

SERVICES DELEGATED COMMITTEE MEETING

MINUTES

(Open to the public)

Monday 14 September 2020

Online - Delivered via Webex Events.

Commencement 6.33pm

Attendance

Councillor Coral Ross (Chairperson)
Councillor Cynthia Watson (Mayor)
Councillor Jane Addis
Councillor Phillip Healey
Councillor Lisa Hollingsworth
Councillor Steve Hurd
Councillor Jim Parke
Councillor Felicity Sinfield
Councillor Garry Thompson
Councillor Jack Wegman

Apologies

Nil

Officers

Phillip Storer	Chief Executive Officer
Carolyn McClean	Director Community Support
Bruce Dobson	Director Customer and Transformation
Daniel Freer	Director Places and Spaces
David Thompson	Manager Governance and Legal
Michael Le Grange	Acting Manager Capital Projects
Chad Henry	Acting Manager Environmental Sustainability and Open Spaces
Andrew McHugh	Manager Health and Wellbeing
Kate Brewster	Manager Library Services
George Batsakis	Acting Manager Waste and Infrastructure
David Dunstan	Acting Senior Coordinator Open Space
Graeme Mawson	Senior Coordinator Children and Youth Support
Celia Robinson	Coordinator Governance
Aileen Carter	Coordinator Library Operations and Customer Service
Shannon Bennett	Coordinator Turf and Sports Services
Elizabeth Manou	Governance Projects Officer
Helen Pavlidis	Governance Projects Officer
Stephanie Leggett	Strategic Projects, Partnerships and Planning Officer

Table of contents

1.	Adoption and confirmation of the minutes	3
2.	Declaration of conflict of interest of any councillor or council officer	3
3.	Presentation of officer reports	3
3.1	Adoption of Boroondara Library Service Plan 2020-25	3
3.2	Draft Children and Young People Action Plan	4
3.3	Contract Variation Delegation - Contract No. 2018/61, Boroondara Library Service RFID Upgrade	7
3.4	Contract 2020/80 Turf Maintenance Equipment - Supply Lease and Maintain	8
3.5	Contract 2020/187, Graffiti removal and Associated Services	9
3.6	Contract No. 2020/110 - Parks and Streetscapes Mowing Services	11
4.	General business	12
4.1	Walmer Street Bridge	12
5.	Urgent business	12
5.1	State Government's additional relief measures to support Victorian businesses	12
6.	Confidential business	13

1. Adoption and confirmation of the minutes

MOTION

Moved Councillor Thompson

Seconded Councillor Parke

That the minutes of the Services Special Committee meetings held on 10 August 2020 and 17 August 2020 be adopted and confirmed.

CARRIED

2. Declaration of conflict of interest of any councillor or council officer

Nil

3. Presentation of officer reports

3.1 Adoption of Boroondara Library Service Plan 2020-25

This report seeks Council's adoption of the Boroondara Library Service Plan 2020-2025 (the Plan) (refer **Attachment 1 – Boroondara Library Service Plan 2020-2025**).

The vision of the Boroondara Library Service is:

An inspirational Library Service where the community is central
and everyone feels welcome.

There are six Strategic Objectives within the Plan, as follows:

1. Community Engagement and Participation
2. Collections
3. Buildings, Facilities and Spaces
4. Innovation and Technology
5. Local and Family History
6. Programs, Events and Services

Over the next five years, work will be undertaken in line with these six Strategic Objectives, in order to deliver on the Boroondara Library Service vision. The work completed in the next five years will also support delivery of Strategy 1.4 Provide, facilitate and advocate for life-long learning opportunities for people of all ages as documented in the Community Plan 2017-27.

The purpose of this Plan is to provide a strategic framework to take the Boroondara Library Service forward. The Plan builds on Council's past commitment to position Library Services in the community as a centre of reading, discovery and lifelong learning, and facilitates a future that responds to any short or long term impacts on Council's Library Services due to the COVID-19 pandemic.

On 10 August 2020, Council endorsed the Plan for community consultation. A community consultation survey was made available on Council's website and via social media. It was also direct emailed to the Boroondara Library Service's 45,000 active members. Feedback was received from users, non-users, educational institutions, young, aged, vulnerable and CALD (Culturally and Linguistically Diverse) community members.

During the consultation period, there were 1,005 survey responses received as well as 407 verbatim comments. The survey results endorsed the Strategic Objectives in the Plan with all being rated as very important or important. The Strategic Objectives in order of importance were as follows:

- Collections
- Buildings, Facilities and Spaces
- Innovation and Technology
- Community Engagement and Participation
- Programs, Events and Services
- Local and Family History

Following the community consultation, a detailed action plan has been developed in response to the community consultation feedback received and added to the Plan.

There were no speakers wishing to make submission to Council on this item.

MOTION

Moved Councillor Watson

Seconded Councillor Hollingsworth

That the Services Delegated Committee resolve to adopt the Boroondara Library Service Plan 2020-2025 (the Plan) (refer Attachment 1 – Boroondara Library Service Plan 2020-2025).

CARRIED

3.2 Draft Children and Young People Action Plan

The purpose of this report is to seek councillors' endorsement of the draft Children and Young People Action Plan 2020-25 (the draft Plan) (**Attachment 1**) and specific proposed actions (**Attachment 2**) for the purposes of community consultation.

Council's Children and Young People's Strategy 2015-19 concluded at the end of 2019 and will be replaced with the draft Plan. The draft Plan represents Council's second iteration of a children and young people's plan to address the needs and priorities of the 0-25 years' age group. This approach has successfully amalgamated the previous Municipal Early Years Plan and Young People's Strategy into one plan, and streamlines the support for children, young people and families through the various transitions within this life stage.

The Boroondara Community Plan 2017-27 (BCP), incorporating the Municipal Public Health and Wellbeing Plan, provides the framework for the development of the draft Plan. Consultation from the development of the BCP provided a significant amount of data which has been used in the development of the draft Plan. The draft Plan has also been informed by relevant international, national, state and local policies, in particular the Nest Action Agenda (The Nest). The Nest provides a solid framework which aims to improve the wellbeing of children and youth aged under 25 years.

To complement BCP consultation data, officers undertook community engagement with children, young people, parents and caregivers as well as service providers in early 2020. From January to April 2020, 928 children, young people and parents/caregivers were reached, while 49 service providers also contributed.

Analysis of the population, health and wellbeing data, BCP findings and community engagement results highlighted the key emerging issues and opportunities as follows:

- Inconsistent awareness and usage of a range of council services was observed amongst parents and young people.
- Over half of parents and caregivers surveyed reported they would like to see more family friendly events and activities across Boroondara parks, green spaces and playgrounds.
- Young people expressed the desire to be more involved in civic life across the municipality, in particular 54% surveyed stated they are not currently a volunteer but would like to become a volunteer. This represents an area where a volunteering program could be established for young people.
- Almost all young people surveyed, i.e. 96% stated mental health was very important or important to them, while 22.4%^[1] young people in 2018 were found to have very high or high rates of psychological distress (depressive symptoms). This highlights the need to address mental health in young people.
- Young people attending university expressed a desire for more ways to be physically active.
- Young people and service providers supporting young people reported there are a lack of employment opportunities for them across Boroondara.
- Children, young people and parents/caregivers all conveyed the environment is important to them and supported action on climate change and programming that addressed environmental sustainability.
- Safety, including pedestrian and bike safety on roads, is important to parents/caregivers and young people. Parents desired more monitoring of speed limits around schools where speeding is an issue.
- Children, young people and parents/caregivers all valued strong connections to their local community.

Launched by Council in 2020, Boroondara Families is an online digital hub for parents and caregivers who have a child aged 0-8 years'. The website aims to centralise and streamline information about the services, resources and activities available for families in the municipality. Boroondara Families will play a pivotal role in how Council engages and communicates with the community on the actions and priorities identified in the draft Plan.

In 2020, the Coronavirus (COVID-19) pandemic was realised worldwide resulting in unprecedented changes to the way society functions. As a result, Council adapted many forms of service delivery to provide a range of online services for children, young people and families. Council is committed to assisting the community with the pandemic recovery, and will seek to continue the provision of services offered online during the pandemic into the future.

Detailed findings and a list of emerging issues and opportunities identified from the process can be found in **Attachment 1**. The full list of proposed actions is contained in **Attachment 2**.

Subject to Council endorsement, Officers propose to seek feedback from the community in relation to the draft Plan during November 2020. It will be placed on Council's website and also on Boroondara Families so the community can comment. The community will be able to provide feedback via an online survey, making a written submission and/or conversations with Officers. Based on the feedback received, the draft Plan will be updated and returned to Council for consideration of formal adoption so implementation of the action can commence.

[\[1\]](#) (Victorian Child and Adolescent Monitoring System, 2019). IEM refers to data collected for the Inner Eastern Metropolitan region encompassing Councils including City of Boroondara, City of Whitehorse, City of Monash, City of Manningham. This is the most localised level data available for these statistics.

There were no speakers wishing to make submission to Council on this item.

MOTION

Moved Councillor Hurd

Seconded Councillor Sinfield

That the Services Delegated Committee resolve to:

- 1. Endorse the draft Plan (Attachment 1) and draft actions (Attachment 2) to be circulated for community consultation over a four week period during November 2020.**
- 2. Receive a report from officers with an updated plan for consideration based on the community feedback received.**

CARRIED

3.3 Contract Variation Delegation - Contract No. 2018/61, Boroondara Library Service RFID Upgrade

Approval is being sought to extend the Chief Executive Officer's authorisation to approve additional contract variations of up to \$1.2 million for the following contract:

- Contract No. 2018/61, Boroondara Library Service RFID Upgrade

The additional variations relate to the requirement for ongoing Bibliotecca technology additions and upgrades across all Council libraries. The additions facilitate and allow for continued growth in library borrowing and returns as well as improved features and enhancements to keep up with customer expectations for access and convenience for library borrowing.

The equipment is required to be operational 24/7 or every library opening hour. This expenditure ensures the ongoing expansion, improvement plus servicing, parts and maintenance to ensure reliability of this technology.

The original tender process has been carried out in accordance with the requirements of Council's Procurement Policy. The Chief Executive Officer or his nominated delegate currently has delegated authority to vary this contract by up to 10% or \$100,000 whichever is the greater. As the variation is greater than the Chief Executive Officer's delegated authority, this variation requires Council approval to vary a contract by an additional 20% per annum over the next three years, to a total variation of \$1.2 million.

The estimated cost of this Contract is in accordance with Council's adopted budget for 2020/21 and expenditure in future years will be in accordance with approved budget allocations. Future year expenditure is budgeted and foreshadowed in Council's Long Term Financial Plan as follows: \$390K in 2020/21, \$400K in 2021/22 and \$410K in 2022/23.

There were no speakers wishing to make submission to Council on this item.

MOTION

Moved Councillor Watson

Seconded Councillor Addis

That the Services Delegated Committee resolve to:

- 1. Authorise the Chief Executive Officer or such other person that the Chief Executive Officer selects for the purpose of giving effect to this resolution to approve additional contract variations up to \$1.2 million for the following contract:**
 - **Contract No. 2018/61, Boroondara Library Service RFID Upgrade**

2. **To note that the total project cost for the Boroondara Library Service RFID Upgrade remains within the allocated budget for the project and that the increased cost for the Boroondara Library Service RFID Upgrade can be accommodated within the overall budget allocation for the 2020/21 Financial Year and expenditure in future years will be in accordance with the approved budget allocations.**

CARRIED

3.4 Contract 2020/80 Turf Maintenance Equipment - Supply Lease and Maintain

This report seeks Council endorsement for the award of Contract No. 2020/80, Turf Maintenance Equipment - Lease, Supply and Maintain. This contract is for the supply of 19 replacement pieces and 5 new pieces of maintenance equipment ('equipment') currently leased by Council for maintenance tasks associated with the Freeway Golf Course North Balwyn, Maranoa Botanic Gardens Balwyn as well as 54 Sports Fields across the Municipality. This contract also includes an equipment servicing component.

The estimated cost of this contract for a five year maximum term, fully maintained operating lease is \$1,746,550 (including GST). The estimated cost to Council after return of GST Input Credits is \$1,587,773. Because of the value of the contract it was publicly advertised in accordance with the requirements of section 186 of the *Local Government Act 1989*.

This new contract is the replacement of Contract No. 2014/136, Supply with Fully Maintained Lease of Golf Course Maintenance Equipment, which has come to the end of its leasing term and is currently being extended month by month.

There were no speakers wishing to make submission to Council on this item.

MOTION

Moved Councillor Hollingsworth

Seconded Councillor Sinfield

That the Services Delegated Committee resolve:

1. **To award Contract No. 2020/80, Turf Maintenance Equipment - Supply, Lease and Maintain, to:**
 - **Toro Australia Group Sales Pty Ltd (ACN 111 042 301) for the supply and maintenance of 24 pieces of turf maintenance equipment; and**
 - **De Lage Landen Pty Ltd (ACN 101 692 040) trading under the name of Toro Finance, nominated by Toro Australia Group Sales for the associated leasing of the equipment.**

- 2. To note that the leasing contract is a fully maintained operating lease. The estimated contract lease cost for the five year term is \$1,746,550 (including GST). The cost to Council after the return of the GST Tax Input Credits is \$1,587,773. Individual equipment lease costs may be subject to changes to the referenced interest rate between closing date and the Award of this Contract.**
- 3. To authorise the Director Places and Spaces to execute the contract agreements with the above contractors.**
- 4. Note that expenditure under this Contract in 2020-21 requires a reallocation of \$13,082 which will be accommodated within Council's adopted budget and expenditure in future years will be in accordance with the approved budget allocations.**

CARRIED

3.5 Contract 2020/187, Graffiti removal and Associated Services

This report seeks Council endorsement for the award of Contract No. 2020/187, Graffiti Removal and Associated Services. This contract will provide Council with graffiti removal services and a graffiti community educational program for an initial term of three years and with a potential to extend for a further two year period, at Councils discretion, for a maximum contract term of five years. This contract is a direct replacement of Contract No. 2017/16 Graffiti Removal and Associated Services which has reached the end of its maximum contract term.

The estimated total Contract cost for a five year maximum contract term is \$2,042,095 (including GST) and excluding any price adjustment due to rise and fall which is in accordance with Council's current proposed budget. The estimated cost to Council after the return of GST Input Tax Credits is \$1,856,450. The estimated cost is based on labor rates, provision of community educational programs and a lump sum price for two full-time Graffiti Removalist's for the routine graffiti removal and materials. Because of the value of the contract it was publicly advertised in accordance with the requirements of section 186 of the *Local Government Act 1989*.

There were no speakers wishing to make submission to Council on this item.

MOTION**Moved Councillor Sinfield****Seconded Councillor Parke****That the Services Delegated Committee resolve:**

- 1. To award Contract No. 2020/187, Graffiti Removal and Associated Services in two separate parts as follows:**
 - 1.1. To Urban Maintenance Systems Pty Ltd (ACN 05 251 954), at their tendered Lump Sum Price for the provision of two full-time graffiti removalists including materials (excluding community education) for an initial contract term of three years, with a potential to extend for a further two years, at Council's discretion to a maximum contract term of five years. The estimated contract cost for the maximum five year term is \$1,813,845 (including GST) and excluding any price adjustment due to rise and fall. The cost to Council after the return of GST Tax Input Credits is \$1,648,950.**
 - 1.2. To Warner Youth Education Pty Ltd (ACN 164 165 824), at their tendered Schedule of Rates for the provision of the community education program for an initial contract term of three years, with a potential to extend for a further two years, at Council's discretion to a maximum contract term of five years. The estimated contract cost for the maximum five year term is \$228,250 (including GST) and excluding any price adjustment due to rise and fall. The estimated cost to Council after return of GST Tax Input Credits is \$207,500.**
- 2. To authorise the Director Places and Spaces to execute the contract agreements with the above contractors.**
- 3. To authorise the Director Places and Spaces to negotiate extensions to the contract with the above contractors to the maximum five year contract term.**
- 4. To note that expenditure under this contract in 2020-2021 is in accordance with Council's adopted budget and expenditure in future years will be in accordance with the approved budget allocations or parameters.**

CARRIED

3.6 Contract No. 2020/110 - Parks and Streetscapes Mowing Services

This report seeks Council endorsement for the award of Contract No. 2020/110, Parks and Streetscapes Mowing Services. This Contract involves the provision of Parks and Streetscape Mowing Services throughout the City of Boroondara.

The estimated cost of this contract for a five year contract term is \$10,893,146 (including GST) excluding any price adjustment due to rise and fall. The estimated cost to Council after return of GST Input Credits is \$9,902,860.

Because of the value of the Contract it was publicly advertised in accordance with the requirements of Section 186 of the *Local Government Act 1989*.

There were no speakers wishing to make submission to Council on this item.

MOTION

Moved Councillor Hurd

Seconded Councillor Thompson

That the Services Delegated Committee resolve to:

- 1. Award Contract No. 2020/110, Parks and Streetscapes Mowing Services, to Citywide Service Solutions Pty Ltd (ACN 066 960 085), at their tendered annual lump sum pricing and schedule of rates for an initial period of three years, with two possible further extensions of one year each to a maximum contract term of up to five years. The estimated value over the maximum contract term is \$10,893,146 (including GST) excluding any price adjustment due to rise and fall. The estimated cost to Council after return of GST Input Credits is \$9,902,860.**
- 2. Authorise the Director Places and Spaces to execute the contract agreements with the above Contractor.**
- 3. Authorise the Director Places and Spaces to negotiate extensions to the Contract with the above Contractor to the maximum five year contract term.**
- 4. Note that expenditure under this Contract in 2020-21 requires a reallocation of \$1,342 which will be accommodated within Council's adopted budget and expenditure in future years will be in accordance with the approved budget allocations.**

CARRIED

4. General business

4.1 Walmer Street Bridge

Councillor Healey encouraged the community to sign the Change.org petition 'It's time to replace Walmer Street Bridge'.

5. Urgent business

5.1 State Government's additional relief measures to support Victorian businesses

Councillor Parke informed the Committee that he had a matter of urgent business regarding the State Government's additional relief measures to support Victorian businesses.

MOTION

Moved Councillor Parke

Seconded Councillor Healey

That the matter of the State Government's additional relief measures to support Victorian businesses, be admitted as an item of urgent business.

CARRIED

MOTION

Moved Councillor Parke

Seconded Councillor Sinfield

That the Services Delegated Committee resolve:

- 1. The Mayor write to the Premier, the Hon Daniel Andrews MP and the Treasurer the Hon Tim Pallas MP, acknowledging the State Government's additional relief measures to support Victorian businesses, but calling on the government to:**
 - a. Waive (rather than defer) all payroll tax for the 2020/21 financial year, for all employers with a payroll less than \$10 million; and**
 - b. Expand the business support fund by making an additional grant of \$10,000 for employing businesses in metropolitan Melbourne.**
- 2. Officers send a copy of the letter to the Leader of the Opposition, the Hon Micheal O'Brien MP, other parliamentary party leaders and all members of State Parliament representing residents of Boroondara.**

- 3. The Mayor write to the Prime Minister, the Hon Scott Morrison MP and the Treasurer, the Hon Josh Frydenberg MP, advocating for a special extension for Victorian businesses, of the present JobKeeper payment levels of \$1,500 per fortnight per eligible employee, until 31 December 2020.**

CARRIED

Councillor Sinfield called for a division

Affirmative

Councillor Coral Ross
Councillor Cynthia Watson
Councillor Felicity Sinfield
Councillor Garry Thompson
Councillor Jack Wegman
Councillor Jim Parke
Councillor Lisa Hollingsworth
Councillor Phillip Healey
Councillor Steve Hurd

Negative

Councillor Jane Addis

The Chairperson declared the Motion **CARRIED**

6. Confidential business

Nil

The meeting concluded at 7.24pm

Confirmed

Chairperson

Date

MINUTES ATTACHMENTS



Services Delegated Committee

Monday 14 September 2020

Attachments annexed to the minutes for the following items:

- 3.1 Adoption of Boroondara Library Service Plan 2020-25
- 3.2 Draft Children and Young People Action Plan

Attachment 1 - Boroondara Library Service Plan 2020-2025

Boroondara Library Service

**BOROONDARA LIBRARY SERVICE
PLAN**

2020 to 2025

Contents

Contents.....	1
Executive Summary.....	2
1. Our Vision and Purpose.....	3
1.1 Vision - Boroondara Library Service	3
1.2 Boroondara Community Plan – 2017-2027	3
1.3 Scope of the Library Service	4
2. Our Community – Demographic Profile	5
2.1 Population and Growth.....	5
2.2 Age Profile	5
2.3 Languages Spoken at Home.....	6
2.4 Household Type.....	6
2.5 Employment.....	7
2.6 Income Distribution	7
2.7 Education.....	8
2.8 Religion.....	9
3. The Changing Face of Public Libraries	10
4. Key Measures and Statistics	13
4.1 Membership and Active Membership	13
4.2 Visits and Loans.....	14
4.3 Community Satisfaction.....	16
4.4 Other Community Survey Outcomes.....	17
5. Community Consultation	18
5.1 Method.....	18
5.2 Survey Demographics	19
5.3 Library Usage	21
5.4 Feedback on Strategic Objectives	24
5.5 Verbatim comments.....	25
6. Strategic Objectives.....	30
6.1 Community Engagement and Participation.....	30
6.2 Collections	30
6.3 Buildings, Facilities and Spaces	32
6.4 Innovation and Technology.....	33
6.5 Local and Family History.....	33
6.6 Programs, Events and Services	34
7. Action Plan.....	36
8. Review of this Plan	40

Executive Summary

The Boroondara Library Service Plan (the Plan) 2020-2025 will supersede the previous Boroondara Library Service Plan adopted by Council on 10 December 2015. All actions within the previous Plan have been implemented. Of particular note was the redevelopment of the following Libraries:

- Balwyn Library was completed in March 2018 and the project received a commendation under the Australian Library and Information Association (ALIA) Design Awards. In 2018/19, the Balwyn Library served 212,784 visitors.
- The Greythorn Library Lounge as part of the Greythorn Community Hub was opened in September 2018. The Hub won the 2020 Award for Excellence in the 'Community Assets and Infrastructure Initiatives (projects over \$2 million)' category at the Local Government Professionals (LGPro) Awards. In 2018/19, the Lounge served 37,767 visitors.

During 2018/19, the Boroondara Library Service welcomed 1.2 million visitors through its five Libraries and the Library Lounge. Boroondara's active Library membership in 2018/19 was nearly 45,000 members which was 25% of Boroondara's population. The Boroondara Library Service also had a very high level of loans of both physical books and e-books. Refer Our Community – Demographic Profile on page 5 for more information.

The vision of the Boroondara Library Service is:

An inspirational Library Service where the community is central
and everyone feels welcome.

There are six Strategic Objectives within the Plan (refer Strategic Objectives on page 30), as follows:

1. Community Engagement and Participation
2. Collections
3. Buildings, Facilities and Spaces
4. Innovation and Technology
5. Local and Family History
6. Programs, Events and Services

Under these six Strategic Objectives, priorities are identified for work to be undertaken by the Library Service over the next five years in order to deliver on the Boroondara Library Service vision.

This Plan has been developed in consultation with the following sources:

- Boroondara Library Service Advisory Committee, which includes councillor and community representatives;
- Verbatim feedback received from community members in development of the Boroondara Community Plan 2017-27 where Libraries were specifically mentioned;
- Library customer satisfaction survey undertaken in April 2019;
- Regular, daily feedback from Library users verbally in the Libraries and via feedback forms, phone, email, website commentary and social media comments.
- An online survey during the development of the Plan to Library users through the Library member database and non-Library users through usual Council communication channels.

The purpose of this Plan is to provide a strategic framework to take the Boroondara Library Service forward. The Plan builds on Council's past commitment to positioning the Library Service in the community as a centre of reading, discovery and lifelong learning, and facilitates a future that responds to any short or long term impacts on Council's Library Service due to the COVID-19 pandemic.

1. Our Vision and Purpose

1.1 Vision- Boroondara Library Service

The vision of the Boroondara Library Service is:

... an inspirational Library Service where the community is central and everyone feels welcome.

