



# Whitehorse Health and Wellbeing Plan 2017-2021

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DRAFT

### **Acknowledgement of Country**

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land. We pay our respects to their Elders past and present.

### **Data sources**

Except where indicated, full references for data used in the *Whitehorse Health and Wellbeing Plan 2017-2021* are located in the Whitehorse Health and Wellbeing Profile 2017. The profile is primarily based on data from the 2016 Australian Census with additional sources as referenced. Enquires about data sources may be directed to the Social Policy Officer, Whitehorse City Council, on 9262 6333.

Every attempt has been made to use the most recent data to inform the priorities in the *Whitehorse Health and Wellbeing Plan 2017-2021*. At the time of development some findings from the 2016 Census were not available and therefore 2011 Census information has been used, and is referenced accordingly. The Plan will be updated, and adjustments made if necessary, once this information is available.

July 2017

## Executive Summary

Welcome to Whitehorse's Health and Wellbeing Plan!

Over the next four years, Whitehorse City Council will deliver in partnership a significant number of strategies and initiatives that work towards improving the health and wellbeing of people who live, work, study and recreate in Whitehorse.

This iteration of the Municipal Public Health and Wellbeing Plan, *Whitehorse Health and Wellbeing Plan 2017-2021* (the Plan) is Council's sixth plan and represents Council's long term commitment and endeavor towards working in partnership to improve the health and wellbeing of the municipality. This Plan builds upon the work undertaken in previous plans, strengthening Council's approach to supporting a healthy, vibrant, prosperous and sustainable community.

Health and wellbeing is not merely about disease and illnesses. It is about:

- living in a safe and sustainable environment
- having adequate housing
- having access to services, open space and recreation, art and culture, income and education
- having connections to family and community,

All these factors have an influence on health and wellbeing. Local governments have a central role in protecting, improving and promoting the conditions which support and encourage healthier lives.<sup>i</sup>

This Plan adopts an *Environments for Health* framework which holds that health and wellbeing is affected by many different factors across any or all four environments – the built, social, economic and natural environments.(REF) These “environments for health” strongly align with Council's *Strategic Directions 2013-2023*.

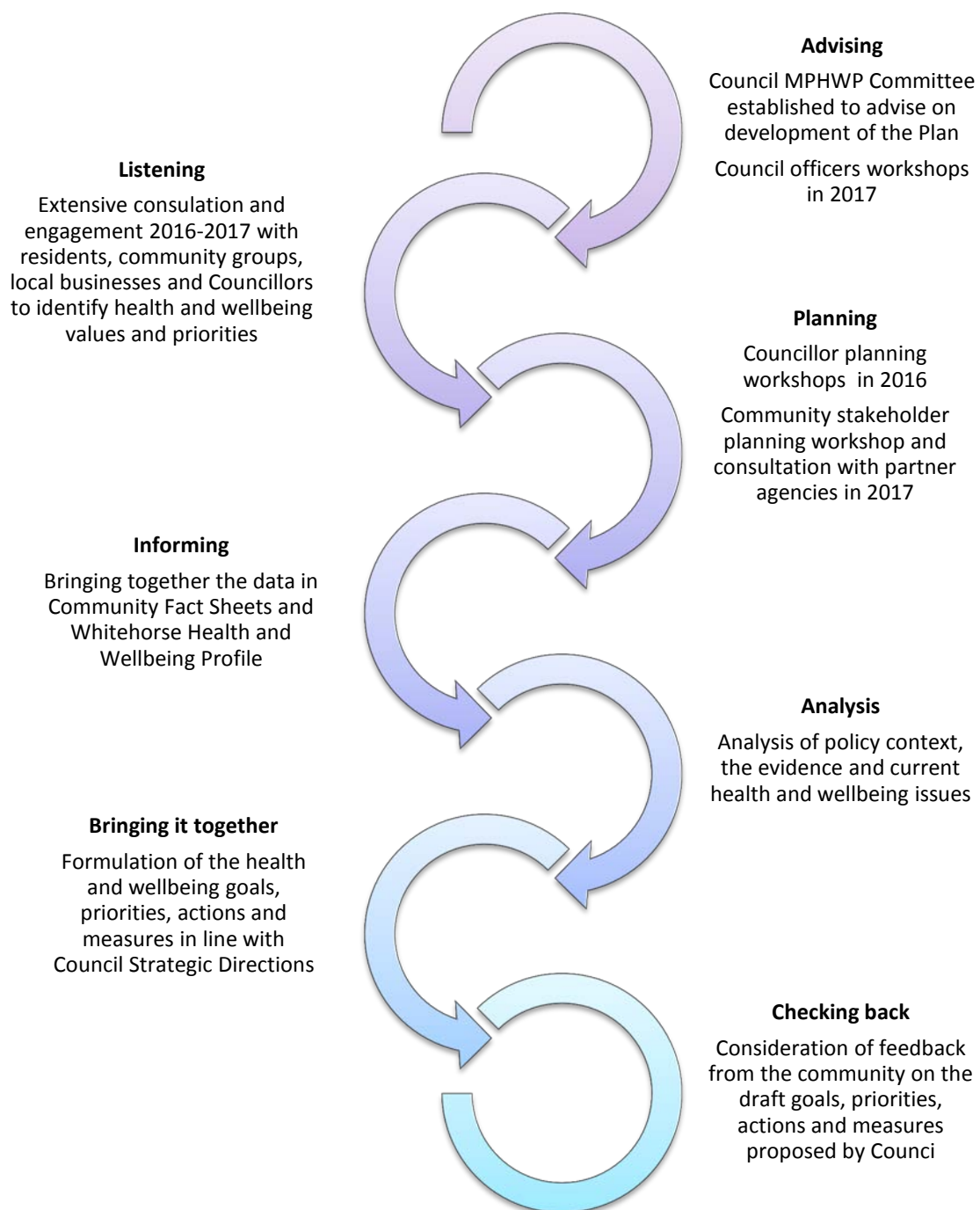
The *Whitehorse Health and Wellbeing Plan 2017-2021* meets the requirements under the *Public Health and Wellbeing Act 2008* and is based on extensive community engagement and consultation with residents, visitors and workers, as well as partner organisations. The Plan is strongly aligned with the *Whitehorse Council Vision 2013-2023* and the *Whitehorse Council Plan 2013-2017*, under the *Strategic Directions 2013-2023* for the municipality:

1. Support a healthy, vibrant, inclusive and diverse community
2. Maintain and enhance our built environment to ensure a livable and sustainable city
3. Protect and enhance our open space and natural environments
4. Provide strategic leadership and an open and accessible government
5. Support a healthy local economy

These strategic directions underpin Council's commitment to a vibrant and prosperous community. Through a partially integrated approach with the Council Plan, health and wellbeing engagement and planning ran from late 2016 to September 2017.

Over 4,865 people from across Whitehorse have been actively engaged and contributing to the development of the *Whitehorse Health and Wellbeing Plan 2017-2021*.

In late 2016, Whitehorse City Council undertook an extensive community engagement process – the Your Say Whitehorse campaign – to inform both the *Council Plan 2017-2021* and the *Whitehorse Health and Wellbeing Plan 2017-2021*. Councillors and officers worked together to undertake community workshops, pop ups, online opportunities, surveys and so forth across the municipality. To explore the community’s health and wellbeing further, additional engagement strategies were implemented by Council in 2017. Below is an overview of the process Council undertook to develop the *Whitehorse Health and Wellbeing Plan 2017-2021*.



A detailed statistical data analysis of the available evidence on Whitehorse's health and wellbeing, an assessment of national, state and local policies, and the comprehensive community engagement process and consultation with key stakeholders informed the establishment of health and wellbeing goals and those priority groups and actions that should be undertaken to work towards them. The priorities for action include those in which Council and their partners are well established in and others that are developmental.

According to the World Health Organisation (2012), the social conditions in which people are born, live and work is the single most important determinant of good health or ill health, and this is reflected in the Plan. It describes actions for health and wellbeing that can influence the social environment by creating social participation, connectedness and resilience for people, families, neighbourhoods and communities within the municipality.

The Plan is a platform to build new external partnerships as well as continuing to work with those already established. Many existing Council Plans and Strategies are integrated into and inform the *Whitehorse Health and Wellbeing Plan 2017-2021* including: the Whitehorse Disability Strategy and Action Plan, the Whitehorse Diversity Plan, the Whitehorse Reconciliation Plan, The Whitehorse Community Participation Strategy, the Whitehorse Positive Ageing Strategy, the Whitehorse Recreation Plan, the Whitehorse Cultural Strategy, the Whitehorse Youth Plan and the Whitehorse Early Years Plan.

Over the next four years, the health and wellbeing priorities will be addressed on an annual basis, by taking action across Council, in partnership with key stakeholders through existing plans and strategies as well as some new/developmental initiatives. Whitehorse City Council looks forward to working in partnership to meet the aspirations of the City for a healthy, vibrant, prosperous and sustainable community.

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## Introduction

Whitehorse City Council's Municipal Public Health and Wellbeing Plan, the *Whitehorse Health and Wellbeing Plan 2017-2021*, describes the work Council will undertake in partnership with the community and with key State and local organisations over the next four years to improve the health and wellbeing of people in the municipality.

The development of *Whitehorse Health and Wellbeing Plan 2017-2021* (the Plan) outlines how Council and key local organisations will deliver creative, innovative and tailored strategies for the Whitehorse population to enable people to lead healthier lives. It complements and builds upon the *Whitehorse Council Vision 2013-2023* and the four-year *Whitehorse Council Plan 2017-2021*.

### Environments for Health

The Plan is grounded in the tradition of public health, adopts an environments for health framework and employs a social model of health. In Victoria, public health is considered to be “... *what we, as a society, do collectively to assure the conditions in which people can be healthy. Public health focuses on prevention, promotion and protection rather than on treatment, on populations rather than individuals, and on the factors and behaviour that cause illness and injury.*”<sup>ii</sup>

The *Environments for Health* framework holds that health and wellbeing is affected by many different factors across any or all four environments – the built, social, economic and natural environments.<sup>iii</sup> These “environments for health” strongly align with Council’s *Strategic Directions 2013-2023*. Whitehorse Council has used the *Environments for Health* framework (Victorian Department for Health, 2001) to guide this and previous municipal public health and wellbeing planning processes.

### Social Model of Health

Using a social model of health helps us to understand that factors such as income, education, conditions of employment, power and social support act to strengthen or undermine the health of individuals and communities. These factors are features of the social environment and are the single most important determinants of good health or ill health.<sup>iv</sup>

The social environment for health provides us with ‘social capital’, that is the ‘resources that are accessed by individuals as a result of their membership of a network or a group’.<sup>v</sup> Social capital can be measured according to the quality of social relationships within societies or communities, including community networks, civic engagement, sense of belonging and norms of cooperation and trust.<sup>vi</sup> Research shows that higher levels of social capital are associated with higher productivity, greater educational achievement, lower crime rates and better health outcomes.<sup>vii</sup>

The Plan provides an overview of health and wellbeing in the Whitehorse community and outlines Council’s approach to population health planning, health promotion and illness prevention for the municipality. Council will take the lead and facilitate conversations, advocate on behalf of local issues, deliver health protective and enhancing services and co-design programs in partnership and with the local knowledge of key organisations and community groups to achieve a tailored and local approach.

## Our Goals and Priorities



The *Whitehorse Health and Wellbeing Plan 2017-2021* health and wellbeing goals and priorities for action reflect the values and priorities of the people of Whitehorse, account for their current and projected health and wellbeing challenges, consider national, state and local policies and context, and most importantly, build on the strengths of the Council, the municipality and its people. These strengths, or foundations, are the existing infrastructure, systems, natural environment, organisations, programs, services and social capital that make up the diverse and vibrant City of Whitehorse.

### Strategic Directions

The health and wellbeing goals align with Council's *Strategic Directions 2013-2023*, reflective of the integrated planning processes between the *Council Plan 2017-2021* and the *Whitehorse Health and Wellbeing Plan 2017-2021* for the municipality:

1. Support a healthy, vibrant, inclusive and diverse community
2. Maintain and enhance our built environment to ensure a livable and sustainable city
3. Protect and enhance our open space and natural environments
4. Provide strategic leadership and an open and accessible government
5. Support a healthy local economy



The *Whitehorse Health and Wellbeing Plan 2017-2021* describes

- Council and the community's Strategic Directions, and integration between the Council Plan and Municipal Public Health & Wellbeing Plan
- what Council and the community are striving to achieve (health and wellbeing goals)
- how Council in partnership or collaboratively will work towards achieving the goals (approach, key objectives and annual action plans)
- how progress will be tracked (measures of achievement described in annual action plans).

The health and wellbeing goals were developed as a result of consultation with the Whitehorse community and cross-Council officers. Priorities for each goal are the result of consultation with the community, analysis of demographic and health information and consideration of State and Federal Government policy directions.

The priorities for action include those in which Council and their partners are well established and others that are developmental.

GOAL	PRIORITIES
<p><b>Connected, safe, respected and resilient people, families and communities</b></p> <p><i>Towards Strategic Direction 1: Support a healthy, vibrant, inclusive and diverse community</i></p>	<ul style="list-style-type: none"> <li>• Social connectedness</li> <li>• Mental health and wellbeing</li> <li>• Dementia-friendly communities</li> <li>• Family violence response and violence against children prevention</li> <li>• Violence against women prevention</li> <li>• Harm from alcohol</li> <li>• Healthy eating</li> <li>• Physical activity</li> <li>• Local area planning for prevention and health promotion</li> </ul>
<p><b>Accessible, safe and welcoming places for all people</b></p> <p><i>Towards Strategic Direction 2: Maintain and enhance our built environment to ensure a livable and sustainable city</i></p>	<ul style="list-style-type: none"> <li>• Connectivity and connectedness</li> <li>• Active living</li> <li>• Access and safety for people with disability, and older people</li> <li>• Feeling safe</li> <li>• Affordable housing</li> </ul>
<p><b>A sustainable environment and shared open spaces</b></p> <p><i>Towards Strategic Direction 3: Protect and enhance our open spaces and natural environments</i></p>	<ul style="list-style-type: none"> <li>• Connection to and value of the natural environment</li> <li>• Sharing open spaces</li> <li>• Climate change adaptation</li> <li>• Living sustainably</li> </ul>
<p><b>Communicating, actively engaged Council</b></p> <p><i>Towards Strategic Direction 4: Strategic leadership and open and accessible government</i></p>	<ul style="list-style-type: none"> <li>• Access to information</li> <li>• Engagement with community</li> <li>• City resilience</li> </ul>
<p><b>Economic opportunity for people</b></p> <p><i>Towards Strategic Direction 5: Support a healthy local economy</i></p>	<ul style="list-style-type: none"> <li>• Employment opportunity for young people</li> <li>• Women and new entrepreneurs in business</li> <li>• Health and wellbeing is good business</li> <li>• Cultural diversity is good business</li> </ul>

The term 'diversity' is used to reflect not only cultural, faith, racial and linguistic diversity, but diversity of gender, sexuality and relationships. Throughout the Plan, different terminology is used to distinguish between diverse groups, including Cultural and Linguistically Diverse (CALD), and Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI).

# Whitehorse at a Glance

(Based on data from the 2016 Australian Bureau of Statistics Census, unless otherwise stated)

**167,933**  
residents at  
June 2016

♀ **51.8%** female  
♂ **48.2%** male

**8<sup>th</sup> least**  
**disadvantaged**  
of 79 Local Government  
Areas  
according to SEIFA

**15.3% growth**  
from 2016 to 2031  
or 37,571 persons  
(Source: .id consulting 2017)

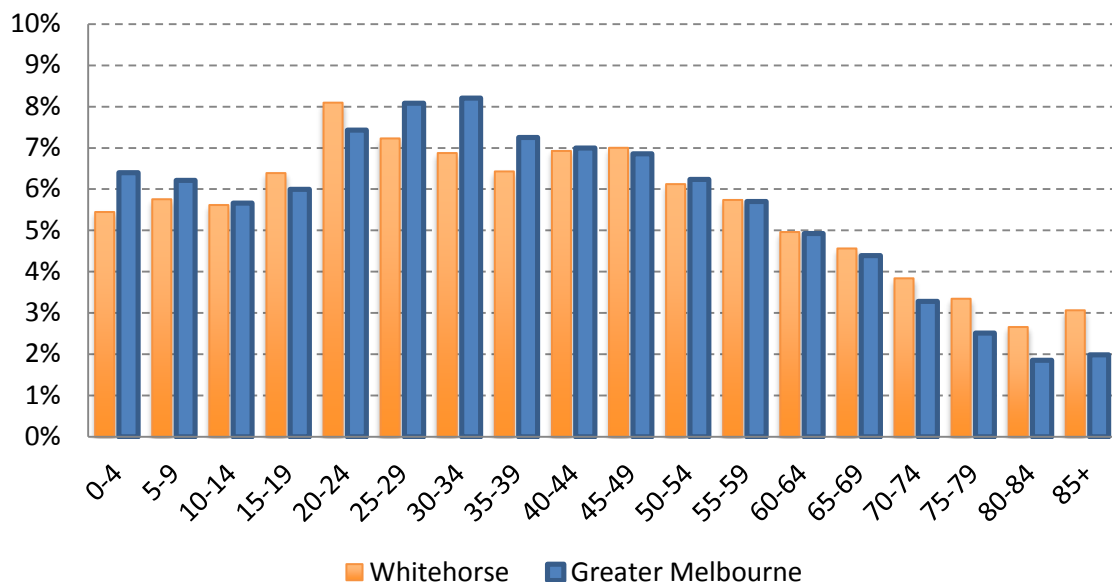
## Population forecast 2016 to 2026

- ↑ 8.8% under working age
- ↑ 14.4% working age
- ↑ 17.6% retirement age

## Household forecast 2016 to 2026

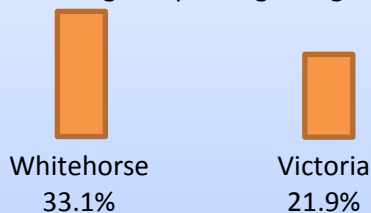
There were 60,431 households in 2016 and this is forecast to grow to 73,926 by 2026, with the average household size falling from 2.56 to 2.54 by 2026.

## 2016 Age Profile

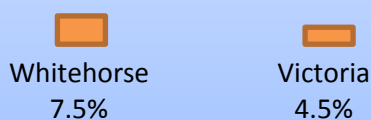


## Cultural diversity

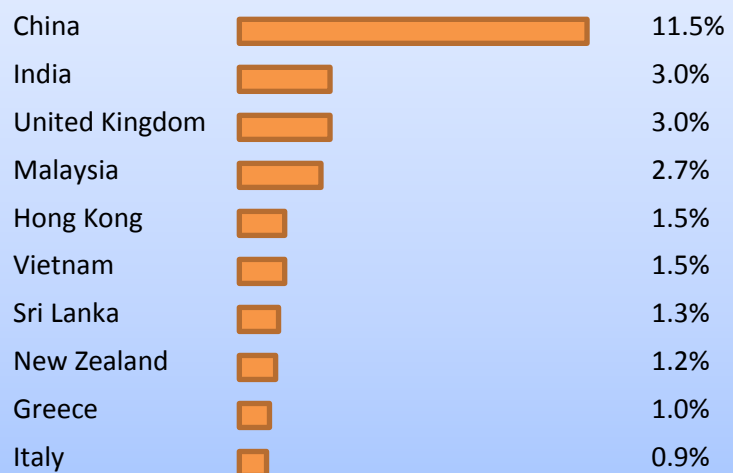
Non-English speaking background



Low English proficiency



## Top ten overseas countries of birth



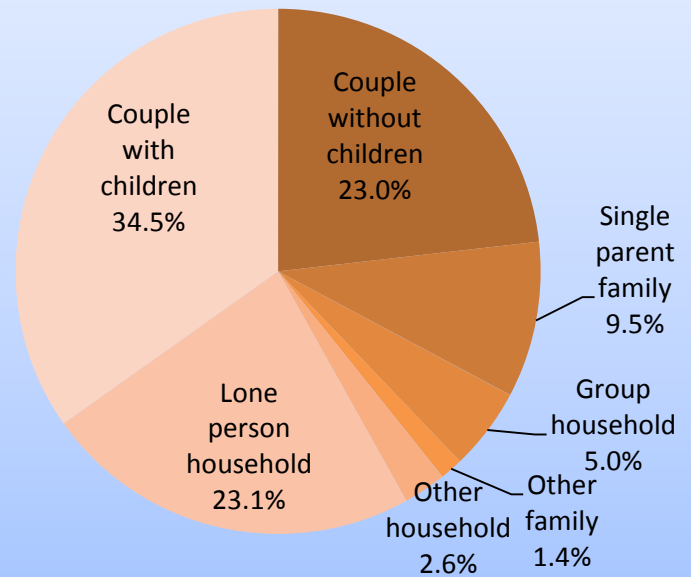
### Top languages spoken at home (excluding English)

Mandarin	12.9%
Cantonese	5.3%
Greek	2.5%
Italian	1.4%
Vietnamese	1.3%

### Religion

Christian total	44.8%
No religion	37.1%
Buddhism	5.0%
Greek Orthodox	3.4%
Hinduism	2.7%

### Household types



### Indigenous status

0.2%  
of Whitehorse  
population

0.8%  
of Victorian  
population

### Sexual diversity


0.1%  
of Whitehorse identify as being in  
a male same sex couple

0.1%  
of Whitehorse identify as being in  
a female same sex couple

### People with a disability

Need for assistance with core  
activities

  
Whitehorse  
4.7%

  
Victoria  
5.1%

### Education institution attending


Attend an educational institution

  
Whitehorse  
27.8%

  
Victoria  
23.9%

Attend a university

  
Whitehorse  
8.8%

  
Victoria  
5.5%

### Housing tenure

In the City of Whitehorse, 67% of households were purchasing or fully owned their home, 24.2% were renting privately, and 2.4% were in social housing.

		Whitehorse %	Victoria %
Fully owned		35.7	30.7
Mortgage		31.0	33.5
Renting	Social housing	2.4	2.8
	Private	24.2	24.3
	Not stated	0.4	0.5
Other tenure type		1.3	0.8
Not stated		4.9	7.5

### Lone Person Households

There are 13,931 lone person households in Whitehorse, of which 62.3% are female occupied. Females in lone person households have an older age profile than their male counterparts, with higher proportions aged 65 plus years.

### Lone-Parent Households

There are 5,766 lone parent households in Whitehorse, of which 81.7% have a female head. Females heading lone-parent households have a younger age profile than their male counterparts, with higher proportions aged less than 45 years.

### Highest level of schooling

In the City of Whitehorse, 67% of people aged over 15 years have completed Year 12 schooling (or equivalent).

### Unpaid work

**19.7%**  
perform unpaid domestic work greater than 14 hours

**11.7%**  
provide assistance to the ill, elderly or disabled

**27.8%**  
provide unpaid childcare

### Household income

Whitehorse  
\$1,507 weekly median

Victoria  
\$1,542 weekly median

### Community connectedness and participation



More than 1 in 5 persons in Whitehorse reported volunteering in the previous 12 months (22.4%), compared with 19.2% for Victoria.

