

**KNOX**

your city



# Child, Youth and Seniors Plan

2021 – 2025

# Statement of Acknowledgement

Knox City Council acknowledges the Wurundjeri Woi-wurrung people and Bunurong people of the Kulin Nation as Traditional Custodians of the land. The Knox Aboriginal and Torres Strait Islander Community come from a variety of different Nations within Australia and Torres Strait, including the Traditional Custodians and Stolen Generation. As such we pay respect to all Aboriginal and Torres Strait Islander Elders, past and present, who have resided in the area and have been an integral part of the region's history.

Located at the foot of the Dandenong Ranges, Knox has many places of historic significance to the Kulin nation. Important cultural and historical sites within Knox hold both the traditional knowledge of the First Nations People and the traumatic stories of colonisation.

The journey ahead for Knox involves the land, the traditional custodians, the local Indigenous community, the wider community and the Council itself. Walking together and listening together to create a culturally safe and culturally rich community for all.


In 2021 Knox City Council announced an intention to promote a “whole of business” mindset, moving forward in its acknowledgement and respect of First Nations people, ensuring cross functional collaboration as opportunities present themselves.



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**“Knox: where we connect with our people and our environment, ensuring they are safe, supported and have every opportunity to thrive.”**

*Knox Community Vision 2021–31*

## **Purpose of the Child, Youth and Seniors Plan**

The *Child, Youth and Seniors Plan 2021-25* outlines our commitment to building an accessible and inclusive community where people of all ages have opportunities to thrive and participate in the full breadth of community life and activity.

In developing the plan, we acknowledge that Knox residents will have different interests, needs and priorities according to their life stage. Children (early years), young people and seniors have been identified as the priority population groups who are the focus of this plan, noting that each of these cohorts can be, and often are, defined by significant developmental milestones, key life events and/or periods of transition.

The plan responds to the five key directions outlined in the Knox Council Plan 2021-25, applying a life course lens to identify the differing interests, needs and priorities of children, young people and seniors. The actions contained within the plan highlight the similarities between the life stages, as well as identifying where tailored approaches are required to support the wellbeing, inclusion and participation of people of different ages.

The *Child, Youth and Seniors Plan 2021-25* builds on our commitment to an integrated and intergenerational planning process first established in the previous Knox Key Life Stages Plan 2017-21. That plan brought together Council’s Municipal Early Years Plan, Youth Strategy, and Active Ageing Plan.

Through the continuation of this integrated planning approach, we are continuing to focus on providing opportunities to deliver and promote intergenerational interactions. Building on the strengths and capacities of residents across the life course, intergenerational activities provide opportunities to promote connection, learning and belonging.

The implementation of a Child, Youth and Seniors Plan is an initiative captured in the Knox Council Plan 2021-25, under the key priority area of ‘Connection, Resilience and Wellbeing’ (strategy – ‘support our community to improve their physical, mental and social health and wellbeing’).



## Objectives of the Plan



**To value the unique perspectives, experiences, abilities and contributions of residents across the life course, from the youngest to the oldest residents in Knox.**



**To promote greater understanding of the changing priorities, needs and challenges facing children, young people and seniors in Knox.**



**To identify opportunities for intergenerational activities that build understanding and strengthen community connectedness across the life course.**

## Development of the Plan

The *Child, Youth and Seniors Plan 2021-25* aligns with Council's four year planning cycle and supports the delivery of the Knox Community Plan 2021-31 and Knox Council Plan 2021-25, which were formally adopted by Council in October 2021.

The plan has been informed by strong consultation and engagement with the Knox community, including the three priority population groups of children (early years), young people and seniors. Community input and feedback from the engagement activities undertaken during the development of the new Knox Community and Council Plans have influenced this plan's direction and actions.

Findings from the Age Friendly Knox survey (2020), Knox COVID-19 Community Household Impacts survey (conducted in 2020 and repeated in 2021), and Youth Summit (2021), have also been drawn upon to further guide our work and understand the interests, needs and priorities across different age groups. Consultation has also taken place with Council's Early Years, Youth, and Active Ageing, Advisory Committees.

Demographic information and supporting statistical evidence has also been reviewed from the 'State of Knox' report, which provides an overview of key data sources and monitors emerging trends and themes over time.

**Diagram 1:** Child, Youth and Seniors Plan – development and implementation process



## Impacts of the COVID-19 pandemic

The COVID-19 pandemic has significantly impacted community members of all ages, with profound changes to the ways we live, work, learn and experience social and community life throughout 2020 and 2021. Council acknowledges that the number and type of impacts have varied across the different life stages, with children, young people and seniors all cohorts that have faced - and are still facing - significant challenges and changes.

At the time of developing this plan, an emerging body of research is indicating that recovery from COVID-19 will be an extended process. As such, the impacts of the COVID-19 pandemic have been considered in the development of this plan. Notably, there is a heightened focus on strengthening individual and community connection, resilience and wellbeing within the plan.