Inspirational...

...spaces and services that inspire you to learn, to reflect and to create.

Community is central...

... places where you connect and engage with people, both face-to-face and digitally.

Welcome...

... we welcome all-comers, regardless of who you are or where you come from.

The purpose of this Plan is to provide a strategic framework to take the Boroondara Library Service forward. The Plan builds on Council's past commitment to positioning the Library Service in the community as a centre of reading, discovery and lifelong learning.

1.2 Boroondara Community Plan – 2017-2027

The Plan embraces the Council's vision of:

'A vibrant and inclusive city meeting the needs and aspirations of its community.'

The Boroondara Community Plan 2017-27 sets out the 10-year vision for the City based on the values, aspirations and priorities expressed by the community. It builds on what makes Boroondara a remarkable place to live. It is the foundation for Council to work with the community towards our vision.

As Council's key strategic document, the Community Plan guides all planning, resource allocation and decision making across all services, including Libraries.

1.3 Scope of the Library Service

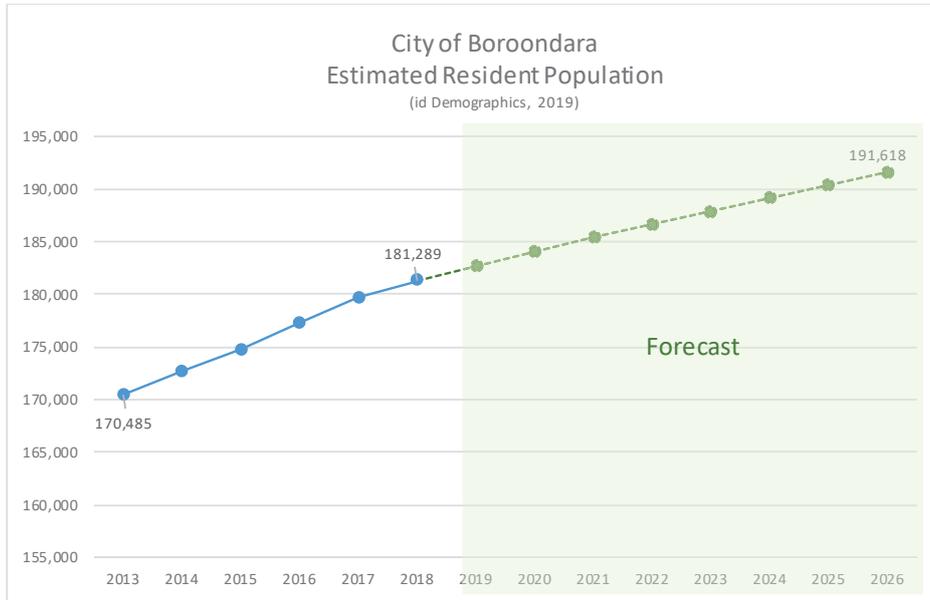
The scope of services provided by the Boroondara Library Service includes:

- Physical services:
 - Five Library branches and a Library Lounge
 - Hard copy collections including books, talking books, magazines, DVDs, CDs and newspapers
 - Collaboration spaces, study spaces and community meeting rooms
 - Public access PCs, print/copy/scan and free WiFi
 - In house Library programs for reader, literacy and skills development, community interest and building community connection
 - Off-site programs to access and support lifelong learning, including the Home Library Service
- Virtual services:
 - Phone and on-line services and support
 - Electronic collections including e-books, e-audio, e-magazines
 - Streaming services including movies and music
 - Online courses such as technology training and language learning
 - E-resources and databases including newspapers
 - Online and videoed programs for reader, literacy and skills development, community interest and building community connection

2. Our Community – Demographic Profile

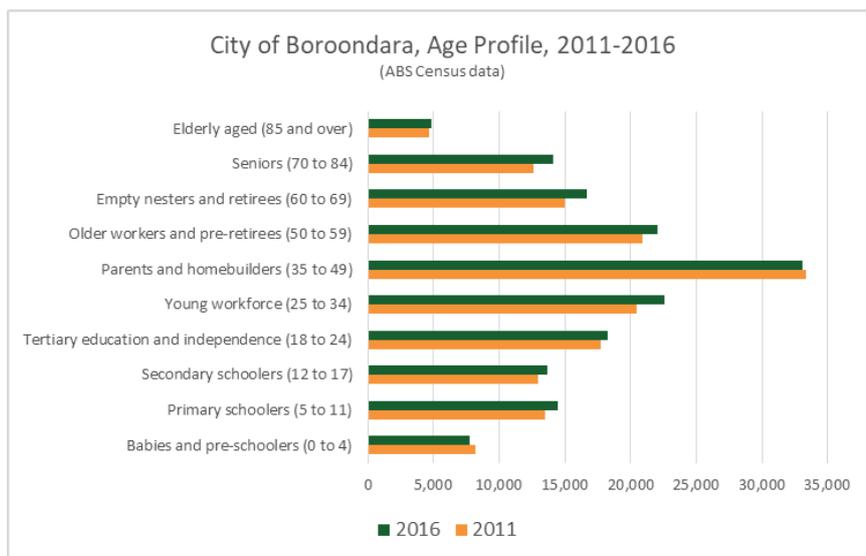
2.1 Population and Growth

The City of Boroondara has a total population of 181,289.¹ This has grown by about 11,000 people in the past 5 years. It is forecast to grow by a further 10,000 up to 2026, as shown in the chart below. This is a forecast growth rate of 0.7% per annum.



2.2 Age Profile

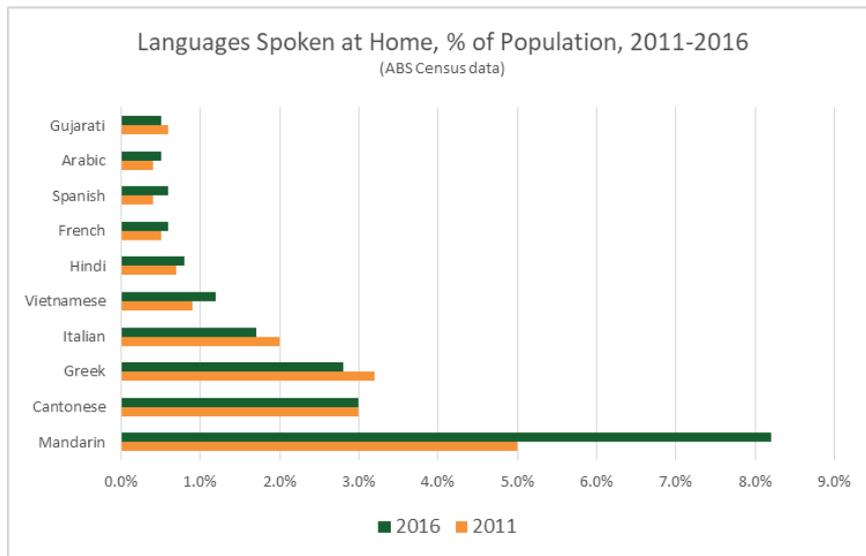
The following chart shows the age distribution of City of Boroondara from 2011 to 2016. This chart shows that growth between 2011 and 2016 has occurred in all age groups except parents and homebuilders (35 to 49) and babies and pre-schooler where there has been a slight decline.



¹ ABS Data, 2018 Estimated Resident Population

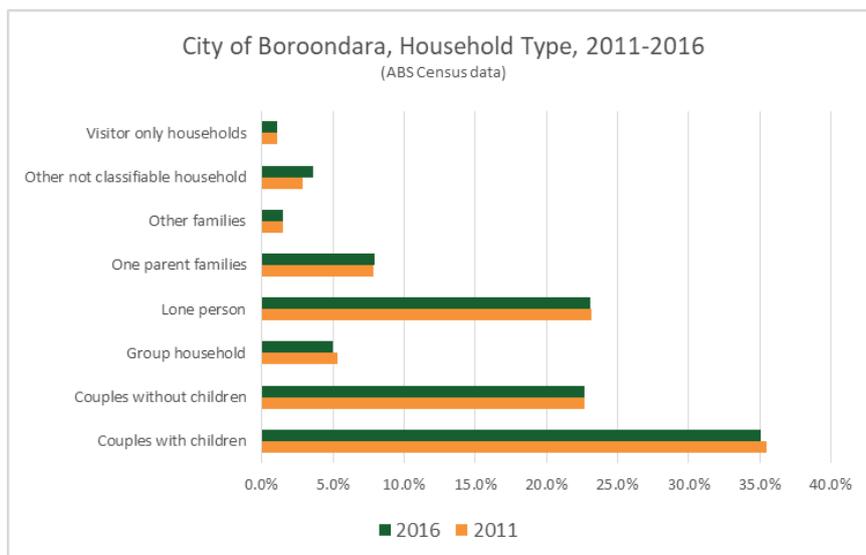
2.3 Languages Spoken at Home

ABS Census data shows that 3 out of every 10 people in the City of Boroondara were born overseas and that 27.2% of people in the City of Boroondara speak a language other than English at home. This is comparable to the Greater Melbourne area where 32.3% speak a language other than English. The percentages of people speaking the top 10 languages (other than English) in the City of Boroondara are shown in the chart below. Between 2011 and 2016, the percentage of people speaking Mandarin grew significantly, with growth also occurring in the Vietnamese, French, Hindi, Spanish and Arabic groups. The percentage of people speaking Italian and Greek, whilst remaining relatively high, declined slightly from 2011 to 2016. These trends represent the changing nature and cultural profile of the Boroondara community.



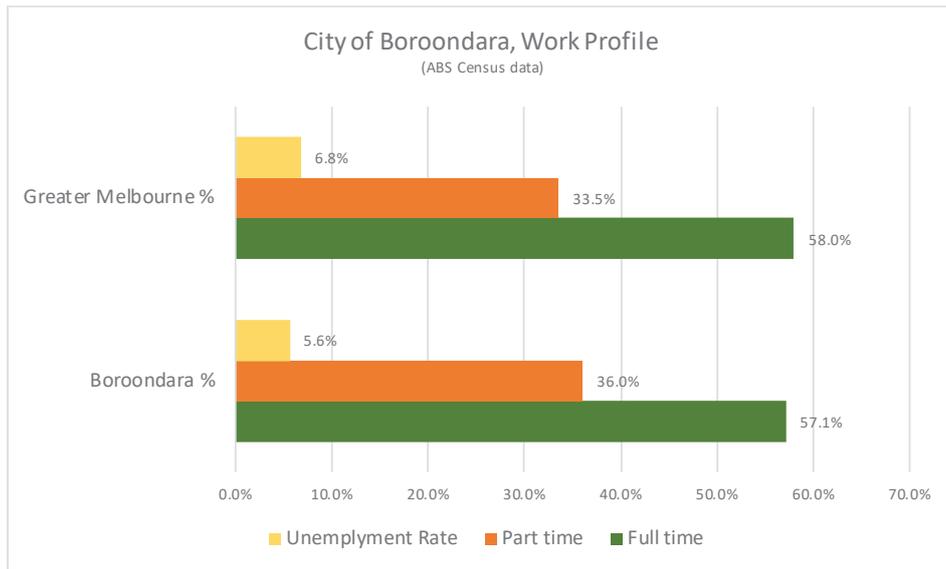
2.4 Household Type

The predominant household type in the City of Boroondara is couples with children who make up 35.1% of the population. This is comparable with Greater Melbourne with a percentage of 33.5%. The percentage of other household types are shown in the chart below.



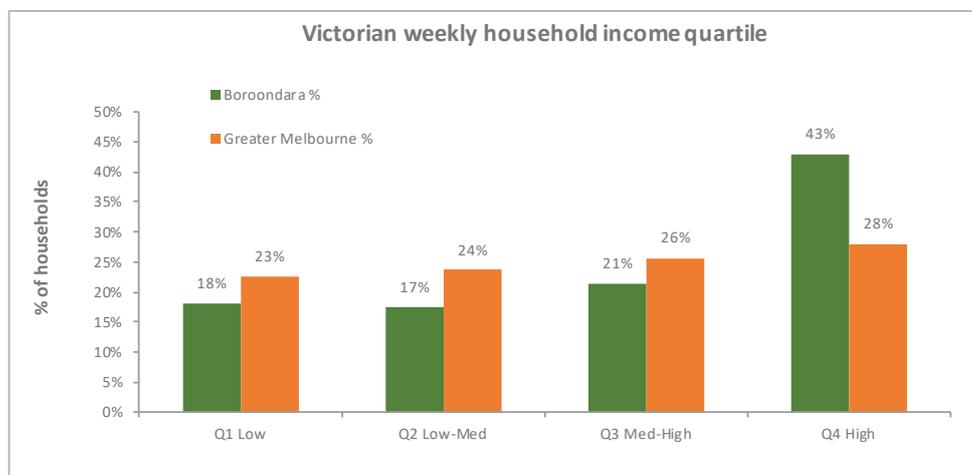
2.5 Employment

The employment profile of the City of Boroondara in the chart below shows that the City has a higher percentage of part-time workers and a slightly lower percentage of full-time workers compared to Greater Melbourne averages. It also shows that Boroondara’s unemployment rate is slightly lower than that of Greater Melbourne.



2.6 Income Distribution

The income profile of the City of Boroondara (chart below)² shows that the City of Boroondara is a relatively affluent community and socio-economic area. The chart shows that 43% of households in the City of Boroondara are in the highest household income quartile (for the whole State of Victoria). This is significantly higher than the 28% of households in the Greater Melbourne area in the top income quartile. Conversely, only 18% of Boroondara households are in the lowest income quartile compared to 23% for Greater Melbourne. Despite these overall characteristics, the City of Boroondara still has considerable incidence and pockets of people with a low socio-economic profile and high support needs.



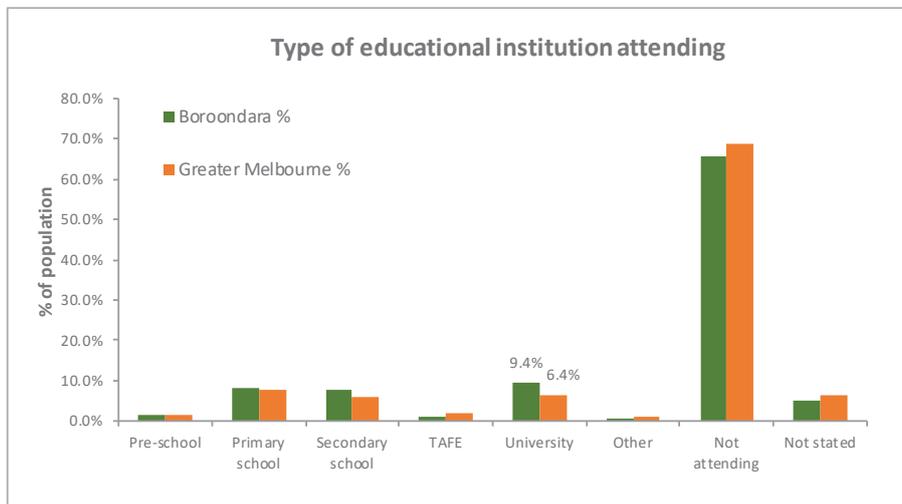
² Weekly household income quartiles defined: Low (\$0 to \$740), Low-Med (\$741 to \$1,416), Med-High (\$1,417 to \$2,394) and High (\$2,395 and over).

2.7 Education

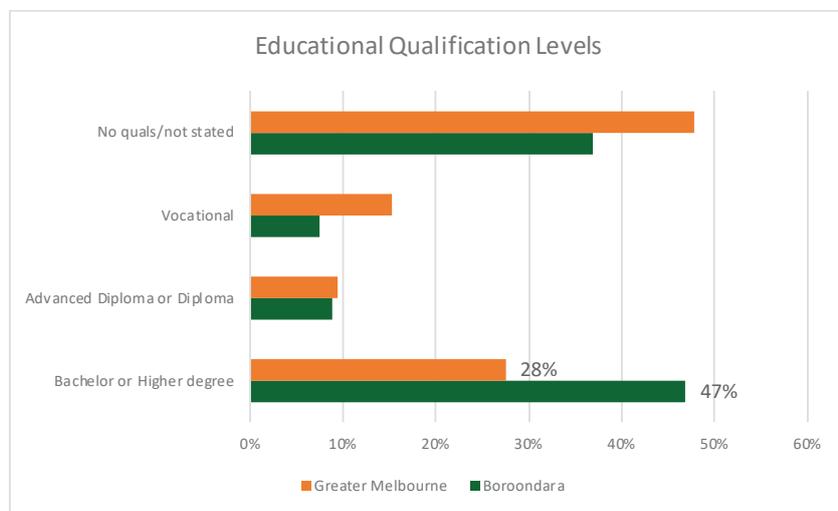
The City of Boroondara is a major education hub. It has 57 primary, secondary and special education schools, including 13 combined primary and secondary schools. The City is home to numerous independent schools that attract families and students into the area. Boroondara also hosts Swinburne University of Technology, Swinburne TAFE, a University of Melbourne campus, and two Universities of the Third Age. It also has ten neighbourhood and community centres where residents can complete a short course or obtain certified or pre-accredited training in a variety of subjects.

Public Library collections complement the activities of the educational institutions. Boroondara Library Service promotes learning through the depth and breadth of collections, partnerships with key community groups, providing spaces for students and researchers and a range of programs and events.

The following chart shows the type of education institution attended by residents of the City of Boroondara, based on ABS Census (2016) data. The Boroondara community has a significantly higher proportion (30.3%) of residents attending some form of education institution compared to Greater Melbourne (25%). The percentage of people attending a university is also significantly higher in Boroondara (9.4%) than for Greater Melbourne (6.4%).

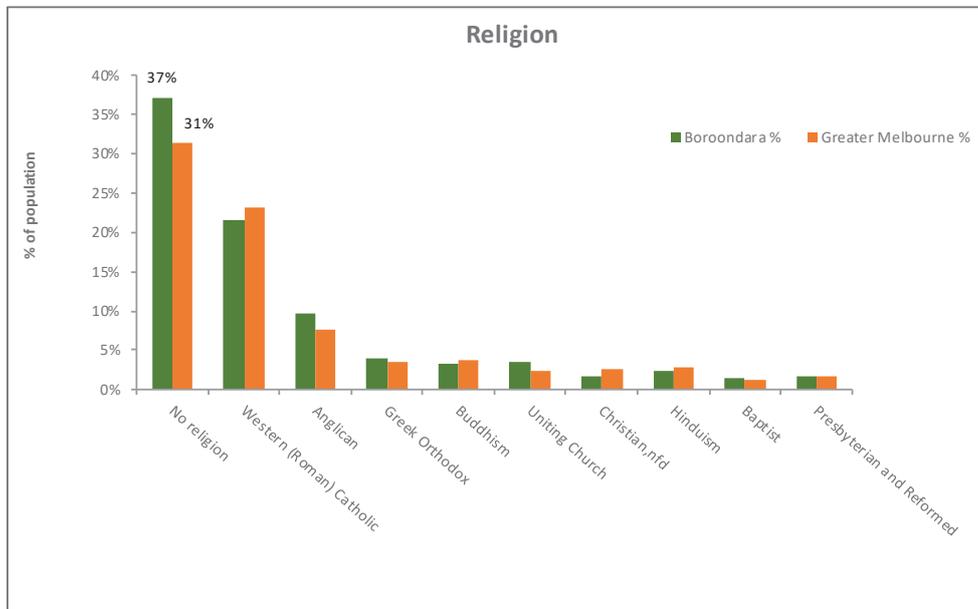


The chart below shows formal qualification levels attained by residents aged 15 years and over based on 2016 ABS Census data. There are 47% of Boroondara residents aged 15 years and over with a Bachelor’s degree or higher level of qualification which is significantly higher than for Greater Melbourne at 28%.



2.8 Religion

The following chart shows the religious affiliation identified by residents of the City of Boroondara, based on ABS Census (2016) data. The Boroondara community has a substantially higher proportion of people who identify as having 'no religion' (37%) than for Greater Melbourne region (31%).



3. The Changing Face of Public Libraries

Information, Knowledge and Literacy:

Since the early 1900's, the focus of Public Libraries has been on education, knowledge, access to information and literacy. Historically, the Library's role has focused on the physical book collections, with operations structured around the core activity of lending. In more recent times, Library Service models retain this lending function as a core activity. However, they have also moved more towards programs, activities and engagement.

The Digital Era and e-books:

The evolution of digital information has broadened the way people choose to access information and resources for business, learning and leisure. The advent of sophisticated internet engines has fundamentally changed the nature of research and the way people access information. Added to this is the increased efficiency, availability and mobility of a range of devices that are capable of tapping into the digital world anywhere, anytime, together with the rapid pace of change in information technology.

Libraries, as a result, are experiencing a vast change in the role they play in their local community.

The advent of e-books is also rapidly changing people's reading patterns and preferences. However, e-books haven't replaced physical books – rather, total information intake by the community has significantly increased, with many people in Boroondara reading more in aggregate including a mix of physical and digital media.

Audiobooks have also grown rapidly as a medium of choice in recent years and physical books still remain a relevant part of a Public Library Service offering.

Libraries of the future will need to offer ready access to information and content through a range of media according to user preferences. For now, this includes a balance of physical, e-book, audio and other media. But it will keep changing and Libraries will need to respond to these changes.

The Creative, Active Library including Co-located Uses:

Libraries of the future will continue to provide creative, active spaces, along with quieter spaces for more passive pursuits such as reading and quiet study. Although both of these elements will remain an essential part of the Library offer, they will need to be provided in separate zones. In these active spaces, people will be looking for ways to develop and express their ideas and creativity, often in collaboration with others. The creative Library will be a central hub for learning and creativity offering large, open and flexible spaces in an environment of colour, sound and ideas.

Libraries are places where people celebrate community and connection through song, dance, events; generating multimedia works using the Library's original collections and exhibitions of artworks and creative works.

Ancillary uses, such as cafes, arts/exhibition spaces and collaborative spaces have become a more common feature in modern Libraries.

Local History Collections:

The preservation and celebration of local history has long been an important and core role of Public Libraries. Public Libraries have and will continue to play a key role in preserving local history and enabling community access to local history collections.

The Boroondara Library Service works closely with the six historical societies in Boroondara: Balwyn Historical Society, Camberwell Historical Society, Canterbury History Group, Hawthorn Historical Society, Kew Historical Society and the Surrey Hills Historical Society, recognising the importance of their work for the benefit of the local community.

Economic Value of Public Libraries:

Recent research has shown that Libraries make a significant economic contribution in addition to the well-documented community and social contribution they make. In the 2018 Report 'Libraries Work- the socio-economic value of Public Libraries' (SGS Economics, State Library of Victoria, Public Libraries Victoria Network), Libraries were found to contribute a total of \$328 million in economic value in Victoria. In the City of Boroondara, the economic contribution was found to be \$13.7 million (Gross Regional Product) or \$5.10 in value for every dollar invested. This is higher than the economic contribution for the Victorian average of \$4.30 and the Greater Melbourne average of \$4.50 in value for every dollar invested.

Response to Coronavirus (COVID-19)

The onset of the coronavirus (COVID-19) pandemic throughout Metropolitan Melbourne in March 2020 saw many community facilities close, including Boroondara Library Service. In response, the Boroondara Library Service was agile and responded by offering increased access to e-collections (e-books and e-audio) and e-resources (available 24/7). Phone and email assistance during normal Library opening hours, online events, videoed story times and a book delivery service for Boroondara residents were also put in place. Feedback from the community was an immense appreciation for the delivery of virtual and online services as well as limited physical services in a time when social connection and the preservation of good mental health had become paramount. All online services were available through a simple online membership process and the services offered were best practice when benchmarked with surrounding Library Services.

In line with State Government restrictions, for just under six weeks, the Library Service was permitted to open their doors to 20 people at a time. Once reopened, the Boroondara Library Service offered 15 minute bookings which enabled Library members to collect reserved material, access our new bundle and collect service - Librarian selected items based upon the reading preference of borrowers - as well as book browsing. Access to e-collections and e-resources, phone and email assistance, online and livestreamed events and videoed story times continued, as did book deliveries for those Boroondara residents who were unable to come to our Libraries. When community members were allowed to re-enter their beloved Libraries, they realised that the feeling within their community lounge room was gone. Health checks, social distancing, cleaning regimes and barriers in place impacted detrimentally on the usual 'vibe' of everyday interactions and connections with others.