(Source: ABS Census 2016)

The proportion of Whitehorse residents who agreed that people in their neighbourhood are willing to help each other out was 77.2%, slightly higher than the Victorian estimate (74.1%), while more than 6 out of 10 (61.8%) residents felt that they live in a close-knit neighbourhood, similar to the Victorian estimate (61.0%).

(Source: VicHealth Indicators Survey 2015)

### Mental Health

Levels of depression and or anxiety in Whitehorse are lower than the Victorian average (Whitehorse = 21.4%, Victoria = 24.2%).

Less than 1 in 10 adults in Whitehorse (8.5%) has high or very high psychological distress, lower than the Victorian average of 12.6%.

(Source: DHHS, Victorian Population Health Survey 2014)

### Dementia

The estimated rate of Whitehorse residents with dementia is 21.6 per 1,000 residents, which is higher than the Victorian average of 16.8.

(Source: DHHS, Whitehorse Community Profile 2015)

Over the next 34 years the prevalence of dementia in Whitehorse is expected to almost double in numbers.

At present, Whitehorse is ranked the 4th highest local government area in terms of Alzheimer's prevalence. However by 2050 Whitehorse will have moved out of the top ten.

(Source: Inner East Primary Care Partnership, Health and Wellbeing Needs of Older People Living in the Eastern Region of Melbourne 2017)

### Employment

The unemployment rate for Whitehorse was 6.0% in March 2017, slightly higher than the Victorian average of 5.8%, with a total labour force of 89,993.

(Source: Department of Employment, Small Area Labour Markets, March Quarter 2017)

## Physical activity

The three most popular non-organised physical activities in Whitehorse were:

- walking (52.0%);
- jogging or running (13.3%); and
- cycling (9.2%).

(Source: VicHealth Indicators Survey 2015)

A similar proportion of adults in Whitehorse undertake adequate physical activity as the State average (measured in both sufficient time and sessions) to meet the national guidelines (Whitehorse = 42.1%, Victoria = 41.4%).

The proportion of adults who spend eight or more hours sitting, on an average weekday (during the preceding week) is significantly higher in Whitehorse (35.2%) compared with Victorian adults (23.8%).

A total of 38.7% of adults in Whitehorse were overweight or obese. This is lower than the Eastern Metropolitan Region at 44.9% and Victorian average of 50%.

(Source: DHHS, Victorian Population Health Survey 2014)

## Healthy eating

Whitehorse residents have an average of:

- 1.6 serves of fruit each day (Vic = 1.6)
- 2.4 serves of vegetables per day (Vic = 2.2)
- 5.2 cups of water per day (Vic = 5.4)

Around 1 in 10 residents eat take-away meals/snacks at least three times a week (Whitehorse = 10.1%, Victoria = 10.2%).

(Source: VicHealth Indicators Survey 2015)

In 2014, 6.2% of people in Whitehorse met the fruit and vegetable consumption guidelines, higher than the Eastern Metropolitan Region (4.4%) and Victoria (4.4%).

(Source: DHHS, Victorian Population Health Survey 2014)

Food insecurity, which is defined as being without reliable access to a sufficient quantity of affordable, nutritious food, affects around 3.4% of the Whitehorse population, which is lower than the Victorian average of 4.6%.

(Source: DHHS, Whitehorse Community Profile 2015)

## Connectivity

In Whitehorse the percentage of people who live near public transport (within 400 metres of a bus stop and/or tram stop and/or within 800 metres of a train station) is the highest in the state.

(Source: DHHS, Whitehorse Community Profile 2015)

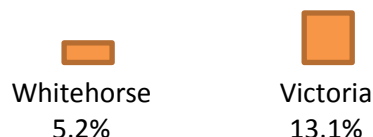


Approximately 1 in 5 adults in Whitehorse (21.8%) walked for transport trips longer than 10 minutes, 4 or more days a week, during the preceding week, compared to 19.2 % for the Eastern Metropolitan Region and 18.1% for Victoria.

(Source: DHHS, Victorian Population Health Survey 2014)

## Smoking

The Victorian Population Health Survey 2014 found 5.2% of people in Whitehorse identify as current smokers. This is significantly lower than the Eastern Metropolitan Region average of 9.8% and the Victorian average of 13.1%.

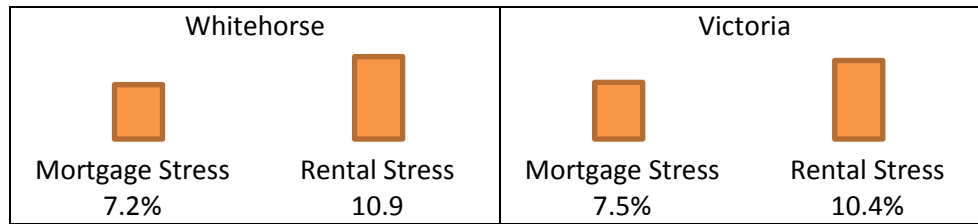


A total of 3% identified as daily smokers, again lower than the Eastern Metropolitan Region and Victoria at 6.9% and 9.8% respectively.

(Source: DHHS, Victorian Population Health Survey 2014)

## Affordable Housing

Housing stress is defined as expending more than 30% of income on a mortgage or rent.



It is estimated that 7.2% of mortgage holders are in housing stress, compared to the Victorian average of 7.5%, while 10.9% of renters in Whitehorse are in housing stress, compared to the Victorian average of 10.4%. Box Hill in particular has a very high proportion of renters in housing stress, at 30.5%.

(Source: ABS Census 2016)

In March 2017, only 1.3% of rental housing in Whitehorse was considered affordable, in comparison to the Victorian average of 14.5%.

(Source: DHHS, Rental Report March Quartile 2017)

It is estimated that there are 4.6 homeless people in Whitehorse per 1,000 persons, compared to the Victorian average of 4.0 persons.

(Source: DHHS, Whitehorse Community Profile 2015)

## Safety

Whitehorse has the second lowest overall crime rate in the Eastern Metropolitan Region.

In Whitehorse there were 693 recorded crimes against the person per 100,000 population in 2016, compared to 785 in the Eastern Metropolitan Region and the Victorian State average of 1,334.

In Whitehorse, there were 3,289 recorded crimes against property per 100,000 population in 2016, compared to 3,868 in the Eastern Metropolitan Region and the Victorian State average of 5,575.

(Source: Crime Statistics Agency 2016, Recorded Offences by LGA)

Most Whitehorse residents (96.3%) agreed that they felt safe walking alone in their neighbourhood during the day, higher than the Victorian average of 92.5%.

A total of 56.8% of Whitehorse residents agreed that they felt safe walking alone in their local area after dark, similar to the Victorian estimate (55.1%). This was fairly consistent across age groups; however 25 to 34 year olds reported feeling somewhat safer at 64.2%. Males in Whitehorse were much more likely to feel safe after dark than females (79.5% compared to 36.1% respectively).

More than three quarters of Whitehorse residents (76.2%) perceived that people in their local neighbourhood could be trusted.

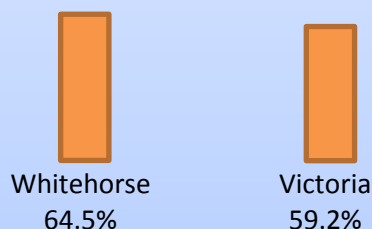
(Source: VicHealth Indicators Survey 2015)



## Harm from alcohol

Just over one in five (21.2%) residents living in Whitehorse agreed that getting drunk every now and again is okay. This was significantly lower than the proportion of Victorians who agreed (27.9%).

(Source: VicHealth Indicators Survey 2015)



Whitehorse recorded a greater percentage of adults with an increased lifetime risk of alcohol-related harm (64.5%) compared with the Eastern Metropolitan Region (60.4%) and Victoria (59.2%).

Whitehorse recorded a greater percentage of adults with an increased lifetime risk of alcohol-related harm (64.5%) compared with the Eastern Metropolitan Region (60.4%) and Victoria (59.2%).

(Source: DHHS, Victorian Population Health Survey 2014)

The per capita rate of packaged liquor outlets in the City of Whitehorse has fluctuated over the years, resulting in an overall 10.5% increase. This is the third highest change in rate, behind Knox and Manningham which experienced sharp increases in the raw number of outlets in the context of steadily increasing populations (50.3% and 31.7% respectively).

(Source: Centre for Alcohol Policy Research 2017, Packaged liquor in Victoria: 2001 to 2016)

## Drugs

The rate of illicit drug usage and possession offences per 1,000 of the population in Whitehorse (2.3) is significantly lower than the Victorian average (5.1).

(Source: DHHS, Whitehorse Community Profile 2015)

The rate of pharmaceutical drug related hospital admissions per 10,000 of the population in Whitehorse (13.1) is lower than the Eastern Metropolitan Region (16.2) and Victoria (16.1).

(Turning Point, AODStats 2016)

## Gambling

As at June 2017, Whitehorse has 431 EGMs in six venues across the municipality, which equates to 3.22 machines per 1,000 adults. In 2015/16 the net expenditure (i.e. losses) on EGMs in the City of Whitehorse was \$53.2 million or \$395 per adult.

(Source: Victorian Commission for Gambling and Liquor Regulation 2017)

## Prevention of violence against women

The rate of family violence incidents in Whitehorse per 100,000 of the population was half the Victorian average in 2015/16, at 638.9 and 1,285.2 respectively.

On average 20.4 incidents of family violence in Whitehorse were reported to police every week throughout 2016.

The rate of hospital emergency presentations with an injury deemed to be maltreatment, assault by a domestic partner or child neglect/maltreatment by parent or guardian reached its highest level in 2015/16 at 8.9 per 100,000 of the population.

(Source: Crime Statistics Agency 2017)

## Access to information, support and services; council and health information

The majority of Whitehorse residents (85.4%) felt that they could definitely access community services and resources, similar to the State measure of 85.2%.

- There are 1.2 FTE employed GPs per 1,000 of the Whitehorse population, which is consistent with the Victorian average.
- The rate of allied health service sites per 1,000 of the Whitehorse population was 1.1, slightly higher than the Victorian average of 0.9.
- A total of 59.5% of people in Whitehorse had private health insurance, compared to the Victorian average of 48.0%.

(Source: DHHS, Whitehorse Community Profile 2015)



## Health conditions

A slightly smaller proportion of Whitehorse residents (13.6%) reported fair or poor health in comparison to the Victorian average (15.9%) and more than one in four residents suffer from at least one chronic disease (45.6%). Across Victoria, the leading chronic diseases are arthritis (19.8%), anxiety or depression (24.4%) and heart disease (8.9%).

(Source: DHHS, Victorian Population Health Survey 2014)

The rate of avoidable deaths among people aged less than 75 years per 100,000 in Whitehorse was 85.3, lower than the Victorian average of 109.0. Rates for avoidable deaths from cardiovascular diseases were almost half the Victorian rate (14.7 compared to 23.0), as were avoidable deaths for respiratory diseases (4.3 compared to 8.1). Alternatively, rates for avoidable deaths from cancer were slightly higher at 27.7 compared to 23.8. According to the Cancer Council Victoria, the leading types of cancer for deaths each year are lung cancer (2,011 per year), bowel cancer (1,367 per year), prostate cancer (805 per year) and breast cancer (744 per year).

The percentage of persons in Whitehorse with high blood pressure, type 2 diabetes, asthma and arthritis were slightly less than the Victorian averages, while reports of heart disease and osteoporosis were slightly higher.

Measure	Whitehorse	Victoria
People reporting asthma	9.8%	10.9%
People reporting arthritis	17.2%	19.8%
People reporting type 2 diabetes	3.8%	5.0%
People reporting heart disease	7.7%	6.9%
People reporting high blood pressure	25.5%	25.9%
People reporting osteoporosis	5.3%	5.3%

In Whitehorse rates of intentional and unintentional injuries are lower than the Victorian average, while the percentage of unintentional injuries caused by falls is the third highest in the state (45.9% compared to the Victorian average of 38.7%).

(Source: DHHS, Whitehorse Community Profile 2015)

## Early Years

Whitehorse recorded higher than average Victorian rates of:

- fully breastfed children at three months (59.3% compared to 51.8%);
- fully immunised children at 24 to 27 months (93.2% compared to 90.5%); and
- 3.5 year olds attending maternal and child health checks (67.8% compared to 66.1%).

Similarly, the kindergarten participation rate in Whitehorse was 100.6% in 2015, compared to the Victorian average of 98.1%.

(Source: DHHS, Whitehorse Community Profile 2015)

The Australian Early Development Census measures how children have developed by the time they start school. It looks at five domains of early childhood development: physical health and wellbeing, social competence, emotional maturity, language and cognitive skills, and communication skills and general knowledge.

In 2015, 13.3% of Whitehorse children were considered vulnerable on one or more domains, in comparison to the Victorian average of 19.9% and Australian average of 22.2%. A further 5.8% of Whitehorse children were considered vulnerable on two or more domains, in comparison to the Victorian average of 9.9% and Australian average of 11.1%.

(Source: Australian Early Development Census 2015)

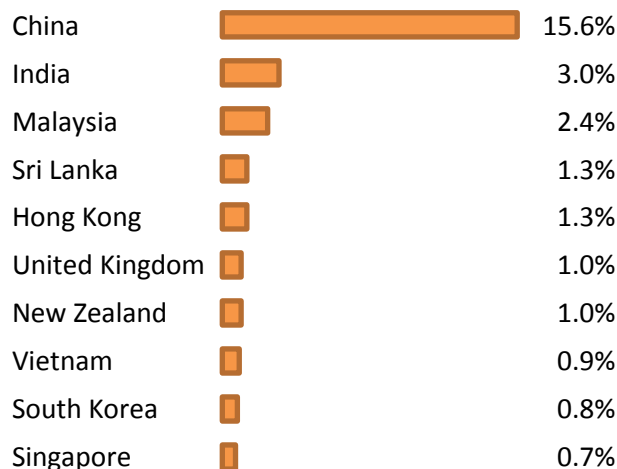
## Young people

Young people aged 12 to 25 account for 19.3% of the total Whitehorse population, which is comparable to the 18.3% across Metropolitan Melbourne.

### Top ten overseas countries of birth

A total of 31.6% of young people aged 12 to 25 living in the City of Whitehorse were born in a non-English speaking country, significantly higher than Metropolitan Melbourne (22.1%) and Victoria (18.2%). In addition, 38.4% of all young people speak a language other than English at home.

A total of 40.9% of 15 to 24 year olds in Whitehorse are attending a university, compared to 30.2% for Metropolitan Melbourne. There is a similar percentage of students in Whitehorse and Greater Melbourne attending a TAFE (5.5% and 6.1% respectively).



Alcohol related emergency department admissions per 10,000 in Whitehorse for those aged 15 to 24 years is consistent with the Victorian average (26.3 and 25.3 respectively). Alternatively Whitehorse hospital admissions relating to an alcohol related diagnosis are the highest in the Eastern Metropolitan Region at 36.8, which is significantly higher than the Victorian average of 22.0.

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(Source: Turning Point 2016, AODStats)

## Older Persons

In 2016:

- 22% of residents were aged 60 plus; this compares with 19% for Metropolitan Melbourne.
- 40.6% of people aged 65 plus years in the City of Whitehorse were born overseas;
- 31.8% were from a non-English speaking background, compared with 46.4% and 35.9% respectively for Metropolitan Melbourne;
- The largest non-English speaking country of birth for people aged 65 or more in Whitehorse in 2016 was China, where 5.3% or 1,493 people aged 65 years or more were born. This is followed by Greece (4.4%) and Italy (3.9%). More than one in four persons over 65 years speaks a language other than English at home (26.6%).
- Approximately 7,628 people in the City of Whitehorse need help in their day-to-day lives due to disability. Of these, 63.4% of people with a disability are aged 65 or over.
- There were 3,700 carers aged 65 plus in the City of Whitehorse providing unpaid assistance to a person with a disability, long term illness, or old age.

Nine per cent of residents are aged 75 years and over. This compares with 6% for Metropolitan Melbourne and 7% for Victoria. Of these Whitehorse residents, 40.2% live in lone person households.

Source: DHHS, Whitehorse Community Profile 2015)

The population of males and females aged 65 years and over is forecast to increase by a total of 9,811 persons between 2016 and 2036, which is an increase of 5,011 females and 4,800 males.

(Source: .id Consulting 2017)

Over 4,865 people from across Whitehorse actively engaged and contributed to the development of the Plan

## Community Engagement for the Plan

Whitehorse City Council recognises and values community participation in Council's decision-making and takes steps to ensure that members of our community are sufficiently

informed about and able to contribute to Council's decision-making processes. Increasing access for people to engage with Council in an effective and meaningful way is being further explored and is a priority of the *Council Plan 2017-2021* and the *Whitehorse Health and Wellbeing Plan 2017-2021*.

Council Community engagement and participation in the development of the *Whitehorse Health and Wellbeing Plan* ran through 2016 and 2017. Over 4,865 people from across Whitehorse have been actively engaged and contributing to the development of the Plan.

### Your Say Whitehorse

In late 2016, Whitehorse City Council undertook an extensive community engagement process – the Your Say Whitehorse campaign – to inform both the *Council Plan 2017-2021* and the *Whitehorse Health and Wellbeing Plan 2017-2021*. Councillors and officers worked together to undertake community workshops, pop ups, online opportunities, surveys and so forth across the municipality resulting in over 1,200 people participating. The overall findings of the Your Say Whitehorse campaign are available on Council's [website](#). To explore the community's health and wellbeing further, additional engagement strategies were implemented by Council in 2017 involving an online survey using the *Your Say Whitehorse* portal and a series of targeted consultations.

### A focus on health and wellbeing

Conducted in March 2017, the Your Say Whitehorse Health and Wellbeing survey asked the community about their main personal health and wellbeing concerns, what helps to feel connected to the community, what they saw as the main health and wellbeing challenges for people living in Whitehorse and what would have the most positive impact on health and wellbeing. A total of 194 people participated in the survey.

### Reach families and explore specific issues

In early 2017 Council conducted additional engagement and consultation to reach families and to explore specific health and wellbeing issues for key groups in the community. The findings of previous consultations and a review of the community's health profile informed the topics of these engagement activities. Community Pop Ups in high traffic areas such as the Nunawading Library forecourt during school holidays and Forest Hills Shopping Centre, and targeted focus group discussions were held, with 349 people engaged as a result. Information gained through the targeted focus group consultations will be used to inform implementation of priority actions in the Plan that relate to people with disabilities and their advocates, older people of culturally and linguistically diverse backgrounds (CALD), people with mental health concerns, people who identify as lesbian, gay, bisexual, transgender and intersex (LGBTI), and people living in areas of socioeconomic disadvantage.

Council Plan  
and  
Municipal  
Public Health  
and  
Wellbeing  
Plan  
Engagement  
2016

Your Say Whitehorse website, feedback portal and online survey (1,465 views)

Your Say Whitehorse postcards, available in community languages distributed (3,922)

Your Say Whitehorse promotion and advertising (social media reach of 4,172; print circ 163,000)

Community Pop-Ups with Councillors (6 held with 109 conversations, 63 colouring activities conducted)

Workshops/Forums for Councillors, staff and community (6 with 65 participants)

Print survey distributed (6,250)

1,200 people participated



Whitehorse  
Health and  
Wellbeing  
Plan  
Engagement  
2017

Your Say Whitehorse Health and Wellbeing postcards distributed (2000)

Your Say Whitehorse Health and Wellbeing advertising (circ.160,000)

Your Say Whitehorse Health and Wellbeing survey (194 participants)

Tailored Health and Wellbeing survey for LGBTI people (12 participants)

Well-being Profiler survey for Whitehorse students aged 10 - 20 years (3,008 participants)

Community Pop Ups (8 reaching at least 213 community members)

Focus Groups (10 held with 98 participants)

Councillor and officers consultations (over 80 people)

Stakeholder Planning Workshop (60 people from 40 different organisations)

3,665 people participated

## Hear from young people

In late April to early June 2017, 3,008 young people between the ages of 10 to 20 years old attending schools in the City of Whitehorse completed a survey which measured well-being in six empirically supported domains as important indicators of youth well-being. Using an innovative research tool, *The Well-being Profiler*, Melbourne University's Centre for Positive Psychology conducted the study with students from 15 different educational settings (9 primary schools and 6 secondary schools, years 5-12) across the municipality. The survey contained additional questions about what make Whitehorse a positive place for young people, key issues and challenges they face, local activities in which they engage and ways in which Council could best communicate with them. Altogether, the information from the research findings will inform planning and implementation of a range of strategic responses to local priorities for young people, in addition to the preliminary findings used in this Plan.<sup>viii</sup>



## Talk with stakeholders

In April 2017, a Stakeholder Planning Workshop engaged 60 people from 40 different organisations – representing State government, the service sector, peak bodies and local organisations and advocates – to consider the key health and wellbeing priorities in the City of Whitehorse and identify opportunities for collaboration and partnerships in the implementation and evaluation of the plan. Further discussions with partner agencies were held throughout development of the plan.

In June 2017, a workshop was held with Whitehorse Councillors, who provided additional feedback about the health and wellbeing priorities and challenges of the Whitehorse community.

## Community comment

In September 2017, the draft Whitehorse Municipal Public Health and Wellbeing Plan was endorsed by Council to be placed on public exhibition. This process allowed further community feedback on the draft goals, priorities and actions proposed by Council. These were considered for the final *Whitehorse Health and Wellbeing Plan 2017-2021*.

[Appendix I](#) describes the activities and methods employed for the Your Say Whitehorse Health and Wellbeing engagement and consultation.

## What is important to people of Whitehorse?

The people of Whitehorse value their overall health and wellbeing as a top priority. The extensive targeted consultations for the *Whitehorse Health and Wellbeing Plan 2017-2021* found the following consistent themes identified by the people of Whitehorse as important to their health and wellbeing:

### Community connections

- Ensuring an inclusive place, which is multicultural, vibrant, supporting, interactive and respectful
- Feeling community spirit, connectedness and inclusiveness
- Council facilities, services and activities play in a key role in people's sense of connectedness
- Engaging in the arts, events and culture, and sport is important to people's sense of belonging
- The community itself could do more to 'give back' to the community and the municipality
- People in Whitehorse are keen to participate in a range of ways. Community-led projects in the City of Whitehorse and volunteering were seen as important and meaningful ways to connect to community. People had many ideas for neighbourhood activation.