We are committed to working with the community to understand and respond to their short, medium and long term needs and aspirations throughout the recovery process and the life of this plan.

## Planning Context

The Knox Community Vision 2021-31 and Knox Council Plan 2021-25 provide the overarching framework to guide the delivery of Council's services and supports in coming years. These plans identify five key directions, which describe the priorities we need to focus on to achieve the Community Vision. Across each of the five key directions, children, young people and seniors may require similar and different services or supports. The table opposite outlines some of the considerations relevant to children, young people and seniors.

## International, Federal and State Legislative and Policy Context

The provision of services and supports for children, young people and seniors is also influenced by a range of State and Federal legislative requirements, reform agendas and policy documents. We also recognise a number of international frameworks and conventions relevant to children, young people and seniors. For a full list, refer to Appendix 1.

Community Plan 2021 – 2031 Community Vision				
<i>“Knox: where we connect with our people and our environment, ensuring they are safe, supported and have every opportunity to thrive.”</i>				
Council Plan 2021-25 – Key Directions (incorporating the Municipal Public Health and Wellbeing Plan)				
Opportunity and Innovation	Neighbourhoods, Housing and Infrastructure	Natural Environment and Sustainability	Connection, Resilience and Wellbeing	Civic Engagement and Integrity
Knox strives to be a city of opportunity, embracing innovation and change, and providing local learning and employment opportunities for all.	Building on what's great about our city, Knox's housing and infrastructure will meet the changing needs of our community.	Knox's natural environment is protected and enhanced to ensure sustainability for future generations.	Knox is a place to call home. Our community is strong, healthy and we support and respect each other.	Knox Council is a trusted and respected leader in our community, acting appropriately and ensuring all voices are heard.
Child, Youth and Seniors Plan 2021-2025 (What does this mean for children, young people and seniors?)				
<ul style="list-style-type: none"> <li>Supporting opportunities for formal and informal learning, beginning with quality early childhood education and continuing throughout the life course to support the learning needs of seniors.</li> <li>Facilitating opportunities for people of all ages to build knowledge and skills appropriate to their developmental needs, life stage and individual circumstances.</li> </ul>	<ul style="list-style-type: none"> <li>Planning for diverse and affordable housing to meet the needs of community members throughout the life course.</li> <li>Delivering infrastructure and public places and spaces that cater for different ages (including planning for early years infrastructure in line with the statewide expansion of kindergarten).</li> <li>Advocating for transport that is accessible to different needs throughout the life course – including the use of prams, scooters, walkers, wheelchairs and more.</li> </ul>	<ul style="list-style-type: none"> <li>Tailored engagement and education across all age groups to promote actions that mitigate the impacts of climate change and preserve our natural environments.</li> <li>Recognising the value of natural environments to people in different life stages, and understanding the potential impacts associated with climate change.</li> </ul>	<ul style="list-style-type: none"> <li>Recognising the health and wellbeing challenges relevant to specific age cohorts, and supporting age appropriate interventions.</li> <li>Addressing the different factors, circumstances and life events that may impact on a person's ability to feel safe and connected to their community.</li> </ul>	<ul style="list-style-type: none"> <li>Accessible, age-appropriate consultation and engagement activities that provide people of different life stages with opportunities to have their say and meaningfully engage on issues of importance to them.</li> </ul>

## Our life stages approach

The approach outlined in this plan is based upon a shared understanding of the following:

- We believe community members in different stages of the life course share fundamental rights including the right to participate socially, culturally, economically, physically, spiritually and politically in their community.
- We recognise that different stages of the life course can be associated with specific developmental, biological and social needs. We will invest in planning, services, infrastructure and partnerships which respond to identified interests and needs, and promote the social inclusion of children, young people and seniors.
- We believe that community members of all ages should be supported and valued, and commit to collaborating with people throughout their life course to ensure their voices inform our planning and decision making processes.

### The life course model can be visually depicted as follows:



There is a strong evidence base outlining the value and importance of intervention for children in the early years, young people and seniors. The rationale for prioritising these three life stages as the focus of this plan is outlined on the following page.

## Why focus on these life stages?

### Children in Knox (0-6 years)



**We recognise that children are capable citizens and the principles of the United Nations Convention on the Rights of the Child inform our work towards making Knox a Child Friendly City.**

### Young people in Knox (10-25 years)



**We are committed to actively engaging with young people to value their unique contributions to the Knox community. Council recognises the challenges to young people's wellbeing, and has a key focus on improving mental health and supporting young people to develop positive relationships with their peers, families and the broader community.**

Fostering children's health, wellbeing, learning and their right to participation in decision-making provides the very best opportunities for children and for the future of our city. There is strong evidence that investment in early childhood has a positive long-term impact on health, wellbeing, education and employment outcomes across the life course. Given that children are dependent upon the health and wellbeing of their families, carers and communities, it is vital that this work takes places across household, early years and community settings to create supportive environments that foster positive childhood development during these formative years.

