

Youth Strategy Action Plan 2021/22 and 2022/23





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This Action Plan supplements the Maroondah City Council *Youth Strategy*, adopted on 26 June 2017. It outlines the actions that Council will undertake to deliver the Strategy across 2021/22 and 2022/23.

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Acknowledgment of Country

We, in the spirit of Reconciliation, acknowledge the Wurundjeri People of the Kulin Nation as traditional custodians of the land now known as the City of Maroondah, where Indigenous Australians have performed age-old ceremonies. We acknowledge and respect their unique ability to care for Country and their deep spiritual connection to it. We pay our respects to their Elders, past, present and emerging.

Strategic Outcome 1

Maroondah’s young people are healthy

Maroondah’s young people are empowered and supported to develop their health and wellbeing in all aspects of their lives. They are supported in this by their families, communities, schools, and community services, who in turn are supported by Council. Maroondah provides a safe and healthy natural and built environment in which young people can flourish now and into the future.

Action Title	
Key Direction 1.1 Provide high quality accessible services and activities that support young people to develop their health and wellbeing in all aspects of their lives	
1.1.1	Provide a free individual support service for young people that is accessible, effective and meets their needs
1.1.2	Deliver a suite of workshops and programs in schools and other settings to young people that build their knowledge and capabilities regarding health and wellbeing in the target areas of: <ul style="list-style-type: none">• mental health• building wellbeing• mindfulness• stress• inclusion• relationships• leadership
1.1.3	Provide a range of accessible services and activities that develop the physical health and wellbeing of young people in Maroondah

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services			Deliver
Youth & Children's Services		Schools Community agencies	Deliver
Leisure	Youth & Children's Services		Deliver

Action Title

Key Direction 1.2

Educate and empower young people to make positive choices about their health

- 1.2.1 Explore methods to increase uptake of vaccinations for young people, especially vulnerable groups
- 1.2.2 Work towards improving mental health awareness for young people and their families in Maroondah by supporting their participation in Council's mental health and wellbeing literacy programs

Key Direction 1.3

Support young people to have safe and respectful relationships that protect and build their health and wellbeing

- 1.3.1 As part of Council's commitment to the Victorian Child Safe Standards, ensure there is a clear process in place to meet all legislative requirements
- 1.3.2. Work in partnership with key stakeholders to explore and respond to the findings of the *Royal Commission into Family Violence* at a local level
- 1.3.3 Work with partners of the *Together for Equality and Respect Strategy - Preventing Violence Against Women in Melbourne's East (2017-2021)* to prevent violence against women in Maroondah, including participation in the '16 days of activism' campaign and the #TogetherForRespectAtHome campaign
- 1.3.4 Share information via social media and Council's youth website that is targeted to young people about how to identify abusive relationships and access help, particularly during isolation due to the COVID-19 pandemic

Responsible service area	Supporting service areas	External partners	Council's role
Community Health	Maternal & Child Health Youth & Children's Services		Develop
Council & Community Planning Youth & Children's Services		Schools	Facilitate
Workplace, People & Culture Community Services	Risk Management		Facilitate
Maternal & Child Health Youth & Children's Services		Community agencies	Facilitate
Council & Community Planning	Communications & Engagement Youth & Children's Services		Facilitate
Youth & Children's Services	Council & Community Planning Communications & Engagement		Facilitate

Action Title

Key Direction 1.4

Ensure Maroondah provides a safe and healthy natural and built environment for young people now and into the future

- 1.4.1 Ensure Council's community infrastructure and open space strategic documents incorporate the service needs of children, young people and their families in Maroondah
- 1.4.2 Undertake a needs analysis for a range of Council-owned open spaces used for formal and informal BMX, skate and parkour, by engaging with both users and non-users of the spaces
- 1.4.3 Provide and develop places and spaces for young people aged 10 to 25 years and their families in Maroondah that are youth-friendly, safe, accessible, inclusive, fit for purpose and well maintained

Key Direction 1.5

Develop community capacity to effectively build and support the health and wellbeing of young people

- 1.5.1 Facilitate learning and development opportunities for professionals that work with young people and their families, to further develop their skills and knowledge base and build their capacity to deliver quality services
- 1.5.2 Work in partnership with the Victorian Government to deliver the Maroondah Positive Education Network, which aims to raise student, staff and community wellbeing, engagement and achievement
- 1.5.3 Convene a workshop with youth worker professionals and providers to develop initiatives to promote and encourage regular physical activity such as walking, as a key activity to improving mental health.