### Physical health and mental wellbeing

- Physical activity, healthy eating and mental wellbeing were three important priorities across ages and cultural backgrounds
- Depression and anxiety are particular challenges and reinforce the need to continue focussing on inclusive spaces and practices across the community
- For students at primary and secondary schools in Whitehorse, social and emotional wellbeing aspects such as friends, family and happiness are the most important factors for a good life
- We need innovative ways of reaching people, young and old, with health promotion messages and programs
- Affordability was a factor in people's access to leisure and health services

### Safety

- While safety was among the top three priorities of the community, in the main, people do think that Whitehorse is a safe place to live
- People would like to feel safer in general, particularly older people, women and people with disabilities
- Have more security in particular areas around Box Hill was highlighted

#### Greatest health and wellbeing challenges for people living in Whitehorse\*

Feeling connected (20.6%)  
Physical activity (14.4%)  
Mental health (14.4%)  
Personal safety (14.4%)

From the *Your Say Health and Wellbeing Survey 2017*

*\*Respondents could give more than one answer*

#### Top five key issues and challenges that Whitehorse students think young people face\*

Bullying (66.0%)  
Cyber-bullying & texting (54.9%)  
Mental health (50.9%)  
Relationships & friendships (48.2%)  
Alcohol & drugs (42.6%)

Melbourne University 2017, Understanding the needs of young people in Whitehorse – draft findings, Centre for Positive Psychology, Melbourne. *\*Respondents could give more than one answer*

- Traffic and building activity hazards concern older people as they navigate their neighbourhood as pedestrians or drivers

### ***Access to information, support and services***

- Council services and facilities were highlighted as among the best things about living in Whitehorse. Having accurate, accessible, easy to read information about community events, activities, facilities and services was consistently reported as being important to promote community connections.
- Access to health and community services, affordable housing and education and employment opportunities are priorities
- Having information that is easy to find and use in order for people to access the services they need, when and where they need them and accounting for people's variable abilities and levels of health and English literacy were themes
- Ensuring that local services are inclusive of LGBTI people, young people and people with a disability or mental health issue was also important

### ***Built and natural environments***

- The built environment influences a sense of wellbeing, housing affordability and ageing in place to retain community connection
- Promote opportunities for exercise and good nutrition by maintaining and enhancing local facilities including parks, recreation spaces, cycling and walking paths and attractive, clean social precincts
- Accessibility to shared spaces remains challenging for people with a disability and older people
- Places and spaces that are designed for the different needs of families and children, young people, men and women were important
- Looking after and connecting to the natural environment contributes to wellbeing.

Health is defined by the World Health Organisation (1946) as: *“a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.”* Wellbeing is complex and has been defined in many different ways. It has both subjective and objective measures including factors such as having basic needs for food, shelter and safety met, contributing to society, having resilience to deal with challenges, experiencing positive emotions and enjoying meaningful relationships.

Around 44% of people living in Whitehorse report their health as excellent or very good. This personal perception of physical and mental health is a good predictor of a person's health.

#### **Most frequent personal health concerns\***

Exercising (62.9%)  
Healthy eating (60.3%)  
Depression / anxiety' (47.9%)

From the *Your Say Health and Wellbeing Survey 2017*

*\*Respondents could give more than one answer*



## Legislative and Policy Context

This plan takes into account Council's responsibilities under the Victorian Public Health and Wellbeing Act 2008, other legislation and the policy context of the State and Federal Governments. This list is not exhaustive.

### Victorian Public Health and Wellbeing Act 2008

The *Victorian Public Health and Wellbeing Act 2008* requires Councils to develop a Municipal Public Health and Wellbeing Plan every four years following the council election process. Under the requirements of the Act, the Municipal Public Health and Wellbeing Plan must:

- Examine data and evidence on health and wellbeing
- Involve the local community in its development
- Identify strategies to achieve maximum health and wellbeing of the community
- Specify how Council will work in partnership with other agencies to accomplish the strategies; and
- Provide a consistent message to that in the Council Plan and Municipal Strategic Statement.

The aim of the *Victorian Public Health and Wellbeing Act 2008* is to achieve the highest attainable standard of public health by reducing health inequalities, promoting environments in which people can be healthy, and the protection and prevention of disease, illness, injury, disability and death.

The Victorian Public Health Act recognises that local government is a major partner in efforts to protect public health and wellbeing. The Act states that in preparing their plans, Councils must have regard to the Victorian Public Health and Wellbeing Plan (VPHWP) 2015-2019.

### The Victorian Public Health and Wellbeing Plan

The Victorian Public Health and Wellbeing Plan 2015-2019 establishes priorities for action and identifies place-based approaches as a key platform for change, alongside healthy and sustainable environments and people-centred approaches.

The Victorian Public Health and Wellbeing Plan 2015-2019 has an explicit aim to reduce inequalities in health and wellbeing. It identifies challenges to the health status of Victorians including:

- increases in some risks to health and only limited or no improvement in others particularly obesity and physical abuse associated with alcohol
- the increasing impact of chronic disease
- persistent inequalities in health status
- demographic trends that require new approaches including population ageing, the need for an increased focus on the health and wellbeing of health and families
- environmental sustainability and health protection including the impact of climate change, the spread of communicable diseases and the emergence of new diseases, and the need for communicable disease planning and preparedness.

The priorities identified by the plan are towards outcomes to be achieved by 2025 across all sectors:

- healthier eating and active living



- tobacco free living
- reducing harmful alcohol and drug use
- improving mental health
- preventing violence and injury
- improving sexual and reproductive health.

The Victorian health and wellbeing priorities inform the *Whitehorse Health and Wellbeing Plan 2017-2021*.

## National Health Priority Areas

The National Health Priority Areas are diseases and conditions that Australian governments have chosen for focused attention because they contribute significantly to the burden of illness and injury across the Australian community. The Australian Institute of Health and Wellbeing publishes information about these, including the associated indicators and risk factors with a focus on particular population groups of interest.<sup>ix</sup>

The nine National Health Priority Areas are:

- Cancer control
- Cardiovascular health
- Injury prevention and control
- Mental health
- Diabetes mellitus
- Asthma
- Arthritis and musculoskeletal conditions
- Obesity
- Dementia

## Other considerations for the Plan

### International Legislation and Policy

*Universal Declaration of Human Rights and International Covenant of Civil and Political Rights*

Australia is a signatory to both the Universal Declaration of Human Rights (1978) and the International Covenant of Civic and Political Rights. Australia is committed to the protection and promotion of human rights for not only all Australians, but for all human kind.

Australia became a signatory to the United Nations Convention on the Rights of Persons with Disabilities in 2008.

### Federal Legislation and Policy

*The Racial Discrimination Act (1975)*

The Racial Discrimination Act (1975) focuses on the elimination of all forms of discrimination on the basis of a person's race, colour or national ethnic origin. Councils, as well as all members of the Australian community are obliged to eliminate discrimination under this Act.

### *Sex Discrimination Act (1984)*

The Sex Discrimination Act (1984) makes it against the law to discriminate on the basis of sex, marital or relationship status, and pregnancy. It also protects against sexual harassment. The Act was amended in 2013 to make discrimination on the basis of a person's sexual orientation, gender identity and intersex status against the law.

### **Disability Acts**

The Disability Discrimination Act 1992 and the Victorian Disability Act 2006 provide the framework for addressing barriers experienced by people with disability through the development of Council's Disability Action Plan. This legislation states:

#### **Disability Act 2006 – Section 38**

The Victorian Disability Act 2006 requires all public bodies including local government to develop a Disability Action Plan which identified the following four key areas that must be addressed:

- a) Reducing barriers to persons with a disability accessing goods, services and facilities
- b) Reducing barriers to persons with a disability obtaining and maintaining employment
- c) Promoting inclusion and participation in the community of persons with a disability
- d) Achieving tangible changes in attitudes and practices which discriminate against persons with a disability

Councils are required to report the outcomes of the Disability Action Plan in their Annual Report.

#### **Disability Discrimination Act 1992 – Section 61**

This broad rights based legislation aims to eliminate as far as possible discrimination towards people with disability. The action plan must include provisions relating to:

- a) The devising of policies and programs to achieve the objects of this Act; and
- b) The communication of these policies and programs to persons within the action planner; and
- c) The review of practices within the action planner with a view to the identification of any discriminatory practices; and
- d) The setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed; and
- e) The means, other than those referred to in paragraph(d), of evaluating the policies and programs referred to in paragraph (a); and
- f) The appointment of persons within the action planner to implement the provisions referred to in paragraphs (a) to (e) (inclusive).

#### **Victorian Charter of Human Rights and Responsibilities Act (2006)**

Victoria's Charter of Human Rights and Responsibilities Act 2006 describes the twenty fundamental rights contained in the legislation promote and protect the freedom, respect, equality and dignity of all people in Victoria. The Charter requires that all levels of government and other public bodies comply with these rights and consider the relevant human rights contained in the legislation when developing laws, policies and when making decisions.

## Climate Change Act 2017

The *Climate Change Act 2017* s. 17 states that decision makers must have regard to climate change. The *Whitehorse Health and Wellbeing Plan* describes a number of key actions regarding environmental sustainability, waste reduction and communicating with and educating the community about adaption to climate change. Community development initiatives are also planned to increase social connection and neighbourhood cohesion which will improve local responses and resilience in times of climate emergencies.

Many other roles and actions to be lead and undertaken by Whitehorse City Council regarding environmental sustainability, greenhouse gas reduction and the mitigation, adaptation and response to direct impacts of climate change are described in a number of other Council Plans and Strategies.

## Outcomes of the Royal Commission on Family Violence

The Victorian Royal Commission on Family Violence report was released in March 2016 and contained 227 recommendations. Recommendation 94 specifically states “The Victorian Government amend section 26 of the Public Health and Wellbeing Act 2008 (Vic)— which requires that councils prepare a municipal public health and wellbeing plan—to require councils to report on the measures the council proposes to take to reduce family violence and respond to the needs of victims.



The Victorian *Family Violence Protection Act 2008* defines family violence as:

‘(a) behaviour that is physically, sexually, emotionally, psychologically or economically abusive; threatening or coercive; or in any other way controls or dominates the family member and causes them to feel fear for the safety or wellbeing of that family member or another person; or

(b) behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to in paragraph (a)’.

A comprehensive and holistic approach to family violence acknowledges its gendered nature and involves integrating primary prevention approaches that deal with addressing the underlying drivers of violence alongside early intervention and response initiatives.

*Free from Violence, Victoria’s Primary Prevention Strategy to prevent family violence and all forms of violence against women*

This Strategy fulfils recommendation 187 of the Royal Commission into Family Violence and is a key part of the 10-year plan, *Ending family violence: Victoria’s plan for change*, which is a comprehensive plan of reform to prevent family violence, protect victims, provide justice and hold perpetrators to account. The *Free from Violence* Strategy outlines a primary prevention approach – that is, a long-term agenda that aims to prevent violence from happening in the first place. Primary prevention works by identifying the deep underlying causes of violence – the social norms, structures and practices that influence individual attitudes and behaviours – and acting across the whole population to change these, not just the behaviour of perpetrators. Primary prevention is distinct from early

intervention and crisis response activities (also known as secondary and tertiary response) that aim to stop violence from escalating or recurring. An effective primary prevention approach supports and complements early intervention and crisis response efforts.

#### *Child Wellbeing and Safety Act 2005: Child Safety Standards*

To help ensure the safety of children Victoria introduced compulsory minimum standards (under the *Child Wellbeing and Safety Act 2005*) that apply to organisations providing services for children. These were implemented in Council services from January 2016.

### **Urban Strategic Plans**

#### *Plan Melbourne*

Since 2014, local government planning has been strongly informed by the policy context provided by Plan Melbourne, and Plan Melbourne Refresh, 2015.<sup>x</sup>

The priorities of Plan Melbourne Refresh include:

- A changing economy
- The demands of providing infrastructure across a greater area to more people
- A growing and ageing population
- A changing climate
- Meeting demands for diverse housing.

These priorities are highly consistent with the social determinants of health and demonstrate the relevance of local government for coalitions and partnerships to address health and wellbeing.

#### *Resilient Melbourne*

Whitehorse City Council is a participating member of the global initiative The 100 Resilient Cities (100RC) which aims to assist cities around the world become more resilient to the physical, social and economic challenges that are a growing part of the 21st century. The Resilient Melbourne Strategy is the culmination of work by people from across sectors, council boundaries and community groups, coming together to consider a shared challenge: what can we do to protect and improve the lives of Melburnians, now and in the future? The Strategy provides the opportunity for Melbourne to foster the long-term viability, safety and wellness of our interconnected communities and municipalities.

As a supporter and contributor to the Resilient Melbourne Strategy, Whitehorse City Council has taken a lead role in the “Neighbourhood project”, a place based initiative which sees community activation of specific geographical areas.

## Influences on Health and Wellbeing

Many people in Whitehorse enjoy good health and wellbeing due to the livability of the municipality and the relative advantage of most people. Whitehorse has experienced higher life expectancy than the State average since the Department of Human Services started collecting data in 1997. Life expectancy has also increased over this time.

People in Whitehorse take steps to live well. They are:

### Managing their own health and wellbeing, for example

- 93.2% of children are fully immunised between 24-27 months
- 67.8% of children attend 3 year old maternal and child health checks
- Rates of emergency department presentations well below average for Victoria

### Exercising and eating better than other parts of Victoria, for example

- 36.5% of people participate in some form of organised physical activity compared to 28.7% of all Victorians
- Whitehorse's consumption of 3-4 daily serves of vegetables is significantly higher in comparison to the Eastern Metropolitan Region and Victoria (34.5%, 27.6% and 26.2% respectively).

### Participating and being socially engaged, for example

- 60% of residents attended a local community event in 2015/16
- The percentage of people who are members of a religious group is among the highest in the state (27.7%)
- Approximately 70% of residents participated in some form arts and cultural activity in the last month
- 22.4% of Whitehorse residents volunteer in some capacity

### Accessing education and lifelong learning, for example

- Whitehorse has 100.6% kindergarten participation
- Whitehorse has a higher than average percentage of year 9 students attaining national minimum literacy and numeracy standards (95.5% and 97.6% respectively)
- 97.4% of 19 year olds have completed year 12
- The percentage of people with a higher education qualification is higher than average for Victoria (58.3% compared to 45.7%)
- 40.9% of 15-24 year olds attend a university

### Living in Whitehorse

- 97.5 % of residents rate the Whitehorse community as a pleasant environment
- 82% rate the community as an active community
- 79.7% rate the community as good or very good for community and support groups
- 77.2% spoke with more than five people the previous day
- 85% of the population stated they could definitely access community services and resources  
[DHHS LGA Profile 2015]
- 96.3% of people feel safe on Whitehorse streets, walking alone during the day  
[VicHealth Indicators Survey 2015]
- 25% of people both live and work in Whitehorse and many more do so in the surrounding municipalities  
[ABS Census 2015]

- U3A participation, with in excess of 2,500 members

But there is room for improvement. An analysis of Whitehorse's health and wellbeing using the available evidence found the most significant preventable causes of poor health and wellbeing relate to social inequity, overweight or obesity, lack of physical activity and poor eating, and poor mental health. Social isolation due to any number of factors, such as old age, disability or social exclusion, and family violence contribute significantly to mental health and wellbeing. With the ageing population, the numbers of people with dementia in Whitehorse will rise significantly (estimated to almost double over the next 34 years) and those at risk of elder abuse also. A fall for an older person may precipitate a loss of function and independence.

### Preventable Illness

Many chronic diseases and injuries are preventable. In Whitehorse, more than one in four residents suffered from at least one chronic disease (45.6%). Chronic disease is the most significant health challenge for the population overall, due not only to the scale of the problem and the health care costs, but also the personal, social and economic impacts. Chronic diseases are also the most costly conditions to treat. Health promotion, prevention and early intervention approaches reduce the burden of this disease on the individual and the population as a whole.

### Physical activity and healthy eating

Adequate physical activity, consumption of fresh food, particularly fruit and vegetables, and maintaining a healthy weight, avoidance of smoking and moderate or low use of alcohol all contribute to a healthy lifestyle and reduce the risk of chronic disease.

By becoming more active people of all ages and abilities can significantly improve their health and wellbeing. Engaging in regular physical activity reduces the risk of diseases such as cardiovascular disease, type II diabetes, osteoporosis, colon cancer, obesity and injury, as well as alleviating depression and anxiety. Physical inactivity and sedentary lifestyles contribute to overweight and obesity.<sup>xi</sup>

In Whitehorse:

- 43.9 per cent of people do not meet either the fruit or vegetable consumption guidelines
- 75 per cent of people consume take-away meals or snacks once a week.

Men are less likely to meet the dietary guidelines for healthy eating than women. In 2014, 38.7 per cent of adults in Whitehorse were considered overweight or obese and 51.8 per cent of people did not obtain sufficient exercise for good health, with 35.2 percent spending eight or more hours sitting on an average weekday.



The Whitehorse Well-being Profiler Survey (2017) of 3,000 students highlighted how physical activity participation for young people declines as they progress through secondary school, particularly for girls.<sup>xii</sup>

For students in Whitehorse, levels of physical exercise, sleep quality and perception of general health are declining rapidly from Years 6 to 12. In the 2017, 26 per cent of young people were not

satisfied with their health, with 7 out of 10 reporting that they often feel sleepy and tired. Young people who reported having 7 hours or less of sleep also tend to report lower satisfaction with quality of sleep. Also, 58 per cent reported spending 4 hours or more each day engaging in sedentary activities at home such as watching television, doing homework, or playing games.<sup>xiii</sup>

In 2014, 38.7 per cent of adults in Whitehorse were overweight or obese and, while this is lower than the Eastern Metropolitan Region at 44.9 per cent and Victorian average of 50 per cent, it is evident that a significantly large proportion of the population is faced with a higher risk for many chronic diseases such as cardiovascular disease and type 2 diabetes.

## **Mental health**

Anxiety and depression are the most frequent forms of mental illness. In Whitehorse, 21.4 per cent of people experience anxiety or depression.

The foundations for good mental health begins before birth and progresses into early childhood, older childhood and adolescence, during family building and the working years, through to older age.<sup>xiv</sup>

### ***Young people***

Typical of young people, students attending schools in Whitehorse reported that they “worry a lot and get stressed easily”. In 2017, 50 per cent of those surveyed had symptomatic reports of Anxiety and Stress, increasing from Years 6 to 12. In the same survey 1 in 4 reported that they are often unhappy, with experiences of depressive symptoms increasing from Years 7 to 12. Of the students surveyed 1 in 4 had experienced bullying and 1 in 5 reported being teased because of their culture.<sup>xv</sup>

### ***Family violence***

Intimate partner violence is the leading preventable contributor to death, disability and illness in Victorian women aged 15–44 years, with the greatest burden due to the wide-ranging and persistent effects on women’s health and increased risk of anxiety and depression.<sup>xvi</sup> Intimate partner violence, which may involve sexual assault, is the most common and pervasive type of family violence perpetrated by men against women.

Family violence can take many forms and both men and women can be perpetrators or victims of family violence, however overwhelmingly, the majority of victims are women and children. Family violence occurs when a perpetrator exercises power and control over another person. It involves coercive and abusive behaviours resulting in fear and insecurity. It covers a wide spectrum of conduct that involves an escalating spiral of violence – physical, sexual psychological, emotional, cultural, spiritual and financial. Family violence has detrimental and long-lasting effects on children and young people.<sup>xvii</sup> Family violence affects people across the community regardless of social status, occupation, sexuality, age or cultural background.

### ***Suicide***

Suicide rates vary significantly by age and gender. In Australia, consistently over the past 10 years, the number of suicide deaths was approximately 3 times higher in males than females. While females are more likely to deliberately injure themselves than males, in 2015, 75.6% of people who





died by suicide were male. Using national data, the highest rate of suicide is among men aged 85 and over (37.6 per 100,000), followed by men aged between 40–44 and 50–54 (29.9 and 29.2 per 100,000 respectively).

Although suicide rates are lower among young people, suicides account for a larger proportion of deaths of young men and women.

The suicide rate in metropolitan Melbourne is 9.4 per 100,000 people.<sup>xviii</sup>

### ***Lesbian, Gay, Transgender, Intersex (LGBTI)***

Despite increasing acceptance of LGBTI people in Australian society and more visibility in public life and the media, they are still more likely than the general population to experience discrimination, prejudice, violence and abuse in everyday life. People who identify as LGBTI are estimated to make up 17.5 per cent of the population and in Whitehorse this equates to 28,972 residents. Research has demonstrated that this discrimination leads to poorer mental health outcomes and a higher risk of suicidal behaviours for people who identify as LGBTI.<sup>xix</sup> Council's recent consultations mirror these themes of poorer mental health outcomes.

### **Harmful use of alcohol**

Harmful use of alcohol and other drugs affects both the whole community and individuals and their families. Crime and public violence, property damage and decreased workplace productivity affect the community, while for individuals and families, the result can be major health and financial problems, social isolation and increased risk of family violence.<sup>xx</sup>

The pattern of drug and alcohol use in Whitehorse is gleaned from available data and requires further investigation, but it is evident that harm from long-term use of alcohol, in particular, is prevalent at a greater rate than Victorian or Eastern Metropolitan regional rates. Approximately 65 per cent of Whitehorse adults have an increased lifetime risk of alcohol-related harm, in comparison to Victoria at 59 per cent and the Eastern Metropolitan Region at 60 per cent. It is notable that while alcohol-related hospital admissions in 2012/13 were significantly higher in Whitehorse compared to both the Metropolitan Melbourne and Victorian rates (76.9 per cent, compared to 50.2 per cent and 43.7 per cent respectively). Whitehorse had a lower rate of clients in 2015 receiving Alcohol and Drug Treatment Services than the Victorian average (3.4 compared to 5.0 per 1,000 of the population respectively).

While the community is concerned about illicit drug usage and possession, rates of offences in Whitehorse are significantly lower than the Victorian average (at 2.3 compared to 5.1 per 1,000 of the population). And, for both illicit and pharmaceutical drugs, ambulance attendances in Whitehorse are below that of both the Eastern Metro Region and Victoria.

Harm from alcohol is related to a number of factors including the availability of packaged liquor outlets.<sup>xxi</sup> The per capita rate of packaged liquor outlets in the City of Whitehorse has fluctuated over the years 2001 to 2016, resulting in an overall 10.5 per cent increase. This is the third highest change in rate in the EMR, behind Knox and Manningham which experienced sharp increases in the raw number of outlets in the context of steadily increasing populations (50.3 per cent and 31.7 per cent respectively).



There is growing evidence of links between harmful use of alcohol, family violence and harmful gambling.<sup>xxii xxiii</sup> In 2015/16 the net expenditure (i.e. losses) on electronic gaming machines in the City of Whitehorse was \$53.2 million or \$395 per adult.

### ***Perceptions of safety***

Feelings or perceptions of safety affect how people move around and freely access all aspects of the municipality – transport, open spaces, activities and facilities. Whitehorse is a relatively safe community, and crime rates in Whitehorse are lower than the Eastern Metropolitan and State averages. People in Whitehorse feel less safe walking



alone at night, particularly women and older people, than during the day. Residents who felt safe or very safe when walking alone at night in their local area decreased from 68% in 2011 to 56.8% in 2015.

