

# WHITEHORSE YOUTH PLAN 2014 – 2018

## IMPLEMENTATION ACTION PLAN

### PROGRESS REPORT YEAR 3 - September 2016 - August 2017

**Please note:** Under the 'status' column:

- **black text** indicates actions were implemented from September 2014 to August 2016 (years 1 or 2 of Youth Plan)

- **blue text** indicates actions implemented for the period September 2016 - August 2017 (year 3 of Youth Plan) or continued from year 1 and 2 of the Youth Plan.

#### KEY DIRECTION 1: HEALTHY, RESILIENT AND ENGAGED YOUNG PEOPLE

GOAL	ACTION	COUNCIL ROLE & PARTNERSHIP	IMPLEMENTATION	STATUS
<p><b>Note:</b> The following project is relevant to a number of actions identified in the plan.</p> <p><b>Community Youth Services Awareness Project:</b> The development of a comprehensive communications strategy to provide information regarding all existing services, supports, programs and events, activities and facilities available to young people and their families in Whitehorse. To include: all hardcopy promotional material via publications (Whitehorse News, Whitehorse Leader), dissemination of brochures / flyers, electronic communication.</p> <p><b>Status :</b></p> <ul style="list-style-type: none"> <li>- Successful application to State Government for funding to undertake this project</li> <li>- Facilitation of Steering Committee and Youth Reference Group to oversee the planning, development and implementation of the project</li> <li>- <b>Activation of Implementation Plan, including the following actions:</b> development of the Creative Youth Hub, facilitation of the outreach program, development of Youth Services 'short' promotional statements - for merchandise, additional support / information to young people transitioning from primary school to secondary school, engagement with schools, focused promotion to parents, revised communication to the Whitehorse Youth Issues Network, use of Facebook and refinement of Youth Services information on council website.</li> </ul> <p><b>Applicable to the actions:</b> 1.1 to 1.21</p>				
Promoting physically active and healthy lifestyles	1.1 Encourage and support young people of all ages up to 25 years to regularly participate in sport, recreation and personal exercise.	<p><b>Council:</b> Leader, Advocate Facilitator</p> <p><b>Partners:</b></p>	<ul style="list-style-type: none"> <li>Refer Community Youth Services Awareness Project: Inform young people and parents about the benefits of participation in sport and recreation activities. Database of all sporting / clubs in Whitehorse.</li> </ul>	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Regular posts through FlexiBuzz parent mobile application (app) under parenting youth category alerting parents of activities and sporting</li> </ol>

		Whitehorse Sport and Recreation Clubs, Schools	<ul style="list-style-type: none"> <li>Conduct audit of existing strategies, and identify gaps and barriers to participation.</li> <li>Explore 'pilot project' with Aqualink facilities to look at programs to increase participation by young people in exercise.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development, School Focused Youth Services Coordinator, Arts and Recreation Development (Aqualink – Nunawading and Box Hill)</p>	<p>opportunities for young people in Whitehorse. 211 parents registered for youth category</p> <ol style="list-style-type: none"> <li>Audit of existing services for young people being conducted. Following work undertaken: consultation with Council's Aqualink Box Hill regarding discounted access to facilities, taster days, tours and group sessions for young people; promotion by Youth Services and Aqualink of teen membership campaign; consultation with private gyms looking at discounted entry for young people</li> <li>Continued promotion of all opportunities available to young people.</li> <li>Pool party in Aqualink Box Hill run by Freeza Committee February 2015 encouraging young people to be active and participate in exercise. 100 young people attended the event.</li> <li>Assisted the YMCA facilitate the 'South Eastern Metro Series' (skate and BMX event) at Box Hill skate park in April 2015 and 2016.</li> <li>Support and promotion of 'Tas Pappas Live' event (famous skater) at the Box Hill Town in October 2016 as a means to increase participation in recreation activities.</li> <li>'Bike It' event held on 16 Nov. 2016 with 180 primary school students participating, including Vermont South Special School.</li> <li>Walk to School 2016 held during October with 26 schools participating.</li> <li>Transit Program run with 12 schools and 708 students.</li> <li>School holidays bike skills program hosted 6-7 April 2017</li> </ol>
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				11. Walking School Bus program hosted at 2 schools
	1.2 Promote positive eating and nutritional awareness among young people at every opportunity.		<ul style="list-style-type: none"> <li>As above 1.1.</li> <li>Develop and deliver appropriate information, forums, workshops to inform and engage parents and young people.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department, H and F Services Community Development</p>	1. See 1.1 2. School holiday program: Nutritional and healthy food incorporated into the program as part of the lunch provided to young people. 3. Consideration to be given to include the topic as part of Whitehorse Parent Information Forum in 2017 or 2018. 4. Promotion of nutritional awareness: information regarding healthy food options for young people. 5. Healthy food made available to young people at Youth Connexions and at volunteer committee meetings.
	1.3 Continue to develop, upgrade and connect Council public facilities that encourage and enable active lifestyles, including parks, gardens, open spaces and network of walking and off-road cycling tracks.		<ul style="list-style-type: none"> <li>As above 1.1</li> <li>Refer to Community Youth Services Awareness Project: Data base of all available facilities.</li> <li>Liaise with relevant Council Departments to ensure that young people are consulted and considered in service planning delivery.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Relevant Council Departments including Arts and Recreation Development, Engineering and Environmental Services</p>	1. As outlined above in 1.1 2. Status as outlined above: Community Youth Services Awareness Project. 3. Young people actively involved and consulted by Engineering and Environment Services in the development of the Sustainability Road Map 2015 – 2021. 4. All council team leaders to be further informed by (by email and on WOW) of presence and role of the Whitehorse Youth Representative Committee as a means to ensure young people are consulted in service delivery planning. 5. Young Services promoted the opportunity for young people to be involved in the development of Council's Cycling Strategy. 40 young people involved in the consultation process. Whitehorse Cycling Strategy 2016 launched in August 2016.

				6. Planning has commenced to identify, map and prioritise 'Low Stress Easy Rides' throughout the municipality. 7. Construction of the section of the pipe track shared path from Highbury Road East Burwood to Ballantyne Street Forest Hill is complete. 8. New bicycle hoops installed at 8 locations throughout the municipality 9. Continued advocacy to the State Government for: <ul style="list-style-type: none"> <li>- Construction of a shared path along the former Healesville Freeway Reservation</li> <li>- Appropriate design and construction of the Box Hill to Ringwood shared use path</li> <li>- Construction of a shared path adjacent to Burwood Highway from Morack Road Vermont South to Eastlink</li> <li>- Improved safety for cyclists and pedestrians travelling along and crossing arterial roads</li> </ul>
<b>Promoting community participation and engagement</b>	1.4 Encourage young people to be active, engaged, having fun and socialise through participation in sporting and recreation clubs, arts, culture and community groups, service clubs, youth groups and any other organised activity-focused group.	<b>Council:</b> Leader, Advocate, Facilitator  <b>Partners:</b> Whitehorse Sport and Recreation Clubs	<ul style="list-style-type: none"> <li>As above 1.1 and 1.2</li> </ul> <b>Commencement:</b> January 2015 <b>Completion:</b> December 2018 <b>Who:</b> Youth Services, Arts and Recreation Development	1. As outlined above. 2. Whitehorse Youth Representative Committee (WYRC) is an ongoing, annual committee for young people advocating / working in the best interests of their peers. 3. Youth Services School holiday program provides opportunities for young people to participate in activities that encourage them to be active, involved and socialise. 4. Promotion of opportunities through the Youth Issues Network (YIN): 70 organisations and 250 workers currently part of the Network. 5. Facilitation of the FReeZA Program 2016 – 2018: 5 cultural / music events per year for young people across the municipality. FReeZA Youth Committee arranges the events.

	<p>1.5 Host, partner and support community festivals and events that encourage participation by young people.</p>		<ul style="list-style-type: none"> <li>Continue to provide events / opportunities that engage young people.</li> <li>Seek relevant opportunities that encourage participation by young people.</li> <li>Young people to be actively engaged in regard to the planning and delivery of festivals and events.</li> <li>Refer to Community Youth Services Awareness Project: Promotion of festivals.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services – Youth Rep Committee and FReeZA Committees  Council Festivals Team</p>	<ol style="list-style-type: none"> <li>Whitehorse Youth Services music room operated and encouraged young people to participate in the arts.</li> <li>Facilitation of youth area and youth stage at Spring Festival in 2014, 2015 and 2016 encouraging young people to be engaged in annual council community event.</li> <li>National Youth Week events: Video gaming event in 2015, various creative based activities in 2016 and event in the Box Hill Mall in 2017. Approx. 500 young people have participated in the last 3 years.</li> <li>Council Youth Services and Freeza Youth Committee attended Council's Global Fiesta in 2015, 2016 and 2017, facilitating activities for young people. 600 young people participated.</li> <li>WYRC Municipal Youth Forum conducted in September 2015 and August 2016. 12 young people involved in the WYRC coordinated and facilitated the forum. Planning underway for the 2017 Forum</li> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Celebration of IDAHOT Day - 'International Day Against Homophobia, Transphobia and Biphobia' in 2015, 2016 and 2017. Event in the Box Hill Mall promoting the day and raising the 'rainbow' flag at Nunawading Civic Centre and Box Hill Town Hall. Promotion of the day throughout Council and the community through Whitehorse News and Whitehorse Leader.</li> <li>Council Youth Services and youth committees (Whitehorse Youth Representative Committee and FReeZA Committee) facilitate 'youth section' at Spring Festival in 2014, 2015 and 2016 with range of activities for young people.</li> </ol>
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	<p>1.6 Encourage young people to participate in volunteering programs as an opportunity to engage in community life, help others and develop valuable skills and experience.</p>		<ul style="list-style-type: none"> <li>Continue to conduct the Whitehorse Youth Representative Committee (WYRC) and Freeza Committee.</li> <li>Continue to liaise with Council's Volunteer/Civic Participation Officer, and identify future participation opportunities relevant to young people.</li> <li>Refer to Community Youth Services Awareness Project: Promotion of volunteering opportunities available to young people.</li> <li>Facilitation of a Municipal Youth Forum.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Volunteer and Civic Participation Officer</p>	<p>1. Facilitation of the Whitehorse Youth Representative Committee (WYRC) and Freezer committees (12 young people on each Committee) in 2014, 2015 and 2016.</p> <p>2. Attendance by Whitehorse Youth Services Youth Participation Officer at Volunteer/Civic Participation Meetings. Opportunities for collaboration to be identified.</p> <p>3. Status as outlined above: Community Youth Services Awareness Project.</p> <p>4. Municipal Youth Forum facilitated in September 2015 and August 2016.</p>
	<p>1.7 Facilitate and promote youth leadership opportunities, including ongoing support for the Whitehorse Youth Representative Committee.</p>		<ul style="list-style-type: none"> <li>Continued support and the facilitation of the WYRC by Youth Services.</li> <li>Promotion of the Young Person of the Month Awards.</li> <li>Refer to Community Youth Services Awareness Project.</li> </ul>	<p>1. Facilitation and support of the WYRC (12 participants) by Whitehorse Youth Services in 2014 2015 and 2016.</p> <p>2. Whitehorse Youth Services continues to promote the Young Person of the Month Awards via Whitehorse News, emails through the Youth Issues Network</p>

			<b>Commencement:</b> January 2015 <b>Completion:</b> December 2018 <b>Who:</b> Whitehorse Youth Services team - Youth Participation Officer	3. Status as outlined above: Community Youth Services Awareness Project.
<b>Supporting mental health, wellbeing and resilience</b>	1.8 Proactively work with youth service providers, schools and other agencies to support young people and their families experiencing mental health issues, including depression and anxiety.	<b>Council:</b> Advocate , Leader, Facilitator  <b>Partners:</b> Whitehorse Youth Issues Network-mental health providers, Whitehorse Schools	<ul style="list-style-type: none"> <li>Continue to facilitate the Whitehorse Youth Issues Network and undertake networking and collaborative activities with agencies and services in the youth sector.</li> <li>Continuation of the Box Hill Assertive Outreach program as a means to support young people.</li> <li>Continuation of the Community Grants program / provision of mental health services.</li> <li>Continue to develop and deliver appropriate forums/workshops for young people and parents.</li> <li>Keep abreast of current mental health issues and new initiatives/best practice</li> <li>Continuation of the School Focus Youth Service Work Plan.</li> <li>Explore opportunities for Headspace to operate in the Whitehorse municipality.</li> <li>Continued work of Whitehorse Youth Services in Box Hill to support and refer young people experiencing mental health issues.</li> <li>Refer to Community Youth Services Awareness Project: Provide information to young people and parents about mental health issues and supports available to them.</li> </ul>	1. Facilitation of the Whitehorse Youth Issues Network (YIN): collaboration between youth service providers that support young people and their families experiencing mental health issues.  2. Quarterly meetings of the YIN with up to 25 - 30 youth service professionals present at each meeting.  3. Maintained the operation of the Box Hill Assertive Outreach program which supports young people experiencing mental health issues. Approximately 205 young people engaged through the Box Hill Assertive Outreach program over the last 12 months. (425 young people engaged by the Outreach Program over last 3 years)  4. Eastern Access Community Health (EACH) funded by Council for the provision of counselling support to young people as part of the 'Family, Youth and Children's Support and Counselling' Program 2012 – 2016.  5. Eastern Access Community Health (EACH) funded by Council (tender) for the provision of 'Family, Youth and Children's Support and Counselling Services, 2016 – 2020'  6. Facilitation of parent information forum, 'Promoting Positive Adolescent Mental Health' in April 2015 for parents. 60 parents attended.  7. Presented parent information forum, 'Managing Anxiety and Worries 8-13 year olds' in July 2015 for parents. 186 parents attended.

