></p> <p><i>"These men are retired and often lonely and the fellowship they experience at the meetings and outings is invaluable"</i></p>
<p>Autism Swim for the Community: Autism, Wandering and Water Safety course</p>	<p>Collaborated with Glen Eira and Yarra Councils, The State Government, Autism Swim and Access for All Abilities to offer 10 Swim Teachers the opportunity to study the impacts of autism in relation to Wandering and Water Safety. These teachers were then able to apply their skills & knowledge to the students who are enrol in to our Learn to Swim program.</p>
<p>The Library, MGA and Eastern Innovation Business Centre held a half day workshop "Finding Your Purpose" for seniors.</p>	<p>30 attendees reported increased awareness of relevant online resources and enhanced access skills.</p>
<p>Collaborated with KIWANIs to deliver hearing tests for preschool children.</p>	<p>KIWANIs (with LINK Health and Community) offer children starting school the following year to have a hearing test. This contributes to children being given the best start to their schooling life.</p>

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

LIFE JOURNEY – Transitions

A life course approach helps us to focus on key life transition points where interventions can have the greatest impact.

What we did	Impact
Understanding the Aged Care System and My Aged Care (PALS) information session.	More than 70 older adults attended. The Bowls Club hosted a fun Com and Try program following the information session with seniors actively engaging in the sport and with club members.
With the Library closure in March due to COVID-19, the library developed online Storytimes in both English and other languages (Chinese, Italian, Greek and AUSLAN) plus in bilingual and multilingual settings.	Moving Storytime to the online format has helped to support community resilience during the Stage 3 Lockdown whilst still supporting early literacy development. These have been uploaded onto the Library's own YouTube Channel, which was launched in March 2020. <i>"These videos are going to be so helpful to us parents trying to entertain our little ones in isolation."</i>

LIFE JOURNEY - Freedom to choose

Making informed decisions and having choices is a human right.

What we did	Impact
Council has been funded to undertake the Regional Assessment Service (RAS) function of the Commonwealth Home Support Programme.	The RAS team provides detailed assessments of older adults in their own homes once they have been processed through the Commonwealth's central My Aged Care system. Individuals are then referred any or all funded providers, including (but not exclusive to) Council. Seniors are provided with a choice of service providers and are able to maintain living independently in their own community of choice.

LIFE JOURNEY - Lifelong Learning

Lifelong learning is the ongoing, active pursuit of knowledge that enhances social inclusion, active citizenship and personal development

What we did	Impact
<p>The Library provided a diverse series of programs focussing on lifelong learning from pre-school to retirees such as: a drop in program at Amaroo House to assist community members to gain confidence in using technology; Brain training for seniors (at multiple locations); reading for enjoyment was promoted as part of Library Lovers week in February; and the consolidation of the Chinese Shared Reading program provided increased community connection and improved reading appreciation skills</p>	<p>In 2019/20 there were 53,421 attendees at 1,995 library events prior to lockdown in March. Following the lockdown Library focussed on online activities and continued the Home Library Service deliveries. For the entire 2019-20 there were 57,729 attendees for 2,170 library events.</p> <p><i>“The library is my university... [It] has taught me to know the world, to understand Australia, and to learn more”.</i></p> <p><i>“In the past two years I gradually developed the habit of reading and my heart was enriched. Whether it was poetry or literature, whether it is reading aloud or listening to others the world of the heart is close to the world of books”</i></p> <p><i>A child, named Lucy, inspired by Library’s science week story time, wrote to the Australian Space Agency (ASA) asking why space ships are always white. The ASA responded saying, “While it would be lovely to have a rainbow painted rocket, unfortunately the darker colours in the rainbow would make the rocket too hot when it launches”.</i></p>
<p>Active Monash continued the partnership with Victoria University in an industry-first work experience placement program for students with a disability who are currently studying Sports Science.</p>	<p>Nine students had the opportunity to develop skills in the aquatic, recreation and service industry and improve employment readiness.</p>
<p>Organised the bi-monthly meeting of Neighbourhood House Coordinators.</p>	<p>Supported a better-connected and informed network of Coordinators for our Neighbourhood Houses.</p>

FAIR FOR ALL - All Abilities

People of all abilities can fully participate in all aspects of life.