### **Social inequity**

The burden of poor health is not evenly spread across our community. Some population groups have significantly worse health outcomes than others and socioeconomic disadvantage is considered the greatest cause of health inequality in Victoria. Although Whitehorse is overall a relatively affluent community enjoying good health, the municipality has greater social disparity with more high income earners and more low income earners than other local government areas (LGAs).

### ***Education and employment***

A thriving economy and access to education and employment are determinants of health and wellbeing. Access to employment is fundamental to people's wellbeing, promotes engagement in community life and provides opportunities for people to plan and manage their future security. Healthier people are more productive in all aspects of their lives including as part of the paid and unpaid workforce.

Unemployment is highest among our young people aged 15 to 24 years. Six per cent of 20-24-year-olds in Whitehorse are not in employment or education<sup>xxiv</sup> and are at risk of long-term and profound effects on their lives. Relative to Greater Melbourne, Whitehorse had a greater proportion of people in part time work (36.0 per cent compared to 32.3 per cent) and a smaller proportion in full time work (57 per cent compared to 60.1 per cent).<sup>xxv</sup>

### ***Income***

In 2016 Whitehorse had a slightly higher proportion of low income households relative to Greater Melbourne, with 8.9 per cent of households earning less than \$400 per week. Low income earners are typically students, older people and people living with a disability. Between 2006 and 2011, the number of people in the low income earner category living in Whitehorse has increased more than twenty times the number of people in the highest income group (1,150 compared to 55).<sup>xxvi</sup>

The working lives of women are often different to the working lives of men. Females in Whitehorse earned less than their male counterparts across all age groups.

In Whitehorse, females are more represented in lower weekly income brackets and males are more represented in higher weekly income brackets. The individual weekly gross income for males in Whitehorse was \$751 while for females it was \$441.<sup>xxvii</sup>

Women are more likely to take primary responsibility for unpaid care work, are more likely to work part-time and in lower paid roles leading to, on average, half the superannuation of men.<sup>xxviii</sup> This difference in individual incomes has far-reaching consequences for women over their lifetime, particularly given their longer life expectancies. Women often reach later years in life with far less savings and superannuation than men.

### ***People with a disability***

People with disability and people who experience mental illness continue to face barriers to participating in the community. People with disability are less likely to be employed, less likely to have completed year 12 and nearly one third of people with a disability (31.5 per cent) have avoided situations because of their disability.<sup>xxix</sup> People with disability are nearly twice as likely (17.91 per cent) than people without disability (9.36 per cent) to experience violence.

### **Living with a Disability**

While exercising and healthy eating were the top personal health concerns for most people, people with a disability had different personal health concerns in the Your Say Whitehorse Health and Wellbeing Survey 2017. For people with a disability, the most common top concern was chronic disease, followed by financial / housing stress and mobility.

### ***Younger and older CALD people***

Older people from CALD backgrounds, especially those who migrated to Australia at an older age or who are from refugee background, can face a higher risk of poorer health outcomes due to socio-economic disadvantage, social isolation, language barriers, cultural translation difficulties, underexposure to Australian services and systems and lower rates of service access<sup>xxx</sup>

A significant number of international students study in the City of Whitehorse and many of them also reside in the municipality. These students are particularly vulnerable to a number of health and wellbeing risk factors, including lack of access to health care and social support services, social isolation, increased risk of assault, housing insecurity, gambling and unemployment and/or mistreatment whilst in employment. In 2016, Deakin University's Burwood Campus had 28,286 students, of which it is estimated that 4,110 were born overseas.<sup>xxxi</sup>

### ***Housing affordability***

Housing plays a critical role in ensuring individuals are able to fully engage in community life, both economically and socially, and is becoming less affordable across the whole of Melbourne. In March 2017, only 1.3% of rental housing in Whitehorse was considered affordable, in comparison to the Victorian average of 14.5%. The number of homeless people in Whitehorse is also high, relative to the rest of the Eastern Metropolitan Region, at 3.3%. Homelessness refers to people living in improvised dwellings, tents or sleeping out, in supported accommodation for the homeless, staying temporarily with other households, in boarding houses, in other temporary lodgings, and living in severely crowded dwellings.



## Partnerships and Collaborative planning

Whitehorse City Council works in partnership with the community, community organisations and other key stakeholders to develop and grow the municipality through good governance, proactive strategic planning and advocacy, efficient, responsive services and quality infrastructure.

Council is committed to supporting the community in all areas of health and wellbeing. Council's role is in providing leadership and playing a facilitation role with the community to determine and act on those determinants of health over which we can collectively influence. Planning for safe and healthy places for people to live, work and play, enhancing social participation and support services, providing opportunities for people to participate in decisions affecting the community, and improving infrastructure in the public realm, are all actions which underpin this commitment.

Council recognises that to improve the health and wellbeing of the whole population, action to reach specific groups (such as young people and older people and others who are hard to reach) or to reduce inequities between population groups is necessary. And we need to work in partnership to create the changes we seek.

Municipal Public Health and Wellbeing Plans are a legislated requirement that can provide the 'line of sight' between local and state efforts to prevent illness and promote health and wellbeing. Partnerships are crucial to this approach and Whitehorse City Council will strengthen its work with local partners, and contribute to a number of planning forums and governance structures at the local and catchment levels, in a number of key areas of health and wellbeing: **reducing social isolation, responding to family violence and preventing violence against women, reducing harm from alcohol and promoting healthy eating.** A priority of the *Whitehorse Health and Wellbeing Plan 2017-2021* is to improve local area planning for prevention and health promotion.

Whitehorse City Council has strong partnerships with many health and community agencies, educational institutions, businesses and state and local government departments. These partner agencies all work towards improving the health and wellbeing of the Whitehorse community.

Partnerships can be understood on a continuum from networking and coordination through to cooperation and collaboration, depending on many factors. Partnerships are frequently formed in response to the availability of a grant, or a desire to coordinate efforts around a particular issue. An emerging form of partnership is called 'Collective Impact' in response to the long-term, changing and complex nature of solving complex social problems. Collective Impact is a structured methodology for achieving lasting change that is about co-creation and sustained joint efforts to achieve agreed outcomes.<sup>xxxii</sup>

## Established partnerships for health and wellbeing

Whitehorse City Council has established partnerships for health and wellbeing with:

### **The Eastern Metropolitan Region Social Issues Council**

The Eastern Metropolitan Social Issues Council (EMSIC) was established to better integrate and align joint regional efforts in prevention and intervention of key social issues in Melbourne's Eastern Metropolitan Region. With high level leadership from state and local governments including Whitehorse City Council, business and the community, the Eastern Metropolitan Region Social Issues Council is taking a strategic and evidence based approach to reduce social isolation, address family violence and prevent violence against women.

### **Inner East Primary Health Partnership**

The Inner East Primary Care Partnership (IEPCP) is funded by the Department of Health and Human Services to facilitate partnership development, provides advice and supports stakeholders in collaborative planning, population health and wellbeing delivery, research and evaluation, service coordination and improvement across the sector, to deliver equitable and positive outcomes to the community across the Inner East of Melbourne.

The current IEPCP key health priorities are: health literate environments; healthy ageing and Dementia Friendly communities; chronic illness (Gestational Diabetes); healthy eating/nutrition; alcohol harm minimisation; prevention of violence against women and gender equity; social inclusion and mental health; and Aboriginal health (supporting Kulim Balit).

### **Carrington Health, Inner East Community Health Catchment Integrated Health Plan**

Previously, Whitehorse Community Health Service, Carrington Health provides a broad range of health services primarily to the Whitehorse Local Government Area including integrated health promotion. In recognition of the need for place-based planning, Carrington Health is collaborating with other inner east community health services to plan the sub-regional Integrated Health Promotion Plan 2017-2021.

### **Women's Health East, Together for Equality and Respect Strategy**

Women's Health East, the regional women's health promotion agency, acts to improve women's health and wellbeing. It advocates for the prevention of violence against women, gender equity for health outcomes, and sexual and reproductive health.

Women's Health East coordinates the *Together for Equality and Respect* Partnership and Strategy 2013-2017, and is auspice to newly funded partnership work in the primary prevention of violence against women – to stop violence against women from occurring in the first place. All seven local governments and all eight community health services, the primary care partnerships and primary health networks, and the Regional Family Violence Partnership were involved in the development of this Strategy.

## **The Eastern Metropolitan Region Action on Alcohol Flagship Group**

The Eastern Metropolitan Region Action on Alcohol Flagship Group (the Flagship) is a stakeholder partnership of community health and wellbeing organisations, local government, primary care partnerships and other relevant organisations.

The Flagship takes action through advocacy and working collectively in primary prevention, to reduce the harmful impacts of alcohol in local communities and across the region. Priorities of the Flagship are to build regional capacity, influence planning and legislation and mobilise community support for reducing the harm from alcohol.

## **The Inner East Healthy Food Alliance**

Led by Inner East Primary Care Partnership, the Alliance has members from local government and community health services in the inner east of the Region. Its focus is on collaborative action to improve access to healthy and nutritious food, and promote healthy eating. Further development of the Alliance is supported by the Department of Health and Human Services.

## **Department of Health and Human Services**

The Department of Health's core objective is to achieve the best health and wellbeing for all Victorians. This is accomplished through planning, policy development, funding and regulation of health service providers and activities which promote and protect Victorians' health.

Their work is guided by the *Victorian Public Health and Wellbeing Plan 2015-2019* which aims to improve the health and wellbeing of Victorians by engaging communities and strengthening systems for health protection, health promotion and preventative healthcare across all sectors and levels of government<sup>xxxiii</sup>. The Victorian public health and wellbeing priorities are outlined in the [Legislative and policy](#) context section.

## **Department of Justice and Regulation**

The Department of Justice and Regulation leads the delivery of justice services in Victoria by providing policy, services and organisational management. Roles and priorities for the Department in 2016-2020 include support for the implementation of the recommendations of the Royal Commission into Family Violence and the implementation of the National Disability Insurance Scheme; deliver crime prevention programs to build community engagement and capability and that address the underlying cause of crime; and improve the protection of individual rights, including the reform of statutory provisions that discriminate against lesbian, gay, bisexual, trans and gender diverse, and intersex (LGBTI) Victorians.<sup>xxxiv</sup>

## The Whitehorse Health and Wellbeing Plan 2017-2018

### Integrated planning

The *Whitehorse Health and Wellbeing Plan 2017-2021* aligns with the *Council Strategic Directions 2013-2023* to achieve the '*Council Vision 2013-2023*'. This diagram illustrates Council's integrated planning framework, showing how the Municipal Public Health and Wellbeing Plan is a key strategic document, alongside and informed by the Council Plan and the Municipal Strategic Statement.



Planning for the Municipal Public Health and Wellbeing Plan was partially integrated with the Council Plan in 2017-2021. In addition to community engagement and participation in the planning process as discussed in [Community Engagement for the Plan](#), the plans share a line of sight for reporting against the *Strategic Directions 2013-2023* to reach the community's vision, 'Council Vision 2013-2023', which together articulate the long-term aspirations of the community.

*The Whitehorse community aspires to be a healthy, vibrant, prosperous and sustainable community supported by strong leadership and community partnerships.*

1. Support a healthy, vibrant, inclusive and diverse community
2. Maintain and enhance our built environment to ensure a livable and sustainable city
3. Protect and enhance our open space and natural environments
4. Provide strategic leadership and an open and accessible government
5. Support a healthy local economy

The *Council Plan 2017-2021* describes

- what Council plans to achieve (goals),
- what it will do to achieve that goal (approaches), and
- how it will track progress (measures of success).

The Council Plan also includes the Strategic Resource Plan which sets out the financial resources necessary to deliver on the goals.

### ***Working in partnership***

The *Whitehorse Health and Wellbeing Plan 2017-2021* sits alongside the Council Plan, adding to these goals and aspirations by focussing on the work that needs to be done by Council and myriad other organisations and groups to achieve enhanced health and wellbeing outcomes for the people of Whitehorse. Council partners are listed alongside each key objective in the Plan.

### ***Focus on people***

The *Whitehorse Health and Wellbeing Plan 2017-2021* considers key age groups – children and families, younger people and older people – in recognition of their special needs and the benefits of early intervention, education and health promotion, as well as those of people within our community who experience unequal health and wellbeing outcomes. [Appendix II](#) provides further information.

The *Whitehorse Health and Wellbeing Plan 2017-2021* describes

- what Council and the community are striving to achieve (health and wellbeing goals),
- how Council in partnership or collaboratively will work towards achieving the goals (approach, key objectives and annual action plans) and
- how progress will be tracked (measures of achievement described in annual action plans).

## **Long term vision for health and wellbeing**

Influencing the health and wellbeing of whole populations requires long-term, sustained, multi-sectoral actions across all parts of society, the natural and built environments and the many tiers of government. The plan also provides a line of sight to the Victorian Health and Wellbeing Plan by describing health and wellbeing outcomes and indicators<sup>xxxv</sup> that, ultimately, the planned actions will contribute to over the long term. Refer to [Health and wellbeing outcomes](#) section for more detail.

## **Approach**

The priorities for action include those in which Council and partners are well established and others that are developmental. The approaches to achieving the health and wellbeing goals, listed under each one, are adopted from the *Council Plan 2017-2023* to highlight how the two plans intersect and to enable integrated reporting on actions on an annual basis. Several additional approaches were included to ensure all actions in the plan were linked to Council's Strategic Directions.

## **Values and Principles for Health and Wellbeing**

### **Equity and Social Justice**

*Equal and fair access to support, services and opportunities so people can reach their potential and experience wellbeing*

### **Human Rights and Equity**

*Promoting and protecting the freedom, respect, equality and dignity of all people in the City of Whitehorse*

### **Community Engagement and Participation**

*Genuine opportunities to connect people and places, sharing experiences, knowledge and information, and giving voice to diverse ideas*

### **Access and Inclusion**

*Create environments and opportunities for all people to be a part of community life, and valuing the difference between individuals*

### **Value of Diversity**

*Respecting and celebrating our social diversity to promote an inclusive community*

### **Working in Partnership**

*Identifying and solving shared concerns and advancing health and wellbeing based on the understanding that diversity of thinking helps us to innovate and collectively we have greater impact*

### **Resilience and Recovery**

*Be proactive in building resilience, use strengths to inform recovery and recognise that one size doesn't fit all*



**Creativity**

*Enabling individuality, healing, connection and beauty*

**Innovation**

*Innovation is born of creativity, leads to growth through calculated risk taking and adoption of new processes and technology*

**Sustainability**

*Making decisions about our social, economic, built and natural environments that will benefit both present and future generations*

## Goal: Connected, safe, respected and resilient people, families and communities

Towards Strategic Direction 1: *Support a healthy, vibrant, inclusive and diverse community*

Links to Council Plan Goal 1.1: *A safe, inclusive, resilient and diverse community which benefits from good health and wellbeing through the delivery of services, facilities and initiatives*

### Approach

The approach to achieve the goal, align with the *Council Plan 2017-2021*

- In partnership, plan and deliver high quality responsive services and advocate for our diverse community based on current and future needs
- Encourage and facilitate connections across the diverse age groups through activities and social interaction in our community
- Continue to work with the community and stakeholders in relation to community safety, including family violence, mental health, drugs and alcohol
- Work with community organisations to encourage social connections and support community participation
- Continue to encourage and support volunteering to enable community participation opportunities
- Continue to provide opportunities for people to engage in the arts, festivals, recreation and sports leading to social connectedness and cultural diversity
- Increase awareness of and celebrate the diversity of our community
- Facilitate health literacy and promote healthy activity in the community

### Priorities

#### Ages and stages

The foundations for good mental health begin before birth and progresses into early childhood, older childhood and adolescence, during family building and the working years, through to older age.<sup>xxxvi</sup> By supporting people during these life-stages Council improves population mental health, and reduces risk of those mental disorders that are associated with social inequalities.<sup>xxxvii</sup>

Furthermore research conducted for the Eastern Metropolitan Social Issues Council in 2016 found that the most cost effective and highest potential interventions to both prevent violence and promote social cohesion seek to eliminate or mitigate early life course predictors of violence and disengagement within a whole of community preventative approach.<sup>xxxviii</sup>

#### Community participation

People's level of participation in society through volunteering can actively remediate the effects of social exclusion, strengthen bridging social capital, support increased networks and promote positive role models.<sup>xxxix</sup>

## **Participating in recreation and sport**

Recreation and sport provide an obvious opportunity to increase the number of people being physically active, with many correlations between the levels of physical activity in a community and social outcomes such as reduced levels of fear and stronger sense of belonging, greater mental health, improved fitness, lower levels of injury, increased mobility and reduced risk of major illnesses and diseases such as cardiovascular disease and some cancers. Council's Recreation Strategy 2015-2024 describes Council's approach to increasing participation in recreation and sport in the municipality.

## **Arts and culture engagement**

A higher frequency of engagement with arts and culture is generally associated with a higher level of subjective well-being and objective health-related benefits for range of health and social conditions, including dementia, depression, Parkinson's disease, loneliness, and anxiety.

The social benefits of the arts and culture include higher volunteering, stronger employability, improved community cohesion, and reduced social isolation.<sup>xli</sup> Young people's engagement with creative activities can lead to better academic outcomes, improved levels of self-esteem and a reduction in alcohol and drug consumption.<sup>xlii</sup> Council's Arts and Cultural Strategy details the approach to delivery of facilities, programs and community cultural development to increase participation in arts and culture.

## **Family Violence**

As a service provider for children, families, youth and older people, Council has a role in providing first response risk assessment and referral for people who may be experiencing or at risk of family violence and abuse, and this includes those who are more difficult to reach, such as those experiencing multiple forms of disadvantage, CALD communities, individuals who identify as GLBTI and those with barriers to communication.<sup>xliii</sup> The effects on children of living in a violent home can be profound and long term.<sup>xliii</sup> Family violence affects people across the community regardless of social status, occupation, sexuality, age or cultural background.

Prevention of violence against women involves shifting attitudes that condone or tolerate violence, sexism and discrimination on the basis of gender, alongside changes in cultures and organisations to increase gender equality. Promoting respectful and equal relationships across the community may take place in all sorts of settings in which people of Whitehorse live, work and play.

## **Alcohol**

In Whitehorse the most significant gains for harmful use of alcohol will be through working in partnership to bring about change in the supply, demand and consumption of alcohol as these are driven by a range of social, economic, geographical and historical factors. Controlling alcohol availability through planning decisions and associated activities, promoting safer drinking cultures, and building on local partnerships will work towards reducing harm.<sup>xliv</sup>

**Social connectedness**

**Mental health and wellbeing**

**Dementia-friendly communities**

**Family violence response and violence  
against children prevention**

**Violence against women prevention**

**Harm from alcohol**

**Healthy eating**

**Physical activity**

**Local area planning for prevention and  
health promotion**

## Objectives

### PEOPLE AND FAMILIES

Objectives 2017-2021	Partners and Lead
Provide children with the opportunity to grow, learn and develop into healthy, active and thriving children by enhancing protective factors and reducing risk factors for health and wellbeing	<b>WCC</b> Whitehorse Early Years' Sector Network
Promote and deliver public immunisation programs and school immunisation programs to protect children against vaccine preventable diseases	<b>WCC</b>
Strengthen the skills, capacity and confidence of all families, parents and caregivers, including targeted support for vulnerable families, young mothers, fathers, culturally diverse parents and parents with a disability, through promotion, information and service provision	<b>WCC</b> Whitehorse Early Years' Sector Network
Provide quality, accessible, affordable and integrated maternal and child health services and early childhood services that support children and their families through continuous improvement, workforce capacity, partnerships and collaboration across the service system	<b>WCC</b> Other service providers Whitehorse Early Years' Sector Network
Provide young people with the opportunity to be healthy, resilient and engaged by enhancing protective factors and reducing risk factors for health and wellbeing	<b>WCC</b> Whitehorse Youth Issues Network
Support and strengthen secure, safe, involved and caring family environments and healthy personal relationships	<b>WCC</b> Whitehorse Youth Issues Network Department Education and Training
Provide quality , accessible , flexible, affordable and integrated services to support and promote young people's health and wellbeing	<b>WCC</b> Whitehorse Youth Issues Network Eastern Homelessness Network
Plan and deliver a range of social, educational and recreational opportunities for older people to remain connected, actively engaged and participate in the local community, and maintain health and wellbeing	<b>WCC</b> Community organisations/ groups and services providers Local basketball clubs Basketball Victoria

Objectives 2017-2021	Partners and Lead
Facilitate opportunities of social connectedness and support for older residents and their carer partners, especially those with special needs such as dementia, CALD background, social isolation and those experiencing elder abuse	<b>WCC</b>
Promote active and healthy ageing for people in the diverse community	<b>WCC</b>

<b>Objectives 2017-2021</b>	<b>Partners and Lead</b>
Celebrate diversity, promote reconciliation and connect people of the Whitehorse community through the safe and effective delivery of events and activities for the whole community	<b>WCC</b> Local community groups Whitehorse-Manningham Library Whitehorse Historical Societies
Enhance the creativity, skills, knowledge and social connections of the community through the delivery of accessible community arts programs	<b>WCC</b>
Foster greater cultural awareness, connectedness and understanding within the community through the delivery of accessible, affordable performing arts and art exhibitions	<b>WCC</b>
Build capacity and promote social connection and participation in smaller NFP organisations, including for diverse communities	<b>WCC</b> NFP Community Organisations
Create a safe, welcoming and inclusive community for all young people, regardless of cultural background, religion, language, gender, sexuality, ability or socio economic status	<b>WCC</b> Whitehorse Youth Issues Network
Plan and implement strategic responses to local priorities for young people	<b>WCC</b> Whitehorse Youth Issues Network
Support and promote intergenerational interactions and activities to help reduce social isolation of older people and counter ageism	<b>WCC</b> Local schools Community organisations Services providers Aged care facilities
Plan, promote and deliver a range of amenities and programs to enable all people to access health and fitness, wellness and social activities across the municipality	<b>WCC</b>
Promote the rights and inclusion of people with disability in the life of the community, including people with a mental illness	<b>WCC</b> Health Service Providers Disability Service Providers Community Organisations
Increase understanding of the impacts of the transition to the NDIS for people with disability, their families and carers, the community and Council services	<b>WCC</b> NDIA

Objectives 2017-2021	Partners and Lead
	State and Federal Government Departments People with disabilities Disability Service Providers
In collaboration, increase the participation of people with disabilities in cultural events, the arts and sporting, recreational, social, religious and cultural activities within the community	<b>WCC</b> People with disability Community Organisations Disability Service Providers Sporting clubs and associations Whitehorse interfaith network
Plan and implement the Disability Action Plan (DAP) in response to local priorities for people with a disability in Whitehorse	<b>WCC</b> People with disability Health Service Providers Disability Service Providers Community Organisations
Continue to work to realise an Age-Friendly City, optimising opportunities for health, participation and security in order to enhance quality of life as people age	<b>WCC</b>
Work towards a dementia friendly community where people living with dementia are able to live a high quality of life with meaning, purpose and value	<b>WCC</b> Forest Hill Dementia Friendly Communities Pilot Project Working Group
Plan and implement strategic responses to local priorities for the ageing population informed by local, sub-regional, regional and state-wide services and networks	<b>WCC</b> Local community, organisations and services providers Neighbourhood Houses Community Aged Care Service Providers Network (CASPNOW) Eastern Elder Abuse Network (EEAN) Inner East PCP Practitioners Network Eastern Dementia Network