It is unclear how long the COVID-19 period will continue but its affects will no doubt be long lasting. The Boroondara Library Service will continue to change and adapt to community needs as the impacts of these changes unfold. Promotion of virtual services will be critical as these can be accessed 24/7. Continuing to evolve our physical service offering will also be essential. We do know that the most vulnerable members of community may not feel comfortable to return to the Libraries. Social isolation and mental health issues are increasing as a result of COVID-19 and the Library can play a part in assisting the community with its recovery. The Boroondara Library Service will continue to find new ways to connect with and serve these Library members. Furthermore, it is still unclear if more people will work from home but we do know that businesses are changed forever. Again, the Library will continue to respond to changing local business needs.

The COVID-19 period has demonstrated the importance of the Boroondara Library Service for the local community. The opportunities gained from moving into an entirely virtual and online service delivery model can be capitalised upon into the future and will be delivered on during the ensuing 5 years of this Plan. In line with customer expectations, alternative service delivery methods will continue to be delivered including but not limited to: online membership, increased access to e-collections (e-books and e-audio) and e-resources (available 24/7), online and livestreamed events, videoed story times, bundle and collect service and book deliveries for those Boroondara residents who are unable to come to our Libraries.

The physical presence of a local Public Library remains highly desired by the Boroondara community as demonstrated by physical borrowing and visitation in excess of the metropolitan averages. Boroondara residents are typically highly educated and therefore understand the value of lifelong learning as delivered through the Boroondara Library Service. Our Library spaces and buildings are flexible enough to be able to respond to the social distancing requirements brought about by COVID-19. This allows for balancing between the physical and virtual service delivery to continue into the future.

4. Key Measures and Statistics

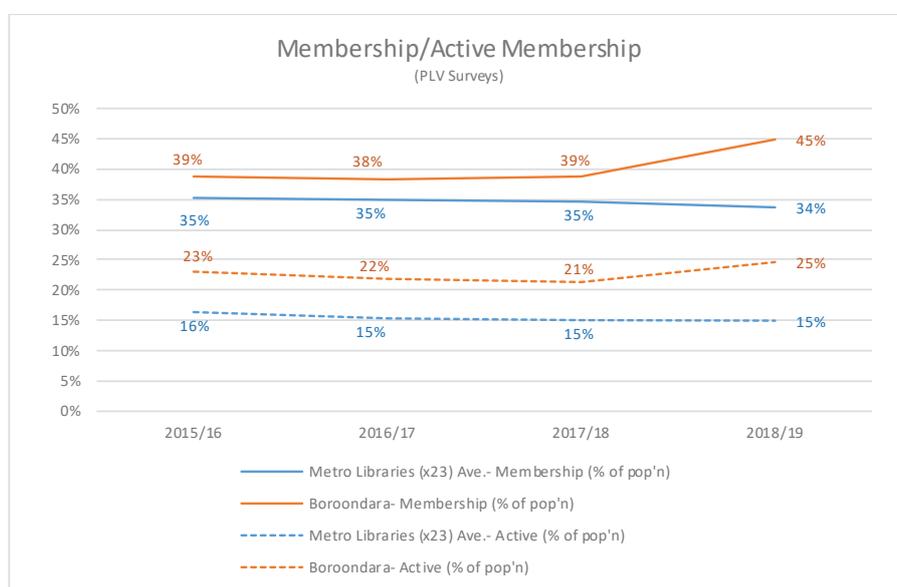
The following information is taken from annual surveys of Public Libraries undertaken by Public Libraries Victoria ³ and from Library data sources.

4.1 Membership and Active Membership

Library membership indicates a degree of ‘ownership’ by the community or a preparedness/intent by people to engage with their Library Service. This is the case even where, at various life-cycle stages, people may choose to transact with and use the service (‘active membership’) to greater and lesser degrees.

The following chart shows these two key measures used for the Library Service, being:

- **Membership** – this indicates the preparedness to engage with the Library Service over the longer term; and
- **Active membership**- this indicates the level of current/recent use of/participation in Library activities.



The above chart shows that the **membership percentage** of the Boroondara Library Service has increased significantly to 45% over the past 4 years. This is substantially higher than for the Greater Melbourne region membership percentage of 34%. Further, the growth in this measure over the past 4 years (39% to 45%) is very significant. It compares to the membership percentage across the Greater Melbourne region having declined marginally from 35% to 34% over the same period.

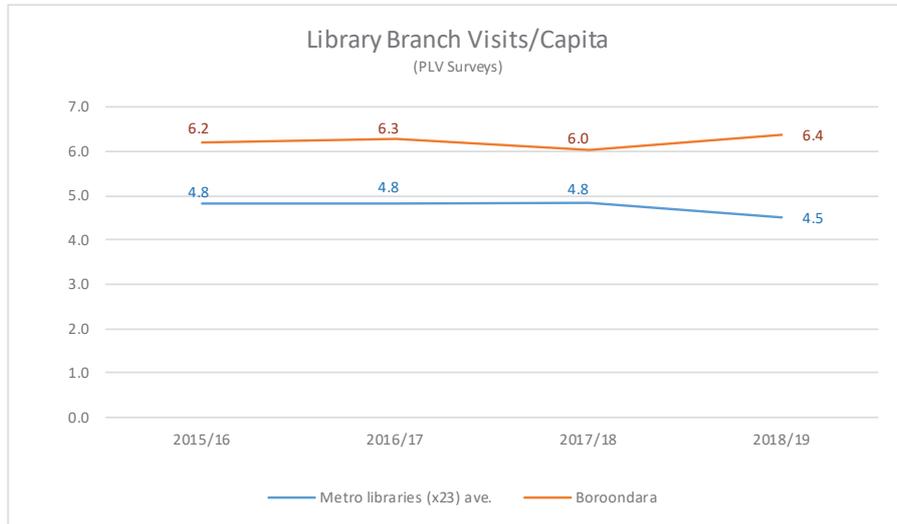
The growth in the membership percentage demonstrates the value of the Boroondara Library Service even in the modern digital era. It makes a strong statement that people value having a Public Library, even though their use of it will inevitably vary throughout their life-cycle.

Similarly, the chart above shows that Boroondara’s **active membership percentage** of 25% is significantly higher than the 15% active membership across all Libraries in the Greater Melbourne area. Further, the active membership percentage has increased over the past 4 years from 23% to 25%, whilst it has declined marginally across the Greater Melbourne region (16% to 15%).

³ Annual Survey of Public Libraries, Public Libraries Victoria, 2015-16 to 2018-19.

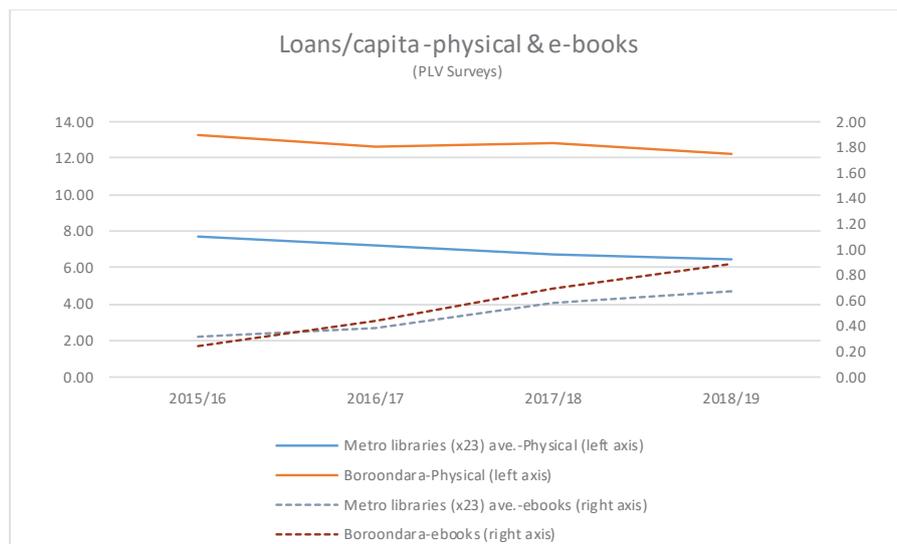
4.2 Visits and Loans

The use of the Library Service is generally expressed through visits to Library branches, participation in programs and events, remote digital browsing and/or borrowing of collection items. The chart below shows visits to Library branches for the Boroondara Library Service compared to all 23 Library Services in Greater Melbourne.



The chart shows the number of physical visits (ie. people through the door) per capita (6.4 visits per capita) for Boroondara Library Service branches is significantly higher than for all 23 Library Services in the Greater Melbourne region (4.5 visits per capita). The level of physical visitation is 42% higher in Boroondara than for the Greater Melbourne region. Further, the physical visitation rate has grown over the past 4 years from 6.2 to 6.4 visits per capita. This compares to a physical visitation rate for Greater Melbourne Libraries declining over the past 4 years from 4.8 to 4.5 visits per capita.

The following chart shows loans of both physical books and e-books for Boroondara Library Service compared to all Greater Melbourne Libraries.



These charts show that:

- The Boroondara community engages very strongly with its Library Service over the long-term. This is expressed through a high percentage of the community being members of the Library and also a high percentage of the community who are active members (visits, borrowing and participating in programs).
- The Boroondara Library Service enjoys a high level of physical visitation. The total number of visits to all branches in 2018/19 was 1.2 million or 6.4 visits per person on average. This level of physical branch visitation is significantly higher than the metropolitan average of 4.5 visits per person.
- Importantly, the number of visits per capita to Boroondara Library Service has increased marginally from 6.2 to 6.4 over the past 4 years. This is also significant and compares to a marginal decline in the metropolitan average visits per capita.
- The Boroondara Library Service also has a very high level of loans of both physical books and e-books. The survey data shows that the rate of physical lending is nearly twice the metropolitan average rate of physical lending.
- E-book lending is slightly higher than the metropolitan average and still growing strongly.

The high level of use of the Library Service is due to a combination of factors. These include investing in and offering a variety of high quality, accessible and inviting spaces for people to come to, highly qualified staff with a commitment to welcoming and engaging with the community and ongoing investment in a high quality collection of books, materials and digital resources.

Physical visitation and borrowing has typically been important in a world prior to COVID-19. It is acknowledged that measure of virtual service usage including electronic borrowing, participation and engagement will become more important into the future, to meet the diverse needs of the Boroondara community.

4.3 Community Satisfaction

The Boroondara Library Service consistently rates very highly in terms of customer satisfaction through a range of surveys and measures. These are summarised below.

*Nexus Survey- 2019*⁴:

The 2019 Nexus Survey covered 10 Library Services throughout Victoria. Key findings of the 2019 Nexus Report include:

- 47% of residents (aged 14 years +) over the total areas served have used a Public Library within the last 12 months. Despite immense changes in technology and on-line information accessibility in recent years, Library usage amongst the general population remains fairly high.
- 43% of residents surveyed claimed to have used a Public Library sometime, but not in the last 12 months.
- Amongst Public Library users in the last 12 months:
 - 53% felt that the Library provides low or no cost entertainment;
 - 46% thought it helps them to relax;
 - 38% said the Library gets them out of the house;
 - 37% said the Library supports their learning;
 - 29% said the Library provides a place for them to study; and
 - more than 20% said the Library is a recreational outlet that, helps them to be creative and engage with the community.
- Irrespective of whether or not people use a Library, they consistently place a high **importance rating** on having a comprehensive Public Library Service. Further, the survey showed that Boroondara residents placed an even higher importance rating on having a comprehensive Public Library Service than the average for all communities' surveyed (importance rating of 8.83 compared to survey average of 8.64). These survey outcomes confirm the membership and active membership data in the previous section.
- The Boroondara Library Service **customer satisfaction rating** in the 2019 survey was 8.7. This is higher than the average customer satisfaction rating by survey respondents of 8.63.
- Customers rated the **performance** of the Boroondara Library Service highly with a rating range of 7.32 to 8.69. This compares favourably to the averages performance ratings across the whole survey group.

⁴ Victorian Regional Library Corporations Network, Community Survey, Nexus Research Pty Ltd, 2019

4.4 Other Community Survey Outcomes

The following is a summary of other recent community engagement outcomes/messages⁵:

Level of use of Library Service:

63% of Boroondara residents, either personally or through a household member, said they had used the Library Service in the previous 12 months.

How important is the Library Service?

88% of people surveyed rated Libraries as either 'extremely important', 'very important' or 'fairly important'. The importance of Libraries is rated significantly higher by women and by older population groups (65 years plus).

Performance of the Library Service

70% of people surveyed rated the performance of Libraries as either 'very good' or 'good'. Perceptions of performance appear substantially aligned with perceptions of importance.

Kew Library - 2017 Community Survey

In 2017, Council undertook a detailed community consultation process specifically in relation to the Library Service at Kew. Key messages from this consultation process that can be applied generally to the Library Service, include:

- Seek opportunities to integrate internal Library spaces with surrounding open spaces and uses.
- In redevelopment projects, target open, light-filled space that are welcoming to all age groups and segments within the community.
- Contemporary Libraries need to be flexible spaces that are inter-related and give Library users control over how they interact with the spaces within the Library.
- Library spaces should encourage creativity.
- Libraries need to include active, vibrant spaces, through a range of program and activity choices, with separate quiet, reflective work, study and leisure spaces.
- Library spaces should encourage connections between people with ideas and knowledge.

It is acknowledged that much has changed since 2017 and any future redevelopment would need to consider the impacts of COVID-19, including but not limited to social distancing, cleaning regimes and barriers. What is crucial with any space planning is the flexibility of spaces to be able to adapt and respond to different needs. All of our Libraries have been designed with flexibility in mind, which sets the physical spaces up well for a future post COVID-19 world.

⁵ Local Government Community Satisfaction Survey, DELWP, 2018.

5. Community Consultation

Development of this Plan has been informed by the following consultative sources:

- Feedback from the Boroondara Library Service Advisory Committee, which includes councillor and community representatives who live, work or study in Boroondara and have relevant skills and experience and a passion for Library Services;
- Verbatim feedback received from community members in the development of the Boroondara Community Plan 2017-27 where Libraries were specifically mentioned;
- A Library customer satisfaction survey was undertaken in April 2019 where the objective of the survey was to track the resident population's usage, perceptions and satisfaction with their Public Library Services and compare these with results to the other participating Victorian Public Library Services, and
- Regular, daily feedback from Library users received verbally in the Libraries and via feedback forms, phone, email, website commentary and social media comments.
- Specific consultation on the Plan during its development process was undertaken via an online survey of Library users through the Library member database and non-Library users through usual Council communication channels. Feedback was received from users, non-users, educational institutions, young, aged, vulnerable and Culturally and Linguistically Diverse (CALD) community members. Further information is detailed below.

5.1 Method

In August 2020 Council consulted the community on this Plan. A survey tool was developed and made accessible through Council's Have Your Say page. The survey was open broadly to everyone, and members on the Boroondara Library Service's active membership⁶ database were sent an invitation to participate in the survey.

A total of 1,005 people completed the survey, with the majority of these indicating they were current members of the Boroondara Library Service (99%).

The survey tool was based around the plan's six Strategic Objectives and aimed to collect people's perceived level of importance for each of these using a five-point Likert scale. Membership status and a number of demographic questions were also included. One open-ended question was also included to allow participants to offer any further comments on the survey and the Boroondara Library Service.

Using Excel, quantitative survey data was analysed by means of descriptive statistical technique, specifically frequency (including count and percentage). This technique, of showing how often something occurs, has been used to provide a summary of key features and findings within the quantitative data set.

⁶ Membership is considered active if the member has borrowed/ interacted with the Library Service in the previous 12 months.

5.2 Survey Demographics

Demographic data collected from respondents included gender, age-group, whether they were a parent/guardian of a child under 12 years, what language they preferred to speak at home (as a measure of cultural diversity) and suburb of residence.

Age and gender

Seven out of ten respondents were female (71%) and eight out of ten were aged 40 years and over (80%)⁷. While they did not account for the majority, a significant number of participants (20%) reported being the parent/guardian of a child under 12 years of age. The table below details the demographic composition of survey participants.

Gender	Female	71%	709	
	Male	26%	264	1,005
	Prefer to self-describe	<1%	1	
	Unknown	3%	31	
Age bracket	Under 15	1%	9	
	15-24 years	3%	33	
	25-39 years	13%	133	1,005
	40-64 years	41%	414	
	65 and over	39%	393	
	Unknown	2%	23	
Parent/guardian of child under 12 years	Yes	20%	204	
	No	78%	780	1,005
	Unknown	2%	21	

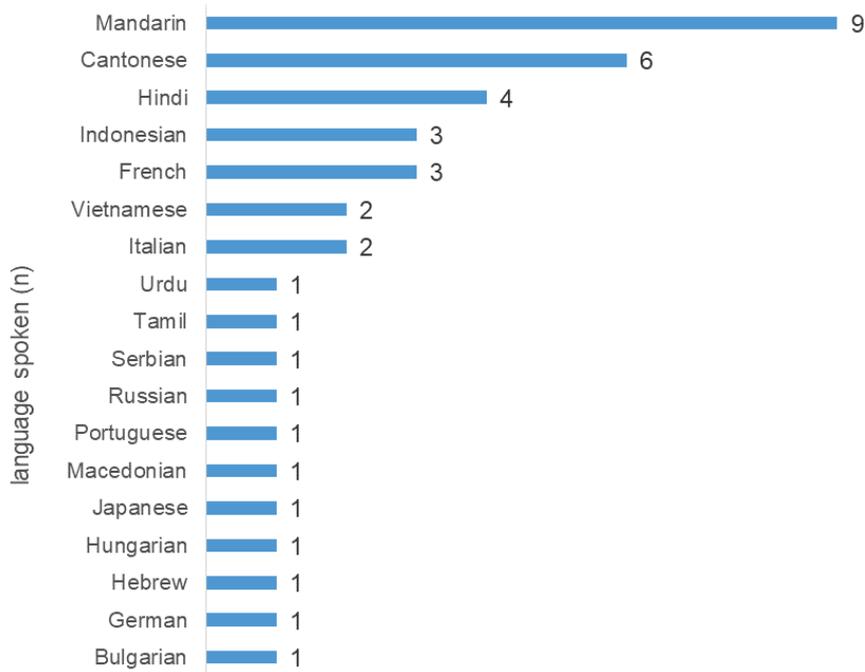
Other languages spoken

Forty respondents indicated they spoke another language at home (4%). The main languages (other than English) were Mandarin (nine speakers), Cantonese (six speakers), and Hindi (four speakers). The table below details the language composition of survey participants.

Cultural diversity (preferred language spoken at home)	English	95%	951	
	Other	4%	40	1,005
	Unknown	1%	14	

⁷ Comprising of age groups '40-64 years' and '65 and over' (41% and 39% respectively).

The following chart shows the languages (other than English) spoken by survey respondents.

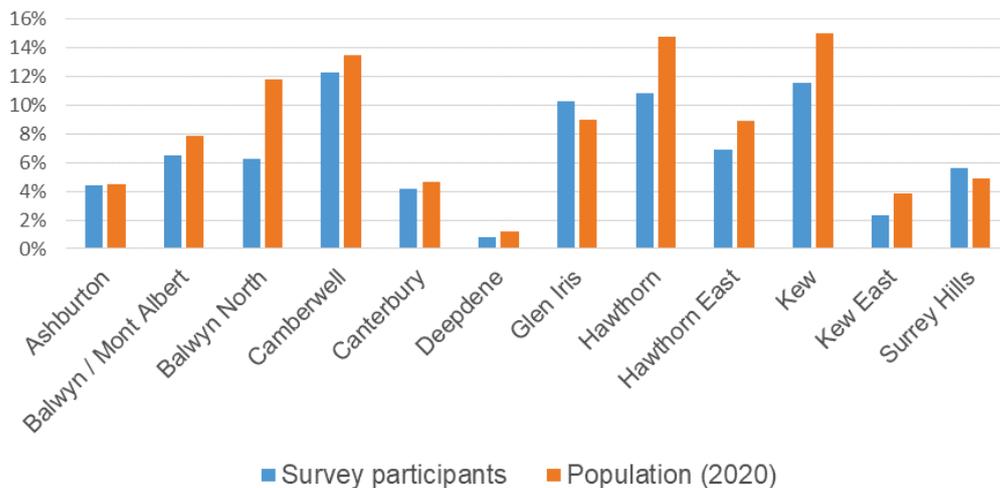


Suburb of residence

Just over eight out of ten respondents lived in Boroondara (82%). Suburb of residence generally aligned with the overall population by suburb however, residents from Balwyn North, Kew and Hawthorn were more likely to be underrepresented in the survey results compared to the overall population. Glen Iris residents were slightly over represented compared to the overall population. The table below details the suburb of residence of survey participants.

Suburb of residence	Percentage	Count	Total
Boroondara	82%	826	1,005
Other	10%	102	
Unknown	8%	77	

The following chart shows the suburb of residence of survey participants.



5.3 Library Usage

In the survey, respondents were asked about membership status, their main Library branch, and previous and anticipated usage of the Boroondara Library Service.

Results show that:

- Almost all respondents (99%) were Library members.
- Balwyn and Camberwell Libraries were the main branches among survey participants (22% and 20% respectively).
- Most have frequently used the Library Service over the past year and indicate that they will continue to do so into the next year.
- The majority of respondents (95%) indicate that they intend to use the Library Service in person, over the next 12 months.⁸

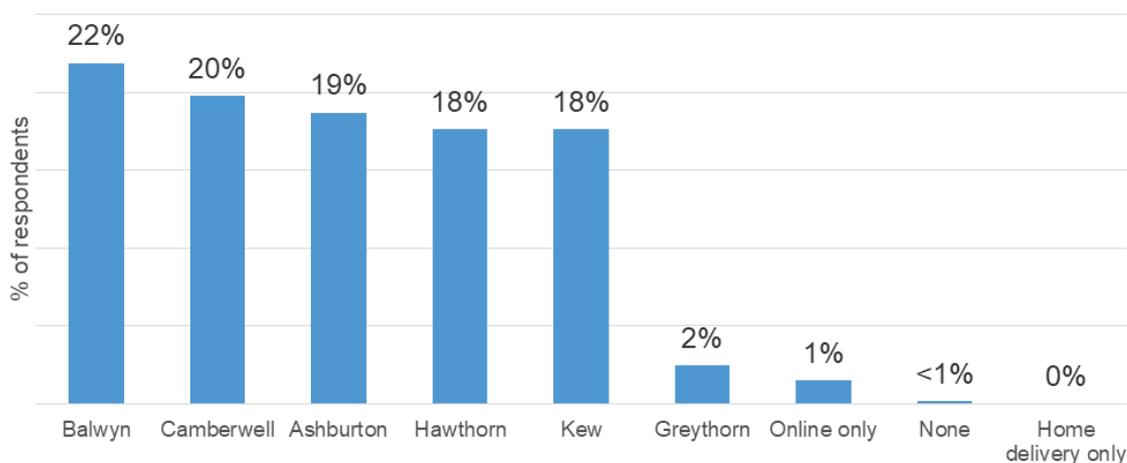
Library membership

Almost all respondents (99%) were members of Boroondara Library Service, as is shown in Table 4 below. This result is unsurprising, as the principal means of survey administration was through the Boroondara Library Service membership email list. The following table shows the breakdown of Library members.

Member	99%	990
Non-member	<1%	3
Unsure of membership status	<1%	1
Unknown	1%	11
Total	100%	1,005

Main Library branch

As can be seen in chart below, members cited using Balwyn (22%), Camberwell (20%), Ashburton (19%), Hawthorn (18%) and Kew (18%) Library branches the most. Although no respondents reported using ‘Home delivery only’, they may have used this service in conjunction with other Library branches or online services. The following chart shows the Library branches used by respondents.