Adolescence and early adulthood is recognised as a critical period of development, where young people are building the skills and confidence required to successfully transition to adulthood and independent living. Young people are increasingly influenced by external factors, as they begin to forge their own relationships, identity and place in the community. They are progressively taking greater responsibility for personal decision-making which impacts their life trajectory, including choices related to education, employment, relationships, living situation and their personal health and wellbeing.



## Seniors in Knox (55+ years)



**We want to ensure that Knox is an age-friendly community that is accessible and inclusive to all people; a community that optimises opportunities for health, participation and security, and where quality of life and dignity are maintained as people age.**

As our city's population ages, we have a critical role to play in fostering the social conditions that support seniors to 'age well'. Seniors are willing and able to continue to contribute to society in a positive way. We are committed to enabling seniors in Knox to enjoy active, healthy and independent lives by encouraging positive approaches to active ageing and by removing barriers to participation.

## A note on the term 'seniors'

We understand that for some people the language used to describe age groups is very important. As such, Council engaged the community to understand their preferences, with the aim of adopting a consistent term to describe people aged 55 years or over. Through this process the term 'seniors' emerged as the strong preference, selected by 48% of the 150 respondents. 'Older adults' was next at 17%, followed by 'Older person' at 10%.

Although adopting the term 'seniors' throughout this document, we will continue to strive to be accessible and inclusive in our engagement practices, recognising that there will continue to be community members who prefer alternative names and/or who prefer a name not be applied at all.

## Supporting community members in other life stages

We recognise that an individual's life trajectory can be influenced at any stage of life by individual lifestyle factors, as well as the social, economic, cultural and environmental conditions in which they live. In keeping with the integrated approach outlined in this plan, we will continue to work in partnership with the community to foster healthy and supportive family and community environments that provide the conditions required for people of all ages to thrive.

This approach aligns with the six health promotion priorities outlined in the Knox Council Plan 2021-25. These include mental health, physical activity, healthy eating, family violence, drugs and alcohol, and climate change and health.

It is important to note that Council already provides a range of activities, events, programs, services and facilities aimed at families, children and adults outside of the priority groups identified in this *Child, Youth and Seniors Plan 2021-25*.

These include, but are not limited to:

- arts and cultural programs,
- leisure and recreation facilities and programs,
- community activities and events,
- health promotion activities,
- community safety initiatives,
- working alongside our First Nations and multicultural communities,

- addressing challenges such as family violence, homelessness and mental health,
- community grants, and
- an array of infrastructure including parks, playgrounds, open spaces and more.

We also have a focus on supporting positive transitions between life stages, including the transition from kindergarten to primary school, from primary to secondary school, and the transition to retirement.

It is acknowledged that the COVID-19 pandemic has been particularly disruptive for children in the middle years (ages 6-10), impacting on their learning and the development of social and emotional skills. Where possible, the actions contained within this plan will also seek to support children in the middle years.

Council will continue to monitor and respond to current and emerging trends, and advocate for the needs of children in the middle years (ages 6-10), as well as adults including singles, couples without children, and parents/carers in our community.



## Our community demographics

### About Children in Knox (0–6 years)

14,100

children aged  
0-6 years live in Knox

70%

of children participate  
in a maternal and child  
health key age and  
stage visit at 3.5 years

84%

of children (0-6 years)  
are developmentally  
'on track'

### What matters to children in Knox?

- **Having safe, stable family environments and relationships with parents or caregivers**
- **Being healthy (including maternal and child health visits and immunisations)**
- **Being able to learn, through access to quality early childhood education**
- **Enjoying the outdoors and exploring the natural environment**
- **Participating in a range of fun and creative activities**
- **Developing relationships with peers**

Knox has consistently achieved better than average results for key childhood health and wellbeing indicators over many years, including developmental benchmarks, participation in key age and stage maternal and child health visits, and immunisation and breastfeeding rates.

- Immunisation rates for one, two and five year olds are all above 90% (in 2016-17), and approaching the national aspirational benchmark of 95%.
- The rate of babies being fully breastfed at six months has declined in recent years, but at 28.1% in 2017-18, remains higher than the State averages of 22%.
- One in four family violence incidents in Knox in 2019-20 were witnessed by a child or children.
- The percentage of children 0-6 years in Knox that are vulnerable on two or more development domains has increased from 6.5% in 2015 to 7.1% in 2018, but remains lower than the State average of 10.1%.

### What does this mean going forward?

Early childhood health and wellbeing is an ongoing strength in Knox and needs to be maintained. The decline in the rate of babies fully breastfed at six months and an increase in the percentage of developmentally vulnerable children requires monitoring and potential future attention.