<b>Objectives 2017-2021</b>	<b>Partners and Lead</b>
	MAV State-wide Positive Ageing Network
Continue to build Council and partner agencies' capacity to engage with, understand, respond to and promote the rights and needs of LGBTBI+ people	<b>WCC</b> <b>Q-East Alliance</b> VLGA Rainbow Network
Advocate and inform improvements in the service system to respond to the needs of migrant and refugee people	<b>Migrant Settlement Committee</b>  WCC VLGMIN
Advocate for diversity, social cohesion and inclusion in the municipality and more broadly	<b>EMSIC</b>  VLGMIN WCC
Explore partnerships and opportunities for collaboration with culturally specific service providers to reduce social isolation of vulnerable older people of immigrant, non-English speaking background	<b>WCC</b> MIC Chinese Social Services AMES
Guide and support support seniors groups to manage and govern as their membership ages, so that members remain connected and actively participating within their local community	<b>WCC</b>
Continue to support and facilitate the Whitehorse Interfaith Network (WIN) to increase its capacity to deliver activities and consolidate its membership base	<b>WCC</b>
Strengthen reconciliation in Whitehorse by working in partnership to raise awareness of Aboriginal culture, build strong relationships and increase participation for Aboriginal people in the life of the community	<b>WCC</b>  Whitehorse Reconciliation Advisory Committee  Whitehorse Friends For Reconciliation  Wurundjeri Tribe Land and Compensation Cultural Heritage Council  Mullum Mullum Indigenous Gathering Place
Support and promote intergenerational interactions and activities to help reduce social isolation of older people and counter ageism	<b>WCC</b>

Objectives 2017-2021	Partners and Lead
	Local schools Community organisations Services providers Aged care facilities
Continue integration of Volunteer management functions across organisational systems, planning and programs within Council and other organisations	<b>WCC</b> Volunteering Victoria LG Pro Eastern Volunteers Boroondara Volunteer Resource Centre Volunteering in Manningham
Continue promotion of, information about and capacity for volunteering, community participation and community organisations within Council and in the community	<b>WCC</b> Eastern Volunteers
Promote, support and explore the development of flexible, project-based and short-term volunteering opportunities in response to changing needs and demands of the community and Council	<b>WCC</b>
Promote, support and explore the development of programs and initiatives designed to increase volunteering and intergenerational community participation, especially for young people, CALD people, international students, people with a disability, professionals, families and men	<b>WCC</b>
Recognise and celebrate volunteers and those who are actively involved in their local community	<b>WCC</b>

Objectives 2017-2021	Partners and Lead
Collaboratively plan and deliver evidence-based strategies to increase capacity of Council and the community to respond to and prevent family violence and violence against women	<b>WCC</b> Together for Equality and Respect Partnership Regional Family Violence Partnership WHE EDVOS Local family violence agencies VicPol Community organisations
In partnership with community organisations, disability services, and other Councils develop strategies to prevent violence against women with a disability and children with disability	<b>WCC</b> WHE Local FV Services EDVOS Women's Health East Other Councils
Continue to safeguard the rights, dignity, health and independence of older people through action to prevent elder abuse	<b>WCC</b> Eastern Elder Abuse Network Eastern Community Legal Centre Senior's Rights Victoria
Explore partnerships and opportunities for collaboration to prevent violence against women and promote the sexual health, safety and wellbeing of young people, in particular newly arrived young people, and the growing population of international students in Whitehorse	<b>WCC</b> Tertiary institutions Community Health and health service providers MIC VicPol
Continue to enhance workforce capacity of direct service providers to respond to elder abuse, family violence and child safety concerns	<b>WCC</b>
Coordinate regional activities to promote understanding about respectful relationships, gender and sexual diversity	<b>WCC</b> Q-East

Objectives 2017-2021	Partners and Lead
	WHE
Increase health literacy for men and women in identified health and wellbeing priority areas, including mental health, harmful use of alcohol and violence prevention	<b>WCC</b> WHE

Objectives 2017-2021	Partners and Lead
Work in partnership with government, health and emergency services to prevent, prepare, respond to and recover from emergencies and natural disasters through maintenance of the City of Whitehorse Municipal Emergency Management Plan.	<b>WCC</b> Municipal Emergency Management Planning Committee (MEMPC)
Inform and educate the community, especially those most at risk, about how to prepare for, respond to and recover from identified emergency risks.	<b>WCC</b> MEMPC
Support the social and economic wellbeing of the community in relation to gaming license applications in the municipality	<b>WCC</b> Neighbouring Councils
Inform, collaborate and advocate to reduce problem gambling and gambling harm in the community	<b>WCC</b> Gamblers Help East MAV VLGA
Collaborate to implement initiatives to promote community safety and prevent crime	<b>VicPol</b> WCC Local business Community Groups
Implement Council's Five Star Food Hygiene Assessment (FHA) system to improve the safety of food being manufactured, handled, stored and sold in the municipality	<b>WCC</b>
Undertake Tobacco Control activities to protect the health of the community, in particular young people	<b>WCC</b>
Implement changes in the Tobacco Act (1987) to further restrict public places where smoking is permitted	<b>WCC</b>
Work with new and existing rooming house operators and other stakeholders to support compliance with regulation with public health standards	<b>WCC</b>
Inform, collaborate and advocate to reduce harm from alcohol and drugs in the community	<b>WCC</b> Alcohol Action Flagship Group
Support the social and economic wellbeing of the community in relation to alcohol availability in the municipality	<b>WCC</b>

## Goal: Accessible, safe and welcoming places for all people

Towards Strategic Direction 2: *Maintain and enhance our built environment to ensure a livable and sustainable city*

Links to Council Plan Goal 2.1: *A well-connected City with a balanced approach to growth supported by infrastructure and development that respects our neighbourhood character*

### Approach

The approach to achieve the goal, align with the *Council Plan 2017-2021*

- Development which respects our natural and built environments and neighbourhood character while achieving a balanced approach to growth in accordance with relevant legislation
- Advocate for greater housing diversity, including affordable and social housing
- Advocate for enhanced transport accessibility and improved transport routes and modes (including active transport)
- Maintain, renew and sustainably invest in our community infrastructure that is relevant, modern and accessible, and can accommodate multi-purpose usage
- Maintain, enhance and create shared community spaces that promote the neighbourhood character and provide a safe and enjoyable meeting place for everyone
- Provide and maintain an infrastructure network that meets the needs of development growth while supporting residents, businesses and visitors in their daily activities
- Continue to encourage sustainable and quality retrofit of existing infrastructure (Council facilities, street lighting)

### Priorities

The built environment plays a role in getting people active, connecting and strengthening communities and helping to provide healthy food options, all of which address three of the major risk factors for chronic disease: physical inactivity, social isolation, and obesity.<sup>xlv</sup>

#### Well-connected neighbourhoods

Well-connected neighbourhoods can increase the number of people who walk or cycle to shops, schools, parks, services, facilities and public transport. This supports physical activity, encourages social connectedness and has associated economic and environmental benefits. When walking or cycling replaces car trips, people are increasing their daily activity, reducing local traffic congestion and contributing to community safety.<sup>xlvi</sup> Pedestrian safety is of concern to many older people and people with mobility limitations. The *Whitehorse Community Road Safety Strategy 2013* provides detail of Council's approach to enhancing community safety around roads.

#### Facilities

Council is working to create facilities that are accessible and safe for all people, including children, people with disabilities and older people. Multi-use buildings and spaces to meet the needs of young people and women wanting to participate in sport will facilitate physical activity and social connections for the multiple users of Council managed facilities.

## Housing

Housing plays such a critical role in ensuring individuals are able to fully engage in community life, both economically and socially, and it is becoming less affordable across the whole of Melbourne. It is estimated that 7.2% of mortgage holders and 10.9% of renters are in housing stress in Whitehorse and that as the number of people renting is likely to rise, so too will housing stress. Council supports affordable housing in land use planning, by regulating rooming houses and through strategic partnerships such as the Eastern Affordable Housing Alliance, of which Council is a member, to advocate for affordable housing options in Whitehorse.

Connectivity and connectedness

Feeling safe

Active living

Affordable housing

Access and safety for people with disability and older people

### Objectives

Objectives 2017-2021	Partners and Lead
Introduce a Planning Scheme Amendment for Municipal Wide Tree Controls to reduce tree removal	<b>WCC</b> Department of Environment, Land, Water and Planning
Continuous improvement to the Planning Scheme	<b>WCC</b> Department of Environment, Land, Water and Planning
Continue to realise the Urban Realm Vision to create space, places and connectivity for people to engage	<b>WCC</b>
Continue to partner, identify and advocate for affordable housing in Whitehorse and the Eastern Metropolitan Region, including social housing and mixed-use developments	<b>WCC</b> Eastern Affordable Housing Alliance EMR Councils
Continue to advocate to the State Government for infrastructure and service improvements that make public transport, walking and cycling more convenient, safe and accessible for people in Whitehorse.	<b>WCC</b>
Promote physical and mental wellbeing of adults and children through education and access to safe, enjoyable, sustainable, active transport modes such as cycling and walking	<b>WCC</b> Whitehorse primary and secondary schools
Increase access to shared spaces for physical activity and social connections by building multi-use, youth-friendly infrastructure	<b>WCC</b>

Objectives 2017-2021	Partners and Lead
Improve access to shared spaces for physical activity and social connections by building multi-use, disability and female-friendly infrastructure	<b>WCC</b>
Ensure Council facilities are accessible and safe for all people, including children, people with disabilities and older people	<b>WCC</b>
Plan for the needs of multiple users of Council managed facilities to promote a shared, welcoming community	<b>WCC</b>
Increase community safety for residents, businesses and visitors of Whitehorse	<b>WCC</b> Local traders' groups Victoria Police
Redevelop the Whitehorse Centre as a cultural and community facility for Whitehorse and beyond	<b>WCC</b>



## Goal: A sustainable environment and shared open spaces

Towards Strategic Direction 3: *Protect and enhance our open space and natural environments*

Links to Council Plan Goal 3.1: *A place where passive and active open space is highly valued, shared and enhanced*

### Approach

The approach to achieve the goal, align with the *Council Plan 2017-2021*

- Continue to sustainably manage, enhance and increase trees and vegetation in Council's streetscapes, parks and gardens, with species that enhance neighbourhood character, support biodiversity and are adaptable to a changing climate
- Continue to retain, enhance and increase the amount of open spaces to meet the needs of our diverse community with amenities that encourage opportunities for shared use
- Continue to educate and create awareness of the importance of sustaining our natural environment including the importance of trees and vegetation in an urban environment
- Work with the community to adapt to climate change and reduce greenhouse gas emissions

### Priorities

#### Green space

The availability and use of green space has been found to increase physical activity, promote mental wellbeing, reduce stress levels and blood pressure and increase self-reported health.<sup>xlvii</sup> Green space can also improve perceptions of safety and lead to reduction in crime rates.<sup>xlviii</sup> The community of Whitehorse recognises the environment as influencing their sense of wellbeing, with Whitehorse's parks and open space (including walking tracks and playgrounds), greenery/trees and 'leafiness' (including bushland) being highly valued. With increased pressure due to population growth and smaller housing sizes, and the need to promote use and access for all people – including people with a disability and older people – sharing these spaces respectfully is essential.

#### Climate change

Adapting to climate change is a necessary part of life. In the past five years, Victoria has endured two heatwaves that have contributed to significant loss of life. Heatwaves are expected to become more frequent in Victoria it is estimated that the average annual number of days above 35°C in Melbourne is likely to increase from nine days in 2014, to 11–13 days in 2030, and to 15–26 days by 2070.

The Whitehorse City Council Sustainability Strategy 2016 – 2022 outlines Council's approach to long term sustainability and liveability outcomes for Whitehorse, including ways of enthusing people to care about the natural environment and take action to live sustainably.

**Connection to and value of the natural environment**

**Sharing open spaces**

**Climate change adaptation**

**Living sustainably**

## Objectives

Objectives 2017-2021	Partners and Lead
Broaden and expand environmental educational initiatives to reach more children and people from diverse backgrounds, increasing the community's appreciation of, and connection with, the natural environment	<b>WCC</b> Whitehorse Primary & Secondary Schools Early Learning Centres
Increase and enhance existing biodiversity in the urban environment through implementation of the Biodiversity Strategy	<b>WCC</b>
Manage and sustain the natural environment through implementation of the Urban Forest Strategy	<b>WCC</b>
Inform, engage and encourage the community to adopt sustainable living practices and adapt to climate change	<b>WCC</b>
Continue to deliver and improve waste management in Whitehorse and more broadly to reduce waste to landfill and recover and recycle waste resources	<b>WCC</b> Other Councils
Increase access to shared spaces for physical activity and sports participation, in particular for the sports of soccer and cricket	<b>WCC</b>
Plan for the needs of multiple users of Council-managed open spaces to promote a shared, welcoming community	<b>WCC</b>
Make open spaces more welcoming to older people to increase their social connections and physical activity	<b>WCC</b>

## Goal: Communicating, actively engaged Council

Towards Strategic Direction 4: *Provide strategic leadership and an open and accessible government*

Links to Council Goal 4.1: *Good governance and resource management*

Links to Council Goal 4.2: *A high performing and engaged workforce*

Links to Council Goal 4.3: *A Council that communicates effectively, engaging with our community to enable the delivery of services and facilities that meet the needs of our diverse community*

### Approach

The approach to achieve the goal, align with the *Council Plan 2017-2021*

- Promote and enhance good governance practices and conduct
- Progress the implementation of the Local Government Act Review
- Promote leadership and development opportunities for Council employees
- Continue to maintain and develop a high performing workforce that supports Council's ability to deliver services efficiently and effectively
- Continue to participate in the Resilient Melbourne Strategy; working collaboratively to deliver actions that will help make Whitehorse a viable, livable and prosperous city, long into the future
- Continue to provide a high standard of customer service while improving the customer experience
- Communicate Council services, facilities and initiatives through a wide range of accessible channels
- Undertake a digital transformation that improves the customer experience, business processes and provides operational benefits

### Priorities

#### Information and engagement

Having both access to information and the opportunity to participate in engagement opportunities are important to the people of Whitehorse. The evidence that community engagement is good for individuals and society is well documented, including: lower rates of disease, mental illness, and suicide; lower crime rates, greater economic prosperity, better-educated children, and more effective government.<sup>xlix</sup> The *Whitehorse City Council Community Engagement Framework* describes Council's approach to engagement with the community.

Timely and effective access to information and services facilitates better health and wellbeing outcomes. Service access is reliant on the availability of timely and appropriate information as well as services that are physically accessible, affordable, inclusive and responsive to people's needs.<sup>i</sup> The need for translated information was identified to improve service access, community participation and self-reliance amongst older residents of Whitehorse for whom English is not their first language.

#### Access to information

#### City resilience

#### Engagement with community

## Objectives

Objectives 2017-2021	Partners and Lead
Continuously improve Council customer services making it easier for people with diverse needs and abilities to do business with us	WCC
Develop and implement a digital transformation initiative to broaden the range of people across the municipality with whom Council engages, improving access and reducing environmental impacts	WCC
Progressively implement new technology to increase access for the community to Council	WCC
Communicate health and wellbeing information in community languages through Council customer services to increase health literacy and access to services	WCC
Continue to enhance the health and performance of Council's workforce (employees and volunteers) through organisational development initiatives	WCC
Support staff experiencing family violence in line with Collective Agreement	WCC
Implement learnings from participation in Resilient Melbourne's Neighbourhood Project in future Community-Led Placemaking initiatives	WCC

## Goal: Economic opportunity for people

Towards Strategic Direction 5: *Support a healthy local economy*

Links to Council Goal 5.1: *Work in partnership to support a strong, active local economic environment that attracts investment and provides economic opportunities for businesses and employment for people*

### Approach

The approach to achieve the goal, align with the *Council Plan 2017-2021*

- Working in partnership to support the development of a sustainable and growing local economy which contributes to economic activity and employment growth
- Working in partnership to support the growth of the health, education and commercial sectors
- Maintain a regional presence through engagement with a range of Melbourne's eastern stakeholders
- Encourage and partner with local businesses to work with the community to create, participate in, and sponsor events which promote a sense of place
- Provide learning opportunities for people to enhance business practice

### Priorities

#### Employment

A thriving economy and access to education and employment are determinants of health and wellbeing. Access to employment is fundamental to people's wellbeing, promotes engagement in community life and provides opportunities for people to plan and manage their future security. Healthier people are more productive in all aspects of their lives including as part of the paid and unpaid workforce.

Six per cent of 20-24-year-olds in Whitehorse are not in employment or education and are at risk of long-term and profound effects on their lives. The working lives of women are often different to the working lives of men. Women are more likely to take primary responsibility for unpaid care work, are more likely to work part-time and in lower paid roles leading to on average half the superannuation of men.<sup>li</sup>

The City of Whitehorse provides over 61, 000 jobs and 25 per cent of residents both live and work in the municipality. The City of Whitehorse has an agile and resilient local economy; skilled people and employment are key to it remaining healthy. Council promotes investment in the local economy, facilitates opportunities for entrepreneurship and supports business and the community to create employment and work opportunity for local people. The *Whitehorse Economic Development Strategy 2014-2019* outlines Council's overall approach.

**Employment opportunity for young people**

**Health and wellbeing is good business**

**Women and new entrepreneurs in business**

**Cultural diversity is good business**

## Objectives

Objectives 2017-2021	Partners and Lead
Revitalise small business precincts to create hubs for community gathering and opportunities for employment	<b>WCC</b>
Promote innovative and creative small business models and practices to increase business activity and sustainability	<b>WCC</b> Small Business Mentoring Service, Deakin University, Small Business Victoria, Destination Melbourne, Box Hill Institute, Whitehorse Business Group, Asian Business Association Of Whitehorse
Explore opportunities for partnerships and involvement of local businesses, community organisations and educational institutions in initiatives and sponsorship which promote a sense of place, such as community-led place-making and activation events	<b>WCC</b> Whitehorse-Manningham Libraries Box Hill Institute Deakin University Whitehorse Business Group Network Community Groups
Increase employment opportunities for young people, including those from diverse backgrounds, by leading the Whitehorse Tertiary Business Skills Program	<b>WCC</b> Deakin University Business and NFP organisations
Facilitate opportunities for young people to engage with employment, training and education, including targeted support for vulnerable young people	<b>WCC</b> Whitehorse Youth Issues Network Secondary Schools Employers Tertiary institutions MIC
Continue to support the Learn Local Program to increase community access into the workforce and business	<b>WCC</b> Neighbourhood Houses
Encourage developers to incorporate health and other services in new developments to meet the needs of the growing population	<b>WCC</b>

Objectives 2017-2021	Partners and Lead
Promote investment in mixed use/multi-purpose development to increase local employment opportunity	<b>WCC</b>
Design and deliver affordable business skills education and mentoring opportunities for new and emerging business people, with a focus on women returning to the workforce, work-life balance and the promotion of entrepreneurship	<b>WCC</b> Financial Literacy Australia Small Business Mentoring Service Small Business Victoria
Continue to facilitate knowledge sharing for business people, including cross-cultural investment opportunities and the link between employee health and productivity	<b>WCC</b> Australia China Business Association Whitehorse Business Group Asian Business Association Of Whitehorse
Continue to promote Box Hill as a multi-cultural food destination, increasing value of community diversity	<b>WCC</b>
Facilitate interest in new farmer's market/s at additional locations across the municipality to increase people's access to fresh fruit and vegetables and increase social interactions	<b>WCC</b>

## Monitoring and evaluation

Annual reviews, consultations and action planning will be conducted to ensure the *Whitehorse Health and Wellbeing Plan* continues to guide Council and its partners towards achieving the health and wellbeing goals and identified priorities. The Annual Action Plan 2018, and accompanying achievement measure, is described in the following section.

Council departments will continue to carry out the important work that they currently engage in, responding to the priorities of the Whitehorse community. Annual action plans developed to account for the current context will contain specific measures against which progress can be monitored.

During implementation of the Plan, focus specific Task Force or Working Groups will be established in a number of key developmental areas – the first of such will address family violence and prevention of violence against women. With representatives from Council and community stakeholders and agencies best able to plan and affect change, these groups will collaborate to plan, implement and evaluate local area evidence-based initiatives. Early tasks of the groups will be to establish an evaluation framework.

Whilst annual outcome reports will be presented to Council, in 2021 the *Whitehorse Health and Wellbeing Plan* will be evaluated to help answer these questions:

1. Have we done what we said we would do?
2. Are we having the influence or impact we expected?
3. What have we learned for next time?

## Health and wellbeing outcomes

It can take years, often decades, to see improvements in many health risk factors and health outcomes in a population. Diseases caused by smoking are a good example. This is because social health problems are complex, multifaceted and require multiple strategies over the long term to affect change. The health of the people of Whitehorse is affected by many factors outside the municipality or the efforts of local organisations or local government (such as cigarette marketing targeting young people), however, every action taken within and by the community in Whitehorse – such as advocacy campaigns, ensuring cigarettes are not sold to minors, education in schools, quit programs, building good social connections – is contributing to the overall change we seek – in this example, a reduction in illness or death caused by smoking.

