



Strategic Plan 2011 – 2016  
and  
Human Services Needs Analysis

WCF



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## Strategic Plan 2011 – 2016

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## Message from the Chair of the Whittlesea Community Futures Partnership

Since its establishment in 2004 the Whittlesea Community Futures Partnership has gone from strength to strength. It has evolved from a network of 18 agencies to a vibrant Partnership of over 40 members. Many factors have contributed to its continuing success not the least of which has been the commitment of members to work in a collaborative way and across disciplines to improve human service provision to the residents of the City of Whittlesea. The current Strategic Plan 2011–2016 is the result of this commitment and collaboration.

In the past year the Partnership structure changed significantly reflecting the move towards a more targeted approach by the members around common areas of interest. In addition, the City of Whittlesea Human Services Needs Analysis was released informing the Partnership of the needs of the Whittlesea community through the lens of human service agency experience; demographic data; community input and local and national research. The strong evidence-base of the Needs Analysis has been instrumental in the development of the WCF Strategic Plan 2011-2016 resulting in the identification of four key areas of work: Youth; Positive Ageing; Family and Children; and Culturally and Linguistically Diverse Communities (CALD).

There are many opportunities and challenges ahead for the City of Whittlesea including rapid population growth; an ageing population; a high proportion of families with young children; a geographically diverse landscape and significant increases in newly arrived migrants to name a few. In the light of these, the Whittlesea Community Futures Partnership will play a pivotal role both now and into the future in supporting and improving the wellbeing of the residents of the municipality, and the Strategic Plan 2011-2016 will guide its work to that end.

Russell Hopkins

Director Community Services, City of Whittlesea

and

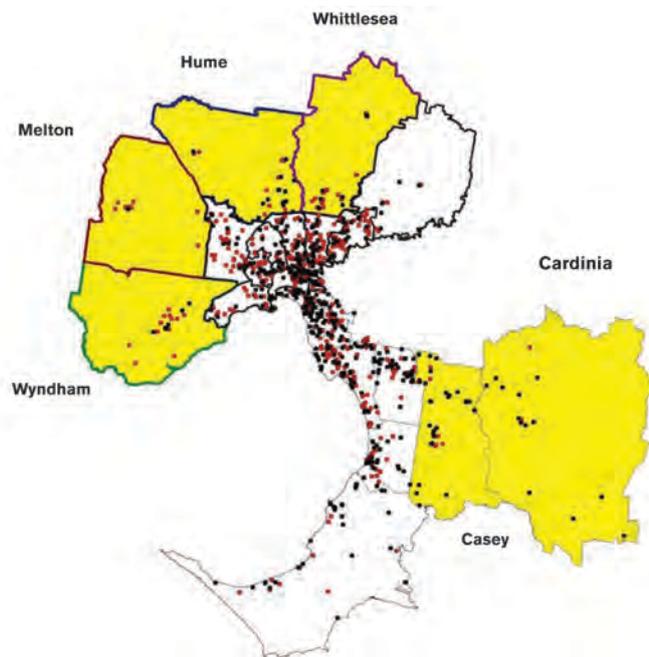
Chair, Whittlesea Community Futures Partnership

## Introduction

The City of Whittlesea is one of Victoria's fastest growing municipalities. It has a population of over 162,000 that is projected to grow rapidly with the extension of the urban growth boundary to 300,000 in the next 20 years. Whittlesea is rich in diversity. It is home to people from 140 countries with over 40 of its population speaking a language other than English at home. The City of Whittlesea features both an urban fringe in the West and a vast rural landscape in the North which has created its own challenges in terms of service and infrastructure provision. However, the rapid transformation of Whittlesea into a growth corridor of metropolitan significance has stretched current services and infrastructure to its limits. The gap between demand and supply of human service delivery and infrastructure needs has widened considerably. The map on this page depicts the distribution of Department of Human Services health service organisations across metropolitan Melbourne and clearly reveals that services are concentrated in the inner Melbourne municipalities while the outer municipalities that have and will continue to sustain huge population increases are lacking in the same investment.

The imperative to increase investment in human services in the City of Whittlesea was identified in the '*Strategic Plan for Human Service Delivery*' report of 2004. A wide range of agencies contributed to that report which found a severe lack of human service social and physical infrastructure across a spectrum of need, but especially in family support services.

In response to this report, in 2006 funding was made available from the Victorian government to create the Whittlesea Community Futures Partnership that consists of Whittlesea Council and over 40 human service agencies, community-based organisations and state government departments.<sup>1</sup>



The vision of the WCF Partnership is to create a connected inclusive community that shapes its own future. This is to be achieved through developing innovative service models, joint planning and pursuing resources for services and facilities that provide improved support for the residents of the Whittlesea municipality.

Since its inception in 2006 through the support of Department of Planning and Community Development (DPCD), WCF has steadily evolved into a strong partnership of multidisciplinary agencies working towards a common goal. The WCF Partnership has earned its reputation in various quarters as a cross sectoral and united planning and advocacy body of the 'Whittlesea Community', motivated by the best interests of residents in the City of Whittlesea.

<sup>1</sup> Partnership Member List in Appendix A

## The Operational Model of WCF Partnership

In 2010 a need to change the operational model of the WCF partnership was identified and a new structure was implemented. Three 'clusters' for the following priorities were formed: Youth, Positive Ageing, and CALD Communities. Clusters are working groups under the strategic direction of the larger partnership. While the WCF Partnership is chaired by the Director of Community Services, City of Whittlesea, the clusters are led by the 'cluster leaders' selected by the Partnership from member agencies. Due to the presence of the Whittlesea Early Years Partnership (WEYP), which historically has been working on family and children issues, a new cluster for family and children was not formed and instead the WEY Partnership was adopted as the fourth cluster of the WCF Partnership.<sup>2</sup>

## WCF Human Services Strategy

Between late 2008 and early 2011 a Human Services Needs Analysis was undertaken by Whittlesea Council Officers, the results of which have since informed the Whittlesea Community Futures Partnership Strategic Plan 2011-2016. The Needs Analysis identified significant gaps in the service provision of a number of service areas. Through several consultative sessions with the members, priorities for action were identified reflecting the changes in the population dynamics and related complexities. Out of many identified

needs, the WCF Partnership prioritised the following as the most important issues to focus on for the next five years: Family and Children, Youth, Positive Ageing, and Culturally and Linguistically Diverse (CALD) Communities.

The WCF Partnership agreed to take a more focused approach to these new priorities. The Partnership developed its new 'Human Services Strategic Plan 2011-2016' based on these priorities and agreed on a range of partnership initiatives. The WCF Human Services Strategic Plan 2011-2016 will be the key advocacy and strategic document of the partnership and will guide the direction of the partnership for the next five years.

The new structure of the Partnership and the development of the WCF Human Services Strategic Plan 2011-2016 have provided the Partnership with a renewed impetus. The new model has provided the opportunity for clusters to have a more targeted focus on each priority and provided a platform for the development of partnership actions.

All clusters have been actively involved in developing the WCF Human Services Strategic Plan and are now actively engaged in planning and advocating for resources to implement the activities identified.



<sup>2</sup> Cluster Member Lists in Appendix B

## WCF Positive Ageing Cluster Action Plan 2011-2016

## Priority 1. Community transport

Outcome	1.1 Older residents have adequate access to appropriate community and public transport options in the City of Whittlesea.
Timeline 2011-2016	Partners NTL, WCC, Whittlesea, U3A, PVCH
Actions	1.1.1 Advocate for an increased range of appropriate, safe, effective, and accessible public transport services with a focus on bus services for ageing communities in Whittlesea by: <ul style="list-style-type: none"> <li>• supporting NTL and other agencies in their advocacy strategies</li> <li>• lobbying the State Government as opportunities arise</li> <li>• actively engaging the local and State media</li> <li>• partnering with agencies as opportunities arise.</li> </ul> 
Measures	1.1.1.1 Advocacy strategies, actions and outcomes documented. 1.1.1.2 Number of engagements with State Government regarding community transport increased.
Timeline 2011-2013	Partners NTL, WCC, Whittlesea, U3A, PVCH
Actions	1.1.2 Advocate for more resources and innovative practices in community based local transport solutions for ageing communities in Whittlesea needing special transport support for health and to carry out their day to day activities. 
Measures	1.1.2.1 Advocacy strategies, actions and outcomes documented. 1.1.2.2 Funding increased for community based transport options. 1.1.2.3 Innovative solutions put in place for community transport.
Timeline 2011-2012	Partners NTL, WCC, Whittlesea, U3A, PVCH
Actions	1.1.3 Map the existing public transport facilities and community transport resources with community organisations and schools and explore the possibility of using the underutilized community transport facilities for local community transport. 
Measures	1.1.3.1 Mapping completed 1.1.3.2 Consultations held with schools and community organisations.
Timeline 2011-2012	Partners NTL, WCC, Whittlesea, U3A, PVCH
Actions	1.1.4 Develop an information & promotion strategy to promote and disseminate user friendly / aged friendly information about the existing transport services. 
Measures	1.1.4.1 Transport services information and promotion strategy produced. 1.1.4.2 Strategy implemented.

## WCF Positive Ageing Cluster Action Plan 2011-2016

## Priority 2. Service Provision

Outcome	2.1 Adequate and appropriate care and support services available for older residents in the City of Whittlesea.
Timeline 2011-2012	Partners HWPCP, CoW, PVCH, YPRL
Actions	2.1.1 Develop a comprehensive guide on the existing services available for ageing communities. 
Measures	2.1.1.1 Guide developed.
Timeline 2011-2012	Partners CoW, YPRL, Neighbourhood Houses, HWPCP
Actions	2.1.2 Develop and implement a strategy to promote and disseminate information on existing services, remove pockets of unawareness about the existing services and to connect and engage communities to get the maximum benefit out of the existing services. 
Measures	2.1.2.1 Strategy produced and implemented.
Timeline 2011-2016	Partners CoW, YPRL, Neighbourhood Houses, HWPCP
Actions	2.1.3 Develop the 'Virtual Village / Senior Resource Person and/or Centre' concept as a one stop solution for information dissemination, awareness, promotion, community engagement, outreach and to advocate for ageing communities. through extensive involvement of Libraries, Neighbourhood Houses, Community Activity Centres and community consultations and implementation of the concept. 
Measures	2.1.3.1 'Senior Resource Centre/Virtual Village' concept developed. 2.1.3.2 'Senior Resource Centre/Virtual Village' concept implemented.
Timeline 2011-2016	Partners HWPCP, CoW, PVCH, WCC
Actions	2.1.4 Participate in local service planning and advocate for appropriate and age-friendly facilities. through active engagement in <ul style="list-style-type: none"> <li>• PCPs</li> <li>• CSSP</li> <li>• WASN</li> <li>• other relevant forums or opportunities for input (eg Council Structure Plans etc).</li> </ul> 
Measures	2.1.4.1 Members actively participate in relevant meetings and forums.
Timeline 2011-2016	Partners NTL, WCC, Whittlesea U3A, PVCH
Actions	2.1.5 Lobby with Local, State and Federal Government for an increase in relevant services and on issues impacting ageing communities in Whittlesea. 
Measures	2.1.5.1 Lobbying strategies, actions and outcomes documented.

