

Children, Young People & Families Strategy 2020 - 2024



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Glossary

ACARA - Australian Curriculum,
Assessment and Reporting Authority
AEDI – Australian Early Development
Index
BSC – Berrigan Shire Council
EIS – Early Intervention and Support
NGO - Non government organisation

1 Background

The review and the development of this strategy recognizes Council's investment in the future of its communities and the activities that Council undertakes that promotes and supports the healthy development of children and the wellbeing of their families.

Council's Library Service currently provide services directly to children and their families. Annually Council also conducts in partnership with local schools:

- Kids Fest - a Children's Week Activity
- A Youth Week Event; and the Shire's
- Annual Careers Expo.

The Council's biggest financial commitment is to the family and early years' friendliness of the Council's and our broader community's management of open space and recreational facilities. The facilities used by children and their families include our playgrounds, splash and skate parks, pools and sporting facilities.

1.1 Strategy Objectives

This strategy sets out the Council's role and the actions it will take to

Build communities that are home to more families and young people (Berrigan Shire 2027 Strategic Action and BSC Delivery

Program 2017 – 2021 Strategic Objective 3.1.1).

2 Review Methodology

Included in this review is a brief overview of the policy context and a demographic profile of Council's communities. Included this review were interviews with local schools/service providers. Also, a survey of families with children aged from 0 years to 17 years of age asking for comment on:

1. Council service levels; and in the context of broader community issues related to
2. Access to social support services; and
3. Support needed by families balancing work and family commitments.

The Council has also conducted a number of on-line survey's and street-stalls in the past four-years seeking comment and service-user feedback on the Township Master Plans, the *Barooga Foreshore Master Plan*, the *Tocumwal Foreshore Master Plan*, *Finley's Railway Park Master Plan*, the re-development of *Berrigan's Apex and Hayes Park*. In addition, the *Tocumwal Foreshore Master Plan* involved extensive community comment and the involvement of children and families in the play values to be incorporated into Tocumwal's Splash

Park. Similarly, feedback from Barooga public school children collected as part of development of the Barooga Town Plan informed Master Planning for Barooga Foreshore and the construction of an Adventure Park at Barooga. Master Plan processes and Plans that guide Council's investment in the infrastructure used by young people and families with children.

This strategy and action plan is, therefore, one of a suite of Council strategies developed to inform iterative review, development and implementation of the Council's 4-year Delivery Program it complements and integrated with the Councils

- *Corporate Services Asset Management Plan 2011*
- *Active Ageing and Disability Inclusion Strategy and Action Plan 2017 – 2021*
- *Library Services Strategy and Action Plan 2014 – 2018*
- *Economic Development Strategy 2019 – 2021*

Strategies that contribute to the achievement of our community's *Berrigan Shire 2027*

Vision that

In 2027 we will be recognized as a Shire that builds on and promotes our natural assets and advantages to create employment and economic activity to attract residents, families and tourists.



3 Literature Review / Policy

Context

3.1 Council's Role

Historically Local government in New South Wales was required as part of its Charter Section 8 (1) of the *Local Government Act 1993 to promote and to provide and plan for the needs of children* this requirement changed as part of a raft of reforms (2016) to the Local Government Act replaced by the following principle. Namely, that

Council carry out their functions in a way that facilitates local communities that are strong, healthy and prosperous.

The Council no longer auspices early intervention and support services, hence its secondary and tertiary intervention, support and service delivery role is limited.

Nevertheless, the Council's Library branches, provide facilities to the NGOs that support children, families and young people.

Also our local preschools, and the play-groups use Council facilities – pools, libraries, playgrounds and recreation reserves which are fundamental elements of what is a complex network of universal services used by families.

Council services therefore, play a critical role in promoting the development of 'first to know' networks. First-to-know networks

that play a valuable role in building the social capital of our communities.

Moreover, in doing so Council services as universal spaces are non-stigmatising places of safety and support for vulnerable families, children and young people.

Part of a network of services that includes our local medical services, maternal child health service, schools, preschools and also the family support services provided by Centacare and Intereach. Part of a network that operates as a continuum of universal support on the one hand and on the other hand the tertiary support vulnerable families, children and young people.

In addition to its place-based and facility-based service delivery role the Council has an important planning and advocacy role. Planning for future growth and advocacy for and on behalf of all the families, children and young people who live, attend school or work in the Berrigan Shire.

Advocacy that recognises that the prosperity of our communities is grounded in our communities' aspiration that the Council together with local business and residents build on our assets to attract residents and their families. This Strategy, therefore, recognises the importance of families, young people, and children to the health and prosperity of our communities. Hence contribution to the achievement of our

communities Berrigan Shire 2027 Strategic Outcome: 3.0: Supported and Engaged Communities.

3.2 NSW Strategic Plan for Children and Young People (2016 – 2019)

Developed in 2016 this plan administered by the NSW Advocate for Children and Young People surveyed young people and children finding that:

- Education, access to sports and social activities, transport, access to sports facilities and health services was working well for many of those surveyed; finding also that
- Education, transport, drug and alcohol use, employment and bullying were issues that were not working well for children and young people. (Advocate Children and Young People, 2016)

The plan outlines that, the focus of NSW government funding, support, monitoring and evaluation for services used by families, children and young people is focused on:

1. Education
2. Transport
3. Health Care
4. Employment
5. Mental Health support and awareness

3.3 NSW Families and Community Services Strategic Plan 2017 – 2021

This strategic plan provides the overarching framework for the planning and delivery of

services to families in NSW. The focus of this plan is the long-term development of a service system and supports that:

- Enables families to live independently
- Protects vulnerable people from harm
- Offers ongoing support for vulnerable people
- Enables people with disability live independently (Families and Communities NSW, 2017)

3.4 Their Futures Matter

In New South Wales, *Their Futures Matters* service system reform is focused on the following four strategic priorities:

1. The needs of children, young people and families are at the centre of decisions.
2. The needs of children, young people and families will be addressed earlier.
3. Children, young people and families receive the right service at the right time.
4. A responsive and highly skilled workforce for better outcomes.

Responsibility for these strategic priorities rests with the NSW Government's multi-agency Community and Justice Department.

The ***Their Futures Matter Investment Model*** is informed by NSW State Agency (Housing, Mental Health, Police, Courts, Health, and Education etc.) data and evidence-based research and is used to prioritise investment in service planning and supports for vulnerable children, young people and their families (Family and Community Services , 2018). It is an investment model that

assesses the long-term cost economic and social to communities, the economy and government of its investment in services and supports for vulnerable children, young people and families.

The investment approach operates on a cycle, using data and evidence to predict outcomes, which prioritise NSW state government investment and effort¹.

Figure 1 Their Futures Matter Investment Model



In response to feedback from local services sought as part of this review it became evident that the number of children, young people and their families identified as vulnerable by local schools, maternal and child health services is increasing and the programs offered by Family Services, Youth Mental Health Service providers are spread too thinly across the region.

Further investigation undertaken as part of this review suggests that systemic issues related to the development of the Their Futures Matter model and its application in the Murrumbidgee Region may have reduced the funding available in this region. It is an investment model that does not include in the base data children and young people who live in NSW but who were born interstate.

3.5 Services to Children (0-12 years)

The NSW Dept. of Health provides Maternal and Child Health Services with clinics conducted in Berrigan, Finley and Tocumwal. A central phone-based intake service supports access and referral to range of services used by families with infant and preschool age children including occupational therapy, and speech pathology. Council does not auspice or operate a childcare or preschool service or family support service.

The Early Childhood Education and Care sector, in the Shire, provides services to children aged 0 years to 12 years of age with the type of service based on age; education, care or developmental needs.

Child Care is provided to children aged 0 - 12 years. It includes centre-based long day care at Finley, Berrigan and Barooga. Family

¹ <https://www.theirfuturesmatter.nsw.gov.au/investment-approach/how-the-investment-approach-works>

Day Care primarily in Finley; also outside school hour's care and occasional care offered by community based operators – generally local schools, preschools or long-day care centres.

Centre-based long day care or community-run preschools deliver preschool services. The defining feature of a preschool program is that it offers structured learning to three and four-year olds delivered by a qualified teacher in accordance with the *National Quality Standard for Early Childhood Education*.

An issue raised by our preschools previously and, also during this review is the negative impact of the State Government's funding model, which views our communities as inner regional towns servicing outer regional communities. An issue investigated during the development of this Strategy that will require Ministerial intervention to change. Preschools and long day care funding is a complex arrangement of State and Commonwealth funding with funding determined by the number of hours a child is enrolled. From a Council and community perspective the sustainability and viability of our early childhood services is critical. The Council's Library Services also play an important role. For parents of children aged 0 – 6 year old age Council libraries offer story time and have developed a close

relationship with local preschools and playgroups. The exception being Barooga – based children. With this review identifying that, the barrier to their participation is the location of the preschool and the Council's library. Requiring the hire of a bus to transport the children to the Library.

3.6 Middle Years (6 years to 12 years)

When not in school this age group participate in organised sport and recreation, and Out of School Hours Care programs, which include Council Library Services funded School Holiday Programs and Children's Week.

The *Time: Our Place Framework for School Aged Care* establishes the outcomes for by funded Out of School Hours Care programs

1. Secure, respectful and reciprocal relationships
2. Partnerships

The NSW *Sports Active Kids Program* initiated in 2018 provides vouchers to assist parents with the costs associated with participation in Sport. In the Berrigan Shire, this program has been particularly with above NSW state average of 63% of eligible families with 68% of eligible families accessing the scheme¹. This relatively high participation rate is due, in part to the significant investment by the Council, Section 355 Committees of Management,

and user groups in the re-development and maintenance of our outdoor environments – the playgrounds, halls, swimming pools and other facilities used by young children and their families.

Real-world support for research, which, suggests that

Outdoor learning spaces are a feature of Australian learning environments ... Play spaces in natural environments include plants, trees, edible gardens, sand, rocks, mud, water and other elements from nature. These spaces invite open-ended interactions, spontaneity, risk-taking, exploration, discovery and connection with nature. They foster an appreciation of the natural environment, develop environmental awareness and provide a platform for ongoing environmental education. (Australian Government, 2009)

The development of the *Barooga Adventure Park* and its success is a testament to the value of play spaces in natural environments. Requiring, therefore, continued investment by Council in its playgrounds. Moreover, the renewal, redevelopment and maintenance of Council parks and gardens should continue to consider the opportunities provided by these works to enhance and promote the conditions that support the learning and wellbeing of children and their families.

3.7 Middle Years 8 – 14 yrs. of age & Young People 12 – 20 yrs.

Schools are the universal provider and contact point for children, young people and their families in this age group. The 2019 – 2023 *National Schools Reform Agreement* strategic outcomes are as follows:

- Academic achievement improves for all students, including priority equity cohorts;
- All students are engaged in their schooling; and
- Students gain the skills they need to transition to further study and/or work and life success.

The focus of this agreement (adopted by all state and territories) for middle-years students is on improving literacy and numeracy and reducing the gap for cohorts students identified as: rural, regional and remote, indigenous, disabled and students experiencing socio-economic disadvantage. For upper secondary school-age students the focus is on successful transition to further education, training and employment, which for rural young people (18 – 20 yrs.) can involve a post-secondary ‘gap year/s’ before transitioning to further education or employment.

Issues of youth mental health, bullying, social media use, excessive alcohol and drug use are part of the social milieu for this age group. These are also issues, which become evident in our communities if a young

person becomes disengaged from school and or fails to transition to meaningful employment.

The Council's role with this age group is primarily as a provider of recreation and leisure facilities. It is also an advocate to other levels of government and specialist youth services. A role supported by Australian research which has found that community participation and inclusion is a requisite to the promotion of the overall health and wellbeing of young people (Homel, et al., 2006).

The dilemma for Council and our communities is specialist youth services are outreach services. These services are not embedded in our communities. Schools intervene and provide pathways to keep children and young people engaged in

schooling. Their focus and resources are therefore, directed to that end. Our sports clubs and communities also play a crucial role in engaging young people and their families.

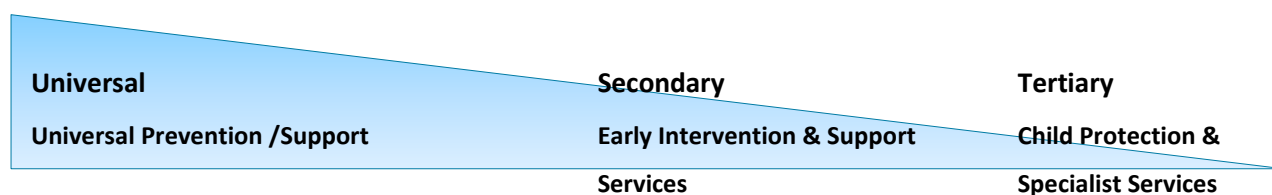
On the other hand, what we know and what community members tell us is that young people who are disengaged are falling through the cracks. Effective youth services and activities are place-based and co-designed with young people. Moreover, it is the process of designing the activity, which is inclusive that engages a young person. A model demonstrated by successful collaborations with Outback Youth Theatre which, are limited due to the project-based nature of its funding and need to spread its resources across what is a vast footprint.



4 Continuum of Universal Service and Support for Children, Young People and their Families

Council's universal service system supports inclusion and participation. Promoting the socio-economic and environmental conditions requisite to the healthy development of children and young people. Figure 2 illustrates the universal – secondary – tertiary continuum of services and support available to children, young people and their families.

Figure 2 Continuum of Support



Universal – access to essential services and facilities used by families, children and young people eg: Council libraries, playgrounds, recreation reserves, skate parks

Early intervention -- targeted intervention and support based on identified risk factors; primarily programs funded and delivered on behalf of other levels of government e.g.: NDIS and preschool; family support and mental health services

Universal prevention services and facilities that support the safety and wellbeing of children, young people and their families. For Council this means identifying the emergence of problems and issues: advocacy to other levels of government, community strengthening & youth development initiatives e.g: Social Planning/Advocacy, Youth Development Committee, Youth Week, PortSea Camp, Childrens' Week,

Within this framework individual families, the health, the early childhood education and care sector, and schools are responsible for planning and delivering the social support, education and learning opportunities needed by children and young people.

Communities, sports, cultural clubs, and Councils' on the other hand, play an important universal support role, in outside-school-hours providing opportunities for participation and inclusion, through:

- Recreation facilities used by sporting clubs
- Accessible buildings and public space
- Providing spaces – for the community to meet and come together e.g: halls,
- Promotion and development of volunteer opportunities; and
- Support for community events that encourage participation.

5 Profile Council Services / Facilities

Table 1 Profile of Council Services / Facilities

| Services or Facilities | Libraries | Playgrounds | Pools | Recreation Reserves | Cycling/Walking Tracks | Skate parks | Youth Week | Social Planning/Advocacy | Youth Development | Kids Fest (Childrens Week) | Employment Expo | Scholarships | Portsea Camp |
|------------------------|-----------|-------------|-------|---------------------|------------------------|-------------|------------|--------------------------|-------------------|----------------------------|-----------------|--------------|--------------|
| Early Years | ◆ | ◆ | ◆ | ◆ | ◆ | | | ◆ | | ◆ | | | |
| Middle Years | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | | ◆ | | | ◆ |
| Young People | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | | | ◆ | |
| Families / Parents | ◆ | ◆ | ◆ | ◆ | ◆ | | | ◆ | | | ◆ | | ◆ |
| Council Committee | | ◆ | ◆ | ◆ | ◆ | | | | | | | | |
| Council | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ |
| NGOs/Other | | | | | ◆ | | ◆ | | | ◆ | ◆ | ◆ | |

Table 1 profiles the facilities and services provided by Council and in doing so describes Council's role, the target group

and whether Council provides the services (facilities / services) in partnership with another agency or with the assistance of a

Volunteer Committee of Council. The Council is committed to maintaining the current level of services and facilities used by children, young people and their families. There is however, with the development of this Strategy a need for the Council and the

6 Families, Children and Young People in the Berrigan Shire

The towns of Barooga, Berrigan, Finley and Tocumwal offer families and their children a range of health and allied health services including maternal and child health. Early childhood services include long-day-care facilities in Berrigan, Finley and Barooga, occasional care, preschools, and early intervention and support services. Primary schools public and private are located in the Shire's towns; and secondary students from the Murrumbidgee Council, