



Becoming a Child & Young People Friendly City

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CHILD & YOUNG PEOPLE FRIENDLY

Monash has committed to securing VLGA endorsement as a Child & Young People Friendly City – **A Healthy & Resilient Monash: Integrated Plan 2017 – 2021.**

Being Child & Young People Friendly can mean many things...

- Ensuring we offer the right services for children and young people: Play groups & Immunisation programs...
- Put in place the correct support networks for our more vulnerable younger residents: Pre school Field officer, Sleep & Settle Clinics, Family Support services...
- Project teams / Capital Works programs take into account a child's feedback: Park Redesign & Bike Paths...

To me, the Child & Young People Friendly City project officer hired for the job, a Child and Young People Friendly City is one that ensures our processes **support our children residents in the same manner that we do our adult residents.** One that offers children a like for like experience.

Becoming a child friendly city *“doesn’t take a massive investment – only a shift in perspective”*

Dr Norman Gillespie UNICEF Australia

DEEP DIVE

The first step in the process was to determine what support and services are already available for children at Monash...

Children from birth to 5 years of age are actively engaged by the council – through their families – via gateway services such as Maternal Health Care visits, the Immunisation Program, Lactation Clinics, Family Day Care, Play groups, Kinder garden and Child Care.

Young people aged from 10 to 17 actively seek out council activity via Social Media, word of Mouth and School participation. This involvement includes programs such as: Activate, Youth reference groups, the Immunisation Program, Youth drop in centres and more...

This piece of work flushed out an initial gap in our engagement with children – 5 to 9 year olds.

			Youth are INDIRECTLY engaged via Social media, word of mouth or Schools	
Pop Up Events				
Family Fun Day Events	Pop up events			Young Women's Leadership Program
Mothers group	Family Fun day Events			Young person's reference group
Enhance	Play Group			Youth Ambassadors
Sleep and settle clinic	Child care centre		Youth Ambassadors	Activate
Breast Feeding Drop in Centre	Family Day Care		Activate	Quick sound events
Immunisation Program	Immunisation Program		Immunisation Program	All School Leadership Program
Learn to Swim Program	Learn to Swim Program	Learn to Swim Program	Learn to Swim Program	Learn to Swim Program
Library Services	Library Services	Library Services	Library Services	Library Services
Family Services	Family Services	Family Services	Family Services	Family Services
Neighbourhood house activities	Neighbourhood house activities	Neighbourhood house activities	Neighbourhood house activities	Neighbourhood house activities
0 - 3 years	3 - 5 years	5 - 9 years	10 - 14 years	14 - 18 years
Children are engaged DIRECTLY by the council - through parents/carers				

CONSULTATION PERIOD

The next step was to set up a Consultation period to engage with the Residents of Monash and seek feedback on the key question:

- *What does the City of Monash need to do to be Child & Young people friendly?*

500 Feedback bites were captured from children, parents, grandparents and Council Staff during face to face conversations over a 6 month period.

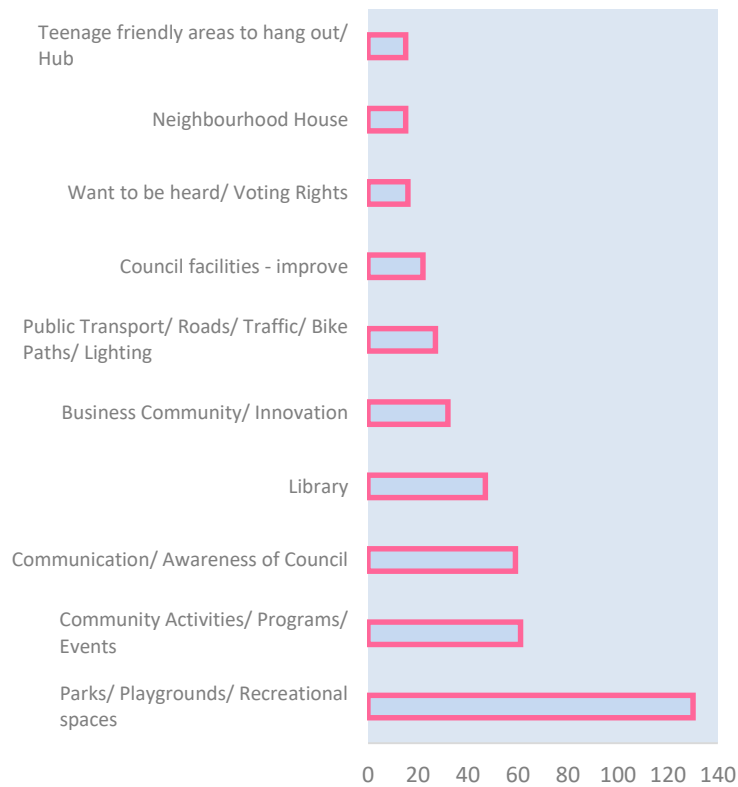
Further to this, I also accessed the data from the recently completed 2018 Resilience Survey which asked the following question to Monash Students (Grade 3 to Year 12):

- *If you could do one thing to improve your community for young people what would it be?*

The responses were analysed and categorised with 8,700 comments captured as part of this survey.

