

**Year Four
Evaluation
Summary
2020 - 2021**



A Healthy and Resilient Monash: Integrated Plan

2017 - 2021

Active and Healthy

A city dedicated to optimal health and wellbeing for its community

HEALTHY LIFESTYLES

What we will do

Physically Active

Regular physical activity throughout life is one of the most significant factors in the promotion of good health and the prevention of chronic disease.

- Promote active transport
- Provide physical activity programs and facilities that are responsive and accessible to all, including:
 - Reaching out to those with low levels of physical activity; and
 - Activating neighbourhood and public spaces.
- Develop a network of accessible play spaces that provide activity opportunities for all ages.
- Deliver and support recreation, arts and cultural events that foster creativity in play and physical activity for children, young people and their families.

What we did

Impact

This Girl Can – Victoria (Vic Health Local Area Marketing Grant) Monash delivered:

- six online women’s health seminars
- two sets of printable exercise at home posters
- training to Active Monash (AM) staff on the barriers for women getting active
- a Pram Walking Group in partnership with Mackie Road Neighbourhood House
- consultation with women to understand the barriers to getting active
- LGBTIQ+ inclusion training to AM staff.

- An average of 65 people attended each of our six women’s health seminars. *“I learned a lot from the session.”* (participant comment)
- In response to community demand, a second set of *This Girl Can* posters (aimed at older adults) was required, and translated into Greek, Italian and Simplified Chinese.
- All permanent, and 30% of casual, Active Monash staff attended training on barriers to women getting active.
- 45 Active Monash staff attended training on LGBTIQ+ inclusion.
- *This Girl Can* had 30,000 views on our social media pages.

Five new play spaces were developed at: Capital Reserve, Whitehaven Crescent Reserve, Danien Street Reserve, Bayview Reserve & Wilma Avenue (still under construction).

- Play spaces are designed to deliver more accessible and exciting play experiences for local children and families.

Brine Street Childcare Centre developed three additional online videos promoting physical activity.

- Over 300 views on the Brine Street Childcare and Kindergarten You Tube Channel.
- Families incorporated the exercises into their daily routines during second lockdown.

What we did (Physically Active cont.)	Impact
Active Monash offered <i>Active at Home</i> online activities during COVID-19 lockdown and launched the <i>Active Communities</i> program in November, promoting self-led activity in local open space.	<ul style="list-style-type: none"> • The <i>Active Monash</i> website, Facebook and YouTube had a combined total of 72,413 views. • 129 people registered for <i>Active Monash Month</i>. • The August online <i>Virtual Challenge</i> had 318 participants, viewing around 1880 hours of virtual content and engagement.
<i>Exercise for Seniors</i> monthly exercise flyers for our Positive Ageing Activity Centre (PAAC) members encouraged regular physical exercise during COVID-19 restrictions. The at-home exercise program was designed with the Monash Occupational Therapist and Monash Aquatic & Recreation Centre.	<ul style="list-style-type: none"> • The flyers were translated and widely distributed through our libraries, in the <i>Be Well</i> newsletter and to our volunteers, via Council departments and to <i>This Girl Can</i> members. The flyers were the most asked for item in our Activity Packs and newsletters. Since returning to face-to-face PAAC programs, clients participate in physio-approved YouTube exercise videos using large screen TVs. This method maintains safe COVID-19 practices and exposes clients to new exercise programs and technology. Halcyon PAAC clients enjoy daily garden walks or chair-based physio approved gentle exercise.
The monthly <i>Let's Stay Social Newsletter</i> included an exercise section promoting activity at home	<ul style="list-style-type: none"> • The newsletters had a distribution of 2800, and were sent to Social Inclusion clients, our libraries, volunteers and via other Council departments.
The <i>Positive Ageing Lifestyle program</i> (PALS) continued to support, promote and facilitate active ageing programs together with Active Monash. Partners included: Waverley Bush Walking Club, Friends of Scotchmans Creek, Indigenous Elder Ian Hunter and Friends of Valley Reserve.	<ul style="list-style-type: none"> • In-person events included: 22 residents attended a guided walk on the hidden treasures of Monash, two <i>Community Reconnect</i> walks (once Covid-19 restrictions eased) attracted 24 residents, Indigenous Elder Ian Hunter shared his knowledge of local tree / plant species and food sources with 30 older residents over two guided tours of Valley Reserve. • Active Monash and PALS online Zoom events included <i>Health and Wellbeing Strategies for Self Care, Meditation, Laughter Yoga at Home</i> and <i>Stress Management Tips</i>. The Waverley Garden Club's virtual <i>Staying Active in your Garden</i> tour gave tips on growing food at home to 70 older adults. Residents reported that the event lifted their spirits during the lockdown period.
The <i>10,000 Steps Challenge</i> was promoted to staff and community members.	<ul style="list-style-type: none"> • 118 staff and community members registered across 21 different teams, with over 35 million steps taken across a 4 week challenge in October 2020. <i>"I broke up long periods of sitting in front of the computer, using a phone alarm as a reminder to yourself to get up and do a few laps of the house. Even a little boogie in the living room to a good song is a great way to get those steps up and put yourself in a better mood!" "It was a great motivator."</i>
<i>Showbags</i> were given to students at Ashwood, Parkhill Primary & St Mary Magdalen's Parish Schools after <i>Family Fun Day</i> was cancelled due to COVID-19.	<ul style="list-style-type: none"> • We reached the community with 560 <i>Family Fun Day showbags</i> packed with arts and crafts, recipes and wildlife and sustainability activities. They provided children and families with fun activities to bring them together and keep their minds and bodies active.
Monash Youth Ambassadors, with Active Monash, developed an online campaign to promote local walking trails in Monash.	<ul style="list-style-type: none"> • 10% of registrations for Active Monash Month were young people aged 10 – 25. This resulted in an increase of positive mental, physical and social health for young people in Monash.
The <i>Sunday Sessions</i> program ran in May 2021 at the Aquatic & Leisure Centres in Glen Waverley & Oakleigh.	<ul style="list-style-type: none"> • The program ended early due to the May COVID-19 lockdown. Seven participants received promotional material about alcohol harm reduction and 'Taking back Sunday'.

<p>Nourished</p> <p>A balanced, healthy diet at all stages of life helps to maintain or improve overall health by providing the body with essential nutrition.</p>	<ul style="list-style-type: none"> • Support regional, state-wide and national initiatives and local partnerships that promote healthy eating and nutrition. • Promote maternal and child health visitation, breastfeeding and good nutrition. • Provide additional nutritional based programming for seniors.
<p>What we did</p>	<p>Impact</p>
<p>The updated Monash internal catering policy introduced the <i>Healthy Choice</i> guidelines.</p>	<ul style="list-style-type: none"> • All catering menus will now include the traffic light system of <i>Green – best choice, Amber – choose carefully, avoid large serves and Red – avoid this category where possible</i> to enable healthier choices.
<p>Active Monash continued to create face-to-face and <i>online programs</i> that focus on healthy mindsets & nutrition. Online seminars included the Women’s Wellbeing and Psychology talks with Monash University.</p>	<ul style="list-style-type: none"> • 10 Seminars were offered as part of the Active Monash online service including body image, pelvic floor and women’s health. • There were 23,699 views on the website and 58,230 views on Facebook.
<p>The partnership with Monash Health for a weekly breast feeding drop-in session was paused due to COVID-19. Instead Monash Council Breastfeeding services moved to short face-to-face appointments held by the MCH nurses qualified in Lactation.</p>	<ul style="list-style-type: none"> • 287 breastfeeding women and infants have been supported.
<p>All new parents can attend new parents groups (NPG). NPGs offers information regarding the introduction of solids and the importance of healthy foods in the early years to support growth and development.</p>	<ul style="list-style-type: none"> • In 2020/21 670 new parents attended around 80 NPG groups that were held both face-to-face and online due to COVID-19. • The universal Maternal and Child Health nurses attended over 1,400 key age and stages appointments for four month olds, which discusses nutrition.
<p>Brine Street Childcare Centre distributed the healthy eating book <i>Get up and grow</i>.</p>	<ul style="list-style-type: none"> • 35 books were distributed to new families.
<p>Brine Street Kindergarten promoted Maternal and Child Health (MCH) Services and now has a new space available for MCH appointments upon request.</p>	<ul style="list-style-type: none"> • 35 new families received new family information packs.
<p>Monash Council’s playgroup facilitators spoke to families about making healthy eating choices for their children. (Due to COVID-19 LINK Health dieticians were unable to make planned visits to playgroups while they were run online).</p>	<ul style="list-style-type: none"> • Both during the restrictions when playgroups were held online and when returning to face-to-face playgroups, parents/carers were encouraged to think about the food choices they bring to playgroup for snack/lunch for themselves and the children.

<p>Prevention from harm</p> <p>Improving the health and resilience of individuals and communities through proactive services and programs.</p>	<ul style="list-style-type: none"> • Advocate to limit gambling-related harm, consistent with the City of Monash Public Health Approach to Gambling Policy Statement 2016-2020. • Promote and advocate to minimise harm from smoking. • Facilitate opportunities for the community to better understand how to prevent and/or minimise harm from alcohol, smoking and other drugs. • Build community capacity to protect children and young people and to keep them safe from harm. • Promote the public health benefits of immunisation.
<p>What we did</p>	<p>Impact</p>
<p>Monash Council continued advocacy in the support of minimising gambling related harm, in partnership with the Alliance for Gambling Reform (AGR).</p>	<ul style="list-style-type: none"> • As a lead partner in the AGR, Monash Council advocated for reduced hours of operation for licensed gaming venues within City of Monash, to continue the reduction of Electronic Gaming Machine losses seen during forced COVID-19 lockdown closures.
<p>The Monash Kingston Drug & Alcohol Action Team developed event/game kits with alcohol harm reduction messaging for community groups.</p>	<ul style="list-style-type: none"> • Two Giant Games Kits, funded by the Alcohol and Drug Foundation, will soon be available to community groups to hire through the Monash Council website to support safe and alcohol-free spaces within local events.
<p>As part of the <i>Our Club Local Drug Action Team</i>, Monash worked with the Eastern Football & Netball League (EFNL) to prepare values-based messaging promotional items for local clubs that sign up for the <i>Our Club</i> program, targeting the reduction of excessive alcohol consumption and promoting mental wellbeing.</p>	<ul style="list-style-type: none"> • The materials promote healthy cultures and a safe space within the club. • 50% of Monash based EFNL clubs had signed onto the <i>Our Club</i> program. • These materials can be adapted and rolled-out more broadly across the municipality.
<p>The <i>New Parent</i> Group program offers information regarding safety and providing safe environments for play, growth and development</p>	<ul style="list-style-type: none"> • 670 parents across 70 new parents groups were provided with information about safety age ranges as well as provided an overarching concept of safety. • Information included safety around water, pets, play, safe sleeping, in the home, and out and about.
<p>Information on the importance of immunisations was provided at all new parents groups and the MCH key stages and ages appointments.</p>	<ul style="list-style-type: none"> • 670 parents across 70 new parents groups were provided with immunisation information.
<p>New school community immunisation sessions were implemented in response to the cancellation of school visits from the Immunisation team due to COVID-19 lockdowns / Secondary School remote learning.</p>	<ul style="list-style-type: none"> • A very high immunisation consent card return for Year 7 (91%) and Year 10 (80%) was maintained for 2020/2021 despite 29 school visits being cancelled and replaced with 19 school community sessions.
<p>Immunisation nurses were unable to conduct planned informal, opportunistic immunisation sessions at Council Playgroups as both Cabena and Legend Park Playgroups ran virtually in 2020/21 due to the pandemic.</p>	

HEALTHY MINDS	What we will do
<p>Early Life</p> <p>Early childhood sets the foundation for lifelong learning, behaviour and health.</p>	<ul style="list-style-type: none"> • Support an extensive playgroup network across Monash including facilitated playgroups for vulnerable children and families, grandparent playgroups and multicultural playgroups. • Build capacity of parents and carers as the primary educators in a child and young person's life. • Provide opportunities for children and young people to participate in personal development programs that complement formal learning experiences.
What we did	Impact
<p>Monash Council ran six to eight virtual playgroups each week from March 2020 including during evenings and on Saturdays.</p>	<ul style="list-style-type: none"> • Families were able to attend virtually as often as they wanted to and at the times they wanted. Families valued being able to keep the playgroup connections. • Virtual playgroups were run from the facilitators' homes and they could show families what they could do with the resources they had at hand.
<p>Brine Street Childcare adapted the curriculum to an online platform by creating You Tube videos and providing teaching tools for learning at home.</p>	<ul style="list-style-type: none"> • Families were able to access 58 videos that were aligned with the curriculum for 3 to 5 year olds in maths, science, numeracy, literacy and language development. • 68 activity sheets were developed and distributed to families for all age groups. • Every fortnight 109 families at Brine Street received a newsletter that included information on topical issues (for example COVID-19 information).
<p>Monash Council libraries provided online story times and programs to promote <i>early years' literacy</i>. The 72 online story times featuring topics such as Book Week, Anzac Day, Easter, Mothers' Day, Dinosaurs and Bees. Programs included virtual visits to kindergartens and Maternal Child Health New Parents Groups.</p>	<ul style="list-style-type: none"> • These programs developed children's skills in literacy and language development, supported parents and carers' work in encouraging early year's literacy development and reached 3163 attendees. • We demonstrated normalcy in challenging times giving our youngest cohort contact with familiar storytime presenters.
<p>For <i>Children's Week</i> due to the pandemic, we could not hold a large event to celebrate. Instead Monash bought a book for each of the 90 children's centres in Monash and distributed them through the libraries.</p>	<ul style="list-style-type: none"> • The books were based on the Children's Week theme of choosing friends and being allowed to make those choices and were well received.
<p>During 2020, because of COVID-19, intergenerational volunteers at Council's Supported Playgroups were not required as there were no face-to-face groups. During lockdowns staff kept in regular touch with volunteers and invited them to join virtual playgroups.</p>	