## Our community demographics

### About Young People in Knox (10–25 years)

32,400

Young people aged 10-25 years live in Knox

15%

of Knox residents are young people

44%

of students have good or excellent resilience

### What matters to young people in Knox?

- **Developing and supporting positive mental health**
- **Protecting our natural environment**
- **Securing employment opportunities, particularly given the impacts of the COVID-19 pandemic**
- **Inclusion and recognition of LGBTIQ+ community members**
- **Prevention of family violence**
- **Prevention of bullying**

- The Knox Student Resilience Survey (2021) found that young people in Knox are generally socially conscious and well connected to family, friends, school and the community.
- Young people in Knox are experiencing increasing rates of psychological distress: in 2018, nearly one in four students (23%) in Years 5, 8 and 11 had depressive symptoms.
- Alcohol misuse amongst young people remains a concern with approximately 50 young people (15-24 years) hospitalised annually in recent years, and an average of 85 ambulance attendances to young people for alcohol intoxication each year over the past decade.

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### What does this mean going forward?

Youth connectedness and resilience are a significant strength in Knox and needs to be maintained. Data indicates increasing substance use by young people in Knox and growth in depressive symptoms among youth in the Outer Eastern region more generally. This requires monitoring and potential future attention.

## Our community demographics

### About Seniors in Knox (55 years and above)

49,100

seniors aged 55 years and older live in Knox

28%

of Knox residents are seniors

8/10

Average score for life satisfaction amongst residents aged 65 and over in Knox

### What matters to seniors in Knox?

- Addressing ageism
- Having access to infrastructure including accessible parking, transport and footpaths
- Developing or maintaining social connection and supports
- Having access to appropriate housing and home maintenance services
- Enhancing safety and preparedness for emergencies

- Seniors in Knox report a very high level of life satisfaction ('wellbeing') which can be associated with lower rates of illness, and better overall physical and mental health. Knox residents aged 65 years and over rated their general satisfaction with life at 8 out of 10.
- Seniors in Knox are over-represented in disability figures. According to 2018 estimates, one in nine (11.9%) people aged 0-64 years have a disability of some type. This increases to one in two (47.7%) by age 65 years and over.
- Seniors are strongly associated with low-income in Knox. People 65 years or over make up 14% of Knox's population, but account for 31% of Knox residents who are living in low-income households.
- An emerging issue for seniors is the incidence of reported elder abuse. One in six family violence incidents (15%) in Knox over the past five years has involved a person aged 55 years or over as an 'affected family member' (deemed to have been adversely affected by events occurring during the family violence incident). In 2020 there were 286 family violence incidents where seniors were recorded as affected family members.

### What does this mean going forward?

Seniors in Knox have good life satisfaction, housing security and social support. However, seniors feature prominently in disability figures and account for a higher than average share of people living in low-income households. Elder abuse is an emerging issue that requires monitoring and potential future attention.





## What we will deliver





This plan contributes to the implementation of the Knox Council Plan 2021-25, and ultimately achieving the Council Vision. It captures key priorities and actions to be delivered over the next four years, in responding to the aspirations and needs of children, young people and seniors in Knox.

Key Direction:  
Opportunity  
and innovation

**Knox strives to be a city of opportunity, embracing innovation and change, and providing local learning and employment opportunities for all. It's a place where people and business can thrive.**

### What will success look like

- Increased community engagement in learning across the life course
- Support residents to develop skills and knowledge that increase capacity to live independent and healthy lives
- Compliance with all current and emerging legislative and regulatory requirements in the provision of early years services

Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Encourage and support skills development and lifelong learning for all people in Knox	<b>1.1</b> Support the expansion of education, training and volunteering opportunities for seniors across the municipality		1, 2, 3, 4	Advocate Partner Provide Plan	<ul style="list-style-type: none"> <li>• Number of existing programs, services and initiatives scaled</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Community Wellbeing Economic Development People and Culture
	<b>1.2</b> Deliver programs focused on increasing knowledge and skills of young people and their families <ul style="list-style-type: none"> <li>• Engage skill development programs</li> <li>• Parent/carer workshops</li> <li>• Sporting Young Leaders program</li> <li>• LGBTIQ+ youth volunteers</li> </ul>		1, 2, 3, 4	Partner Provide Educate Plan	<ul style="list-style-type: none"> <li>• Number of programs delivered</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Active and Creative Communities Family and Children's Services People and Culture
	<b>1.3</b> Prioritise the needs of vulnerable children and implement integrated service strategies that provide full access to services and supports for families and community members, to support all children in Knox to successfully transition to school		1, 2, 3, 4	Provide Plan	<ul style="list-style-type: none"> <li>• Increased participation of vulnerable children in early years' services</li> <li>• Participation and advocacy in the Outer East Out of Home Care Working Group as part of the Children and Youth Area Partnership group</li> </ul>	Family and Children's Services	Communications
	<b>1.4</b> Advocate for the provision of targeted resources to ensure that all children in Knox have the opportunity to participate in two years of funded kindergarten		1, 2, 3, 4	Advocate	<ul style="list-style-type: none"> <li>• Advocacy undertaken</li> <li>• Increased investment in kindergarten facilities</li> </ul>	Family and Children's Services	Communications Community Infrastructure