			<p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>8. Promotion of best practice, information, resources and training opportunities to Whitehorse Youth Services staff, Whitehorse Youth Issues Network and to schools through School Focused Youth Services (SFYS).</p> <p>9. Advocated for the continuation for SFYS beyond December 2015 by participation in the state wide review of SFYS. New SFYS model for 2016 / 2017 SFYS Activities including training for School Wellbeing Staff, distribution of information and resources. Programs that will be made available to young people</p> <p>10. Worked in partnership with Carrington Health and Headspace for Headspace to be located in Box Hill from June 2015 to provide support to young people.</p> <p>11. Whitehorse Youth Services staff provide support for young people experiencing mental health issues through the provision of information and referral to relevant mental health services</p> <p>12. Youth Services staff have all completed mental health 1<sup>st</sup> Aid training</p> <p>13. Youth Services provided secondary consultation in regards to adolescent mental health by Eastern Health Child Youth Mental Health Services (CYMHS).</p> <p>14. Status as outlined above: Community Youth Services Awareness Project.</p> <p>15. WYRC Youth Forum facilitated in September 2015 and August 2016. Addressed issue of mental health - education and support to young people.</p> <p>16. Youth Services Team Leader part of the 'Youth Mental Health Suicide Prevention Project' for the Eastern Metropolitan Region. Support for families and community organisations in regard to mental health and in the event of a young person</p>
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				<p>committing suicide.</p> <p>17. Whitehorse School Wellbeing Project: Council have funded survey analysing and measuring wellbeing amongst students in years 5 to 12. Schools to receive detailed information about students in their school. Council Youth Services Team to plan and deliver responses to identified needs in the school.</p> <p>18. Facilitation of full day workshop by the Australian Childhood Foundation to schools to enhance their capacity to meet the needs of children and young people who have experienced trauma, significant disruption and disadvantage.</p> <p>The Australian Childhood Foundation also presented to the Whitehorse YIN in regard to trauma in young people and trauma informed practice. Overview of the services to support young people.</p>
	1.9 Promote services, supports, programs and activities available within the City of Whitehorse for young people and their families living with mental health issues.		<ul style="list-style-type: none"> <li>As above 1.8.</li> <li>Refer to Community Youth Services Awareness Project: Inform of services, supports available to young people and their families who experience mental health issues.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1. See 1.8.</p> <p>2. Status as outlined above: Community Youth Services Awareness Project.</p> <p>3. Box Hill Assertive Outreach program promoted services to young people experiencing mental health issues. 425 young people engaged through the Outreach program over last 3 years.</p> <p>4. Presented parent information forum, 'Promoting Positive Adolescent Mental Health in April 2015 for parents'. 60 parents attended the session.</p> <p>5. The inclusion of a parenting youth category on the Health and Family FlexiBuzz app. 211 parent participants as of July 2017.</p>
	1.10 Develop an initiative to encourage, support and equip young people to engage in conversations with friends,		<ul style="list-style-type: none"> <li>Delivery of Mental Health Project within Whitehorse schools.</li> <li>Refer to Community Youth Services</li> </ul>	<p>1. The 'Mental Health First Aid' program was delivered to 100 Year 10 students at Box Hill High School in November 2014.</p>

	peers and others about mental issues and assistance that is available.		<p>Awareness Project: Promotion of initiative and information provision.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> School Focused Youth Services Coordinator</p>	<p>2. The 'Mental Health and Us' program developed and delivered in Box Hill Senior Secondary College in July and August 2015 (25 students participated). During 2016 the program was delivered to a group of 30 students at Box Hill High School. 25 Staff at Box Hill Senior Secondary Collage initially trained to facilitate the program and then rolled out across entire year groups.</p> <p>3. Status as outlined above: Community Youth Services Awareness Project.</p> <p>4. The WYRC Youth Forum facilitated in September 2015 and August 2016 and addressed the issue of mental health by holding interactive, professionally facilitated workshops for young people to discuss and explore the issue of mental health. Youth forum planned for August 2017.</p>
	1.11 Advocate for increased state and federal government funding to enable access to early intervention services for young people experiencing mental health issues.		<ul style="list-style-type: none"> <li>Identify and advocate for funding opportunities once service gaps identified.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services Team leader</p>	<p>1. Advocated for the continuation of SFYS beyond December 2015 by participation in the review of the Service and support letters to local MP's and the Department of Education and Training. SFYS refunded for 2016 / 17 with new guidelines.</p> <p>2. Whitehorse Youth Services presented a submission to state government regarding the development of the new Victorian youth policy in November 2015. Specifically in regards to mental health recommendation for: access to universal prevention and early intervention programs; accessibility and cohesion of mental health services for young people; reduce the prevalence and impact of bullying.</p>
	1.12 Develop and implement programs that focus on building young people's resilience.		<ul style="list-style-type: none"> <li>Promote, develop and deliver appropriate information forums/workshops that engage young people and parents.</li> <li>Refer to Community Youth Services Awareness Project: Promote available</li> </ul>	<p>1. The 'Robust, Resilient and Ready to Go' program: psycho educational early intervention program that covers the mind-body connection of thoughts, feelings and actions. It helps develop mindfulness skills and build cognitive behavioural strategies so that children in upper primary school develop</p>

			<p>programs.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>lifelong skills to manage anxiety, life transitions and relationships with self and others. Delivered in two Whitehorse Primary Schools in 2015 This included activities focusing on improving student's resilience and parent information sessions on this topic. 50 participants.</p> <p>In 2017, 10 grade 5 &amp; 6 students at Roberts McCubbin Primary School identified to participate in the program to be implemented in Term 3. The program will be facilitated by CatholicCare.</p> <ol style="list-style-type: none"> <li>Parent information forum 'Building Resilience in Young People' presented by Andrew Fuller in Sept 2015. 123 parents registered for the forum</li> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Promotional campaign at Youth Connexions in regard to 'resilience' with relevant information and resources available to young people.</li> </ol>
Reducing the impact of alcohol, drug and substance abuse	1.13 In partnership with youth service providers, schools and other agencies, continue to work to reduce the prevalence of alcohol, drug and substance abuse and its impact on young people and their lives.	<p><b>Council:</b> Leader, advocate Facilitator</p> <p><b>Partners:</b> Schools and AOD agencies, Family Access Network, Victoria Police Youth Resource Officer</p>	<ul style="list-style-type: none"> <li>Continue to facilitate the Whitehorse Youth Issues Network and undertake networking and collaborative activities with agencies and services in the youth sector.</li> <li>Continue to develop and deliver appropriate forums/workshops for young people and parents.</li> <li>Keep abreast of current AOD issues and new initiatives/best practice.</li> <li>Continued work of Whitehorse Youth Services to support and refer young people experiencing AOD issues.</li> <li>Refer to Community Youth Services Awareness Project: Provide information to young people and parents about AOD issues</li> </ul>	<ol style="list-style-type: none"> <li>Youth Issues Network (YIN) facilitated networking and collaboration between youth service providers around alcohol and other drugs (AOD) services and support. Quarterly meetings of the YIN with up to 25 - 30 youth service professionals present at each meeting.</li> <li>Parents information forum hosted in April 2016 covering alcohol and other drugs (AOD) issues. Facilitated by Youth Support and Advocacy Service (YSAS). 41 parents registered for the forum.</li> <li>Current practices / literature promoted to Whitehorse Youth Services staff at staff meetings and through the Youth Issues Network (YIN) email distribution list.</li> </ol>

			<p>and supports available to them. Database of all available supports and services.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>4. <a href="#">Whitehorse Youth Services continues to provide support, information, and referrals for young people with alcohol and other drugs (AOD) issues.</a></p> <p>5. <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>6. Presentation at the Youth Issues Network in October 2015 by Carrington Health (Clint Westig) discussing harm minimisation, injecting drug use , needle and syringe programs.</p>
	1.14 Implement initiatives aimed at supporting young people to resist peer pressure to consume alcohol and drugs at a young age and at excessive levels.		<ul style="list-style-type: none"> <li>As above 1.13</li> <li>Refer to Community Youth Services Awareness Project: Promote and support the work of agencies and services in the municipality.</li> <li>Develop and deliver appropriate information forums/workshops that inform and engage parents and young people in regard to peer pressure and drug and alcohol issues.</li> <li>Liaise and work with Victoria Police Youth Resource Officer.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>1. <a href="#">See 1.13.</a></p> <p>2. <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>3. Parents Information session in April 2016 in regard to alcohol and other drugs (AOD) issues with peer pressure being addressed. Presented by Youth Support and Advocacy Service (YSAS).</p> <p>4. <a href="#">Continued liaison with Victoria Police Youth Resource Officer as part of the Box Hill Assertive Outreach Program.</a></p>
	1.15 Promote awareness of the inter-relationship between drugs, alcohol and other substance use and mental health		<ul style="list-style-type: none"> <li>Continue to facilitate the Whitehorse Youth Issues Network (YIN), and undertake networking and collaborative activities with agencies and services in the youth sector.</li> <li>Presentation at the YIN by Dual Diagnosis Worker from Family Access Network (FAN).</li> <li>Refer to Community Youth Services</li> </ul>	<p>1. <a href="#">Youth Issues Network facilitated networking collaboration between youth service providers around the inter-relationship between drugs, alcohol and other substance use and mental health.</a></p> <p>2. <a href="#">Presentation by Dual Diagnosis to YIN to be implemented in late 2017.</a></p> <p>3. <a href="#">Status as outlined above: Community Youth Services Awareness project.</a></p>

			<p>Awareness Project: Develop and deliver messages that engage parents and young people about the inter-relationship between drugs, alcohol and other substance use and mental health.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, H &amp; F Services Community Development</p>	
<b>Supporting healthy bodies</b>	1.16 Support initiatives to promote positive body image and identity and build young people's resilience.	<p><b>Council:</b> Leader, Advocate , Facilitator</p> <p><b>Partners:</b> Schools , YIN agencies</p>	<ul style="list-style-type: none"> <li>Continue to facilitate the Whitehorse Youth Issues Network and undertake networking and collaborative activities with agencies and services in the youth sector.</li> <li>Continue to develop and deliver appropriate forums/workshops for young people and parents.</li> <li>Continued work of Whitehorse Youth Services in Box Hill to support and refer young people experiencing issues in regard to their body / identify.</li> <li>Community Youth Services Awareness Project: Provide information to young people and parents about positive body image and supports available to them.</li> <li>Liaise and work with Arts and Recreation Department to promote healthy bodies.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development, Arts and Recreation Department</p>	<ol style="list-style-type: none"> <li>Youth Issues Network facilitated networking collaboration between youth service providers around providing support for young people with body image and identity issues.</li> <li>Parent information forum 'Building Resilience in Young People' presented by Andrew Fuller in Sept 2015. Body image was a key topic for the forum. 123 parents registered for the forum.  Parent information forum 'Encouraging body confidence in our teens' presented by Butterfly Foundation in April 2017. 62 parents registered for the forum.</li> <li>WYRC Youth Forum facilitated in September 2015 and addressed the issue of body image with a focus on positive body image and resilience building.</li> <li>Whitehorse Youth Services continues to provide support, information, and referrals for young people with body image and identity issues.</li> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Currently Youth Services consulting with Council's Aqualink Box Hill regarding discounted access to facilities for young people. Youth Services also in the process of consulting with private gyms to meet this action.</li> </ol>

				7. Promotional campaign at Youth Connexions in regard to 'resilience' and 'positive body image' with relevant information and resources available to young people.
	1.17 Work in partnership with service providers, schools and other agencies to reduce the prevalence of self-harm among young people.		<ul style="list-style-type: none"> <li>As above 1.13</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	1. As outlined above. 2. Whitehorse Youth Services continues to provide support, information, and referrals for young people with self-harming issues. 3. Youth Issues Network (YIN) facilitated networking collaboration between youth service providers to discuss and reduce the prevalence of self-harm among young people. Average of approximately 25 workers present at each meeting which are held bi-monthly. 4. Continuation of secondary consultation process for Whitehorse Youth Service staff with Child Youth Mental Health Service (CYMHS) to provide advice and guidance in working with young people experiencing mental health issues.
	1.18 Continue to promote and support positive sexual health and behaviour among young people, including through increased sexual health education.		<ul style="list-style-type: none"> <li>Continue to facilitate the Whitehorse Youth Issues Network, and undertake networking and collaborative activities with agencies and services in the youth sector.</li> <li>Community Youth Services Awareness Project: Develop and deliver messages that inform and engage parents and young people about positive sexual health.</li> <li>Continue to liaise with Family Planning, Medicare Local, schools, and other relevant services on sexual health issues.</li> <li>Continued work and programs of Whitehorse Youth Services in supporting young people in regard to positive sexual health.</li> </ul>	1. Youth Issues Network (YIN) facilitated networking collaboration between youth service providers around sexual health issues and support for young people. 2. Status as outlined above: Community Youth Services Awareness Project. 3. In conjunction with Family Planning, Whitehorse Youth Services developed a 'Safe Sex and Relationships Kit' that contains current information and products to educate young people on their sexual health in a safe and open manner by workers. 4. Whitehorse Youth Services Team Leader worked in partnership with Carrington Health and Headspace for Headspace to be located in Box Hill to provide support to young people in regard to health issues