<p>Strong Families</p> <p>Parents and carers have the most significant influence on a child and young person's health and wellbeing and this influence has lifelong effects.</p>	<ul style="list-style-type: none"> • Support and partner with communities, services and networks that work with Monash children, young people and families. • Collaborate with local community organisations to deliver programs that facilitate positive mental health.
<p>What we did</p>	<p>Impact</p>
<p>A <i>Second Time Parents</i> group was established to support parents to share the experience of parenting the second time around with other parents who have babies around the same age.</p>	<ul style="list-style-type: none"> • The group provides an opportunity for second time around parents to gain the guidance, support and friendships that all parents need.
<p>The <i>Outreach Maternal and Child Health</i> (MCH) nurse attended Monash University International student sessions online to build relationships, provide information and identify students requiring assistance.</p>	<ul style="list-style-type: none"> • Attendance of students ranged from 10 – 30 people. • From these sessions the Monash MCH service engaged with six clients who now attend MCH appointments with eight children. • Antenatal support was provided as well as information to pregnant women to support attendance at MCH services post-delivery. • Misconception around payment for service was clarified. Students reported they were less likely to attend the MCH service due to cost involved however it was explained that the MCH service is free to all residents living in City of Monash
<p>The libraries promoted reading and the family role in literacy development with online and face-to-face <i>story times visits</i> by the library to Early Learning Centres (ELC) and Maternal Health Centres (MCH). Online 'visits' occurred during lockdowns to ELC's and MCH and live visits recommenced from January 2021.</p>	<ul style="list-style-type: none"> • Supported early year's literacy skills and reinforced the primary role of parents as first educators. • Forged links with early years educators to promote a love of reading and books. • Over 100 students participated in a live stream of the National Simultaneous Storytime (NSS) tri-lingual event. Eight kindergartens participated in the NSS at Clayton Library in May 2021. <p><i>"By being inclusive, by offering storytime and songs in other languages, we are building the future of Australia here."</i> - participant</p>
<p>In collaboration with Monash University, Active Monash offered opportunities for our community members and staff to engage in seminars and studies that promote the important of positive mental health.</p>	<ul style="list-style-type: none"> • Monash Uni Psychology students partnered with Active Monash to deliver 10 seminars on <i>Active Minds</i> and <i>RUOK</i> to staffs, member and the broader community. • Monash University's mental wellbeing promotional stall at Pride Night at Monash Aquatic and Recreation Centre offered 300 community members information on online support options, community organisations, events and mental wellbeing.
<p>Due to COVID-19 restrictions, the Pathways for Carers project did not meet until January 2021. The group were supported during restrictions via their informal network and with information and face coverings available through the Community Activation and Social Isolation project and masks provided by the State Government. Carers identified their relief at being able to meet face-to-face again.</p>	

<h2>Resilient Young People</h2> <p>Supporting young people to feel safe, connected and confident improves their social and mental health and they are better placed to adapt to new challenges as they occur.</p>	<ul style="list-style-type: none"> • Advocate for youth mental health services to be based in and serve the City of Monash. • Monitor and respond to key indicators of health and wellbeing for young people including the incidence of mental health issues. • Develop skills and strategies in community, families and young people to identify and support those around them experiencing distress. • Work with young people and their families by utilising their strengths and skills to ensure they are competent and confident.
What we did	Impact
<p>Monash Youth Ambassadors produced a series of informative videos to help students manage exam season.</p>	<ul style="list-style-type: none"> • With over 1000 views, these videos normalised the experience of stress and anxiety. It also informed students by providing lived experiences of coping and study techniques.
<p>Monash Youth Services engaged young people in the consultative process and implementation of the new headspace Syndal service.</p>	<ul style="list-style-type: none"> • Headspace Syndal opened it's doors in April 2021. • There is now increased mental health support for young people in Monash, co-designed by local young people.
<p>Monash Council's Cultural Development and Events team worked with Monash Youth Services FreeZa Committee 'Quiksound Productions' who presented three major events for Clayton Festival Online 2021.</p>	<ul style="list-style-type: none"> • Quiksound teamed up with origami expert Michael Clonaris and hosted 29 young people on zoom to produce origami paper creations. • The Quiksound committee organised an online trivia night attended by 23 young people. • The Quiksound committee co-produced and presented singers, musicians and bands for Global Sounds of Clayton on Youtube placing young Monash talent alongside the likes of Kee'ahn, Shottaz and The Seduceaphones.
<p>Through Monash's accreditation as a <i>Child & Young People Friendly City</i>, we have continued to provide a voice to young people in Monash by:</p> <ul style="list-style-type: none"> • supporting young people to contribute to and edit, the <i>Monash Student Space Newsletter</i> • Running a local school-based <i>Civic Program</i>. 	<ul style="list-style-type: none"> • Fifty-four young people contributed to the <i>Monash Student Space Newsletter</i> in 2020/21. • Nine schools participated in the school-based <i>Civic Program</i> which involved grade 4 children learning about their community and formulating questions to be asked of Councilors at a Junior Advisory Group meeting held at the Civic Centre.
<p>Monash Council ran four Youth Leadership Programs, both online and face to face deliveries. These included the Young Women's Leadership Program and Young Men's Leadership Program.</p>	<ul style="list-style-type: none"> • 60 young people between 15-20 years of age participated in either a 10-week program delivery or a week-long intensive program. • All program graduates reported increases in confidence, skill development and refinement of their personal goal setting. • In response to the ongoing interest and referrals from community, the Rainbow Leadership Group is currently under development to create stronger inclusion for LGBTIQ+ young people.

<p>As we age</p> <p>Remaining connected and engaged in community life contributes to positive health and wellbeing in older people.</p>	<ul style="list-style-type: none"> • Facilitate opportunities for active ageing. • Explore opportunities to address parking issues faced by an ageing population. • Provide a community transport service that meets the needs of an ageing population.
<p>What we did</p>	<p>Impact</p>
<p>Monash Council enhanced confidence and use of technology with in older adult community through online sessions and step-by-step guides such as ‘How to create a gmail account’ and ‘How to use Zoom’.</p>	<ul style="list-style-type: none"> • PALS hosted 15 virtual Zoom <i>Tech Savvy Seniors</i> sessions supported 355 older residents to use technology. • The ‘How to’ guides were printed and promoted to over 3000 older resident’s homes, to 330 community groups and to carers through the ‘Bewell’ carers newsletter.
<p>Monash participated in the Municipal Association of Victoria (MAV) <i>Ageism campaign</i> & the <i>Eastern Metropolitan Region (EMR) Healthy Active Ageing Network</i>.</p>	<ul style="list-style-type: none"> • As part of the MAV Positive Ageing Network Forum and the EMR Active and Healthy Ageing Network (Monthly), the Ageism Campaign and World Elder Abuse Awareness Day Network, we continue to develop effective communication, develop partnerships, identify collaboration opportunities and share resources.
<p>The <i>Positive Ageing Directory</i> was launched to support post COVID-19 community engagement.</p>	<ul style="list-style-type: none"> • This directory is a new communication promoting community groups focusing on older residents. It supports seniors groups to promote their activities and post COVID-19 community engagement.
<p>Monash actively participated in the <i>Eastern Partnership Innovative Community Transport Solutions for the Eastern Metropolitan Partnership</i>, in relation to transport barriers and social isolation.</p>	<ul style="list-style-type: none"> • By working with the Dept of Transport & Dept of Jobs, Precincts & Regions and the Eastern Metropolitan Partnership, we gave insight into the Monash Community Transport program, ensured concerns Monash older residents report were heard. This project will deliver key insights for future transport projects in the region and inform a policy framework for improving transport connectivity.
<p>Older adults participated through the <i>Positive Ageing Lifestyle Program</i> (PALS) newsletter.</p>	<ul style="list-style-type: none"> • The PALS program continued to run throughout COVID-19 restrictions with both online and socially distant activities promoted through the PALS program, enabling older adults to participate.
<p>The library offered a range of <i>Health & Wellbeing online programs</i> delivered via YouTube.</p>	<ul style="list-style-type: none"> • Online programs included 26 Health and Wellbeing workshops, including guides to online services, chair yoga, Floriography and water colour, with 1651 views.
<p>Active Communities engaged with older people by offering <i>Active Outdoor programs</i>.</p>	<ul style="list-style-type: none"> • A total of 962 participants engaged in classes such as Tai Chi, Meditation and Zumba outdoors. <p><i>“Exercising outdoors has helped me improve my fitness and meet the community.”</i> <i>“Zumba has improved my balance, my strength and my confidence on my feet.”</i></p>
<p>The <i>Home Library Service</i> (HLS) deliveries to vulnerable members of community expanded in response to pandemic and post pandemic recovery. We home delivered reservations and book bundles during lockdown to maintain community connection.</p>	<ul style="list-style-type: none"> • 45% increase in HLS deliveries to domestic residencies across Monash over the pre pandemic figures for 2018/19. (1290 home visits in 2020/21 and 887 in 2018/19). This service helped to breakdown isolation and reduced loneliness especially during lockdown. <p><i>“You make what’s left of our lives enjoyable with good books to read. You all brought a bit of sunshine into our lives.” “The door to door delivery was an absolute life saver.”</i></p>
<p>Intergenerational community activities with Salesian Secondary College were postponed to later 2021.</p>	
<p>See also <i>Active and Healthy – Physically Active</i></p>	

HEALTHY ENVIRONMENTS	What we will do
<p>Built Spaces</p> <p>Ensuring that community needs, both now and into the future, are central to the physical design of our buildings.</p>	<ul style="list-style-type: none"> • Promote and facilitate the use of Council’s recreational facilities for all. • Advocate for sufficient community and social infrastructure to support new housing developments. • Facilitate integrated, co-located neighbourhood based services that respond to the needs of children, young people and their families. • Promote libraries as gathering spaces for residents to experience literary and creative opportunities and activities.
What we did	Impact
<p>Building of the first Monash <i>Early Years Hub</i> at Mulgrave commenced, with kindergarten, MCH, playgroup and allied health consultation rooms.</p>	<ul style="list-style-type: none"> • Construction is on schedule and the service will move back to the Mulgrave location at the beginning of 2022. During construction, the Wellington kindergarten is running out of the Glen Waverley South Kindergarten building.
<p>Council received \$2 million from the government for the <i>Pinewood Early Years Hub</i>. The facility is in the design stage and expected to be ready in mid-2023</p>	<ul style="list-style-type: none"> • The Pinewood Early Years Hub will have two kindergarten rooms, a three-room Maternal and Child Health service, a base for the Enhanced Maternal and Child Health service and community playgroup areas in a fit for purpose facility.
<p>Design work to upgrade the Mulgrave Library was undertaken.</p>	<ul style="list-style-type: none"> • The design work is for an upgraded space where Neighbourhood House users/visitors can access an accessible local library and encourage people to learn, connect and create.
<p>The <i>Integrated Cultural Precinct (ICP) study</i> was submitted to the State Govt in April 2021.</p>	<ul style="list-style-type: none"> • The Monash ICP investigated the creation of a space at Monash Gallery of Art and the Wheelers Hill Library (WHL) to create a unique integrated cultural and learning destination to drive cultural tourism, job creation and strengthen the cultural capital of the region.
<p>Main library branches offered <i>Click’n’collect</i> services during lockdowns to ensure ongoing access to services. <i>Click’n’collect</i> services operated from 14 September to 6 November 2020 and from 28 May to 10 June.</p>	<ul style="list-style-type: none"> • There were 97,301 loans to 8827 members of our community over the period of the <i>Click’n’collect</i> service. This service enabled the community to remain engaged with the library collection and maintain positive wellbeing by being provided with opportunities to be inspired by new ideas or derive pleasure from recreational reading.
<p>The library offered a range of COVID-19 safe community library events with appropriate COVID-19 safe plans which encompassed strategic use of Perspex screens, including; online Wordfest, digital mentoring, film screenings, internet access with appropriate social distancing, book club services such as the introduction of a Pride Book Club, IDAHOBIT (International Day Against LGBTQIA+ discrimination) events, Conversation services and JP services.</p>	<ul style="list-style-type: none"> • Scheduled to deliver 1300 events for July 20 – June 2021. <p>Wordfest: Launch on Ramona Koval: <i>“The encouragement of hearing how resilient humans can be, which is especially relevant in this pandemic and encouraged me to look more broadly at life and humanity.”</i> On Christian White: <i>“Christian’s presentation made me feel more hopeful and positive about my own writing.”</i> On Tony Birch: <i>“Tony Birch has deepened my insight into the Australian indigenous experience.”</i> <i>“Interesting to hear the perspective of an Aboriginal historian. We got both the academic and personal viewpoint.”</i></p>