**Key Direction:**  
Neighbourhoods,  
housing and  
infrastructure

**Building on what's great about  
our city, Knox's housing and  
infrastructure will meet the changing  
needs of our community.**

*What will success look like*

- Planning and delivery of infrastructure to meet the needs of children, young people and seniors
- Improved access to transportation including public transport and car parking, to meet needs across the life course
- Increased awareness of housing support services




Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Plan for and support diverse housing to meet changing community needs	<b>2.1</b> Provide housing information, resources and support to seniors across the municipality  • <i>Home and Gardening Expo</i> • <i>Housing Transition Kit</i> • <i>Housing Support</i>		1, 2, 3, 4	Provide Educate Plan	<ul style="list-style-type: none"> <li>• Number of resources provided and initiatives delivered (events, resource kits, etc)</li> <li>• Reach of resources and initiatives</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	City Futures Communications Community Laws Community Wellbeing
Create, enhance and maintain places and spaces for people to live, work, play and connect	<b>2.2</b> Plan for future municipal early years infrastructure needs to provide access to funded kindergarten for 3 and 4-year-old children in Knox, in line with Council's decision on kindergarten expansion		1, 2, 3, 4	Plan Provide Educate	<ul style="list-style-type: none"> <li>• Plan for early years infrastructure in the municipality (year 1)</li> <li>• Increased kindergarten participation (years 2-4)</li> </ul>	Family and Children's Services	Community Infrastructure
	<b>2.3</b> Manage and support the relocation of the Knox Youth Information Centre to a new site (co-located with the Knox Library, inside Westfield Knox) to support the health and wellbeing of young people and their families		1, 2	Provide Plan	<ul style="list-style-type: none"> <li>• New centre established</li> <li>• Number of community members accessing the new facility</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Community Infrastructure Community Wellbeing
Provide, maintain and advocate for accessible and sustainable ways for moving around Knox	<b>2.4</b> Support the research for additional accessible parking spaces and innovative seating at parks and reserves, shopping centres and train stations		1, 2	Plan Research	<ul style="list-style-type: none"> <li>• Research summary paper developed</li> <li>• Additional parking and seating provided</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	City Futures Community Infrastructure Sustainable Futures
	<b>2.5</b> Support the improvement of pedestrian access for seniors in high traffic areas such as parks and reserves, residential aged care facilities, retirement villages, and, shopping centres and strips		1, 2, 3, 4	Plan Research	<ul style="list-style-type: none"> <li>• Number of pedestrian improvement projects completed</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Community Infrastructure Sustainable Infrastructure
	<b>2.6</b> Deliver the Community Transport and Outings program and On Demand Bus service across the municipality		1, 2, 3, 4	Partner Provide Educate Plan	<ul style="list-style-type: none"> <li>• Number of passengers (by reason for travel and access by priority groups - high, medium or low)</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Sustainable Futures Sustainable Infrastructure
	<b>2.7</b> Support young people and seniors to contribute to Council Plan advocacy to improve public transport across the municipality	 	1, 2	Plan Research	<ul style="list-style-type: none"> <li>• Research summary paper developed</li> <li>• Additional parking and seating provided</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	City Futures Community Infrastructure Sustainable Futures

*Key Direction:*  
Natural environment and sustainability

**Knox's natural environment is protected and enhanced to ensure sustainability for future generations.**

### What will success look like

- Children, young people and seniors are more strongly connected to the natural environment in their local neighbourhood
- Increased knowledge of sustainability, climate change and environmental challenges, including how to take positive action

Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Prepare for, mitigate and adapt to the effects of climate change	<p><b>3.1</b> Raise awareness of climate change by providing information, and supporting children, families, young people and seniors to help reduce their environmental footprint and impact of climate stressors</p> <ul style="list-style-type: none"> <li>• Education sessions in school and community settings</li> <li>• Social media campaign</li> <li>• Youth Environment Group</li> </ul>	  	1, 2, 3, 4	Provide Educate	<ul style="list-style-type: none"> <li>• Number of resources provided and initiatives delivered</li> <li>• Reach of resources and initiatives</li> <li>• Reach of campaign, resources and initiatives</li> </ul>	Community Access and Support Family and Children's Services	Communications Sustainable Futures



*Key Direction:*  
Connection,  
resilience and  
wellbeing

**Knox is a place to call home.  
Our community is strong,  
healthy and we support and  
respect each other.**

### What will success look like

- Enhanced social connections for children, young people and seniors to address the impacts of social isolation and loneliness
- Responding to the health and wellbeing impacts of the COVID-19 pandemic for children, young people and seniors
- Increased community participation and connection across cultural groups and generations

Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Respond to emerging social and health issues caused by COVID-19 pandemic	<b>4.1</b> Review, deliver and support programs and initiatives that address social isolation and loneliness for seniors across the municipality	●	1, 2, 3, 4	Advocate Partner Provide Plan Research	<ul style="list-style-type: none"> <li>• Research summary paper developed</li> <li>• Number of new programs and initiatives implemented and partnerships established</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	City Futures Community Wellbeing
Support our community to improve their physical, mental and social health and wellbeing	<b>4.2</b> Support the review and modification of existing exercise reserves and outdoor gyms, and design and implement new seniors exercise parks, to improve physical activity by seniors across the municipality	●	1, 2, 3, 4	Partner Provide Plan Research	<ul style="list-style-type: none"> <li>• Needs analysis completed</li> <li>• Number and type of modifications made</li> <li>• Number of seniors exercise parks implemented</li> <li>• Number of community members accessing the parks</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Active and Creative Communities City Futures Community Infrastructure
	<b>4.3</b> Facilitate the delivery of in-home mobility and out-of-home exercise, recreation and leisure activities, events and programs for seniors and vulnerable persons	●	1, 2, 3, 4	Partner Provide Plan	<ul style="list-style-type: none"> <li>• Number of activities, events or programs implemented</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Active and Creative Communities Community Wellbeing
	<b>4.4</b> Advocate for improved access to, and increase the reach of technology programs, services and supports for seniors across the municipality	●	1, 2, 3, 4	Advocate Partner Provide Educate Plan Research	<ul style="list-style-type: none"> <li>• Advocacy campaign conducted</li> <li>• Number of activities, events or programs implemented</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	City Futures Community Wellbeing Technical Services Communications
	<b>4.5</b> Support residents in older persons public housing estates to build their individual and collective capacities to participate in their communities	●	1, 2	Provide Partner	<ul style="list-style-type: none"> <li>• Number of meetings, events and activities held</li> <li>• Level of community participation (from clients and other housing estate residents)</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Community Wellbeing

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Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Support our community to improve their physical, mental and social health and wellbeing (continued)	<p><b>4.6</b> Deliver selected Commonwealth Home Support Programme services and supports to seniors and vulnerable persons within the municipality</p> <ul style="list-style-type: none"> <li>• Food services</li> <li>• Home maintenance</li> <li>• Home modifications</li> <li>• Occupational therapy</li> </ul>		1	Advocate Provide Plan	<ul style="list-style-type: none"> <li>• Number of active clients</li> <li>• Client satisfaction rates</li> </ul>	Community Access and Support	Customer Service
	<p><b>4.7</b> Deliver individual and group based wellbeing programs, services and supports to young people and their families to support</p> <ul style="list-style-type: none"> <li>• Individual counselling and support</li> <li>• LGBTIQ+ groups</li> <li>• Young parents program</li> </ul>		1, 2, 3, 4	Partner Provide Educate Plan	<ul style="list-style-type: none"> <li>• Number and type of programs, services and supports delivered</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Community Wellbeing Family and Children's Services Active and Creative Communities
	<p><b>4.8</b> Facilitate the delivery of programs in primary, secondary and alternative education settings to support staff health and wellbeing and student engagement</p> <ul style="list-style-type: none"> <li>• First Nations programs (in partnership with EACH)</li> <li>• Primary and secondary staff wellbeing networks</li> <li>• School Focused Youth Services</li> <li>• Healthy relationship workshops</li> </ul>		1, 2, 3, 4	Partner Provide Fund Educate Plan	<ul style="list-style-type: none"> <li>• Number and type of programs delivered</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support	Community Wellbeing
	<p><b>4.9</b> Support young people to facilitate activities and events that increase youth connection and improve wellbeing</p> <ul style="list-style-type: none"> <li>• Knox Youth Events crew</li> <li>• Supporting youth engagement at community events/festivals</li> <li>• FReeZA program</li> </ul>		1, 2, 3, 4	Provide Partner	<ul style="list-style-type: none"> <li>• Number of activities and events delivered/supported</li> <li>• Level of community participation in events/activities</li> </ul>	Community Access and Support	Active and Creative Communities
	<p><b>4.10</b> Deliver the agreed annual priorities from the 'Early Years Compact' to promote coordinated and collaborative approaches which improve outcomes for all Knox children in the early years</p>		1, 2, 3, 4		<ul style="list-style-type: none"> <li>• Advocacy for Knox families is recognised and reflected in Outer East partnership activities</li> <li>• MCH service complete transition documentation for all eligible families into kindergarten</li> </ul>	Family and Children's Services	Communications ICT Programs
	<p><b>4.11</b> Establish allied health services within the Wantirna South and Bayswater Early Years Hubs to provide an integrated service delivery model</p>		1, 2, 3, 4	Partner Provide	<ul style="list-style-type: none"> <li>• Percentage of staff trained to respond to Family Violence issues</li> <li>• Number of allied health referrals &amp; community participation in allied health and family violence services</li> </ul>	Family and Children's Services	Community Infrastructure Communications
Foster inclusivity, equality, belonging and safety within the community	<p><b>4.12</b> Support the development of new dementia support pathways, build workforce capacities, and apply dementia friendly principles to the design of new facilities</p>		1, 2, 3, 4	Advocate Partner Provide Educate Plan	<ul style="list-style-type: none"> <li>• Dementia Friendly Action Plan developed</li> <li>• Number of new programs and education sessions delivered</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> <li>• Dementia Friendly standards developed and implemented</li> </ul>	Community Access and Support	City Futures Community Infrastructure Community Wellbeing People and Culture