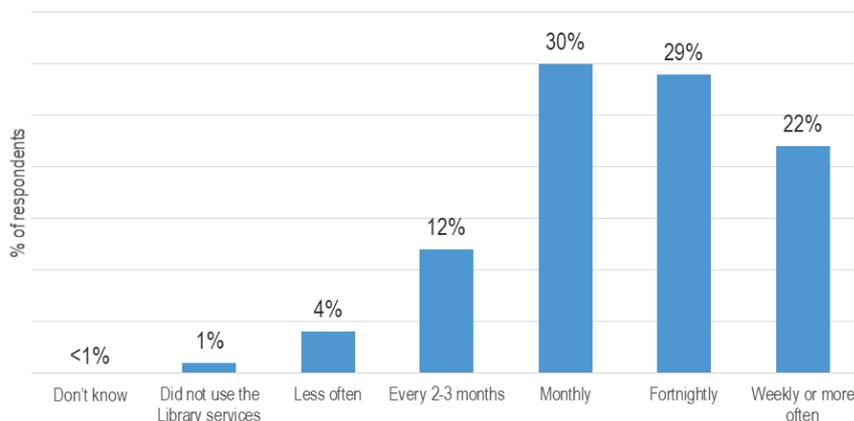


⁸ Combination of responses ‘In person’ and ‘In person and online’ to the question, ‘In the next 12 months, how do you think you will use Boroondara Library Service?’

Previous Use

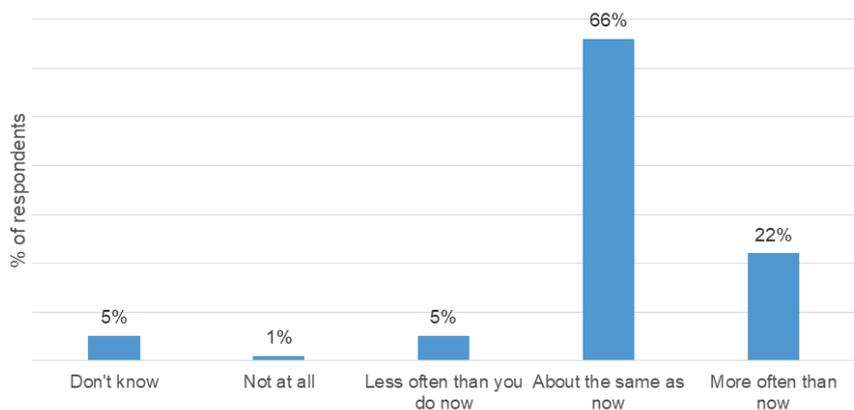
Over the past 12 months, 81% of respondents were using the Boroondara Library Service at least once a month⁹ and of this number 51% were using the services fortnightly, weekly or more.¹⁰

Very few people were visiting the Library Service ‘Less often’ than every few months (45 people) and only 15 people did not use the Library Service at all over the past 12 months. The chart below shows Library Service usage over the past 12 months (past usage)



Anticipated Use

Results for respondent’s anticipated future use of the Boroondara Library Service were extremely promising. 88% of respondents expect to continue using the Library Service either ‘About the same as now’ or ‘More often than now’.¹¹ Notably however, 6% of respondents (61 people) anticipated using the services either ‘Less often than [they] do now’ or ‘Not at all’.¹² A further 51 people (5%) did not know what their future usage would look like. The chart below shows Library Service usage over the next 12 months (future usage).



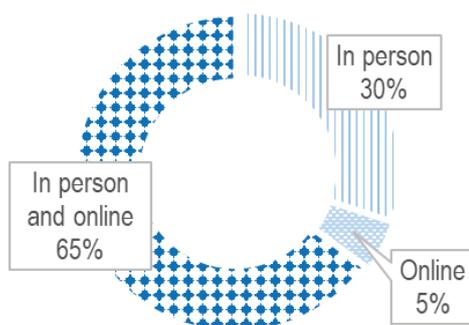
⁹ Combination of ‘Weekly or more’ (22%), ‘Fortnightly’ (29%) and ‘Monthly’ (30%).

¹⁰ Combination of ‘Weekly or more’ (22%) and ‘Fortnightly’ (29%).

¹¹ Combination of ‘About the same as now’ and ‘More often than now’ (66% and 22% respectively).

¹² Combination of ‘Less often than you do now’ and ‘Not at all’ (5% and 1% respectively).

Of the 1,005 respondents who participated in the survey, 95% (951 people) anticipate using the Library Service in person, over the next 12 months. This statistic comes from a combination of the results 'In person and online' (65%) and 'In person' (30%), which were responses to the question, 'In the next 12 months, how do you think you will use Boroondara Library Service?' The chart below shows the ways respondents anticipate using Library Service over the next 12 months (future usage).

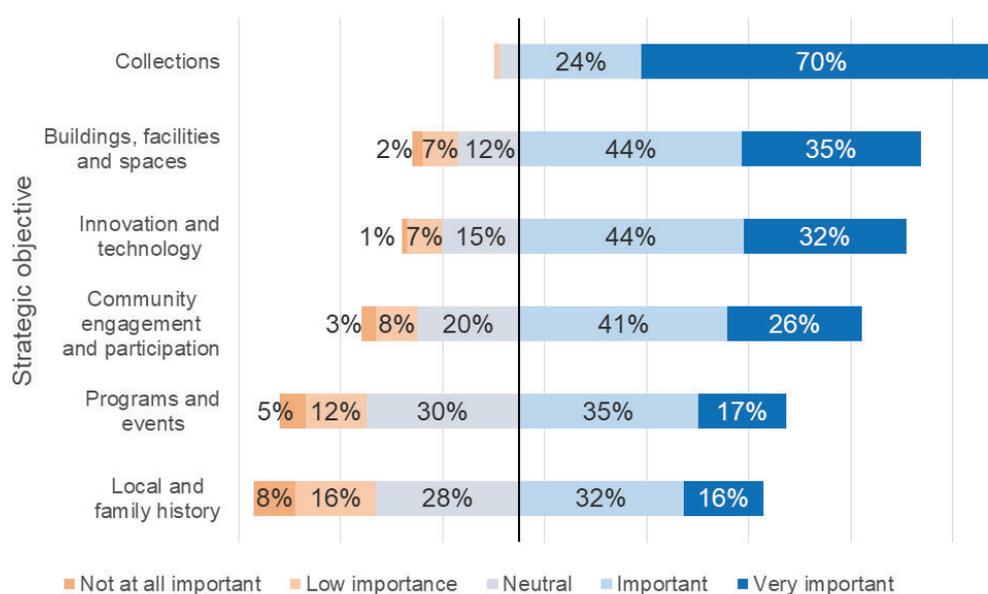


5.4 Feedback on Strategic Objectives

Respondents were then asked to rate – on a five-point scale from ‘Not at all important’ to ‘Very important’ – how important each of the Plan’s six strategic objectives were to them. The six strategic objectives are:

1. Collections
2. Buildings, facilities and spaces
3. Innovation and technology
4. Community engagement and participation
5. Local and family history
6. Programs, events and services.

Positive responses which include, ‘Important’ and ‘Very important’ are shown in blue to the right of the x-axis. ‘Neutral’ and negative responses including ‘Not at all important’ and ‘Low importance’ are shown in grey and orange (respectively) to the left of the x-axis. The chart below shows how important each strategic objective was to the total sample of respondents (1,005 people).¹³



It is clear from the distribution of sentiment on the graph that generally, participants found all six objectives to be important. ‘Collections’ were particularly important and were rated as either ‘Important’ or ‘Very important’ by 94% of respondents.¹⁴

When the categories ‘Important’ and ‘Very important’ are combined (indicating overall support for an objective), respondents also showed strong support for: ‘Buildings, facilities and spaces’ (79%), ‘Innovation and technology’ (76%), and ‘Community engagement and participation’ (67%).

While ‘Programs, events and services’ and ‘Local and family history’ tended towards a more neutral response, it is worth noting that the largest percentile of responses within these categories was still ‘Important’ (35% and 32% respectively).

¹³ Totals do not equal 100% as some responses were left blank and have been omitted from the graph for succinctness.

¹⁴ Combination of ‘Important’ and ‘Very important’ (24% and 70% respectively).

5.5 Verbatim comments

One open-ended question was included in the survey to allow participants to offer any further comments on the survey and the Boroondara Library Service. There were 407 comments provided relating to the overall Library Service and each of the Strategic Objectives as shown in the table below.

Strategic Objective	Number	%
General Boroondara Library Service	171	28%
Community engagement and participation	43	7%
Collections	220	36%
Buildings, facilities and spaces	97	16%
Innovation and technology	22	4%
Programs, events and services	47	8%
Local and family history	8	1%
Total	608	100%

Many comments received covered more than one topic so add to more than the number of original comments provided. The following is a summary of the verbatim comments received and a sample of relevant quotations.

The General Boroondara Library Service comments related to an overall positive experience with the Boroondara Library Service as well as the skill and expertise of Library staff. There were mixed experiences highlighted during the COVID-19 period (many of which were outside of the Boroondara Library Service's control) but predominantly positive experiences were cited.

"It's a wonderful service with very helpful & friendly staff who have done a sterling job over [the] pandemic."

"The individualized service, attention and community accessibility and events offered by Librarians and the Library space are as valuable as the availability and richness of the Library collections"

"I could not picture my life without a Library."

"I am looking forward to being able to attend the Library in person and browse the collection and then borrow items in person. I have always valued the Library Service very highly and I have missed it very much during stages 3 and 4 COVID19 lock down."

"I feel more than ever the Library is one of the important hubs of our community. Older people, students and children, find that the Library plays an essential role in their lives, and particularly since the lockdowns, this has become even more evident."

Under Community Engagement and Participation, being made to feel welcome, community, belonging and being with others were highlighted as key positive aspects of the Boroondara Library Service. A review of opening hours was requested which has been included as an action in the Plan.

"Places for all ages are needed, not just the very young and older people. What about families with teenagers who really need to be supported and engaged with others in the community."

"COVID-19 has meant that access to physical spaces and hard copy collections has been limited. While e collections have helped they are no substitute for physical buildings and collections. The social connections that Libraries provide for everyone need to be given

paramount importance in any Library Plan. The Library Plan needs to ensure that, going forwards, physical collections and buildings are not ditched in favour of on line collections and connections.”

“I think the [plan] pretty much summarizes what are people's expectations and Boroondara's steps towards a better service. All important things to consider have been taken into account, such as a modification of the service due to the uncertainty of the COVID-19 situation. It is not only a possibility but this is our current reality and I reckon the [plan] makes this clear that the Library Services are keen to evolve towards other media and services. I also notice that the Libraries work towards a creation of a space dedicated to passive use such as reading and study, and in my opinion it will strengthen the Library's popularity among different generations.

If I may add a personal opinion on the service provided, I must say that I am really amazed. I have moved in the neighbourhood in February and have regularly used the Library Services since. The collections are varied, staff members are always happy to help and find solutions. Libraries in Boroondara provides a strong hub through the different locations and access to knowledge as well as a sense of being part of a community. If I can suggest an idea, here it is: in addition to deliver books in a contactless delivery system, which is already great, it would be lovely to be able to return books in the same way, in a contactless manner (for the safety of the most vulnerable) to allow other members to read them. Thanks again for the amazing work from the Council and the Library members.”

Overwhelmingly the response to Collections was positive with suggestions provided for additional purchases in different collections and formats. Hardcopy books were highlighted as being very important and the importance of maintaining breadth and depth within the collection. Languages Other Than English (LOTE) collections, talking books, magazines, newspapers, large print, DVDs and CDs were specifically mentioned. Books requests and reservations were highlighted as being positive, as were the new book delivery and Bundle & Collect services (with no collection during Stage 3 and 4 restrictions) being offered during the COVID-19 period.

E-books were frequently mentioned for continued expansion as were continuing to have access to more audio books, e-magazines and various e-resources. Respondents cited different experiences with the use of e-books on their own devices with issues often linked to the app provider.

“My family and I love the Library. We are constantly borrowing books and reserving items. Life would not be the gleams without our local Libraries.”

“The Library Service is the best public service on offer within the State of Victoria! The staff are unfailingly polite and helpful, the collection is very broad-based and the conditions of entry excellent. Long may it continue.”

“On line book loans are very important to me, and the selection should be larger and more varied.”

“Far and away the most important resource for me is access to an extensive range of reading materials of all kinds. I prefer physical books but will access the electronic as required. I have been impressed by the reservation and delivery system implemented during COVID-19, it's been a life saver. I think it's very important that these services should remain the core provision and not threatened in any way by diversion of funds to the provision of "activities". However, if funding is available for both, my support would be for more informative lecture series such as those on science provided at Hawthorn Library, book clubs, perhaps foreign language conversation groups. In conclusion the Library Service is the most important service provided by the council after general services such as waste collection, etc.”

"Please keep physical books available to hire and also, the option of delivering physical books to home."

"In the COVID-19 era with Libraries shut it is hard to make comments or predictions about future use. However, I love the service the Libraries provide. I have used all the Libraries in Boroondara over the years, as I live close to 3 of them and within striking distance of the others. I value the renovations that have been done in the last decade and think the spaces are all useful and well designed. The online pivot has been excellent in COVID-19 and myself and my daughter use Borrow box frequently and value access to this service. Whilst we do not personally use the community language collections I think it is really important the Boroondara has invested in, for example the Chinese language collection and the French language collection as a responsive strategy to the community's needs. The Library as a "clearing house" for community information is also really important; and the events that are run for children are highly valued too."

Spaces were generally highlighted as being positive with specific branches mentioned. Noise was mentioned as an issue at different times of the day, depending upon the uses and user groups in the Libraries. Car parking was noted as an issue at some Library sites.

"Ashburton Library is a very well set out and easy to find books. Staff are very helpful. I miss going to the Library and browsing (we just have to get through these testing times). The ... plan looks interesting and should enhance our Library experiences."

"Those working on the development and implementation of the Boroondara Library Service Plan 2020-2025 are to be commended. All of the staff with whom I have had the good fortune to interact at the Hawthorn Branch are unfailingly helpful, patient people and the spaces are always presented in an inviting manner. I cannot imagine life without access to a wonderful institution as a Public Library, and Boroondara deserves to feel proud of all it contributes, via its Libraries, to support our community."

"Usually walk down to Greythorn Library [Lounge] everyday as part of very pleasant part of daily routine. Say hello to Librarians (nice people) browse the shelves then grab coffee in shop next door. Basically this is how I use the Library I hope this is of use. Looking forward to going back to it after COVID-19."

"When Kew Library is remodelled, the location of the disabled parking needs to be closer to the entrance. I found it a long way to walk from where I parked. I mostly use Balwyn Library as it is the closest, but sometimes I go to the other Libraries (Kew and Hawthorn) to look at their books in my area of interest. Of course these are in the catalogue, but looking at the print size is important to me. Also if the book is non-fiction (eg. for foreign language learning). I want to check that it is appropriate for my level of study. The staff at Balwyn Library are fabulous - always very helpful and well informed. I particularly enjoyed the session on language development last year."

"I often go to the Library for quiet reading/study. To me the Library should be somewhere quiet not somewhere for social events."

Innovation and technology were highlighted as being important particularly for those without access to technology as well as classes for those who are not confident with using technology. Suggestions were provided for the addition of maker spaces, 3D printing and technology lending.

“Technology has improved and this has been helpful during lockdown. I have also appreciated having books delivered to my home. I use the telephone service too and staff are always helpful with my queries. I am certainly looking forward to being able to visit Camberwell Library again I appreciate the Cafe too and meet friends there.”

“I think the printing service is a very important community offering and needs to be listed in the physical services list.”

“I value the helpfulness of the Library staff which are not mentioned here. I have mostly used the book and magazine collections rather than e-books which, when we can return to the Library, I want to learn about. The Kew Library has a very welcoming atmosphere which I value. The quality of the collection is outstanding. There was a time during house renovations that access to the computers was very important indeed to me. I appreciated the variety of times available to book these. The upgrade will be appreciated. While these comments are not all directly related to the survey, I wanted to give positive feedback to the staff at Kew Library and Boroondara Council about this great community asset.”

“I'd really love to see services like 3D printing and technology lending become available one day.”

Local and Family History was reaffirmed as being important including facilities and resources dedicated to this strategic objective.

“I am extremely pleased to see the inclusion of Local and Family History being given attention and inclusion.”

“I have always enjoyed using the Library and have done so in the many life stages I have had living in Surrey Hills: as a reader, a parent, a traveller and a researcher. Now that I am retired, I have been involved in family history events nearly every week and the resources that are available are fantastic. Given the social isolation of the pandemic, the online services of the Library have been fantastic. The Library Service is so much more than its resources. It is critical in terms of building a sense of community and belonging and being engaged with where you live and beyond. I love the variety of events that meet my needs as a reader, researcher and hopefully sometime in the future being a traveller. Thank you to all of the staff at this wonderful service.”

Programs, events and services received positive feedback supporting lifelong learning. Specific suggestions for alternatives and/or additions to the current offering for all age groups included author talks, book chats, story times, languages, technology, community information, arts, board games, environment, science, health, meditation and school holiday programs. There was feedback supporting the delivery of both physical and online program, events and services.

“The larger community space sounds helpful - I have returned to study and plan to study at the Library rather than at home. I will also bring my primary school daughter to more events.”

“COVID-19 has shown the importance of digital technology. Your online presence is wonderful. I worry about older Australians who are not familiar with digital technology and are living in isolation. The Connect program by the Australian Gov. is good but it needs someone sitting by your side to help. Continuing to offer technology courses when we get to the other side of COVID-19 will be important. Strategic Objective 6 is very important too. A full range of events and programs will help glue our local community together.”

“Increase online participation for talks, discussions and continue home delivery service. Consider upgrade of study spaces at Kew but maintain reading area in sunny spot overlooking Alexandra gardens. Continue to offer excellent children's services. Increase offers for teenagers and special interest groups.”

“Just a plea NOT to interfere with the valuable contribution a Library makes to the local community. More funds not less. Also perhaps some classes for the older people to remain agile and healthy.”

The verbatim comments provided have assisted to develop the Action Plan at the end of this document.

6. Strategic Objectives

6.1 Community Engagement and Participation

This is at the core of what we do. We want people to come to our Libraries to learn, share ideas and connect with other people.

Engagement and connecting people within the community, through all channels, is a core part of the Library's role. The Boroondara Library Service is a critical contact point for Council and partnership with other Council services. Connections with the Boroondara Library Service, community groups and agencies are essential to leverage the high level of community engagement in our Libraries. This happens both physically and virtually (digitally) and the Library provides a forum/medium for making this connection. Our personal Library customer service is delivered through a network of six Library branches. These are located in Ashburton, Balwyn, Camberwell, Greythorn (Balwyn North), Hawthorn and Kew. The Library branches operate across 7 days per week with a total of 335 open hours. The following table provides a breakdown of key branch statistics across the six branches in 2018/19:

	Ashburton	Balwyn	Camberwell	Greythorn (Balwyn North)	Hawthorn	Kew
Loans - Physical	429,012	591,543	403,009	49,167	340,768	404,797
Visits	182,957	212,784	352,600	37,767	176,388	192,215

The Boroondara Library Service website is highly utilised by the community to find information on Library collections, programs, services, events and news. The Service also has an active presence on Facebook, Twitter and Instagram and uses these social media channels to communicate with customers, members and the community in general. These are effective promotional tool for Library events, announcements and reader blogs providing recommendations on popular and interesting books.

6.2 Collections

Our collections – both physical and digital – are second to none. When people come to Boroondara Library Service, they have access to a high quality and contemporary offering.

The Boroondara community is passionate about literature – our people are prolific consumers of information in both the physical and digital formats. Our customers view the Library as a resource that is readily available for them to delve into to explore, find answers or discover a great book. Boroondara Library Service has one of the largest Public Library collections outside of the State Library of Victoria. Our collection profile has been reviewed over the past 4 years to reflect changing customer preferences, needs and demographics. A key change has been an increase in the number of e-books and a rationalisation of physical items held. This reflects both changing consumer needs and preferences but also the availability of physical shelf space in branches for physical resources.

Changes in the collection profile over the last 4 years are shown in the table below:

Collection Category:	2015/16:	2016/17	2017/18	2018/19
Physical items	482,677	460,094	432,794	438,773
E-books	20,786	22,363	27,986	28,798
Total:	503,463	482,457	460,780	467,571

The Boroondara Library Service provides environmental benefits through the shared economy of book borrowing and thus reduces the quantity of books that need to be printed for the community to read.

The COVID-19 period has seen more community members sign up online as well as increase their usage of e-collections (e-books and e-audio) and e-resources (available 24/7).

With the surge in online borrowing, the Boroondara Library Service took up e-books with concurrent loans on popular titles. This proved to be very popular with our members who no longer had to wait for a specific title to become available. As more of our Library members move to e-collections, opportunities such as customer driven selection for e-books and e-audio will continue to be explored and implemented. There is an exciting opportunity ahead to seek increased usage of electronic collections and encourage those who were previously reluctant to move from hard copy books to e-books and e-audio. These members are now exploring what is digitally available and how to access these resources as a result of COVID-19.

The new bundle and collect service has proved to be very popular with our Library members and book deliveries for those Boroondara residents who are unable to come to our Libraries has been essential for the more vulnerable members of our community.

Collection Development Policy:

Boroondara Library Service has a Collection Development Policy. This policy provides a framework and guidance to staff in the execution of all collection management decision-making. Under the policy, materials/resources considered for selection must satisfy one or more of the following general criteria of qualifications:

- Current or potential interest relevance or significance to the community;
- High standards of quality in content, expression and accuracy;
- An Australian work, written by a person born or residing in Australia, or set in Australia;
- Fills a gap in, complements, or supplements the existing collection;
- High physical and technical standard, taking into account format, durability over multiple borrowings, size, binding, audio and visual quality;
- Materials not readily available elsewhere;
- Does not duplicate material available in local educational institutions;
- Special local, social or historical significance;
- Attention and interest of critics, reviewers or public; and
- Reasonable price, appropriate to the resource and balanced against usage.

Culturally and Linguistically Diverse (CALD) Services:

Providing a quality service to the CALD communities of Boroondara is another core commitment of the Boroondara Library Service. All collections, including CALD collections are regularly reviewed, taking account of changes to our demographic profile and loan/usage patterns. Online resources and e-books are also reference resources in CALD languages, with current news and information immediately available.

Little Libraries

Little Libraries allow community members to share books amongst themselves. Some are already popping up in Boroondara. The Little Library is a simple book swap concept - they are filled with books so that anyone can stop by and collect a book or two. Once these books have been read they are returned for others to take and read. The installation of Little Libraries encourages an interest in reading by making books more accessible in different locations in the community. Boroondara Library Service is keen to facilitate book sharing and swapping through Little Libraries as part of Placemaking¹⁵ across the City.

¹⁵ Placemaking is a hands-on approach to creating places for the health and wellbeing of our community. It involves re-imagining spaces to create vibrant, memorable and social places where people feel a sense of belonging.

6.3 Buildings, Facilities and Spaces

Our Library buildings and spaces are a core part of our offer. We have a range of spaces with a different use and theme. There are areas for quiet, reflective reading and also more active spaces for connecting, doing things and sharing ideas.

The physical places and spaces offered in our six Libraries are pivotal in making a high quality service offering. The physical space creates the opportunity to make an environment for people to come into and feel at home and comfortable - the community lounge room. In a post COVID-19 world, spaces require social distancing, cleaning regimes and barriers for customer safety but these measures make it difficult to create a sense of comfort. However, all of our Libraries have been designed with flexibility in mind, which sets the physical spaces up well for a future post COVID-19 world.

The service offered by the Library extends well beyond the literary, reading and program services for members. The Library is also a space where anyone can visit to sit, reflect, rest or just to be somewhere with others. A Library is often referred to as the last place anyone can go where there's no expectation of a transaction. Visitors can come in and be confident they will be welcomed.

Visitors can browse the collection, read newspapers and magazines, attend Library programs, use quiet or collaborative study spaces or simply relax in the comfortable environment of their local Library. Some visitors to the Library Service choose not to register as a member and use the Libraries as an extension of their home, sometimes staying for hours to use the resources and stay warm or cool.