<p>Open Spaces</p> <p>Accessible public open spaces for sport, play, recreation and active transport.</p>	<ul style="list-style-type: none"> • Develop the Monash network of open spaces for recreation, relaxation and recuperation. • Activate public open space through a range of initiatives including: <ul style="list-style-type: none"> - Infrastructure; and - Events and programs.
<p>What we did</p>	<p>Impact</p>
<p>Monash Council delivered <i>Recreation Facility Development Projects</i>.</p>	<ul style="list-style-type: none"> • Projects included: Oakleigh Recreation Centre, Brentwood Reserve Pavilion, Caloola Reserve Pavilion, Ashwood High modular amenities building, Meade Reserve female friendly bathroom conversion upgrade and Jells Park Precinct Planning, Meade Reserve Coaches box renewal, synthetic wicket replacements at Lum and Batesford Reserve, Columbia Cricket nets, Argyle Reserve irrigation improvements.
<p>Strategic Recreation and Open Space <i>Planning Projects</i></p>	<ul style="list-style-type: none"> • Mount Waverley Master Plan, Active Recreation Opportunities Strategy, Specific sports plans Football (Soccer) and Tennis, Integrated Site Planning at Bogong Reserve, Valley Reserve, Talbot Park and Jack Edwards Reserve.
<p>Monash Council funded <i>Recreation Facility Development Projects</i>.</p>	<ul style="list-style-type: none"> • Projects included: Glen Waverley Sports Hub, Monash Tennis Centre, Mulgrave Reserve Pavilion, Davies Reserves Athletics Track, Tally Ho Oval Redevelopment.
<p>Current <i>Recreation Facility Development Projects</i>.</p>	<ul style="list-style-type: none"> • Projects in construction: Jells Park Netball Courts.
<p>The \$21 million tennis complex project, to be built in Glen Waverley, was announced.</p>	<ul style="list-style-type: none"> • Community consultation for the concept design has commenced.
<p><i>Active Recreation Opportunities Strategy</i>.</p>	<ul style="list-style-type: none"> • Background research, community consultation and site audits completed. Draft strategy to be presented to Council for approval mid 2021 for public exhibition.
<p><i>Active Monash Month</i> was launched in November 2020.</p>	<ul style="list-style-type: none"> • Over 100 people participated in <i>Active Monash Month</i> structured activities.
<p><i>Active Summer</i>, a partnership with Tennis Victoria and Cricket Victoria.</p>	<ul style="list-style-type: none"> • <i>Active Summer</i> worked with local sporting clubs to increase participation. 34 youths registered to participate in the initiative – 22 with Tennis Victoria and 12 with Cricket Victoria.
<p>The <i>Pathways for Equality Mural</i> in Ashwood, in partnership with the Ashwood Chadstone Family Violence Working Group, conducted community engagement to develop concepts for the artist.</p>	<ul style="list-style-type: none"> • Council consulted with the Gender Equity Advisory Committee; primary and high school students; Power Neighbourhood House including the Chinese Social Group; and local sports clubs. We also held an in person session at Batesford Hub, and an online survey for the general public. • The community will vote on the artist concepts and the mural will be installed later in 2021.
<p>MGA continued to activate the grounds with the sculpture park, however due to COVID-19 outdoor events and activities pivoted to online events.</p>	<ul style="list-style-type: none"> • Online activities included virtual gallery tours of exhibitions, online events and exhibition launches that were livestreamed, as well as a focus on online communities of interest.
<p>Monash Council implemented <i>Conditional Permits for Community Events</i> as an adaptation of the <i>Safe Events Permit Process</i>. This allowed Monash community events organisers to plan events in the 'COVIDSafe normal' environment.</p>	<ul style="list-style-type: none"> • Council adapted the Safe Events Process to support organisers by issuing Conditional Permits incorporating COVIDSafe plans registered under the public events framework that enable events to proceed if State Government restrictions on event day are compatible with scope and scale. From November 2020 to May 2021, 34 Expressions of Interest for events were processed and/or permitted.

<p>Liveability</p> <p>Liveability comprises many elements. We will regularly consider how the community measures liveability and refine our approaches based on what the community tells us.</p>	<ul style="list-style-type: none"> • Make Monash as walkable and accessible as possible, providing links between key activity areas including places to rest, public toilets and way finding signage. • Provide safe off road shared paths and Improve on road cycling connections across Monash. • Advocate for a strong public transport system that includes improved connectivity and service delivery. • Facilitate community resilience in adapting to climate change in partnership with shared priorities of Council's: <i>Environmental Sustainability Strategy 2016 – 2026, Monash Urban Landscape and Canopy Vegetation Strategy (draft), Monash Open Space Strategy (draft) and Monash Street Tree Strategy.</i> • Develop a Cooling Centre Model targeted to seniors for the increasing number of days of extreme heat. This model will provide an air-conditioned central venue where seniors can gather, socialise and take respite from the heat. Transportation to be provided by Council if required. • Council to strengthen its collaboration with South East Volunteers to ensure it supports its community as closely as possible in days of extreme climate conditions, including heatwaves and major storms. A particular focus will be directed to those considered to be most at-risk including seniors and members of the community with a disability and/or significant medical condition.
What we did	Impact
<p>The libraries developed collections, programs and initiatives to promote community discussion on sustainability/climate change. These included sessions on sustainability themes, such as sustainable housing, and we subscribed to 'Renew' online magazine.</p>	<ul style="list-style-type: none"> • 501 loans of physical library items relating to sustainability. • Craig Ruecassel <i>Sustainability and You</i> event on Thursday 23 May. This was a combined event with Eastern Regional Libraries with 75 Monash households booked and 250 post event views on YouTube. <i>"I am more confident now that I will not cause problems with garbage recycling collections"</i>
<p>Monash Youth Ambassadors, with Sustainable Monash, developed a tree adoption project called <i>Talking Trees</i>.</p>	<ul style="list-style-type: none"> • 14 local young people 'Tree Guardians' adopted trees in Monash and voiced their passion and commitment to a sustainable future in Monash.
<p>The <i>Places to Rest</i> (PTR) project to identify existing and additional seating was completed. The recommended sites have been mapped in partnership with Urban Design and Asset Management.</p>	<ul style="list-style-type: none"> • All 34 Zones in Monash have been plotted and mapped into GIS. • To date four unallocated seats and one un-allocated picnic table and bench were identified at the Monash Operation Centre and were installed in PTR map Zone 10 and 11. Future budget submissions will be made.
<p>The <i>Cooling Centre model</i> was developed for the funded Commonwealth Home Support Program Positive Ageing Activity and Halcyon Centre program for use in extreme heat days.</p>	<ul style="list-style-type: none"> • The model exists to be executed on extreme heat days. In 2020-21 programs were suspended, eliminating the need to implement this policy.
<p>Strong working relationships with South East Volunteers (SEV) continued in relation to all volunteer process and procedures. This includes the safety register, recruitment of new volunteers for Council.</p>	<ul style="list-style-type: none"> • Volunteer@Monash has implemented a Council Volunteer policy and handbook and develop all Volunteer role descriptions. • We work with SEV to deliver training to Monash and SEV volunteers, with 9 sessions planned for 2021.

ENGAGED, CONFIDENT & CONNECTED

A city which actively listens, engages and values community wisdom in shaping its own future

PARTICIPATION	What we will do
<p>Community Engagement</p> <p>Community engagement is a dynamic process that builds resilient relationships and the community's strength.</p>	<ul style="list-style-type: none"> • Support community to have an active voice through participation in civic and community life. • Build connections with new migrants, refugees and emerging communities to assist their settlement in Monash. • Support and develop the role of Age-Friendly and Youth Ambassadors.
What we did	Impact
<p>Council worked extensively in consultation with the Monash community to develop the next <i>Municipal Public Health & Wellbeing Plan 2021 – 2025</i> due for adoption in October 2021.</p> <p>The Council led consultation process engaged with partner agencies, community leadership groups, Council advisory committees, priority cohorts across all ages and stages, all Council departments and the broad Monash population.</p> <p>The consultation was complemented by an in-depth analysis of population health and census datasets specific to the Monash community.</p>	<ul style="list-style-type: none"> • A Municipal wide survey that was open for a period of 12 weeks and received 375 completed surveys. • In person consultation focus groups, partner agencies, community leadership groups, targeted advisory committee consultations, one-on-one consultations resulted 35 direct consultation meetings with 380 stakeholders. Included in this was a tailored consultation with 160 pre-school and primary school aged children. • In total, 755 stakeholders directly engaged in the consultation for the new <i>Monash Health & Wellbeing Plan 2021 – 2025</i>. • The health and wellbeing priorities outlined in the plan's Framework are the direct result of this consultation, data collection and research process. • We have listened to what the community has told us and have developed a draft <i>Monash Health & Wellbeing Plan 2021 - 2025</i> which is evidenced-based, aspirational, timely, inclusive and representative of the Monash community.
<p>The library developed a regular <i>English as Additional Language (EAL) Reading Program</i>. The EAL reading program commenced in February and has been meeting weekly at Clayton and Glen Waverley library branches.</p>	<ul style="list-style-type: none"> • The program supports reading, language development, making social connections and increased civic participation through improved language skills. • Total of 40 events, including English and Mandarin Conversation Circles and EAL support events, were run with 221 individuals attending.
<p>The Age Friendly Ambassadors helped develop and implement <i>Age Friendly community engagement</i>, informing the redevelopment of the <i>Municipal Public Health and Wellbeing Plan</i>.</p>	<ul style="list-style-type: none"> • Age Friendly Ambassadors and members of the Positive Ageing Reference Group participated in a workshop to help develop the 2021 Age Friendly Survey, visited Seniors Groups, entered survey data and were updated on survey progress.
<p><i>Clayton Festival Online – Intercultural High Tea Book Club</i>.</p>	<ul style="list-style-type: none"> • Monash Interfaith Gathering opened up their Intercultural High Tea Book Club to new members exclusively for Clayton Festival.

What we did (Community Engagement cont.)	Impact
<p><i>Festival of Faces</i> for Australia Day online art workshops and exhibition of the portraits.</p>	<ul style="list-style-type: none"> • Australia Day 2021 cultural program featured the <i>Festival of Faces online art workshops</i> offering an outlet to children to express their connection to community by creating an exhibition of portraits of community members. Portraits by 15 young artists were exhibited in the atrium at Civic Centre.
<p>The library has engaged with CALD community such as: Conversation Circles, MiCare support programs for migrants, a motivational speaker presented in Mandarin via zoom, migrant presentation for Harmony Week, Indian art workshops and recreational / social games sessions for the Chinese community.</p>	<p>Quotes from community members:</p> <p><i>“It is very useful and valuable to me the conversation circle program as it is very important to learn English. The program has improved my English and conversation skills.”</i></p> <p><i>“This activity is close to daily life, and is free for me to talk and discuss issues.”</i></p> <p><i>“Australian immigrants are bonded by sharing their first experience of arriving to this country.”</i></p>
<p>The <i>Positive Ageing Seniors Forum</i> updated groups about Council services, Halls and Community Grants.</p>	<ul style="list-style-type: none"> • Hosting and participating in the forum meetings supports and builds partnerships and networking between seniors groups by active involvement in alliances and continuing to provide socialisation opportunities for seniors in addition to regular resources.
<p>The <i>Positive Ageing Reference Group</i> (PARG) continue to meet to advocate on behalf of older residents.</p>	<ul style="list-style-type: none"> • The Positive Ageing Reference Group (PARG) members were supported by Council staff to attend Zoom meetings of the group, resulting in increasing confidence and online skills.
<p><i>Monash Community Ambassadors’ interviews</i> were filmed as part of <i>Carols by Candlelight Online 2020</i>.</p>	<ul style="list-style-type: none"> • Members of the Monash Community Ambassador network shared insights about what Christmas in Australia means to them from multi-cultural perspectives as Monash residents from India, Hong Kong and Egypt. <i>Monash Carols by Candlelight online 2020</i> received over 5k views on Youtube (estimated reach of up to 13,500 residents based on household size data).
<p>The planned development of the <i>Glen Waverley Community Action Plan</i> was impacted by the COVID-19 restrictions as the Place Maker was seconded into other roles to assist with our response to the pandemic.</p>	
<p>The planned refresh of the <i>Ashwood & Chadstone Community Action Plan</i> was impacted by the COVID-19 restrictions. The Community Action Plans will be refreshed and developed with community consultation later in 2021.</p>	
<p>A project to scope an <i>Active Monash Advisory Committee</i> is postponed until 2021/22 and it has now been expanded to have a focus on community sport along with the aquatic and recreation centres.</p>	
<p>A planned culturally and linguistically diverse community forum on volunteering (in partnership with local organisations) did not happen due to COVID-19. The community members were not confident to engage in volunteering due to COVID-19 and the opportunities were not available.</p>	