			<p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>5. Whitehorse Youth Services continues to provide support, information, and referrals for young people with sexual health issues.</p> <p>6. Parenting information forum to be delivered in September 2016, 'Adolescent sexual health and sexual health' presented by Family Planning Victoria (Sept 2016). 84 parents registered.</p> <p>7. Presentation at Whitehorse YIN by Eastern Centre Against Sexual Assault (ECASA).</p>
Minimising exposure to risk and risky behaviours	1.19 Support young people to recognise risk within their environment and to make informed and safer decisions in relation to engaging in risky behaviours.	<p><b>Council:</b> Leader, Advocate</p> <p>Partners: Victoria Police Youth Resource Officer</p>	<ul style="list-style-type: none"> <li>Continued work of Whitehorse Youth Services in supporting young people managing risk.</li> <li>Community Youth Services Awareness Project: Deliver messages that engage parents and young people about risks within their environment. Promotion of 'Positive Risk Taking' programs.</li> <li>Develop and deliver appropriate information forums/workshops that inform and engage parents and young people.</li> <li>Continuation of the Box Hill Assertive Outreach program as a means to support young people.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Dep't, H &amp; F Services Community Development</p>	<p>1. Whitehorse Youth Services continues to provide support around the awareness of and managing risky behaviours.</p> <p>2. Status as outlined above: Community Youth Services Awareness Project.</p> <p>3. Planning for a parent information forum in 2018 on adolescent risky behaviour.</p> <p>4. Box Hill Assertive Outreach program provided support for young people around awareness of and managing risky behaviour. 205 young people engaged in the Outreach Program over the last 12 months. (405 young people engaged by the Box Hill Assertive Outreach program over last 2 years).</p>
	1.20 Proactively work with young people that are most likely to become disengaged and participate in high-risk behaviours.		<ul style="list-style-type: none"> <li>As above 1.19</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>1. As outlined above</p> <p>2. Whitehorse Youth Services continues to provide support, information, and referrals for young people that are most likely to become disengaged and participate in high-risk behaviours.</p>

			Development	<p>3. Box Hill Assertive Outreach program engaged with and provided support for young people that are most likely to become disengaged and participate in high-risk behaviours. 205 young people engaged as part of the Box Hill Assertive Outreach program over the last 12 months.</p>
	1.21 Implement road safety strategies to address over representation of young people involved in road accidents.		<ul style="list-style-type: none"> <li>Implement road safety strategies to address over representation of young people involved in road accidents.</li> <li>Presentation by Senior Travel Behaviour Advisor at Whitehorse Youth Issues Network.</li> <li>Refer to Community Youth Services Awareness Project: Promotion of road safety strategies.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> June 2016  <b>Who:</b> Youth Services, Senior Travel Behaviour Advisor - Engineering and Environment Services</p>	<p>1. Promotion of the Road Safety Strategy to Youth Issues Network (YIN) in October 2015. Presentation by Strategic Transport Planner highlighting Council's road safety strategies to address over representation of young people involved in road accidents.</p> <p>2. Status as outlined above: Community Youth Services Awareness Project.</p>



## KEY DIRECTION 2: SECURE FAMILIES AND RELATIONSHIPS

GOAL	ACTION	COUNCIL ROLE AND PARTNERSHIP	IMPLEMENTATION	STATUS
<p><b>Note: The following project is relevant to a number of actions identified in the plan.</b></p> <p><b>Community Youth Services Awareness Project:</b> The development of a comprehensive communications strategy to provide information regarding all existing services, supports, programs and events, activities and facilities available to young people and their families in Whitehorse. To include: all hardcopy promotional material via publications (Whitehorse News, Whitehorse Leader), dissemination of brochures / flyers, electronic communication.</p> <p><b>Status :</b></p> <ul style="list-style-type: none"> <li>- Successful application to State Government for funding to undertake this project</li> <li>- Facilitation of Steering Committee and Youth Reference Group to oversee the planning, development and implementation of the project</li> <li>- Activation of Implementation Plan, including following actions: development of the Creative Youth Hub, facilitation of the outreach program, development of Youth Services 'short' promotional statements - for merchandise, additional support / information to young people transitioning from primary school to secondary school, engagement with schools, focused promotion to parents, revised communication to the Whitehorse Youth Issues Network, use of Facebook and refinement of Youth Services information on council website.</li> </ul> <p><b>Applicable to all actions 2.1 to 2.11</b></p>				
<b>Strengthening families and their support of young people</b>	2.1 Promote the importance of secure, safe, involved and caring family environments to the health and wellbeing of young people.	<p><b>Council:</b> Leader, Advocate , Facilitator</p> <p><b>Partners:</b> Whitehorse Youth Issues Network</p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: To inform young people and parents about the importance of secure, safe, involved and caring family environments. To inform parents of issues that impact on young people.</li> <li>Develop and deliver appropriate forums/workshops to inform parents and young people.</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services, H &amp; F Services Community Development, Communications Department</p>	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>The inclusion of a Parenting Youth Category on the Health and Family FlexiBuzz app.</li> <li>Nine parent information forums held over last 2 and half years with a focus on parenting young people. Approximately 850 parents of adolescents registered for the nine parent forums.</li> <li>Youth Issues Network (YIN) promoted services regarding families and relationships for young people.</li> <li>Health and Family page next to youth page in Whitehorse News promoted the importance of family for young people. Monthly editions since November 2014.</li> </ol>

				6. Eastern Access Community Health (EACH) funded by Council (tender) for the provision of 'Family, Youth and Children's Support and Counselling Services, 2016 – 2020'.
	2.2 Support young people to develop and maintain positive family relationships.		<ul style="list-style-type: none"> <li>• See above 2.1</li> <li>• Continued operation and support provided by youth workers at Whitehorse Youth Services.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, H &amp; F Services Community Development, Communications Department</p>	1. As outlined above. 2. Whitehorse Youth Services continues to provide support, information, for young people to develop and maintain positive relationships.
	2.3 Maintain close engagement and involvement of parents, caregivers and young people in the delivery of youth services.		<ul style="list-style-type: none"> <li>• As above see 2.1</li> <li>• Active involvement of parents and young people in the planning the delivery of youth services.</li> <li>• Develop and facilitate parent focus groups with the aim of engaging parents, seeking ideas and gaining feedback.</li> <li>• Continued delivery of relevant Parent Information Forums.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, H &amp; F Services Community Development, Communications Department</p>	1. As outlined in 2.1 2. Promotion of engagement opportunities to parents (Youth Plan Steering Committee) however, no parents took up this opportunity. 3. Continued feedback from young people on delivery of Whitehorse Youth services – activities facilitated as part of the school holiday program. 4. No formal focus group developed however, parents consulted via council consultations - Council Plan Health and Wellbeing Plan. Feedback from parents via evaluations at parent information forums. Parents kept informed of services via website, Whitehorse News, FlexiBuzz app. 5. Parent information sessions delivered through the 'Robust, Resilient and Ready to Go' program in 2015 and to be delivered in 2017. Over 100 parents attended sessions. Topics included anxiety, mindfulness and resilience.

	2.4 Increase the provision of information for parents and caregivers about issues that impact on young people and supports that are available.		<ul style="list-style-type: none"> <li>See above 2.1</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, H &amp; F Services Community Development, Communications Department</p>	<ol style="list-style-type: none"> <li>As outlined in 2.1.</li> <li>Whitehorse Youth Services continues to promote and provide information about services to parents and caregivers regarding youth issues and supports.</li> </ol>
Enhancing relationships between young people	2.5 Promote the importance of trusting, caring, reliable and consistent relationships to the health and wellbeing of young people.	<p><b>Council:</b> Leader , advocate</p> <p><b>Partners:</b> Whitehorse Youth Issues Network, Schools</p>	<ul style="list-style-type: none"> <li>See above 2.1</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Communications Department</p>	<ol style="list-style-type: none"> <li>As outlined in 2.1.</li> </ol>
	2.6 Promote safe, respectful and appropriate behaviours among young people.		<ul style="list-style-type: none"> <li>See above 2.1</li> <li>Encourage young people within Youth Services Programs to display respectful and appropriate behaviours to others.</li> <li>Promote and develop awareness of positive relationships (specifically positive male role modelling.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Communications Department</p>	<ol style="list-style-type: none"> <li>As outlined in 2.1.</li> <li>Youth Service staff encouraged and modelled respectful and appropriate behaviour for young people. Whitehorse Youth Representative Committee members also modelled respectful and appropriate behaviour for peers.</li> <li>Promotion of Eastern Access Community Health (EACH's) 'Mankind' Program to professionals and young people through the Youth Issues Network.</li> </ol>
Reducing the prevalence and impact of bullying in all forms	2.7 Work in partnership with service providers, schools and other agencies to develop high profile and targeted campaigns to stop bullying in all forms.	<p><b>Council:</b> Leader, advocate Facilitator</p> <p><b>Partners:</b> Whitehorse Youth Issues Network, DEECD, Schools, Student Support Services Network / Principals</p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Communications strategy to target bullying in all forms.</li> <li>Continue to facilitate the Whitehorse Youth Issues Network, and undertake networking and collaborative activities with agencies and services in the youth sector.</li> <li>Continuation role of School Focused Youth Service Coordinator in working with schools.</li> </ul>	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Youth Issues Network (YIN) facilitated networking and collaboration between youth service providers around the issue of bullying.</li> <li>Work of SFYS Coordinator and promotion of services, resources and information in regard to bullying via email distribution list to school</li> </ol>

		Network, Whitehorse Commercial sector.	<ul style="list-style-type: none"> <li>Develop and deliver appropriate forums/workshops to inform and engage parents and young people.</li> <li>Work with Whitehorse commercial sector to develop respect / awareness of issues impacting on young people.</li> <li>Promotion and support the implementation of 'Safer Schools Coalition' Program in Whitehorse schools.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, School Focused Youth Service, Communications Department, H &amp; F Services Community Development</p>	<p>4. Municipal Youth Forum facilitated in September 2015 and August 2016 to address the issue of bullying: key note presentation and facilitated workshops educated young people and provided an opportunity to discuss and explore in a safe environment.</p> <p>5. Promotion of issues impacting on young people at Box Hill Retailers breakfast held on a monthly basis. Average of 15 participants at each meeting.</p> <p>6. Promotion of the 'Safer Schools Coalition' program, resources and training to all Whitehorse schools through the School Focused Youth Services Coordinator email distribution list. Program aims to increase teacher understanding of same sex attracted and gender diverse issues.</p>
	2.8	Develop and implement an education and support program to support young people to combat and manage bullying.	<ul style="list-style-type: none"> <li>See above 2.7</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, School Focused Youth Service, Communications Department, H &amp; F Services Community Development</p>	<p>1. As outlined in 2.7.</p>
	2.9	Work with service providers and key education institutions to publicly promote a culture of respect among young people, in which all young people are respected and accepted as they are.	<ul style="list-style-type: none"> <li>See above 2.1 and 2.7</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, School Focused Youth Service, Communications Department, H &amp; F Services Community Development</p>	<p>1. As outlined in 2.1 and 2.7</p> <p>2. Youth Issues Network (YIN) facilitated networking and collaboration between youth service providers to promote respect for and among young people.</p> <p>3. Whitehorse Youth Services actively involved in the Q-East Alliance - advocates for young LGBTIQ (lesbian, gay, bisexual, transgender, intersex and queer) people and their carers.</p> <p>4. Celebration of IDAHOT Day - 'International Day Against Homophobia, Transphobia and Biphobia' in 2015, 2016 and 2017. Event in the Box Hill Mall promoting the day and raising the 'rainbow' flag at Nunawading Civic Centre and Box Hill Town Hall.</p>

				Promotion of the day throughout Council and the community through Whitehorse News and Whitehorse Leader.
<b>Increasing social inclusion</b>	2.10 Work with youth service providers, schools, Box Hill Institute of TAFE and Deakin University to facilitate activities that promote social inclusion for young people of all backgrounds.	<p><b>Council:</b> Leader, Advocate</p> <p><b>Partners:</b> Whitehorse Youth Issues Network, Box Hill Institute of TAFE Deakin University, DEECD, Schools, Student Support Services Network and Principals Network, Migrant Information Centre (MIC), Blackburn English Language School (BELS).</p>	<ul style="list-style-type: none"> <li>• See above. 2.1, 2.7 and 2.9</li> <li>• Attendance at schools, TAFE and University open days to promote Whitehorse Youth Services and programs available to all young people.</li> <li>• Engage with DEECD and School Support Services (SSS) Network / Principals Network in regard to Cultural and Social inclusion – information and training.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services</p>	<ol style="list-style-type: none"> <li>1. As outlined in 2.1, 2.7 and 2.9.</li> <li>2. Promotion of Youth Services by attending: <ul style="list-style-type: none"> <li>- Deakin Open Day, 2015 – 17</li> <li>- Box Hill Institute 'Welcome' events 2016 – 17</li> <li>- Box Hill Institute Winter Warmer Welcome</li> </ul> </li> <li>3. Whitehorse Youth Services attended Whitehorse schools during lunchtime to promote service and programs.</li> <li>4. SFYS Coordinator worked with Student Support Services (SSS) Network to promote social inclusion of young people - made SSS Officers aware of available services / programs.</li> <li>5. Whitehorse Youth Services continues to provide space and facilities at Youth Services (youth drop in centre) for Family Access Network's 'Edge' Group (same sex attracted group). Average of 12 young people involved each week. Council Community Grant to Family Access Network to support this group.</li> </ol>
	2.11 Identify opportunities to further reduce cultural and language barriers to participation in youth programs, services and activities.		<ul style="list-style-type: none"> <li>• See above 2.1 and 2.7</li> <li>• Refer to Community Youth Services Awareness Project: Develop resources in relevant languages, and deliver translated information on-line as required / feasible.</li> <li>• Continue to liaise and network with the Migrant Information Centre (MIC), and Blackburn English Language School (BELS).</li> <li>• Develop resources in relevant languages, and deliver translated information on-line.</li> </ul>	<ol style="list-style-type: none"> <li>1. As outlined in 2.1 and 2..7</li> <li>2. Status as outlined above: Community Youth Services Awareness Project.</li> <li>3. The 'Mental Health and Us' program to be modified to ensure suitability for delivery in BELS. Delivery in October 2015</li> <li>4. Promotion of Whitehorse Youth Services at Council Global Fiesta event in 2015, 2016 and 2017 at the Box Hill Gardens.</li> </ol>