## WCF Positive Ageing Cluster Action Plan 2011-2016

## Priority 3. Positive Ageing

Outcome	3.1 Healthy, connected and independent older residents in the City of Whittlesea.
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Timeline 2011-2012	Partners WCC, YPRL, PVCH, CoW, WU3A
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Actions	3.1.1 Establishment of a volunteer program to support socially isolated elderly families and individuals through targeted home visits and promotion of social participation.
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Measures	3.1.1.1 Volunteer program established.
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Timeline 2011-2016	Partners HWPCP, YPRL, CoW, WCC, PVCH, MCM, Kildonan, Victoria Police, Australian Hearing, WU3A
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Actions	3.1.2 Organise expos to exhibit services available from Council, State Government, Federal Government & private service providers, to exhibit new health/mobility/access/inclusion related technologies supporting ageing communities, and to promote 'positive ageing' concept.
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Measures	3.1.2.1 Expos for ageing communities organised and conducted. 3.1.2.2 Increase in number of participants and exhibits over the years.
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Timeline 2011-2012	Partners CoW, PVCH
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Actions	3.1.3 Develop and implement an intergenerational and multicultural program for ageing communities to rebuild their confidence in life through sharing their life stories, experiences and memories, and teaching their special skills to others.
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Measures	3.1.3.1 Program developed and implemented.
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Timeline 2011-2012	Partners NTL, WCC, Whittlesea, WU3A, PVCH
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Actions	3.1.4 Strengthen and expand the existing programs supporting ageing communities to stay longer at home through age-friendly modifications to their home.
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Measures	3.1.4.1 Increase in number of people accessing the service.
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## WCF CALD Cluster Action Plan 2011-2016

## Priority 1. Family Violence

Outcome	1.1 All residents are safe in their homes and in the community
Timeline 2011-2016	Partners CoW, WCC, PVCH, Kildonan, LLLC
Actions	1.1.1 Increase community awareness of family violence through a range of interventions including but not limited to media campaigns, community education and open community dialogues.
	
Measures	1.1.1.1 Increased number of community awareness/dialogue sessions on family violence conducted.
Timeline 2011-2016	Partners CoW, WCC, PVCH, Kildonan, Spectrum
Actions	1.1.2 Advocate to politicians, Council, State and Federal Departments and agencies for more family violence services in Whittlesea.
	
Measures	1.1.2.1 Advocacy strategies, actions and outcomes documented.
Timeline 2011-2016	Partners WCC, PVCH, Victoria Police, Centrelink, Spectrum, Kildonan. CoW, La Trobe
Actions	1.1.3 Develop an innovative family violence service model tailored for the diverse community of Whittlesea which includes: <ul style="list-style-type: none"> <li>1. A mapping exercise of existing family violence services.</li> <li>2. Detailed study of the existing family violence service models including their practical applications, success stories, good practices, and failures.</li> <li>3. A Partnership plan of action.</li> </ul>
	
Measures	1.1.3.1 Model Developed. 1.1.3.2 Mapping conducted. 1.1.3.3 A Partnership plan of action developed.
Timeline 2011-2016	Partners WCC, PVCH, Victoria Police, CoW Centrelink, Spectrum, Kildonan
Actions	1.1.4 Piloting the new family violence service model, promoting it as a holistic solution tailored for Whittlesea and advocating for resources for wide scale implementation.
	
Measures	1.1.4.1 New family violence service model piloted. 1.1.4.2 Resources secured for implementation of the new family violence service model.

## WCF CALD Cluster Action Plan 2011-2016

## Priority 2. Racism and Community Relations

Outcome	2.1 Cultural diversity is valued and promoted in the community
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Timeline 2011-2016	Partners CoW, WCC, LLLC, Spectrum, Kildonan
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Actions	2.1.1 Promoting cultural harmony through intercultural activities.
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Measures	2.1.1.1 Intercultural activities conducted.
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Timeline 2011-2016	Partners CoW, WCC, LLLC, Spectrum, Kildonan
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Actions	2.1.2 Increase community awareness on racism and community relations through media and a community campaign.
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Measures	2.1.2.1 Community campaign conducted.
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Timeline 2011-2016	Partners WCC, LLLC, Spectrum, Kildonan, Victoria Police
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Actions	2.1.3 Generate open community dialogues that promote access and equity on issues including but not limited to employment and housing.
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Measures	2.1.3.1 'Open community dialogue' conducted.
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Timeline 2011-2016	Partners CoW, WCF, WCC
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Actions	2.1.4 Supporting the initiatives of 'Cultural Bridges' and advocating for and pursuing resources for a dedicated multicultural centre.
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Measures	2.1.4.1 Resources secured for activities of 'Cultural Bridges'.
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Timeline 2011-2016	Partners WCC, Victoria Police, CoW
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Actions	2.1.5 Support the consolidation and expansion of the Whittlesea Community Relations Committee and its activities.
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Measures	2.1.5.1 Activities of Whittlesea Community Relations Committee supported.
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Timeline 2011-2016	Partners WCC, CoW, Spectrum
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Actions	2.1.6 Supporting the expansion of ongoing mentorship programs for refugees and new arrivals.
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Measures	2.1.6.1 Increased number of refugees and new arrivals benefit through participation in mentorship programs.
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## WCF CALD Cluster Action Plan 2011-2016

## Priority 3. Employment

Outcome	3.1 Newly arrived migrants and refugees in the City of Whittlesea have employment options according to their needs and skills.
Timeline 2011-2014	Partners CoW, WCC, Kildonan, Centrelink
Actions	3.1.1 Advocate for opportunities including work place experience and job placements for CALD communities with medium to large scale employers such as markets and corporate businesses.
	
Measures	3.1.1.2 Number of work place experience/job placement opportunities increased for CALD communities.
Timeline 2011-2012	Partners CoW, WCC, Kildonan, Centrelink
Actions	3.1.2 Engage local 'Job Services Australia' providers for more inclusive, responsive and better services for CALD communities.
	
Measures	3.1.2.1 Advocacy actions and outcomes documented.
Timeline 2011-2016	Partners CoW, WCC, LLLC, Centrelink
Actions	3.1.3 Supporting existing and establishment of new community enterprises providing work place experience and job opportunities for CALD communities.
	
Measures	3.1.3.2 New community enterprises established.

# WCF Family and Children Cluster Action Plan 2011-2016

Presented by the Whittlesea Early Years Partnership (Best Start) representing the following members of the early years sector:

## Family Services

- CPS
- Anglicare
- Kildonian UnitingCare
- The Smith Family
- CatholicCare
- Melbourne Citymission
- Family Works

## Health Services

- Plenty Valley Community Health
- Northern Hospital

## Early Intervention

- EPIC
- Norparrin
- Yarra Plenty Regional Library
- DEECD
- Primary schools
- ECMS - early years services
- Preschool Services Field Officers
- Neighbourhood House
- Aboriginal Early Years Service (Bubup Wilam)

## City of Whittlesea Services

- Maternal and Child Health (MCH) and Enhanced MCH
- SPPI and Community Playgroups
- Children's Services (Programs and Partnerships)
- Family Services

**Best Start**  
www.beststart.vic.gov.au



## WCF Family and Children Cluster Action Plan 2011-2016

## Priority 1. Family Violence

Outcome	All families are safe in their homes and in the community
Objectives	<ul style="list-style-type: none"> <li>To increase education opportunities locally for both Early Years Sector professionals and families</li> </ul>
Strategies and Objectives	<p>Provide education and professional development opportunities to increase understanding of legal/ early intervention/ cultural relevance/ preventive factors/ agency information/ resource and referral pathways to family violence services by engaging with the:</p> <ul style="list-style-type: none"> <li>Early Childhood Development Project (2011)</li> <li>Family Service Training Calendar (2011)</li> <li>2011 Early Years Conference (August)</li> <li>Partnering in Community Events and Forums (responsive/ongoing).</li> </ul> 
Evaluation / Measures	<ul style="list-style-type: none"> <li>Survey participants &amp; service providers to establish percentage of increased understanding and confidence and to identify ongoing education needs</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>To decrease the rates of re-notifications to child protection</li> <li>To advocate for childcare policy changes within Whittlesea in relation to Family Violence</li> </ul>
Strategies and Objectives	<p>Partner to educate and resource early education service providers around prioritising intake of children at risk of family violence - via Whittlesea's:</p> <ul style="list-style-type: none"> <li>Child Care Co-ordinators Network (March/June)</li> <li>Early Childhood Development Project (2011)</li> <li>Family Service Training Calendar (2011)</li> <li>2011 Early Years Conference (August)</li> <li>Local skills exchange projects (2011).</li> </ul> 
Evaluation / Measures	<ul style="list-style-type: none"> <li>Number of sessions run.</li> <li>Number of services engaged.</li> <li>Percentage increase of children at risk participating in childcare.</li> <li>survey of relevant child care policy and changes.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>To establish an Early Years Family Violence (EYFV) Working Group for local practitioners</li> </ul>
Strategies and Objectives	<p>Create EYFV Working Group (March /June 2011) by:</p> <ul style="list-style-type: none"> <li>Confirming membership / lead agency</li> <li>Developing Terms Of Reference (TOR)</li> <li>Mapping local FV services, groups and resources</li> <li>Identifying education needs/gaps for practitioners</li> <li>Establish priorities and timelines.</li> </ul> 
Evaluation / Measures	<ul style="list-style-type: none"> <li>Group established.</li> <li>TOR competed.</li> <li>Mapping completed.</li> <li>Education needs &amp; priorities confirmed.</li> </ul>

## WCF Family and Children Cluster Action Plan 2011-2016

## Priority 1. Family Violence

Outcome	All families are safe in their homes and in the community.
Objectives	<ul style="list-style-type: none"> <li>To increase participation in other relevant (regional) Family Violence Networks and their associated activities.</li> </ul>
Strategies and Objectives	<p>Provide effective representation and act as conduit to and from WEYP on:</p> <ul style="list-style-type: none"> <li>The Whittlesea Domestic Violence Network (WDVN) – prevention/ education focus (2011)</li> <li>Early Childhood Development Project Steering Group (Child FIRST/ Family Services NE catchment – (2011 / 2012).</li> </ul> 
Evaluation / Measures	<ul style="list-style-type: none"> <li>Regular attendance WDVN/ECD Networks.</li> <li>Percentage of participation in, and promotion of WDVN /ECD activities and resources undertaken by WEYP partners.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>To inform the development of robust strategies, policies and working practices to decrease the incidence of family violence in the city of Whittlesea.</li> </ul>
Strategies and Objectives	<p>Advocate for research and benchmarking on a range of issues, that informs the development of robust strategies, policies and working practices locating evidence of:</p> <ul style="list-style-type: none"> <li>Communities/cultures/countries where family violence incidents are low.</li> <li>Children witnessing domestic violence.</li> <li>Success factors in Community Policing.</li> </ul> <p>And presenting the findings to appropriate local and state forums.</p> 
Evaluation / Measures	<ul style="list-style-type: none"> <li>Demonstrated participation and partnering with WCF around broad range of family violence projects and advocacy.</li> <li>Percentage of research and benchmarking activities achieved.</li> <li>Number of presentations made.</li> </ul>

## WCF Family and Children Cluster Action Plan 2011-2016

## Priority 2. Early Childhood Intervention

Outcome	All children will have optimal opportunity for language, cognitive, physical and emotional development.
Objectives	<ul style="list-style-type: none"> <li>• To increase rates of parents reading to their children</li> <li>• To establish broader awareness of early childhood development through community education (formal and informal).</li> </ul>
Strategies and Objectives	<p>Provide opportunities for parents to gain knowledge, confidence and skills through :</p> <ul style="list-style-type: none"> <li>• Let's Read Project</li> <li>• Bookaroo and YPRL Library Story Times</li> <li>• Community and Supported Playgroups, My Time Playconnect, Rhythm &amp; Rhyme groups</li> <li>• Schools as Community Hubs</li> <li>• MCH New Parent Groups &amp; Parent Sessions</li> <li>• 2011 Family Services Training Calendar and Parent Newsletter.</li> </ul>
Evaluation / Measures	 <ul style="list-style-type: none"> <li>• Number of sessions run</li> <li>• Number of resources distributed</li> <li>• Number of families involved in activities.</li> <li>• Percentage of parents involved reporting increased confidence in reading to their children</li> <li>• knowledge of child development.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>• To increase families access to a well coordinated, integrated and effective service system.</li> <li>• Increase and strengthen links between schools and the early years sector.</li> </ul>
Strategies and Objectives	<p>Build local partnerships, strengthen referral pathways (universal / secondary /tertiary) and promote the participation of vulnerable children and families through resourcing local initiatives:</p> <ul style="list-style-type: none"> <li>• Families in Partnership (FIP) Project</li> <li>• Thomastown Lalor Early Years Working Group</li> <li>• Laurimar Alliance Steering Group</li> <li>• Early Childhood Development Project (NE)</li> <li>• Whittlesea's Children's Services Network</li> <li>• Bubup Willam Aboriginal Early Years Program</li> <li>• Supported Playgroup Initiative</li> <li>• Schools as Community Hubs Working Group</li> <li>• Whittlesea's Children's Services Network.</li> </ul>
Evaluation / Measures	 <ul style="list-style-type: none"> <li>• Percentage of agencies/schools participating in early years initiatives.</li> <li>• Percentage of families reporting satisfaction with service system access.</li> <li>• Number of vulnerable families demonstrating increased confidence in engaging.</li> </ul>