Responsible service area	Supporting service areas	External partners	Council's role
Assets Youth & Children's Services Maternal & Child Health			Develop
Leisure	Assets Youth & Children's Services Communications & Engagement		Facilitate
Assets Operations	Youth & Children's Services		Deliver
Youth & Children's Services			Facilitate
Youth & Children's Services	Council & Community Planning	Victorian Government Department of Education & Training Schools	Support
Leisure Youth & Children's Services		Community agencies	Facilitate

Action Title

Key Direction 1.6

Advocate for the provision of affordable, accessible, high quality and responsive services, resources and initiatives that effectively support the health and wellbeing of Maroondah's young people

- 1.6.1 Ensure the needs and aspirations of young people aged 10 to 25 years and their families are addressed in the development and implementation of Council services, facilities, spaces, projects, strategies and plans that affect them and their communities
- 1.6.2 Advocate for high quality, accessible youth mental health services to be physically located in Maroondah
- 1.6.3 Explore opportunities to establish an integrated youth services hub within the Ringwood Metropolitan Activity Centre
- 1.6.4 Work in partnership with a broad range of service providers and agencies to develop and deliver services and cultural experiences for young people and their families in the Croydon Community Wellbeing Precinct
- 1.6.5 Identify opportunities to improve outcomes for vulnerable young people and families through greater service integration, collaboration, service innovation and capacity building
- 1.6.6 Provide local leadership and advocacy in response to sector reforms and initiatives in Maroondah that support the wellbeing and safety of young people and their families
- 1.6.7 Support Maroondah's youth and family services sector to navigate the COVID-19 pandemic and recovery by undertaking impact assessment, sharing relevant information, and facilitating opportunities to collaborate and coordinate response and recovery activities
- 1.6.8 Establish a Middle Years Working Group for schools and services in the Maroondah child and youth sectors, to explore how they can work together to support children and young people in the middle years (8 to 12 year olds)

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services Maternal & Child Health All relevant service areas			Facilitate
Youth & Children's Services	Council & Community Planning	Community agencies	Advocate
Youth & Children's Services	Council & Community Planning Business & Activity Centre Development Assets	Community agencies	Facilitate
Community Services		Community agencies Schools	Facilitate
Youth & Children's Services	Maternal & Child Health	Community agencies Schools	Facilitate
Youth & Children's Services		Community agencies Schools	Facilitate
Youth & Children's Services Emergency Management		Community agencies Schools	Facilitate
Youth & Children's Services		Community agencies Schools	Develop

Strategic Outcome 2

Maroondah’s young people are connected

Maroondah’s young people are supported by positive connections with their peers, families and communities. They can connect effectively with places and opportunities, both physically and online. They are well informed about the wide range of services, opportunities, and information available to them, and feel confident to connect with these.

Action Title	
Key Direction 2.1 Build young people’s sense of belonging, inclusion and connection through the strengthening of positive relationships with their peers, families, caregivers and communities	
2.1.1	Proactively acknowledge and celebrate the Wurundjeri People of the Kulin Nation as the traditional custodians of the land now known as the City of Maroondah
2.1.2	Work in partnership with culturally and linguistically diverse young people, their families and key stakeholders to identify, develop and deliver targeted initiatives that build their sense of belonging, inclusion and connection in Maroondah
2.1.3	Develop and deliver a program for culturally and linguistically diverse young people where they can practice their conversation-based English language skills with a matched volunteer and build connections with their peers and community

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services	Council & Community Planning	Mullum Mullum Indigenous Gathering Place	Advocate
Youth & Children's Services	Council & Community Planning	Migrant Information Centre - Outer East Swinburne TAFE	Develop Deliver
Youth & Children's Services	Council & Community Planning	Migrant Information Centre - Outer East Swinburne TAFE	Develop Deliver