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Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Foster inclusivity, equality, belonging and safety within the community (continued)	<p><b>4.13</b> Raise awareness and support the research of community attitudes and beliefs towards seniors, and strengthen organisational systems and structures</p> <ul style="list-style-type: none"> <li>• <i>Ageism campaign</i></li> <li>• <i>Knox Seniors Festival</i></li> <li>• <i>Age equity audits</i></li> </ul>		1, 2, 3, 4	Partner Provide Educate Plan Research	<ul style="list-style-type: none"> <li>• Ageism campaign delivered</li> <li>• Reach of campaign</li> <li>• Number and type of activities and events held</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> <li>• Number of age equity audits completed</li> </ul>	Community Access and Support	City Futures Community Wellbeing People and Culture Communications
	<p><b>4.14</b> Embed the State Government's Child Information Sharing Scheme (CISS) to support the safety and wellbeing of children</p>	 	1, 2, 3, 4	Provide	<ul style="list-style-type: none"> <li>• Services and business systems are compliant with legislation and regulations</li> </ul>	Family and Children's Services	Community Access and Support Governance
	<p><b>4.15</b> Design and deliver a range of intergenerational activities, events and programs across the Knox municipality</p> <ul style="list-style-type: none"> <li>• <i>Resource kit</i></li> <li>• <i>Children, youth and seniors visual arts activities</i></li> <li>• <i>Youth and seniors digital literacy and storytelling program</i></li> <li>• <i>Children and seniors early years program</i></li> </ul>	  	1, 2, 3, 4	Partner Provide Educate Plan	<ul style="list-style-type: none"> <li>• Research summary paper developed, including investigation of intergenerational models and agreed principles</li> <li>• Number of activities, events and programs delivered and partnerships established</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Community Access and Support Family and Children's Services	Active and Creative Communities Community Wellbeing Communications
	<p><b>4.16</b> Deliver community events and activities that cater to a variety of interests and ages</p> <ul style="list-style-type: none"> <li>• <i>Carols by Candlelight</i></li> <li>• <i>Knox Festival</i></li> <li>• <i>Stringybark Festival</i></li> </ul>	  	1, 2, 3, 4	Partner Provide	<ul style="list-style-type: none"> <li>• Number of activities and events delivered/supported</li> <li>• Level of community participation</li> <li>• Community satisfaction rates</li> </ul>	Active and Creative Communities	Community Access and Support Family and Children's Services Community Wellbeing
Honour and integrate First Nations Culture into actions and environments	<p><b>4.17</b> Develop and implement an Indigenous Partnership strategy to build tangible connections with Knox families and children</p>		1, 2, 3, 4	Partner Educate	<ul style="list-style-type: none"> <li>• Broad principles agreed and implemented across a percentage of service sites</li> <li>• Partnership established and innovative opportunities documented and implemented</li> </ul>	Family and Children's Services	Community Wellbeing

*Key Direction:*  
Civic  
engagement  
and integrity

**Knox Council is a trusted and respected leader in our community, acting appropriately and ensuring all voices are heard.**

### What will success look like

- Recognition of Knox as an Age Friendly and Child Friendly City
- Capture the voices of children, young people and seniors in community engagement and consultation processes
- Improved customer service for residents accessing early years' services

Council Plan strategy	What we will do	Cohort	When we will do it	Council's role	How we will measure our progress	Responsible department	Other relevant departments
Provide opportunities for all people in Knox to have their say	<b>5.1</b> Deliver the Age Friendly Knox project to strengthen seniors voice and participation in Council and the community		1, 2, 3, 4	Partner Provide Educate Plan Research	<ul style="list-style-type: none"> <li>• Number and reach of engagement mechanisms</li> <li>• Baseline and endline assessments conducted</li> <li>• Level of community participation</li> <li>• Evidence of seniors voice in Council planning and activities</li> </ul>	Community Access and Support	City Futures People and Culture Strategy and Business Intelligence
	<b>5.2</b> Develop and implement a framework that guides Youth Services to support the aspirations and needs of young people and strengthens their voice and participation in Council and the community		1, 2, 3, 4	Partner Provide Educate Plan Research	<ul style="list-style-type: none"> <li>• Youth Services framework developed</li> <li>• Youth Summit delivered</li> <li>• Resilience survey conducted</li> <li>• Level of community participation</li> <li>• Evidence of youth voice in Council planning activities</li> </ul>	Community Access and Support	City Futures People and Culture Strategy and Business Intelligence
	<b>5.3</b> Provide opportunities for the voices of children and families to inform decision making, including Council service planning and provision		1, 2, 3, 4	Provide	<ul style="list-style-type: none"> <li>• Number and reach of engagement mechanisms</li> <li>• Children's voice is considered in Council activities</li> <li>• Parents and children recognise that feedback has informed service planning and provision</li> </ul>	Family and Children's Services	Strategy and Business Intelligence
Manage our resources effectively to ensure financial sustainability and improved customer experience	<b>5.4</b> Undertake business system improvements to remain sustainable and enhance the experience of community members accessing Children's Services		1, 2, 3, 4	Plan Provide	<ul style="list-style-type: none"> <li>• Establish a current baseline of customer experience</li> <li>• Deliver improved customer experience through the early years ICT strategy project</li> </ul>	Family and Children's Services	ICT Programs Transformation