To assist in directing and monitoring efforts across Victorian a series of indicators have been developed across a number of domains. Documented in the Victorian Public Health and Wellbeing Outcomes Framework (2016), these health and wellbeing indicators employ multiple measures, which collectively will demonstrate at a Victorian population level, whether efforts over the long-term across the state are achieving the following outcomes:

- Victorians have good physical health
- Victorians have good mental health
- Victorians act to protect and promote health
- Victorians live free from abuse and violence



- Victorians have suitable and stable housing
- Victorians are socially engaged and live in inclusive communities
- Victorians can safely identify and connect with their culture
- Victorians participate in learning and education
- Victorians participate in and contribute to the economy
- Victorians have financial security
- Victorians belong to resilient and livable communities
- Victorians have access to sustainable built and natural environments

The health and wellbeing indicators relevant to the *Whitehorse Health and Wellbeing Plan* are measured for the whole of Victoria using many of the sorts of data found in the Whitehorse Health and Wellbeing Profile 2017. These are the population changes that would be observed over the long term towards achieving the aspirations outlined in the Plan:

- |  |   |
|--|---|
| • increase self-rated health                     | • decrease developmental vulnerability              |
| • increase mental wellbeing                      | • decrease smoking                                  |
| • increase connection to culture and communities | • increase sexual & reproductive health             |
| • increase access to social support              | • decrease unintentional injuries                   |
| • increase tolerance of diversity                | • decrease prevalence & impact of family violence   |
| • increase neighbourhood livability              | • increase community safety                         |
| • increase healthy eating and active living      | • increase adaption to climate change               |
| • reduce harmful alcohol use                     | • decrease financial stress                         |
| • increase healthy start in life                 | • increase environmental sustainability and quality |
| • increase immunization                          | • increase labour market participation              |



## Annual Action Plan and Achievement Measures 2018

### Towards Strategic Direction 1 – Support a healthy, vibrant, inclusive and diverse community

#### *Health and Wellbeing Goal – Connected, safe, respected and resilient people, families and communities*

##### **Approach**

- 1.1.1 In partnership, plan and deliver high quality responsive services and advocate for our diverse community based on current and future needs
- 1.1.2 Encourage and facilitate connections across the diverse age groups through activities and social interaction in our community
- 1.1.3 Continue to work with the community and stakeholders in relation to community safety, including family violence, mental health, drugs and alcohol
- 1.1.4 Work with community organisations to encourage social connections and support community participation
- 1.1.5 Continue to encourage and support volunteering to enable community participation opportunities
- 1.1.6 Continue to provide opportunities for people to engage in the arts, festivals, recreation and sports leading to social connectedness and cultural diversity
- 1.1.7 Increase awareness of and celebrate the diversity of our community
- 1.1.8 Facilitate health literacy and promote health and wellbeing activity in the community (NEW)

##### PEOPLE AND FAMILY

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
Ref. to Approach 1.1.1	Provide children with the opportunity to grow, learn and develop into healthy, active and thriving children by enhancing protective factors and reducing risk factors for health and wellbeing	<b>WCC</b>  Early Childhood Education and Care Services  Maternal and Child Health	Provision of accessible Early Year's services to children of Whitehorse Promote children's play, physical activity, healthy eating and participation in community activities	No. activities/ promotions Participation/attendance rates Programs delivered	Health and Family Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
		Services Whitehorse Early Years' Sector Network	and sport, through regular information and promotional activities Promote attendance to the Maternal & Child Health Service for Key Ages and Stages visits Collaborate to increase social inclusion of children and families in the community, including engagement of children in relevant Council planning and decision making processes Collaboratively monitor and respond to factors that affect the health and wellbeing of children and families		
1.1.1	Promote and deliver public immunisation programs and school immunisation programs to protect children against vaccine preventable diseases	<b>WCC</b>	Deliver public immunisation programs and school immunisation programs Deliver education that promotes benefits of immunisation with the broader community, along with marketing to increase uptake by	No. programs Immunisation numbers and rates Educational activities conducted Promotional activities conducted	Health and Family Services – Environmental Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			specific target groups		
1.1.1	Strengthen the skills, capacity and confidence of all families, parents and caregivers, including targeted support for vulnerable families, young mothers, fathers, culturally diverse parents and parents with a disability, through promotion, information and service provision	<b>WCC</b> Maternal and Child Health Services Early Childhood Education and Care Services Whitehorse Early Years' Sector Network	Provision of Maternal and Child Health services, including parent support and education groups Deliver Enhanced Maternal & Child Health Service for vulnerable families Provide support, education and resources for parents to enhance children's education and care Promotion of effective parenting and caregiving programs and information through various publications, displays and media, including online social media Contribute to Parenting Information Forums	No. activities/ promotions Participation rates Programs delivered	Health and Family Services
1.1.1	Provide quality, accessible, affordable and integrated maternal and child health services and early childhood services that support children and their families through continuous improvement, workforce capacity, partnerships	<b>WCC</b> Whitehorse Early Years' Sector Network	Establishment of the Whitehorse early Years' Sector Network, and ongoing networking between service providers	Participation in local, sub-regional, regional or statewide planning bodies Community consultation Professional development and training	Health and Family Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	and collaboration across the service system	Early Childhood Education and Care Services Maternal and Child Health Services Other service providers	Continue to enhance workforce capacity by attendance at required service specific training, including responding to family violence and child safety concerns Implement the National and Victorian Early Learning Frameworks and National Quality Standards in early childhood education and care services In partnership, advocate to the State Government around direct service provision and funding issues in the early years sector	Implement frameworks and meet standards New lease and service agreements signed requiring early childhood services in council facilities to be compliant with regulations, quality measures, priority of access and capacity of facilities guidelines	
1.1.3	Provide young people with the opportunity to be healthy, resilient and engaged by enhancing protective factors and reducing risk factors for health and wellbeing	WCC Whitehorse Youth Issues Network	Promote physical activity and healthy lifestyles for young people through Youth Issues Network Facilitate social inclusion, civic engagement and community participation including in volunteering	All relevant activities promoted  Participation in Whitehorse Youth Representative Committee Participation in volunteering programs  Referrals for young people to specialist services	Youth Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			<p>programs</p> <p>Collaboratively support young people's mental and sexual health</p> <p>In partnership, reduce the impact of alcohol, drug and substance abuse on young people</p>	Referrals for young people to specialist services	
1.1.3	Support and strengthen secure, safe, involved and caring family environments and healthy personal relationships	WCC Whitehorse Youth Issues Network Department Education and Training	<p>Strengthen families and their support of young people by engaging and informing parents and caregivers</p> <p>Promote respectful relationships to reduce the prevalence and bullying and violence against women</p>	<p>Engagement with families</p> <p>Actively supporting the roll out of Respectful Relationships Program in secondary schools</p>	Youth Services
1.1.1	Provide quality , accessible , flexible, affordable and integrated services to support and promote young people's health and wellbeing	WCC Whitehorse Youth Issues Network Eastern Homelessness Network	<p>Provide universal youth services, including outreach</p> <p>Engage and inform young people about youth services available in the community, using most effective means of communication</p> <p>Collaborate to develop sector-wide strategies to improve young people's access to</p>	<p>Provision of the Outreach Program by Youth Services and participating organisations</p> <p>Communications using website, Facebook, hard copy material and new Creative Youth Hub</p> <p>Attendance at relevant Network meetings</p>	Youth Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			services and supports Participate in sector-wide capacity development of youth service professionals Advocate for increased access to early intervention services for young people with mental health issues	Training attended  Advocacy undertaken	
1.1.6	Plan and deliver a range of social, educational and recreational opportunities for older people to remain connected, actively engaged and participate in the local community, and maintain health and wellbeing	<b>WCC</b>  Community organisations/ groups and services providers   Local basketball clubs  Basketball Victoria	Provide social support programs and transport services for older people In partnership, deliver the Whitehorse Seniors Festival Delivery and evaluation of the Walking Basketball Pilot Project	Participation and hours of service levels  Activities delivered Participation rates Recommendations from Evaluation of Pilot project available	Home And Community Care  Community Development - Healthy Ageing
1.1.1	Facilitate opportunities of social connectedness and support for older residents and their carer partners, especially those with special needs such as dementia, CALD background, social isolation and those experiencing elder abuse	<b>WCC</b>	Delivery of person centred services that are responsive to cultural and personal needs in individual and group settings	Number of participants and hours of services delivered	Home and Community Care

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
1.1.8	Promote active and healthy ageing for people in the diverse community	WCC	Promote the uptake of the <i>Cooking for One or Two</i> program by community organisations Update Council's website to include information on active and healthy ageing Undertake needs analysis for active and healthy ageing information resources, including people of diverse cultural backgrounds Education programs for seniors, including CALD groups about pedestrian safety	Interest in uptake of healthy eating programs Website updated Information resource needs identified and recommended actions made	Community Development - Healthy Ageing, Diversity



## COMMUNITY

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
1.1.6	Celebrate diversity, promote reconciliation and connect people of the Whitehorse community through the safe and effective delivery of events and activities for the whole community	<b>WCC</b> Local community groups Whitehorse-Manningham Library Whitehorse Historical Societies	Planning, risk management and delivery of 2018 events: <ul style="list-style-type: none"> <li>• Australia Day</li> <li>• Harmony Week - Global Fiesta and Community Welcome Dinner</li> <li>• Sorry Day Flag-Raising</li> <li>• Swing Pop Boom Series</li> <li>• Spring Festival</li> <li>• Carols Concert</li> <li>• Chinese New Year</li> <li>• Heritage Week</li> </ul>	Attendance at events Commentary on value of events in the community Safe delivery of events	Arts and Recreation Development Cultural Facilities and Programs Community Development
1.1.6	Enhance the creativity, skills, knowledge and social connections of the community through the delivery of accessible community arts programs	<b>WCC</b>	Development and delivery of annual Box Hill Community Arts Centre program	Attendance at programs Commentary on value of programs for participants	Arts and Recreation Development Cultural Facilities and Programs
1.1.6	Foster greater cultural awareness, connectedness and understanding within the community through the delivery of accessible, affordable performing arts and art exhibitions	<b>WCC</b>	Delivery of 2018 events: <ul style="list-style-type: none"> <li>• Whitehorse Centre Season Program and Midweek Matinee Program</li> <li>• Whitehorse Artspace and Box</li> </ul>	Attendance at programs Commentary on value of programs	Arts and Recreation Development Cultural Facilities and Programs

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			Hill Community Arts Centre Exhibition Program		
1.1.4	Build capacity and promote social connection and participation in smaller NFP organisations, including for diverse communities	WCC NFP Community Organisations	Funding of CALD social groups and other organisations through Council community grants program Review Community Grants Program to align with Council's Strategic Directions and health & wellbeing goals	Grants program administered  Grant recommendations adopted by Council	Community Development -Social Planning
1.1.7	Create a safe, welcoming and inclusive community for all young people, regardless of cultural background, religion, language, gender, sexuality, ability or socio economic status	WCC Whitehorse Youth Issues Network	Celebrate, acknowledge and recognise diversity in young people Engage young people in conversations about issues that affect them Create a city in which all young people feel welcome and secure	Promotion and approval of Young Person of the Month Awards Features about young people in Whitehorse News Promotions of the youth committees to the broader community	Youth Services Community Development Arts and Recreation
1.1.1	Plan and implement strategic responses to local priorities for young people	WCC Whitehorse Youth Issues Network	Analysis and use of Health and Well-being profiler survey data  Consultations with young people and service providers	Consultations conducted  Network meetings attended	Health and Family Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
1.1.2	Support and promote intergenerational interactions and activities to help reduce social isolation of older people and counter ageism	WCC Local schools Community organisations Services providers Aged care facilities	Investigate different models and approaches to promote across the community, e.g. neighbourhood BBQs, Know your Neighbour	Recommendations	Community Development - Healthy Ageing & Community Participation
1.1.1	Plan, promote and deliver a range of amenities and programs to enable all people to access health and fitness, wellness and social activities across the municipality	WCC	Conduct assessment and review, consultation and design for the future of Morack Golf Course community facility  Promotion and delivery of services and programs at Sportlink, Aqualink Box Hill & Aqualink Nunawading in response to community need, including Creche and Occasional Care, Group fitness classes, Hot Streak Basketball program, Post Natal program, Social	Completion of consultation plan Strategic plan design agreed and finalised Programs delivered  Attendance at programs  Promotional and marketing programs	Arts & Recreation Team Leader Leisure Facilities

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			<p>Badminton, Commonwealth Games celebration program and Fab Living (60+) social events</p> <p>Promote the disability access features of the Leisure Centre's</p>		
1.1.4	Promote the rights and inclusion of people with disability in the life of the community, including people with a mental illness	<b>WCC</b> Health Service Providers Disability Service Providers Community Organisations	<p>Promote opportunities for people with disabilities to join Council Committees and working groups</p> <p>Continue to facilitate and support the Whitehorse Disability Advisory Committee to provide strategic advice to Council and promote new membership</p> <p>Community engagement opportunities are promoted to people with disability and via disability service providers</p> <p>Continue to promote positive images of people with disability</p>	<p>Promotions</p> <p>Attendance and minutes of WDAC meetings</p> <p>New membership of WDAC</p> <p>Participation rates of people with disability in engagement opportunities</p> <p>Promotional material</p>	Community Development Health & Family Services Arts & Recreation Development

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			through Councils media and publications Continue to promote Mental Health Week and International Day of Persons with Disability activities Advocate for services and supports that meet the needs of people experiencing mental illness		
1.1.1	Increase understanding of the impacts of the transition to the NDIS for people with disability, their families and carers, the community and Council services	<b>WCC</b> NDIA State and Federal Government Departments People with disabilities Disability Service Providers	Continue to promote opportunities to build knowledge of the NDIS and its processes throughout the community	Emerging issues raised with MAV, EMR Councils and funding bodies	Community Development Home & Community Care Health & Family Services
1.1.6	In collaboration, increase the participation of people with disabilities in cultural events, the arts and sporting, recreational, social, religious and cultural activities within the community	<b>WCC</b> People with disability Community Organisations Disability Service Providers	Continue to develop the accessibility of festivals, events and activities held in the community	Attendance and participation rates of people with disability Promotion material Changes to accessibility	Health & Family Services Arts & Recreation Development Parks Planning & Recreation Leisure Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
		Sporting clubs and associations Whitehorse interfaith network			
1.1.1	Plan and implement the Disability Action Plan (DAP) in response to local priorities for people with a disability in Whitehorse	<b>WCC</b> People with disability Health Service Providers Disability Service Providers Community Organisations	Communication of the DAP  Implementation of identified strategies in partnership with key stakeholders  Contribute to improved knowledge and responses to promote the health and wellbeing of people with a disability	Distribution of the DAP  Implementation of identified strategies	Community Development
1.1.1.	Continue to work to realise an Age-Friendly City, optimising opportunities for health, participation and security in order to enhance quality of life as people age	<b>WCC</b>	Prepare for endorsement to become a signatory to the Age-Friendly Victoria Declaration	Adoption of Age-Friendly Victoria Declaration	Community Development - Healthy Ageing
1.1.1	Work towards a dementia friendly community where people living with dementia are able to live a high quality of life with meaning, purpose and value	<b>WCC</b> Forest Hill Dementia Friendly	Facilitate participation of people with dementia in social support, transport and	Number of participants and service hours delivered to people with dementia in the	Home and Community Care

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
		Communities Pilot Project Working Group	flexible respite services provided by Council  Implementation of Stage 1, 2 and 3 of the Forest Hill Dementia Friendly Communities Pilot Project	community  Community consultation completed  Local Dementia Friendly Communities Alliance formed  Dementia Friendly Communities Action Plan designed	Community Development - Healthy Ageing
1.1.1	Plan and implement strategic responses to local priorities for the ageing population informed by local, sub-regional, regional and state-wide services and networks	<b>WCC</b>  Local community, organisations and services providers  Neighbourhood Houses  Community Aged Care Service Providers Network (CASP NOW)  Eastern Elder Abuse Network	Consultation with community and key stakeholders regarding priority issues such as: <ul style="list-style-type: none"> <li>• older people who are carers</li> <li>• people who are socially isolated</li> <li>• the needs of CALD older people</li> <li>• people with dementia</li> <li>• elder abuse</li> <li>• nutritional sufficiency</li> <li>• falls prevention</li> <li>• harmful use of alcohol</li> </ul> Contribute to improved knowledge and responses to promote the health and	Consultations conducted  Network meetings attended	Community Development  Home and Community Care

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
		(EEAN) Inner East PCP Practitioners Network Eastern Dementia Network MAV State-wide Positive Ageing Network	wellbeing of older people in Whitehorse		
1.1.1	Continue to build Council and partner agencies' capacity to engage with, understand, respond to and promote the rights and needs of LGBTI+ people	<b>WCC</b> <b>Q-East Alliance</b> VLGA Rainbow Network	Establishment of Council working group with representatives from across the organisation  Delivery of training to service delivery staff of Council  Regional networks and awareness raising activities	Working group and ToR established  Training sessions delivered Reach and participation Learning outcomes  Network meetings held Regional activities conducted	Community Development – Diversity
1.1.1	Advocate and inform improvements in the	<b>MSC</b>	Conduct of regional	Advocacy activities	Community



Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	service system to respond to the needs of migrant and refugee people	WCC VLGMIN	service system network		Development – Diversity Officer
1.1.1	Advocate for diversity, social cohesion and inclusion in the municipality and more broadly	EMSIC VLGMIN WCC	EMSIC membership  Contribute to development of Welcoming City Standards for Whitehorse  Participate in Welcoming Cities Network	Attendance  Participation in regular network meetings	Executive  Community Development – Diversity Officer
1.1.1	Explore partnerships and opportunities for collaboration with culturally specific service providers to reduce social isolation of vulnerable older people of immigrant, non-English speaking background	WCC MIC Chinese Social Services AMES	Year 2-3 activity		Community Development - Healthy Aging & Diversity
1.1.4	Guide and support support seniors groups to manage and govern as their membership ages, so that members remain connected and actively participating within their local community	WCC	Advise and act to support groups experiencing difficulty  Encourage groups to consider strategies for sustainability	Increased membership in seniors groups  Improved governance practices  Advice and actions provided  Uptake of new models for seniors group	Community Development - Healthy Ageing and Diversity

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
1.1.5	Continue to support and facilitate the Whitehorse Interfaith Network (WIN) to increase its capacity to deliver activities and consolidate its membership base	<b>WCC</b>	Conduct community activities to introduce community to different faiths, including Tours of Worship and the Taste of Meditation workshop	Membership base increased Activities conducted	Community Development – Diversity
1.1.7	Strengthen reconciliation in Whitehorse by working in partnership to raise awareness of Aboriginal culture, build strong relationships and increase participation for Aboriginal people in the life of the community	<b>WCC</b> Whitehorse Reconciliation Advisory Committee Whitehorse Friends For Reconciliation Wurundjeri Tribe Land and Compensation Cultural Heritage Council Mullum Mullum Indigenous Gathering Place	Host National Sorry Day Flag-Raising Ceremony during Reconciliation Week Continue to convene the Whitehorse Reconciliation Advisory Committee Explore partnership opportunities with Aboriginal community groups regarding NAIDOC Week and other activities	Activities conducted Advisory Committee meetings Conversations with Aboriginal community groups conducted	Community Development – Diversity
1.1.2	Support and promote intergenerational interactions and activities to help reduce social	<b>WCC</b>	Investigate different models and approaches	Recommendations	Community Development -

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	isolation of older people and counter ageism	Local schools Community organisations Services providers Aged care facilities	to promote across the community, e.g. neighbourhood BBQs, Know your Neighbour		Healthy Ageing & Community Participation
1.1.5	Continue integration of Volunteer management functions across organisational systems, planning and programs within Council and other organisations	<b>WCC</b>  Volunteering Victoria LG Pro Eastern Volunteers Boroondara Volunteer Resource Centre Volunteering in Manningham	Implement Year 1 recommendations from Strategic Review of Council Volunteer programs  Participate in regional and sector networks and partnerships in line with development priorities, including the implementation of National Standards for Volunteer Involvement and Child Safe Standards	Implementation of recommendations  Attendance at network meetings and participation in partnerships	Community Development Organisation Development Parks Planning & Recreation Parkswide Home and Community Care Youth Services
1.1.5	Continue promotion of, information about and capacity for volunteering, community	<b>WCC</b>	Convene and support the Whitehorse	No. participants at meetings and training	Community Development

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	participation and community organisations within Council and in the community	Eastern Volunteers	<p>Volunteer Network to share increase knowledge and share resources</p> <p>Regularly promote volunteers and volunteering through local media</p> <p>Produce and distribute updated edition of “Get Involved: Local Volunteering Opportunities” booklet</p>	<p>events</p> <p>No. of promotions/information</p> <p>Publication and distribution of booklet</p>	
1.1.5	Promote, support and explore the development of flexible, project-based and short-term volunteering opportunities in response to changing needs and demands of the community and Council	WCC	Identify and support the establishment of new Council volunteer programs	<p>Range of opportunities for participation</p> <p>Number of registered volunteers participating in Council-run programs</p>	<p>Community Development</p> <p>Organisation Development</p>
1.1.2	Promote, support and explore the development of programs and initiatives designed to increase volunteering and intergenerational community participation, especially for young people, CALD people, international students, people with a disability, professionals, families and men	WCC	<p>Create and launch the Community-Led Placemaking Toolkit</p> <p>Roll out Community-Led Placemaking applications and support for Year 1 projects</p>	<p>Participation and actions undertaken as part of the Resilient Melbourne Strategy</p> <p>Number of intergenerational projects supported</p>	<p>Strategic Planning</p> <p>Community Development</p> <p>Design &amp; Construction</p> <p>Community Laws</p> <p>Festivals and Events</p> <p>Communications</p>
1.1.5	Recognise and celebrate volunteers and those	WCC	Deliver functions to	Functions delivered	Community

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	who are actively involved in their local community		recognise volunteers: <ul style="list-style-type: none"> <li>National Volunteer Week “Years of Service” milestone</li> <li>International Volunteer Day function</li> </ul> Promote volunteering through media Encourage nominations of Whitehorse volunteers for external awards	Participation rates  Monthly volunteer profiles in Whitehorse News  Nominations made	Development Communications

#### FAMILY VIOLENCE RESPONSE AND PREVENTION

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Responsible manager/officers <i>(internal use only)</i>
1.1.3	Collaboratively plan and deliver evidence-based strategies to increase capacity of Council and the community to respond to and prevent family violence and violence against women	<b>WCC</b>  Together for Equality and Respect Partnership  Regional Family	Continue to collaborate in Together for Equality and Respect Regional strategy Establish task force or working groups Review current activity, best practice evidence and local data	Participation in regional advocacy and planning for PVAW  Terms of Reference and Membership Meetings conducted Review and recommendations	Community Development – Health and Wellbeing

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Responsible manager/officers (internal use only)
		Violence Partnership WHE EDVOS Local family violence agencies VicPol Community organisations	Prepare local action approach and evaluation plan Commence community activities, e.g. White Ribbon Day, tailored community, forums, Commence Council activities, e.g. funding applications, capacity development, partnerships Maintain <i>Councils for Gender Equity</i> program national accreditation	Adoption of approach  Activities conducted	Executive
1.1.3	In partnership with community organisations, disability services, and other Councils develop strategies to prevent violence against women with a disability and children with disability	<b>WCC</b> WHE Local FV Services EDVOS Women's Health East Other Councils	Investigate opportunities to increase service access for people with a disability to family violence services	Strategies and projects developed	Community Development  Health & Family Services
1.1.3	Continue to safeguard the rights, dignity, health and independence of older people through action to prevent elder abuse	<b>WCC</b> Eastern Elder Abuse Network	Respond appropriately to elder abuse disclosures and provide support services	Positive outcomes for victims of Elder Abuse  Frequency and	Home And Community Care  Community

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Responsible manager/officers <i>(internal use only)</i>
		Eastern Community Legal Centre  Senior's Rights Victoria	Ongoing cross-agency collaboration and improvements to service co-ordination  Support and promote the annual World Elder Abuse Awareness Day across City of Whitehorse and the Eastern Metropolitan Region	attendance at EEAN meetings  Collaborations undertaken  Support and promotion activities undertaken	Development - Healthy Ageing
1.1.3	Explore partnerships and opportunities for collaboration to prevent violence against women and promote the sexual health, safety and wellbeing of young people, in particular newly arrived young people, and the growing population of international students in Whitehorse	<b>WCC</b>  Tertiary institutions  Community Health and health service providers  MIC  VicPol	Review research and evidence base, and consult stakeholders to better understand approach to prevention	Research undertaken  Partnerships developed	Community Development - Diversity & Health and Wellbeing
1.1.1	Continue to enhance workforce capacity of direct service providers to respond to elder abuse, family violence and child safety concerns	<b>WCC</b>	Promotion and access to service specific training	Training uptake	Home and Community Care  Health and Family