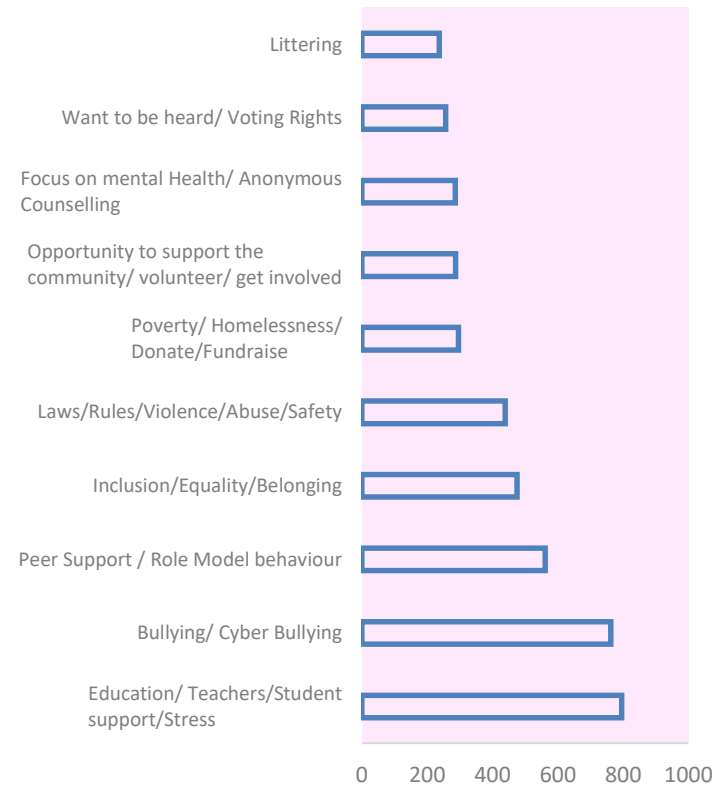
"What does the Monash need to do to be more Child & Young people Friendly"?

Top Responses - Community Consultation



"If you could do one thing to improve your community for young people what would it be?"

Top responses - Resilience Survey 2018



FEEDBACK BYTES

Families and schools

Family place - lots of families & schools

Community family days are great for the kids - such as Ashwood family day

Events such as the pop ups are good for families

More events like pop up and family fun day - they are great for families

We enjoy the events and activities

More programs needed for kids
Other councils offer more events - when compared to Monash
Hold exercise classes where the parent/carer can be children - this would be very appealing
Love community activities like pop ups

Aesthetic

Green trees - maintain the greenery in the area

Christmas decorations where appalling - Christmas 2017

Do more for Europeans - more Christmas decorations.
Don't put Christmas decorations on the rubbish bins

Not enough pedestrian lights to cross roads

There are not enough lines on the roads for bikes - bike lanes

Communication

Use Facebook to find out what is happening in Monash

Hard for parents to know what is on, make info more accessible.
Communicate events/activities better

Increase our online/social engagement

Found out about pop up through a friend

Found out about today by receiving an email - registered for comm's

Council awareness

8 + 11 year olds don't know much about councils.
In Grade 6 there was some info on government whereby they briefly touched on councils.

Community excursions are held at school - Glen Waverley High

No awareness of MYS

JUNIOR ADVISORY GROUP

The Junior Advisory Group (JAG) was developed as part of the CYPFC project to address a noted gap in Council engagement with Primary School aged Children.

In line with Principle 2 of the Victorian Charter for Child friendly Cities & Communities, the aim of the Junior Advisory Group is to provide a platform for primary school aged children to 'express their individual opinions, participate in and contribute to decisions about their communities and wellbeing'

Our Inaugural session was a great success – we have a further 3 sessions planned for 2019.

We have found that students involved in this program experience a lift in Council awareness and continue to seek out engagement with the Council post session.



WHATS NEXT?

- Raising awareness and Sharing of insights with various departments within the organisation – ongoing
- Student E- bulletin – From Feb 2019
- Webpage – to include a method for children to get involved with community activities.
- Customer Service engagement - TBC