## WCF Family and Children Cluster Action Plan 2011-2016

## Priority 2. Early Childhood Intervention

Outcome	All children will have optimal opportunity for language, cognitive, physical and emotional development.
Objectives	<ul style="list-style-type: none"> <li>• To adopt the UNICEF principles and framework for action on Building Child Friendly Cities.</li> </ul>
Strategies and Objectives	<p>Build Child Friendly City (CFC) guidelines into policy, planning and practice by:</p> <ul style="list-style-type: none"> <li>• Embedding in the WEYP Action Plan and Council's planning frameworks/documents</li> <li>• Participation in the Victorian CFC Network</li> <li>• Facilitating parent participation and representation in the Early Years Partnership</li> <li>• Facilitate opportunities for parents and children to express opinions on service planning and delivery in their city.</li> </ul>
Evaluation / Measures	 <ul style="list-style-type: none"> <li>• Action plan finalised.</li> <li>• Percentage of parents and children engaged in consultation activities.</li> <li>• Percentage of families reporting satisfaction with consultation process and participation.</li> </ul>

## WCF Youth Cluster Action Plan 2011-2016

The Whittlesea Community Futures Youth Cluster is committed to collectively building an integrated and comprehensive service system that supports the healthy development of young people in the municipality through delivering the best outcomes for young people in their transition from childhood to adulthood. This service system will be informed by local and broader evidence, and be based on best practice.

The Youth Cluster partnership recognises the work done by local agencies and will support the strengthening and the extension of this in the context of the municipal youth service system plan. The Youth Cluster group is committed to developing a framework to guide the development of a strengths based Municipal Service System for young people in the City of Whittlesea.

Key elements include:

- Solution finding dialogue with young people
- Partnerships with schools for the early detection of vulnerability in young people and their families
- Enhancing the capacity of schools to support vulnerable families and young people through the school community
- Ensuring all interventions are culturally appropriate and recognise diversity and all abilities
- Supporting the development of the City of Whittlesea Wellbeing Indicators for young people. These will provide evidence of where investments and interventions should be targeted.
- Developing strengthening programs for families
- Developing a collaborative, wrap-around system of care, to deliver services to young people
- Advocating to consolidate and extend the work of local agencies.

Local evidence shows that the following three priorities are currently the most in need of urgent attention. These are:

- Services for young people to address re-engagement and connection
- Support for positive mental health and
- A strategic response to youth homelessness.

## WCF Youth Cluster Action Plan 2011-2016

## Priority 1. Youth Engagement and Connection: Strengthening Communities through Schools

**Outcome** 1.1 An effective system of locally focused programs and services that enable young people to remain engaged and connected to positive pathways that lead towards successfully achieving their long term goals.

**Timeline** 2011 **Partners** Salvation Army, Crossroads, Kildonan UnitingCare, RMIT, WYC/HWLLLEN, CoW, YSAS

**Actions** 1.1.1 Build on existing research and evidence that informs best practice by updating the documentation on research and current policy.



**Measures** 1.1.1.1 Research and evidence is updated and documented.

**Timeline** 2011 **Partners** WYC/HWLLLEN, Salvation Army, RMIT, CoW

**Actions** 1.1.2 Adopt, utilise and build further on the environmental scan and service mapping of WYC/HWLLLEN.



**Measures** 1.1.2.1 Environmental scan and service map is updated and completed.

**Timeline** 2011 **Partners** Salvation Army, RMIT, WYC/HWLLLEN, CoW, Kildonan, DEECD

**Actions** 1.1.3 Finalise the Whittlesea Youth Commitment (WYC) and City of Whittlesea's (CoW) education model: Strengthening Community through Schools.



**Measures** 1.1.3.1. The model is documented and endorsed by the WCF Youth Cluster partnership.

**Timeline** 2011 **Partners** WCF Youth Cluster members

**Actions** 1.1.4 Secure partners for the implementation of the Strengthening Community through Schools service model.



**Measures** 1.1.4.1 Partners secured for the project.

**Timeline** 2011 **Partners** WCF Youth Cluster members

**Actions** 1.1.5 Advocate for funding for implementation.



**Measures** 1.1.5.1 Advocacy with outcomes.

**Timeline** 2012-2016 **Partners** WCF Youth Cluster members

**Actions** 1.1.6 Implement and evaluate the model and disseminate the findings.



**Measures** 1.1.6.1 Measures that show evidence of Strengthening Communities through Schools strategy is successful.

## WCF Youth Cluster Action Plan 2011-2016

## Priority 2. Youth Mental Health

Outcome	2.1 An increase in the range and capacity of mental health services available for young people in the City of Whittlesea.
Timeline 2011	Partners Northern Melbourne Headspace, Salvation Army, PVCH, Kildonan, RMIT, YSAS, CoW, DEECD
Actions	2.1.1 Explore models of school based mental health practices and develop an evidence-based framework of best practices and successful approaches.
Measures	2.1.1.1 Research on best practice completed.
Timeline 2011	Partners WCF Youth Cluster members
Actions	2.1.2 Using the evidence-based framework to advocate for funding for the implementation and piloting of school based mental health models.
Measures	2.1.2.1 Best practice models piloted and advocacy implemented.
Timeline 2011	Partners WCF Youth Cluster members
Actions	2.1.3 Advocate for a Headspace service to be based in the municipality.
Measures	2.1.3.1 Advocacy implemented.
Timeline 2011	Partners WCF Youth Cluster members
Actions	2.1.4 Support and advocate for funding for the Northern Regional Mental Health Network's proposal for a young people's participation strategy.
Measures	2.1.4.1 Advocacy implemented.
Timeline 2011	Partners WCF Youth Cluster members
Actions	2.1.5 Develop a positive mental health campaign with local partners.
Measures	2.1.5.1 Campaign developed and delivered.
Timeline 2011	Partners WCF Youth Cluster members
Actions	2.1.6 Advocate to increase the capacity of existing mental health services for local young people.
Measures	2.1.6.1 Advocacy implemented.

## WCF Youth Cluster Action Plan 2011-2016

## Priority 3. Youth Housing and Homelessness

Outcome	3.1 A comprehensive picture of housing and homelessness as it relates to young people in the City of Whittlesea and an extensive plan to address the situation.
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Timeline 2011–2012	Partners Salvation Army, Crossroads, Kildonan UnitingCare, RMIT, WYC/HWLLLEN, CoW, YSAS
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Actions	3.1.1 Advocate for funding to undertake a study that comprehensively captures the situation of housing and homelessness of young people in the municipality. This study will inform a short and long term strategic plan to address the prevention and alleviation of youth homelessness and housing demands.
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Measures	3.1.1.1 Project description and Facts Sheet completed.
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Timeline 2011-2016	Partners WCF Youth Cluster members
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Actions	3.1.2 Engage with the State Government on A Better Place-Victorian Homelessness 2020 Strategy to advocate for better outcomes for young people in the City of Whittlesea.
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Measures	3.1.2.1 Delegations to the relevant personnel.
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# Human Services Needs Analysis

## Executive Summary

### Background

In 2004 the *Strategic Plan for Human Service Delivery in the City of Whittlesea*<sup>1</sup> was developed and served to provide a human service delivery needs analysis as well as an indication for further work for the municipality. The Plan was developed in partnership with 18 agencies and one of the outcomes was a \$300,000 grant to establish the Whittlesea Community Futures Partnership.

In 2009 the Whittlesea Community Futures Executive embarked on a process of evaluation of the 2004 Strategic Plan. In the first instance this process required a human services needs analysis that would provide the evidence for the development of the Strategic Plan.

### Needs Analysis

The current Human Services Needs Analysis is informed in the main by the results of a survey sent to 49 agencies located within and outside of the Whittlesea municipality that service Whittlesea residents. The response rate was over 60% (29 agencies). Eight relevant Council departments of the Community Services Directorate were also surveyed.<sup>2</sup>

In addition to the survey, consultations were held with agencies for further clarification and information. The Needs Analysis is also informed by demographic data; national and local research; and State and Federal Government policy directions.

### Findings

There was found to be a widespread increase in demand for many service areas with most agencies reporting an incapacity to respond to the demand effectively. The result is that substantial numbers of Whittlesea residents are not receiving the support they need to participate fully and effectively in their community.

According to all respondents, population growth in the municipality would continue to put pressure on their capacity to meet the increasing demand on their services. The overriding concern is the adequate resourcing of the human services sector to enable agencies to respond to the current and future demand.

The service areas that were identified as those needing attention span the entire spectrum of human services and include:

- Family violence
- Housing
- Family Support Services
- Settlement
- Early Childhood Intervention
- Financial Counselling and Emergency Relief
- Youth Issues
- Community Transport
- Disability
- CALD
- Mental Health
- Respite
- ATSI
- Primary Care Services
- Lifelong Learning
- Aged Care.

<sup>1</sup> See Appendix D

<sup>2</sup> See Appendix E

In collating and analysing the data it has become apparent that the three suburbs of Lalor, Thomastown and Epping are in urgent need of special attention on a number of issues including:

- rental and mortgage stress
- child development (AEDI)
- ageing population
- disability
- family violence
- disengaged youth
- CALD communities—established and new
- mental health.

Agencies and local research have also revealed that growth area residents are also beginning to display poor social outcomes. In particular, there are increasing reports of family violence; post-natal depression; financial stress; isolation; and poor child development results (AEDI).

## Recommendations

1. In the light of the incapacity to address all of these areas at once, it is recommended that the Whittlesea Community Futures Partnership prioritise a number of service areas on which to focus concerted action over a period of time as determined by the WCF.
2. It is recommended that the Whittlesea Community Futures Partnership consider taking a precinct approach to human service delivery.



# Introduction

## Aim

The principle aim of the Human Services Strategic Plan 2011–2016 is to develop a municipal-wide framework for the systematic delivery of human services in the City of Whittlesea with input from all relevant stakeholders.

In so doing the Plan incorporates a common vision for the municipality and a set of principles to guide its development.

## Vision for Human Service Delivery

The Whittlesea Community Futures Partnership envisions a resilient, self-determining and inclusive Whittlesea community which is strong, connected and supportive of all of its members.<sup>3</sup>

The human service system is vital to the realisation of this vision and to the ongoing wellbeing of the community by taking into account its strengths and vulnerabilities and advocating for an appropriate service system response.

## Principles

The principles underlying the development of a human service delivery framework include:

1. Community engagement
  - self-determining
  - participatory
  - localised
  - strengths-based
2. Accessibility
  - universality
  - flexibility
  - localised
  - welcoming
  - inclusive

3. Coordination
  - integrated and coordinated service delivery
  - partnerships
  - no 'wrong door' policy
4. Innovation and Social Change
  - innovative program delivery
  - preventative focus
  - social justice and social change focus
  - advocacy
5. Evaluation
  - accountable
  - reflective
  - ensuring effectiveness of processes/ programs
6. Sustainability
  - supporting and advocating for sustainable programs and services

## Methodology

The methods used to produce the Needs Analysis include:

- collation and analysis of the demographic and socio-economic characteristics of the population
- undertaking a needs analysis through gathering information on service provision, utilisation and capacity through surveys, interviews and consultations with key stakeholders
- incorporating the voice of the community through community engagement processes
- policy alignment with Federal and State government policy.