			<b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services, Communications Department.	
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## KEY DIRECTION 3: EDUCATION, TRAINING AND EMPLOYMENT OPPORTUNITIES

GOAL	ACTION	COUNCIL ROLE AND PARTNERSHIP	IMPLEMENTATION	STATUS
<p><b>Note: The following project is relevant to a number of actions identified in the plan.</b></p> <p><b>Community Youth Services Awareness Project:</b> The development of a comprehensive communications strategy to provide information regarding all existing services, supports, programs and events, activities, facilities , etc. available to young people and their families in Whitehorse. To include: all hardcopy promotional material via publications (Whitehorse News, Whitehorse Leader), dissemination of brochures / flyers, electronic communication.</p> <p><b>Status :</b></p> <ul style="list-style-type: none"> <li>- Successful application to State Government for funding to undertake this Project</li> <li>- Facilitation of Steering Committee and Youth Reference Group to oversee the planning, development and implementation of the project</li> <li>- <a href="#">Activation of Implementation Plan, including the following actions: development of the Creative Youth Hub, facilitation of the outreach program, development of Youth Services 'short' promotional statements - for merchandise, additional support / information to young people transitioning from primary school to secondary school, focused promotion to parents, revised communication to the Whitehorse Youth Issues Network, use of Facebook and refinement of Youth Services information on council website.</a></li> </ul> <p><b>Applicable to all actions 3.1 to 3.13</b></p>				
Supporting young people to achieve their best in education and training	3.1 Work with the school sector to sustain school attendance for as long as possible in a young person's life.	<p><b>Council:</b> Leader, advocate, Facilitator</p> <p><b>Partners:</b> Schools, School Career Advisors, DEECD, Principals Network , Student Support Services Network, Tutors – paid and voluntary, local employment providers, Gateway LLEN</p>	<ul style="list-style-type: none"> <li>• Refer to Community Youth Services Awareness Project: Deliver an extensive communications strategy campaign promoting current opportunities to participate.</li> <li>• Continuation of the School Focused Youth Support Service Work Plan.</li> <li>• Advocate for funding of relevant support and information programs.</li> <li>• Work with Gateway Local Learning Employment Network (LLEN) to support students.</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services , School Focused Youth</p>	<p>1 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>2 Implementation of SFYS's the 'Robust, Resilient and Ready to Go' program in 2 Whitehorse Primary schools in 2015. The program targeted students at risk of developing attendance issues. Following implementation of the program a handbook outlining all activities was developed and made available to all primary schools in Whitehorse.</p> <p><a href="#">In 2017, 10 grade 5 &amp; 6 students at Roberts McCubbin Primary School identified to participate in the program to be implemented in Term 3. The program will be facilitated by CatholicCare.</a></p> <p>3 Advocated for continuation of SFYS through the Department of Education review and support letters to local MP's. SFYS funded for 2016 / 17 under new program guidelines in working with</p>

			Services Coordinator	<p>young people 'at risk' of disengaging with education</p> <p>4 Getaway Local Learning Employment Network (LLEN) Chief Executive Officer part of the SFYS Local Working Group in developing service delivery to young people 'at risk' of disengaging with education.</p> <p>5 Presentation by Berengarra School at Whitehorse YIN in regard to the school ability to meets the individual needs of students with social and emotional problems.</p> <p>6 Implementation of the Whitehorse Education Assistance Grants in 2017 to support young people experiencing financial hardship (aged 10 - 25) to remain engaged in education and training. Grants capped at a maximum of \$500 per student per calendar year.</p>
	3.2 Communicate the link between school attendance to social inclusion and improved health and wellbeing.		<ul style="list-style-type: none"> <li>As above 3.1</li> <li>Continue to facilitate the Whitehorse Youth Issues Network.</li> <li>Undertake networking and collaborative activities with schools/agencies and services in the youth sector.</li> <li>Develop and deliver appropriate information forums/workshops that engage parents and young people.</li> <li>Promotion and support the implementation of 'Safer Schools Coalition' Program in Whitehorse schools.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> School Focused Youth Services Coordinator, H &amp; F Services Community Development</p>	<p>1 As outlined in 3.1.</p> <p>2 Youth Issues Network facilitated networking and collaboration between youth service providers regarding the school attendance, social inclusion and wellbeing.</p> <p>3 'Mental Health and Us' training undertaken at Box Hill Senior Secondary College in July and August 2015 (25 students). During 2016 the program was delivered to a group of 30 students at Box Hill High School. 25 Staff at Box Hill Senior Secondary College initially trained to facilitate the program and then rolled out across entire year groups.</p> <p>4 In first part of 2015 three parent information forums focused on parenting young people. Approximately 380 parents attended these 3 forums. In late 2015 and in 2016, 2 parent information forums held. 'Building Resilience in Adolescents' (Sept 2015 – 123 parents registered) and 'Talking Drugs and Alcohol with Young People' (April 2015 – 41 parents registered).</p>



				5	Promotion of the 'Safer Schools Coalition' program across schools by SFYS Coordinator. Seven Whitehorse Secondary Schools are members of the coalition. In early 2016, Whitehorse SFYS supported Headspace in delivering the 'All of Us' resource training which was attended by Whitehorse School Staff.
	3.3 Support young people with learning and behavioural challenges to receive the assistance they require to remain engaged in education.		<ul style="list-style-type: none"> <li>As above 3.1 and 3.2</li> <li>Continue to support and liaise with schools/ tertiary sector.</li> <li>Continue to facilitate the Box Hill Homework Program.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> School Focused Youth Services Coordinator, Youth Participation Worker</p>	1 2 3	<p>As outlined in 3.1 and 3.2.</p> <p>Continued work of SFYS Coordinator. Particular focus under 2016/17 SFYS model.</p> <p>Whitehorse Youth Services facilitated the Homework Support Program to support students with learning challenges.</p>
	3.4 Work with partners in the education sector to support young people struggling in mainstream education settings to access alternative education opportunities.		<ul style="list-style-type: none"> <li>As above 3.1, 3.2, and 3.3</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> School Focused Youth Services Coordinator, Youth Participation Worker</p>	1	As outlined in 3.1, 3.2 and 3.3.
	3.5 Support young people to access training and apprenticeships.		<ul style="list-style-type: none"> <li>Continue to deliver Resume Writing Program at Youth Services.</li> <li>Refer to Community Youth Services Awareness Project: Communications campaign promoting training and apprenticeship opportunities / local employment providers.</li> <li>Work collaboratively with Gateway LLEN to support young people.</li> <li>Assist Organisation Development (OD) to implement the Whitehorse Youth Workforce</li> </ul>	1 2 3 4	<p>Whitehorse Youth Services provided 'Resume writing' Program for young people. Whitehorse Youth Services continues to provide support, information, and referrals for young people regarding training and apprenticeships.</p> <p>Status as outlined above: Community Youth Services Awareness Project.</p> <p>Getaway LLEN chief executive officer and Youth Services to continue to work towards goal.</p> <p>Supported OD in development of the Whitehorse Youth Workforce Participation Plan.</p>

			<p>Participation Plan.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Organisation Development, Business development</p>	<p>5 Presentation at the Youth issues Network in February 2016 by TMG (The Malka Group) highlighting Victorian and Commonwealth incentives related to employment and training.</p> <p>6 Presentation by Reconnect Program in regard to supporting young people to access training opportunities at Box Hill TAFE. Promoted through the Whitehorse YIN.</p>
Supporting young people to access relevant and valuable work experience	3.6 Promote volunteering as an opportunity for young people to gain valuable skills and work experience.	<p><b>Council:</b> Leader , Advocate , Facilitator</p> <p><b>Partners:</b> Eastern Volunteers Network</p>	<ul style="list-style-type: none"> <li>Continue to liaise and work with Council's Volunteer and Civic Participation Officer to identify volunteering opportunities.</li> <li>Continue to facilitate volunteering opportunities in Youth Services.</li> <li>Refer to Community Youth Services Awareness Project: Promotion of volunteering opportunities</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Volunteer and Civic Participation Officer</p>	<p>1 Whitehorse Youth Services Youth Participation Officer attends Volunteer and Civic Participation Meetings and promotes volunteering opportunities for young people.</p> <p>2 Whitehorse Youth Services continues to provide information and encouragement to young people regarding volunteering.</p> <p>3 Council Youth Services continues to facilitate the FReeZa and Whitehorse Youth Representative Committees (WYRC).</p> <p>4 Youth Committee volunteers completed Barista course in November 2016 as a means to develop skills.</p>
	3.7 Explore opportunities for young people to gain work experience through the Whitehorse City Council.		<ul style="list-style-type: none"> <li>As above 3.6</li> <li>Assist Organisation Development to implement the Whitehorse Youth Workforce Participation Plan.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Volunteer and Civic Participation Officer, Organisation Development</p>	<p>1 As outlined in 3.7.</p> <p>2 Supported OD in development and implementation of the Whitehorse Youth Workforce Participation Plan.</p> <p>3 Implementation of Structured Workplace Learning (SWL) program within Whitehorse Council for senior secondary students.</p>
Supporting young people to prepare for and access employment	3.8 Increase promotion of the diversity of employment opportunities available in Whitehorse.	<p><b>Council:</b> Leader , Advocate</p> <p><b>Partners:</b></p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Promotion of employment opportunities for young people.</li> </ul>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p>

		Whitehorse employment agencies, Department of Human Services – Centrelink	<ul style="list-style-type: none"> <li>Liaise and advocate with Whitehorse employment agencies.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services</p>	<p>2 Youth Services assisted in the facilitation of the 'Speed Careers Pathways Interviews' for 20 students from Catholic Education promoting diverse employment opportunities within Council and to develop employment seeking skills</p> <p>3 Continued work in this area until completion in December 2017.</p>
	3.9 Identify opportunities to provide services and support to young people to prepare for and secure employment, particularly through the provision of free resume writing.		<ul style="list-style-type: none"> <li>Continue to deliver the Resume Writing Program at Youth Services.</li> <li>Promotion through Community Youth Services Awareness Project.</li> <li>Develop links with Centrelink and Whitehorse employment agencies advocating for the employment needs of young people.</li> <li>In collaboration with relevant agencies develop and deliver appropriate employment skills workshops for young people.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services</p>	<p>1 Whitehorse Youth Services provides 'Resume writing' program for young people. Approximately 50 participants attended this program over the last 3 years</p> <p>2 Status as outlined above: Community Youth Services Awareness Project.</p> <p>3 Co-location of Centrelink Social Worker at Youth Services to address employment needs of young people (one day a fortnight). Due to Human Services funding issues, this ceased in November 2015. However, Whitehorse maintains close working relationship to address employment needs of young people.</p> <p>4 Continued work in this area until completion in December 2017.</p>
	3.10 Identify opportunities to provide young people not engaged in education and training settings with access to career counselling and guidance.		<ul style="list-style-type: none"> <li>Identify, promote and deliver professional development opportunities for Whitehorse Youth Services staff / members of the Youth Issues Network on regard to career guidance.</li> <li>Community Youth Services Awareness Project: Promotion of career counselling / guidance young people.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services</p>	<p>1 Further work to be conducted and completion by December 2017.</p> <p>2 Status as outlined above: Community Youth Services Awareness Project.</p> <p>3 Presentation by Reconnect Program in regard to supporting young people to access training opportunities at Box Hill TAFE. Promoted through the Whitehorse YIN.</p>