# Implementation, monitoring and evaluation



## Implementation

Council teams will work in partnership with community members, community groups and organisations, and service providers, to deliver on the actions in this plan. The actions will principally be delivered by two Council departments: Family and Children’s Services, and, Community Access and Support, and be supported by relevant Knox Council Advisory Committees and other Council volunteers.

To strengthen our commitment to intergenerational practice, a dedicated project officer will lead the process of identifying opportunities to develop and deliver meaningful and sustainable programs and events that promote greater understanding of, and facilitate connections between, generations.

The resources required to deliver actions will involve a mixed contribution of Council resources, external funding and shared resourcing or funding models with key partners.



## Monitoring and evaluation

An internal working group comprising of key Council Officers will meet on a quarterly basis to monitor the implementation of the plan, and identify further opportunities for integrated and intergenerational planning and initiatives.

Monitoring and evaluation of specific actions will be led by the responsible Council Officers, and captured in departmental business planning processes. A mid-term review of the plan will be completed and reported to Council. This review will focus on identifying any emerging needs or trends for children, young people and seniors in Knox, whilst capturing any lessons that have been learnt during the initial implementation period. If required, the plan may be amended during this mid-term review to reflect any significant changes to existing priorities.

The plan will be formally reviewed as part of our four-year planning cycle, in line with the development of the future Council Plan 2025-2029.

## Appendix 1: State and Federal Legislative, Policy and Reform Context

	Children	Young people	Seniors
<b>International/Federal Context</b>			
United Nations Convention on the Rights of the Child	●	●	
United Nations Decade of Healthy Ageing (2021-30)			●
World Health Organisation’s Global Age Friendly Cities: A Guide			●
Early Learning Framework for Australia (2009)	●		
Education and Care Services National Law Act (2010)	●		
Education and Care National Regulations (2011)	●		
The Revised National Quality Standard (2018)	●		
<b>State Context</b>			
Child Safe Standards	●	●	
Child, Youth and Families Act (2005)	●	●	
Victorian Government Youth Strategy*		●	
The Victorian Department of Health and Human Services Ageing Well Framework			●
The Victorian Early Years Learning and Development Framework (Revised 2016)	●		
Maternal and Child Health Service Guidelines (2019)	●		
Maternal and Child Health Program Standards (Reissued 2019)	●		
Enhanced Maternal and Child Health Program Guidelines (Reissued 2019)	●		
Information Privacy Act 2000 (Vic)	●	●	●
Gender Equality Act 2020 (Vic)	●	●	●
Local Government Act 2020 (Vic)	●	●	●
Victorian Charter of Human Rights and Responsibilities	●	●	●
<b>Local Context</b>			
Knox Community Plan 2021-31	●	●	●
Knox Council Plan 2021-25	●	●	●
Knox Access & Equity Implementation Plan* (2022-26)	●	●	●
Knox Climate Response Plan (2021-31)	●	●	●

\*under development

## Keeping in touch and opportunities to have your say

**Knox City Council is committed to seeking feedback, making sure you are aware of issues that affect you and providing opportunities to have your say.**

Visit our Have Your Say website to see how you can contribute to projects and tell us what you think of our draft plans and strategies - [www.knox.vic.gov.au/haveyoursay](http://www.knox.vic.gov.au/haveyoursay)

Knox City Council has several Advisory Committees that provide advice on the development, implementation, monitoring, and review of programs or activities. These committees are made up of community members, Council officers and current Councillors. Find out if there are opportunities available in your area of interest on our website: [www.knox.vic.gov.au/our-council/about-council/council-committees](http://www.knox.vic.gov.au/our-council/about-council/council-committees)

Sign up to receive Knox eNews, our monthly email newsletter which will keep you informed about the latest news, events and activities across the community: [www.knox.vic.gov.au/email-newsletter](http://www.knox.vic.gov.au/email-newsletter)



- |                                 |  |
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| <b>Social media:</b>            | <a href="https://www.facebook.com/knoxccouncil">facebook.com/knoxccouncil</a><br>or via Twitter <a href="https://twitter.com/knoxcc">@knoxcc</a> |
| <b>Visit Council in person:</b> | Knox Civic Centre<br>511 Burwood Highway<br>Wantirna South 3152  |



# knox

your city



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