Action Title

- 2.1.4 Expand Council's digital image library to capture and celebrate the diversity of children, young people and families in Maroondah
- 2.1.5 Commemorate IDAHOBIT Day (International Day Against Homophobia, Biophobia, Interphobia & Transphobia), which both celebrates the LGBTIQA+ people around the world and acknowledges the work that still needs to be done to ensure true inclusion and acceptance within the community
- 2.1.6 Provide a group program specifically for young parents to provide a safe and welcoming space for them to connect with other young parents and available supports
- 2.1.7 Facilitate the delivery of events and activities for young people and their families that promote community connection and a sense of belonging, including intergenerational and intercultural initiatives
- 2.1.8 Expand the social technology training and practice opportunities for Kerrabee and/or interested seniors groups' clients through partnership with secondary school students

Key Direction 2.2

Support young people to connect with the digital world in positive and safe ways

- 2.2.1 Adapt and deliver services online to young people during the COVID-19 pandemic as needed

Responsible service area	Supporting service areas	External partners	Council's role
Communications & Engagement			Deliver
Council & Community Planning Community Services	Communications & Engagement		Advocate
Maternal & Child Health	Youth & Children's Services		Deliver
Youth & Children's Services	Arts & Cultural Development Aged & Disability Services Leisure	Eastern Regional Libraries	Facilitate
Aged & Disability Services	Youth & Children's Services	Schools	Facilitate
Youth & Children's Services			Develop

Action Title

Key Direction 2.3

Provide, develop and advocate for safe and effective options that connect young people to places, spaces and opportunities

- 2.3.1 Deliver the EV's Hangout drop-in program to provide a safe and inclusive space for young people to socialise, connect with youth workers and access support services throughout the year
- 2.3.2 Undertake research to identify the best future model/s for providing local young people with increased access to youth services via Council facilities
- 2.3.3 Subject to external funding, deliver the Maroondah TAC L2P Program to provide opportunities for targeted young people to gain their probationary driver licence
- 2.3.4 Capture and articulate the public transport experiences of young people to inform bus route improvement proposals that support workforce, education and public life participation
- 2.3.5 Conduct walkability assessments to identify opportunities to enhance walking and bike routes to schools and education venues within 20-Minute Neighbourhoods

Key Direction 2.4

Work in partnership with stakeholders to ensure that young people and their families know about, and feel confident and safe to connect with, the range of services, opportunities, and information available to them

- 2.4.1 Develop an annual communication plan for promoting Council's services for children, young people and families and sharing relevant information with the community and sector

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services			Deliver
Youth & Children's Services	Customer Service		Develop
Youth & Children's Services	Operations	Transport Accident Commission VicRoads	Deliver
Strategic Planning & Sustainability	Youth & Children's Services	Schools	Facilitate
Strategic Planning & Sustainability	Youth & Children's Services	Schools	Develop
Communications & Engagement Youth & Children's Services Maternal & Child Health	Community Health Leisure Customer Service	Community agencies Schools	Develop

Action Title
2.4.2 Provide a range of engaging and interactive online services and resources to support young people and their families to easily access and engage with information, services, and opportunities
2.4.3 Partner with Knox and Yarra Ranges councils to provide the ConnectUs online service directory for people aged 10 to 25 and their families in the Outer East
2.4.4 Review the inclusivity and accessibility of Council in-person and online services for young people aged 10 to 25 years and their families and implement strategies to improve this, particularly for those who identify as LGBTIQA+; Aboriginal and Torres Strait Islander; culturally and linguistically diverse; or who are living with a disability or experiencing vulnerability or disadvantage
2.4.5 Provide key information on Council services for young people and their families in a range of languages other than English
2.4.6 Facilitate professional networking opportunities for youth service providers and school staff to help them to connect, share information and collectively improve outcomes for young people in Maroondah
2.4.7 Work collaboratively with stakeholders in the Eastern Metropolitan Region to improve service planning, coordination, and access for young people and families in Maroondah

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services	Communications & Engagement Customer Service		Deliver
Youth & Children's Services		Knox City Council Yarra Ranges Council	Deliver
Youth & Children's Services	Customer Service Communications & Engagement		Develop
Youth & Children's Services Maternal & Child Health Community Health	Communications & Engagement		Deliver
Youth & Children's Services		Community agencies Schools	Develop
Youth & Children's Services		Community agencies Schools	Develop

Strategic Outcome 3

Maroondah’s young people are engaged

Maroondah’s young people are empowered and actively engaged in matters that affect them and their communities. They have the skills, confidence, and opportunities to be active empowered citizens. They are able to engage in opportunities that have meaning and purpose to them, and are recognised and celebrated for their accomplishments.