This means the Library Service needs to offer a variety of spaces of high quality/amenity within each of our Libraries. There are quiet, reading and study spaces as well as separate rooms and spaces for more active and engaging parts of our programs. Increasingly, Libraries are becoming spaces for people to not only engage but to express their own creativity and this is leading to active working and 'creator spaces' emerging in Libraries.

Balwyn Library Redevelopment:

A major redevelopment of the Balwyn Library was completed in March 2018 at a cost of \$8.9 million. The project received a commendation under the Australian Library and Information Association (ALIA) Design Awards.

The Balwyn Library is a heavily used branch by seniors, retirees, secondary students, families and people living in single households. It is a daily point of social connection for these users in addition to free public events and an extensive Home Library Service. Families with preschool children are serviced with weekly programs and it has an extensive and well used junior collection.

In the newly redeveloped space, there is a larger study area, five technology enabled study rooms and a first floor open study space to accommodate students attending nearby high schools. Young people and students appreciate the relaxed feel of the atrium and teenage areas which have multiple points for power and USB connectivity.

The Chinese collection caters to the 13% of Balwyn residents who are born in China and a Mandarin/English story time. The wide aisles and welcoming casual seating allows for complete access by group visits from the nearby aged care facilities and disability services.

Greythorn Community Hub:

The Greythorn Community Hub was opened in September 2018 after construction at a cost of \$17.1 million. This project won the 2020 Award for Excellence in the 'Community Assets and Infrastructure Initiatives (projects over \$2 million)' category at the Local Government Professionals (LGPro) Awards. The award recognises council initiatives which maximise benefits to the community and showcase partnerships in the development and management of new community assets.

The Greythorn Community Hub provides the local community with a one-stop destination to access valuable services, programs and activities. It is home to a Library Lounge, neighbourhood house, maternal and child health service and childcare centre. In 2018/19, the Greythorn Library Lounge served 37,767 visitors.

Kew and Hawthorn Redevelopments (Planned):

We need to plan for the upgrade and refurbishment of each of our facilities well in advance to ensure our Library spaces remain of high quality, fit-for-purpose and contemporary. In future years, plans are in place for redevelopments of the Kew and Hawthorn Libraries. Indicative dates have been flagged in Council's Long Term Financial Plan for these redevelopments with Kew Library scheduled to commence in 2022/23 and conclude construction in 2025/26 and Hawthorn Library scheduled to commence in 2024/25 and conclude construction in 2026/27. It should be noted that when Council considers each annual budget, it also reviews funding available for capital projects in the Long Term Financial Plan at that time.

This extension of the Library to be the 'community lounge room' or the third place, has been recognised within the Council Heatwave Plan with the Libraries being a key point to display heat health messages, distribute fact sheets and act as a recommended cool place for the community.

Community Meeting Rooms

Meeting rooms are available at all Library sites for groups to connect and collaborate with each other. Rooms are of different sizes to cater for both small and large groups. These rooms are particularly popular with local community groups and some small businesses. It is likely that these spaces will become more popular as the full effect of the COVID-19 pandemic is known, as many businesses may operate differently in the future. Boroondara Library Service will partner with local businesses and continue to respond to local commercial needs as they evolve.

6.4 Innovation and Technology

Technology is the modern enabler of access to the information 'super highway'. It opens the door to a whole world of resources for the people of Boroondara. We help people navigate their way through the use of various technology.

The way in which the Library Service engages with the community has changed enormously over the past decade. The digital age means it is no longer confined to borrowing of physical items and personal visits. The proliferation of social media channels, the 24/7 news cycle, vast improvements to search technologies and the onset of a general information 'immediacy' age means Libraries have many more opportunities to reach the community.

In this context, it is critical for a major Public Library Service, such as Boroondara Library Service, to remain at the forefront of technology, innovation and digital services.

The COVID-19 period has seen more community members sign up online as well as increase their usage of e-collections (e-books and e-audio) and e-resources (available 24/7). This period of time has demonstrated the need to enable the delivery of high quality online and livestreamed events and videoed story times for our local community.

6.5 Local and Family History

Local and family history is all our local stories. It's a key part of the Library's role to be part of its preservation and also its telling.

The communities throughout the City of Boroondara have a rich history. The Library plays a key part in working closely with local community-based historical societies to discover, conserve and celebrate our local stories. The Library also has a key role to play in making the rich resource of our local stories more easily available and accessible to the community.

Library staff assist community members by providing expert advice when seeking to navigate the plethora of hard copy resources or online channels. Whether researching family origins, the area where they lived or who else might have lived in a house or street, the Library offers a wide range of resources to begin a voyage of discovery.

The Library is also the custodian of a significant collection of photographs that depict our local history. These are accessible through the Library's on-line photography collection.

An initiative being pursued by Boroondara Library Service is to establish permanent 'homes' and heritage centres for the local Boroondara historical societies.

The COVID-19 period has demonstrated the need for accessible online local and family history resources and the opportunity to bring these resources to life in the online world.

6.6 Programs, Events and Services

The Library is now an active, engaging, creative space: it's a place where you go to learn, talk, engage, hear new ideas and do things.

Programs and Events:

Boroondara Library Service offers a wide range of activities, events and programs to the community. Being an active and engaging Library Service with things always going on in the Library, this is a core part of the service offered to the community.

The types of activities and programs offered are relevant to meet the reading, learning interests and general interest needs of different community cohorts. They include regular Library activities such as story times (for children of different ages), author talks, book chats, technology workshops, community lectures and cultural activities. Other programs foster community engagement and provide opportunities for people to connect and learn in a safe comfortable space.

The Boroondara Library Service is also active in partnering with local organisations and community groups to run events and programs like the Boroondara Literary Awards with the Balwyn Rotary Club, The North Balwyn RSL book and the *What If...?* program with Swinburne University. The Library also works closely with community and educational organisations including neighbourhood houses to deliver various other services to the community that support social inclusion, lifelong learning and a love of reading. These partnerships are highly valued by the Boroondara Library Service and will continue to be important for delivering exceptional events and programs for our community into the future.

Having programs, activities and events reflects the fundamental idea that a Library is the place where everyone can engage with new ideas and learn. These take the form of activities and events that relate to literature and the collection (author talks, books chats etc.) but also on broader social issues and trends that are of community interest.

Key programs and activities that are offered include:

- Author talks and book clubs
- Children's story times and programs
- After school clubs
- Technology workshops
- Local and family history workshops
- English and other language programs
- Presentations on topics of interest
- School holiday activities and events

The COVID-19 period has seen more community members accessing online and live streamed events and videoed story times.

Home Library Service:

The Boroondara Library Service provides services that extend beyond its physical branches. We have a Home Library Service that reaches out those in the community who are aged or for whatever reason lack the mobility required to visit branches.

The Home Library Service (HLS) delivers individual selections direct to the homes of customer residents via a network of 45 volunteers. In 2018/19, the HLS accounted for 33,228 loans to customers which is an average of 1,280 per fortnight to 250 clients.

Volunteers are key to the HLS and without them, there wouldn't be the friendly, personal face to deliver the books and create a sense of connectedness. Through this service, the volunteers help reduce social isolation of the less mobile and vulnerable people in our community.

During the COVID-19 period, book deliveries for those Boroondara residents who are unable to come to our Libraries have been essential for the more vulnerable members of our community.

7. Action Plan

The following action supports the delivery of the Strategic Objectives in the Plan over the next 5 years. Future demographics, analysis and research of future trends as well as community consultation have assisted to develop the following Action Plan.

No.	Action	2020/21	2021/22	2022/23	2023/24	2024/25
Strategic Objective 1: Community Engagement and Participation						
1.1	Review and respond to feedback from Library customers to continually improve our services.	✓	✓	✓	✓	✓
1.2	Partner with other Council services, community groups and agencies to leverage the high level of community engagement in our Libraries.	✓	✓	✓	✓	✓
1.3	Undertake a community awareness campaign to promote Library collections, services and activities/events to all demographic groups within the community.	✓	✓	✓	✓	✓
1.4	Conduct a review of Library fees and fines.	✓				
1.5	Explore opportunities to improve the customer experience by increasing accessibility to the collection, technology, programs and services and implement as appropriate.	✓	✓	✓	✓	✓
1.6	Collate and provide community information in a variety of formats that are tailored to the needs of specific and discrete Library user segments.	✓	✓	✓	✓	✓
Strategic Objective 2: Collections						
2.1	Promote a love of reading and improve literacy through reader development activities and provide and extensive reader advisory service.	✓	✓	✓	✓	✓
2.2	Review and improve access to collections in various formats in order to meet changing community demand.	✓	✓	✓	✓	✓
2.3	Leverage the uptake of e-books and e-audio as a result of COVID-19 by continuing to increase the size and quality of the digital collection through our 24/7 Library Service.	✓	✓	✓	✓	✓
2.4	Review and improve collections in languages other than English, in line with changing community demands, demographics and expectations.	✓	✓			

No.	Action	2020/21	2021/22	2022/23	2023/24	2024/25
2.5	Build high quality collections in all a variety of formats including hardcopy, electronic and audio books - both fiction and non-fiction, magazines, periodicals, music and movies.	✓	✓	✓	✓	✓
2.6	Explore and implement opportunities for customer driven selection of collections in a variety of formats.	✓	✓	✓	✓	✓
2.7	Partner with traders, community groups and community members in support of book sharing and building community connections, for example Little Libraries, second hand book sales etc.	✓	✓	✓	✓	✓
Strategic Objective 3: Buildings, Facilities and Spaces						
3.1	Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences.			✓	✓	✓
3.2	Undertake preparation for the redevelopment of Hawthorn Library to create contemporary and integrated Library experiences.					✓
3.3	Review opening hours of all branches to ensure a full and balanced service to the community.		✓			
3.4	Review and improve Library spaces and services with a focus on ensuring learning, inspiration and creativity opportunities for all Library users at various stages and abilities in life.	✓	✓	✓	✓	✓
3.5	Continue to evolve Library spaces and respond to technology changes and local community needs.			✓		
Strategic Objective 4: Innovation and Technology						
4.1	Review and improve Library technology to maintain currency and ensure ease of use.	✓	✓	✓	✓	✓
4.2	Enhance the technology, systems and infrastructure of the Library to enable customers to optimise the use of their own devices.	✓	✓	✓	✓	✓
4.3	Reduce the digital divide by assisting people to improve their digital literacy.	✓	✓	✓	✓	✓
4.4	As technology changes facilitate experiences with emerging technology in our Libraries.	✓	✓	✓	✓	✓

No.	Action	2020/21	2021/22	2022/23	2023/24	2024/25
Strategic Objective 5: Local and Family History						
5.1	Promote a love of history and heritage by preserving and sharing our local and family history collection with the community.	✓	✓	✓	✓	✓
5.2	Partner with local historical societies to create dedicated spaces and facilities to house local history collections and make them accessible to the community.	✓	✓	✓	✓	✓
5.3	Undertake an assessment of all Library-held local history materials and identify and implement ways to make them more accessible to the community.	✓	✓			
5.4	Engage volunteers in the community to identify and make accessible the local and family history resources within the community.		✓	✓	✓	✓
Strategic Objective 6: Programs, Events and Services						
6.1	Identify opportunities to improve Library programs, activities and events, by delivering contemporary programming that promotes a love or reading, lifelong learning, increases social inclusion and builds community connections.	✓	✓	✓	✓	✓
6.2	Explore opportunities to introduce writing, collaboration and community writing programs.		✓	✓		
6.3	Explore opportunities to encourage and promote the use of Library spaces for student collaboration and study, particularly during exam study periods.	✓	✓	✓	✓	✓
6.4	Provide access to technology and training in the Libraries for jobseekers in seeking work, in partnership with relevant Council departments and community service organisations.	✓	✓			
6.5	Partner with local community groups and individuals to develop and deliver new programs and events that address/respond to broad and current social issues and topics.	✓	✓	✓	✓	✓
6.6	Partner with educational institutions including kindergartens, primary schools, high schools, universities, neighbourhood houses, U3As etc. to foster an appreciation of lifelong learning.	✓	✓	✓	✓	✓

No.	Action	2020/21	2021/22	2022/23	2023/24	2024/25
6.7	Develop and implement programs and activities in languages other than English.	✓	✓	✓	✓	✓
6.8	Acknowledge and celebrate diversity and culturally significant days through displays and story time sessions at the Libraries in collaboration with relevant Council departments and community service organisations.	✓	✓	✓	✓	✓

8. Review of this Plan

The purpose of this Plan is to provide strategic direction and guidance and the direction for day-to-day operation of the Library and delivery of services. The Plan will be reviewed at a minimum, annually and updated at its conclusion in 2025.

MINUTES ATTACHMENTS



Services Delegated Committee

Monday 14 September 2020

Attachments as annexed to the resolution:

3.2 Draft Children and Young People Action Plan

Draft Children and Young People Action Plan

Responsible Directorate: Community Development
Authorised By: Council
Date of Adoption: <Date>
Review Date: 2025
Plan Type: Council

Table of contents

1. Executive Summary - Message to our Community	3
2. Introduction	4
2.1 Our Vision for Children and Young People in Boroondara	4
2.2 Corporate framework.....	4
2.3 The Nest Action Agenda.....	6
3. Creating the Children and Young People Action Plan	9
4. Background	10
4.1 Community Profile	10
4.2 Boroondara Children and Young People - Health and Wellbeing	15
5. Policy Context	21
5.1 International.....	21
5.2 National	21
5.3 State	21
5.4 Local.....	22
6. Key Achievements of Boroondara’s Children and Young People’s Strategy 2015-2019	23
6.1 What we have achieved so far	23
7. Key Findings from the Boroondara Community Plan 2017-27	26
7.1 Snapshot Summary	26
7.2 Findings by BCP theme.....	27
8. Community Engagement	29
8.1 Snapshot summary of 2020 community engagement.....	30
8.2 What did children, young people, parents/caregivers and service providers in Boroondara tell us?.....	31
8.3 Emerging issues and opportunities.....	34
9. Implementation and Evaluation	40
10. Accountabilities	40
11. References	40
12. Related Documents	40

1. Executive Summary - Message to our Community

Children and young people are tomorrow's future leaders, workforce participants and parents. Investing in this age group is vital to ensure they grow and develop to be thriving, happy, healthy adults. Representing approximately one third of the Boroondara community, children and young people are an important cohort that need to be nurtured and supported to meaningfully contribute and participate in the community.

Council is committed to listening to children, young people and parents/caregivers across Boroondara and representing their needs and aspirations in future commitments. In 2017, Council adopted the Boroondara Community Plan 2017-27 (BCP) which was developed following extensive community consultation, eliciting over 11,845 responses. The BCP 2017-27 forms Council's strategic direction and is the foundational framework for this draft Children and Young People Action Plan (the draft Plan).

In early 2020, Officers conducted additional community consultation with children, young people, parents/caregivers and service providers to build on and enhance the learnings from the BCP regarding what is important to them. A number of different methods were used including surveys, focus groups and creative drawing activities to help define the priority areas for action across this life stage.

This consultation identified children place a high level of importance on caring for the environment and having strong relationships with their families and friends. It also showed that young people in Boroondara are passionate about participating in the community. Despite this, mental health, including increasing levels of psychological distress, social isolation and loneliness still remains a significant issue facing the 0-25 years' age group. Building the resilience of children and young people is vital, and Council is committed to strengthening existing partnerships, and building new connections with key partners and agencies to respond to these issues.

Council's commitment to supporting children, young people and their families will continue to be a priority as demonstrated through the development of the draft Plan.

Cr Cynthia Watson
Mayor of Boroondara, 2020.

2. Introduction

2.1 Our Vision for Children and Young People in Boroondara

The Children and Young People Action Plan (the draft Plan) supports the vision of Council's key strategic document, the Boroondara Community Plan 2017-27 (BCP), for '*A vibrant and inclusive city, meeting the needs and aspirations of its community*'.

The vision of the draft Plan is to strive towards a city where children and young people are valued, happy, healthy and safe and actively participate in our community.

Why 0-25 year olds?

The draft Plan recognises the importance of the 0-25 years' life stage as a critical time in an individual's life where a period of rapid growth and development occurs. It is widely acknowledged amongst national and international evidence that the brain is constantly developing from birth and through into adulthood. Healthy brain development requires caring and supportive family relationships, and a range of engaging and stimulating learning experiences. Access to universal services and additional supports can help to optimise development. Early intervention is paramount to preventing long term consequences and delays in developmental milestones.

Council is committed to supporting children, young people and their families through taking a holistic approach that considers their social, emotional and physical development across the first 25 years of life and beyond. The previous Children and Young People Strategy 2015-19 recognised the importance of addressing the needs of children and young people (0-25 years) collectively in one strategy, acknowledging the journey that families experience as their children grow into young people and then into adults. This approach is important as it allows children, young people and their families to be supported through the various transitions experienced during this time. Addressing the 0-25 years' life stage in one plan also allows Council to incorporate the needs of children in the middle years' (9-12), which are often not addressed or incorporated into younger or older years' plans.

Council plays an integral role in supporting children, young people and families by providing high quality facilities, services and programs that enhance health and wellbeing. By providing a range of health, learning, cultural and environmental experiences, Council strives to contribute to positive development of children and young people.

The draft Plan will focus on delivering on the needs and priorities of Boroondara's children and young people, and their families.

2.2 Corporate framework

As shown in Figure 1, the BCP, which incorporates the Municipal Public Health and Wellbeing Plan, is Council's key strategic document and describes the 10-year vision and priorities. It guides Council's decision making, and directly informs the Council Plan including the Strategic Resource Plan, annual commitments and strategic indicators, the Municipal Strategic Statement and Council's strategies, plans and policies.



Figure 1: Boroondara Corporate Planning Framework

The BCP is structured around seven priority themes with supporting strategic objectives which are outlined below. The draft Plan is informed by these themes.

- **Your Community, Services and Facilities**

Strategic Objective 1: Community services and facilities are high quality, inclusive and meet a variety of needs now and into the future.

- **Your Parks and Green Spaces**

Strategic Objective 2: Inviting and well-utilised community parks and green spaces.

- **The Environment**

Strategic Objective 3: Our natural environment is healthy and sustainable for future generations.

- **Neighbourhood Character and Heritage**

Strategic Objective 4: Protect the heritage and respect the character of the City to maintain amenity and liveability whilst recognising the need for appropriate, well-designed development for future generations.

- **Getting Around Boroondara**

Strategic Objective 5: Travel options that are connected, safe, accessible, environmentally sustainable and well-designed.

- **Your Local Shops and Businesses**

Strategic Objective 6: A vibrant local economy and shops that are accessible, attractive and a centre of community life.

- **Civic Leadership and Governance**

Strategic Objective 7: Ensure that ethical, financial and socially responsible decision making reflect community needs and are based on principles of accountability, transparency, responsiveness and consultation.

The draft Plan will also contribute toward the following health priorities of the BCP

- promoting mental health and social connection
- promoting active living.

The draft Plan plays an important role in guiding Council to ensure the interests and needs of children, young people and their families are considered in the planning, design and delivery of Council facilities, services and programs.

2.3 The Nest Action Agenda

The Nest Action Agenda (The Nest) is an evidence based framework developed by the Australian Research Alliance for Children and Youth (ARACY), which aims to improve the wellbeing of children and youth aged under 25 years of age. It outlines a shared vision for Australia's children and youth where:

“All young people are loved and safe, have material basics, are healthy, are learning and participating and have a positive sense of identity and culture.”

This vision applies to all Australian children and youth, regardless of age, gender, ability, ethnicity, race and socioeconomic status. The Nest incorporates six domains highlighted in Figure 2, which help to contribute towards a thriving child or young person. These include being loved and safe, the provision of material basics, being healthy, learning, participation and having a positive sense of culture and identity.



Vision All children and youth are loved and safe, have material basics, are healthy, are learning and are participating and have a positive sense of culture and identity.				
Measured by Australia being consistently placed in the top third of OECD countries for comparable indicators of child and youth wellbeing, with the target of 50% of indicators in the top third by 2025 (currently 26%)				
Loved and safe	Material basics	Healthy	Learning	Participating
Positive, supportive family environment	Material wellbeing	Healthy birthweight	Early childhood education participation	Youth feeling able to have a say
Positive parenting practices	Income equality	Immunisation rates	Reduced early childhood developmental vulnerability	Voting enrolment
Positive, trusted peer relationships and communication	Parental employment	Nutrition, activity and healthy weight	Parental engagement in child learning	Use and engagement of technology and social media
Community safety	Youth in employment/training/education	Healthy physical development	Performance in English, Maths and Science (at Year 4 and 15 years)	Involvement in organised activities
Children not placed in care	Internet access	Dental health	School retention rates	Membership of social, community, or civic groups
Youth not in detention	Educational possessions	Good mental health	Youth participation in education	
	Housing amenity and stability	Reduced injury deaths		
		Reductions in teenage pregnancies		
		Reduced substance use		
		Reduced youth violence		
Positive sense of culture and identity				

Figure 2: The Nest Action Agenda

Source: Australian Research Alliance for Children and Youth (ARACY). (2014) The Nest action agenda: Improving the wellbeing of Australia’s children and youth while growing our GDP by over 7%. Canberra. ARACY.

The Nest is a well-renowned framework utilised by other local and state governments across Australia to help inform service planning for children and young people. Council recognises this and will utilise The Nest as a guiding lens towards the development of actions that contribute to thriving children and young people in Boroondara.

A description of each domain including why it is important can be found in Table 1.

Being loved and safe	Being loved and safe embraces positive family relationships and connections with others, along with personal and community safety. Children and youth who are loved and safe are confident, have a strong sense of self-identity, and have high self-esteem. They form secure attachments, have pro-social peer connections, and positive adult role models or mentors which are present in their life. Children and youth who are loved and safe are resilient: they can withstand life's challenges, and respond constructively to setbacks and unanticipated events.
Having material basics	Children and youth who have material basics have access to the things they need to live a 'normal life'. They live in adequate and stable housing, with adequate clothing, healthy food, and clean water, and the materials they need to participate in education and training pathways.
Being healthy	Healthy children and youth have their physical, developmental, psychosocial and mental health needs met. They achieve their optimal developmental trajectories. They have access to services to support their growth and development, and have access to preventative measures to redress any emerging health or developmental concerns.
Learning	Learning is a continuous process throughout life. Children and youth learn through a variety of formal and informal experiences within the classroom and more broadly in their home and in the community. Children and youth who are learning participate in and experience education that enables them to reach their full potential and maximise their life opportunities.
Participating	Participating includes involvement with peers and the community, being able to have a voice and say on matters and, increasingly, access to technology for social connections. In practice, participating means children and youth are supported in expressing their views, having their views taken into account and they are involved in decision-making processes that affect them.
Positive sense of culture and identity	Having a positive sense of culture and identity is central to the wellbeing of children and youth, and is particularly important for Aboriginal and Torres Strait Islander and other culturally and linguistically diverse (CALD) children and youth. This outcome includes having a sense of spiritual wellbeing. It underpins and is fundamental to the other Nest child and youth outcomes areas, with appropriate measures of a sense of culture and identity to be developed.

Table 1: The six outcomes of The Nest

Sourced from page 5 of "The Nest Action Agenda - Improving the wellbeing of Australia's children and youth while growing our GDP by over 7%" by (ARACY, 2014).

3. Creating the Children and Young People Action Plan

The development of the draft Plan involved a number of steps outlined below.

Stage 1: Review and Plan

A review of the Children and Young People's Strategy 2015-19 was undertaken and found all actions were implemented and a number of key achievements were made. These achievements are detailed in Section 6 of the draft Plan.

Officers developed a plan to ensure all relevant stakeholder groups were consulted through the process in order to receive rich qualitative data. Council's key strategic document, the BCP, informed by the view of nearly 12,000 residents was used as the framework for producing action areas for the draft Plan.

