



The value we provide

- Opportunities for all children, young people and families to be healthy and connected to reach their full potential.

What we do

- Provide leadership, recreation and engagement programs for children, families, and young people.
- Provide generalist youth support and counselling.
- Provide intensive family services and case management
- Provide programming within the Adventure Playgrounds for children aged 5 to 12 years at St Kilda and South Melbourne.
- Provide universal access to brief support services for parents with young children.
- Fund local service providers to maximise support to families and children.

Why we do it

- To deliver on Council's vision to create - 'A children's services environment that honours diversity, builds creativity and social connections and encourages all children and families to maximise their development outcomes now and in the future.'
- The outcomes sought to be achieved are:
 - All children and young people living in Port Phillip are supported to develop their full potential.
 - Parents, carers and families are supported to increase their capacity and capability.
 - The effects of disadvantage on children's development are minimised.

Activities that support this service

- Family services and support
- Middle years services (incl. Adventure Playgrounds)
- Youth services

Families and young people



Our service at a glance

Service statistics	2018/19	2019/20
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Family support

• Received in government grants	\$273,047	\$392,142
• Family support hours provided	3,370	3,837
• Number of high-risk families supported	64	83

Young people

• Young people (8 to 11 years old) accessing programs that are run or funded by Council	31,732	25,631
• Young people (12 to 25 years old) accessing programs that are run or funded by Council	10,009	15,532

Service risk profile

Medium/High

Strategic risks

Residual risk rating

- None specific to this service

Policies documents that support this service

[Family Youth and Children Strategy 2014-19](#)

[Middle Years Commitment Action Plan 2014-19](#)

[Youth Commitment 2014-19](#)

Families and young people



Our Council Plan 2017-27 priorities

Completed

- Investigate the feasibility of a dedicated youth space – Council endorsed a rolling grant program to increase youth access to recreational opportunities.

In progress

- Deliver community strengthening programs that harness community knowledge and expertise to support leadership, learning and volunteering, improve safety and foster positive social and health outcomes.
- Implement improvements to maternal and child health services and family support services that respond to growing and changing demands.
- Provide funding to community organisations and service providers to ensure access to relevant services and programs.
- Work with the Youth Advisory Committee to develop policy, services and infrastructure that best meet diverse community needs.

Not progressing

- Implement a whole of Council and community approach to preventing and responding to family violence – we contribute financially but are not developing a specific approach.

Our projects (* means 100% grant and contribution funding and ** means partial grant and contribution funding)

Capital projects \$000	2020/21	2021/22	2022/23
Adventure Playgrounds Upgrade	58	350	1,400
Total capital projects (excluding Fleet Renewal allocation)	58	350	1,400
Operating projects \$000	2020/21	2021/22	2022/23
None			
Total operating projects	0	0	0

How we are performing

Recent highlights

- Supported parents and young people by shifting traditionally in-person programming to online platforms, including case management.

Recent challenges

- The COVID-19 pandemic called for us to be agile and flexible and to support the community where most needed. During the pandemic, Council adapted to innovate new ways of keeping safe and connected while maintaining our high standard of service delivery. In response to the COVID-19 pandemic:
 - After temporary closure, Adventure playgrounds reopened on 26 May with attendance restrictions. These were again closed in July through to November in response to Stage 4 restrictions.
 - Supported families by creating essential family packs. The packs included age specific activities and games, scrapbooks, colouring pencils and caregiver information on important services such as food aid, virtual bulk-billing doctors and the COVID-19 hotline.

Families and young people



How we are performing

These packs were posted out to 20 vulnerable families, which saw 42 children being assisted.

- Developed a weekly newsletter providing families with access to support, resources and ideas during COVID.

Resident satisfaction survey results on services that support families, youth and children are down on the previous year and below target of 95%.

Measure	2017/18 result	2018/19 result	2019/20 result	2020/21 target	Metro councils 2019/20
Resident satisfaction with services that support families, youth and children	93%	94%	88%	>95%	No comparison available