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Responsible manager/officers <i>(internal use only)</i>
					Service
1.1.7	Coordinate regional activities to promote understanding about respectful relationships, gender and sexual diversity	WCC Q-East WHE	Delivery of activities, training or forums, including activities on IDAHOT day	Activities conducted Participation	Community Development – Diversity & Health and Wellbeing Arts and Recreation
1.1.8	Increase health literacy for men and women in identified health and wellbeing priority areas, including mental health, harmful use of alcohol and violence prevention	WCC WHE	Two women's forums held annually on health & wellbeing or on new and emerging issues in the Whitehorse community Explore opportunities for collaborations to increase men's access to health and wellbeing information and programs	Number of women attending each forum Evaluation feedback about satisfaction and knowledge  Identify collaborators and opportunities	Community Development – Social Planning and Health and Wellbeing



SAFETY

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
1.1.3	Work in partnership with government, health and emergency services to prevent, prepare, respond to and recover from emergencies and natural disasters through maintenance of the City of Whitehorse Municipal Emergency Management Plan.	<b>WCC</b> Municipal Emergency Management Planning Committee (MEMPC)	Quarterly meeting of MEMPC Annual Plan Review Annual Community and Stakeholder Engagement Annual testing and exercising the Plan Conduct reviews of nominated Community Emergency Risk Assessments (CERA)	Meetings conducted and minuted Review and recommendations implemented Locations where vulnerable persons assemble recorded Community and stakeholder input into planning Reviews of nominated CERA undertaken	Compliance – Emergency Management
1.1.3	Inform and educate the community, especially those most at risk, about how to prepare for, respond to and recover from identified emergency risks.	<b>WCC</b> MEMPC	Continue and expand the weather alert early warning system Conduct annual fire awareness meeting with residents in fire-prone areas Provide regular information about measures to take during heat-waves and power blackouts for HACC clients Provide business continuity information	Early warning advice available to the community Fire awareness information session held in December Distribution and access to DHHS information on thermal health Promotion of the need to maintain smoke detectors Promotion of emergency preparedness documentation such as	Compliance – Emergency Management

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			Participate in the SES Local Community Resilience Program Promote Emergency management issues through web page, local media and information sheets	Red Cross's RediPlan	
1.1.3	Support the social and economic wellbeing of the community in relation to gaming license applications in the municipality	<b>WCC</b>  Neighbouring Councils	Undertake social and economic impact assessments in relation to applications for gaming licences and in response to planning permit applications for a gaming venue Provide support to neighbouring Councils for submissions to the VCGLR where EGM license applications impact on City of Whitehorse residents	Social and economic impact assessments submitted to the VCGLR Letters of support provided to neighbouring municipality in support of their application to the VCGLR	Community Development - Social Policy
1.1.3	Inform, collaborate and advocate to reduce problem gambling and gambling harm in the community	<b>WCC</b>  Gamblers Help East  MAV  VLGA	Update Council's demographic and health fact sheets  Establish a gambling information register of interested people and groups	Collection of locally relevant gambling data  Submissions to State Government	Community Development - Social Policy

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			<p>Collect data about the impacts of gambling in the Whitehorse community to inform future social and economic impact assessments</p> <p>Advocate to the State government for adoption of the Productivity Commission's 2010 recommendations</p>		
1.1.3	Collaborate to implement initiatives to promote community safety and prevent crime	<b>VicPol</b> WCC Local business Community Groups	Activities for Safety Month and throughout the year	Activities conducted Participation rates Evaluation feedback	Community Development – Health and Wellbeing
1.1.8	Implement Council's Five Star Food Hygiene Assessment (FHA) system to improve the safety of food being manufactured, handled, stored and sold in the municipality	<b>WCC</b>	<p>Promote the FHA system with proprietors</p> <p>Address language and cultural barriers in education about food safety practices</p>	<p>Percentage of 4 and 5 Star Ratings</p> <p>Educational activities conducted</p>	Health and Family Services – Environmental Services
1.1.8	Undertake Tobacco Control activities to protect the health of the community, in particular young people	<b>WCC</b>	<p>Promote new tobacco reforms</p> <p>Conduct test purchases, education visits and</p>	Activities meet service and funding requirements	Health and Family Services – Environmental Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			enforcement activities		
1.1.8	Implement changes in the Tobacco Act (1987) to further restrict public places where smoking is permitted	WCC	Implement legislative reforms from 1 August Conduct education visits and enforcement activities	Strategy developed No. of educational and enforcement activities	Health and Family Services – Environmental Services
1.1.8	Work with new and existing rooming house operators and other stakeholders to support compliance with regulation with public health standards	WCC	Conduct Information forum to support compliance  Promote requirements for rooming house operators	No. of educational and enforcement activities Compliance	Health and Family Services – Environmental Services
1.1.3	Inform, collaborate and advocate to reduce harm from alcohol and drugs in the community	WCC Alcohol Action Flagship Group	Conduct annual safety event addressing community concerns  Collaborate to reduce harm from alcohol in the EMR	Event conducted  No. participants Participant feedback Attendance at AAFG Collaborative actions undertaken	Community Development – Health and Wellbeing Officer
1.1.3	Support the social and economic wellbeing of the community in relation to alcohol availability in the municipality	WCC	Commence research into availability and purchasing patterns in Whitehorse to inform future policy and initiatives	Initial scan and briefing paper produced	Community Development – Health and Wellbeing

## Towards Strategic Direction 2 – Maintain and enhance our built environment to ensure a livable and sustainable city

### *Health and Wellbeing Goal – Accessible, safe and welcoming places for all people*

#### **Approach**

- 2.1.1 Development which respects our natural and built environments and neighbourhood character while achieving a balanced approach to growth in accordance with relevant legislation
- 2.1.2 Advocate for greater housing diversity, including affordable and social housing
- 2.1.3 Advocate for enhanced transport accessibility and improved transport routes and modes (including active transport)
- 2.1.4 Maintain, renew and sustainably invest in our community infrastructure that is relevant, modern and accessible, and can accommodate multi-purpose usage
- 2.1.5 Maintain, enhance and create shared community spaces that promote the neighbourhood character and provide a safe and enjoyable meeting place for everyone
- 2.1.6 Provide and maintain an infrastructure network that meets the needs of development growth while supporting residents, businesses and visitors in their daily activities
- 2.1.7 Continue to encourage sustainable and quality retrofit of existing infrastructure (Council facilities, street lighting)

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
Ref. to Approach 2.1.1	Introduce a Planning Scheme Amendment for Municipal Wide Tree Controls to reduce tree removal	WCC Department of Environment, Land, Water and Planning	Pursuit of a blanket significant landscape overlay for residential land across the municipality Deliver tree awareness education	Amendment adopted by Council  Number of tree awareness activities	Planning
2.1.1	Continuous improvement to the Planning Scheme	WCC Department of	Review the Municipal Strategic Statement	MSS review completed	Planning

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
		Environment, Land, Water and Planning			
2.1.5	Continue to realise the Urban Realm Vision to create space, places and connectivity for people to engage	<b>WCC</b>	Develop a Neighbourhood Project Toolkit for future community-led place making initiatives Update and implement the Box Hill Urban Realm Treatment Framework	Toolkit produced Framework updated and implemented	Community Development Planning
2.1.2	Continue to partner, identify and advocate for affordable housing in Whitehorse and the Eastern Metropolitan Region, including social housing and mixed-use developments	<b>WCC</b> Eastern Affordable Housing Alliance EMR Councils	Continued participation in EAHA and advocacy activities Identify and promote the different practical roles local governments can play in increasing social and affordable housing  Compile municipal data on surplus State and Council owned sites in each EAHA local government area	Number of meetings with State or Federal Government politicians Number of social/affordable housing opportunities  FAQ Sheet developed and uploaded to EAHA website  Comprehensive data set compiled and shared	Community Development Strategic Planning
2.1.3	Continue to advocate to the State Government for infrastructure and service improvements that make public transport, walking and cycling more convenient, safe and accessible for people		Advocate to the State Government for improvements to the Box Hill Transport	Advocacy activities conducted	Engineering and Environmental Services – Transport Team

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	in Whitehorse.		Interchange		
2.1.5	Promote physical and mental wellbeing of adults and children through education and access to safe, enjoyable, sustainable, active transport modes such as cycling and walking	<b>WCC</b> Whitehorse primary and secondary schools	Continue to construct the Pipe Track Shared Use Path from Mitcham to Burwood East Implement the Whitehorse Active and Safe School Program Continue to support Walk to School, Transit, and Bike It active travel programs in schools Conduct adult bicycle skills training courses to increase participation in cycling	Completion of Stage 2 of the project  Number of programs delivered	Engineering and Environmental Services – Transport Team
2.1.4	Increase access to shared spaces for physical activity and social connections by building multi-use, youth-friendly infrastructure	<b>WCC</b>	Complete the construction of Box Hill South Skate Park extension to include new beginner area, street plaza style skating elements and new basketball half court	Construction completed	Engineering & Environmental Services  Arts & Recreation Development - Parks Planning & Recreation
2.1.4	Improve access to shared spaces for physical activity and social connections by building multi-use, disability and female-friendly infrastructure	<b>WCC</b>	Elgar Park South sports pavilion building design  Undertake Surrey Park West, Bennettswood	Design process completed  Building upgrade/ redevelopment work	Major Projects and Buildings  Arts & Recreation Development -

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			Reserve, Livingstone Oval and Elgar Park North upgrade/ redevelopment projects	complete	Parks Planning & Recreation
2.1.4	Ensure Council facilities are accessible and safe for all people, including children, people with disabilities and older people	<b>WCC</b>	Employ Universal Access guidelines and DDA in retrofit program/upgrade: Mitcham Bowls Club, Box Hill Community Arts Centre Upgrade Lucknow Play Spaces	Works completed in accordance with current standards	Major Projects and Buildings – Assets & Capital Works
2.1.4	Plan for the needs of multiple users of Council managed facilities to promote a shared, welcoming community	<b>WCC</b>	Employ Universal Access and DDA compliant design processes for Nunawading Hub project	Design process complete	Major Projects & Building
2.1.6	Increase community safety for residents, businesses and visitors of Whitehorse	<b>WCC</b> Local traders' groups VicPol	Implement ongoing CCTV program in business activity areas (Box Hill Mall and Britannia Mall)	Use of footage by VicPol Perceptions of safety	Engineering and Environmental Services Community Development – Health and Wellbeing
2.1.4	Redevelop the Whitehorse Centre as a cultural and community facility for Whitehorse and beyond	<b>WCC</b>	Conduct community consultation and client/patron facility	Completion of consultation plan	Arts & Recreation Development



Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			planning  Transition planning with community groups and patrons Facility design	User group transition planning undertaken Facility design agreed and finalised	Cultural Facilities and Programs  Major Projects

## Towards Strategic Direction 3 – Protect and enhance our open space and natural environments

### *Health and Wellbeing Goal – A sustainable environment and shared open spaces*

#### **Approach**

- 3.1.1 Continue to sustainably manage, enhance and increase trees and vegetation in Council’s streetscapes, parks and gardens, with species that enhance neighbourhood character, support biodiversity and are adaptable to a changing climate
- 3.1.2 Continue to retain, enhance and increase the amount of open spaces to meet the needs of our diverse community with amenities that encourage opportunities for shared use
- 3.1.3 Continue to educate and create awareness of the importance of sustaining our natural environment including the importance of trees and vegetation in an urban environment
- 3.1.4 Work with the community to adapt to climate change and reduce greenhouse gas emissions

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
Ref. to Approach 3.1.3	Broaden and expand environmental educational initiatives to reach more children and people from diverse backgrounds, increasing the community’s appreciation of, and connection with, the natural environment	<b>WCC</b> Whitehorse Primary & Secondary Schools  Early Learning Centres	Pilot additional sites for the Whitehorse schools Environment Education Program Run the Nature Play Program in bush sites across the municipality Develop strategies to engage people of diverse backgrounds in environmental education Promote volunteering opportunities to attract new education volunteers	No. Programs delivered New pilots run Strategies identified No. new volunteers	Parkswide Community Development
3.1.1	Increase and enhance existing biodiversity in the urban environment through	<b>WCC</b>	Undertake inventory of high value biodiversity to inform future	Inventory completed	Parkswide

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
	implementation of the Biodiversity Strategy		actions		
3.1.1	Manage and sustain the natural environment through implementation of the Urban Forest Strategy	WCC	Provide guidance and education to the community about tree management	No. enquiries No. awareness raising activities/ promotional material	Parkswide
3.1.4	Inform, engage and encourage the community to adopt sustainable living practices and adapt to climate change	WCC	Conduct free community events and workshops including: <ul style="list-style-type: none"> <li>• Sustainable Living Week</li> <li>• Smarter Living Workshop series</li> <li>• Fair Trade Fortnight</li> </ul> Promote and provide incentives for the uptake of solar panels and hot water systems, water tanks and home composting including: <ul style="list-style-type: none"> <li>• offering financial rebates for installations</li> <li>• Solar Savers program to assist low income households to install solar panels</li> </ul> Promote local food initiatives such as Urban Harvest Food Swap and deliver workshops and activities related to growing food, food waste avoidance, and healthy food hints Support community organisations,	No. activities conducted No. participants Uptake of incentives No. of schools and organisations engaged	Engineering and Environmental Services

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			schools and community to implement relevant waste and sustainability projects through programs such as Council's Sustainability Awards, Stephanie Alexander Food Garden Foundation and Sustainable Water Efficiency Program.		
3.1.4	Continue to deliver and improve waste management in Whitehorse and more broadly to reduce waste to landfill and recover and recycle waste resources	WCC Other Councils	Delivery of Council's waste and recycling services Develop new Waste Management Strategy Collaborate with other Councils and regionally for waste and sustainability service delivery and knowledge sharing	Services delivered in accordance with contract specifications Strategy adopted Collaborative actions/ meetings	Engineering and Environmental Services
3.1.2	Increase access to shared spaces for physical activity and sports participation, in particular for the sports of soccer and cricket	WCC	Undertake upgrade works as part of the redevelopment of Ballyshannassy Park sporting fields in Burwood East	Works complete	ParksWide Arts & Recreation Development - Parks Planning & Recreation
3.1.2	Plan for the needs of multiple users of Council-managed open spaces to promote a shared, welcoming community	WCC	Conduct dogs off-lead parks/ spaces feasibility study	Feasibility study commenced	Arts & Recreation Development
3.1.2	Make open spaces more welcoming to older people to increase their social connections and physical activity		Action in years 2-3		Community Development

## Towards Strategic Direction 4 – Provide strategic leadership and an open and accessible government

### *Health and Wellbeing Goal – Communicating, actively engaged Council*

#### **Approach**

- 4.1.1 Continue to ensure financial sustainability and continue business improvement programs
- 4.1.2 Promote and enhance good governance practices and conduct
- 4.1.3 Progress the implementation of the Local Government Act Review
- 4.2.1 Promote leadership and development opportunities for Council employees
- 4.2.2 Continue to maintain and develop a high performing workforce that supports Council's ability to deliver services efficiently and effectively
- 4.2.3 Continue to participate in the Resilient Melbourne Strategy; working collaboratively to deliver actions that will help make Whitehorse a viable, livable and prosperous city, long into the future
- 4.2.4 Continue to provide a high standard of customer service while improving the customer experience
- 4.3.1 Communicate Council services, facilities and initiatives through a wide range of accessible channels
- 4.3.2 Undertake a digital transformation that improves the customer experience, business processes and provides operational benefits

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
Ref. to Approach 4.2.4	Continuously improve Council customer services making it easier for people with diverse needs and abilities to do business with us	WCC	Review policies, procedures and monitoring of <i>Complaints and Complements</i> mechanisms  Staff professional development in working with people	Recommendations arising from review  Learning goals of training achieved	Civic Services  Organisation Development

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			with diverse needs and abilities Establish scope for review of communications with non-English speakers		Community Development
4.3.2	Develop and implement a digital transformation initiative to broaden the range of people across the municipality with whom Council engages, improving access and reducing environmental impacts	WCC	Establish foundations for project implementation (governance, processes, program team) Use of “Your Say Whitehorse” community engagement portal across Council	Governance structure established Program team appointed Project plan designed Numbers of people engaging with Council across all projects	Business Technology Communications Community Development Other departments as relevant
4.1.2	Progressively implement new technology to increase access for the community to Council	WCC	Audiotape and post online records of Council meetings	No. of posted recordings Customer feedback	Civic Services
4.3.1	Communicate health and wellbeing information in community languages through Council customer services to increase health literacy and access to services	WCC	Create dedicated spaces for health and wellbeing information in Council service centres	Display spaces created and used No. on hold messages	Civic Services Community Development – Health and Wellbeing

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			<p>Source translations of materials</p> <p>Implement a plan of key health and wellbeing messages for the community</p> <p>Review and update health and wellbeing information on Council website</p>		
4.2.4	Investigate ways to reduce mortgage stress and non-payment of Council rates	WCC	Commence review of Council's Rate Hardship Policy and debt collection practices	Alignment with model litigant guidelines	Property and Rates
4.2.2	Continue to enhance the health and performance of Council's workforce (employees and volunteers) through organisational development initiatives	WCC	<p>Implementation of needs based training across Council focused on identified areas of need, including skin health and mental health first aid</p> <p>Ongoing support for workforce with a dedicated health and wellbeing focus within the Risk, Health and Safety Team of Council</p> <p>Implement</p>	<p>50% engagement of the workforce participating in at least one initiative</p> <p>Health and wellbeing activities</p>	Organisation Development

Key Strategies and Actions 2017-2021		Partners and Lead	Year One (2018) Activity	Achievement measures	Area responsible
			occupational health and safety training program for new and existing volunteers		
4.2.2	Support staff experiencing family violence in line with Collective Agreement	WCC	Implementation of Collective Agreement provisions regarding family violence leave as required	Meet council's industrial obligations regarding support of employees experiencing family violence	Organisation Development
4.2.3	Implement learnings from participation in Resilient Melbourne's Neighbourhood Project in future Community-Led Placemaking initiatives	WCC	Develop the Community-Led Placemaking Toolkit based on project learnings Promote applications and support for Year 1 projects	Dissemination of the Toolkit  Applications for support for Year 1 projects	Strategic Planning Community Development Design & Construction Community Laws Festivals and Events Communications



## Towards Strategic Direction 5 – Support a healthy local economy

### *Health and Wellbeing Goal – Economic opportunity for people*

#### **Approach**

5.1.1 Working in partnership to support the development of a sustainable and growing local economy which contributes to economic activity and employment growth

5.1.2 Working in partnership to support the commercial, private and public sector investment opportunities

5.1.3 Working in partnership to support the growth of the health, education and commercial sectors

5.1.4 Maintain a regional presence through engagement with a range of Melbourne's eastern stakeholders

5.1.5 Encourage and partner with local businesses to work with the community to create, participate in, and sponsor events which promote a sense of place

5.1.6 Provide learning opportunities for people to enhance business practice

Key Strategies and Actions 2017-2021		Partners and Lead	Year One Activity	Achievement measures	Area responsible
Ref. to Approach 5.1.1	Revitalise small business precincts to create hubs for community gathering and opportunities for employment	<b>WCC</b>	Promote the Outdoor Trading Policy with restaurants and cafes Encourage community groups to utilise public spaces	Applications for outdoor trading  Liaison activity with community groups	Investment and Economic Development
5.1.1	Promote innovative and creative small business models and practices to increase business activity and sustainability	<b>WCC</b> Small Business Mentoring Service, Deakin University, Small Business Victoria, Destination Melbourne,	Participate in StartSpace initiative to develop entrepreneurship hub for the creative industries Collaborate with institutional and private entities to identify and promote	Number of newly established small business hubs, creative and co-working spaces, both locally and regionally	Investment and Economic Development

Key Strategies and Actions 2017-2021		Partners and Lead	Year One Activity	Achievement measures	Area responsible
		Box Hill Institute, Whitehorse Business Group, Asian Business Association Of Whitehorse	innovative business models		
5.1.5	Explore opportunities for partnerships and involvement of local businesses, community organisations and educational institutions in initiatives and sponsorship which promote a sense of place, such as community-led place-making and activation events	<b>WCC</b> Whitehorse Manningham Libraries Box Hill Institute Deakin Uni Whitehorse Business Group Network Community Groups	Continue to liaise with local businesses regarding opportunities for involvement in community-led place-making projects Promote and encourage community groups to participate in place activation activities Promote business events run by groups, associations and business networks both locally and regionally Promote and attend Melbourne East Regional eCommerce Conference to be held in October 2017	Number and type of place activation events Attendance at events Feedback by business and participants	Investment and Economic Development Strategic Planning Community Development Arts and Recreation Development
5.1.1	Increase employment opportunities for young people, including those from diverse	<b>WCC</b> Deakin	Facilitate program by bringing Deakin	Number of tertiary students engaged with	Investment and Economic

Key Strategies and Actions 2017-2021		Partners and Lead	Year One Activity	Achievement measures	Area responsible
	backgrounds, by leading the Whitehorse Tertiary Business Skills Program	University Business and NFP organisations	students and NFPs together Promote uptake by local government across the Eastern Metropolitan Region Promote program to wider Victorian audience	the program Number of businesses and organisations engaged with program Number of new LGs involved Number of program promotions	Development
5.1.1	Facilitate opportunities for young people to engage with employment, training and education, including targeted support for vulnerable young people	<b>WCC</b> Whitehorse Youth Issues Network Secondary Schools Employers Tertiary institutions MIC	Support young people to maintain engagement with education, including young people with learning and behavioural challenges  Support young people to access work experience through volunteering, training and apprenticeships  Assist young people to prepare for and access employment	Engagement with schools, teachers and students by Youth Services and the School Focused Youth Service Coordinator  Assistance provided to young people  Assistance with resume writing provided	Youth Services
5.1.1	Continue to support the Learn Local Program to increase community access into the workforce and business	<b>WCC</b> Neighbourhood Houses	Review marketing and promotion of the program Maintain a local	Number of learning opportunities on offer to the community	Investment and Economic Development