<p>Programs and Activities</p> <p>Community based programs, activities, events and celebrations that respond to community needs, interests and aspirations, impact positively on health.</p>	<ul style="list-style-type: none"> • Deliver the municipal-wide <i>Monash Health & Wellbeing Community Conversation Series</i>, in partnership with Link Health & Community, to respond to contemporary and topical health issues important to the Monash community. • Provide opportunities for participation in community life through volunteering, creative pursuits and representation on committees. • Support community organisations to develop and deliver sustainable initiatives.
<p>What we did</p>	<p>Impact</p>
<p>Monash Council delivered <i>The Joint Council Online Health & Wellbeing Series</i>.</p>	<ul style="list-style-type: none"> • Leading a partnership group of eight Local Government Councils, we delivered an online wellbeing series of five events. With a combined total of over 2600 registrations and 5000+ views these topics covered Men’s Health, Loneliness, Mental Health, Healthy Eating and Gender-based Violence. <p><i>‘I learnt that looking after myself will allow me to look after others’</i></p> <p><i>‘I took away the need to accept the condition and talk about it, have someone to talk to and address your issues as best way you can. How to find a happy place’.</i></p>
<p>Monash Gallery of Art (MGA) Education program delivery included:</p> <ul style="list-style-type: none"> • Teacher professional development curator tour/floor talk, on-site MGA (11 March) • Secondary and Tertiary student Exhibition tours • Education Kits • School holiday activities in partnership with Wheelers Hill Library - handmade creative photobooks, on-site at MGA (15 April) and story-time with Wheelers Hill Library (16 April). • Q&A <i>Not standing still</i>: For tertiary students and lecturers (11 May). • <i>In conversation</i>: Pippa Milne with James Tylor: recorded interview online resource. 	<ul style="list-style-type: none"> • MGA’s education and public programs are tailored to resonate with MGA’s identified audience segments. They aim to foster a deep engagement with the ideas and issues arising from current exhibitions and the collection, recent developments in contemporary art/photography and are aimed at developing a growing audience base through online and in-person programs. Education and Public programs include education program targeted at schools at the tertiary sector and calendar of public programs targeting the community.
<p>The <i>2020-21 Monash Events Season</i> was transformed to online delivery to keep the community connected.</p>	<ul style="list-style-type: none"> • Council’s much loved major events and programs were maintained. Arts Expo - Creatively Connected; NAIDOC Week; Sir John Monash Lecture; Winter Concerts, Carols by Candlelight; Australia Day; and Clayton Festival were reinvented online. 1482 artists, performers and participants were engaged in these events which received over 9000 views on Youtube (estimated reach of up to 24,300 residents based on household size data) Live at Warrawee saw the return of live events in March hosting 1100 attendees at Warrawee Park with CovidSafe plan.
<p>Isolation Inspiration webpage</p>	<ul style="list-style-type: none"> • A new webpage <i>Isolation Inspiration</i> brought together a range of arts and culture resources online to keep the community stimulated and connected to contribute to mental health and wellbeing.

What we did (Program and Activities cont.)	Impact
<i>Art & About Newsletter</i> is now published monthly.	<ul style="list-style-type: none"> • <i>Art and About</i>, Council's arts and culture community newsletter, increased circulation from a bi-monthly publication to every month and readership increased to 718.
Due to COVID-19 restrictions all <i>Positive Ageing Social Inclusion programs</i> were suspended from March 2020. The Positive Ageing Lifestyle (PALS) program was redesigned and included information to support older adults to access online programs, promotion of COVID-19 safe messaging and support services available to residents.	<ul style="list-style-type: none"> • PALS re-imagined was launched from June 2020 onwards. The program changed from being produced and published 3 times a year to 4 times a year to maintain continual communication with older residents. • The program was reimagined to an online program that continued to expand. More seniors embraced online events as time went by. PALS held 39 events during this period with 1267 older residents attending the virtual program.
The <i>Oakleigh Station Murals Project</i> (marking the 30th anniversary) was cancelled due to COVID-19 restrictions. However we are planning an exhibition (by History Monash) and celebration of the <i>Centenary of the Monash Seminar & Training Centre</i> in Oakleigh.	<ul style="list-style-type: none"> • The <i>Centenary of the Monash Seminar and Training Centre</i> project was postponed due to a COVID-19 lockdown and will be rescheduled.
<i>Volunteer@Monash</i> was expanded and a new volunteer recruitment process designed in PageUp.	<ul style="list-style-type: none"> • Due to COVID-19 lockdowns using PageUp was modified and manual application continued but new recruitment processes commenced. • Stakeholder training occurs each new development stage.
Our Volunteer programs were reviewed due to COVID-19. Volunteer induction checklist updated to incorporate 'COVID-19 Safety practices'.	<p>To ensure COVID-19 safe operations:</p> <ul style="list-style-type: none"> • All face-to-face Monash Councils volunteer programs were suspended in March 2020, some programs were reimagined, for example <i>Garden Guides</i>. • Stakeholders incorporated COVID-19 safe plans in Volunteer Role Descriptions, completed COVID-19 <i>Safe Return to Volunteering plans</i> and completed a <i>Risk Assessment</i> for every program. • Prior to returning to volunteering programs in February 2021, volunteers completed required training on <i>Infection Control</i> online training and <i>How to correctly wear a face mask</i>.
Monash identified opportunities to remain engaged and connected to volunteers during COVID-19 restrictions.	<ul style="list-style-type: none"> • During COVID-19, a fortnightly e-news was emailed to current volunteers updating volunteers with Council news as well as links to training, events etc. • In Nov/Dec 2020, 220 'Christmas thank you' gifts were hand delivered to the Monash Council Volunteers. • Volunteers were offered outdated books from all the libraries to keep. • A new initiative of fortnightly Zoom sessions with Volunteers. A casual coffee and chat program, to introduce the Volunteer Program Leaders to the volunteers.
Mayor's afternoon Tea for the Monash Council Program Volunteers & Community Blanket celebrated and recognised the contribution of volunteers.	<ul style="list-style-type: none"> • In May, 2021 due to COVID-19, Council hosted two afternoon teas (Tuesday 18 and 25 May) in recognition and celebration of 'National Volunteer Month' with years of service certificates and badges handed out by the Mayor.

<p>Creative Expression</p> <p>Community based arts and cultural activities, services and events that celebrate cultural diversity, support artistic expression and strengthen community.</p>	<ul style="list-style-type: none"> • Provide opportunities for creative expression and the showcasing of local talent. • Encourage creative expression through a wide range of activities that reflect our diversity and support community cultural development. • Promote opportunities for public art.
<p>What we did</p>	<p>Impact</p>
<p><i>Monash Arts Expo – Creatively Connected Online 2020</i> offered opportunities to learn, create & connect online.</p>	<ul style="list-style-type: none"> • 217 community members participated in workshops in self-promotion skills for artists, yoga mediation classes for artists and creatives, free film screenings and Q & As.
<p><i>NAIDOC Week 2020 Community animation project</i> People of all ages in the Monash community participated in NAIDOC Week activities online.</p>	<ul style="list-style-type: none"> • Community members and groups responded to the songlines of Mutti Mutti man and Aboriginal musician Kutcha Edwards with paintings and drawings by 45 participants. These were transformed into a Community Animation Music Video https://www.monash.vic.gov.au/Leisure/Council-Festivals-and-Events/NAIDOC-Week/Community-Animation-with-Kutcha-Edwards.
<p><i>Track Gallery exhibitions program</i> re-opening</p>	<ul style="list-style-type: none"> • Monash artists have access to professional standard gallery space to show their work.
<p>The Monash partnered with Clayton Clarinda Arts to create an <i>online gallery</i> of visual art works by local contemporary artists.</p>	<ul style="list-style-type: none"> • <i>Clayton Clarinda Arts</i> created their first ever online virtual gallery for Clayton Festival, supporting artists in building visual and critical skills and visibility of artists in the local community. www.monash.vic.gov.au/Leisure/Council-Festivals-and-Events/2021-Clayton-Festival-online/Watch/Clayton-Clarinda-Arts-Virtual-Exhibition
<p>For <i>Creative Monash</i> the Library and Cultural Development & Events offered a series of creative art programs both online and in person.</p>	<ul style="list-style-type: none"> • Seven creative programs were offered via YouTube with 665 views. • The number of programs offered was impacted by COVID-19 restrictions.
<p><i>Flavours of Monash</i> community cookbook project was presented as a cookbook (print and e-book), podcasts and video cook-alongs, in portraits, biographies and food stories each recipe.</p>	<ul style="list-style-type: none"> • <i>Flavours of Monash</i> captures a way of life and celebrates the ever-changing culture of food in Australia by collecting recipes and stories from the City of Monash community. The project is accessible online as a permanent record: www.monash.vic.gov.au/Leisure/Council-Festivals-and-Events/2021-Clayton-Festival-online/Flavours-Of-Monash <p><i>“I was delighted to have my recipe published in the new Flavours of Monash community cookbook, to share my love of Indian food, and be part of this celebration of all the different food cultures and stories across our community.”</i></p>
<p>The <i>Clayton Created</i> community call out to artists and performers for <i>Clayton Festival Online 2021</i> invited individuals and groups to develop online workshops, classes, demonstrations, conversation series and events that promote community connection.</p>	<ul style="list-style-type: none"> • 26 projects (with over 460 participants) were resourced giving the community free access to new creative experiences from a Mocktail Mixology workshop, Zumbini®, Chess extravaganzas and Bansuri Meditations through to Wearable Art. <p><i>“I spend a lot of time in hospital, and even when I’m home it’s a bit difficult to get out and about (especially with COVID), so this is a really nice opportunity to do something different...Just wanted you to know how much difference you are making, even if it’s just for one person”</i></p>

What we did (Creative Expression cont.)	Impact
After lockdown we reintroduced <i>Creative Spaces</i> to allow local artists to exhibit in the library branches.	<ul style="list-style-type: none"> • <i>Creative Spaces</i> program recommenced from January 2021 reinforcing community engagement and creative expression.
<i>Corporate Portraits: Care Givers</i> Photo Mural for Clayton Festival 2021	<ul style="list-style-type: none"> • Artist Ross Coulter engaged with 16 community groups in Clayton to create portraits of people who are caregivers and produced collaborative portraits with them to create a large scale photo-mural temporary public artwork in Clayton: https://www.mga.org.au/exhibition/view/exhibition/268
<p>MGA was the headline exhibition for the international photography festival <i>PHOTO 2021</i>. This included a public program in partnership with <i>PHOTO 2021 X RMIT</i>:</p> <ul style="list-style-type: none"> • <i>PHOTO IDEAS Symposium</i> (three days) – online/webinar with RMIT & PHOTO 2021 (24 Feb, 2&4 March) • <i>Curator tour/floor talk</i>: on-site MGA 26 February • <i>PHOTO LIVE Special season</i> with MGA and Photographic Studies College - <i>In conversation webinars</i> (8 April – 6 May). 	<ul style="list-style-type: none"> • <i>PHOTO 2021</i> included public programs that spoke to the diversity of artists represented that heralded from across the globe including artists Guari Gill, Oliver Chanarin, Alec Soth, Laura El Tantawy, Dana Lixenberg, and a special focus on Jane Brown Artist talk in the context of Yoshikatsu Fujii's work. • MGA also hosted community groups such as U3A, Aged care, Camera/photo groups as well as special interest groups such as Photobook Club Melbourne.
<p>MGA's <i>STAGES: photography through the pandemic exhibition</i>. The public program included:</p> <ul style="list-style-type: none"> • Children's activities: story time in partnership with Wheelers Hill Library, <i>Create your own miniature diorama</i>, Kids Imagination Network/Connect and create in the gallery, MGA Afterschool. • In conversation: MGA Director and curator of <i>STAGES</i> Anouska Phizacklea with James Tylor. • <i>Curator tour/floor talk</i>: on-site MGA. • Build and photograph your miniature room with artists Isobel Knowles and Van Sowerwine. 	<ul style="list-style-type: none"> • MGA's <i>STAGES: photography through the pandemic exhibition</i> responded to the social, environmental and economic impacts of the COVID-19 pandemic on Australian artists and society. Artists include Jane Burton, Cherine Fahd, Isobel Knowles and Van Sowerwine, Phuong Ngo and James Tylor.
MGA X Artist photography auction, in partnership with Village Roadshow, Arten, Smith & Singer and Transart.	<ul style="list-style-type: none"> • The MGA X Artist photography auction raised \$100,900. Over 80 people attended the auction.

BELONGING	What we will do
<p>Strengthening Communities</p> <p>Strong and cohesive communities promote the inclusion and participation of everyone.</p>	<ul style="list-style-type: none"> • Facilitate social and economic participation for all. • Build intercultural understanding between different ethnic, religious and cultural groups. • Strengthen the capacity of community organisations to deliver good governance and leadership and to work in partnership with others. • Build the capacity of local community organisations to thrive.
What we did	Impact
<p>The Monash Public Library Services worked with Clayton Festival Working Group to facilitate intercultural understandings by providing programs including: <i>storytime</i>, an <i>online scavenger hunt</i> and a video installation of the 2020 ‘community puzzle’ artwork.</p>	<ul style="list-style-type: none"> • By exploring intercultural ideas around intergenerational relationships during the storytime, the library was able to facilitate intercultural understanding of family relationships and highlight similarities between cultures. • The library acted as a pickup point for the kits for the <i>Communal artwork</i>, which is now in place in the Clayton Community Centre courtyard.
<p>Monash Youth Services delivered <i>Cultural Awareness and Say No to Racism</i> training to young people.</p>	<ul style="list-style-type: none"> • 15 young people attended the training and developed skills on how to take safe and constructive action when witnessing racism.
<p>The <i>Hello Neighbour</i> project consisted of several projects (detailed in this report below) that were all actively planned by the Community Ambassadors.</p>	<ul style="list-style-type: none"> • The 10 Community Ambassadors attended monthly meetings and consulted with their own communities ensuring that activities were actively shaped by culturally and linguistically diverse communities in Monash.
<p><i>Hello Neighbour</i> project: Developed <i>Together We Stand</i> reducing racism posters and a wallet ‘tip’ card.</p>	<ul style="list-style-type: none"> • In 2020/21 we distributed nearly 300 posters and around 1200 wallet cards, written in 13 languages, through community centres, Monash Police Stations and community groups.
<p><i>Hello Neighbour: Monash Youth Interfaith Panel</i> was held in partnership with the Monash Interfaith Gathering and Monash Community Ambassadors.</p>	<ul style="list-style-type: none"> • 75 people participated (45 people livestream plus 30 in person) on 25 March. <i>“It was inspiring to hear the panelists sharing their approaches to their faiths/beliefs, and to recognise the common threads and the common basis of so much good thinking. The unity of the human family came through loud and clear.”</i>
<p><i>Hello Neighbour: Community Lunch</i> in Clayton was postponed due to the May/June COVID-19 lockdown.</p>	<ul style="list-style-type: none"> • The partnership with Dixon House and the Community Ambassadors had 60 people booked and has been rescheduled.
<p><i>Hello Neighbour project: The Community Ambassadors ran an Engaging with Culturally and linguistically diverse (CALD) Communities workshop.</i></p>	<ul style="list-style-type: none"> • Representatives from 20 sports and community groups attended an online session on 25 August designed and facilitated by the 10 Community Ambassadors. 100% of evaluation responses reported an increase in their awareness about CALD community experiences and barriers to participation, and how to connect with community leaders.
<p><i>Hello Neighbour: Harmony Welcome Lunch</i> event 9th March in partnership with Monash interfaith gathering, Community Ambassadors, Link Health.</p>	<ul style="list-style-type: none"> • The community welcome lunch targeted newer CALD community members. 105 attended the first face-to-face opportunity since the pandemic restrictions began. <i>“A wonderful opportunity to get together after all we have been through. I was able to make some new connections and we exchanged telephone numbers.”</i>

What we did (Strengthening Communities cont.)	Impact
<i>Hello Neighbour: The End of Ramadan dinner</i> was planned but postponed due to the COVID-19 lockdown.	<ul style="list-style-type: none"> The partnership with African Women and Families Network and the Community Ambassadors had 85 bookings. The event has been rescheduled.
<i>Hello Neighbour: Story Telling Project</i> expressions of interest are underway.	<ul style="list-style-type: none"> <i>The Story Telling Project</i> aims to showcase diversity and power of cross cultural connections in Monash. Expected completion date Aug/Sept 2021.
<i>Integrated Practical Placement (IPP) Program</i> – Active Monash, Holmesglen & WISE Employment partnership to provide opportunities for Holmesglen students who have a disability to gain skills, qualifications and experience within the Aquatics & Leisure industry.	<ul style="list-style-type: none"> Nine students will continue their work placement for the 2021 school year and have already passed their Level 2 First Aid course and CPR course. One student has passed their Pool Lifeguard course & four have completed the training and e-learning component of the Swim Teaching course. <p><i>“The inclusion opportunity will help so many understand that people with disabilities want to be included and have a right to be treated equally and have opportunities for meaningful careers.”</i></p>
Ten new members were elected to the <i>Monash Disability Advisory Committee (DAC)</i> and all DAC members were aware of consultation and advocacy opportunities.	<ul style="list-style-type: none"> DAC members participated in four major consultations, two site specific consultations and advocated on several specific access issues. Participants with disabilities felt supported to attend and actively contribute to community consultations. A <i>Snap Send Solve</i> presentation promoted how to report physical accessibility maintenance issues.
The <i>Active Monash Sport Club Framework</i> was endorsed. Due to COVID-19 implementation will start in 2022.	<ul style="list-style-type: none"> The April 2022 commencement gives clubs and Council longer to work together on an education series that will see more clubs achieving their accreditation under the Framework sooner.
Active Monash continued to meet, engage and work with sporting clubs throughout the year and pandemic.	<ul style="list-style-type: none"> During the lockdown we met with over 40 clubs online. We introduced a ‘coffee catch up’ series for clubs to discuss the impacts of COVID-19 and what Council was working on that would benefit them.
The <i>Pathways for Carers group</i> and the <i>Monash Access & Inclusion Network</i> were informed about consultations.	<ul style="list-style-type: none"> Carers and members of the Monash Access and Inclusion Network were aware of opportunities for people to have a say.
<i>Monash Community Grants Program</i> – working with grant recipients for Arts & Culture Groups, Major Festivals and Community Events to be COVIDSafe.	<ul style="list-style-type: none"> We worked with Arts & Culture Groups, Major Festivals and Community Events grant recipients to move their events and programs online, or to defer and adapt their events to be COVIDSafe after lockdown. Out of 38 grants, 23 adapted the format of their projects to proceed.
<i>Quick Response Grants</i> grant writing workshops	<ul style="list-style-type: none"> We supported artists in the community with workshops on how to write grant applications which resulted in successful grants and the delivery of multiple creative projects.
<i>Creatively Connected 2020</i> : built capacity by delivering a series of digital skills development and online self-promotion workshops for artists.	<ul style="list-style-type: none"> Artists are better equipped to navigate the online space and reach new audiences. <p><i>“It was really fantastic and informative, quite inspiring and has me thinking in some different ways in terms of presentation of work.”</i></p>
2021 <i>Brine Street Childcare and Kindergarten Community Calendar</i> referenced the different cultures and religions reflected in the Brine Street community.	<ul style="list-style-type: none"> The Calendar referenced White Ribbon Day and this led to the Kara House Christmas appeal for mums and children that supported 100 families experiencing family violence. We celebrated 38 cultures, ethnicities and religions throughout the year.

<p>Reaching out to socially isolated</p> <p>Directing efforts to be inclusive of those who may be isolated ensures that everyone has the opportunity to be a part of community.</p>	<ul style="list-style-type: none"> Engage and support those that are isolated in our community, with a particular focus on: <ul style="list-style-type: none"> - International students; - Aboriginal and Torres Strait Islanders; - Newly arrived and temporary residents; and - Older residents. Advocate to ensure that the City of Monash has the homelessness services it requires. Explore opportunities to deliver Council services and initiatives through outreach.
<p>What we did</p>	<p>Impact</p>
<p>The <i>International Students Social Inclusion (ISSI) Project</i> commenced to support students to make connections with local cultural community organisations.</p>	<ul style="list-style-type: none"> A networking group has been established with Monash University, Holmesglen TAFE and relevant local community organisations to identify actions to extend international students' social networks beyond their campus. The ISSI Project will continue until the end of September 2021.
<p>Implementation of the newly endorsed <i>Monash Loneliness Framework 2020 – 2025</i>, a first-ever policy for Monash along with Australia. Loneliness is a key public health priority for Monash is now included in the new draft <i>Monash Health & Wellbeing Plan 2021 – 2025</i> due to Council in October 2021.</p>	<ul style="list-style-type: none"> The Framework aims to reducing loneliness and social isolation in Monash and recognise the importance of social health and facilitating social connections and community engagement as a way of reducing loneliness. As per the <i>Monash Loneliness Framework 2020 – 2025</i>, a series of questions about loneliness were including in the <i>2021 Monash Health & Wellbeing Plan Survey</i>, <i>Monash Youth Survey</i> and <i>Annual Community Satisfaction Survey</i>. The Monash Loneliness Framework 2020 – 2025 will be implemented and evaluated through the health plan.
<p>The Social Inclusion Team developed a <i>Let's stay social</i> newsletter. Members were asked to contribute to the newsletter with their stories, recipes, jokes or poems.</p>	<ul style="list-style-type: none"> Over 3000 copies were sent to Social Inclusion members and more were shared via Care workers, the Monash Library and other departments. The newsletter added a feeling of belonging and being a part of the community during this time of separation.
<p>All funded consumers who attend the Positive Ageing Activity Centre (PAAC) and Monash on the Move received weekly social and welfare phone calls. Members also provided permission to share phone numbers to allow clients to engage with each other. Calls were made in the client's preferred language, were individual and were for up to one hour. Group calls were also made.</p>	<ul style="list-style-type: none"> During the period April 2020 to January 2021 when the program had been suspended, 347 Social Inclusion Clients received individual phone calls, culminating to 3,175 total hours of calls. By maintaining regular contact with clients to check they were being supported during the unprecedented period of isolation, we provided a sense of care, as well as opportunities to engage and built capacity for self-care. We also maintained and developed relationships with clients. <p><i>"We look forward every week to join the group call and we stand by the phone waiting."</i></p> <p><i>"We can reminisce, have a laugh and during the call we are not thinking about the current situation."</i></p> <p><i>"We were waiting near the phone for your calls, because this was the only time we could have a chat to someone".</i></p>
<p>In February 2021 a modified face-to-face <i>Social Inclusion</i> programs resumed, with fewer clients due to social distancing requirements.</p>	<ul style="list-style-type: none"> Client numbers were lower than pre-COVID-19 due to client confidence to return and resource limitations. Overall, clients were overjoyed to have the option to return to a social program to reconnect with their friends.

What we did (Reaching out to the socially isolated cont.)	Impact
<p>Monthly Activity Packs have been developed and posted to all funded PAAC Social Clients and non-funded clients as a tool to keep them engaged while at home during COVID-19 restrictions.</p>	<ul style="list-style-type: none"> The packs were a tool to promote and encourage thoughtful activities including crosswords, word searches, puzzles, brain teasers, quizzes, themed information to read, jokes, coloring in sheets, interactive recipe exchange, sharing stories and other activities plus a monthly exercise flyer. Over 830 Packs were mailed out to our Social inclusion clients. Additional packs through other Council departments and care workers and other services such as the library. <p><i>"I have really appreciated all the puzzles and information you've sent out the past 8-10 months or so. It's nice to get mail that's an enjoyment (and not a bill)."</i></p> <p><i>"We enjoyed receiving activity packs to keep us going, exercises program to keep us moving, the newsletters to keep us informed and entertained when everything else was bad news and of course the regular phone calls, also the Beano games was such fun and engaging experience, we all enjoyed it and whilst playing we didn't think about it the pandemic."</i></p>
<p>Community Care Blanket (CCB) project (year 2). In July 2020 the first blankets knitted by the community, together with a message to recipient, were delivered.</p>	<ul style="list-style-type: none"> Over 100 participants have contributed in knitting blankets and other. Volunteers knitted: 4,000 squares, 82 beanies, 62 scarves, one pair of gloves, 130 blankets, 6 bears and 2 doll sets. <p><i>"We were able to keep connected by knitting items for others with special need and this made us feel valued and part of this awesome community called 'The City of Monash'."</i></p>
<p>New Knit and Knatter program - volunteers from the CCB project can meet to chat and sew the blanket squares together or knit at our Halcyon Day Centre.</p>	<ul style="list-style-type: none"> 23 volunteers have expressed interest in an inbound center based social Knit and Knatter program.
<p>Dementia Care program at Halcyon Centre - during COVID-19 we telephoned Halcyon members and their carers weekly and sent out activity packs. In early March 2021 the face-to-face program restarted by delivering service two days per week.</p>	<ul style="list-style-type: none"> The weekly telephone calls were for wellbeing checks and to maintain the connection. Many members engaged in over the phone activities. Activity packs and exercise guides were tailored for each member and provided mental and physical stimulation for both members and their carers. When face-to-face program resumed the program was modified in order to follow the COVID-19 safe protocol. Each member was reviewed and the service offered was based on the individual's need. Both members and their carers appreciate the opportunity to socialize and to have respite.
<p>Sir John Monash Lecture 2020: Making the Invisible Visible. Our Indigenous panel of speakers, Dr Peta Clancy, Dr Brian Martin and Jefa Greenaway discussed the invisibility and contemporary representation of Indigenous landscapes in the City of Monash through the prisms of photography, painting and architecture.</p>	<p><i>"I feel like I have really learned a lot and as well as experiencing indescribable joy at seeing your beautiful artworks."</i></p> <p><i>"Thank you all for making the invisible visible, it has deepened my understanding of why I do an acknowledgement of country even more."</i></p>
<p>Monash co-produced the Open Stage online event with We Are Together - a community group who work with international students and newly arrived residents.</p>	<ul style="list-style-type: none"> 50 Monash residents showcased a diverse range of talents and many more watched the performances online.

What we did (Reaching out to the socially isolated cont.)	Impact
Monash Youth Services, with Social Inclusion, linked young people in the community with older Monash residents through a <i>Pen Pal project</i> .	<ul style="list-style-type: none"> The project increased social connection for both young and older residents during lockdown 2020.
<i>Corporate Portraits Caregivers Photo Mural</i> for Clayton Festival 2021.	<ul style="list-style-type: none"> Engaging Clayton’s caregivers as the subjects for Ross Coulter’s collaborative portraits gave visibility to hidden labour, currency to care given freely in the community and an alternative face for success in capitalist society. <p><i>“As a caregiver I try to look after the health of people in need and bring them happiness. Seeing our portraits as caregivers together makes us feel a stronger spirit.”</i></p>
<i>Introduction to Water & Water Safety</i> program working with local community groups to reach non-swimmers and those with no experience in aquatic environments.	<ul style="list-style-type: none"> Clayton Aquatic & Health Club lessons will commence in 2021/2022 and marketing has begun.
Monash Aquatic & Recreation Centre partnered with Welcoming Australia/Welcoming Sport & Sport Australia's Move it Aus grant program to provide <i>Free swimming and water safety program</i> to target groups.	<ul style="list-style-type: none"> Over 20 students accessed swimming lessons focused on water safety skills in Term 1 2021. <p><i>“It may have only been 1 term but [my son] had such a magical time. He experienced a life and opportunity that he hadn't before. Normality. Inclusion. Fun.”</i></p>
Brine Street Childcare supported families impacted by COVID-19 and in need of specific support to access quality child care and education during lockdown.	<ul style="list-style-type: none"> Three mothers supported to receive free child care through Government Subsidies. Four children provided with a safe environment to learn and thrive.
Enhanced Maternal and Child Health (EMCH) supported at risk clients and their families during COVID-19.	<ul style="list-style-type: none"> The EMCH team attended to over 174 families offering over 1700 hours of direct support requiring specialised support through face-to-face visits, via telehealth and over the phone. The outreach service was adapted to provide responsive support to families in Monash but was also able to reach out those Monash families caught overseas, interstate and isolating in hotel quarantine. The Monash Outreach program attended to 748 infants and children in 2020-2021.
<i>Outreach Immunisation</i> supported families with additional needs.	<ul style="list-style-type: none"> The outreach Immunisation team attended to 39 outreach services.
Immunisation catch up schedule	<ul style="list-style-type: none"> Immunisation nurses attended to approx. 200 catch up schedules.
<i>Carols by Candlelight Online 2020 large print songbooks</i> for Aged Care residents.	<ul style="list-style-type: none"> We produced and distributed 300 large print Carols by Candlelight Online 2020 songbooks to six Aged Care homes in Monash and encouraged Activities Coordinators in these facilities to support residents on accessing the YouTube event online.
Due to COVID-19 MGA was closed until November 2020 and was unable to host the Dementia Cafés due to the health restrictions in place. However, we conducted these sessions online with the residents of aged care providers.	<ul style="list-style-type: none"> The sessions are a welcoming space for anyone living with dementia and their carers.

<h2>Neighbourhoods and Place</h2> <p>A community development approach that brings local communities together to foster and strengthen leadership, spirit and social connections.</p>	<ul style="list-style-type: none"> • Develop and deliver opportunities for the community to participate in arts, cultural and social activities and festivals in local neighbourhoods. • Support and facilitate actions that build community pride and a sense of place. • Encourage residents to connect with community through organisations/services such as libraries, neighbourhood houses, sports clubs and local shopping strips.
<h3>What we did</h3>	<h3>Impact</h3>
<p>The library provided online access to local history collections, including regularly adding new heritage photograph of Monash community to the Flickr site.</p>	<ul style="list-style-type: none"> • The Flickr site has 1,200 photos and received 889,336 views in 2020/21. This has allowed our local heritage to be promoted and made accessible to the community.
<p>The <i>Meet Your Street</i> Project Year Two was severely impacted by COVID-19 restrictions. Several applications for Street Parties had to be cancelled. We supported Two online activities during the COVID-19 lockdown to connect streets (cooking class and pizza night).</p> <p>To ensure longevity for the project <i>Meet Your Street Guides</i> will be delivered with new resident packs, our online web presence will be maintained and we are investigating avenues for ongoing support of street parties. We currently compiling the final report.</p>	<ul style="list-style-type: none"> • Over the two-year project life <i>Meet Your Street</i> has made a positive impact on our community. The <i>Meet your Street</i> guide was sent to 2,400 households in the 4 pilot areas and an additional 1,600 were distributed at Council Facilities and community events. Council ran two Meet Your Street events in Glen Waverley and Wheelers Hill (Nov 2019 and Feb 2020) with approximately 100 people at each event We received 15 grant applications but some of these were interrupted by COVID-19. • Between July - December 2020 Monash funded two online events – a pizza night (25 people) and a cooking class (15 people), and one face-to-face street party (50 people) and two street libraries. • During COVID-19 lockdown in 2020, the grant applicants were contacted, encouraged to check on their neighbours, and given information about where to find support. <p><i>“5 of the 11 households in the street have had new residents move in over the last 12 months. It (the event) gave everyone a chance to get to know each other further rather than just a casual wave in the street. Some of the longer standing residents have since commented that the court has the best neighbourly feeling it has ever had.”</i></p>
<p>Implementation of the <i>Community Action plans</i> was severely constrained by the COVID-19 restrictions. Place Making staff were instead seconded to help plan and deliver <i>Community Response Team</i> (CRT) support to the community (see <i>Belonging - Responsive Services</i>). Place Making staff also assisted in the roll out of the <i>Outdoor Dining Project</i> (ODP) that helped support hospitality traders across Monash.</p>	<ul style="list-style-type: none"> • The Neighbourhoods and Place Making Team worked with other departments to help deliver the substantial <i>Outdoor Dining Project</i> and <i>Parklets</i> roll-out. • The CRT and ODT have both received strong, positive feedback on the impact they made to the community and traders across the city.
<p>The <i>Parklets Project</i> was led by the Neighbourhoods and Place Making team, with assistance from across Council. The Project was part-funded by State Government to deliver three parklets across the city.</p>	<ul style="list-style-type: none"> • Three parklets have been delivered by a cross council project group at: Kingsway (Glen Waverley) Winbourne (Mount Waverley) and Pinewood (Mount Waverley). • Parklets provide more COVIDSafe spaces for people to enjoy Monash food & beverage precincts. • A number of entertainment activities have been planned around the parklet sites.

SUPPORTED	What we will do
<p>Responsive Services</p> <p>Monash Council will be responsive, flexible and creative in responding to existing and emerging community needs.</p>	<ul style="list-style-type: none"> • Establish a consolidated data and evidence base to support practice, review service performance, build sector capacity and assist with determining community planning priorities. • Support community organisations to be inclusive of all and provide engaging environments. • Build Monash Council as a culturally competent organisation.
What we did	Impact
<p><i>Community Response Team (CRT)</i> is a cross Council Team lead by Community Strengthening created to support the community respond to the COVID-19 crisis. The CRT:</p> <ul style="list-style-type: none"> • developed plans to support and react to the ongoing COVID-19 crisis • provide practical support and information for the community 	<p>The CRT:</p> <ul style="list-style-type: none"> • worked with our food relief agencies to ensure that residents received food parcels and masks • organised distribution of hand sanitiser and other donated goods to our Neighbourhood Houses and other agencies and coordinated referrals from the public to support agencies • provided accurate reporting back to the State Government on take up of services supported • triaged community residents who needed mental health support and other support services • provided accurate up-to-date information (in partnership with Communications) to the community such as a comprehensive information sheet with contact details of support agencies.
<p>The COVID-19 Community Recovery Survey was conducted to capture COVID-19 impacts and concerns.</p>	<ul style="list-style-type: none"> • The development of the Recovery Plan will be informed by the 505 survey responses to the survey. The Recovery Plan will encourage community connection through: Council led events and programs to aid community health and wellbeing, and assisting community members in the transition back to a more social and active environment.
<p><i>Community Activation and Social Isolation</i> project (CASI) was funded by the State Government to build social connection and to ensure anyone who needed services was aware of where to find support. CASI Projects include <i>Mental Health First Aid Training (MHFAT)</i> and <i>Accidental Counselling Workshops (ACW)</i> for local community leaders/LSN volunteers and staff and the <i>International Students Social Inclusion Project</i>.</p>	<ul style="list-style-type: none"> • The Project established the Local Support Network (LSN). The LSN are local stakeholders who provide food relief, volunteer support and community support, set up through the CASI project to provide coordinated service delivery during the pandemic. • Three MHFAT (online) were offered to Local Support Network staff/volunteers and identified community leaders, to build their capacity to support their own communities (36 attendees). • ACW – Three online courses, run by LifeLine and hosted by South East Volunteers, covered core skills to engage people who are struggling, skills to recognise when a person is in crisis and how to refer to ongoing support (25 attendees). • See also <i>International Students Social Inclusion Project</i> under <i>Reaching out to the social isolated</i>.
<p>The <i>Age Friendly Survey Community Engagement</i> included: phone surveys, Seniors' group visits to promote the survey/distribute hard copies, hard copy surveys sent to PALS & Volunteers, Independent Living establishments, Council clients, telephone surveys and an online survey.</p>	<ul style="list-style-type: none"> • Over 1300 responses were received, contributing to the Age Friendly Action for the 2021 – 2025 Social Inclusion Health Plan. The vast majority of responses were to the hard copy surveys in English. Over 170 surveys returned were in Simplified Chinese, Greek and Italian. 300 telephone surveys were also conducted. • We visited over 40 seniors groups during late April/May and distributed an additional 2000 surveys (1500 paper surveys in English and 500 in Greek, Italian and Simple Chinese).

What we did (responsive services cont.)	Impact
The Aquatics and Leisure Centres commenced work on a Diversity and Inclusion framework.	<ul style="list-style-type: none"> The framework is currently at the draft stage, we are planning for the framework to be presented to Council in 2021/22 after a formal consultation process.
The Monash Public Library Service introduced a new tool, <i>Culture Counts</i> , to evaluate the impact of programs.	<ul style="list-style-type: none"> In May and June we scheduled six focus groups with users and non-users of the library service. We gained insights around community requirements for future programs, the impact of those programs on attendees and opportunities for extended community reach and engagement.
The Cultural Development and Events Team hosted the Koorie Heritage Trust's training <i>Building Aboriginal Cultural Competency for Organisations</i> .	<ul style="list-style-type: none"> Eighteen people attended the training to develop awareness of Aboriginal culture and identity, the strengths of Aboriginal culture and people, the impact of colonisation and past policy for Aboriginal people today and to increase their cultural competency.
Active Monash continued to work with sporting clubs during COVID-19 lockdowns and restrictions.	<ul style="list-style-type: none"> Officers communicated the restrictions and worked with over 80 winter and summer tenants and associations, enhancing communication with clubs.
<p>Accessible and affordable</p> <p>Monash seeks to provide services and activities that are accessible and affordable to people from all walks of life. We will identify and address barriers to participation.</p>	<ul style="list-style-type: none"> Investigate how affordability impacts on the community's ability to participate in a range of activities. Support community organisations through access to fit-for-purpose facilities at non-commercial rates. Promote affordable and accessible services and activities.
What we did	Impact
The libraries promoted a fine free lending service to improve community access to library resources and programs. We removed fines for overdue library items from 1 July 2020.	<ul style="list-style-type: none"> Successful promotion of library as free and accessible service. <i>"The removal of the overdue charges is another way to make our lives financially stress free. Caring for people, caring for the community."</i> - Library user
Monash Council, led by La Trobe University, has received a VicHealth Impact Research Grant (2021) to look at increasing physical activity among young adults with disability.	<ul style="list-style-type: none"> The objective of this research project is to address environmental barriers to physical activity participation for young adults with disability in community gyms. The grant is in partnership with SRV, Vicsport, Disability Sport and Recreation, YMCA Victoria, Belgravia Leisure, City of Boroondara, Cerebral Palsy Support Network, Down Syndrome Victoria and CP-Achieve.
A community infrastructure project to refurbish the Central Reserve Grandstand and relocate two community organisations, Waverley Wood Workers and Waverley Gem Club, was completed in 2021.	<ul style="list-style-type: none"> The refurbishment has enabled two community groups to relocate into fit for purpose clubrooms and ensure their members can participate in club life safely and with increased opportunities for socialization and cross club collaboration.
Other affordable and accessible services and activities are described throughout this report.	

