



Family Friendly Charter Summary Report

July 2018 to June 2019



Executive Summary

The aim of the summary report is to inform our internal and external partners about the implementation of the Wyndham Family Friendly Charter.

The Wyndham Family Friendly Charter was formally adopted at in May 2018. The Charter outlines principles and guidelines to advise how Wyndham City and its partners work with and support families. It is believed that the Charter is the first of its kind for local government in Victoria.

Being a Family Friendly City means Wyndham City will ensure their services and infrastructure, as well as their stakeholder consultation and policy development, meet the needs of families while encouraging them to participate in decisions affecting them.

The Wyndham Family Friendly Charter recognises and focuses on a diverse range of family and other groupings in Wyndham and the need to both target and support families, with or without children.

The vision for the charter is that Wyndham will be a Family Friendly City where a broad range of lived experiences and opportunities encourage families to feel informed, valued, welcomed and empowered to live productive and positive lives, while being increasingly engaged in decisions affecting them.

The Family Friendly Charter principles are:

- Voice
- Equity and Social Cohesion
- Family Friendly Places and Spaces
- Partnerships

Delivery of the Wyndham Family Friendly Charter 2018-2019

The following pages outline work that has been done across the organisation since July 2018 in line with the principles of the Wyndham Family Friendly Charter.

For each Principle there are several activities or projects listed. For each of these activities or projects the responsible Department/Unit is identified, as well as highlights for that piece of work and how it aligns to the principle.

Principle 1 – VOICE

Families in Wyndham should have opportunities to express their individual and collective opinions, participate in and contribute to decisions about their wellbeing, and how liveability can be improved.

Project/ Activity	Lead Service Area	Summary and Principle Alignment
Pilot Platforms Framework at Truganina East Integrated Family and Learning Centre – Community Forum	Family and Sector Partnerships	A Community Forum was conducted to bring together community members to begin a journey of co-designing the service model for the new Integrated Family and Learning Centre in Truganina East. The Forum brought together around 50 community members and service providers. This forum gave the first opportunity for the voices of families to start to be considered in the designing of the service model in their local community centre, more workshops are going to be conducted into the future. The approach being tested was developed by the Murdoch Children’s Research Institute and has had great success interstate.
Wunggurwil Dhurrung Project	Service Planning and Partnering and Reform	Wyndham City Council has been working with Aboriginal communities through the Wyndham Aboriginal Community Centre Committee (WACCC), to design and develop a community centre that will celebrate Aboriginal culture. Towards the end of 2019, the Community Centre (also supported by the Victorian Government) called Wunggurwil Dhurrung (Strong Heart) will be open in Wyndham Vale and provide local Wyndham Indigenous residents a local place to access services. Wyndham City has ensured that all aspects of this project had a strong community involvement with a principle of self-determination.
Evaluation Framework across Youth and Child and Family Team	Family and Sector Partnerships	In the last financial year, the teams have enhanced their evaluation process to ensure the voices of children, young people and families are included in the design and delivery of the programs and events. The teams have used different methods to ensure that the voice of the



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		participants is at the heart of the services being delivered, these have included online surveys, focus groups, individual feedback sessions.
Wyndham Volunteering Strategy	Community Planning and Development	The Volunteering Strategy’s development was overseen by a Project Steering Group as a sub-committee of the Family Friendly Portfolio Committee. The Family Friendly Portfolio Committee, as well as the Youth Portfolio and Cultural Diversity Portfolio, were specifically consulted in the strategy’s development, and a focus group was held with English-language students. Consultations for the development of a draft Wyndham-wide Volunteering Strategy included the online surveys and workshops, two of which were live-streamed with chat functions to facilitate access for families who were not able to attend in person.
West District Advisory Committee (DAC) Consultations	Community Planning and Development	The West DAC designed a survey to consult families about their needs, concerns and ideas in the West district of Wyndham. Consultation was designed to take place where families were already gathering for school holiday activities at Station Place. As a result, the West DAC was able to engage with many people across the lifecourse giving families an opportunity to get their voices heard in the consultation about programs and services that are relevant to them.
Consultation for young people who have siblings with disability	Community Planning and Development	The neighbourhood hub team noticed that it appeared to be a need to develop a program for young people who have siblings with a disability in their neighbourhood after enquiries from families. The team organised initial consultations with families regarding how to develop a program for young people who have a sibling with a disability further consultation are planned with young people later in the year.
Iranian Community Playgroup	Family and Sector Partnerships	The Child & Family Cultural Liaison Officer was approached by a group of Iranian women that were keen to establish an Iranian Community Playgroup. Through a strength-based approach



Project/ Activity**Lead Service Area****Summary and Principle Alignment**

focus group, the officer was able to understand the complex needs of this group of women. Working with key members, the officer was able to empower a leader from within this group and support her to navigate processes and systems to start their own group and secure funding. The group now meets at the Wyndham Park Primary School Community Hub on a weekly basis and they are now planning to start an additional group.

Principle 2 – EQUITY AND SOCIAL COHESION

Families in Wyndham should have access to services and infrastructure that meet their current and future needs, and promote equity and social cohesion to ensure the benefits of liveability are shared by all

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Pilot of Platforms Framework	Family and Sector Partnerships	Community Support department are in the process of trialling an approach developed by the Centre for Community Child Health that engages community early in the co-design of physical community infrastructure and service modelling. The project has linked in with key community champions via the school, other community centres, through Wyndham Community Support programs, community-based programs ran by organisations such as Anglicare Family Service and Drummond Street Family Services and through the community engagement worker located at Truganina East IFLC. Within the Truganina East community, members have come from local churches & mosques, pram walking groups and playgroups. These members also connect in with community to gather information to continue to inform the service model design for this centre.
Community and Assets and Needs Analysis	Service Planning Partnering and Reform	A community asset and needs analyses was completed for the catchments of the Jamieson Way Community Centre and planned Riverdale Community Centre to guide a facility design response that is flexible and meets the needs of community across life-stages as the population changes over time. Consulting with transport planning highlighted potential transport barriers for more refined facility catchments that will be validated through further staff consultation.
Planning and Analysis Project	Service Planning Partnering and Reform	A local area planning for the Williams Landing and Hoppers Crossing East areas analysed a variety of information to understand community service and infrastructure needs across life-stages, how they are forecast to change over time, and recommended ways that places and spaces could be created to responds to those needs. Consulting with service owner staff was



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		<p>very informative around what kinds of spaces were in demand or oversubscribed, how they were being used, and in describing the types of places and spaces the community need, such as, the concept of a possible youth-friendly space.</p>
World Autism Awareness Day	Community Planning and Development	<p>The Metro Access team organised a lunch hour information Spectroscopic video session on Hoodie Up day for community facing Wyndham Staff to build awareness on Autism Spectrum. There was such a high attendance that following the session, staff arranged for external facilitators (Amaze) to deliver two-hour sessions for staff and community around autism awareness to continue the conversation.</p>
We Belong BBQ Project	Community Planning and Development	<p>The neighbourhood hubs team was approached by students from Tarneit Senior to hold a local BBQ. The students with the assistance of Neighbourhood Hubs, Victoria Police, and Youth Off the Streets held the “<i>We Belong BBQ</i>”. The community to co-design the event and in partnerships with Bunnings which sponsored the flower planting activity on the day. The day was success and a follow up event will be held called the Tarneit Community Games Day to encourage people to meet and get to know others in the community, with an emphasis on cultures and ages mixing.</p>
Youth Soccer Cup	Youth Services	<p>Joint event with Neighbourhood Hubs, Youth Services and the Sports and Recreation Team to give young people an opportunity to participate in a cost-effective soccer tournament in the local municipality. A planning committee was formed that included external and internal stakeholders to ensure that it was a family friendly event that catered for all. This was a cost-effective event on the school holidays, with 19 teams participating on the day, leading to 193 young people playing and a further 100 people supporting the teams. This</p>



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		<p>provided an opportunity to expose more young people and families to Wyndham Youth Services.</p>
Craft in the Park	Community Planning and Development	<p>Based on an idea from a local community member, the Neighbourhood Hubs team ran the Children’s Craft in the Park at the reserve across from Penrose Community Centre. It included a craft session and BBQ in the park to attract families from the local area.</p> <p>It was a successful day, with approximately 50 people participating throughout the afternoon, these children’s craft days are now being run at Arndell Park CC twice every school holidays (indoors) with around 25-30 children in attendance each time.</p>
Tarneit Night Market	Community Planning and Development	<p>The Tarneit Night Market is a community event for all ages providing a platform for local start-ups to promote and sell their products to the local community. This includes crafts, toys and a large variety of multi-cultural cuisine. This event also provides a platform for community groups and organisations to perform on the main stage to increase participation and build self-confidence with dance schools, fitness groups, live musicians and more.</p>
Harmony Day Playgroup	Family and Sector Partnerships	<p>The Child & Family Cultural Liaison Officer in conjunction with the neighbourhood hubs team and eleven different cultural groups throughout the municipality come together to celebrate Harmony day. This event provided an opportunity for diverse families to come together to connect and share their culture through food, dance, costumes, play activities, music and art. Participants expressed their gratitude to be included and to have the opportunity to connect with the wider community with their children.</p>

Principle 3 – FAMILY FRIENDLY PLACES AND SPACES

Families in Wyndham should have equitable access to and experiences of well-designed and safe spaces and spaces that meet community needs.

Project/ Activity	Lead Service Area	Summary and Principle Alignment
Services Analysis Mapping	Service Planning Partnering and Reform	A service analysis was conducted to determine the need for more places and spaces across the municipality which meet the needs of non-regulated group early-years services and activities (such as playgroups, rhyme time and MCH-run groups with pram access and parking considerations). Using maps of deidentified and approximate service user home addresses helped to more accurately the extent of facility catchments and therefore the population characteristics of those catchments, giving an opportunity for better planning in the future.
Seniors Exercise Park @ Central Park	Service Planning Partnering and Reform	The Central Park Seniors Exercise Park has been designed specifically for older people, to help improve physical and mental wellbeing for our elderly residents. The Seniors Exercise Park at Central Park provides a safe and life-stage appropriate equipment to support healthy ageing. The Park features a range of outdoor equipment to help improve your balance, strength, functional movement, joint range of motion and mobility. The facility was built in partnership with the National Ageing Research Institute (NARI) and Wyndham City and funded through Gandel Philanthropy.
Yerambooe Community Centre Project	Family Sector and Partnerships	The services located in this facility are working together with other internal support services to solve issues that impact on and are responsive to community needs. Including: <ul style="list-style-type: none">- Upgrading technology to support all services- Structural works to this facility will ensure one central entry and exit point for community and services. Currently there are multiple entry points which are confusing to community and service providers.- The kitchen is now being used by all services and community



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		<ul style="list-style-type: none">- Leadership staff have started planning together including establishing a centre vision and a 'working together agreement' that will articulate how services and community will work together.
Street/ Community Library @ Manor Lakes	Community Support	The Manor Kindergarten educators, with assistance of the children and families attending this service, installed a Street/Community library in the garden area in front of the kindergarten. Anyone in the community is invited to access the "Street Library" at any time and there are no expectations it simply about sharing a love of literacy with the community. The "Street Library" has become so popular that there the kindergarten will be installing a second book box at a lower level that will be dedicated to children's book and keep the original box to house more adult books.
Intergenerational Playgroup	Family and Sector Partnerships	The Family and Child Resource Team conducted some initial consultation with families and our Aged and Disability Unit about introducing an Intergenerational Playgroup that would look at addressing isolation to both parents and elderly residents in the Municipality. A partnership between the Children and Family Resource Team and the Aged and Disability Unit at Penrose was formed, and it created an Intergenerational Playgroup that currently runs monthly with the possibility that this might be expanded to other aged care facilities in Wyndham.
Active Travel @ Woodville Primary School	City Transport	In 2018-19 the City Transport team facilitated a program called "Active Travel at Woodville Primary School" by adding pedestrian fencing along Warringa Dr at the front gate of the school to encourage children to use the school crossing, providing a dedicated drop off / pick up zone to improve safety for students being dropped off at school and setting up active travel paths around the school.



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Advocacy Project for Capital Works	City Transport	City Transport worked towards providing a viable alternative transport network through approximately \$500,000 of capital works upgrades of footpaths and shared paths across the municipality and advocating to State Government for funding of a better cycle and path network in Wyndham.
Gender Equality Project	Sports and Recreational	<p>This project has been undertaken to create more welcoming environments / respectful relationships within community sporting clubs. Components of the project have included: the development of an inclusion support resource for volunteers; one on one club support with several pilot clubs; the introduction of female coaching scholarships across all sports; networking sessions for female volunteers; administrators and coaches and a resource to support clubs to strengthen member welfare.</p> <p>Next year there will be the continuation of the networking sessions (owned and driven by the participants from this year) and more coaching scholarships.</p>
Facility Retrofitting Project	Sports and Recreational	<p>Community spaces are vital to ensure safe and accessible places for all the community. Community spaces within pavilions were extended to 100m² based on being able to engage a broader range of groups in the facility with Dunning's and Featherbrook completed this year. An example of increased program is the provision of extra dance classes at Dunning's Road Facility.</p>
Children's Week Picnic	Community Planning and Development	Children's Week Picnic is a free annual major event presented by Council as part of State Government's Children's Week. Children Week's Picnic is held at Werribee Park and in 2018 attracted over 13,000 attendees over the course of the day. The event encourages an active, healthy and safe lifestyle; provides children with an opportunity to discover their talents through new experiences; and delivers an accessible, safe and enjoyable atmosphere for all families while showcasing the City of Wyndham.



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Bilingual Story Time @ Library	Family Sector and Partnerships	The Child & Family Cultural Liaison Officer (Best Start team) in partnership with Library services have engaged Culturally and Linguistically Diverse community groups to visit and run story time sessions at the Plaza Library. Currently the Russian, Islamic and Chinese playgroups with the support of the officer can facilitate story time in their community language at the Plaza Library.

Principle 4 – PARTNERSHIPS

Acknowledging that services, infrastructure and decisions affecting families are often provided, or affected, by other partners, Council will work with partners in government, non-government, business and community organisations to support and strengthen our Family Friendly City.

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Toy Swap @ Featherbrook	Community Planning and Development	The Neighbourhood Hubs team supported the local Chinese Association to design and coordinate their own market to educate children about environmental issues. Whilst led by the Chinese Association the market involved the broader community both as stall holders and market customers and facilitated stronger cross-cultural connections. There were 32 stall holders at the market, and it was estimated that there were around 200 people involved on the day and based on the success of the pilot market it has been agreed to run another one later in the year.
Vulnerable Children Strategic Working Group	Family and Sector Partnerships	<p>The Best Start Project Officer, in collaboration with key stakeholders from the Vulnerable Children Strategic Working Group, developed a resource to support referral pathways for children in Out of Home Care, known to Child Protection or at risk of entering the system to early childhood services in Wyndham.</p> <p>This resource was developed by the working group and disseminated to key stakeholders, working with at risk children in the municipality.</p>
Pilot of Platforms @ Truganina East Integrated Family Learning Centre	Family and Sector Partnerships	This project works in collaboration with Bestchance – Early Childhood Education services, Doherty’s Creek College, Murdoch Children’s Research Institute and Maternal Child Health Services, and other services within the Community Support Department. Together with community the group are working towards the development of a service model for this centre.



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		Other services that are being consulted in this process, reflective of the lifecourse experiences of community include: WhiteLion, VICSEG New Futures, Anglicare, Drummond Street Family Services & VACCA.
Kinder Transition Swap Day	Family and Sector Partnerships	Transition Swap partnered with all Wyndham Primary schools, kindergartens and Early Years Services to have a “one-stop shop” to swap school transitions reports making it an effective manner for the reports to be handed into the right school and raise any potential concerns or issues with relevant school.
Western Region Youth Integration Forum	Family and Sector Partnerships	<p>The aim of the Forum was to: facilitate a cross-sectoral dialogue about the range of current programs, initiatives and other activities occurring across the West to support young peoples’ engagement and participation; identify current planning and integration, service delivery, infrastructure and other resourcing gaps across the municipality; identify opportunities for improved cross-sector and community responsiveness, including across local government boundaries with Melton and Brimbank; and explore whether the proposal for a more integrated systems approach to governance and planning is supported and how it might be implemented.</p> <p>A briefing paper was written and submitted into State Government and funding was received by local government and organisations to implement new programs and activities (i.e. the Fresh Start Program).</p>
Harmony Day Festival	Youth Services	In collaboration with Mi Care, The Huddle and other organisations the Vibes Committee, with the assistance of the Youth Services team, was able to deliver a Harmony Day Festival at Chirnside Park to celebrate Harmony Day. The event gave young people the opportunity to co-plan with Wyndham City and external providers and strengthen collaborations across all



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		<p>agencies and community groups. The event was quite successful with games, food, cultural performances and received good feedback via an online evaluation, next year the committee is looking to run a similar event in another location in Werribee City Centre.</p>
Wunggurwill Dhurrung Centre Partnerships	Service Planning, Partnering & Reform	<p>The WACC Committee lead the exploration of Aboriginal-informed approaches to governance to maximise community control over the WACC spaces. From the beginning, its members have been involved in shaping a partnership governance model for the WACC and Integrated Family Centre and its services. Partners at the centre will include the Wyndham Aboriginal Committee (WACC), One Tree (Lead Provider of the Integrated Family Centre) and Wyndham City. A key feature of the Wunggurwil Dhurrung Centre will be the partnership governance and operational model. Recently, partners co-developed and signed a tripartite agreement outlining a commitment to shared vision for the Centre, and shared principles for partnering. Partners are committed to Aboriginal-led approaches to ensure a culturally safe and culturally strengthening facility for all.</p>



Conclusion:

The aim of this summary report was to bring together examples of work that occurred across the organisation throughout the 2018/19 financial year that aligns with the principles of Wyndham's Family Friendly Charter.

Through the Charter, Wyndham City has continued its strong commitment to support families throughout their lives in Wyndham. The examples of work underway in this report demonstrate the City's commitment to including community's voice, ensuring there is equity and social cohesion, working to make places and spaces are available to community, and importantly, creating opportunities to build great partnerships with the community and stakeholders.