

STRATEGIC SERVICE PLAN

Child, Youth and Family Services

2023-2027

Casey's Child, Youth and Family service provides programs, events, and services to children, youth and families to support their health, wellbeing, safety, education and connectedness.

The service focuses on children and youth aged 0 to 25 years and their families, particularly new parents. The service mix and delivery model is driven by population metrics, external funding and associated funding and service agreements.

The Child, Youth and Family Strategic Service Plan outlines how Council plans to deliver a sustainable service that meets current and future demand.

Child, Youth and Family sub-services

Casey's Child, Youth and Family strategic service consists of five sub-services: Maternal Child Health (MCH), Early Years, Youth, Kindergartens and Child Safe

Sub service	Purpose	How this is achieved
Maternal Child Health	Through targeted health and developmental assessments, support care givers to achieve optimal outcomes for children and their families.	• Delivery of a universal Maternal and Child Health (MCH) service including key age and stage consultations. • Programs and services for vulnerable families. • Identify referral pathways to support families. • Coordinate and facilitate support programs for families (e.g. first time parent group, sleep and settling sessions and outreach visits). • Delivery of lactation service.
Kindergartens	Support access to two years of quality sessional kindergarten for children in Casey.	• Delivery of two years of funded sessional kindergarten programs for eligible children • Coordinate School Readiness funding. • Coordinate Central Registration and Enrolments for all sessional kindergarten in Casey. • Supporting stand-alone kinder programs in the City of Casey through partnerships.
Youth	Through partnerships with young people, use our expertise to deliver services and experiences that are local and free. Support participation and connection in safe and inclusive environments.	• Provision of information support, recreation and referral pathways for young people aged 10-25. • Delivery of programs, activities and events. • Provision of free counselling and youth support. • Provision of personal development and wellbeing programs within primary and secondary schools. • Provision of a safe space for young people through Youth Information Centres and Casey 360 Mobile Youth Information Centre.
Early Years	Through the provision of early years services and experiences, strengthen foundations and support children and their families.	• Provision of Dads Matter Program. • Support for community-led playgroups. • Provision of early learning programs, events and parenting support for children aged 0-12 years and their families. • Provision of supported playgroups.

Child Safe	Through internal and external partnerships, ensure that all of Council's services, programs and events delivered by, and occurring in spaces owned or managed by the City of Casey, comply with the Victorian Child Safe Standards.	• Ensure Council-wide compliance with the 11 Victorian Child Safe Standards and 50 compliance indicators. • Ensure the Child Safe Standards are embedded into the everyday thinking and strategic planning of all Council departments. • Support Council to take deliberate steps to protect children/young people from physical, sexual, emotional, and psychological abuse, harm and neglect. • Ensure all City of Casey staff, contractors and volunteers know about the Child Safe Standards, including their role in responding to and reporting incidents or allegations of child abuse, harm or neglect.
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Child, Youth and Family Strategic Service Goals

Goal 1: Ensure services and programs delivered to the community to improve developmental outcomes for children and young people are of high quality, innovative, and adhere to legislative requirements.

- Annually review infrastructure needs to support planning for future demand and the management of existing facilities for children, young people and their families in the City of Casey.
- Develop and implement a Child Friendly City and Communities (CFCC) communication plan to support Council staff to deliver on the CFCC Charter principles.

Goal 2: Positive outcomes are delivered to children and young people in the City of Casey through advocacy and enhanced partnerships with external organisations.

- Undertake a scoping exercise for MCH facilities to ensure their design meets the needs of contemporary service delivery.

Goal 3: Support effective engagement of children and young people in the services and programs we deliver, and on decisions we make that impact them.

- Implement council's new Kindergarten Service Model and advocacy plan in response to Best Start Best Life policy reform.
- Support the engagement of new parents in the MCH service by providing a consistent service/experience for the first 0-8 week Key Age and Stage (KAS) visits.
- Deliver the annual Youth Summit to support young people and capture their voices on issues affecting them.
- Develop an MCH clinical education and governance framework and facilitate educational programs.

Goal 4: Balance the competing demands of population growth, policy changes, and a constrained funding environment, ensuring a focus on financial efficiencies.

- Regularly review services and programs to ensure they are efficient, contemporary, meeting community and legislative needs, and respond to policy changes.

Goal 5: Ensure all children and young people who attend Council services, programs, and events in a Council facility or space, feel and are safe.

- Work with internal and external stakeholders to continue to implement the 11 Child Safe Standards.