Facilitating access by young people to education and information about current, relevant and topical issues	3.11 Provide opportunities for young people to learn about issues that are relevant to them, in particular from other young people sharing stories about their own life journey and experiences.	<p><b>Council:</b> Leader , Advocate , Facilitator</p> <p><b>Partners:</b> Whitehorse Youth Issues Network</p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Communications strategy to promote personal stories. Specific promotion of the Young Person of the month award.</li> <li>Develop and deliver appropriate information forums/workshops that provide opportunities for young people to share stories and speak to other young people.</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services, Communications Department</p>	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Municipal Youth Forum held in September 2015 and August 2016 to meet this action.</li> </ol> <p>Further work in this area until completion in December 2017.</p>
Supporting young people through key transitions	3.12 Provide support to young people in planning and managing their transition from living at home to independent living.	<p><b>Council:</b> Leader , Advocate , Facilitator</p> <p><b>Partners:</b> Whitehorse Youth Issues Network (Family Access Network ), Local real estate agents</p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Deliver an extensive communications strategy to provide information for young people to transition to independent living. Also provide information to parents to support their adolescents making transition.</li> <li>Promote programs aimed at supporting independent living.</li> <li>Deliver Parent Information Forum on transitions.</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Whitehorse Youth Services continues to provide support, information, and referrals for young people regarding accommodation.</li> <li>Youth Issues Network (YIN) facilitated networking and collaboration between youth service providers that support young people regarding accommodation issues. Average of approximately 25 workers present at each meeting.</li> <li>Parent feedback at parent information forum indicated this is not a major issue. Adolescent resilience and their sense of independence more topical issues to ensure a smooth transition to adulthood and covered in parent information forum.</li> </ol>
	3.13 Support transitions between primary school and secondary school, and between secondary school and further education, training or employment		<ul style="list-style-type: none"> <li>Develop and deliver appropriate information (refer to Community Youth Services Awareness Project). Promotion of forums, workshops, programs that assist young people with transitions.</li> </ul>	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Parent information session, 'Smooth transitions from primary to secondary school' in June 2017 with 75 parents registered to attend.</li> </ol>

			<ul style="list-style-type: none"> <li>• Liaise with Council's Travel Behaviour Advisor (Engineering and Environment Services) to promote safest routes to schools.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services,  Travel Behaviour Advisor - Engineering and Environment Services</p>	
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## KEY DIRECTION 4: COMPREHENSIVE SERVICES FOR ALL YOUNG PEOPLE

GOAL		COUNCIL ROLE AND PARTNERSHIP	IMPLEMENTATION	STATUS
<p><b>Note: The following project is relevant to a number of actions identified in the plan.</b></p> <p><b>Community Youth Services Awareness Project:</b></p> <p>The development of a comprehensive communications strategy to provide information regarding all existing services, supports, programs and events, activities and facilities available to young people and their families in Whitehorse. To include: all hardcopy promotional material via publications (Whitehorse News, Whitehorse Leader), dissemination of brochures / flyers, electronic communication.</p> <p><b>Status :</b></p> <ul style="list-style-type: none"> <li>- Successful application to State Government for funding to undertake this Project</li> <li>- Facilitation of Steering Committee and Youth Reference Group to oversee the planning, development and implementation of the project</li> <li>- <a href="#">Activation of Implementation Plan, including the following actions: development of the Creative Youth Hub, facilitation of the outreach program, development of Youth Services 'short' promotional statements - for merchandise, additional support / information to young people transitioning from primary school to secondary school , focused promotion to parents, revised communication to the Whitehorse Youth Issues Network, use of Facebook and refinement of Youth Services information on council website.</a></li> </ul> <p><b>Applicable to the following actions:</b> 4.1 – 4.4, 4.8, 4.9, 4.11, 4.13 – 4.18, 4.20, 4.21, 4.26, 4.32, 4.35</p>				
Increasing knowledge about existing services	4.1 Promote Council's youth services to all young people looking for services or support, including what services are available and its operations.	<p><b>Council:</b> Leader, Facilitator</p> <p><b>Partners:</b></p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Promotion of Council Youth Services.</li> <li>Evaluate effectiveness of Youth Services Card.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>2 <a href="#">Whitehorse Youth Services promoted via Youth Issues Network, through schools via SFYS, Facebook page, council web site.</a></p> <p>3 <a href="#">Box Hill Assertive Outreach program promoted Whitehorse Youth Services to young people in the community. 205 young people engaged as part of the Outreach program over the last 12 months (405 over last 3 years).</a></p> <p>4 <a href="#">Youth Card was reviewed by staff and young people and it was determined to streamline the cards and make more compact. 15,000 new cards printed.</a></p>

				<p>Redesigned Youth Cards distributed to schools in 2016.</p> <p>5 Youth Services staff undertook service promotion visits to 10 Secondary Schools in 2016 setting up an information stall and engaging with students. Further work in this area in 2017 to maintain promotion of Youth Services in secondary schools.</p>
	<p>4.2 De-stigmatise young people accessing assistance by promoting Council's youth services as a positive central information and referral service for young people in the community.</p>		<ul style="list-style-type: none"> <li>See above 4.1</li> <li>Continue to develop positive relationships with key stakeholders, parents, young people and schools.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Communications Department</p>	<p>1. As outlined in 4.1</p> <p>2. The inclusion of a parenting youth category on the Health and Family FlexiBuzz app. As of July 2017, 211 parents have opted into this category and receive relevant information on a regular basis.</p>
	<p>4.3 Develop a comprehensive and inclusive strategy to provide information about all existing services, supports, programs, events and activities to young people and their families in Whitehorse.</p>		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Communications Department</p>	<p>1 Status outlined above: Community Youth Services Awareness Project.</p>
<p><b>Improving accessibility, flexibility and affordability of services by young people</b></p>	<p>4.4 Develop a joint initiative promoting all youth service providers in Whitehorse as welcoming and inclusive of all young people regardless of difference in all its forms. This is to be done in a way that</p>	<p><b>Council:</b> Leader, Advocate</p> <p><b>Partners:</b> Whitehorse Youth Issues Network , Whitehorse Manningham Regional Library, Blackburn English Language School (BELS)</p>	<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Development of electronic youth services directory.</li> <li>Engage the Whitehorse Youth Issues Network to develop &amp; discuss initiatives.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Further work required in this area with Youth Issues Network (YIN) in 2017 and 2018.</p>

	provides anonymity of the first contact by a young person in order to remove perceived barriers.		Department	
	4.5 Advocate for public transport improvements in Whitehorse, particularly north-south routes, to improve access by young people to services given the concentration of services in the Box Hill area.		<ul style="list-style-type: none"> <li>Work with Council's Senior Travel Behaviour Advisor to advocate for transport improvements.</li> <li>Whitehorse Youth Services Outreach Program: Explore the feasibility of trial of program in areas such as Burwood &amp; Vermont (not just Box Hill).</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services, Senior Travel Behaviour Advisor - Engineering and Environment Services</p>	<ol style="list-style-type: none"> <li>Council is a key stakeholder in the Box Hill First committee that strongly advocates for improved infrastructure and services in Box Hill, including the Box Hill Transport Interchange</li> <li>Council actively participated in the State Government's 'Box Hill Transit Interchange Ministerial Advisory Group' to investigate options for the upgrade of the Box Hill Transport Interchange.</li> <li>Submission to Infrastructure Victoria for the upgrade of the Box Hill Transport Interchange.</li> <li>Council is a strong participant in the Eastern Transport Coalition campaigning for improved sustainable and active transport services and infrastructure, including: <ul style="list-style-type: none"> <li>Upgrade of the Box Hill Transport Interchange</li> <li>Extension of the tram line along Burwood Highway from Vermont South to Knox</li> <li>Removal of Whitehorse's remaining level crossing at Mont Albert Road, Mont Albert</li> <li>Increased span of hours for public transport, particularly buses during evenings and weekends</li> </ul> </li> <li>Strong advocacy for level crossing removal projects at Blackburn Road, Blackburn and Heatherdale Road, Mitcham to integrate land use planning and urban design.</li> <li>Successful advocacy for the installation of bus shelters and associated bus stop infrastructure at 75 sites within Whitehorse.</li> </ol>



				<p>7 Ongoing implementation of community education programs that include public transport information, eg 'Transit', 'Wiser Driver' and 'Seniors Stepping Out Safely'.</p> <p>8 Commenced planning for local cycling routes to connect to public transport stops and stations.</p> <p>9 Current resources allocated by Youth Issues Network organisations to the Box Hill Assertive Outreach program don't allow opportunity to extend the program beyond Box Hill. This will continue to be explored.</p>
	4.6 Work with service providers to ensure that services are culturally competent for indigenous clients and where possible provide indigenous specific services.		<ul style="list-style-type: none"> <li>• Raise issue at Youth Services Network Meeting: use of guest speaker to increase understanding and awareness of culturally competence for indigenous clients.</li> <li>• Identifying if an organisation / worker within Youth Issues Network (YIN) specialise in indigenous affairs and utilise their expertise.</li> <li>• Work with local indigenous organisation / providers to ensure services are culturally competent.</li> <li>• Discuss and work with Diversity Officer to ensure services are culturally competent.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services, Community Development Diversity Officer</p>	<p>1. Presentation by VACCA (Victorian Aboriginal Child Care Agency) at the Whitehorse YIN in regard to Aboriginal issues and how workers and services can be more inclusive.</p> <p>2. Promotion of VACCA's Training and Development Unit and the range of programs to external organisations working in the field of child and family welfare, to strengthen relationships with Aboriginal organisations, families and communities.</p>
	4.7 Investigate opportunities to extend library opening hours, specifically on		<ul style="list-style-type: none"> <li>• Discussion &amp; work with Whitehorse Manningham Regional Library to look at this issue.</li> </ul>	<p>1 Discussed with Whitehorse Manningham Regional Library in terms of feasibility - resources prevent extending hours however, to be continued reviewed / discussed.</p>

	weekends, in order to offer young people a safe and accessible place to study.		<ul style="list-style-type: none"> <li>• Work with Council's Senior Travel Behaviour Advisor to advocate for transport improvements across the municipality.</li> <li>• Continue to facilitate Homework Club Program at Box Hill Library on a Thursday afternoon.</li> <li>• Investigate extending the Homework Club Program hours.</li> <li>• Work with schools to increase referrals to the Homework Program / library.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services</p>	<p>2 <a href="#">Transport initiatives: refer to 4.5</a></p> <p>3 <a href="#">Homework Program is conducted by Whitehorse Youth Services every Thursday during the school term. Average of 20 students attended each week.</a></p> <p>4 Investigation of possibility of extension of Homework Club hours - lack of funding / resources to extend program. Ongoing work to investigate opportunities.</p> <p>5 Change of hours (4pm start rather than 4.30pm) to meet needs to students.</p> <p>6 <a href="#">Promotion of Homework program to schools by SFYS Coordinator and Youth Services increased referrals to the program.</a></p>
	4.8 Develop strategies to better connect with all young people in Whitehorse, in particular those who are not currently engaged with youth-focussed services and not actively seeking assistance. Young people of CALD backgrounds have been identified as a priority to better engage with.		<ul style="list-style-type: none"> <li>• Refer to Community Youth Services Awareness Project: To make information available in other languages as requires and feasible.</li> <li>• Identify opportunities to promote Youth Services to specific cultural groups (e.g. Hungarian Club, Chinese Social Support etc).</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>2 <a href="#">Promotion of Whitehorse Youth Services at Global Fiesta in Box Hill Garden in 2015, 2016 and 2017.</a></p> <p>3 Attendance at Blackburn English Language School to promote Youth Services.</p>
	4.9 Significantly improve Council's youth services on-line communications to strengthen connection with young people and enable more flexible		<ul style="list-style-type: none"> <li>• Refer to Community Youth Services Awareness Project.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>2 <a href="#">Whitehorse Youth Services continues to be promoted via Facebook page. As of July 2017, 407 Facebook 'likes'.</a></p>

	and youth appropriate service delivery.			
<b>Increasing partnering, collaboration and networking across the youth services sector</b>	4.10 Continue to facilitate the Youth Issues Network (YIN) as the principle youth service network in Whitehorse to facilitate networking, professional development, information sharing, referral strengthening and collaboration between key agencies.	<b>Council:</b> Leader, Advocate , Facilitator  <b>Partners:</b> Whitehorse Youth Issues Network, Eastern Region Local Government Youth Services.	<ul style="list-style-type: none"> <li>Continue to facilitate YIN and ensure its meeting needs of organisations / workers. Evaluation of YIN.</li> <li>Implementation of Municipal Youth Forum with presence of YIN members.</li> </ul> <b>Commencement:</b> January 2015 <b>Completion:</b> December 2016 <b>Who:</b> Youth Services	<ol style="list-style-type: none"> <li>Youth Issues Network (YIN) continues to facilitate networking and collaboration between youth service providers that support young people. Approximately 70 organisations involved in the Youth Issues Network (YIN).</li> <li>YIN members part of Youth Services expo at Municipal Youth Forum in September 2015 and August 2016 - provided resources and information to young people.</li> </ol>
	4.11 Continue to use the Youth Issues Network to encourage and facilitate greater communication between service providers in order to provide a more seamless, efficient and effective service system to young people.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Investigate the introduction of fortnightly / monthly electronic YIN newsletter to streamline information flow.</li> </ul> <b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services , Communications Department	<ol style="list-style-type: none"> <li>Status as outlined above: Community Youth Services Awareness Project.</li> <li>Online survey of the Whitehorse YIN in regards to communication to members: Feedback from the YIN survey was for Council Youth Services to thematically group emails to the network – this was introduced. Survey also indicated that a YIN newsletter was not preferred.</li> </ol>
-	4.12 Work with local governments across the eastern metropolitan region to foster a coordinated regional youth service system.		<ul style="list-style-type: none"> <li>Continue to work with local government youth services across the eastern metropolitan region to build relationships, work collaboratively on joint initiatives and advocate for the best interests of young people.</li> </ul> <b>Commencement:</b> January 2015 <b>Completion:</b> December 2018 <b>Who:</b> Youth Services	<ol style="list-style-type: none"> <li>Eastern Region LGA Youth Service Youth Worker Forum provided opportunity for Whitehorse Youth Services to collaborate with and refer to other local government youth services across the eastern region. Best practice initiatives were presented.</li> </ol>