<p>Partnerships and Funding</p> <p>Monash develops and fosters partnership approaches that benefit the Monash community.</p>	<ul style="list-style-type: none"> • Develop and support partnerships, networks and collaborations that contribute to a healthy and resilient Monash. • Deliver the Monash suite of Community Grants Programs and develop collaborative partnerships with funded parties.
<p>What we did</p>	<p>Impact</p>
<p>Monash delivered the 2020/21 <i>Monash Community Grants Program</i> with allocated \$2.43m of funding on a pro-rata basis to support community groups and organisations to deliver projects, activities and events to the Monash community.</p>	<ul style="list-style-type: none"> • Cash and in-kind funding was awarded to 168 groups to provide 183 projects or services for the Monash community across nine categories. • The impacts of COVID-19 varied across the recipients, with some able to adapt and deliver adjusted programs and events, others able to wait until restrictions were eased and 12 events where organisers decided to cancel and withdraw their applications due to an inability to deliver.
<p>Monash delivered \$71,722 of funding to build community strengthening and resilience in the Monash community through the <i>Quick Response Grants</i> program.</p>	<ul style="list-style-type: none"> • Cash funding was provided to 22 applicants to the program that included sports clubs, local artists, Neighbourhood Houses and community groups. • As outlined by a recipient the biggest and most significant impact of receiving this grant was: <i>“The importance of collaborating. The participants understood that already, but I think together, we can really appreciate it a lot more and know how easy it is to jump on the phone or on zoom to continue working. A lot of the team all said they used covid as an excuse to not write songs, release music etc, but after this we know that there is literally no excuse, to keep creating.”</i>
<p>We reached out to all Monash Community grants program recipients by phone and/or in person visits, to offer individual assistance with their plans to return to face-to-face activities and connected them with services and information to aid their return.</p>	<ul style="list-style-type: none"> • Funding for Zoom subscriptions was introduced to encourage groups to adapt their activities and stay connected while restrictions on face-to-face gatherings were in place. Thirty-nine groups participated and wish to continue with Zoom funding going forward. • Fourteen community groups successfully returned to regular face-to-face activities in January, 60 groups in February, and by May (prior to the lockdown) all but six had returned to regular activities.
<p>Monash established a relationship with Monash University’ Social Research Dept and signed up as an in-kind partner for the Optimizing Ageing Centre Grant.</p>	<ul style="list-style-type: none"> • We are awaiting the grant outcome. • The Older Adults & Technology needs analysis engaged Positive Ageing Reference Group members. • The new relationship with the University may led to future partnerships.

SAFE & RESPECTFUL

A city where every single member of the community is important

LIFE JOURNEY

What we will do

Transitions

A life course approach helps us to focus on key life transition points where interventions can have the greatest impact.

- Facilitate the community’s resilience at key life stages:
 - Early life;
 - Adolescence; and
 - Ageing.

What we did

To support transitions PALS hosted: a webinar on how to access MyGov, Medicare and Centrelink online during Covid-19 restrictions; Life transition event: ‘New Year, New Hobby’; Safety in the Heat – Ambulance Victoria; Stroke Safe Online seminar; Hearing Bus.

Impact

- 29 residents attended the MyGov seminar and were supported with a virtual tour of myGov, and shown how to access Medicare and Centrelink online. Residents asked many questions and left satisfied with going forward to use this service on their own.
- 30 older residents attended the ‘New Year, New Hobby’ Zoom event. 8 local community groups came online and showcased their clubs. This event gave opportunity to residents to hear all about the group and to see if they would be interested to have a try.

<p>Freedom to choose</p> <p>Making informed decisions and having choices is a human right.</p>	<ul style="list-style-type: none"> • Facilitate opportunities for older people to remain living independently. • Advocate for affordable, innovative and suitable housing options in Monash close to family, friends, social groups, shops and health services. • Explore the development of an affordable housing strategy.
<p>What we did</p>	<p>Impact</p>
<p>Council's first-ever Social Housing Framework was endorsed December 2020.</p>	<ul style="list-style-type: none"> • The Monash Social Housing Framework 2021 – 2025 outlines Council's commitment to addressing homelessness, the housing affordability crisis and advocacy for social housing as a solution to ending homelessness. It details 13 key priorities for Council to lead and action over the next 4 years in relation to homelessness outreach and social housing leadership, partnership and advocacy. • In March 2021, Monash Council endorsed three Council sites to be utilised for social housing development in response to the Victorian State Government's \$5.3 billion 'Big Housing Build'.
<p><i>Regional Local Government Homelessness & Social Housing Charter</i></p> <p>Over the last 15 months, Monash Council has been leading the 13 East & South-East Councils in the implementation of the Regional Local Government Homelessness & Social Housing Charter and advocating for more social housing to end homelessness. The Charter's regional commitments are to be implemented by December 2021.</p> <p>Andi Diamond initiated this CEO-endorsed coalition and is the spokesperson for the Group.</p>	<p>The Charter Group seeks systemic change to increase the supply of permanent, safe, appropriate and timely housing for the most vulnerable members of our community and to embed 'Housing First' as a key foundational principle for health, recovery and safety. Over 2020/21 the <i>Regional Local Government Homelessness & Social Housing Charter</i> has:</p> <ul style="list-style-type: none"> • Developed a Charter with three shared priorities to advocate for the increase of social housing and homelessness services for the 2 million+ population that the regional Charter Group represents. The Charter has been endorsed by all 13 Councils. • Made a joint submission to the September 2020 Federal Inquiry into Homelessness. • Led a state-wide media campaign calling for increased social housing to end homelessness. • Made a joint submission in the form of a letter to Homes Victoria '10 Year Social and Affordable Housing Strategy for Victoria' Discussion Paper. • 10 May 2021, Monash Council hosted a forum of 13 local government Charter Group CEOs, Homes Victoria CEO, MAV and community housing agencies and providers to develop strategic partnerships.
<p><i>Draft Affordable Housing Strategy (Strategic Planning Team)</i></p>	<ul style="list-style-type: none"> • The <i>Draft Affordable Housing Strategy</i> is expected to be presented to Council for adoption in 2021.
<p>A <i>Sustainable Housing</i> online event was conducted in May 2021 by the library.</p>	<ul style="list-style-type: none"> • A small but engaged group attended who were enabled to make changes and decisions towards sustainable living

<p>Lifelong learning</p> <p>Lifelong learning is the ongoing, active pursuit of knowledge that enhances social inclusion, active citizenship and personal development.</p>	<ul style="list-style-type: none"> • Provide library services that promote lifelong learning, digital literacy and encourage social inclusion. • -Support the Monash network of neighbourhood houses to deliver a range of inclusive learning opportunities including pathways to employment.
<p>What we did</p>	<p>Impact</p>
<p>The library has supported various key days including Australia Day, NAIDOC week, Harmony Day, IDAHOBIT Day, Library and Information week. Activities included film screening, themed online and in-person storytimes, book discussion groups and relevant author talks.</p>	<p>We have contributed to a more informed community through:</p> <ul style="list-style-type: none"> • 4465 adult participations in 602 early years literacy programs • 3993 adult participations in 408 adult focused literacy/literary/lifestyle programs including 204 participations in EAL programs • Eight LGBTIQ+ events with 73 participants.
<p>The <i>Be Connected Digital Mentor</i> program supported digital literacy and those not confident to use technology community.</p>	<ul style="list-style-type: none"> • 135 people have been trained in digital skills at 33 sessions, including Digital mentoring programs, Come and try digital literacy and tech help and Digital Literacy sessions <p><i>“I am now much more confident using my laptop and have signed up for more sessions.”</i></p> <p><i>“When my 90 year old mother gets stuck with her iPad, I can now help her and we work it out together. I have learnt a lot of new skills using apps and websites.”</i></p>
<p>FAIR FOR ALL</p>	
<p>All Abilities</p> <p>People of all abilities can fully participate in all aspects of life.</p>	<p>What we will do</p> <ul style="list-style-type: none"> • Facilitate equitable access to Monash services, facilities and activities. • Advocate for accessible specialist services for people with high level or complex needs.
<p>What we did</p>	<p>Impact</p>
<p>We conducted an <i>Accessibility Audit</i> for the Oakleigh Recreation Centre.</p>	<ul style="list-style-type: none"> • The accessibility audit will ensure the Oakleigh Recreation Centre is accessible for all.
<p>Due to COVID-19 restrictions <i>Disability Awareness</i> training sessions were postponed. Instead Council staff and consultants who delivered community consultations were trained individually.</p>	<ul style="list-style-type: none"> • Disability Awareness training postponed sessions will take place in 2021-22. • Four Council staff members and two consultants received informal training in delivering inclusive consultations. Participants with disabilities felt supported to attend and actively contribute to the community consultations.

<p>Gender Equity</p> <p>Monash Council will actively promote empowerment and dignity, challenge discrimination and respect human rights to advance gender equity.</p>	<ul style="list-style-type: none"> • Promote and normalise gender equity to achieve gender equality in the community. • Provide leadership and advocate for gender equity at a local, regional, state and national level. • Strengthen positive, equal and respectful relations between and among women and men, girls and boys.
<p>What we did</p>	<p>Impact</p>
<p><i>Community Leaders United By Sport (CLUBS project) and Gender Equity Pilot Program</i> delivered, including:</p> <ul style="list-style-type: none"> • Focus groups with all participants • Leadership Training • Bystander Training (open to all clubs) • Development of three new resources including those to support clubs with engaging people from CALD backgrounds, and who identify as LGBTIQ+. 	<ul style="list-style-type: none"> • We engaged 40 people from 19 clubs in gender equity training and focus groups. • We amplified the voices of women and girls and better understood the barriers to their participation in sports clubs in Monash. • 94% of participants who took part in our survey said they are now more confident to challenge discrimination or sexism at their clubs. • Participants have made positive changes at their own clubs including: Creating diversity and inclusion subcommittees, new women’s and girls’ teams – some for the first time ever at their club and developing position descriptions for all committee roles. • Formalising their governance processes to ensure sustainability.
<p>Council was one of 10 councils who were part of the state government’s pilot of the requirements of the <i>Gender Equality Act 2020</i> during 2020. The Act then commenced in March 2021. One of our obligations under the Act is to undertake Gender Impact Assessments (GIAs), which we started in 2020 and have continued into 2021.</p>	<ul style="list-style-type: none"> • As part of the pilot, we tested the GIA toolkit on two Council policies: the new Loneliness Framework, and the revised Gambling Policy. We provided our feedback to the Commission. • When the Act commenced Council began GIAs on a range of policies, programs and services including: The Council Plan, The Municipal Health and Wellbeing Plan, The Rates and Revenue Plan, Social Housing Policy and Public Toilet Strategy. • This has led to changes such as more meaningful consultation and better addressing the needs of our diverse community.
<p>A new LGBTIQ+ Pride Book group was established February 2021.</p>	<ul style="list-style-type: none"> • This initiative has provided a safe and welcoming environment for the discussion of LGBTIQ+ writings and themes and had nine to ten regular attendees. <p><i>An attendee reported that they felt it was a safe place for them to express themselves.</i></p>
<p>Council held six Gender Equity Advisory Committee (GEAC) meetings for 2020-21 financial year. Activities included making submissions to a range of Council’s new and revised Plans and Strategies and appointing new members appointed to the Committee in 2021.</p>	<ul style="list-style-type: none"> • Five community members of the Gender Equity Advisory Committee took part in a panel discussion for International Women’s Day 2021. Attendees enjoyed <i>“the commitment to inclusion from everybody”</i>, <i>“hearing about the work going on in Monash to improve gender equity”</i> and <i>“the relatability of the speakers”</i>. • Provided feedback/submissions on the Active Monash Community Recreation Opportunities Strategy, Public Toilet Strategy and Municipal Public Health and Wellbeing Plan. • 12 nominations were received to fill 5 positions on GEAC.
<p>Active Monash continued to work with sporting clubs to ensure they become a place for all.</p>	<ul style="list-style-type: none"> • Officers worked with over 80 winter and summer tenants and associations, enhancing communication with clubs about gender equity.