Action Title	
Key Direction 3.1 Ensure that young people are effectively informed and engaged on matters that affect them and their communities	
3.1.1	Proactively and effectively engage a diverse range of young people and their families in the development and implementation of Council services, facilities, spaces, projects, strategies and plans that affect them and their communities
3.1.2	Build the capacity of employees to provide best practice engagement methodology and strategies to engage with young people and their families

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services All relevant service areas	Communications & Engagement		Facilitate
Youth & Children's Services Communications & Engagement	Workplace, People & Culture		Facilitate

Action Title

Key Direction 3.2

Employ principles of youth participation and co-design to ensure young people are effectively engaged and included in making decisions about themselves and their communities

- 3.2.1 Develop an implementation plan to establish Maroondah as a Child Friendly City and Community, where the voices, needs, priorities and rights of children and young people are an integral part of public policies, programs and decisions
- 3.2.2 Continue to deliver the Maroondah Youth Wellbeing Advocates program to promote genuine engagement between Council and Maroondah's young people on matters that affect them and their communities, with a focus on youth wellbeing.
- 3.2.3 Support young people and their families to represent themselves and their communities on a range of relevant committees, panels, groups or networks in Maroondah
- 3.2.4 Work in partnership with young people and stakeholders in planning for the new youth centre in the Croydon Community Wellbeing Precinct, to be a welcoming space where young people can come for information, support and referrals to appropriate services
- 3.2.5 Continue to undertake co-design work with young people and stakeholders to explore and deliver initiatives that best support Maroondah's LGBTIQA+ young people and their families

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services	Maternal & Child Health Communications & Engagement Council & Community Planning		Develop
Youth & Children's Services			Deliver
Youth & Children's Services Council & Community Planning Communications & Engagement			Facilitate
Assets Youth & Children's Services Maternal & Child Health	Communications & Engagement	Community agencies Schools	Facilitate
Youth & Children's Services		Community agencies Schools	Facilitate

Action Title

Key Direction 3.3

Support young people to develop leadership and advocacy skills that assist them to be actively involved and engaged citizens

- 3.3.1 Deliver the Junior and Senior SWAT (Student Wellbeing Action Teams) programs to upskill and empower young people to create meaningful change and increase the wellbeing of other young people in Maroondah
- 3.3.2 Continue to be a member of the Eastern Alliance for Sustainable Learning to boost education about sustainability, environment and indigenous culture in our schools and foster leadership and citizenship by young people

Key Direction 3.4

Provide, promote and advocate for a wide range of meaningful opportunities in Maroondah that are engaging for young people

- 3.4.1 Subject to external funding, deliver the Maroondah FReeZA program to train and support young people to lead the planning, development and delivery of all-ages music and cultural events in Maroondah
- 3.4.2 Develop and deliver arts and cultural experiences for young people and their families at sites across Maroondah

Key Direction 3.5

Recognise and celebrate young people's accomplishments to support their engagement and inclusion in the Maroondah community

- 3.5.1 Deliver the annual Maroondah Youth Awards event to recognise and celebrate Maroondah's young people
- 3.5.2 Deliver a range of opportunities to develop, promote and showcase the creative work of young people

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services			Deliver
Strategic Planning & Sustainability			Facilitate

Youth & Children's Services	Karralyka		Deliver
Arts & Cultural Development Youth & Children's Services		Artists and creatives Arts and cultural groups	Develop Deliver

Youth & Children's Services	Karralyka		Deliver
Youth & Children's Services Arts & Cultural Development Karralyka			Deliver

Strategic Outcome 4

Maroondah's young people are prepared

Maroondah's young people are well prepared to thrive in an ever-changing world, both as adolescents and as they transition into adulthood. They are resourceful and resilient, and equipped to successfully navigate change and challenges in their lives.