## Policy framework

The development of the Needs Analysis and the direction of the development of the Strategic Plan has been informed by and aligned with numerous relevant State and Federal Government policy directions and strategies.<sup>4</sup>

<sup>3</sup> This vision was developed at the workshop for the Human Services Strategic Plan and is an elaboration of the WCF vision which states: A connected community that shapes its own future.

<sup>4</sup> See Appendix C

# 1. Whittlesea Demographics



The City of Whittlesea is located 20km north of Melbourne. It is a large municipality covering an area of 490 km<sup>2</sup> of both rural and urban areas. The suburbs of the municipality include Bundoora, Donnybrook, Doreen, Eden Park, Epping, Epping North, Humevale, Kinglake West, Lalor, Mernda, Mill Park, South Morang, Thomastown and Whittlesea Township.

## 1.1 Population and Growth

According to the ABS latest population data Whittlesea is the second fastest growing municipality in Australia (*Figure 1*). In 2010 the population of Whittlesea grew by 8,890 which represents a 6.1% increase on the previous year. There are 171 people on average moving into Whittlesea every week.

The pace of growth in the population is estimated to continue and to increase over the next 20 years. Most projections estimate that by 2031, the population of Whittlesea will be around 300,000.

## 1.2 Families

Nearly three-quarters of all families in the City of Whittlesea (71.5%) have children, compared with Melbourne (63.8%) and Victoria (62.2%). The predominant family structure in the City of Whittlesea continues to be a couple family with children (55.7%), compared with metropolitan Melbourne (48.4%) or Victoria (46.8%).

## 1.3 Cultural Diversity

The Whittlesea population is very culturally diverse representing an overseas-born population coming from 140 countries. *Figure 2* provides a comparative snapshot with the MSD as well as within the municipality on the persons born in a NESB country<sup>5</sup>.

Figure 1: ABS populations data

	June 2001	June 2006	June 2007	June 2008	June 2009	June 2010
Whittlesea ERP	118,118	129,525	133,897	139,595	146,223	155,113
Growth		11,407	4,373	5,698	6,628	8,890
Average annual growth		1.9%	3.4%	4.3%	4.7%	6.1%
People per month		190	364	475	552	741
People per week		44	84	110	127	171

<sup>5</sup> City of Whittlesea Community Atlas, prepared by id consulting, [www.idconsulting.com.au](http://www.idconsulting.com.au)

Figure 2: Persons Born in a NESB Country

City of Whittlesea	29.6%
Melbourne Statistical Division	22.0%
<b>Notable results</b>	
<i>Mernda-Doreen (lowest)</i>	4.5%
<i>Thomastown West (highest)</i>	49.3%
Thomastown	47.0%
Lalor West	46.8%
Lalor	43.6%
Thomastown East	43.0%

#### 1.4 Newly arrived migrants and refugees

The number of newly arrived migrants and refugees to the municipality is rising. In the years between 2000–2007 over 5,500 newly arrived migrants and refugees established themselves in the City of Whittlesea<sup>6</sup>.

#### 1.5 Language

The percentage of the population speaking languages other than English is 43.1% for Whittlesea compared with 26.5% for the MSD, making Whittlesea the 4th highest LOTE municipality out of 79 Victorian municipalities.

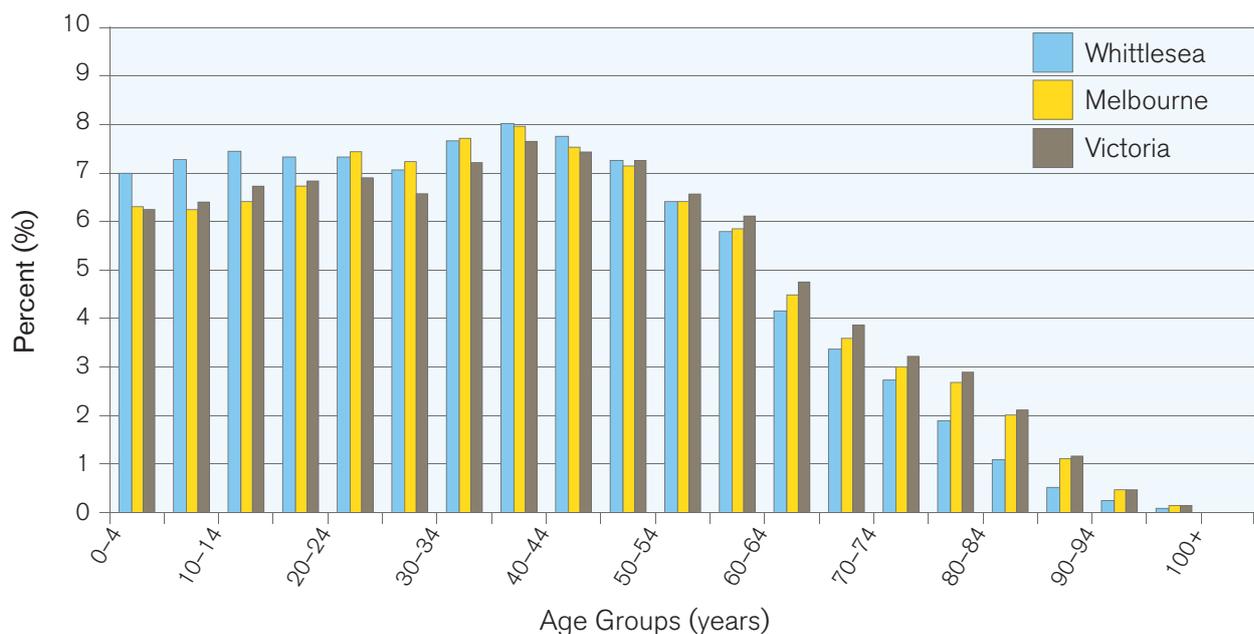
Whittlesea is also the 6th highest Victorian municipality with Low Fluency in English, with 7.5% compared with 4.4% for the MSD.<sup>7</sup>

#### 1.6 Age

In 2006, the number of residents aged 70 years and over had increased by 42% to 7,954 residents since 2001. This represents 6.4% of the total population and will continue to grow in the future.

However, the City of Whittlesea's overall age structure continues to be younger than metropolitan Melbourne or Victoria with higher proportions of persons aged under 50, and lower proportions in the older age groups. In 2006 there were 92,139 people under the age of 50, accounting for 74% of the population, compared with 70.5% for Melbourne and 68.9% for Victoria as a whole. The number of young people aged 10–24 in the City of Whittlesea in 2006 was 27,426 or 22% (Figure 3).<sup>8</sup>

Figure 3: Age structure



<sup>6</sup> Settlement Update Information, Department of Immigration and Citizenship, [www.diac.gov.au](http://www.diac.gov.au)

<sup>7</sup> VLGA Statistics: Summary Report of Victorian Municipalities, [www.vlga.org.au](http://www.vlga.org.au)

<sup>8</sup> Reproduced from City of Whittlesea Local Precinct Statistics based on ABS 2006 Census Data

Figure 4: Aboriginal Population 1996 to 2007, Number and Percent of Total Population

	1996		2001		2006		% Increase 1996–2006
	No.	%	No.	%	No.	%	
Darebin	1136	0.47%	1058	0.44%	1110	0.45%	-2.3%
Whittlesea	510	0.2%	682	0.3%	843	0.35%	65.3%
Yarra	306	0.24%	287	0.23%	252	0.19%	-18%

## 1.7 Aboriginal

There were 843 people who identified as Aboriginal, Torres Strait Islander (ATSI) or both in the City of Whittlesea on the night of the 2006 Census. This is an increase of almost 24% on the number of people who identified as ATSI or both in the 2001 Census. The Aboriginal population in the City of Whittlesea is young, with the median age for aboriginal residents in the municipality being 17 years of age. In contrast, the median age of non-indigenous residents is 32 years (Figure 4).<sup>9</sup>

## 1.8 Income

The median weekly income is 18.5% lower for residents in the Whittlesea LGA compared with the Melbourne Statistical Division. The median weekly family income (\$1,102) was also 13% lower than the MSD (\$1,242).<sup>10</sup>

It is noteworthy that a significant proportion of the City of Whittlesea's families are living in relative poverty. The definition of relative poverty is income less than 60% of the national median income. Australia's median income is in the range between \$1,200 and \$1,399, therefore, 60% less is between \$720 and \$839. Given these figures, more than 10,000 families out of 34,413 in the City of Whittlesea (29.1%) are living in relative poverty. There are 2,704 families earning \$799 or less who are in the process of buying a home.<sup>11</sup>

## 1.9 SEIFA index

The municipality of Whittlesea's SEIFA Index of Relative Socio-economic Disadvantage is 978 which ranks it at number 27 in level of disadvantage among the 79 Municipalities of Victoria, where high values have high advantage. This ranking places Whittlesea just above the third most disadvantaged municipalities in Victoria.

The SEIFA indexes at the suburb level shows that Lalor and Thomastown are the most disadvantaged suburbs in the municipality. They are also in the first decile of disadvantage in Victoria and the second decile of disadvantage in Australia (Figure 5).

Figure 5: SEIFA Indices (2006)<sup>12</sup>

SEIFA 2006	Disadvantage
Precinct	
Lalor	891
Thomastown	892
Epping	974
Epping/Epping North	977
Epping North	1048
Mill Park	1008
Whittlesea Township	1016
Bundoora	1021
South Morang	1049
Rural North	1058
Blossom Park	1074
Mernda/Doreen	1100

<sup>9</sup> ABS 2006 Indigenous Status by Age for Time Series, ABS Canberra.

<sup>10</sup> ABS 2006 Census Quickstats: Whittlesea.

<sup>11</sup> Australian Bureau of Statistics 2006, Gross Family Income (Weekly) by Tenure Type by Family Composition, cat. no. 2068.0, ABS, Canberra.

<sup>12</sup> ABS Census 2006–Census of Population and Housing: Socio-economic Indexes for Areas (SEIFA), 2033.055.001.

## 2. Shaping Our Future: Whittlesea 2025 Strategic Community Plan

In 2009 Whittlesea Council conducted a wide-ranging community engagement process to develop a key document to shape the future direction of the City of Whittlesea. *Shaping Our Future: Whittlesea 2025–Strategic Community Plan* reflects the views of over 650 people, representing a cross section of the Whittlesea community. The plan documents their perceptions of Whittlesea, past and present, as well as their aspirations for the future of their community. One of the key Future Directions of the Community Plan and one which directly informs the development of the Human Services Strategic Plan 2011–2016 is that of Health and Wellbeing:

*A healthy community that supports people through all of life's stages and cares about life-long learning has a sense of wellbeing and belonging. Health services are available locally and easily accessed in community hubs. Support is available for young people, families, the elderly and those who are isolated and disadvantaged. Communities are safe places where harm from violence, alcohol and drugs is removed. Access to education, training and information enables life-long learning for everyone.*

### 2.1 Strengths of Whittlesea

The following strengths were highlighted through the community engagement process which developed the Whittlesea Strategic Community Plan 2025:

#### Community Strengths

- Aboriginal population
- reconciliation
- connection with our history
- rich cultural heritage

#### Cultural Diversity

- vibrant local atmosphere

#### Young people

- energy and vibrancy
- innovation and creativity

#### Families and young children

- stability
- connectedness
- support

#### Older people

- expertise
- experience
- time

#### Harmonious/inclusive communities

- unity amongst different cultural backgrounds
- people know one another
- lots of children
- community engagement and participation

#### Assets of the Municipality

##### Natural environment

- preservation of environment-river red gums
- parks and gardens
- urban/rural mix

##### New developments

- opportunities for innovative planning
- job creation

##### Leisure facilities

- sporting facilities
- Thomastown Recreation and Aquatic Centre

##### Agencies

- commitment to community
- partnering for benefit of community (WCF)

##### Council

- engaged with community
- provides leadership and support
- festivals/events

The Community Plan incorporates six Future Directions which will direct Council's work into the future. These are:

### **1. Inclusive and engaged community.**

Our City is diverse and that is its strength. People from many countries with different languages, faiths and customs have made it their home. There are also urban and rural communities. When we are together we learn and grow through each other's experiences. We build skills and capacity so everyone can fully engage and participate in community life. All voices are heard and decision making takes account of all views. Our inclusive, engaged community is resilient and strong.