	4.13 Further increase collaboration between service providers working with young people through a welcoming, proactive and flexible approach to service delivery and a shared commitment to proactively assist young people to navigate the service system.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project.</li> <li>Develop knowledge of Youth Issues Network to ensure flexible/ shared approach of service delivery.</li> <li>Encourage greater membership on the YIN.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Youth Issues Network (YIN) continues to facilitate networking and collaboration between youth service providers that support young people. Up to 30 Youth Service professionals at each quarterly meeting.</p> <p>3 Organisations and workers encouraged to join and participate in the Youth Issues Network. 70 organisations and 250 workers currently part of the Network.</p>
	4.14 Through the Youth Issues Network, develop a sector-wide approach to better support young people after the contracted time of assistance has ended.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Promotion of available services</li> <li>Whitehorse Youth Issues Network : Place on the agenda to review and support referral pathways</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 To be placed on agenda at a Youth Issues Network (YIN) Meeting in 2017.</p>
	4.15 Identify new opportunities to further strengthen networking across the youth service sector and improve referral pathways and processes.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project.</li> <li>Investigate opportunities at the Youth Issues Network and at Eastern Region Local Government Area Youth Services Forums for organisations / services to work collaboratively (i.e. Regional Youth Forum, shared online youth directory).</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Whitehorse SFYS part of Outer East SFYS Advisory Group providing advice and support to the work undertaken by SFYS (SFYS model 2013 – 2015)</p> <p>3 Whitehorse Scoping Exercise as part of the Community Youth Services Awareness Project identified limited effectiveness of local online directory.</p> <p>4 Eastern Region LGA Youth Services to investigate feasibility of shared service delivery / forum.</p>

Enhancing youth service workforce capacity	4.16 Through the Youth Issues Network, develop a sector-wide approach to enhancing the skills, education and capacity of youth service professionals.	<p><b>Council:</b> Leader, Facilitator</p> <p><b>Partners:</b> Whitehorse Youth Issues</p>	<ul style="list-style-type: none"> <li>• Provide professional development / training opportunities at Youth Issues Network meetings.</li> <li>• Refer to Community Youth Services Awareness Project.</li> <li>• Promotion of staff training opportunities through the Youth Issues Network. Investigate the introduction of fortnightly / monthly electronic YIN newsletter to streamline information flow.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 Relevant training provided at Youth Issues Network: Rainbow Network training provided on how best to support young LGBTIQ (lesbian, gay, bisexual, transgender, intersex and queer) people. 20 participants involved in the training.</p> <p>2 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>3 All relevant and appropriate training promoted via the Youth Issues Network. Community Youth Services Awareness Project to look at electronic Youth Issues Network (YIN) newsletter.</p>
Strengthening partnerships and involvement with schools	4.17 Continue to strengthen the relationship between Council, service providers and primary and secondary schools in the City of Whitehorse with the aim of better addressing youth related issues and opportunities through schools.	<p><b>Council:</b> Leader, Advocate</p> <p><b>Partners:</b> Schools, School Principals Network</p>	<ul style="list-style-type: none"> <li>• Continued role of School Focus Youth Services Coordinator.</li> <li>• Refer to Community Youth Services Awareness Project: Promotion of youth services at school websites / school newsletter and at Parent Information forums.</li> <li>• Engage with School Principals Network to identify opportunities.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department, H &amp; F Services Community Development</p>	<p>1 SFYS Coordinator attended Student Support Services Network to ensure schools able to adequately support students.</p> <p>2 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>3 <a href="#">Whitehorse Youth Services promoted at all parent information forums.</a></p> <p>4 SFYS Coordinator to investigated opportunity to attend School Principals Network meeting to update different accountability / governance model. Information sent to School Principals Network.</p> <p>5 <a href="#">SFYS model 2016/17: the establishment of a SFYS local working group which includes representatives from local schools and service agencies</a></p>
	4.18 Explore opportunities to provide schools in the City of Whitehorse		<ul style="list-style-type: none"> <li>• See above 4.17.</li> <li>• Greater presence of Council Youth Services</li> </ul>	<p>1 As outlined in 4.17.</p>

	with increased service presence, support and youth-related information and resources.		<p>at schools to promote services.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>2 The' Mental Health and Us' program developed and delivered in Box Hill Senior Secondary College in July and August 2015 (25 students participated). During 2016 the program was delivered to a group of 30 students at Box Hill High School. 25 Staff at Box Hill Senior Secondary College initially trained to facilitate the program and then rolled out across entire year groups.</p> <p>3 Youth Services staff undertook service promotion visits to 10 Secondary Schools in 2016 setting up an information stall and engaging with students.  Further work in this area in 2017 to maintain promotion of Youth Services in secondary schools.</p> <p>4 Promotion of Youth Services by attending:  - Deakin Open Day, 2015 – 17  - Box Hill Institute 'Welcome' events 2016 – 17  - Box Hill Institute Winter Warmer Welcome</p>
	4.19 Work with the network of school principals to collectively identify priority issues and collaborative responses		<ul style="list-style-type: none"> <li>Continue meetings with Student Support Services (SSS) Network Executive.</li> <li>Work with School Student Support Services (SSS) Network and School principals to keep abreast of new issues / develop appropriate responses.</li> <li>Survey of Principals &amp; school needs.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> June 2016  <b>Who:</b> Youth Services – SFYS Coordinator</p>	<p>1 As part of the SFYS Model 2013 – 2015 meeting held Bi-annually with School Student Support Services (SSS) Network Executive Group with attendance by SFYS Coordinator and Whitehorse Youth Services Team Leader.</p> <p>2 School Student Support Service Officers (SSSO's) attend Whitehorse Wellbeing Network meeting and on the SFYS email distribution list as a means to keep abreast of current / emerging issues.</p> <p>3 SFYS Coordinator attended SSSOs team meetings on 2 occasions in 2015.</p> <p>4 Survey completed by school and SSSO staff in April 2015 identifying SFYS activities that would have greatest impact in addressing student needs. As a result of this the implementation of school wellbeing grants process through SFYS. 6 grants awarded.</p>

				<p>5 Whitehorse School Wellbeing Project: Council has funded a Melbourne University Survey analysing and measuring wellbeing amongst students in years 5 to 12. Schools to receive detailed information about student in their school. Youth Services to plan and deliver responses to identified needs in the school.</p>
<p><b>Strengthening Council's Youth Services</b></p>	<p>4.20 Continue to build and develop Council's youth services to deliver high quality universal services, supports, programs, events and activities aimed at improving the lives and wellbeing of young people aged 12-25 years.</p>	<p><b>Council:</b> Leader, Facilitator , Advocate</p> <p><b>Partners:</b> Box Hill Centro</p>	<ul style="list-style-type: none"> <li>• Evaluation of Whitehorse Youth Services programs and Annual Business Planning.</li> <li>• Refer to Community Youth Services Awareness Project: To promote Council Youth Services.</li> <li>• Identifying needs and building council response in line with best practice.</li> <li>• Seek funding where appropriate.</li> <li>• Professional development opportunities for youth staff</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Communications Department</p>	<p>1 Development of Youth Service Services Operational Business Plan 2015 – 16.</p> <p>2 Evaluation and feedback on individual program delivery by participants.</p> <p>3 Status as outlined above: Community Youth Services Awareness Project.</p> <p>4 Box Hill Assertive Outreach program continued in line with identified need and best practice.</p> <p>5 Successful application for Engage funding for the implementation of the Community Youth Services Awareness Project.</p> <p>6 Successful application by Whitehorse Youth Services for National Youth Week funding (in 2015 2016 and 2017) with events and activities at Council's youth drop in centre (Youth Connexions) and in the Box Hill Mall.</p> <p>7 Successful application for FReeZA Funding 2016 – 2018. Facilitation of 15 FReeZA events over the course of 3 years.</p> <p>8 All Whitehorse Youth Services staff provided with opportunities for professional development / training in line with their annual review and as other related opportunities present.</p>

				9	Whitehorse School Wellbeing Project: As above under 4.20
	4.21 Strengthen Council's focus on early intervention.		<ul style="list-style-type: none"><li>Refer to Community Youth Services Awareness Project: Information provision to young people, key stakeholders and parents. Raising profile of Youth Services.</li><li>Engage with parents via Parent Information Forums.</li><li>Work with primary schools.</li><li>Reduce stigma of mental health &amp; drug &amp; alcohol issues.</li></ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services, SFYS Coordinator, Communications Department, H &amp; F Services Community Development</p>	1	Status as outlined above: <a href="#">Community Youth Services Awareness Project.</a>
				2	Parent information forums held directed towards parents of adolescents on early intervention strategies: promotion of positive mental health (April 2015), issue of video gaming and social media (June 2015) , building resilience (September 2015), talking drugs and alcohol with adolescents (2016), <a href="#">adolescent relationships and sexual health (Sept 2016)</a> , <a href="#">parenting in the digital world (Oct 2017)</a> encouraging body confidence (April 2017) and transition from primary to secondary school (June 2017)
				3	The 'Robust, Resilient and Ready to Go' program piloted in 2 primary schools in 2015 focussing on early intervention activities to reduce anxiety and its impact on school attendance. <a href="#">In 2017, 10 grade 5 &amp; 6 students at Roberts McCubbin Primary School identified to participate in the program to be implemented in Term 3. The program will be facilitated by CatholicCare.</a>
				4	SFYS Coordinator works with all Whitehorse Primary Schools including distributing relevant information, including topics of relevance at Wellbeing Network meetings and making SFYS project available to them.
				5	'Mental Health and Us' undertaken at Box Hill Senior Secondary College in July and August 2015 (25 students involved). During 2016 the program was delivered to a group of 30 students at Box Hill High School. 25 Staff at Box Hill Senior Secondary Collage initially trained to facilitate the program and then rolled out across entire year groups.



	4.22 Continue to deliver, expand and strengthen existing successful youth programs.		<ul style="list-style-type: none"> <li>Evaluation &amp; review of all programs provided by Council Youth Services</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2018 <b>Who:</b> Youth Services</p>	<p>1 Development of operational Business Plan for Youth Services.</p> <p>2 Evaluation and feedback on individual program delivery by participants (FReeZA, WYRC, Holiday Program).</p>
	4.23 Continue to deliver, extend and strengthen the successful outreach model of general youth services to young people unable to attend centre-based activities.		<ul style="list-style-type: none"> <li>Continue to deliver Assertive Outreach Program in Box Hill. Discussion with working group regarding expansion &amp; presence at varied venues (Skate Parks and Bounce, Blackburn).</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2016 <b>Who:</b> Youth Services</p>	<p>1 <a href="#">Box Hill Assertive Outreach program continued to operate in the Box Hill Mall. Initial visits to the Box Hill Skate Park. Continue to look at other sites. Issue of staffing / resources from participating agencies. 205 young people engaged through the Outreach program over the last 12 months (405 on the last 3 years).</a></p>
	4.24 Identify and pursue opportunities for funding to create additional youth service worker positions in order to provide improved service delivery.		<ul style="list-style-type: none"> <li>Research opportunities. Submitting application for grants/ funding when appropriate.</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2018 <b>Who:</b> Youth Services</p>	<p>1 Successful application to State Government for Engage funding for the Community Youth Services Awareness Project.</p> <p>2 <a href="#">Application to State Government for 'Empower Youth' funding with Whitehorse Council as lead agency together with 7 community agencies. Focus on supporting young people in an outreach capacity and the provision of case management. Application was unsuccessful.</a></p>
	4.25 Identify opportunities to better meet needs and make services more accessible and age appropriate to young people in the 12 – 25 year age range.		<ul style="list-style-type: none"> <li>See above 4.22.</li> <li>Understanding youth trends and keeping abreast of current issues/needs. Target response accordingly to meet needs.</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2018 <b>Who:</b> Youth Services</p>	<p>1 <a href="#">As outlined in 4.22.</a></p> <p>2 <a href="#">Ongoing collaboration with Youth Issues Network to keep abreast of trends. Continuation of Box Hill Assertive Outreach Program to meet need in the community to engage with 'at risk' young people. 405 young people engaged through the Outreach program over the last 3 years.</a></p>