What we did	Impact
<p>Developed Monash's first Sensory Play Space at Wellesley Play Space</p>	<p>Increased play opportunities and sensory play connections for children with additional needs.</p> <p>Positive feedback received from community about accessible features available in the Wellesley Sensory play space included:</p> <p><i>"I could relax and watch my son and daughter play together in a stimulating but quiet space, that doesn't get to happen very often."</i></p>
<p>Monash Youth Services together with the Metro Access Community Development worker at Monash, developed a specialised workshop on the topic of mental health to students attending special schools in Monash.</p>	<p>A workshop style mental health program for people with an intellectual disability or learning difficulties was developed and delivered to senior students at local specialist setting, positive feedback from participants and staff indicated that the workshops improved students' knowledge of mental health issues and how to access support.</p> <p>100% of participants could identify two signs of developing mental health problems and two ways they could help/respond to these concerns.</p> <p><i>"It's so important for our students to have access to these lessons like their mainstream counterparts"</i></p>
<p>Elder Abuse and Ageism information campaign developed in partnership with the Easter Region Metropolitan (EMR) Primary Care Partnerships and Eastern Region LGA Positive Ageing Officers and Communication Departments.</p>	<p>The social media campaign was postponed due to COVID-19 impact and replaced with: ageism and elder abuse information in the PALS newsletter and the Lets Stay Social newsletter (reaching 3700 older residents); an article in Council June Bulletin (municipality-wide reach); and the Civic Centre was lit up in purple lights in recognition of World Elder Abuse Day. The campaign promotes increased awareness of elder abuse and ageism in older adults, CHSP funded clients and the general community.</p>

FAIR FOR ALL - Gender Equity

Monash Council will actively promote empowerment and dignity, challenge discrimination and respect human rights to advance gender equity.

What we did	Impact
<p>Monash was successful in securing a grant from the Office for Women (DPC) as part of the 'Free from Violence Local Government Grants Program' to implement 'PLAYING FAIR'. This training resource was created to support gender equitable and inclusive play environments at playgroups. Training was provided to Monash Council facilitated playgroups and volunteers.</p>	<p>The resource identifies the link between gender equity and violence against women and supports playgroup staff and volunteers to embed gender equity in their practice and identify 'teachable moments' on gender equity. In turn this supports parents and carers to create and model environments for their children that promote gender equity and give children the freedom to be themselves. Feedback from the supported playgroup volunteers was that the training had been empowering and enlightening and would inform their practices in a different way that had been the case previously.</p> <p><i>"The biggest benefit for me has been understanding the root cause of the experience. We have so much more knowledge now about the big picture stuff with gender in the early years"</i></p> <p>Feedback from the supported playgroup volunteers was that the training had been empowering and enlightening and would inform their practices in a different way that had been the case previously.</p> <p><i>"The biggest benefit for me has been understanding the root cause of the experience. We have so much more knowledge now about the big picture stuff with gender in the early years"</i></p>
<p>Clothesline Project at Batesford Family Fun Day</p>	<p>The Clothesline Project is a worldwide project about respectful relationships, gender equity and family violence. The Ashwood and Chadstone Family Violence Working Group took carriage of this initiative. The community designed Over 100 T-shirts displaying messages and imagery of love, respect and equality at the Batesford family Fun day event. The T-shirts were then displayed at the event and after at Monash Libraries, Power Neighbourhood House and the Civic Centre as part of Council's 16 days of Activism campaign.</p>

FAIR FOR ALL - Gender Equity (cont.)

What we did	Impact
<p>Gender Equality Bill Implementation Pilot Project – Gender Impact Analysis</p> <p>Monash was one of 10 councils to secure funding to participate in the Gender Equality Bill Implementation Pilot.</p>	<p>A new Gender Impact Analysis tool has been tested two council documents, the Loneliness Framework, and the revision of the Public Health Approach to Gambling Policy, to critically reflect on how strategic documents may have different impacts or outcomes for people of different genders. Council will be well placed to undertake this work more broadly when the legislation commences and Gender Impact Analysis becomes mandatory. An internal working group and governance group has been established to support implementation of the Gender Equity Act requirements, which will commence in March 2021.</p>
<p>Continued to support the Gender Equity Advisory Committee (GEAC)</p>	<p>Key outcomes for GEAC include: providing a gender lens and strategic advice to a number of Council strategies, submissions and statements, including: Open Space Strategy, Recreation Strategy, Tribute to Eurydice Dixon and Gender Equality Bill; assisted with organising key Council events and supporting the GE Officer with expertise on a number of projects.</p>

FAIR FOR ALL - 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.

What we did	Impact
Council commenced the second year of the State Government Community Harmony Grant (\$50,000 each year for two years) for the <i>Hello Neighbour</i> project.	Recruited Community Ambassadors to work with our CALD communities across a range of projects.
Monash has embedded Victorian Equal Opportunity and Human Right's Commission's (VEOHRC) Community Reporting Tool on our website as part of VEOHRC's Reducing Racism Project.	The Community Reporting tool has had 575 unique page views and has been promoted by Monash, the Monash Multicultural Settlement Services Network (MMSSN), Monash Multicultural Advisory Committee (MAC) and Community Ambassadors and the We Stand Together as One Community Poster. The MMSSN and MAC have participated in VEOHRC presentations.
Delivered online 'Cultural Awareness and Saying No to Racism' training	22 people from community interest groups/sports clubs attended two sessions about: culturally sensitive ways to expand and diversify their membership base; welcoming CALD community members; bystander intervention; and being active advocates for a racism-free community. <i>"I was excited to learn more about the Cultural Ambassadors, who I think will be fantastic and helping our local groups become more culturally aware and open."</i>
LGBTIQ+ Inclusive Practice Training	LGBTIQ+ Inclusive Practice Training to 65 Monash employees facilitated by Transgender Victoria. This training will now be embedded into the annual Training and Development calendar.
The Youth Services team coordinated an information stall in the Glen Waverley library forecourt to acknowledge Wear it Purple day on 30 August 2019, in addition the Glen Waverley library had a book display to promote their LBGTIQA collection list.	Community members reported a feeling of inclusiveness and support by Monash Council.

FAIR FOR ALL - Diverse Communities (cont.)

What we did	Impact
Council is a member on the Q-East Alliance (seven Eastern-Metropolitan Councils and community organisations).	The Q-East Alliance has organised a Rainbow Celebration event for young LGBTQIA+ people on 15 November, 2019.
MGA's <i>'The Luminaries: Portrait of Monash Ties that Bind'</i> exhibition included 'The Migrant Experience – From There to Here' and 'The LGBTQIA+ Experience - Being Ourselves'.	Australian Photographers Lee Grant interviewed and photographed 16 migrants who now call Monash home and David Rosetzky interviewed members of the Monash LGBTQ+ community to reflect their lived experiences in the exhibition.
Intersectionality Workshop	An inaugural, combined workshop was run in October 2019 that brought together all Advisory groups with more than 60 people in attendance from GEAC, DAC, MAC, EAC, YPRG, OPRG, Councillors, and Monash Staff explored intersectionality.
Revised Library's collection program to ensure inclusion of LGBTQIA+ materials, and added LGBTQIA+ series statement to assist promotion and access of material.	LGBTQIA+ series statements allocated to 661 items in Library catalogue, with 2,106 loans in 2019-20.
The Library hosted Carly Findlay a disability advocate who works to break down barriers for those with different appearances.	40 plus attendees had the opportunity to have their assumptions about disability challenged through a powerful presentation delivered as part of the 2019 WordFest program <i>Shared Stories different words</i> .
Monash celebrated IDAHOBIT Day with an online Rainbow Storytime and rainbow-themed yarn-bombing of the entrance to the Glen Waverley Library.	Rainbow storytime YouTube video viewed over 100 times. Facebook post for IDAHOBIT DAY had 130 likes, 13 shares.

FAIR FOR ALL - Information and Communication

Developing targeted, effective and culturally appropriate ways to communicate is a critical element to building strong relationships with community.

What we did	Impact
Diwali themed storytime at four libraries to mark the Hindu festival of lights.	Significant positive feedback from library staff and attendees that Diwali story times, with requests to extend program in future.
Library provides range of CALD based programs: including book groups, English conversation circles, Mandarin conversation circles	Spanish language book club "Book Club Gabriela Mistral" based at Clayton library, arranged a donation of Chilean poetry books to the library from THE Cónsul General of Chile in Melbourne. There were over 30 plus attendees at this event who valued the opportunity to extend their club reading resources and appreciation of Hispanic culture & literature. China Oversea Exchange Association also donated 505 Chinese language books to the library.
In response to COVID-19, the library provided: increased loan amount; easier access to online resources; cleared fines; extended loans periods; introduced BeamaFilms streaming videos; redirected expenditure into e-resources; introduced a personalised book matching service for e-books; and permitted members to contactlessly click and collect reservations for the first 24 hours after closing service.	Book Lending rates in March were 16% greater than March 2019 year due to these responses to community needs. Children's eBook loans increased by 119% and reserves by 273% - turnover increased by 116% Adult eBook reserves increased by 57% and loans by 45% - turnover rate by 40%. <i>"You wouldn't believe the huge change this has made to my week; my elderly dad is dying and has just had a stroke 3 days after I got back from seeing him interstate; now I can't get back to him; ... To have your library staff go above and beyond has made an incredible difference"</i>
Monash Libraries partnered with the Monash Multicultural Settlement Services Network to deliver community service information to support the Chinese community.	Seventeen community service information sessions were delivered with language support enabling more recently arrived Chinese community members, including seniors, to gain quality information and connect with services/programs. Topics included elder abuse, home safety, maternal and child health services, taxation and learning English. 167 people attended these sessions across various library locations. Booklists of library resources (Chinese and English) that supplemented and supported learnings from the each session were available. Participants gained increased awareness and confidence that key stakeholders in Monash provide support to Chinese community. <i>"I get to know the [possible] life in Australia."</i>

FEELING SAFE - 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.

What we did	Impact
<p>16 Days of Activism against Gender-Based Violence - Monash received funding from MAV to support implementation of 16 Days campaign 2019. This is an annual campaign to promote gender equity and the prevention of violence against women.</p>	<p>A range of activities were held during the 16 Days of Activism against Gender Based Violence 25th Nov – 10th Dec 2019 including:</p> <ul style="list-style-type: none"> • the ‘Clothesline Project’, lighting up the Monash Civic Centre in orange (to represent a future free from violence against women and children); • gender equity story times in Council libraries and playgroups; • supporting community groups with their events; • having presenters from Speaking Out at the Monash Interfaith Gathering; • the Choir of Hope at a 16 Days of Activism community forum at Oakleigh Library; and • a social media campaign highlighting what is happening in Monash messaging ‘Respect Women: Call it Out.’ The library also posted daily on social media about where to seek help locally, and relevant resources in the library’s collection.
<p>International Women’s Day 2020 Community Event - a conversation with Clare Bowditch and Dr Andi Diamond.</p>	<p>The International Women’s Day 2020 event became Council’s first online, livestream community event in response to COVID-19 restrictions. With 320 live viewers and around 100 views of the video afterwards, it had greater reach than the original 200 capacity, booked-out event.</p>
<p>Supporting the #TogetherforRespectatHome social media campaign during COVID-19.</p>	<p>The social media campaign, championing messages of respect, gender equity and prevention of violence against women, included a partnership with The Glen sharing these vital messages with our community on their digital super screens.</p>

FEELING SAFE - Keeping Women Safe (cont.)

What we did	Impact
<p>Inner East Faith Communities Unite for Safety and Respect project. This was a partnership project to “build the capacity of the Inner Eastern Region faith settings to create a safe and respectful community” to promote gender equality and prevent violence against women.</p>	<p>102 people attended the Forum. There were 123 participants in total across all three workshops, including 61 different participants across all three workshops and 32 participants attended more than one workshop. 13 different faith communities were represented at project activities and 11 organisations participated in the forum. A comprehensive evaluation report was conducted. A video featuring the impact on project participants was produced and is available on You Tube: https://youtu.be/3ZnYQC_x4vl</p>

FEELING SAFE - 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.

What we did	Impact
<p>Through Monash’s accreditation as a Child & Young People Friendly City, we have continued to provide a voice to young people in Monash through the Monash Student Space newsletter. The Monash Student Space (MSS) newsletter has contributions and editing from young people and is distributed four times per year.</p>	<p>In response to COVID-19 the MSS has evolved into an online publication. The May edition captured the voice of young people in Monash during the pandemic.</p> <p><i>“I am a year 9 girl living in Glen Waverley. Recently I have been reading some of the editions of the Monash Student Newsletter and would like to express my interest in writing articles for it. My love for writing is not the only reason I would like to join, during troubling times like the COVID-19 outbreak it's important to maintain solidarity within our community and I would like to be a part of that.”</i></p>
<p>Monash provided organisation wide training in Child Safe Standards and Reportable Conduct Scheme.</p>	<p>As part of Monash’s accreditation as an organisation complying with Child Safe Standards, staff and volunteers have had CSS training to raise awareness of their responsibilities in keeping children and young people safe. A high proportion of survey respondents had strong knowledge of child safe standards as a result of training received.</p>

FEELING SAFE - Community Safety

Feeling and being safe is essential to the health, wellbeing and enjoyment of community life.

What we did	Impact
The Eaton Mall Pedestrian Safety Project was completed.	Evaluation of the Project will take place late 2020.
Improving public perception of safety and knowledge in Clayton	In a shared responsibility partnership with Monash Health, Victoria Police, Monash University and Clayton Traders Association, this activity included a Crime Prevention Through Environmental Design audit of public spaces adjoining Monash Health and Monash University, developing 'Safer Pathways' to and from Monash University and Monash Health, an education and awareness campaign in Clayton and garden works to improve sightlines.
'Safer Precincts' program - to increase public perceptions of safety and actual safety of the Monash community	The project is based in in Oakleigh, Clayton & Glen Waverley Activity Centres and includes stakeholder engagement, safety & security audits to identify gaps, securing partnerships with Victoria Police, Neighbourhood Watch Victoria & Crimestoppers Victoria. Due to COVID-19 the rollout of other activities was postponed to 2020/2021.
Wiser Driver – a refresher course for responsible older drivers (PALS).	As part of the PALS program, Council run the four-week Wiser Driver course (booked out) to help older drivers stay safe on the roads for as long as possible.
Launched new Events Approval Process applicable to all Council and Community delivered events held on Council-owned public open spaces, to ensure events being run on Council owned land are safe for the community.	As part of the new process, Council held event management and risk management sessions (20 groups attended). Of the 59 EOIs received to run events, 30 permits were issued prior to COVID-19 restrictions. Many EOIs for low impact events do not require permits but they still receive a letter of acknowledgement. We now have greater insight into how many community events are being held while also improving the safety of events on Council land.
Established a regular visiting schedule to Cabena from Victoria Police.	The visit each term from Mt Waverley Police Station provides an opportunity for children and their families (including new migrants) to have a positive first experience of Victoria Police, promoting the police as somewhere to go to seek help. <i>"It's good to have new people come to visit us at Playgroup- it helps the children to feel comfortable around new people, and develop their confidence"</i>
Seniors Stepping out Safely event (Roadsafe Victoria and City of Monash).	This is a program on skills and strategies for personal safety when out and about including topics on selecting safe routes, mobility skills, how to be a wiser walker and planning your outings.

FEELING SAFE - 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.

What we did	Impact
Inclusive and Welcoming Sports Facilities pavilion audit	A sports pavilion audit was conducted to understand how welcoming and inclusive the sporting pavilions are to all members of our community, including to women, parents, people with a disability, and those from culturally and linguistically diverse backgrounds. The findings will be used to improve facilities and some recommendations have already been implemented. For example, the audit revealed that only about a third of change rooms had sanitary bins. We have now installed them in all change room facilities.
Conducted Safety and Security Audits across 35 reserves and playgrounds	The audit focused on safety, security and lighting and made recommendations to improve both actual safety and perceptions of safety.
Community and stakeholder engagement ensured that the design of the Brine Street Child Care Centre upgrade met current and future needs of the service.	The children's learning has been enhanced by the children have daily access to a library that was designed to ensure the learning environment was appealing and child friendly.
Glen Waverley Library toilet upgrade.	The amenities are Disability Discrimination Act compliant and safe and fit for purpose.
Review and upgrade of Mount Waverley Library internal signage	Accessible signage and consistent branding that enhances wayfaring and the user experience.