### **2. Accessibility in, out and around our City.**

Access in, out and around our community happens in many ways – through public transport, roads for vehicles, walking and bike pathways, communications and digital networks. The design and construction of our built infrastructure enables access for all.

### **3. Growing our economy.**

A diverse economy offers varied career opportunities so people can live and work in Whittlesea. Business attraction requires infrastructure and transport planning, affordable housing, skill development and a supportive regulatory environment. We need to work on supporting and developing opportunities for local business like growing the food we need locally. Education facilities offer everyone career and skill development options.

### **4. Places and spaces to connect people.**

Places, spaces and events bring people together to socialise and access services; they help build our community and an understanding and appreciation of our diversity. Our community hubs provide a central place to meet, shop,

have a haircut, go to the doctor, post a letter, do banking, have coffee, visit the library and be entertained. They bring people together. Urban design develops a sense of place built on heritage. Parks and recreation facilities improve community wellbeing and can be used for events and celebrations. A cultural centre focusing on our diversity builds connections, networks, understanding and harmony. There are many pathways to bring people together in all the communities that together make our city.

### **5. Health and wellbeing**

A healthy community that supports people through all of life's stages and cares about lifelong learning has a sense of wellbeing and belonging. Health services are available locally and easily accessed in community hubs. Support is available for young people, families, the elderly and those who are isolated and disadvantaged. Communities are safe places where harm from violence, alcohol and drugs is removed. Access to education, training and information enables life-long learning for everyone.

### **6. Living sustainable**

Our carbon footprint, water, waste, energy use, flora (particularly the majestic River Red Gums) and our fauna are managed sustainably so future generations can enjoy the environment in which we live. Immigration, strong housing demand, economic growth, climate change, alternative energies and transport all provide challenges for our environment, future planning and how we live. Our daily routines have changed; we plan for tomorrow and use innovation to become more sustainable. Everyone does their bit to help.

### 3. Municipal issues and implications for service delivery

There are a number of demographic attributes of the municipality that are important to be considered in developing a plan for human service delivery.

#### 3.1 Population growth

- growth areas need planning for the establishment of community services and infrastructure to meet the needs of fast growing populations.
- established areas will also increase in population (although not as dramatically). Human service provision is under stress in these areas as is the ageing infrastructure.

#### 3.2 Households

- there is a great diversity of households in the municipality and this has implications for service delivery. Some areas (eg Mernda/Doreen) are increasing in young families with children while others have a mixture of a growing aged population as well as newly arrived migrants and refugees who often have young children (eg Thomastown/Lalor).

#### 3.3 Age structure

- the changing age structure of the municipality requires human services to be adaptive
- a localised response is necessary to ensure accessibility and relevance.

#### 3.4 Cultural diversity

- culturally inclusive practices/programs to be developed to assist newly arrived migrants and refugees as well as older established migrant groups.

#### 3.5 ATSI population

- culturally inclusive practices/programs for the Aboriginal population.

#### 3.6 Interface municipality

- recognition of urban and rural aspects of the municipality and how to best develop service provision to ensure maximum accessibility.

#### 3.7 Socio-economic status

- localised and universally accessible services.



## 4. Summary of findings from agencies within and outside of the Whittlesea municipality

Surveys were sent out to agencies that service Whittlesea residents. A total of 49 surveys were sent to agencies which are located both within and outside of the municipality. We received 29 completed and semi-completed surveys in return – a response rate of over 60%.

### 4.1 Demand for service

Most services, both within and outside of the Whittlesea municipality, report a significant increase in the level of demand for service over the previous four years. This is also the case for all departments within Council's Community Services Directorate (Figure 6).

Figure 6: Demand for Service

	No. of Agencies	% of Agencies
Agencies in CoW	13/15	86.6%
Agencies outside CoW	8/15	53.3%
Council Departments/Units	7/7	100%

### 4.2 Capacity to respond to demand

Many agencies report an inability to respond adequately to the demand for services and have growing waiting lists (Figure 7).

Figure 7: Capacity to respond to demand

	No. of Agencies	% of Agencies
Agencies in CoW	12/15	80%
Agencies outside CoW	6/15	40%
Council Departments/Units	5/7	77.7%

### 4.3 Waiting lists

The majority of agencies report that they need to keep waiting lists due to higher demand than capacity (Figure 8).

Figure 8: Waiting lists

	No. of Agencies	% of Agencies
Agencies in CoW	12/14	85.7%
Agencies outside CoW	10/15	66.6%

### 4.4 Additional needs to adequately cope with demand

The majority of agencies require more funding and additional space (or relocation to CoW for those outside of the municipality) to meet the demand for services. Figure 9 shows the additional needs of the agencies (more than one need could be indicated per agency).

Figure 9: Additional agency needs

	Space	Relocation	Funding
Agencies in CoW	8	4*	11
Agencies outside CoW	8	5**	8
Total Agencies	16	8	18

\*(within CoW)

\*\* (to CoW)

### 4.5 Difficulty in referring clients

A significant number of key organisations both within and outside the municipality find it difficult to refer clients to appropriate services due to lack of capacity (Figure 10).

Figure 10: Difficulty in referring clients

	No. of Agencies	% of Agencies
Agencies in CoW	9/14	64.2%
Agencies outside CoW	7/15	46.6%

#### 4.6 Whittlesea Resident Access issues

The most common issues for Whittlesea residents in accessing services are the location of services and the lack of adequate public transport or other transport methods like community transport. This is true of services within Whittlesea and even more so for those services located outside of the municipality.

#### 4.7 Demographic Change

Almost all agencies within Whittlesea (12/14) report that the demographic profile of Whittlesea residents is changing. Most cite people from CALD backgrounds as the main group that is growing. Some agencies report that they are unable to adapt to the demographic shift without additional funding.

#### 4.8 Specific groups without access

The overwhelming majority of agencies report that people from CALD and ATSI backgrounds appear not to access services when they might need to. LINK also cites rural dwellers and renters as two other groups not accessing their services.

#### 4.9 Future demand

All agencies are concerned about the level of demand for services as the population of Whittlesea grows and express the need for funding levels to match that growth.



## 5. Issues

Although we have listed the issues separately there is recognition that they are more often than not interrelated. In the course of the research and interviews it was common to hear of people presenting with complex issues like the following:

- a person with a mental illness also being homeless and having drug and alcohol issues or
- a newly arrived migrant or refugee with low English language proficiency along with difficulty in finding appropriate housing and employment then having financial problems and needing emergency relief funds.

For the purposes of clarity the issues are listed and dealt with separately in this section. The following emerged as those most in need of attention (in no particular order).

- Family violence
- Housing
- Family Support Services
- Settlement
- Early Childhood Intervention
- Financial Counselling and Emergency Relief
- Youth Issues
- Community Transport
- Disability
- CALD
- Mental Health
- Respite
- ATSI
- Primary Care Services
- Lifelong Learning
- Aged Care

### 5.1 Family Violence

The City of Whittlesea has one of the highest incidents of reported family violence in the North. The Victorian Police Family Incident statistics (Figure 11) reveal the following statistics for the Northern LGAs.<sup>13</sup>

Figure 11: Police Family Incident statistics

LGA	2008/08	2009/10	% change
Hume	1544	1769	14
Whittlesea	1091	1269	16.3
Moreland	871	858	-1.3
Darebin	811	890	9.7
Moonee Valley	651	616	-5.1
Banyule	714	792	10.6
Yarra	472	419	-11.2
Nilumbik	190	218	18.5

The Victoria Police figures are further verified by the Berry Street Family Violence Service (Figure 12). While it is located outside of the municipality of Whittlesea, Berry St had more clients from Whittlesea in 2008/09 than other neighbouring local government area that it services.<sup>14</sup>

Berry St also provided police statistics for family violence incidents in the North that indicate a significantly greater number of contacts for Whittlesea than the other Northern LGAs (Figure 13).

Berry St Family Violence Service advises that there are currently (May 2010) waiting lists for:

- counselling for children and adolescents who have experienced family violence
- adolescent mediation and family therapy
- children's contact centre.

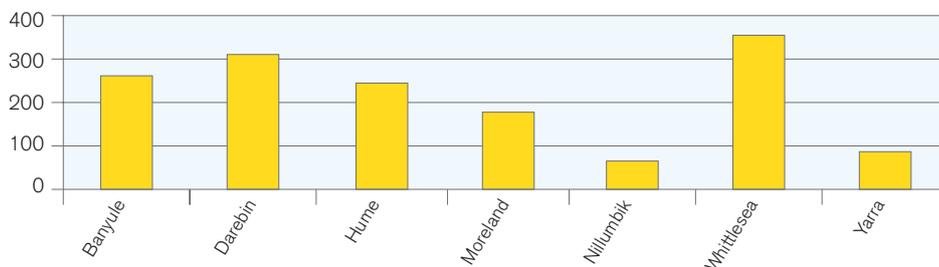


Figure 12: Berry St Northern Family Violence Service– No. of Contacts from LGA July 2008–June 2009

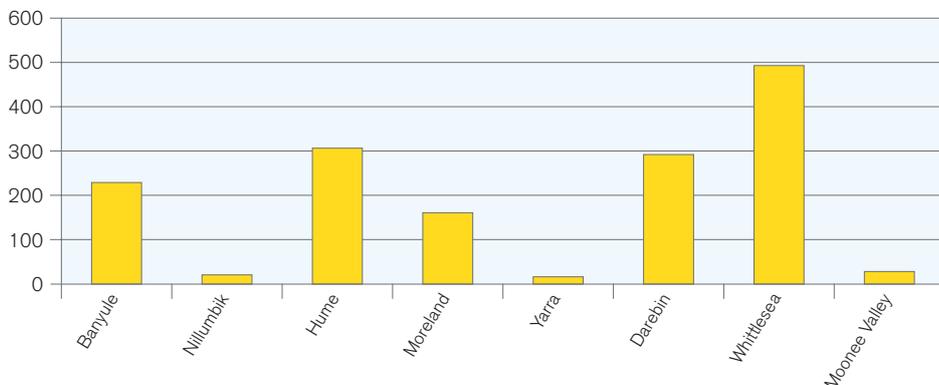


Figure 13: Police Statistics–Domestic Violence July 2009–March 2010

<sup>13</sup> Victoria Police 2008/2009 Crime Statistics, Recorded Family Incident Reports, Corporate Statistics, Victoria Police, July 2009.

<sup>14</sup> Statistics and information provided via email by Ms Felicity Rorke, Manager Family Violence Services, Berry St, Eaglemont, VIC.

### Agency snapshots

- The Victorian Arabic Service indicated that domestic violence is an area of significant increasing demand from Whittlesea residents.
- MIND reports a difficulty in referring cases of domestic violence to appropriate services in the municipality.
- Whittlesea Community Connections reports that family violence represents an area of work with much significance for Whittlesea. There has been an increase of 21% in those seeking emergency relief from WCC as a result of family violence in the last 12 months.