	4.26 Increased promotion activities to improve awareness by young people and their families of Council's youth services, how it operates and the location of the Youth Services centre.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: To promote Youth Services.</li> <li>Evaluate effectiveness of Youth Cards</li> <li>Better promotion at Council Customer Service (Box Hill, Forest Hill and Nunawading).</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services</p>	<p>1 <a href="#">Status as outlined above: Community Youth Services Awareness Project.</a></p> <p>2 Review of Youth Cards undertaken and determined for cards to be more compact. 15,000 new cards printed. Distributed to schools and young people in 2016.</p> <p>3 All related information sent to Council Customer Service for promotion.</p>
	4.27 Provide a free WiFi internet connection in the Youth Services centre as a means of making the centre more youth friendly and accessible.		<ul style="list-style-type: none"> <li>Look at implementation. Determine if Box Hill Centro are looking at providing free WiFi and perhaps tapping into that service. If not possible then discuss with Council IT Department about implementation.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2015  <b>Who:</b> Youth Services, IT Department</p>	<p>1 Wifi service implemented at Youth Connexions in February 2016.</p>
	4.28 Continue to upgrade youth centre facilities, equipment and computers to ensure relevant, attractive and accessible for young people.		<ul style="list-style-type: none"> <li>Continue to assess, monitor and evaluate facilities. Advocate where required through Capital Works process</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services , Facility Maintenance, H and F Services Manager</p>	<p>1 Installation of new IT equipment (data projector) at Youth Services.</p> <p>2 Wifi service implemented at Youth Connexions in February 2016.</p>
	4.29 Continue to improve communication and coordination between different departments to improve Council's overall delivery of services to young people.		<ul style="list-style-type: none"> <li>Ensure all Council departments are aware that young people (WYRC) are available for consultation and encourage Departments to consult.</li> <li>Promotion of the Whitehorse Community Engagement Framework.</li> </ul>	<p>1 Young people involved in the consultation process in developing the Sustainability Road Map 2015 - 2020 and Sustainability Action Plan 2015 – 2017.</p> <p>2 Continued promotion to Departments in regard to young people being involved in consultative processes.</p>

			<ul style="list-style-type: none"> <li>Investigate the possibility of centralised system of engaging with schools across Whitehorse.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services , All Council Departments</p>	<p>3 Whitehorse Youth Services Team Leader and Youth Connexions Coordinators completed community engagement training. Promotion of the framework across Council.</p> <p>4 SFYS Coordinator liaising with Council staff to determine feasibility and coordinated contact with schools.</p> <p>5 Promotion and involvement in the consultation phase in the development of the Whitehorse Health and Wellbeing Plan (50 young people consulted).</p>
Expanding youth services available for young people in Whitehorse	4.30 Advocate for increased government funding of universal and general youth services	<p><b>Council:</b> Advocate, Facilitate</p> <p><b>Partners:</b> Whitehorse Youth Issues Network, Schools, Mentoring providers, Lions Club, Rotary Club</p>	<ul style="list-style-type: none"> <li>Work with Whitehorse Youth Issues Network, Eastern Region LGA Youth Services Network and Schools to advocate for increased government funding.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services</p>	<p>1 Advocated for the continuation of SFYS beyond December 2015. SFYS funded for 2016 / 17 under new guidelines in working with students at risk of disengaging from education.</p>
	4.31 Advocate for increased government funding for early intervention programs to avoid the prevalence of young people developing future complex problems.		<ul style="list-style-type: none"> <li>See above 4.30.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services</p>	<p>1 Council successful in receiving funding from the Department of Justice to deliver Anti-Graffiti Education workshops in schools. 11 primary schools and 4 secondary schools received these workshops in late 2014.</p> <p>2 Application to State Government for 'Empower Youth' funding with Whitehorse Council as lead agency together with 7 community agencies. Focus on supporting young people in an outreach capacity and the provision of case management. Application was unsuccessful.</p>
	4.32 Identify opportunities with youth service providers to strengthen mentoring programs for young people in Whitehorse, with a		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: To promote mentoring programs.</li> <li>Work with existing mentoring providers to evaluate, promote and possibly expanding</li> </ul>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Promotion of all relevant mentoring programs to the Whitehorse Youth Issues Network. To be further developed / worked upon.</p>

	focus on positive male role models.		<p>services.</p> <ul style="list-style-type: none"> <li>Work with community organisations and Councils Economic &amp; Business Development team to identify mentoring opportunities.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services, Economic &amp; Business Development team</p>	
	4.33 Advocate for increased government funding for dual diagnosis services and assistance for young people, in particular for complex cases involving drug / alcohol use and mental health issues.		<ul style="list-style-type: none"> <li>See above 4.30.</li> <li>Work with Mental Health providers. Identify, work and advocate with key providers.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services</p>	<p>1 As outlined in 4.30.</p> <p>2 Further work with Youth Issue Network and more specifically with FAN's Dual Diagnosis Worker to advocate for funding.</p>
	4.34 Advocate for increased government funding for improved affordable housing for young people, in particular emergency accommodation and affordable student accommodation.		<ul style="list-style-type: none"> <li>See above 4.30.</li> <li>Work with housing providers. Identify, work and advocate with key housing providers.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services</p>	<p>1 As outlined in 4.30.</p> <p>2 Work being undertaken by Eastern LGA Youth Services and Harrisons Uniting Care to streamline housing accessibility for young people in the Eastern Region.</p> <p>3 Whitehorse Youth Services presented submission to state government regarding the development of the new Victorian youth policy in November 2015. Specifically in regards to housing for young people recommendation for: access to emergency accommodation and affordable private rental.</p>
	4.35 Facilitate additional opportunities to provide school holiday programs for young people in the 12-16 age group.		<ul style="list-style-type: none"> <li>Audit, identifying gaps and advocate.</li> <li>Refer to Community Youth Services Awareness Project: To promote school holiday programs.</li> </ul>	<p>1 Lack of activities (diversity and length) of activities for younger people (12 – 14) during the school holiday period.</p> <p>2 Status as outlined above: Community Youth Services Awareness Project.</p>

			<ul style="list-style-type: none"> <li>Investigate ability to extend Council school holiday activities.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services</p>	<p>3 Successful facilitation of holiday program for young people particularly for younger age group. Holiday program at Whitehorse Youth Services extended from 2 to 4 activities over each school holiday period and involves a broad range of activities.</p>
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## KEY DIRECTION 5: SAFE, WELCOMING AND INCLUSIVE COMMUNITY

GOAL	ACTION	COUNCIL ROLE AND PARTNERSHIP	IMPLEMENTATION	STATUS
<p><b>Note: The following project is relevant to a number of actions identified in the plan.</b></p> <p><b>Community Youth Services Awareness Project:</b></p> <p>The development of a comprehensive communications strategy to provide information regarding all existing services, supports, programs and events, activities and facilities available to young people and their families in Whitehorse. To include: all hardcopy promotional material via publications (Whitehorse News, Whitehorse Leader), dissemination of brochures / flyers, electronic communication</p> <p><b>Status :</b></p> <ul style="list-style-type: none"> <li>- Successful application to State Government for funding to undertake this project</li> <li>- Facilitation of Steering Committee and Youth Reference Group to oversee the planning, development and implementation of the Project</li> <li>- Activation of Implementation Plan, including the following actions: development of the Creative Youth Hub, facilitation of the outreach program, development of Youth Services 'short' promotional statements - for merchandise, additional support / information to young people transitioning from primary school to secondary school , focused promotion to parents, revised communication to the Whitehorse Youth Issues Network, use of Facebook and refinement of Youth Services information on council website.</li> </ul> <p><b>Applicable to the following actions</b> 5.1, 5.2, 5.9 – 5.12. 5.14, 5.15, 5.17, 5.18</p>				
<b>Celebrating, acknowledging and recognising young people</b>	5.1 Celebrate young people and promote positive stories about young people and the positive contribution that they make to our community.	<p><b>Council:</b> Advocate, Facilitator</p> <p><b>Partners:</b></p>	<ul style="list-style-type: none"> <li>• Refer to Community Youth Services Awareness Project: Promotion of positive stories.</li> <li>• Promotion of Young Person (YPM) of the Month Whitehorse Young Person of the Year.</li> <li>• Celebrate achievements and continue positive profiling.</li> <li>• Evaluate YPM process with Council Governance Unit.</li> <li>• WYRC is an ongoing example of council's commitment to acknowledging and</li> </ul>	<ol style="list-style-type: none"> <li>1 Status as outlined above: Community Youth Services Awareness Project.</li> <li>2 Continued promotion of YPM through Youth Issues Network (YIN) and schools. WYRC continued to assess nominations and actively involved in the process Redesign of the YPM flyer.</li> <li>3 The inclusion of a parenting youth category on the Health and Family Services FlexiBuzz app. July 2017, 211 parents opted for the youth category. Positive news stories on young people featured in the Whitehorse News.</li> <li>4 Youth Services worked with Council Governance Unit to determine a more effective and efficient</li> </ol>

			<p>recognising the valuable commitment of our young people.</p> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services, Governance Unit , Communications Department</p>	<p>YPM process. Streamlined the nomination process (electronic).</p> <p>5 WYRC members write Whitehorse News articles each quarter on relevant youth issues.</p> <p>6 Nomination for 2 young people for Victorian Young Achiever Awards in November 2016.</p> <p>7 Youth Services staff member accompanied 4 FReeZA youth committee volunteers to Government House in April 2017 to celebrate the contributions made to the program over previous 12 months.</p>
	5.2 Routinely recognise and showcase positive attributes, skills, talents and achievements of young people in Whitehorse.		<ul style="list-style-type: none"> <li>See above 5.1</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services, Governance, Communications Department</p>	<p>1 As outlined on 5.1.</p> <p>2 FReeZA provides the opportunity to showcase the musical talents of young people / awards them for their achievements at all FReeZA events throughout the year.</p>
Engaging young people in conversations about issues that affect them	5.3 Proactively engage young people on issues relevant to their lives, and encourage and enable young people to have a voice and participate in public discussion.	<p><b>Council:</b>  Leader, Advocate , Facilitator</p> <p><b>Partners:</b>  Box Hill Retailers Network, Rotary Club, Whitehorse Trader Association, Chinese Traders, Lions Club</p>	<ul style="list-style-type: none"> <li>Continue to facilitate the Whitehorse Youth Representative Committee and FReeZA committees.</li> <li>Consult with young people when organising events.</li> <li>Encourage collaboration with relevant organisations.</li> <li>Increase the awareness of council departments / workers of the Youth Representative Committee role.</li> <li>Promotion and use of the Whitehorse Community Engagement Framework.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> June 2016</p>	<p>1 FReeZA and the WYRC Youth Committees offered young people an opportunity to have a voice within their local community. 12 young people involved in each Committee in 2015, 2016 and 2017.</p> <p>2 Young people consulted on all events facilitated by Youth Services (National Youth Week, Youth Forum, School Holiday Program, activities at Youth Connexions).</p> <p>3 Whitehorse Youth Service organisations invited to be part of events as a means to distribute resources and information to young people. Whitehorse Youth Service providers part of IDAHOT Day, National Youth Week, Spring Festival and Youth Forum)</p>

			<b>Who:</b> Youth Services , all Council Departments	<p>4 Young people actively involved and consulted by Engineering and Environment Services in the development of the Sustainability Road Map 2015 – 2021.</p> <p>5 Young Services promoted the opportunity for young people to be involved in the development of Council’s Cycling Strategy. 40 young people involved in the consultation process. Whitehorse Cycling Strategy 2016 launched in August 2016.</p> <p>6 Young people in Whitehorse encouraged to complete ‘Mission Australia’s’ national survey (2016 and 2017) to give voice to their concerns, values and thoughts. Issues of vocational education and training, community issues / equity and discrimination.</p> <p>7 Notification placed on WOW in regard of the role of the WYRC.</p> <p>8 Youth Services assisted Community Development Department in the promotion of Community Engagement Framework to all Whitehorse staff.</p> <p>9 Young people (20) involved in consultation conducted by YAC Vic at Youth Connexions in regard young people’s thoughts about walking for recreation and transport.</p> <p>10 Promotion and involvement in the consultation phase in the development of the Council Plan Whitehorse Health and Wellbeing Plan (50 young people consulted).</p> <p>11 Promotion of The Victorian Government's first Youth Summit in March 2017. Opportunity for young people to voice their ideas and set the agenda for change.</p>
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	5.4 Ensure that the voice of young people is valued and respected through community engagement processes.		<ul style="list-style-type: none"> <li>See above 5.3</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> June 2016  <b>Who:</b> Youth Services , all Council Departments</p>	1 <a href="#">As outlined in 5.3</a>
	5.5 Undertake ongoing skills development and training for Council staff in how best to engage young people and capture their views on topical issues.		<ul style="list-style-type: none"> <li>Work with Community Development Department to promote Whitehorse Community Engagement Framework / Community Engagement Champions.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> June 2016  <b>Who:</b> Youth Services, Council Community Engagement Champions</p>	1 Whitehorse Youth Services assisted Community Development in the promotion of Framework across Council.  2 Whitehorse Youth Services Team Leader and Youth Connexions Coordinator completed Community Engagement training.
	5.6 Continue to explore new ways of accessing and effectively engaging young people in community engagement activities.		<ul style="list-style-type: none"> <li>See above 5.5</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> June 2016  <b>Who:</b> Youth Services, Council Community Engagement Champions</p>	1 <a href="#">As outlined in 5.5.</a>
	5.7 Encourage businesses and organisations throughout Whitehorse to work proactively engage and work with young people to find positive solutions to perceived differences.		<ul style="list-style-type: none"> <li>Work with Councils Economic &amp; Business Development team and Box Hill Retailers Network.</li> <li>Look at attending meetings and proactively advocate with: Rotary Club, Whitehorse Trader Association, Chinese Traders, and Lions Club.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services, Economic &amp; Business Development team</p>	1 <a href="#">Further work in this area in 2017.</a>  2 Attendance at Lions Club by Youth Services Team Leader to promote Council Youth Services and advocate for young people in the Whitehorse area.
	5.8 Create opportunities for young people and older members of the community to interact and exchange ideas, stories,		<ul style="list-style-type: none"> <li>Investigate the feasibility of 'Shared stories' program / 'Talking Books' which was initially organised by Civic and Participation Officer.</li> </ul>	1 In 2015 to 2017 Youth Services have promoted Council's Intergenerational Grants to Whitehorse Primary and Secondary. 2015: nine Whitehorse Schools were successful in