Stage 2: Understanding the Context

Officers undertook benchmarking of socio-demographically similar and neighbouring Councils' children and young people plans and strategies. The Councils included in the benchmarking were Cities' of Stonnington, Bayside, Glen Eira, Banyule, Manningham, Monash, Whitehorse and Yarra. Benchmarking reaffirmed Council's life stage approach, i.e. 0-25 years', towards the development of the draft Plan.

Desktop research was performed to produce an updated community profile for the 0-25 years' age cohort. This profile included a range of sociodemographic and health and wellbeing statistics. During this stage, a policy review was conducted to source recently published directives or guidelines from the International, National, State and local levels pertaining to children, young people and families. As The Nest comprehensively addresses health and wellbeing of children and young people, it was therefore included as a lens over the BCP 2017-27 in developing the draft Plan.

Finally during this stage, Officers undertook an analysis of the BCP 2017-27 engagement data for parents of children aged 12 years or less and also for young people aged under 15 years and between 15-24 years of age. This analysis informed the creation of the community engagement plan supporting the development of the draft Plan.

Stage 3: Community Engagement - Design and Development

Undertaking in-depth engagement with children and young people was considered a key requirement of the engagement process, and consequently an emphasis was made to ensure qualitative methods were employed to elicit responses. A community engagement plan was developed and implemented between January to April 2020. It involved a number of different activities described in in Section 8.

Stage 4: Action Development

Following community engagement and analysis of the data, Officers began collaborative discussions to ensure a whole of Council approach was adopted to producing actions. Officers also met with service provider agencies through Advisory Committee meetings to review engagement results and discuss future actions. The actions can be found in the Implementation Plan attached.

4. Background

4.1 Community Profile

4.1.1 Population

The City of Boroondara Estimated Resident Population in 2019 was 183,199 residents. The total population is expected to grow to 190,352 by 2025.

At the last Census count in 2016, the population of children and young people, aged 0-25 years in Boroondara was 60,813, representing 34% of the total population. The proportion of children and young people is expected to increase to 63,356 in 2025 representing 33% proportion of the total forecasted population. There are also a number of children and young people who travel into Boroondara to study or work on a regular basis.

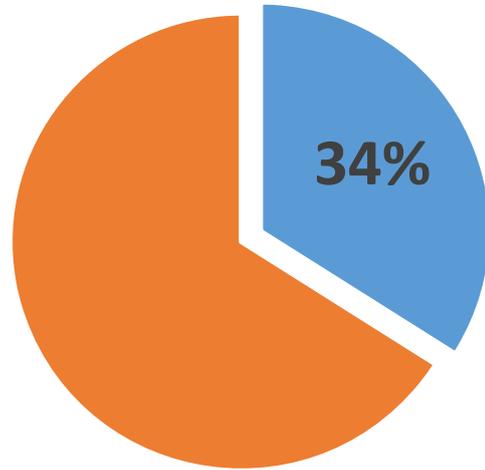


Figure 3: Population proportion of 0-25 years' age group in comparison to the total Boroondara population.

Service age groups, developed by .id Consulting are used in planning to estimate the demand for services during different life stages, and to understand how demand for certain facilities and services changes as the population changes. Figure 4 shows the breakdown of each service age group in Boroondara. Young people, i.e. secondary schoolers and tertiary education and independence compromise 60% of the population aged 0-25 years'.

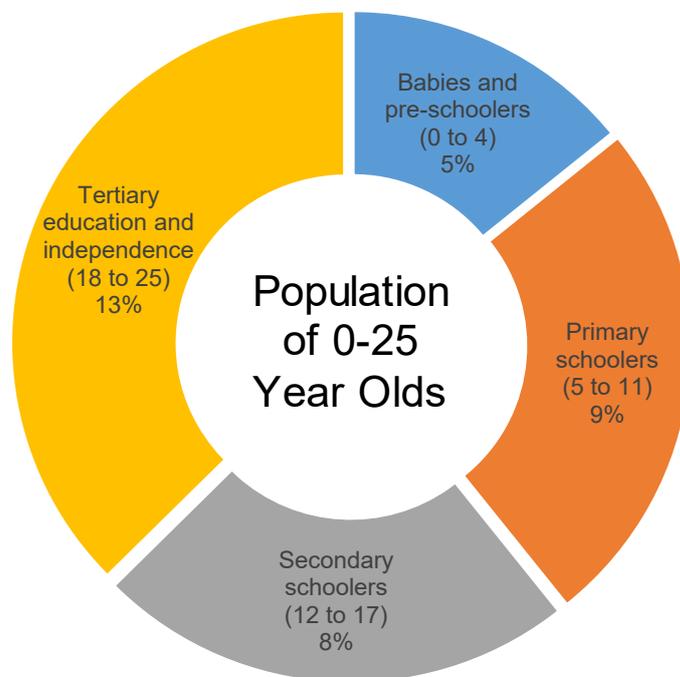


Figure 4: City of Boroondara population 2016 (0-25 years') (Age group as percentage of total Boroondara population in brackets)

Population forecast data from 2020 demonstrates since 2016, there has been a slight increase (1%) in the proportion of secondary school aged young people (12-17 years) across Boroondara. The growth in this service age group is expected to remain constant to 2025, while a 3% increase is expected in the 18-25 years' service age group. As the population of young people increases, it will be important to provide services to meet growing demand.

Figure 5 illustrates how the population is forecasted to change for each of the service age groups.

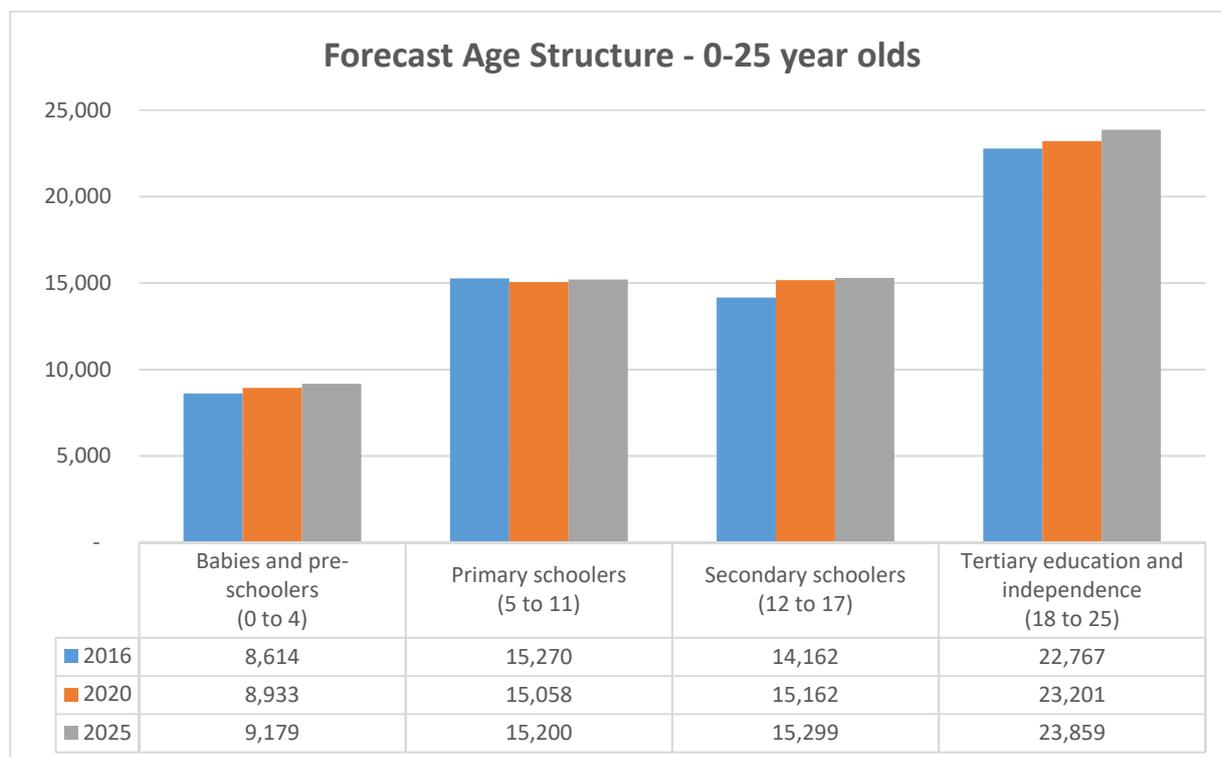


Figure 5: Population forecast change by service age group for 0-25 years'.

Table 2 displays how the population amongst each service age group will change according to the different planning precincts throughout Boroondara. For planning purposes, Council divides the municipality into five precincts to assist with more detailed service planning. The five precincts are represented in Figure 6. The Central and South West precincts are expected to have the highest growth rates over the next five years.

Table 2: Precinct population forecast changes across 2020 and 2025

Age Group	Precinct with highest population 2020	Precinct with highest population (2025)	Precinct with highest growth (2020-25)
0-4	South West	South West	Central
5-11	Central	Central	South West
12-17	Central	Central	South West
18-25	South West	South West	Central/South West



Figure 6: Council identifies five precincts for planning purposes across Boroondara.

4.1.2 Households

Data from the 2016 Census shows 43.1% households in Boroondara had children or young people aged between 0-25 years. Seventeen and a half percent of households had young children (aged 15 and under), 4.8% mixed age children (one or more children under 15 and one or more children over 15) and 12.8% older children (aged 15 or over). Overall, 35.1% of families were couples with children, and 7.9% were single-parent families.

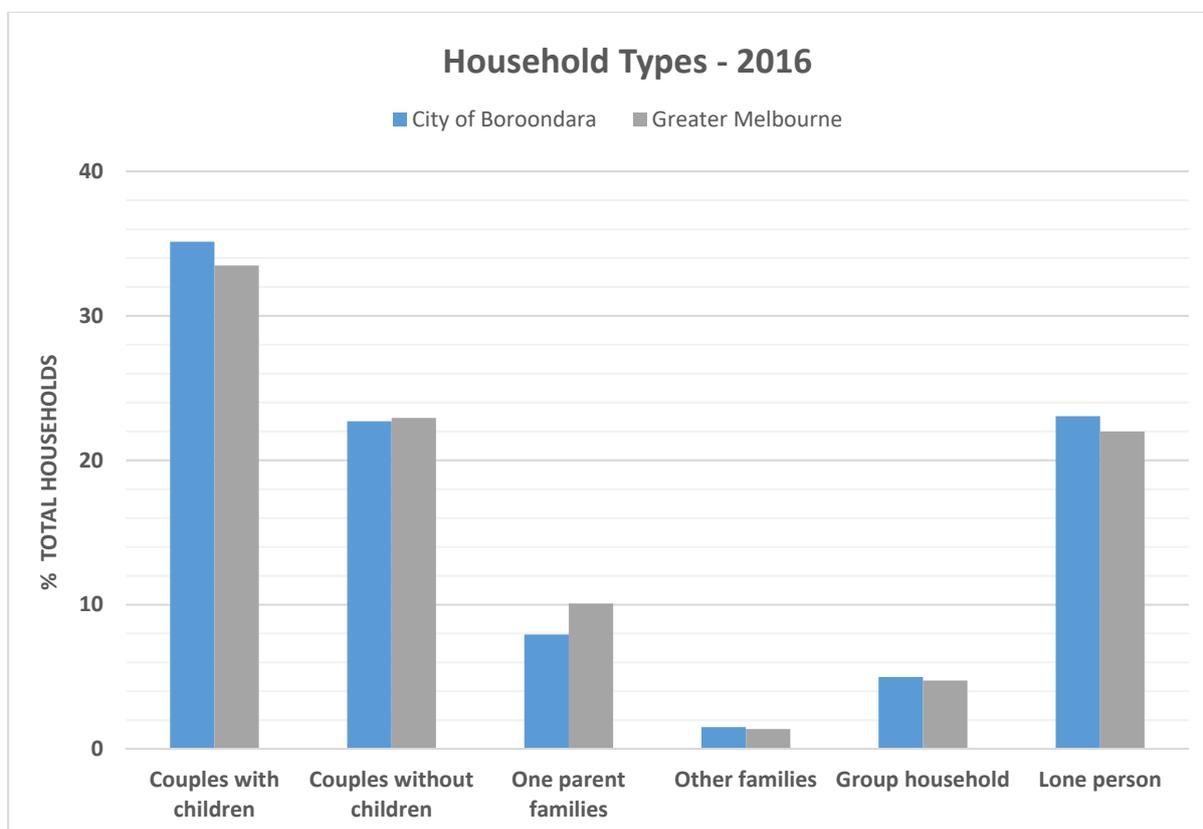


Figure 7: Household types in Boroondara and Greater Melbourne

Group households are often associated with young people living close to education or employment, and indicate a house-sharing arrangement. Group households are common among students and young professionals. In 2016, group households accounted for 5% of household types in Boroondara compared to 4.7% in Greater Melbourne. This proportion ranged from a low of 2.1% in Canterbury to a high of 9.8% in Hawthorn and Hawthorn East.

4.1.3 Aboriginal and Torres Strait Islanders

2016 Census data shows that there were 157 children and young people aged 0-25 years' who identified as Aboriginal or Torres Strait Islander, representing 50% of the total Aboriginal and Torres Strait Islander population in Boroondara. The highest proportion is aged between 20-25 years old.

4.1.4 Cultural Diversity

In 2016, 30.9% of Boroondara residents were born overseas, where 24.9% were born in a country where English was not the main language spoken. China, Vietnam, India and Malaysia represent the four main countries where those who are born overseas have immigrated from since 2011. Since 2011, the highest increase has been from people moving from China to Boroondara with over 4,000 new residents recorded at the 2016 Census. The top five

languages spoken at home other than English include Mandarin, Cantonese, Greek, Italian and Vietnamese.

Within the 0-25 years' cohort, proficiency in English changes across the lifespan for those indicating they have a language background other than English. Early in life, i.e. 0-4 years of age there is a higher number of children who speak English not well or not at all, however starting school ameliorates this in later years from 5-19 years of age. English proficiency drops again in the 20-25 years age group which corresponds to young people arriving from overseas for study or employment. This highlights the importance of providing language supports to parents and children in the early years and also to young people arriving from overseas.

Australian Early Development Census (AEDC) 2018 data also shows since 2012, the proportion of school aged children who are from a language background other than English and who are proficient in English has increased by almost 9%. This indicates an increase in the proportion of multilingual children throughout Boroondara.

4.1.5 Children and Young People with Disabilities

Need for assistance with daily activities represents a measure of disability in a population. In 2016, 762 (1.25%) children and young people aged 0-25 years' reported requiring assistance with core activities, which is lower compared to Greater Melbourne. The following table shows the breakdown of those requiring assistance with core activities per age groups.

Table 3: Number of young people under 25 years requiring assistance with core activities

Age Group (Years)	Number requiring assistance
0-4 years	64
5-9 years	202
10-14 years	176
15-19 years	163
20-25 years	157

Preschool Field Officers (PSFOs) support the inclusion and participation of children with additional needs in early years services in funded kindergarten programs. Data from the Preschool Field Officer program in Boroondara shows the top five reasons for kindergartens referring pre-school aged children to the program are for emotional regulation, school readiness, anxiety, disability and attention and concentration.

4.1.6 Parental Workforce Participation and Childcare

Participation of parents, in particular mothers in the workforce is an indicator of the strength of the local economy and provides important insights into the types of services required, including maternal and child health services and child care services.

The City of Boroondara has a higher proportion of mothers with dependent children in the workforce (71.6%), compared to Greater Melbourne at 66.9%. The proportion of mothers in the workforce was lowest in Deepdene and Balwyn at 65.4% and 67.2% respectively, and highest in Glen Iris and Surrey Hills at 75.7% and 75.1% respectively.

AEDC data also shows since 2012 there has been a 20% increase in the proportion of children attending day care and a 10% increase in the number of grandparents caring for their grandchildren in Boroondara.

4.2 Boroondara Children and Young People - Health and Wellbeing

The six domains of the Nest provide a useful framework to capture a snapshot of the health and wellbeing status of children and young people across Boroondara, as collectively these domains contribute to a thriving individual. In this section, data from a range of indicators is presented under each domain. The data in this section has been sourced from a range of sources documented below each table.

Domain: Loved and Safe

LOVED AND SAFE			
Indicator	Year	Boroondara or Inner Eastern Metropolitan Region	Victoria
Family Violence¹			
No. family violence incidents attend by VicPol where L17 form completed (rate per 100,000 population)	2019	464.6	1253.1
Bullying²			
Proportion of children who report being bullied (Year 5 & 6) (%)	2018	12.9	15.9
Proportion of children who report being bullied (Year 7 & 9) (%)	2018	12.0	17.5
Proportion of young people who report being bullied recently (%)	2018	44.1 (IEM)	44.7
Safety²			
Proportion of young people who report having a trusted adult in their lives (%)	2018	71 (IEM)	69.3
Proportion of young people who feel safe (%)	2018	86.3 (IEM)	85.4

IEM refers to data collected for the Inner Eastern Metropolitan region encompassing Councils including the City of Boroondara, City of Whitehorse, City of Monash, City of Manningham. This is the most localised level data available for these statistics.

Data sources:

1. Crime Statistics Agency, 2019
2. Victorian Child and Adolescent Monitoring System, 2019

Since 2014-15, the rates of family violence have been increasing across the City of Boroondara, although by comparison, are lower compared to the Victorian average. Data from the Inner Eastern metropolitan region of which Boroondara is a part of, details in 2018 approximately one in eight students from years 5 to 9 reported experiencing bullying, with cyber bullying being the main form.

Being safe and having trusted adults is very important for a young person's development. Although above the Victorian average, just 71% young people in the inner eastern metropolitan region reported they had a trusted adult in their lives which is concerning as nearly one third did not have a trusted adult in their lives.

Domain: Material Basics

MATERIAL BASICS			
Indicator	Year	Boroondara	Victoria
Housing³			
Proportion of households experiencing housing stress (%)	2016	8.7	11.4
Proportion of households experiencing rental stress (%)	2016	21.5	28.1
Income³			
Proportion of households on low income <\$650 per week (%)	2016	13.8	18.3
Employment Status (all age groups)³			
Proportion of persons employed (%)	2016		
<ul style="list-style-type: none"> • Employed • Unemployed 		94.4 5.6	93.4 6.6
Youth Unemployment Rate³			
Proportion of young people aged 15-24 years who are unemployed (%)	2016	13.2	15.2
Proportion of young people aged 15-24 years who are disengaged from employment or education (%)	2016	3.2	8.2

Data Sources:

3. id Consulting, 2016

The City of Boroondara is a socioeconomically advantaged local government area where on average, residents experience high incomes, lower levels of unemployment and housing and rental stress compared to the Victorian average. Despite this, there are pockets of relative disadvantage throughout Boroondara particularly in the north east and south west parts of the municipality.

Overall the youth unemployment rate across Boroondara is slightly below the Victorian average, however Hawthorn has a higher unemployment rate. The proportion of disengaged youth remains lower on average, but areas including Ashburton and Surrey Hills have higher rates at approximately 5%.

The Coronavirus (COVID-19) pandemic is expected to have a significant impact on housing and rental stress and also unemployment levels which will be further reflected in the next Census in 2021.

Domain: Healthy

HEALTHY			
Indicator	Year	Boroondara or Inner Eastern Metropolitan Region	Victoria
Breastfeeding⁴			
Proportion of infants fully breastfed (%)	2017-18		
• At discharge		78.6	69.3
• 3 months		61.6	49.4
• 6 months		11.5	22.0
Immunisation⁵			
Proportion of infants and children fully vaccinated (%)	2020		
• 12-15 months		94.1	94.6
• 24-27 months		93.0	91.2
• 60-63 months		96.2	95.6
Nutrition²			
Proportion of young people meeting recommended fruit (2 serves) and vegetable (5 serves) recommendations (%)	2018		
• Fruit only		58.3 (IEM)	56.6
• Vegetables only		2.0 (IEM)	2.3
• Combined		10.0 (IEM)	10.8
Physical Activity^(2,6)			
Proportion of young people who do the recommended amount of physical activity everyday (%) ²	2018	24.2 (IEM)	23.4
Participation of children aged 0-4 years in sport and recreation activities (%) ⁶	2016	84.4	-
Participation of children aged 5-14 years in sport and recreation activities (%) ⁶	2016	99	-
Electronic Media Use²			
Proportion of young people spending more than 2 hours a day on media	2018	62.4 (IEM)	64.4
Mental Health²			
Proportion of young people experiencing high to very high rates of psychological distress (depressive symptoms) (%)	2018	22.4 (IEM)	20.4
Alcohol and Other Drugs²			
Proportion of young people who have ever smoked cigarettes (%)	2018	8.4 (IEM)	8.0
Proportion of young people reporting ever drinking alcohol (%)	2018	51.5 (IEM)	51.8
Proportion young people who have used marijuana or other illegal drugs (%)	2018	12.1 (IEM)	10.3

IEM refers to data collected for the Inner Eastern Metropolitan region encompassing Councils including City of Boroondara, City of Whitehorse, City of Monash, City of Manningham. This is the most localised level data available for these statistics.

Data Sources:

2. Victorian Child and Adolescent Monitoring System, 2019
4. Department Health and Human Services, 2019, Maternal and Child Health Service 2017-18 annual reports
5. Australian Immunisation Register, 2020
6. City of Boroondara, 2016, Sport and Recreation Strategy
7. Department Health and Human Services, 2020, Maternal and Child Health Service 2019-20 annual reports.

Children and young people across the City of Boroondara experience similar levels of health and wellbeing compared to their other Victorian counterparts. Breastfeeding and immunisation rates are higher in Boroondara compared to the Victorian average.

Data from the 2019-20 Maternal and Child Health Annual report highlights postnatal depression and anxiety in parents is high within Boroondara. In approximately one fifth, or 17.4% of consultations where mental health was identified as an issue, Maternal and Child Health nurses made referrals to specialist services for further parental emotional support⁽⁷⁾.

Similar to other local government areas across Victoria, the proportion of young people consuming the recommended number of servings of fruits and vegetables is low. Boroondara children and young people have high levels of participation in sport and recreation activities. The proportion of young people achieving the recommended 60 minutes of vigorous activity per day in the inner eastern metropolitan is low, with just under one quarter achieving the recommendations. This presents as an opportunity to address as part of the draft Plan.

Psychological distress amongst young people continues to grow across Victoria. In 2018, 22.4% of young people in the inner eastern metropolitan region reported very high or high levels of psychological distress. It is expected this proportion will grow as a result of the COVID-19 pandemic. Services and programs that address clinical needs as well as preventative initiatives that decrease loneliness and promote social connections are required to help ameliorate these outcomes.

Consumption of alcohol and use of illicit drugs (AOD) amongst young people in the inner eastern metropolitan region is slightly higher than the Victorian averages. The link between mental health and AOD use is well established.

Domain: Learning

LEARNING			
Indicator	Year	Boroondara	Victoria
AEDC - Proportion (%) of children developmentally vulnerable at initiation of school⁸			
Developmentally vulnerable - Physical health	2018	4.9	8.2
Developmentally vulnerable - Social competence	2018	4.8	8.8
Developmentally vulnerable - Emotional maturity	2018	5.1	8.1
Developmentally vulnerable - Language and Cognitive Skills	2018	1.8	6.4
Developmentally vulnerable - Communication skills and general knowledge	2018	4.8	7.4
Developmentally vulnerable - One or more domains	2018	12.9	19.9
Developmentally vulnerable - Two or more domains	2018	5.4	10.1
NAPLAN Results²			
Students achieving national minimum standards in literacy (reading) (%)	2017		
• Year 3		98.1	95.8
• Year 5		98.7	95.2
• Year 7		98.7	94.9
• Year 9		98	92
Students achieving national minimum standards in numeracy (maths) (%)	2017		
• Year 3		95.8	96
• Year 5		98.9	96
• Year 7		99.6	96
• Year 9		99.2	95.5
Education Engagement³			
Proportion of young people aged 15-24 years engaged in workforce and/or education (%)	2016		
• Fully engaged		86.4	75.5
• Partially engaged		6.5	10.7
• Disengaged		3.2	8.2
Victoria Certificate of Education (VCE) completion⁹			
Proportion of young people attending schools in Boroondara with satisfactory completion of their VCE	2019	98.9	98.1

Data Sources:

2. Victorian Child and Adolescent Monitoring System, 2019

3. id Consulting, 2016

8. Australian Early Development Census, 2019

9. Victorian Curriculum Assessment Authority, 2020

The 2018 AEDC data for Boroondara shows the proportion of children starting school who are developmentally vulnerable, i.e. children who score in the 10th percentile in each domain has increased since 2012. Approximately 13% of children are vulnerable in at least one domain

and 5% vulnerable in two of more domains. The domains where the largest increases in vulnerability have been experienced are the physical health, communication and general knowledge domains. There are a myriad of reasons contributing to these increases including cultural nuances in what aspects of development are important with a preference towards cognitive and language development.