## 5.2 Housing

The national housing shortage as reported by the Housing Industry Association is intensified in Whittlesea which recorded a 6.1% population growth between 2009 and 2010. In particular, the Whittlesea North SLA grew by 21.8% between 2009 and 2010 making it the fastest population growth area in Australia.<sup>15</sup>

All forms of housing: affordable, crisis, respite, supported and social have been named by residents and community service organisations as the biggest issues facing the Whittlesea community. In particular, residents experience more rental stress and mortgage stress<sup>16</sup> than

in metropolitan Melbourne as the tables below show (Figures 14 & 15).<sup>17</sup> One consequence of high rental stress is that households are unable to save to purchase their own home.

### Agency snapshots

The City of Whittlesea's Annual Household Survey 2009 shows that 20% of households reported that their housing needs were not being met. 30% of these cited housing affordability as the main issue for them. A further 37% reported a need for more bedrooms.<sup>18</sup>

- Spectrum cites housing affordability as a key issue for their clients. In particular, once they are required to vacate from one rental property they find that they are unable to meet the rental costs for another property due to the substantial increase that has occurred in the interim.
- According to Real Estate agents in Thomastown and Mill Park, the ratio of applications to rental properties is more than 3:1.<sup>19</sup> Anecdotal evidence indicates that the practice of 'auctioning' the rent precludes low income earners from rental housing.

Figure 14: Rental Stress

City of Whittlesea	30.0%
Melbourne Statistical Division	25.6%
<b>Notable results</b>	
Mernda-Doreen	38.7%
Thomastown West	36.0%
Lalor West	35.9%
Lalor	34.9%
Thomastown	34.8%

Figure 15: Mortgage Stress

City of Whittlesea	14.9%
Melbourne Statistical Division	10.4%
<b>Notable results</b>	
Lalor West	23.9%
Lalor	23.2%
Lalor East	22.5%
Thomastown West	21.4%
Thomastown	21.1%

<sup>15</sup> Population and Residential Building Hotspots, Australia's Fastest Growing Towns, Cities and regions 2011, p3-4.

<sup>16</sup> Rental and mortgage stress are calculated on a NATSEM model where households in the lowest 40% income rates pay over 30% of their income on rent.

<sup>17</sup> City of Whittlesea Community Atlas, id consulting, [www.idconsulting.com.au](http://www.idconsulting.com.au)

<sup>18</sup> City of Whittlesea Annual Household Survey 2008, City of Whittlesea 2008.

<sup>19</sup> Thiyagerajah Abarajitha, Project Officer, Whittlesea Community Futures, Whittlesea: A City in Transformation, Facts and Emerging Trends, Powerpoint Presentation, Whittlesea Community Futures.

- Spectrum states that many refugees and newly arrived migrants are unable to secure rental housing due to discrimination.
- The Victorian Arabic Social Services reports that demand from newly arrived Whittlesea residents for housing is increasing to the point that they are unable to keep up with the demand.
- AMES Settlement Services notes difficulty in securing accommodation in Whittlesea for newly arrived migrants and refugees.
- Berry St reports that there is a significant increase in need for housing support for young people at risk of homelessness.
- According to the Whittlesea Community Mental Health Services, there is a lack of appropriate and affordable accommodation for people with a mental illness.
- The Whittlesea Community Connections 'Emergency Relief Survey Report' has revealed that a significant proportion of the respondents were in housing stress with 43% of all respondents paying more than 50% of their income on housing and 13% paying more than 75%.<sup>20</sup>
- The North East Housing Service (NEHS) states that the current rental rates advertised at \$300–\$340 for a three bedroom home and \$200–\$250 for a two bedroom home are unaffordable for people on low incomes. Single people of all ages are having difficulty accessing affordable accommodation. The NEHS report that they are seeing more elderly clients who have lived in rental properties for years and are now unable to continue in those properties due to continual rent increases.

- Single people wanting to remain in the Whittlesea area often have no choice but to live in rooming houses run for profit by private companies. The circumstances of these rooming houses can include people being subjected to threats, stand over tactics and properties that are unhygienic. The NEHS reports that there is a need for affordable social housing of all sizes from single to five bedroom stock in the Whittlesea area.

### 5.3 Family Support Services

Agencies report that child protection cases are increasing as well as becoming more complex and therefore needing more service time for resolution. In 2009 Child FIRST was unable to accept families for casework services from Whittlesea for a total of 18 weeks due to the extent of the backlog of services. There is no alternative service in the City of Whittlesea able to provide an alternative high intensity care management response to the level of risk and needs of these families.

#### Agency snapshots

- Anglicare reports an increase of 80% in the demand of its services in the North-East area between 2005/06 and 2008/09. While funding was also increased during that time, it was still inadequate in meeting the demand.

Family support services do not have the capacity to provide early intervention support to families for the following issues (unless co-presenting with family violence, alcohol or drug abuse, or mental illness):

- family court conflict
- children's learning and behavioural difficulties
- counselling
- parent–child conflict
- school non-attendance
- adult relationship problems
- disability support
- child care/pre-school access
- developmental delay of young children
- respite care.

<sup>20</sup> Emergency Relief Survey Report: A Study into the Reasons People Seek Emergency Relief Services, Whittlesea Community Connections, 2011, p5.

## 5.4 AEDI Community Profile of Whittlesea

The Whittlesea AEDI results (22.4%) are as a whole on a par with the results for all of Australia (23.5%) and marginally worse when compared with Victoria (20.2%). However, upon closer inspection it becomes evident that there are suburbs within Whittlesea where the results for children are concerning as the following table shows (Figure 16).

Figure 16: Developmental vulnerability

	Developmentally vulnerable on one or more domains %	Developmentally vulnerable on two or more domains %
Australia	23.5	11.8
Victoria	20.2	10.0
Whittlesea	22.4	10.7
Local Community		
Mernda	35.0	15.0
Lalor	33.9	17.4
Thomastown	31.0	19.2
Epping	24.1	9.4

## 5.5 Settlement Issues

Settlement issues for newly arrived migrants and refugees include those of:

- housing
- cultural acclimatisation
- employment
- access to health care
- access to education
- English language fluency

The pre-migration experiences of many refugees include trauma, torture, loss of family to war and conflict, rape and sexual assault. These issues are compounded when they come to Australia by low income, low English language fluency, absence of support networks, discrimination in employment and housing markets.

The majority of agencies responding to the survey noted a significant increase in the CALD demographic amongst their clients and all settlement support agencies reported an increase in the demand for their services.

### Agency snapshots

- According to Whittlesea Community Connections there has been a 30% increase in requests for settlement assistance between 2009 and 2010.
- Spectrum advises that there is a waiting time of 3–4 weeks for a migration advice appointment and a 2–3 week wait time for the intake service for casework.
- Housing is mentioned by all as a significant issue in terms of both affordability and discrimination in the rental market. In addition, all agencies report that the casework needs of humanitarian entrants are becoming more complex and therefore more resource intensive.
- AMES notes that increasing numbers of newly arrived clients are requesting accommodation in Whittlesea to be in close proximity to their community of family and friends.

## 5.6 Early Childhood Intervention

The Central Intake Service for the Northern Early Childhood Intervention Service reports that Whittlesea and Hume have the highest number of presentations. In addition,

- 50 clients on the waiting list for Whittlesea (as at June 2010)
- 14% growth in referrals between 2008 and 2009
- 20% expected growth between 2009 and 2010 and a further 20% expected growth between 2010 and 2011 (these were reported as *conservative* estimates).
- In addition to increasing numbers of children requiring ECI services Norparrin advises that there have been increasing numbers of requests for additional support including therapy, aids and equipment.

## 5.7 Financial Issues

Financial stress affects significant numbers of Whittlesea residents requiring a combination of emergency fund relief, access to financial literacy programs and financial counselling.

### Agency snapshots

- Whittlesea Community Connections reports a 52% increase in requests for emergency relief funds between 2009 and 2010.
- Kildonan notes that there has been a significant increase in demand for financial counselling that has resulted in a waiting list of 4–6 weeks. In addition Kildonan reports an increase of young people in debt.
- Gamblers HELP Northern identifies an increase in financial counselling cases from Whittlesea. They recorded a 26% increase in gambling counselling cases from Whittlesea between April 2004 and July 2008.
- Kildonan reports that 95% of their financial counselling clients have difficulty paying their utility bills and are going into hardship programs with an average debt of \$1750.
- The Emergency Relief Survey Report from Whittlesea Community Connections has also found a dramatic increase in the number of clients who are seeking Emergency Relief funds to pay their utility bills.
- Whittlesea Community Connections reports that over the past 8 years there has only been a marginal increase in the incomes of emergency relief clients who overwhelmingly are in receipt of Centrelink payments. These

payments have not kept pace with the cost of living. The Melbourne Institute of Applied Economics and Social Research places the current poverty line at \$347.62pw for a single person. A person on Newstart, receiving the maximum rent assistance is still about \$53 below the poverty line while a person on Youth Allowance will be at least \$95 below the poverty line.

## 5.8 Young People

The City of Whittlesea has a younger age profile than metropolitan Melbourne as well as a greater percentage of families with children. As an Interface council, a number of issues have been raised with respect to the young people living in these areas.

### Agency snapshots

- Council's Youth Services Team reports that there are severe gaps in generalist support and counselling services for young people. The 2009 bushfires have exacerbated the problem.
- Child and Adolescent Counselling is an area of significant increase for Berry St as is Adolescent Mediation and Family Therapy.
- The Victorian Arabic Social Service notes that over the past 4 years a number of youth related issues have increased including:
  - school non-attendance
  - early school leavers
  - mediation with school officials.

Figure 17: Gaming Losses

Whittlesea	Total	Ranking (out of 79 municipalities)
EGM Gaming Losses 2009/2010	\$94 million	7
Losses per adult 2009/2010	\$865	4
Cumulative Losses since 1992/3	\$1,371 million	12
Cumulative Losses per adult since 1992/3	\$12,567	13

### Youth Mental Health

In 2009 funding for Headspace which is a youth specific mental health organisation was withdrawn, forcing it to close its operations in Whittlesea. At the time of its closure in 2009 Headspace had assisted 74 clients. The following table (Figure 18)<sup>21</sup> illustrates the number of clients and the suburbs from which they came when the service was in Whittlesea.

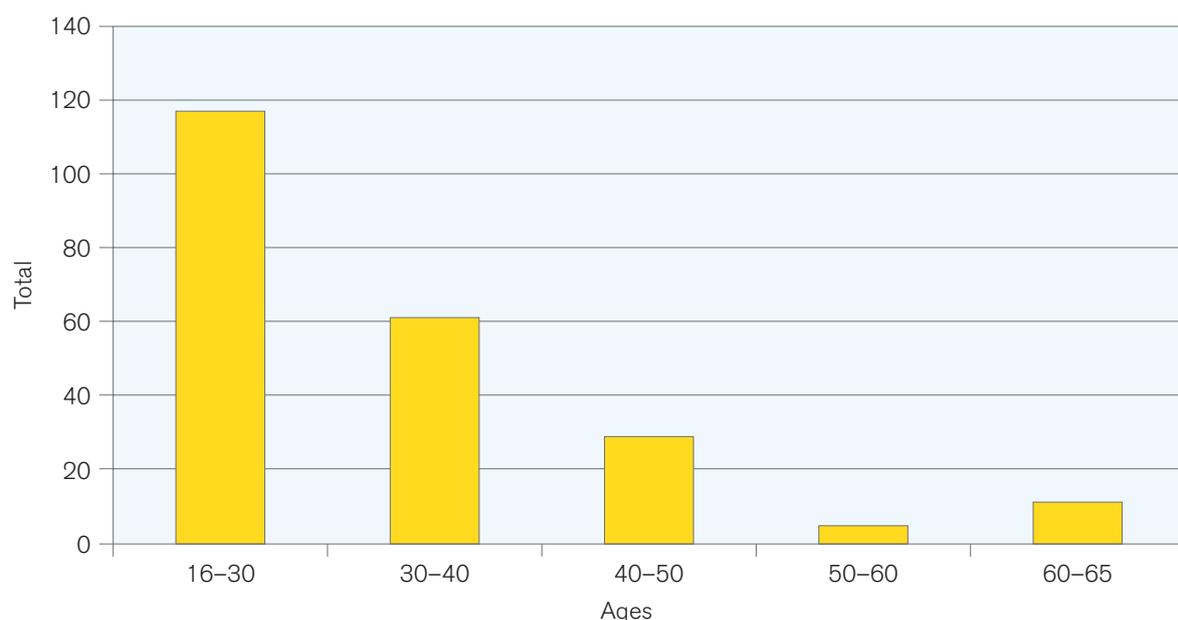
Figure 18: Headspace clients by suburb

Suburb/Postcode	Serviced Clients	Service Occasions
Donnybrook 3064	22	87
Thomastown 3074	4	18
Lalor 3075	7	45
Epping 3076	15	186
Mill Park 3082	10	110
Bundoora 3083	2	40
South Morang 3752	10	83
Mernda 3754	2	28
Rural North 3757	2	49
Grand Total	74	646

Northern Metropolitan Headspace is situated now in Glenroy and covers the four local government areas of Whittlesea, Moreland, Darebin and Hume. In June 2010 Whittlesea clients comprised 20.13% of the total number of Headspace clients.