Key Strategies and Actions 2017-2021		Partners and Lead	Year One Activity	Achievement measures	Area responsible
			presence for the program		Community Development - Neighbourhood Houses
5.1.3	Encourage developers to incorporate health and other services in new developments to meet the needs of the growing population	WCC	Facilitate investment enquiry and advocate for mixed use offering in large scale developments	Number of new investment enquiries Number of new mixed use development approvals	Investment and Economic Development
5.1.1	Promote investment in mixed use/multi-purpose development to increase local employment opportunity	WCC	Facilitate investment enquiry and advocate for mixed use offering in large scale developments	Number of new investment enquiries Number of new mixed use development approvals Opening of 850 Whitehorse Road (Whitehorse Towers) \$320M mixed use development	Investment and Economic Development
5.1.6	Design and deliver affordable business skills education and mentoring opportunities for new and emerging business people, with a focus on women returning to the workforce, work-life balance and the promotion of entrepreneurship	WCC Financial Literacy Australia, Small Business Mentoring Service, Small Business Victoria	Women in Business Financial Literacy Program delivered Small business mentoring sessions offered to local business Mentoring Bus visitations to Whitehorse	Number of participants Learning outcomes measured through program evaluation Number of mentoring session participants Number of mentoring bus visits	Investment and Economic Development
5.1.6	Continue to facilitate knowledge sharing for	WCC	Ensure all business	Number of knowledge	Investment and

Key Strategies and Actions 2017-2021		Partners and Lead	Year One Activity	Achievement measures	Area responsible
	business people, including cross-cultural investment opportunities and the link between employee health and productivity	Australia China Business Association Whitehorse Business Group, Asian Business Association Of Whitehorse	events, programs, workshops, seminars are accessible to all Deliver cross-cultural presentations such as the China Ready Seminar Deliver health & wellbeing presentations such as Steps to Resilience	sharing opportunities delivered Number of participants	Economic Development
5.1.3	Continue to promote Box Hill as a multi-cultural food destination, increasing value of community diversity	<b>WCC</b>	Visitation promotions through Destination Melbourne Visual promotions through banners, bin surrounds, flyers etc.	Number of visitation promotions Number of visual promotional activities	Investment and Economic Development
5.1.5	Facilitate interest in new farmer's market/s at additional locations across the municipality to increase people's access to fresh fruit and vegetables and increase social interactions	<b>WCC</b>	Facilitate interest and enquiry	Processing of enquiry at suitable locations across Whitehorse	Community Development – Health and Wellbeing  Arts and Recreation Development

## Appendix I: Whitehorse Health and Wellbeing Community Engagement Summary

TYPE OF ACTIVITY	LISTEN	INFORM	SEEK FEEDBACK	DESCRIPTION OF ACTIVITY	EXAMPLE/S	REACH	FEEDBACK TOOL/S
<b>Your Say Whitehorse Project Website</b>	✓	✓	✓	Your Say Website launched and promoted through all advertisements where people can access information on the Council Plan & MPHWP, upcoming opportunities for engagement and participate online through a number of tools.	Visitors to <a href="mailto:yoursay@whitehorse.vic.gov.au">yoursay@whitehorse.vic.gov.au</a>	The Your Say Website was viewed 1,465 times	Online survey Discussion Forums Interpreter Options Available
<b>Your Say Whitehorse Postcards</b>		✓	✓	Postcards were developed to promote the engagement options available to all community. The postcards were also translated into 4 languages: Simplified Chinese, Vietnamese, Italian and Greek.		3,982 postcards were distributed at community pop-ups, workshops, by Council staff at networks meetings, through Councillors and council service sites.	Online Surveys Workshops Community Pop-Ups
<b>Your Say Whitehorse Community Pop-Ups</b>	✓	✓	✓	6 Community Pop-Ups were held throughout a 2 week period using existing resources to host these events. At all pop ups people were asked the core questions and invited to talk further about the dilemma questions of interest to them, these discussions were recorded within survey outputs. Children were also engaged through colouring activities and in 3 pop-ups built greenhouses. At the Box Hill pop-up the youth drop in centre (Connexions) also hosted a youth event.	Burwood Heights Shopping Centre, Sportlink, Box Hill Mall Kiosk, Blackburn Lake Sanctuary, Farmers Market & Arts Market Civic Centre & at the Carols Community Event.	109 Surveys were completed through conversations, an average of 99hrs were spent listening and speaking with the community, 63 colouring activities submitted and 9 Councillors attended.	Postcards Surveys Colouring activities and conversations with Council Staff and Councillors recorded through surveys

TYPE OF ACTIVITY	LISTEN	INFORM	SEEK FEEDBACK	DESCRIPTION OF ACTIVITY	EXAMPLE/S	REACH	FEEDBACK TOOL/S
<b>Workshops/Forums</b>	✓	✓	✓	124 Whitehorse Staff attended workshops to participate in the engagement, Councillors also contributed through a workshop in addition to 5 other community workshops or forums hosted by Council Staff engaging on the future of Whitehorse.	Leadership Forum Councillor Workshop Community Workshop Disability Advisory Committee Nadrasca Focus Forum	It is estimated that a total of 165 people attended a workshop or forum where feedback on your say Whitehorse was gained. In addition various other people and Organisation were provided postcards.	Facilitated captured feedback based on survey questions & Postcards provided
<b>Your Say Whitehorse Social Media</b>	✓	✓	✓	Your Say Whitehorse posts were promoted on 5 Facebook pages	Events Facebook Page, Aqualinks, Box Hill Community Arts Centre & Whitehorse Centre	The reach of the combined 5 Facebook pages was 4,172. Aqualink Nunawading (449), Aqualink Box Hill (998), Box Hill Community Arts Centre (481), Whitehorse Centre (407) and Events (1,837)	Your Say Whitehorse portal
<b>Print Media</b>		✓	✓	Advertising for Your Say Whitehorse were run in the Leader Newspaper and Whitehorse News Publications, other internal newsletters were also utilised where available	Whitehorse Leader Whitehorse News Sustainability Newsletter	Circulation of these publications has a reach across 163,697	N/A
<b>Your Say Whitehorse</b>			✓	The printed survey was circulated to existing staff	HACC Clients	A total of 6,250 surveys	Survey

TYPE OF ACTIVITY	LISTEN	INFORM	SEEK FEEDBACK	DESCRIPTION OF ACTIVITY	EXAMPLE/S	REACH	FEEDBACK TOOL/S
<b>Print Survey</b>				networks as well as across a wide range of Council Service Sites such as kindergartens and service centres, etc.	Aqualinks Transfer Station Maternal & Child Health Centres	were distributed across existing Council Staff Networks	
<b>Your Say Whitehorse Health and Wellbeing Survey</b>	✓	✓	✓	<p>The survey sought to identify health and wellbeing concerns across the domains of mental wellbeing, social wellbeing, lifestyle behaviours, general health and community connectedness.</p> <p>The survey was promoted via the Leader newspaper, the Council website, Council's on-hold message service and an email sent to registered Your Say users. 2000 postcard flyers were made available at Council Civic offices, Service Centres, Libraries, Family Centres/MCH Centres and distributed via networks.</p> <p>The survey was administered via the online Your Say Whitehorse portal and distributed via email across internal and external networks. Hard copy surveys were also distributed at Council service centres, during face to face consultations, and posted to individuals on request.</p>	Your Say portal at: <a href="http://yoursay.whitehorse.vic.gov.au">http://yoursay.whitehorse.vic.gov.au</a>	<p>194 people completed the survey</p> <p>2000 postcards distributed</p> <p>Advertisements in The Leader Newspaper, circulation over 160,000</p>	<p>Online survey</p> <p>Hard copy survey</p> <p>Interpreter options available</p>
<b>Tailored Health and Wellbeing survey for</b>		✓	✓	The survey was tailored to explore the health and wellbeing concerns of people who identify as LGBTIQ. It was distributed electronically via	SurveyMonkey survey	12 people completed the survey	Online Survey



TYPE OF ACTIVITY	LISTEN	INFORM	SEEK FEEDBACK	DESCRIPTION OF ACTIVITY	EXAMPLE/S	REACH	FEEDBACK TOOL/S
LGBTI people				targeted networks and completed online using SurveyMonkey.			
Well-being Profiler Survey		✓	✓	The Well-being Profiler survey tool has been developed and was used by Melbourne University's Centre for Positive Psychology in research in schools in the City of Whitehorse. Distributed to 15 different educational settings (9 primary schools and 6 secondary schools) across the municipality, this survey measured well-being in six empirically supported domains as important indicators of youth well-being. The survey contained additional questions about what make Whitehorse a positive place for young people, key issues and challenges they face, local activities in which they engage and ways in which Council could best communicate with them	Online Survey	3,008 young people between the ages of 10 to 20 years old attending schools in the City of Whitehorse completed the survey	Online Survey Expert report (draft)
Your Say Whitehorse Health and Wellbeing Community Pop-Ups	✓	✓	✓	8 Community Pop-Ups were held with targeted themes or community groups in March and April 2017.  Each Pop-Up was designed to explore a key theme relevant to community health and wellbeing. They included targeted quantitative questions and provided opportunities for community members to provide additional feedback about issues they	Exploring Community Connections at Global Fiesta (at least 27 participants)  Exploring opportunities for community led projects, conducted	At least 213 community members provided quantitative and qualitative feedback via snapshot surveys, open ended questions and conversations.	Snapshot surveys  Conversations with Council staff

TYPE OF ACTIVITY	LISTEN	INFORM	SEEK FEEDBACK	DESCRIPTION OF ACTIVITY	EXAMPLE/S	REACH	FEEDBACK TOOL/S
				identified as important to consider in health and wellbeing planning.	<p>at the Whitehorse Civic Centre(151 participants over 5 consultations)</p> <p>Understanding Health and Wellbeing priorities in Wattle Hill (6 adults and 3 children aged 8-12 years)</p> <p>Understanding daily challenges for older people, conducted at Forest Hill Chase (26 responses)</p>		
<b>Health and Wellbeing Focus Groups</b>	✓	✓	✓	<p>10 focus groups were conducted with underrepresented groups in the community, in particular older Chinese speaking people, people with disabilities and their advocates.</p> <p>The groups sought to understand people's experiences and explore key health and wellbeing issues including social connections, access to services and facilities, inclusion, strengths, challenges and opportunities for improvement.</p>	<p>Local Activity Group for Chinese speaking older people (12 participants)</p> <p>AMES Box Hill beginner's English class (28 participants)</p> <p>Discussion groups with people with a</p>	98 people participated in the focus groups.	<p>Focus Groups</p> <p>Snapshot Surveys</p>

TYPE OF ACTIVITY	LISTEN	INFORM	SEEK FEEDBACK	DESCRIPTION OF ACTIVITY	EXAMPLE/S	REACH	FEEDBACK TOOL/S
					disability (46 participants over 7 groups)		
					Whitehorse Disability Advisory Committee (WDAC) (12 members)		
<b>Let's Talk Community Forum</b>	✓	✓	✓	The Let's Talk! Community Forum on Social and Emotional Health and Wellbeing sought to engage culturally diverse community members to explore barriers to talking about, or seeking assistance with social and emotional wellbeing (mental health).	Community forum / workshop	28 people participated in the workshop (including a range of service providers and community members)	Community forum

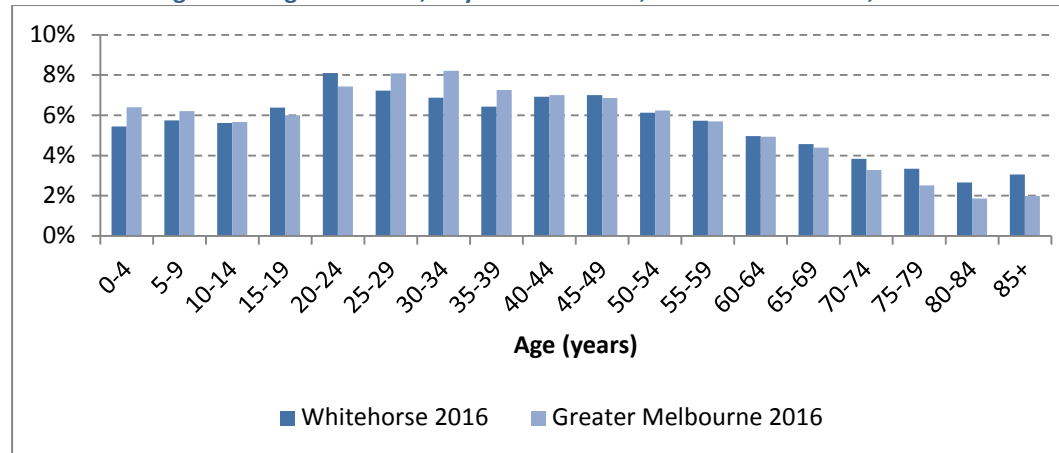
## Appendix II: Planning for people

Planning for the Whitehorse Health and Wellbeing Plan 2017-2021 considered the demographics of the population, how it is changing and the health and wellbeing needs of particular groups within the community.

### *The Population*

On 30 June 2016, it is estimated that 167,933 people lived in Whitehorse. The population age distribution is generally similar to the state average and is shown below. The median age in Whitehorse was 38 years. Twenty per cent of the population are aged less than 18 years.

**Figure 1 – Age Structure, City of Whitehorse, Greater Melbourne, 2016**



Source: Australian Bureau of Statistics (2017), Census of Population and Housing

While fifty-two per cent of the population in Whitehorse are female, there are more males than females in all of the five year age increments under 40 years. For every five year age increment over 50, there are more females than males. This is particularly so for the older age groups; there are nearly twice as many women as men aged 85 plus. Box Hill has a larger concentration of residents aged 20-29 than the rest of the municipality

Whitehorse is home to many families. In 2016, there were 60,431 households in Whitehorse and the most common household type comprised couples with dependents (34.5 per cent). Lone person households and the heads of lone-parent households are more frequently women. In 2016, 62.3 per cent of all people living alone were female, and this ratio increases with age. 81.7 per cent of lone-parent households in Whitehorse have a female head.

### ***Changing population profile***

Whitehorse has an increasingly ageing population. Currently more than 22.4 per cent of people are over the age of 60 and 3.1 per cent of the population is aged 85+. Between now and 2036, the number of people aged 65+ will increase by approximately 9,360 people. With older age comes increased disability; in Whitehorse 63.4 per cent of people with a disability are aged 65 or over. Also, many people aged over 65 years care for a person with a disability, long term illness or old age. (In 2016 there were 3,700 carers in Whitehorse aged over 65). Around 28 per cent of people aged 75+ in Whitehorse live alone, the larger proportion of these being female (77 per cent).

A growing and changing population in Whitehorse is seeing relative increases in the numbers of young people (3,426 under the age of 25 between 2011 and 2016) and people born in non-English speaking countries of origin (12,285 between 2011 and 2016). The age structure forecasts for the period 2016 and 2036 indicate a 8.8 per cent increase in population for under working age, a 17.6 per cent increase in population of retirement age, and a 14.4 per cent increase in population of working age. The population is forecast to increase at an average annual rate of 1.01 per cent.

In Whitehorse, the rate of new settler arrivals per 100,000 of population is among the highest in the state at 1,105.1, in comparison to the Victorian average of 682.5. Between 2012 and 2017 the highest number of new settler arrivals was from China at 6,516, followed by India at 1,657 and Malaysia at 543.

While the dominant household type in Whitehorse is 'Couple families with dependents', by 2026 the largest forecast increase is expected in 'Lone person households'. It is estimated that at this time lone households will account for more than a quarter of all households in Whitehorse, predominantly with older people and younger residents. The average household size is expected to fall from 2.6 in 2016 to 2.51 by 2036.

### ***Ages and stages of people***

Over many years Council has provided services and facilitated support for key age groups in the community – children and families, younger people and older people – in recognition of their special needs and the benefits of early intervention, education and health promotion and support.

**Children and their families:** The early years, pregnancy to eight years, are a period of rapid cognitive, biological and social development and the most critical in influencing a person's long-term health and wellbeing. The environment in which a child spends these early years – the family, educational and care settings and the broader community – strongly shapes whether or not they have strong foundations for their future health, wellbeing and development. Council's approach to support the health and development of children is detailed in the Whitehorse Municipal Early Years Plan 2014-2018.

**Young people:** A person's experience in the formative years between 12 and 25 has a significant influence on their long term health and wellbeing and capacity to enjoy a full, active and rewarding life to their full capacity. Access to education, employment, healthy food, respectful relationships and social, sporting and creative pursuits all play a part. Council's approach to support the health and wellbeing of young people is detailed in the Whitehorse Municipal Youth Plan 2014-2018.

**Older people:** The interconnectedness of physical and mental health plays out strongly for older people. Good physical health enables people to socialise, travel and work and to participate actively in society. Poor physical health, often a feature of ageing, increases a person's risk of isolation and depression. Older people have a wealth of knowledge, experience and active contribution to the wellbeing of the community. Many older people are caring for others – partners, children and grandchildren.

Groups of people within our community who experience unequal health and wellbeing outcomes are prioritised for targeted, locally relevant action so that facilities, services and programs and population-wide health and wellbeing information and messages don't miss people who need them. People who are financially vulnerable, people from culturally diverse backgrounds, newly-arrived migrants and refugees, and people with a disability, including a mental illness, are examples.

### ***People with a disability***

Whitehorse City Council recognises that, rather than a diagnostic label defining whether a person has a disability; disability is an evolving concept resulting from the interaction between persons with impairments and the attitudinal and environmental barriers that hinders a person's full and effective participation in society on an equal basis with others. This understanding of disability, grounded in the social model of health, recognises that the way in which a community is structured through its social, built, natural and economic environments can be further disabling. This approach is in accordance with the United Nations Convention on Rights of Persons with Disabilities.

Disability can occur at any time; prior to or at birth, as the result of accident, injury, chronic illness or trauma, during childhood, adulthood or through older age. In addition, a diverse range of social, environmental, biological and psychological factors can impact on an individual's mental health and wellbeing resulting in the person experiencing mental illness or psychiatric disability. Whilst the experience and impacts of disability and mental illness is unique to the person, disability and mental illness presents in all cultural groups, across gender, and socio economic groupings.

The rate of disability in Australia has remained relatively stable over time with approximately 18.3 per cent of people reporting a level of disability. Almost half (45 per cent) of all Australians will experience of mental illness at some time in their life and one in five Australians will experience mental illness every year.<sup>lii</sup>

Disability support pension recipients in Whitehorse were more likely to identify their primary disability as psychological/psychiatric (31.2 per cent), musculo-skeletal and connective tissue (26.1 per cent) and intellectual/learning (12.4 per cent) than other forms of disability. The majority (56 per cent) of disability support pension recipients in Whitehorse are aged over 50 years.

People with disability and people who experience mental illness continue to face barriers to participating in the community. People with disability are, less likely to be employed, less likely to have completed year 12 and nearly one third of people with a disability (31.5 per cent) have avoided situations because of their disability. The ability to form and maintain social connections is integral to the people's health and wellbeing. People with disability are less likely to participated in sporting activities or attended a sporting activity as a spectator, attended a cultural event or venue than people without disability. Also, people with disability were less likely to have had daily face-to-face contact with family or friends living outside the household than a person without a disability, more likely to have cared for a person with a disability, long term health condition or old age in the last four weeks, more likely to feel that people could not be, more likely to experience some form of discrimination and more likely to assess their health as poor or fair.<sup>liii</sup>

People with disability are nearly twice as likely (17.91 per cent) than people without disability (9.36 per cent) to experience violence; and violence from previous or current partner is experienced by 16.52 per cent of people with disability contrasted to 8.74 per cent of people without disability.<sup>liv</sup> In spite of the increased risk of violence and crime, people with disability continue to face multifaceted barriers when it comes to reporting crime and seeking justice.<sup>lv</sup>

To address structural barriers Councils seeks to most effectively use its influence and resources within Council and in the broader community as well as through interactions with the state and federal government to ensure that people with disability are seen as equal valued members of the community.

### ***Diverse groups***

Within the context of the Whitehorse Public Health and Wellbeing Plan, the term 'diversity' is used to reflect not only cultural, faith, racial and linguistic diversity, but diversity of gender, sexuality and relationships. Throughout the Plan, different terminology is used to distinguish between diverse groups, including Cultural and Linguistically Diverse (CALD), and Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI).

Council recognises that Aboriginal and Torres Strait Islander people and culture are an integral part of the Australian and Whitehorse community. Many local landmarks are of important historical and cultural significance. According to the 2016 Census, 361 persons or approximately 0.2 per cent of the population in Whitehorse identify as Aboriginal or Torres Strait Islander. While Whitehorse has among the lowest percentage of residents of Aboriginal and Torres Strait Islander origin in the state, often this underreported. Council's Reconciliation Action Plan 2016-2018 highlights how Council will work into the future to strengthen reconciliation by working in partnership to raise awareness of Aboriginal culture, build strong relationships and increase participation for Aboriginal and Torres Strait Islander people in the life of the community.

Gender, sexuality and relationship diversity has previously been identified as an emerging theme in Council action plans, and Council intends to build upon the work undertaken in this area with the current Plan. People who identify as LGBTI are estimated to make up 17.5 per cent of the population. This percentage represents nearly one in six people of that age range, or 1,232,000 Victorians. In Whitehorse this equates to 28,972 residents. Despite increasing acceptance of LGBTI people in Australian society and more visibility in public life and the media, they are still more likely than the general population to experience discrimination, prejudice, violence and abuse in everyday life. Research has demonstrated that this discrimination leads to poorer mental health outcomes and a higher risk of suicidal behaviours for people who identify as LGBTI.<sup>lvi</sup> Council's recent consultations mirror these themes of poorer mental health outcomes.



The City of Whitehorse is a diverse community, with roughly a third of the population born in a non-English speaking country (33.1 per cent), and over 36.7 per cent speak a language other than English at home. We have a higher rate of new settler arrivals (1,105.1 per 100,000 population) than compared to the Victorian average (682.5 100,000 population). As at 31 March 2017, a total of 101 asylum seekers were living in the Whitehorse municipality and have been granted bridging visas.

More than thirty per cent of people aged 65 plus in the City of Whitehorse were born overseas, with a non-English speaking background. Council has identified older people from culturally and linguistically diverse (CALD) background as a priority group for the Whitehorse Health and Wellbeing Plan. Evidence shows that older people from CALD backgrounds can face a higher risk of social isolation and poorer health outcomes. In addition, those who migrated to Australia at an older age, or who are from refugee background, are at greater risk of encountering mental and physical health issues.

The unique situations and experiences of different CALD groups and individuals vary greatly, however there are a number of challenges that consistently appear in research. These challenges have been reflected in Council consultations, and include:

- socio-economic disadvantage
- social isolation
- language barriers
- cultural translation difficulties
- underexposure to Australian services and systems
- lower rates of service access<sup>lvii</sup>

A significant number of international students choose to study in the City of Whitehorse. In 2013, Deakin University alone was host to approximately 3000 overseas students. The economic impact and benefits of international students for the municipality and surrounding areas is well documented<sup>lviii</sup> however these students are particularly vulnerable to a number of health and wellbeing risk factors, including lack of access to health care and social support services, social isolation, increased risk of assault, housing insecurity, gambling and unemployment and/or mistreatment whilst in employment.

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- <sup>xvii</sup> Kelly Richards 2011, Children’s exposure to domestic violence in Australia, Trends & issues in crime and criminal justice no.419, Australian Institute of Criminology, Canberra
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