Boroondara families have good access to quality education services for children and young people across the municipality. Currently, 74 organisations offer a kindergarten program in Boroondara spanning across standalone kindergartens, long day care centres and independent schools. Boroondara also has one of the highest concentrations of schools of all Victorian local government areas, with 58 secondary, primary and special education schools, including 12 combined primary and secondary schools.

Domain: Participating

PARTICIPATING			
Indicator	Year	Kooyong	Victoria
Enrolment to vote¹⁰			
Proportion of young people aged 18-24 years enrolled to vote (%)	2016	77%	75%

Data source:

10. Australian Electoral Commission, 2016

Enrolment to vote is deemed an indicator of young people's participation in the community. In 2016, the Kooyong Electoral District contained the majority of suburbs in Boroondara, except for Ashburton and Glen Iris which were in the Higgins Electoral District. The electoral count for the Kooyong Electoral District in 2016 showed 77% of young people aged 18-24 years were enrolled to vote compared to 64% in the Higgins Electoral District.

Domain: Positive Sense of Identity and Culture

Lesbian, Gay, Bisexual, Trans/transgender, Intersex, Queer/questioning, Asexual and other diverse sexual orientations and gender identities (LGBTQIA+) Young People:

A 2019 survey⁽¹¹⁾ of 68 young people conducted by Access Health and Community and headspace amongst Boroondara LGBTQIA+ young people found 60% of young people felt safe and supported as an LGBTQIA+ young person in Boroondara. Thirty percent stated they were unsure about being safe and supported.

Young people commented they felt unsafe to identify as LGBTQIA+ in Boroondara as they felt it was dangerous and that their views would not be accepted. Young people also called for more inclusive facilities such as provision of more gender neutral bathrooms in buildings throughout Boroondara.

Data source:

11. Access Health and Community (headspace), 2019

5. Policy Context

The draft Plan has been informed by key legislation, policy and research evidence from a range of international, national, state and municipal sources.

5.1 International

The United Nations Convention on the Rights of the Child (CRC) 1989 was ratified in Australia in December 1990. There are four Guiding Principles of the CRC including:

- Respect for the best interests of the child as primary consideration
- The right of survival and development
- The right of all children to express their views freely on all matters affecting them
- The right of all children to enjoy all the rights of the CRC without discrimination of any kind.

The Australian Government reports to the United Nations every five years regarding the CRC and how children in Australia are performing, and what is occurring as a nation to protect children's rights.

5.2 National

There are a number of policy directives that remain in place at a federal level to support the development of children in the early years. These policies include:

- National Reform Agenda (2007)
- National Early Childhood Development Strategy (2009)
- Education and Care Service National Law Act (2010)
- Education and Care Services Regulations (2011)
- The National Quality Framework and National Quality Standards (2012)
- Universal Access to Early Childhood Education.

In 2018, the Child Care Subsidy commenced to replace the previous Child Care Benefit and Rebate. This subsidy provides assistance to families for the cost of child care for a child aged 13 years or younger who is not attending secondary school.

The National Disability Insurance Scheme (NDIS) was introduced in 2016 to support eligible people with intellectual, physical, sensory, cognitive and psychosocial disability. The Early Childhood Intervention approach is available to all children aged under 7 years of age with a developmental delay or disability. The NDIS has been progressively rolled out in services across the municipality in recent years.

There is currently no national policy for young people in Australia.

5.3 State

The Early Years Compact, established in 2017 is a partnership between the Department of Education and Training, Department of Health and Human Services and Local Government represented by the Municipal Association Victoria. This compact strengthens the collaborative relationship between the three partners in planning, development and provision of early years' services.

In 2015 the Victorian Government, launched the Education State to improve education outcomes for children, young people and adults across the State. As part of this, an Early Childhood Reform Plan was adopted to support young children to thrive. In 2018, the Victorian

Government announced funding for 15 hours of three year old kindergarten which will be progressively implemented across the State commencing in Boroondara from 2022. Substantial evidence exists that highlights the benefits of two years of early learning which results in improved development outcomes.

In 2016, findings from the Royal Commission in Family Violence in Victoria were released resulting in the Family Violence Rolling Action Plan 2017-20. This Plan outlines 227 recommendations which are currently being addressed to improve outcomes for children, families and young people across the State. The Family Violence Information Sharing Scheme was developed as part of this Plan to enable the sharing of information between authorised organisations to access and manage family violence risk.

The following policy directives are relevant to children, young people and families across Victoria:

- Victorian Charter for Child Friendly Cities and Communities (2013)
- No Jab, no Play (2016)
- Department of Education and Training Strategic Plan (2019-2023)
- Aboriginal Education Plan (2016-26)
- Victorian Public Health and Wellbeing Plan 2019-2023
- Youth Policy - Building Stronger Youth Engagement in Victoria (2016)

In 2019, the Royal Commission to Victoria's Mental Health System commenced to conduct a review in to Victoria's mental health system to help Victorians to experience their best mental health now and in the future. Interim findings published in late 2019 recommend further investment in acute treatment for young people attending in-patient settings and to expand suicide prevention programs. Other recommendations included more assertive outreach services and care for children and young people who have self-harmed or are at risk of suicide.

5.4 Local

The BCP is Council's strategic framework for planning and reporting for the City of Boroondara. The BCP contains seven priority themes highlighted in Figure 8.

The Children and Young People Strategy (2015) was developed to represents Council's overarching commitment to servicing the needs of children, young people and their families. This Strategy concluded at the end of 2019 and will be superseded by the draft Plan.

Other Council plans and policies that have helped inform the draft Plan include:

- Disability Action Plan (2018-22)
- Multicultural Action Plan (2019-23)
- Add life to Your Years (2019)
- Sport and Recreation Strategy (2016)



Figure 8: Seven priority BCP themes

6. Key Achievements of Boroondara's Children and Young People's Strategy 2015-2019

6.1 What we have achieved so far

The Children and Young People's Strategy 2015-2019 focussed on four themes that guided Council's operations at the time. The following achievements were made under these themes:

Theme 1: Resilient, safe and inclusive community

- Since 2015, Council has increased the number of programs offered to parents from Chinese speaking backgrounds to meet community need. The Parent-Child Mother Goose and Mandarin speaking facilitated playgroups have been successfully delivered helping to strengthen attachments between parents/carers and children, and also enhance community connections to reduce risk of isolation. In 2019, Boroondara Youth partnered with Access Health and Community to deliver the program 'Tuning into Teens' in Mandarin.
- Council has continued to run and partner with other organisations to provide an extensive range of parent information sessions for parents of children and young people across Boroondara. These information sessions have covered a myriad of topics, some of which include dealing with anxiety in children, working with dads, raising colourful and adventurous eaters, tuning into teens, online cyber safety, responding to difficult behaviour, and understanding school refusal.
- In 2019, a number of teams and departments across Council joined together to produce a regular school holiday program booklet that outlined various activities available to families during the school holiday period.
- Since 2017, the Boroondara Youth team has increased engagement with international students attending Swinburne University by being present at orientation week activities to promote Council services and other support services. Swinburne University are now a member of the Boroondara Youth Services Advisory Committee which helps to connect them to their local community.

Theme 2: Liveable, sustainable and health promoting city

- To continue to support children to learn about road safety, a long term plan for the renewal and upgrade of Kew Traffic School was developed. The party room and shed is being upgraded as part of these works. The road safety education program at Kew Traffic School will also be redeveloped.
- Each year, Council has continued to deliver Walk to School programs and other bike and pedestrian safety initiatives funded by VicHealth and VicRoads to primary school children across Boroondara.
- In 2019, Council received funding from the Victorian Government to implement a 40km/hr speed limit along the Burwood Village Shopping strip. This has improved the safety of the area for pedestrians, cyclists, tram passengers and drivers. Council continues to advocate for the introduction of 40km/hr speed limits to improve community safety across the City.

- In 2018-19, the process of booking and accessing Kew Traffic School was streamlined to make it easier for families to access.
- In 2019, Boroondara WILD was launched to promote families getting out into the parks and gardens across Boroondara.

Theme 3: Equitable access for all

- Council has continued to commit funding and resources for developing new community facilities and renewing and upgrading existing facilities to meet the needs of children, young people and their families now and into the future. Since 2015, the following facilities have been planned, constructed or completed:
 - The Greythorn Hub opened in 2018 combining a range of community service providers including Maternal and Child Health and Greythorn Early Childhood Centre and Kindergarten.
 - The Surrey Hills Preschool and Maternal and Child Health co-located into a new building in 2016 increasing provision for these services to the community.
 - Construction commenced on the new Camberwell Community Centre in 2019 including Maternal and Child Health and sleep and settling services.
 - Council was successful in 2019 in securing a \$1.6 million grant under the Children Facilities Capital Program for the construction of a new community hub housing important early years' services in Canterbury.
- To support at risk young people to stay at school, advocacy to the Victorian State Government for the School Focused Youth Service (SFYS) program has been successful with funding granted until December 2020.
- In 2019, Council was successful in applying for funding for the Transport Accident Commission L2P Learner Driver Mentor program to provide opportunities to young people by assisting them to gain their probationary driver's license.
- In 2019, Council was awarded grant funding under Healthy Equal Youth from the Youth Affairs Council Victoria to develop and run a support network for young people identifying as LGBTQIA+ in Boroondara.

Theme 4: Best practice health and wellbeing planning and leadership

- PSFOs support the inclusion and participation of children with additional needs in early years' services which provide a funded kindergarten program. PSFOs have continued to facilitate a transition network of educators who teach both Kindergartens and prep/foundation classes. In 2019, an additional network was included for Maternal and Child Health nurses and three year old kindergarten teachers. These networks provide opportunities for early years educators to work together to achieve the best outcomes for children; and in addition strengthens partnerships.
- Since 2015, Council has strengthened partnerships with headspace, Access Health and Community, Kew Neighbourhood Learning Centre, Victoria Police Boroondara Youth Resource Officer. The Boroondara Youth Hub is also a site for the continued service provision by JobCo and counselling support from Access Health.
- The Early Years Conference for early childhood educators has been delivered on an annual basis, strengthening partnerships and building the capacity of educators across Boroondara.

- In 2019, planning for an early years' digital hub, Boroondara Families, commenced to provide accessible information and advice for families in one central location. The Boroondara Families digital hub was successfully launched in early 2020. In the fortnight following its launch, Boroondara families had 1,100 visits with most families accessing the website through social media channels.

DRAFT

7. Key Findings from the Boroondara Community Plan 2017-27

During the development of the BCP, just under 12,000 Boroondara residents were involved in community engagement activities. Of the 11,845 respondents:

- 372 respondents were aged under 15 years
- 409 respondents were aged 15-24 years
- 1,799 respondents were parents of a child aged less than 12 years of age.

Over 500 children also participated in activities where they shared their ideas about what makes Boroondara a great place to live.

The BCP responses were scanned to identify key themes expressed as being important to children, young people and families in Boroondara. The main findings have been summarised in a snapshot summary, as well as more in-depth responses in Section 7.2. The priorities most important to children, young people and families mainly traversed four themes: **Your Community, Services and Facilities, Your Parks and Green Spaces, The Environment and Getting Around Boroondara.**

7.1 Snapshot Summary

The consultation for the BCP revealed that being connected to the community was important to parents, young people and children. Having good relationships with neighbours and family and friends was important as well as supporting more vulnerable members of the community. Parents and young people highly valued access to community facilities and there was a large amount of appreciation expressed for the facilities and service offered throughout Boroondara.

All cohorts showed a high degree of appreciation for parks, green spaces and playgrounds, with a desire to see more local activations and events in these settings. Protecting the environment and implementing environmentally sustainable practices, like recycling was particularly important to parents and young people.

Feeling safe in the community including personal safety and road safety of pedestrians and cyclists was also of significant importance to parents and young people. Finally, supporting the local economy including local shops and cafes was very important to parents in particular, as it helped to foster community connection.

7.2 Findings by BCP theme

Theme 1: Your Community, Services and Facilities

- A sense of community was important to participants, from parents who expressed general sentiments of valuing “the community” to young people and children who valued their relationships with neighbours, friends and family.
- Access to community facilities including: libraries, pools, recreation centres, playgrounds, skate parks and leisure centres were highly valued by all age cohorts. Children aged 3-13 years of age particularly valued pools, leisure centres and libraries as places where they could “play”, “have fun” and “be active”.
- Parents and young people mentioned the importance of more affordable services, such as childcare, housing and health care services.
- Young people aged 15-24 years of age appreciated the existing community services, particularly free services that catered to youth.
- There was a desire to see more events and sporting facilities that young people could engage with, such as events in the park, pool activities and street parks as well as infrastructure for sports such as cricket, football and netball.
- A sense of safety and security was often mentioned in a general sense but also specifically in relation to road safety and personal safety in the evening.
- While not exclusive to this cohort, young people aged 15-24 years of age particularly mentioned the importance of supporting and celebrating the diversity within our community such as culture, gender, sexual orientation, ethnicity, religious affiliation and age.
- Providing services and taking direct action which supports vulnerable members of our community such as refugees, the homeless community and the elderly were mentioned as important for all age groups, even young children.

Theme 2: Your Parks and Green Spaces

- Children, young adults and parents valued the green spaces and parks, including their associated amenities such as playgrounds and walking trails.
- Green spaces and big “open spaces” more generally were also valued by the community.
- There was an expressed desire to see more and different amenities in these spaces such as shaded areas, complex playgrounds, rubbish bins, toilets and sporting facilities.
- Young people in particular would like to see these spaces activated with events.

Theme 3: The Environment

- A clean, green and well maintained environment was valued by respondents of all ages.
- The natural environment of flora and fauna was particularly valued and many residents commented on the importance of preserving, maintaining and cultivating the trees, gardens and local wildlife in Boroondara.
- There was also concern about the environment in relation to climate change. Children made comments such as “make the planet clean”, while young adults and parents emphasised the importance of implementing environmentally sustainable practices such as renewable energy.
- A clean environment was often affiliated with good waste management amenities such as recycling.

Theme 5: Getting Around Boroondara

- Road safety, particularly for pedestrians and cyclists was of concern for all age cohorts, even children.
- Participants suggested improvements to both road and footpath infrastructure, such as speed limit restrictions, pedestrian crossings and bike lanes.
- Commuter safety when walking and catching public transport was also important. Notably, parents commented on the importance of children's safe access to schools.
- Participants and particularly young people, desired improvements to public transport, commenting on its limited frequency and low reliability.
- Road congestion and lack of parking was also mentioned by participants, often unfavourably.
- Better infrastructure for cyclists was also encouraged and ranged from bike lanes on the roads for commuters to bike paths through parks for leisure.

Theme 4: Neighbourhood Character & Heritage

- Participants appreciated the maintenance and attention dedicated towards ensuring streets were clean and aesthetically pleasing.
- Preservation of the neighbourhood character was important.
- Ensuring development was consistent with the character of the area was important but notably unsatisfactory to many parents and young people. Many participants commented on the "inappropriate development" that was becoming increasingly prevalent and saw it as Council's role to enforce appropriate restrictions.

Theme 6: Your Local Shops and Businesses

- Supporting the local economy was extremely important to community members.
- Participants valued their local shops and cafes as places to socialise and, specifically for children, as places where they could have fun and spend time with family.
- Particularly parents, desired vibrant shopping strips that fostered community connection, supported local business and promoted neighbourhood experiences.

Theme 7: Civic Leadership and Governance

- Community leadership was valued by participants as was fair and transparent local government.
- Community members saw the Council as playing an important role in the community, particularly when it comes to the provision and allocation of resources and programs.

8. Community Engagement

From January to April 2020, Officers undertook additional consultation with children, young people and their parents/caregivers across Boroondara to help complement and build on the findings from the BCP. Service providers were also consulted as part of this process.

A range of engagement methods were employed to reach target audience. Creative activities such as Voice Lab from Polyglot Theatre and artist led drawing sessions were held with children under 12 years of age to gather their insights around key areas of the BCP. Vox pops with parents were conducted at events, while focus groups were run with young people to gather more rich qualitative data around how Council can address community needs. Online surveys for both parents/caregivers and young people captured feedback. Services providing care and support to Boroondara children, families and young people were engaged through interviews and an online survey to help strengthen the data.

The high level findings of the consultation are represented below. Figure 9 shows the breakdown of respondents reached during the consultation. The findings have been summarised as a summary snapshot in Section 8.1 and also in greater detail in Section 8.2 by consultation target group.

- Almost **1,000** people were reached through the consultation, of which **928** were children, young people and parents/caregivers across Boroondara.
- **151** children aged under 10 years of age took part in creative activities including Voice Lab run by Polyglot Theatre and in art drawing sessions.
- **342** parents/caregivers completed an online survey where **98%** were parents.
- **58%** young people consulted were aged 10-17 years of age.
- **340** young people completed an online survey with **59%** identifying as female, **36%** male, **2%** as non-binary and **3%** not stating.
- **16** young people took part in **two 1.5 hour** focus groups eliciting in-depth information about the key needs of young people in Boroondara.
- **53** parents or grandparents from Chinese speaking backgrounds were consulted through translated sessions at the Balwyn Library and the Greythorn Hub.
- **49** service providers, representing organisations across each of the domains of The Nest were interviewed or completed an online survey.

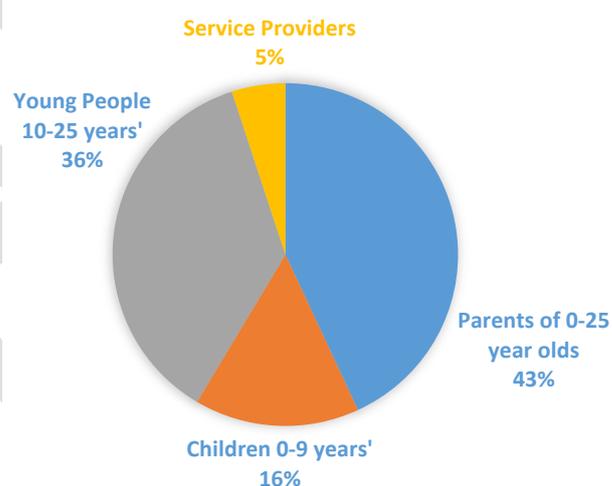


Figure 9: breakdown of respondents reached during the Children and Young People Action Plan engagement.

8.1 Snapshot summary of 2020 community engagement

A number of key themes emerged during the community engagement. Many of the results were noted as being consistent with the BCP community consultation results.

This round of community engagement highlighted community participation and connectedness continued to be important for Boroondara parents, young people and children. Parents valued a community where their children could grow up healthy, happy and safe and where diversity and inclusion was supported. Similarly, young people also rated the community as important, while children valued connections and kindness between others. Young people desired more opportunities to participate in civic life with over half expressing they would like to become a volunteer in their local community and have opportunities to contribute to Council decision making.

Parents and young people alike expressed their appreciation for the range of community facilities and services offered across Boroondara. While facilities such as parks and playgrounds, libraries, pools and recreation centres and maternal and child health centres had high levels of usage and awareness; some other facilities and services such as the Boroondara Youth Hub, parent information sessions, arts and cultural centres and school holiday programs had lower levels of both awareness and usage.

Congruent with BCP findings, the environment remained a concern for parents, young people and children. Children believed it was important to protect the environment especially plants and animals, and parents and young people desired more action on climate change and environmental sustainability.

Mental health and family violence continue to be two key health and wellbeing issues for children and young people in Boroondara. With the incidence of both family violence reports and mental illness on the rise, service providers reported the need for more affordable support services to meet the growing demand. Service providers and young people also expressed social isolation was emerging as a key issue for young people adding to increasing levels of loneliness and mental health concerns in this group.

The 2020 consultation also highlighted safety including road and personal safety were still important issues for young people and parents. Young people felt personal safety in the community was important as well as safety on public transport. Parents of school aged children also commented that bike and pedestrian safety, especially near schools was important to them.

Section 8.2 describes in more detail the key findings under each of the target audiences: children, young people, parents/caregivers and service providers.

8.2 What did children, young people, parents/caregivers and service providers in Boroondara tell us?

All community consultation data was collated and analysed. A high level summary of the themes that emerged from each target group is summarised below.

Children:

- Children reported being with friends and family made them the most happy:

"I like having play dates with my friends, I like playing games with my family because it makes me feel like I'm a lucky person"

"spending time with my family makes me happy"

- Children reported they liked art and libraries:

"I love art, its one of my favourite things to do... drawing, its really fun!"

"[Art] makes me feel like peaceful, like if I'm stressed it makes me feel better"

"...I like to borrow books and look on the catalogue..."

"I normally like to browse at books and look for books that I like by the same author..."

- Caring for the natural environment and animals was the most important issue for children:

"I would probably invent a way to make electricity that...without polluting the environment"

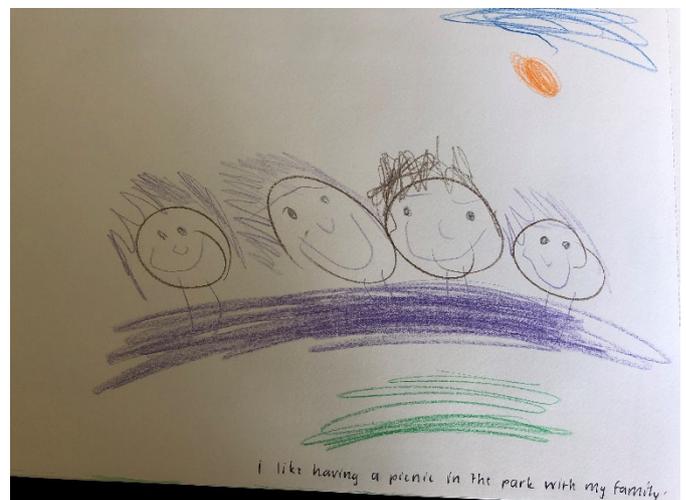
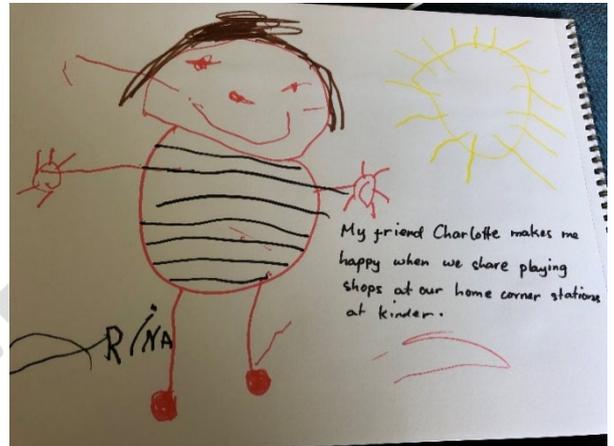
"Have no plastic in the world so the animals can breathe"

"I would make it so people would stop polluting the environment and people would stop cutting down trees"

- Being kind to each other was also important to children:

"...everyone would just be happy, and everyone know each other and be kind to each other"

"...everyone should be kind to each other!"



Parents/caregivers:

- Parents and caregivers reported high levels of awareness and usage of Boroondara parks and playgrounds, libraries, maternal and child health centres and pools and recreation centres. They were also highly appreciative of the services provided by Council to the community.
- Around 25% reported low levels of awareness of some community facilities and services including parent information sessions, arts and cultural centres, school holiday programs and the Boroondara Youth Hub.
- One in six parents reported they desired local services and programs to be offered after hours and on weekends to cater for full time working parents. Parents also expressed they would like to see more family activities that traversed multiple age groups so the whole family could get involved.
- Parents would like more information about the range of playgroups offered throughout Boroondara.
- Just over half of parents/caregivers stated they would like to see more family friendly events in Boroondara parks and playgrounds.
- Parents expressed concern about bike and pedestrian safety in Boroondara, particularly around primary schools. There were calls to advocate to improve accessibility of public transport throughout the municipality.
- Addressing climate change and encouraging environmentally sustainable practices was reported as being important to parents.
- Parents described they would like to see a future for their children where they are well educated, happy, healthy, safe and resilient, accepting of diversity and having a strong connection to their community.
- One third of survey respondents reported they spoke a language other than English at home. There were suggestions to increase the provision of services and programs that are offered in more languages.

Young people:

- Young people reported high levels of awareness and usage of Boroondara parks and green spaces, libraries and pools and recreation centres.
- Lower levels of community facility and service awareness were seen for other Council services including the Boroondara Youth Hub and all associated programs, arts and cultural centres and the Junction Skate Park.
- Young people suggested that increased advertising and promotion of the services and programs available for youth in Boroondara would help to increase awareness and usage.
- 54% of young people stated they are not currently a volunteer, but were interested in volunteering in the future. Helping those in need of assistance and caring for the environment were key areas of interest.
- Over 50% of young people surveyed were involved in a sports club at least once a week. Involvement in other community groups like church groups, art/theatre and music groups was much lower.
- Over two thirds of young people reported that personal safety and the environment, i.e. addressing climate change, were two areas that are very important to them. Just over half stated community connections and inclusion and diversity were also very important.
- 96% of young people reported mental health was a key health issue for their age group.
- 31% of young people responding to the survey stated they spoke a language other than English at home.
- Lack of employment opportunities for young people across Boroondara was a concern raised during the consultation.
- Young people desired the opportunity to be more involved in Council matters.

Service providers:

- Family violence remains a key issue affecting children, families and young people across Boroondara with the incidence of reporting on the rise, particularly within CALD communities.
- Mental health remains a significant health issue affecting children, families and young people across Boroondara:
 - Service providers noted children are now presenting for stress and anxiety type concerns at a much younger age.
 - There are increasing levels of anxiety and depression presentations for first time parents.
 - There is a lack of adequate and affordable supports and services available to deliver therapeutic treatment for families and young people.
- The middle years, i.e. ages 6-10 years', presents as a significant service gap area as there is a lack of government funding to address education, health and wellbeing concerns in this cohort.
- Vulnerability amongst children and families in particular is increasing across Boroondara due to high levels of financial stress resulting in limited service access for those experiencing financial disadvantage.
- Service providers working with children and families have noted an increase in the numbers of grandparents now caring for their grandchildren. Adequate supports need to be provided to this group.
- There are a lack of employment opportunities for young people across Boroondara, and in particular a lack of vocational opportunities for young people with disability.

8.3 Emerging issues and opportunities

Analysis of the data received from the community, service providers, Council staff and emerging research and policy directives highlighted a number of issues and opportunities to be addressed in the draft Plan.

A summary of the emerging issues and opportunities from community engagement and relevant State policy directives is documented in sections 8.3.1 and 8.3.2 below.

The COVID-19 pandemic was declared in 2020 and has resulted in unprecedented changes to the way society functions. During 2020, Council has adapted its service delivery to provide a range of online services to children, young people and families. Council will seek to continue the provision of these online services in the future, and most importantly is committed to assisting the pandemic recovery and responding to emerging community needs in the 0-25 years' age group.

8.3.1 Summary of findings

A summary of the emerging issues and opportunities for families, early and middle years' as well as young people is represented in Table 4.

Table 4: Summary of emerging issues and opportunities

Target Group	Emerging Issues and Opportunities
Families (all ages)	<ul style="list-style-type: none"> • There is a high proportion of Boroondara families with both parents in the workforce, resulting in high demand for affordable childcare services. There has been a 20% increase in the proportion of children attending day care since 2012. • Service providers have noted a large increase in the number of grandparents providing care to grandchildren in Boroondara. • Family violence reports are increasing with 464.6 reports completed per 100,000 population in 2019. This figure has increased from 446.8 in 2018. Service providers also noted an increase in demand for services responding to family violence. • Approximately 9% and 21% of households reported housing and rental stress respectively in 2016, with service providers indicating increased levels of financial stress and disadvantage amongst families. This figure is likely to be much higher now due to the COVID-19 pandemic. • For the 2019/20 year, approximately one in five consultations where mental health was identified as an issue, Maternal and Child Health nurses made subsequent referrals to specialist services for further parental emotional support. • Around 25% of parents and caregivers surveyed reported they were unaware of some Council services and programs for families including: parent information sessions, arts and cultural centres, school holiday programs and the Boroondara Youth Hub.

	<ul style="list-style-type: none"> • Parents desired more local services and programs to be offered after hours or on weekends to better provide for the needs of full time working parents. Family activities and events that catered for children of multiple age groups were also desired. Council will continue to explore opportunities of working with our community partners to provide more flexible options for families. • Parents articulated they would like information about the range of playgroups offered throughout Boroondara. • Just over half of parents/caregivers surveyed stated more free or low cost family friendly events in parks and playgrounds would be beneficial. • Parents expressed concern about bike and pedestrian safety, particularly around primary schools. There were calls to advocate to improve accessibility of public transport throughout the municipality. • Addressing climate change and encouraging environmentally sustainable practices was reported as being important to parents. • Parents from CALD backgrounds desired programs and services to be offered in more languages other than English.
<p>Early Years (0-5 years of age)</p>	<ul style="list-style-type: none"> • The proportion of children starting school who are classified as being “developmentally vulnerable” by the AEDC has been increasing across Boroondara since 2012. <ul style="list-style-type: none"> ○ Approximately 13% are developmentally vulnerable in one or more domains ○ Approximately 5% are developmentally vulnerable in two or more domains. ○ The physical health and communication skills and general knowledge domains represent the two largest growths in vulnerability. ○ Investment in children’s health and wellbeing and building communication skills is required across Boroondara. • Almost 80% of infants are fully breastfed at discharge from hospital dropping to 62% at 3 months of age, highlighting the importance of breastfeeding support services available through Maternal and Child Health services. • High participation rates in sport and recreation activities amongst young children with 85% being involved. • Children expressed concerns about caring for the environment and protecting our plants and animals throughout the consultation. • Having strong relationships with family and friends was voiced as being important to young children.
<p>Middle Years (6-9 years of age)</p>	<ul style="list-style-type: none"> • A large service gap for the middle years’ cohort exists due to insufficient funding from State and Federal governments to address education, health and wellbeing concerns.

	<ul style="list-style-type: none"> • There is a very high educational achievement amongst Boroondara children (Year 3) across literacy and numeracy standards. • Children expressed concerns about caring for the environment and protecting our plants and wildlife. • Having strong relationships with family and friends was voiced as being important to children. • Looking after vulnerable community members such as older adults, homeless people and refugees was important to children.
<p>Young people (10-25 years of age)</p>	<ul style="list-style-type: none"> • Mental health is the most significant health and wellbeing issue for young people with 96% young people surveyed stating it was very important or important. • Rates of psychological distress (depressive symptoms) are increasing with 22.4% young people reporting high or very high levels (data from Inner Eastern Metropolitan region). • Only 25% of young people undertake the recommended amount of physical activity per day (data from Inner Eastern Metropolitan region). • Use of electronic media is high amongst young people with 62.4% spending more than 2 hours a day on media (data from Inner Eastern Metropolitan region). • 12.1% of young people report having used marijuana or other illegal drugs, which is higher than the Victorian average of 10.3% (data from Inner Eastern Metropolitan region). Recent data is not available at local government area level. • There is very high educational achievement amongst Boroondara young people (Years' 5, 7, 9) across literacy and numeracy standards. • Young people and service providers reported a lack of suitable employment opportunities for their age group during community consultation. • 60% of young people identifying as LGBTQIA+ felt safe and supported in Boroondara. • Only 30% of young people surveyed were aware of the Boroondara Youth Hub and associated programs and committees, representing an opportunity to increase awareness and usage of these services. • Celebrating and accepting diversity is important to young people. • The environment and addressing climate change was deemed very important or important to 92% of young people surveyed. • Young people desire more activations of parks and green spaces with free activities. • 92% of young people surveyed felt personal safety and road safety was very important or important to them.

	<ul style="list-style-type: none">• Young people identified the need for more support during the transition from school to tertiary education and work to help attenuate social isolation and loneliness.• 54% of young people surveyed reported they are not currently a volunteer but would like to become a volunteer in community services roles or caring for the environment.• Through focus groups, young people stated they would like more opportunities to be more involved in Council decision making.
--	---

DRAFT

8.3.2 BCP Theme

Theme 1: Your Community, Services and Facilities

- Council service awareness and usage was inconsistent amongst parents and young people. Service barriers were identified amongst parents with some noting there was limited advertising and promotion of what was available to them. Also one in six parents called for local services to be offered after hours and on weekends to better cater for full time working parents in Boroondara.
- There is currently an insufficient number of three year old Kindergarten places across Boroondara kindergartens. This requires further research and preparation before implementation of funded three year old kindergarten commences in 2022.
- Young people expressed cost and transport access presented as barriers to accessing services, therefore demonstrating a need to expand the range of youth programming across the municipality and build new and strengthen existing partnerships.
- Inadequate peer support networks for vulnerable young people, particularly those identifying as LGBTIQ+, are available in Boroondara to allow these young people to feel safe and connected to their community.
- Neighbourhood houses across Boroondara have capacity to increase their provision of services to children, young people and parents/caregivers, which would result in benefits to the community through increased opportunities to connect locally.
- Limited opportunities for young people to be involved in civic life across the municipality.
- There is a need to recognise the achievements and contributions of young people, and service providers supporting young people in Boroondara.
- It is perceived there are limited opportunities for students, particularly those of tertiary education age, to be physically active across the City
- Placemaking projects within Boroondara require continued input from children, young people and families to ensure these projects are fit for purpose for this target group.

Theme 2: Your Parks and Greens Spaces

- Parents and caregivers desire more family friendly events and activities across Boroondara parks, green spaces and playgrounds to promote getting active and making new connections with local residents.
- Parents and children would like to see more creative and challenging play spaces for children, and those that have greater focus on sensory play.

Theme 3: The Environment

- Children, parents/caregivers and young people would like to see an increase in the provision of programming that addresses different aspects of environmental sustainability.
- There are limited opportunities for young people to be involved in actively caring for the natural environment across Boroondara.

Theme 5: Getting Around Boroondara

- Bike and pedestrian safety continue to be key issues of concern for parents/caregivers, who desire more efforts to address bike and pedestrian safety especially around primary schools.
- Road safety including monitoring of speed limits of cars around primary schools is a concern for parents.

Theme 6: Your Local Shops and Businesses

- There are a lack of employment opportunities in local businesses for young people throughout Boroondara, particularly young people with disability.

Theme 7: Civic Leadership and Governance

- There are limited opportunities for young people to have a voice and contribute meaningfully to Council priorities and actions.
- There is a need to increase the range of experiences for young people to engage with Council using online and digital engagement platforms

8.3.3 Impact of the COVID-19 Pandemic

In 2020, the COVID-19 pandemic emerged worldwide. This has resulted in unprecedented changes to the way society functions, and the health and economic ramifications will be experienced by the community for months to come. Adverse effects to health and wellbeing, particularly mental health are expected to worsen. Also, economic forecasts predict high levels of unemployment, including youth unemployment, resulting in significant challenges for the community.

During 2020, Council adapted its service delivery to provide a range of online services to children, young people and families. Council will seek to continue the provision of these online services in the future.

Council is committed to monitoring the emerging needs of children, young people and families as a result of the COVID-19 pandemic in the short, medium and long term. Council recognises the need to be agile and nimble in developing strategies for how we will respond to needs in the community in order to facilitate the recovery process.

9. Implementation and Evaluation

Council is committed to addressing the needs and priorities of children, young people and families in Boroondara. Council will work with a range of community partners that service these age groups to implement actions that address their needs and priorities. The emerging issues identified in Section 8.3 have formed the basis of the development of the action plan in **Appendix 1**.

The draft Plan acknowledges other Council strategies and plans that address the needs of children, young people and families.

A separate evaluation framework will be produced to monitor the implementation and impact of the draft Plan.

10. Accountabilities

For all queries or feedback regarding this Plan, please use the contact details for the responsible department below.

Department Contact	Contact Number	Contact email
Stephanie Leggett Strategic Projects, Partnerships and Planning Officer	03 9278 4517	stephanie.leggett@boroondara.vic.gov.au

11. References

1. Crime Statistics Agency, 2019
2. Victorian Child and Adolescent Monitoring System, 2019
3. id Consulting, 2016
4. Department Health and Human Services, 2019, Maternal and Child Health Service 2017-18 annual reports
5. Australian Immunisation Register, 2020
6. City of Boroondara, 2016, Sport and Recreation Strategy
7. Department Health and Human Services, 2020, Maternal and Child Health Service 2019-20 annual reports
8. Australian Early Development Census, 2019
9. Victorian Curriculum Assessment Authority, 2020
10. Australian Electoral Commission, 2016
11. Access Health and Community (headspace), 2019

12. Related Documents

- Boroondara Community Plan (2017-27)
- Children and Young People Strategy (2015-19)
- Disability Action Plan (2018-22)
- Multicultural Action Plan (2019-23)
- Add life to Your Years (2019)
- Sport and Recreation Strategy (2016)
- Boroondara Annual Report (2018-19)
- The Nest Action Agenda (ARACY, 2014)

DRAFT

Appendix 1 - Action Plan Table

(refer to Attachment 2 for action table)

DRAFT

Draft Children and Young People Action Plan

Draft Actions Table

Theme 1: Your Community Services and Facilities

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
1.1	Work with community partners to investigate the development of a prevention focussed mental health and wellbeing initiative for children, young people and families in Boroondara.	Healthy Participating Loved and Safe	LEAD: Family Youth and Recreation SUPPORT: Community Planning and Development COMMUNITY PARTNERS: Access Health and Community, headspace, Camcare, YMCA, Swinburne University, Neighbourhood Houses.
1.2	Conduct planning with early years' services in Boroondara to prepare for the roll out of the State Government three year old kindergarten program to be delivered in services from 2022.	Learning	LEAD: Family, Youth and Recreation COMMUNITY PARTNERS Early years services
1.3	Improve access to community and early years' services in Canterbury through the construction of the Canterbury Community Precinct	Healthy Learning	LEAD: Family, Youth and Recreation SUPPORT: Projects and Strategy
1.4	Undertake research exploring the increasing complex needs of families in Boroondara; especially in relation to family violence, mental health, alcohol and drug substance abuse and social isolation to develop solutions that facilitate improved health and wellbeing outcomes for children and young people.	Healthy Loved and Safe	LEAD: Family Youth and Recreation COMMUNITY PARTNERS: Eastern Domestic Violence Outreach Service, Access Health and Community, Camcare, Mercy Health O'Connell Family Centre, Migrant Information Centre, Eastern Community Legal Centre
1.5	Promote vaccinations recommended by the Department of Health which are available to children and young people.	Healthy	LEAD: Health, Active Ageing and Disability Services SUPPORT: Communications

Draft Children and Young People Action Plan

Draft Actions Table

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
1.6	Provide online and face to face targeted information and education sessions for parents/caregivers to assist them to understand child and youth development, helping them to feel more confident in supporting their families.	Healthy Loved and Safe	LEAD: Family Youth and Recreation SUPPORT: Libraries, Community Planning and Development COMMUNITY PARTNERS: Neighbourhood Houses
1.7	Deliver the Preschool Field Officer program to support the inclusion and participation of children with additional needs in funded kindergarten programs.	Learning Loved and Safe	LEAD: Family, Youth and Recreation
1.8	Work with all standalone kindergartens to join the Boroondara Kindergarten Central Enrolment Scheme to streamline applications for families for the 2022 allocation of 3 and 4 year old programs.	Learning	LEAD: Family Youth and Recreation COMMUNITY PARTNERS: Standalone Kindergartens
1.9	Undertake a review of Council's early years' capacity building initiatives to ensure they continue to meet the needs of parents/caregivers and educators and meeting the requirements of Early Childhood Reform.	Healthy Learning	LEAD: Family, Youth and Recreation
1.10	Implement and promote Boroondara Families as Council's primary source of information for the early years (0-8 years).	Healthy Learning	LEAD: Family Youth and Recreation SUPPORT: Digital, Communications
1.11	Actively participate in the Boroondara Family Violence Network to plan and develop strategies, create community awareness and share information that addresses family violence.	Loved and Safe	LEAD: Community Planning and Development SUPPORT: Family, Youth and Recreation

Draft Children and Young People Action Plan

Draft Actions Table

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
1.12	Coordinate the marketing and promotion of school holiday programs and experiences for children and young people during school holiday periods.	Learning Healthy	LEAD: Family Youth and Recreation COMMUNITY PARTNERS: YMCA, Neighbourhood Houses, Schools (Outside School Hours Care)
1.13	Provide the School Focused Youth Service to support students at risk of disengaging from education (subject to external funding).	Learning Material Basics	LEAD: Family Youth and Recreation COMMUNITY PARTNERS: Schools
1.14	Deliver a youth-led program for young people to participate in affordable and accessible music and cultural events (subject to external funding).	Positive sense of culture and identity	LEAD: Family Youth and Recreation SUPPORT: Arts and Culture
1.15	Increase awareness amongst parents and caregivers and young people of Council facilities, services and programs for children, young people and families.	Not Applicable	LEAD: Family Youth and Recreation SUPPORT: Communications
1.16	Promote active living to young people by investigating ways to increase access to local sporting and recreation facilities, as well as encouraging participation in community sporting clubs.	Healthy	LEAD: Family Youth and Recreation SUPPORT: Sports and Events COMMUNITY PARTNERS: Sporting clubs, State Sporting Associations, YMCA
1.17	Undertake research into the local playgroup networks and determine how Council can promote and support playgroups.	Learning Loved and Safe	LEAD: Family Youth and Recreation COMMUNITY PARTNERS: Playgroups Victoria
1.18	Develop and deliver an annual Boroondara Youth Awards event to recognise and celebrate young people and those who work with young people.	Positive Sense of Identity and Culture	LEAD: Family Youth and Recreation SUPPORT: Communications, Governance

Draft Children and Young People Action Plan

Draft Actions Table

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
1.19	Deliver online and face-to-face targeted health and wellbeing programs to young people to feel safe and connected in the community.	Positive sense of culture and identity	LEAD: Family Youth and Recreation
1.20	Involve children, young people and their families in Placemaking projects through engagement and activation opportunities.	Participating	LEAD: Placemaking SUPPORT: Family Youth and Recreation
1.21	Provide more opportunities for children and young people to be more physically active by providing community recreation infrastructure in Placemaking projects.	Healthy Participating	LEAD: Placemaking SUPPORT: Family Youth and Recreation
1.22	Work with young people to design and deliver a campaign and program for young people to access volunteering opportunities.	Participating	LEAD: Community Planning and Development SUPPORT: Family Youth and Recreation, Healthy Active Ageing and Disability (Strategy and Development)
1.23	Identify ways to partner with Neighbourhood Houses and Men's Sheds across Boroondara to deliver services and programs that address the needs of children, young people and families.	Healthy Learning	LEAD: Community Planning and Development SUPPORT: Family Youth and Recreation COMMUNITY PARTNERS: Neighbourhood Houses, Men's Sheds
1.24	Provide a range of enriching programs and experiences for children and families that foster early literacy and language skills and a lifelong love of reading.	Learning	LEAD: Libraries SUPPORT: Family Youth and Recreation
1.25	Enhance the flexibility of Council services and programs to meet the changing needs of children and families across the municipality.	Learning	LEAD: Libraries SUPPORT: Arts and Culture, Family Youth and Recreation

Draft Children and Young People Action Plan

Draft Actions Table

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
1.26	Provide programs and experiences to children and young people to enhance their engagement with art and culture.	Learning Positive Sense of Identity and Culture	LEAD: Arts and Culture SUPPORT: Family Youth and Recreation
1.27	Explore opportunities to increase Council's digital presence with young people.	All Domains	LEAD: Family Youth and Recreation SUPPORT: Digital
1.28	Actively support children and families, young people and community partners in through the COVID-19 pandemic recovery process.	All domains	LEAD: Community Planning and Development SUPPORT: Family Youth and Recreation

Draft Children and Young People Action Plan

Draft Actions Table

Theme 2: Your Parks and Green Spaces

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
2.1	Explore ways to activate parks and green spaces across the municipality through the provision of family friendly events and self-guided experiences.	Healthy	LEAD: Family Youth and Recreation SUPPORT: Environment Sustainable Living & Parks and Infrastructure
2.2	Involve the voices of children, families and young people in the re-development of parks and playgrounds.	Participating	LEAD: Environment Sustainable Living SUPPORT: Family, Youth and Recreation

Draft Children and Young People Action Plan

Draft Actions Table

Theme 3: The Environment

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
3.1	Engage with children, young people and families through the delivery of Council's sustainable living program - Living For Our Future.	Learning	LEAD: Environment and Sustainable Living SUPPORT: Family Youth and Recreation
3.2	Support toy libraries to provide high quality sustainable play experiences for children and families.	Learning	LEAD: Family Youth and Recreation COMMUNITY PARTNERS: Toy Libraries
3.3	Work with young people to design and develop a program for young people to access volunteering opportunities that promote environmental sustainability - refer to action 1.22	Participating	LEAD: Community Planning and Development SUPPORT: Family Youth and Recreation, Environment and Sustainable Living
3.4	Conduct upgrades and renewal works to early years' facilities in accordance with Council's Sustainable Building Policy	Not Applicable	LEAD: Projects and Strategy SUPPORT: Environment and Sustainable Living

Draft Children and Young People Action Plan

Draft Actions Table

Theme 5: Getting Around Boroondara

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
5.1	Work with local primary schools to encourage active travel and sustainable travel through the delivery of health promoting programs (subject to funding).	Healthy Loved and Safe	LEAD: Traffic and Transport SUPPORT: Family Youth and Recreation
5.2	Review the road safety curriculum at Kew Traffic School to align with relevant educational frameworks.	Learning	LEAD: Family Youth and Recreation
5.3	Deliver road safety education to children through the operation of Kew Traffic School.	Healthy Loved and Safe	LEAD: Family Youth and Recreation
5.4	Deliver the TAC L2P learner driver mentor program to provide opportunities for young people by assisting them gain their probationary driver's license (subject to funding).	Material Basics Learning	LEAD: Family, Youth and Recreation
5.5	Continue to advocate to VicPol to monitor speed limits around primary schools where speeding issues are recorded.	Loved and Safe	LEAD: Traffic and Transport COMMUNITY PARTNERS: Victoria Police
5.6	Promote sustainable transport options and facilitate uptake of them to children, young people and families.	Healthy	LEAD: Traffic and Transport

Draft Children and Young People Action Plan

Draft Actions Table

Theme 6: Your Local Shops and Businesses

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
6.1	Work with and support community partners to help link young people with employment opportunities in Boroondara.	Material Basics	<p>LEAD: Inner Eastern Local Learning and Employment Network, JobCo</p> <p>SUPPORT: Family Youth and Recreation, Economic Development</p>

DRAFT

Draft Children and Young People Action Plan

Draft Actions Table

Theme 7: Civic Leadership and Governance

ACTION NUMBER	ACTION	NEST FRAMEWORK	RESPONSIBILITY
7.1	Seek to represent the voices of children, young people and their families in the development or renewal of relevant Council plans, policies and strategies.	Participating Positive sense of identity and culture	LEAD: Family Youth and Recreation
7.2	Advocate to all levels of government and other peak bodies about the health, wellbeing and education needs of children, young people and their families, as well as funding opportunities where they arise.	As applicable	LEAD: Family Youth and Recreation SUPPORT: Community Planning and Development
7.3	Develop an evaluation framework to effectively monitor the impact and reach of the Plan.	All domains	LEAD: Family Youth and Recreation.