<p>Diverse Communities</p> <p>Monash Council celebrates its rich cultural, linguistic, religious, age, gender and sexual diversity and works to support lifetime wellbeing, community harmony and opportunities for everyone to be able to participate fully in community life.</p>	<ul style="list-style-type: none"> • Celebrate community diversity. • Advocate for cultural diversity, access and inclusion. • Promote social cohesion and harmony through an environment free of racism, ageism, homophobia, transphobia and any other forms of discrimination.
<p>What we did</p>	<p>Impact</p>
<p>We established the new LGBTIQ+ Advisory Committee, with Council endorsement for the Terms of Reference and an Expression of Interest Process for new members.</p>	<ul style="list-style-type: none"> • Council accepted 14 new members into the Committee and held our first meeting on 24 May 2021. • The Committee will be working to develop the LGBTIQ+ Action Plan.
<p>Monash displayed the rainbow flag at prominent locations around Monash on LGBTIQ+ awareness days throughout the year.</p>	<ul style="list-style-type: none"> • For 2020-21 this included the International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) on 17 May, and we also plan to display the flag on Wear It Purple Day, World AIDS Day, Bi Visibility Day, and Intersex Awareness Day.
<p>Gender Equity staff attended training on the launch of new Rainbow Tick standards and have had discussions with different areas of Council to act as pilot sites for accreditation.</p>	<ul style="list-style-type: none"> • Monash is identifying Council Departments to be a pilot site to undertake the Rainbow Tick Accreditation.
<p>Pride Night held in April 2021 at Monash Aquatic and Recreation Centre (MARC).</p>	<ul style="list-style-type: none"> • Over the course of the night Monash welcomed over 300 participants in to MARC to participate in; group exercise programs, pool activities, live DJ, pool inflatables & access to gym & pool facilities. <i>“As a member of the queer community, I’ve never seen anything like this in a recreation facility and I have been in this industry for 10 years now, it’s amazing that a place like Active Monash can be as diverse, especially, sharing a program like Zumba, which is very much about diversity and inclusivity. It is important, we are in a new age now and it’s about time!”</i>
<p>An internal working group was established to audit the work that Council is already delivering in relation to Indigenous Australian culture and capacity building.</p>	<ul style="list-style-type: none"> • An Internal Working Group met and created a central resource of the work Council is already delivering across Council in relation to Indigenous Australian culture and capacity building. An organizational Framework and Action Plan to guide our future work in relation to Indigenous community and cultural development will be developed in 2021/22.
<p>We began developing resources to guide community and Council staff to better engage with the local Indigenous community and stakeholder organisations.</p>	<ul style="list-style-type: none"> • Development has commenced and this will be embedded more strategically as we develop the Indigenous Framework and Action Plan next year.
<p><i>Hello Neighbour</i> project: held two <i>Racism – Understanding Your Rights and Taking Action</i> forums in November 2020 in partnership with Victorian Equal Opportunity & Human Rights Commission (VEOHRC), Vic Police, Crimestoppers and local service providers.</p>	<ul style="list-style-type: none"> • 60 people attended an online forum (one held in English, one in Mandarin) that was designed and facilitated by VEOHRC, Vic Police, Crime Stoppers, community service partners and Community Ambassador representative, in response to identified community need. Outcomes were increased knowledge of participants in understanding their rights and where to go to get help if they experience or witness racism.

<p>Information and Communication</p> <p>Developing targeted, effective and culturally appropriate ways to communicate is a critical element to building strong relationships with community.</p>	<ul style="list-style-type: none"> • Develop information systems and processes that will enable community to gain easy and efficient access to services, programs and information. • Promote the library as the focal point for community discovery and inspiration. • Create open and respectful communication pathways for people of all cultures and abilities.
<p>What we did</p>	<p>Impact</p>
<p>Due to COVID-19, Wordfest was run online.</p>	<ul style="list-style-type: none"> • Six online events attracted 431 attendees.
<p>A comprehensive program of children’s events was offered online during the COVID-19 lockdown. Children’s events were then held both indoors and outside when lockdown ended, including an outdoor story walk activity at Wheelers Hill library.</p>	<ul style="list-style-type: none"> • Library events allowed people to feel connected to their community whilst in lockdown. • A total of 40 online school holiday programs have been offered in 2020/21. • 584 in person and online Story time events have been conducted with 6858 child attendees. <p><i>“Oliver loves maps and being able to use one in a real world context is the perfect way to increase children's spatial awareness.”- Parent feedback after her child completed the story walk activity.</i></p>
<p>The <i>Create your World</i> program with the library and MGA was developed into a hands on opportunity for young child to create photo books after they viewed an MGA exhibition and toured the grounds.</p>	<ul style="list-style-type: none"> • As a first time event of this kind the participants had an opportunity to experience the library and the Gallery in an interconnected way.
<p>MGA’s <i>The Luminaries: Portrait of Monash Ties that Bind</i> exhibition extended into 2020. MGA commissioned four leading Australian artists to explore the City of Monash. www.portraitofmonash.mga.org.au/</p>	<ul style="list-style-type: none"> • The Commissioning exhibition provides a powerful platform for people to share their stories, which builds awareness of the individual’s experience as they present their truth and the challenges they face. In doing so MGA becomes a safe place for respectful discourse which leads to greater understanding, profile and advocacy. This includes migration, Indigenous sites of significance, the LGBTQIA+ community and homelessness.
<p>Due to COVID-19 restrictions <i>Accessible Information for People with a Disability and their Carers</i> training sessions were postponed. Informal opportunities for disability awareness and accessible information provision training occurred within the emergency management process both within Council and regionally.</p>	<ul style="list-style-type: none"> • Accessible communication was considered for all information that was sent out to the community during COVID-19.
<p>In partnership with the Communications team, an accessible version of the Monash Bulletin was created.</p>	<ul style="list-style-type: none"> • A text version of the Bulletin is now available on the council website and via email.

FEELING SAFE	What we will do
<p>Keeping women safe</p> <p>Violence against women is a serious and widespread problem, with enormous individual, family and community impacts and social costs. Through a shared, consistent and mutually reinforcing approach to preventing violence against women, we can all contribute to creating a safer community built upon equality and respect.</p>	<ul style="list-style-type: none"> • Develop new and strengthen existing partnerships across the City of Monash to facilitate sustainable change for the prevention of violence against women and children. • Support the community to actively challenge attitudes and behaviours that enable violence against women and children. • Advocate for the prevention of violence against women and children at a local, regional, state and national level.
<p>What we did</p>	<p>Impact</p>
<p><i>YourGround</i> – Monash, in partnership with Monash University and CrowdSpot, are asking women and gender-diverse people to highlight safe and unsafe public spaces on an interactive map.</p>	<ul style="list-style-type: none"> • The map crowdsources data, allowing users to anonymously drop a pin, tell a story or share an experience. When collated and analysed the perceptions of safety data will provide insights and support future planning to make our public and community spaces more inclusive and equitable.
<p>Safeguarding Children</p> <p>Protecting children and young people from harm requires a vigilant and informed community that is confident in making judgements and is assertive in taking actions.</p>	<ul style="list-style-type: none"> • Meet Victorian Child Safe Standards and have appropriate responses in place to keep children and young people safe from harm. • Support parents and carers to be their most capable and confident. • Attain accreditation for Monash to be a Child-Friendly City.
<p>What we did</p>	<p>Impact</p>
<p>Monash continued to provide organisation-wide training in Child Safe Standards and Reportable Conduct Scheme.</p>	<ul style="list-style-type: none"> • Two sessions were held for Monash staff to ensure ongoing training and knowledge in Child Safe Standards and Reportable Conduct Scheme, after implementing staff wide training in the previous year. • A monthly ‘Safeguarding children and young people’ newsletter was sent to all Monash staff.
<p>Brine Street staff completed Council’s training module for the Child Safe Standards and new staff completed the Mandatory Reporting training offered by the Dept of Education and Training.</p>	<ul style="list-style-type: none"> • Twenty-eight staff members understand the principles of the Child Safe Standards and can apply these in their everyday work.
<p>All staff, performers and contributors hosting virtual events with children and young people were required to have a working with children check.</p>	<ul style="list-style-type: none"> • Our 2020/21 events season moved online so our focus shifted to safeguarding online.
<p>Work with sporting clubs to ensure they are safeguarded to protect children was delayed due to COVID-19. This will be implemented in 2021/22.</p>	

<p>Community safety</p> <p>Feeling and being safe is essential to the health, wellbeing and enjoyment of community life.</p>	<ul style="list-style-type: none"> • Promote Monash as a safe and inclusive community. • Facilitate programs and initiatives that improve the actual safety of Monash residents.
<p>What we did</p>	<p>Impact</p>
<p><i>Emergency preparedness/Resilience in an emergency for people with a disability and their carers</i></p> <p>Councils Access and Inclusion Officer was seconded to the Monash Incident Control Group to ensure a disability lens was applied to Council's response to COVID-19.</p> <p>The Access and Inclusion Officer is working with the Monash Municipal Emergency Manager to ensure people with disabilities and their carers are considered in recovery and resilience planning.</p>	<ul style="list-style-type: none"> • People with disabilities and their carers are considered in recovery and resilience planning within the City of Monash's emergency management processes and plans. • Information about where to get support during COVID-19 was sent out to people with disability, their carers and local organisations via the Monash Access and Inclusion Network email distribution list. The distribution of around 50 addresses includes many organisations that forward the information onto their staff and clients, expanding the reach of information.
<p>The libraries implemented post-pandemic safe access to library services and programs (to ensure a safe workplace) through a staged delivery of services utilising the following approaches: Concierge shift, Perspex screens, contact tracing system, COVID-19 safe plans, stanchions to ensure physical distancing.</p>	<ul style="list-style-type: none"> • The community felt safe and returned. We received positive responses from community about feeling safe. • The community safety was prioritised and conveyed clearly through communications and program delivery.
<p>Programmed performer activations at COVIDSafe enhanced dining venues</p>	<ul style="list-style-type: none"> • Eight performers delivered 23 gigs across enhanced dining sites in Oakleigh, Glen Waverley and Mt Waverley during January 2021, safely supporting artists to return to live performances after lockdown to entertain diners in temporary outdoor spaces.
<p><i>Sounds of Summer</i> COVIDsafe concerts.</p>	<ul style="list-style-type: none"> • Four pop-up COVIDSafe concerts were presented in parks and reserves in Oakleigh, Mulgrave, Glen Waverley and Mount Waverley. 250 audience members enjoyed the chance to safely return to live music and the opportunity to socialise again after lockdown.
<p><i>Operation Counteract</i> was put on hold due to Covid-19 restrictions.</p>	<ul style="list-style-type: none"> • Following consultation with the Department of Justice and Victoria Police, the project will widen its scope to deliver safety messages to the wider Monash community.
<p>The <i>Community Safety Framework</i> update was delayed during the recruitment of the new Community Safety Officer.</p>	<ul style="list-style-type: none"> • The Community Safety Officer has been appointed and work on the Framework is underway.

<p>Environmental Design</p> <p>Environmental design principles shape and inform Council when devising plans, programs, policies and buildings that best meet the health and wellbeing requirements of communities.</p>	<ul style="list-style-type: none"> • Adopt Environmentally Sustainable Development (ESD) and Universal Access principles in all capital works projects. • Work in partnership with the relevant areas of Council and community stakeholders to advocate for and create safe physical, urban and natural environments through adherence to Safer Design principles including Crime Prevention Through Environmental Design (CPTED). • Create safe, inclusive and accessible spaces.
<p>What we did</p>	<p>Impact</p>
<p>In consultation with stakeholders and technical experts, Council developed a design for the upgrade of Mulgrave library.</p>	<ul style="list-style-type: none"> • A design proposition which will facilitate integration and accessibility • Features include a reading nook, an RFID (radio frequency identification) enabled afterhours chute, and enhanced visibility of the library promoting greater connection with the neighborhood house and the community.
<p>Building works at Brine Street Childcare were completed in July, 2020 which incorporated a new staff room and children's library.</p>	<ul style="list-style-type: none"> • During the COVID-19 lockdown when local libraries were closed over 100 children had regular access to library facilities. • 1200 library books were borrowed. • There was increased participation in story time with parents at home. • Wellbeing and happiness of staff improved. The impact was particularly noted during the lockdowns.
<p>Gender Equity Walks Project in Ashwood in partnership with Women's Health East and funded through the Office for Women.</p>	<ul style="list-style-type: none"> • 30 local women attended this walk. They shared their experiences of the public spaces within Ashwood and provided feedback and recommendations on how these areas could be improved to make them safer and more inclusive for women and girls while walking through the key sites. This will be used in our future planning.
<p>All Active Monash projects considered and implemented CPTED planning principles.</p>	<ul style="list-style-type: none"> • All projects implemented CPTED principles. • CPTED principles embedded into Integrated Site Planning (ISP) and master planning processes.