	experiences and knowledge.		<ul style="list-style-type: none"> <li>Introduce an Open Day at Whitehorse Youth Services for community members.</li> <li>Facilitate opportunities for young people to attend older aged groups / organisations to foster positive engagement.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2016  <b>Who:</b> Youth Services, Civic and Participation Officer</p>	<p>receiving grants from Council to run intergenerational projects with older members of the community.  2016: eight applications funded, for a total of approximately \$8000 (7 Whitehorse Primary Schools).  2017: 12 applications from early years services, primary schools and community organisations for a total of \$9023.47 in funding.</p> <p>2 Planning for an Open Day at Youth Connexions</p> <p>3 Further work to be undertaken in regard to action.</p>
<b>Creating a city in which all young people feel welcome and secure</b>	5.9 Proactively promote the City of Whitehorse as a city for all young people, in which they are welcome, accepted and embraced as they are, regardless of age, gender, identity, ethnicity, language, ability and sexual orientation.	<p><b>Council:</b> Leader, Advocate</p> <p><b>Partners:</b> Schools, Q East Alliance, Whitehorse Youth Issues Network, Box Hill Institute of TAFE, Deakin University, Migrant Information centre</p>	<ul style="list-style-type: none"> <li>Actively promote through Community Youth Services Awareness Project.</li> <li>Develop a strategy for the application of the Child Friendly Cities principles across the municipality.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services , H. &amp; F. Services Community Development, Communications Department</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Promotion and celebration of IDAHOT day in 2015, 2016 and 2017. Distribution of information and resources to young people / community members in the Box Hill Mall. Raising the 'rainbow' flag at Nunawading Civic Centre and Box Hill Town Hall. Promotion of the day throughout Council and the community through Whitehorse News and Whitehorse Leader.</p> <p>3 Report presented in October 2015 Council outlining the new Child Friendly Cities and Community Charter. The Charter was developed by the Child Friendly Cities and Communities Network in partnership with the Victorian Local Government Association. Council endorsed the Charter at their October meeting.</p> <p>4 The development of the Municipal Youth Plan was underpinned by extensive consultation with young people utilising aspects of the Child Friendly Cities framework. The Whitehorse Youth Services team will continue to build on and enhance this key action over the life of the current Youth Plan.</p>

				<p>5 Presentation at Youth Issues Network in August 2016 by VACCA (Aboriginal welfare organisation) on working respectfully with Aboriginal young people and their families.</p> <p>6 Promotion and involvement in the consultation phase in the development of the Council Plan Whitehorse Health and Wellbeing Plan (50 young people consulted).</p> <p>7 The WYRC Youth Forum facilitated in August 2016 and addressed the issue of LGBTIQ by holding interactive, professionally facilitated workshops for young people to discuss and understand the issue.</p> <p>8 Promotion to schools of the Whitehorse's Interfaith Network Places of Worship school group tours.</p>
	<p>5.10 Increase awareness of LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex and Queer) among young people and advocate for inclusion of education around LGBTIQ issues into secondary schools.</p>		<ul style="list-style-type: none"> <li>• Increase awareness through Community Youth Services Awareness Project.</li> <li>• Promotion in Schools by SFYS Coordinator.</li> <li>• Continued work of Whitehorse Youth Services</li> <li>• Continue FAN Edge group to use space at Youth Services for their Same sex attracted Group</li> <li>• Continue to advocate through Q East Alliance (network of service professionals across the Eastern region)</li> <li>• Promotion and support the implementation of 'Safer Schools Coalition' Program in Whitehorse schools</li> </ul> <p><b>Commencement:</b> January 2015 <b>Completion:</b> December 2017</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Continued promotion by SFYS Coordinator across schools via email distribution. In early 2016 SFYS supported Headspace in delivering 'All of Us' resource training which was attended by Whitehorse secondary school staff.</p> <p>3 Whitehorse Youth Services continues to provide support, information, and referrals for young people regarding LGBTIQ (lesbian, gay, bisexual, transgender, intersex and queer) issues. Whitehorse Youth Services proudly displays the rainbow flag on its front door as a visual symbol of Council's support.</p> <p>4 Whitehorse Youth Services continues to support FAN Edge program by providing a space for the group to meet. Weekly program at Whitehorse Youth Services with up to 12 participants.</p>

			<p><b>Who:</b> Youth Services, Communications Department</p>	<p>5 Whitehorse Youth Services plays an active role in the Q-East Alliance in supporting young LGBTIQ (lesbian, gay, bisexual, transgender, intersex and queer) people. Youth Services staff member convenor of the Q-East Alliance.</p> <p>6 Whitehorse Youth Services as part of Q-East played an active role in Melbourne's 'Midsumma Festival' and 'Pride March' engaging with young LGBTIQ people and promoting Q-East.</p> <p>7 Whitehorse Youth Services initiated and organised the first formal council celebration and promotion of IDOHOT Day (International Day Against Homophobia, Transphobia and Biphobia) in 2015. Celebration of IDAHOT Day was held in 2016 and 2017 . Distribution of information and resources to young people / community members with stall in the Box Hill Mall. Raising the 'rainbow' flag at Nunawading Civic Centre and Box Hill Town Hall. Promotion of the day throughout Council and the community through Whitehorse News and Whitehorse Leader.</p> <p>8 SFYS Coordinator promoted 'Safer Schools Coalition' Program in Whitehorse schools to all Whitehorse Schools. Seven secondary schools are members of the 'Safe School Coalition'. In 2016 SFYS supported Headspace in delivering 'All of Us' resource training which was attended by Whitehorse secondary school staff.</p> <p>9 The WYRC Youth Forum facilitated in August 2016 and addressed the issue of LGBTIQ by holding interactive, professionally facilitated workshops for young people to discuss and understand the issue.</p> <p>10 Youth Services part of Councils internal LGBTIQ working group.</p>
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	5.11 Promote and encourage young people to explore, develop and be comfortable with their identity.		<ul style="list-style-type: none"> <li>• See above 5.10</li> <li>• Develop a strategy for the application of the Child Friendly Cities principles across the municipality</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , H. &amp; F. Services  Community Development, Communications Department</p>	<p>1 As above in 5.9 and 5.10</p> <p>2 Whitehorse Youth Services continues to provide support, information, and for young people regarding their identity.</p>
	5.12 Work in partnership with Box Hill Institute of TAFE, Deakin University and secondary schools throughout Whitehorse to ensure that international students have adequate support in transitioning into life in Australia.		<ul style="list-style-type: none"> <li>• Refer to Community Youth Services Awareness Project.</li> <li>• Continued work of Youth Services.</li> <li>• Continue to work with Community Development &amp; partnering agencies to support international students.</li> <li>• Revisit international student information card.</li> <li>• Advocate to State and Federal Gov'ts for increased support to international students.</li> </ul> <p><b>Commencement:</b> January 2016  <b>Completion:</b> December 2017  <b>Who:</b> Youth Services , Community Development, Communications Department</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Whitehorse Youth Services continues to provide support, information, and referrals for international young people.</p> <p>3 Further work on this action with Council Community Development</p>
	5.13 Work with youth service providers and the Migrant Information Centre to ensure that newly arrived migrants and refugees aged 12-25 years have adequate support to settle in the City of Whitehorse.		<ul style="list-style-type: none"> <li>• Work with Whitehorse Youth Issues Network particularly Migrant Information centre to support migrant and refugee young people.</li> <li>• Continued work of Whitehorse Youth Services to support migrant and refugee young people.</li> </ul>	<p>1 Youth Issues Network (YIN) facilitated networking collaboration between youth service providers to support migrant and refugee young people. Up to 30 Youth Service professionals involved at each quarterly meeting.</p>

			<b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services	2 Whitehorse Youth Services continued to provide support, information for young people that are newly arrived and or refugees.  3 Active promotion of 'Refugee Week' in June 2017 by Whitehorse Youth Services and at Youth Connexions. Also event held in the Box Hill mall to raise community awareness in regard to refugees.
	5.14 Promote the importance and value of cultural diversity and encourage harmony and friendship between people of all ethnic backgrounds.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project.</li> <li>Continue to work with Festivals Team on Harmony Day – participation and increase promotion of the event.</li> </ul> <b>Commencement:</b> January 2015 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services , Communications Department, Festivals team	1 Status as outlined above: Community Youth Services Awareness Project.  2 Whitehorse Youth Services staff and FReeZA Committee attended and promoted services at Council's Harmony Day celebration: Global Fiesta in 2015, 2016 and 2017.
	5.15 Create and promote youth-friendly public places and spaces that are suitable and attractive for young people to hang-out and socialise.		<ul style="list-style-type: none"> <li>Work with Planning and Building Department on the Urban Realm Vision Project.</li> <li>Promotion of Whitehorse Youth Services through Community Youth Services Awareness Project as a positive place to socialise.</li> </ul> <b>Commencement:</b> January 2016 <b>Completion:</b> December 2017 <b>Who:</b> Youth Services , Communications Department, Planning and Building Department, Community Development	1 Health and Family Services part of the consultation process in the development of Council's Urban Realm Vision.  2 Status as outlined above: Community Youth Services Awareness Project.  3 Whitehorse Youth Services continues to provide and promote a safe and youth friendly space for young people to utilise.
<b>Creating a safe community</b>	5.16 Continue ongoing partnerships between Council, Victoria Police, transport authorities and other key organisations to make the City of Whitehorse a safe place.	<b>Council:</b> Leader , Advocate  <b>Partners:</b> Victoria Police,	<ul style="list-style-type: none"> <li>Maintain communication and work with Victoria Police (Youth Resource Officer) to identify issue/s and respond accordingly.</li> <li>Work with Community Development in implementation of the Whitehorse</li> </ul>	1 The Community Development Officer – Health and Family Services worked closely with Whitehorse police members on a range of public space issues (homelessness, graffiti, drug and alcohol).

		Schools, Whitehorse Youth issues Network	<p>Community Engagement Framework to gauge views of residents.</p> <ul style="list-style-type: none"> <li>Continued work with Box Hill Retailers Network.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services , Community Development, H&amp;FS Community Development</p>	<p>2 Box Hill Assertive Outreach program continued to operate and responded accordingly to issues.</p> <p>3 Promotion undertaken of the Community Engagement Framework across Council in engaging with the community.</p> <p>4 The Community Development Officer - Health and Family Services continued to facilitate the monthly Box Hill Retailers and Community Network meetings. These meetings involve senior police officers from Box Hill, as well as ward Councillors, shopping centre management, transport authorities and key Council staff. The meetings are aimed at the management of public space in Box Hill.</p> <p>5 Anti-Graffiti Education Workshops were delivered to 11 primary schools and 4 secondary schools in 2015.</p> <p>6 Council is a key stakeholder in the Box Hill First committee that strongly advocates for improved infrastructure and services in Box Hill, including the Box Hill Transport Interchange.</p> <p>7 Council actively participated in the State Government's 'Box Hill Transit Interchange Ministerial Advisory Group' to investigate options for the upgrade of the Box Hill Transport Interchange.</p> <p>8 Submission to Infrastructure Victoria for the upgrade of the Box Hill Transport Interchange.</p> <p>9 Increased span of hours for public transport, particularly buses during evenings and weekends</p> <p>10 Strong advocacy for level crossing removal projects at Blackburn Road, Blackburn and Heatherdale Road, Mitcham to integrate land use planning and urban design.</p>
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				11 Successful advocacy for the installation of bus shelters and associated bus stop infrastructure at 75 sites within Whitehorse.
	5.17 Promote the City of Whitehorse as a safe place to live, work and study.		<ul style="list-style-type: none"> <li>See above 5.16.</li> <li>Community Youth Services Awareness Project: Promote COW as safe place.</li> </ul> <p><b>Commencement:</b> January  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services , Community Development, H. &amp;F. Services Community Development, Communications Department</p>	<p>1 As outlined in 5.16.</p> <p>2 Status as outlined above: Community Youth Services Awareness Project.</p>
	5.18 In partnership with other service providers and schools, promote safe online behaviour and increase awareness about digital footprint.		<ul style="list-style-type: none"> <li>Refer to Community Youth Services Awareness Project: Promotion to young people and parents.</li> <li>Use of Parent Information Forum to address issue.</li> <li>School Focus Youth Service to promote in schools.</li> </ul> <p><b>Commencement:</b> January 2015  <b>Completion:</b> December 2018  <b>Who:</b> Youth Services , SFYS Coordinator Communications Department, H &amp; F Services Community Development</p>	<p>1 Status as outlined above: Community Youth Services Awareness Project.</p> <p>2 Parent information forum, 'Video gaming and its impact on children and young people' in June 2015. 137 parents registered to attend.</p> <p>Parent information forum, 'Parenting adolescent in the digital world' in Oct 2016. 103 parents registered to attend.</p> <p>3 SFYS promoted relevant information and resources to schools across Whitehorse.</p> <p>4 WYRC Youth Forum in 2015 addressed the issue of cyber bullying with key note address and facilitated workshops to educate young people and provide an opportunity to discuss and explore the issue in a safe environment.</p> <p>5 Whitehorse Youth Services staff provides ongoing education to young people who access programs on the issue of online behaviour, cyber bullying, sexting and general digital footprint information.</p>