Action Title

Key Direction 4.1

Equip young people with skills and knowledge that prepare them to successfully navigate change, grow from life's challenges, and build their resilience

- 4.1.1 Support young people and their families to develop healthy coping skills that help them to be resilient through difficult times, including the COVID-19 pandemic
- 4.1.2 Provide targeted information and personal development opportunities on key life and living skills for young people to help prepare them as they transition to adulthood and independence

Key Direction 4.2

Leverage the use of character strengths to prepare young people to flourish throughout their lives

- 4.2.1 Support the delivery of programs and workshops in schools through the Maroondah Positive Education Network that focus on identifying and using character strengths

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services	Council & Community Planning		Facilitate
Youth & Children's Services	Community Health Aged & Disability Services		Deliver
Youth & Children's Services		Victorian Government Department of Education & Training Schools	Support

Action Title

Key Direction 4.3

Support the development of positive learning environments in Maroondah that are engaging for young people and effectively prepare them for the future

- 4.3.1 Support the facilitation of a HOPE (Head of Positive Education) Leader Community of Practice across local schools to enable staff to support one another and share ideas regarding the implementation of a common language of wellbeing in Maroondah schools
- 4.3.2 Subject to external funding, provide the School Focused Youth Service to support students in upper primary school or secondary school in Maroondah that are vulnerable to disengagement from education to re-engage in education, training or career pathways

Key Direction 4.4

Assist young people to be work ready and prepared for the changing landscape of employment

- 4.4.1 Partner with key stakeholders to help connect young people and their families to reliable information and opportunities around education, training, career planning and employment, and help them to be 'work ready' - with a particular focus on young people that are facing barriers to employment
- 4.4.2 Explore funding opportunities to collaborate with training providers on a program to support young people from culturally and linguistically diverse backgrounds to develop job skills and industry qualifications to obtain employment within the leisure sector.
- 4.4.3 Deliver workshops and skills development opportunities to assist young emerging artists and creative practitioners to produce, market and promote their work

Responsible service area	Supporting service areas	External partners	Council's role
Youth & Children's Services		Victorian Government Department of Education & Training Schools	Support
Youth & Children's Services		Victorian Government Department of Education & Training Schools	Deliver
Youth & Children's Services	Business & Activity Centre Development Council & Community Planning	Community agencies Schools Community houses	Facilitate
Leisure	Youth & Children's Services	Training providers	Develop
Youth & Children's Services Arts & Cultural Development	Business & Activity Centre Development		Deliver

Action Title

- 4.4.4 Review Council's work experience and student placement processes and practices to help improve opportunities and outcomes for young people
- 4.4.5 Review current trainee and apprentice practices and previous initiatives, with the view of potentially increasing the number of Council hosted trainees/apprentices and creating potential pathways and linkages from volunteering to traineeships and employment
- 4.4.6 Review Council's volunteering process and practices with the potential objective of making it easier for young people (particularly those below 18 years of age) to be able to volunteer in a child-safe environment
- 4.4.7 As part of strategic planning to address possible volunteer shortages in Aged and Disability Services related to COVID-19, explore ways to engage young people as volunteers for delivered meals and Kerrabee program delivery

Key Direction 4.5

Support parents/carers, schools, and youth service providers to better understand young people and feel confident to prepare them to grow into adulthood

- 4.5.1 Provide a range of high quality, innovative education programs and sessions for parents and carers that meet local community need
- 4.5.2 Enhance access to support for parents and carers of young people in Maroondah

Responsible service area	Supporting service areas	External partners	Council's role
Workplace, People and Culture	Youth & Children's Services		Develop
Workplace, People and Culture	Youth & Children's Services		Develop
Workplace, People and Culture	Youth & Children's Services		Develop
Aged & Disability Services	Youth & Children's Services		Develop

Youth & Children's Services	Community Health Aged & Disability Services		Facilitate
Youth & Children's Services Maternal & Child Health	Customer Service		Develop

To contact Council


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Translating and Interpreter Service


13 14 50

National Relay Service (NRS)


13 36 77

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