The need for a youth specific mental health service is also supported by the table below (Figure 19) from the Whittlesea Community Mental Health Centre which illustrates the significantly larger proportion of their clients in the younger age profile. A Youth Early Psychosis Program was formulated in October 2008 to work more intensely with the younger age group 16–25. There has been a 15% increase in the number of young people being referred to WCMHS since 2007.

Figure 19: Client Age Group



<sup>21</sup> Data provided by Headspace Information Analyst Ryder Manson via email 28/06/10.

### Youth Disengagement

The proportion of young people not in education, training or employment is higher in the City of Whittlesea than the Melbourne metropolitan average. The table below (Figure 20) illustrates the extent of youth disengagement in the municipality and the significantly higher percentages in the suburbs of Lalor and Thomastown.<sup>22</sup>

Figure 20: Disengaged Youth 15–24yrs

City of Whittlesea	9.4%
Melbourne Statistical Division	7.4%
Lalor	13.7%
Thomastown	12.4%

### 5.9 Community transport

The main providers of community transport for Whittlesea residents are Whittlesea Community Connections and LINK. Both of these agencies report significant increases in the requests for community transport and in particular for social outings, weekend outings, school runs to early intervention, medical transport and other related transport.

- LINK reports that some Whittlesea clients have been on a waiting list for 12 months while Whittlesea Community Connections notes that services more than doubled between 2007 and 2008 and continued to increase by 17% between 2008 and 2009.
- LINK also advised that one of their major challenges is attracting and maintaining volunteers to run the service.

### 5.10 Disability

Whittlesea is the third highest LGA in the North West region in the percentage of people with a disability in the younger age groups (under 24 yrs). 18% of residents have a disability. 7.2% of residents provide unpaid assistance to a person with a disability. The following table (Figure 21) shows the percentage of people with a profound disability living in the community.

Figure 21: Percentage of people with profound or severe disability living in the community

	%
Whittlesea	4.1
Metropolitan Melbourne	3.3
Victoria	3.5

The following table (Figure 22) illustrates the number of Disability Support Pensioners in Whittlesea as compared with metropolitan Melbourne. The South-West SLA of Whittlesea is particularly high.

Figure 22: Percentage of disability support pensioners

	%
Whittlesea	6.4
Whittlesea South-West SLA	9.3
Metropolitan Melbourne	4.5
Victoria	5.1

#### Agency snapshots

- The "Making a Difference" program run by Plenty Valley Community Health Centre is currently at capacity servicing 71 families. There are a further 40 families on the waiting list which has now been closed. According to the Manager of Disability Services for PVCH the unmet demand in the municipality could be four times the amount on the waiting list.
- The Whittlesea Community Health Service reports that there is a lack of appropriate and affordable housing for people with a disability.

<sup>22</sup> Whittlesea Community Atlas, informed decisions, [www.idconsulting.com.au](http://www.idconsulting.com.au)

## 5.11 CALD

The City of Whittlesea has a high percentage of people from culturally diverse backgrounds. Although older established groups of migrants including Macedonian, Italian and Greek are still high in total numbers, they have been steadily decreasing since 2001. On the other hand there is an emerging group of newly arrived migrants and refugees whose numbers are increasing. Whittlesea ranks in the top ten LGAs out of 79 as a settlement location (4–6%) for new arrivals to Victoria.<sup>23</sup>

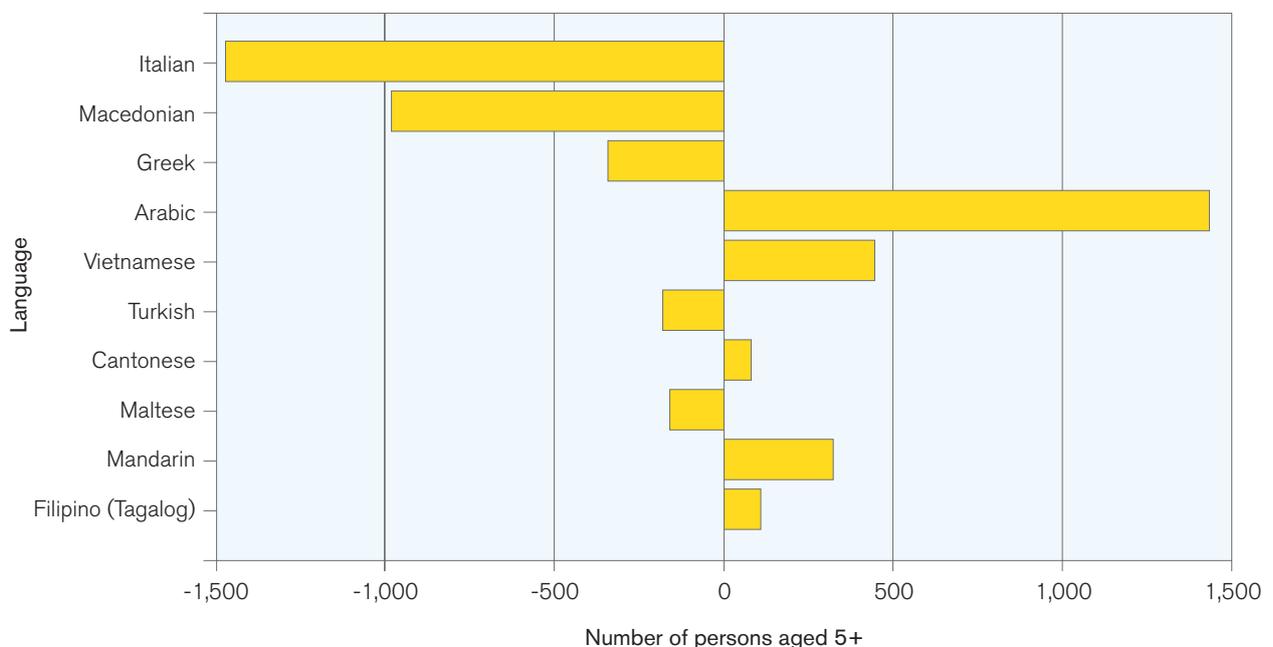
The following table (Figure 23) illustrates the level of decrease/increase in the languages spoken at home between the 2001 Census and the 2006 Census.

The overwhelming majority of agencies report that people from CALD backgrounds have increased significantly as a demographic group over the past four years and in particular they indicate the increase in Arabic speaking people.

### Agency snapshots

- Berry Street advises that there are high and increasing numbers of referrals of people from CALD backgrounds requesting support from Family Violence Services.
- According to Kildonan older CALD residents are increasingly requiring financial counselling services.
- The Whittlesea Community Mental Health Service reports that newly arrived migrants and refugees may have difficulty accessing mental health services for a number of reasons including stigma; language barriers; lack of knowledge of availability of services; lack of early intervention community based option.

Figure 23: Change in language spoken at home (top 10), City of Whittlesea, 2001–2006 (Enumerated data)<sup>†</sup>



Source: Australian Bureau of Statistics, 2006 and 2001 Census of Population and Housing (Enumerated)

<sup>23</sup> Settlement Trends and Needs of new arrivals 2007, Department of Immigration and Citizenship, Australian Government.

## 5.12 Mental health

According to the Victorian Government's recently released Health Framework, the demand for mental health services will continue to rise over the next decade. It is estimated that there will be 100,000 more Victorians each year to 2019 diagnosed with a mental illness. Around 30,000 of these will have a moderate to severe condition needing extended care and support.<sup>24</sup>

The 2010 Australian of the Year, psychiatrist Patrick McGorry, said that mental illness among those in the 15–44 year age group dwarfs every other health problem with an estimated 750,000 young Australians in need missing out on treatment.<sup>25</sup>

It is significant that the levels of psychological distress are much higher for the Whittlesea municipality than for metropolitan Melbourne or Victoria, and particularly in the south west SLA which includes the suburbs of Epping, Thomastown and Lalor.

Figure 24: Psychological distress

High or very high psychological distress. Rate per 1000.	
Whittlesea	157.7
Whittlesea S/W SLA	172.9
Metropolitan Melbourne	126.4
Victoria	124.7

The Whittlesea Community Mental Health Centre reports the poor availability of the following as having an impact on service provision to people with mental health issues and their families:

- General Practitioners
- Private Psychiatrists
- Private Allied Health Providers
- Community Health Services
- Supported accommodation
- Day programs, vocational programs, recreational programs.

### Agency snapshots

- NEAMI has noticed a significant increase in requests for service from people who do not have an official diagnosis of mental illness. NEAMI is not funded to service these clients which are now referred to MIND which runs a PHAMS program. The program began its operations mid 2009 and is already servicing over 50 people.
- According to Berry Street there are difficulties in accessing counselling and mental health services for children. As noted in the Youth section, there is no dedicated mental health service for young people in Whittlesea since headspace was forced to close its operations here.
- The Whittlesea Community Mental Health Service also reports that the lack of a Child and Adolescent Mental Health Service in the City of Whittlesea is problematic.

<sup>24</sup> Victorian Health Priorities Framework 2012-2022: Metropolitan Health Plan, Department of Health, State Government of Victoria, May 2011, p29

<sup>25</sup> Quoted in the Editorial, The Sunday Age, 20th June 2010, p20.

### 5.13 Respite

The Whittlesea Helping Hand Association which provides day respite services 90 clients and has many people on a waiting list. They advise that they require additional premises.

Parents of children and teenagers with disabilities who have high support needs, mainstream vacation care providers, staff of local special schools and the Whittlesea Disability Network recognise an urgent need for specialist holiday care programs that meet the needs of local children and teenagers with a disability. Children and teenagers with high support needs have difficulty in accessing, participating in and benefiting from mainstream vacation care programs.

The lack of an overnight respite facility is exacerbating the significant pressure on people with disabilities, their families and carers. Though there are respite facilities in surrounding municipalities, lack of accessible and timely public transport is a barrier for City of Whittlesea residents. All services report excessive waiting periods with some services recording a 3–4 year waiting period.

#### Agency snapshots

- Agencies report that there has been an increase in demand for overnight respite support for people with a disability living at home. Despite the high number of local people living with or caring for someone living with a disability, there is no overnight facility-based respite centre in the municipality. In the entire Northern Metropolitan Region (NMR), there are just 45 bed places funded per night. Current demand for places exceeds supply by many multiples.



- Commonwealth Respite and Carelink Centre/ Carelinks North reports that there are currently 60 clients on the waiting list to access a carer support worker. 30% of clients are from a CALD background while 2.1% are from an ATSI background.
- Whittlesea Helping Hand Association advises that there are currently 20 people on the waiting list. Some of these people have been waiting for 5 years. There is a particularly heavy demand for respite services.

### 5.14 ATSI

The City of Whittlesea Health and Wellbeing Profile 2008 illustrates a pressing need to increase the level of participation in health and human services by residents from an Aboriginal background. This is echoed by a number of agencies<sup>26</sup> that report the ATSI population as a group that is underrepresented in service utilisation.

The ATSI population has a much younger age profile than the rest of the Whittlesea population. The median age for ATSI residents is 17 years compared with 32 yrs for non-ATSI residents.

Most services (GPs, hospitals, ambulances and specialists) are clustered in or near the centre of Metropolitan Melbourne. Only 20% of the population live within a 10km radius of the City yet 40% of public and private hospitals and primary and specialist medical care services are based within this radius... Projections of population growth show that the population will continue to grow more rapidly in outer metropolitan Melbourne than elsewhere... Without improvements in the distribution of health services for these growth areas, the discrepancies between demand and supply in these areas will worsen.<sup>27</sup>

<sup>26</sup> LINK (community transport); MIND (mental health); EPIC (early childhood intervention); VAHS (Aboriginal health service).

<sup>27</sup> Victorian Health Priorities Framework 2012-2022: Metropolitan Health Plan, Department of Health, State Government of Victoria, May 2011, p22

### 5.15 Primary Care Services

In the main, Primary Care Services are delivered by the Plenty Valley Community Health Centre or by agencies through the PVCH premises. The following table (Figure 25) illustrates the waiting times for key services provided by PVCH as at March–June 2010.

### 5.16 Lifelong learning

The Lalor Living and Learning Centre (LLLC) stated that the number of contacts for their programs increased from 900 in 2005 to 1300 in 2009. For example, a specific example is that the number of participants for ESL, Literacy and Vocational Education programs in 2008 was 440 persons. The 2009 figure for the same programs is 307 but it is only for the first 6 months. All of these

programs run for the full year so it can reasonably be assumed that the total figure for 2009 would be 614 persons constituting a 40% increase in numbers. The English Language Support Services are inadequate to fulfil the need. There is a similar pattern evident for most programs of the LLLC.

The LLLC also reports that the considerable increase in requests for service has necessitated an extension of its services beyond contractual obligations. As a result the LLLC has had to refer clients to similar services outside of the municipality. The main groups that have increased include asylum seekers and refugees from the Middle East and Africa, Pacific Islanders and the Horn of Africa, younger clients and single parent families.

Figure 25: Waiting times for key services (source PVCH)

Service/Program	Priority levels	Waiting times
Drug and Alcohol	High	4 weeks
Dental Care	Conservative	20–24 months (almost 7,000 people waiting)
Paediatric Dietetics	High Medium Low	3 weeks 12 weeks 12 weeks
Paediatric Neuropsychology	High Medium Low	6 weeks for all
Paediatric Occupational Therapy	High Medium Low	32 weeks for all
Paediatric Physiotherapy	High – 9 weeks Medium – 8 weeks Low – 16 weeks	9 weeks 18 weeks 16 weeks
Paediatric Speech Pathology	High Medium Low	No wait 38 weeks 52 weeks
Adult Occupational Therapy	High Medium Low	3 weeks 16 weeks 8 weeks
Adult Physiotherapy	High Medium Low	4 weeks 10 weeks 14 weeks
Podiatry	High Medium	4 weeks 14 weeks
Diabetes Education	High Low	3 weeks 13 weeks

- The University of the Third Age (U3A) has also reported a dramatic increase in requests for their courses and activities. Approximately 9000 people access their courses annually and this number is rising. In particular, the U3A reports an increase in CALD people in their clientele. As the Whittlesea population ages this will put more pressure on the U3A to provide more access to their courses and activities.
- The Thomastown and Mill Park libraries have recently extended their hours of operation due to high demand which could be a result of population growth and more participation in lifelong learning overall.

#### Agency snapshots

- Council reports a 45% increase in the level of demand for HACC services between 2005 and 2009. Overall funding has increased with population growth but the unit costs have not kept pace with the need.
- Annecto states that nursing costs for people on EACH packages are prohibitive.
- According to the Whittlesea Community Mental Health Service there is a need for an Aged Persons' Mental Health Service to be located in the City of Whittlesea.

### 5.17 Aged care

The number of people aged over 60 years will be increasing at a considerable rate as the following table illustrates (*Figure 26*).

*Figure 26: Population of 60+ years*

	Number	%
2006	17,684	13.5
2010	22,409	15.4
2016	29,302	17
2026	40,276	18.3



# Appendix A

## Glossary

AEDI	Australian Early Development Index
ATSI	Aboriginal and Torres Strait Islander
CALD	Culturally and Linguistically Diverse
CFC	Child Friendly City
CoW	City of Whittlesea
DEECD	Department of Education and Early Childhood Development
DPCD	Department of Planning and Community Development
HWPCP	Hume Whittlesea Primary Care Partnership
LGA	Local Government Areas
LLLC	Lalor Living and Learning Centre
LOTE	Language Other Than English
MCH	Maternal and Child Health Service
MCM	Melbourne City Mission
MSD	Melbourne Statistical Division
NEHS	North East Housing Service
NESB	Non-English Speaking Background
NTL	Northern Transport Links
PVCH	Plenty Valley Community Health
RMIT	Royal Melbourne Institute of Technology
SEIFA	Socio-economic Indexes for Areas
VAHS	Victorian Aboriginal Health Service
WCC	Whittlesea Community Connections
WCF	Whittlesea Community Futures Partnership
WCMHC	Whittlesea Community Mental Health Centre
WDVN	Whittlesea Domestic Violence Network
WEYP	Whittlesea Early Years Partnership
WU3A	Whittlesea University of the Third Age
YPRL	Yarra Plenty Regional Libraries
YSAS	Youth Support and Advocacy Service

## Appendix B

### Whittlesea Community Futures - Full Partnership List

1.	Anglicare Victoria
2.	Australian Hearing
3.	Berry Street
4.	CatholicCare
5.	Centrelink
6.	Children's Protection Society (CPS)
7.	City of Whittlesea Council
8.	Country Fire Authority (CFA )
9.	Creeds Farm LLC
10.	Department for Planning and Community Development
11.	Department of Education and Early Childhood Development
12.	Education Programme for Infants and Children (EPIC)
13.	Family Works
14.	Growth Area Authority
15.	Headspace
16.	Hope Street
17.	Hume Whittlesea Primary Care Partnership
18.	Interact Australia
19.	Kids Off the Kerb
20.	Kildonan Child and Family Services (KCFS)
21.	Lalor Living and Learning Centre
22.	Melbourne City Mission
23.	Mind Australia
24.	NEAMI Whittlesea
25.	Norparrin Centre for Children with Special Needs
26.	North East Neighbourhood House (NENH)
27.	Northern Division of General Practice (NDGP)
28.	Plenty Valley Community Health (PVCH)
29.	Smith Family
30.	Spectrum Migrant Resource Centre
31.	The Northern Hospital
32.	Crossroads (Salvation Army)
33.	Victoria Police
34.	VicUrban Developers
35.	Whittlesea Community Connections (WCC)
36.	Whittlesea Early Years Partnership
37.	Whittlesea University of Third Age (WU3A)
38.	Women's Health in North (WHIN)
39.	WYC/HWLLLEN
40.	Yarra Plenty Regional Library
41.	Youth Support and Advocacy Services (YSAS)

## Appendix C

### Youth Cluster

1.	City of Whittlesea Council
2.	Department of Education and Early Childhood Development
3.	Kildonan UnitingCare
4.	Whittlesea Community Connections (WCC)
5.	Plenty Valley Community Health (PVCH)
6.	NEAMI Whittlesea
7.	CatholicCare
8.	Spectrum Migrant Resource Centre
9.	Smith Family
10.	Centrelink
11.	Melbourne City Mission
12.	The Salvation Army
13.	Victoria Police
14.	Hope Street
15.	Headspace
16.	WYC/HWLLLEN
17.	Yarra Plenty Regional Library
18.	Youth Support and Advocacy Services (YSAS)

### Culturally Linguistically Diverse (CALD) Communities Cluster

1.	City of Whittlesea Council
2.	Kildonan UnitingCare
3.	Whittlesea Community Connections (WCC)
4.	Plenty Valley Community Health (PVCH)
5.	NEAMI Whittlesea
6.	Spectrum Migrant Resource Centre
7.	Centrelink
8.	Melbourne City Mission
9.	The Salvation Army
10.	Victoria Police
11.	Lalor Living and Learning Centre
12.	Yarra Plenty Regional Library

### Positive Ageing Cluster

1.	City of Whittlesea Council
2.	Hume Whittlesea Primary Care Partnership
3.	Kildonan UnitingCare
4.	Whittlesea Community Connections (WCC)
5.	Plenty Valley Community Health (PVCH)
6.	NEAMI Whittlesea
7.	Melbourne City Mission
8.	Lalor Living and Learning Centre
9.	Whittlesea University of Third Age (WU3A)
10.	Australian Hearing
11.	Yarra Plenty Regional Library

### Whittlesea Early Years Partnership (Children and Family Cluster)

1.	Aboriginal Early Year's Service
2.	Anglicare
3.	Catholic Education Office
4.	CatholicCare
5.	City of Whittlesea
6.	CPS
7.	DEECD
8.	Early Childhood Management Services (ECMS)
9.	EPIC (Education Program for Infants and Children)
10.	Family Works
11.	Kildonan UnitingCare
12.	Melbourne City Mission
13.	Norparrin
14.	Northwest Children's Services
15.	PVCH
16.	RMIT
17.	The Smith Family
18.	Thomastown West Primary School
19.	Whittlesea Community House Inc
20.	Yarra Plenty Regional Library

## Appendix D

### Survey Respondents

Agencies outside of CoW
Gamblers Help Northern
Moreland Hall
Berry Street
LINK Community transport
Hotham Mission
VAHS
Victorian Arabic Services
Family Works Relationship Services
Foundation for Survivors
Children's Protection Society
Annecto
Carelinks North
Melbourne City Mission
AMES
Northern Disability Linkages

Whittlesea Council Departments
Family and Youth
Health and Bushfire Recovery
Community Cultural Development
Leisure and Community Inclusion
Aged and Disability

Agencies in CoW
CatholicCare
Norparrin
Mind (PHaMS)
Headspace
Whittlesea Community Connections
Lalor Living and Learning centre
PVCH
Helping Hand Association
Anglicare
Kildonan
Spectrum
EPIC
NEAMI
Whittlesea Community Mental Health Service
Crossroads (Salvation Army)

## Appendix E

### State Government

Victorian Charter of Human Rights and Responsibilities.

Victorian Health Priorities Framework 2012-2022: Metropolitan Health Plan, Department of Health, State Government of Victoria, May 2011.

Metropolitan Health Plan Technical Paper, Department of Health, State Government of Victoria, May 2011.

Victorian Families Statement, State Government of Victoria, 2011.

### Federal Government

A Stronger, Fairer Australia, Department of Prime Minister and Cabinet, Commonwealth of Australia 2009, Canberra.

Families in Australia: 2008, Australian Government, Canberra, 2008.

Intergenerational Report, Commonwealth of Australia, Canberra, 2010.

Protecting Children is Everyone's Business: National Framework for Protecting Australia's Children 2009–2020.

National Framework for Settlement Planning, Department for Immigration and Multicultural Affairs, March 2006.

National Integrated Strategy for Closing The Gap in Indigenous Disadvantage: National Indigenous Reform Agreement, COAG, 2009.

National Strategy for Young Australians, Commonwealth of Australia, Canberra, April, 2010.



[www.whittlesea.vic.gov.au](http://www.whittlesea.vic.gov.au)

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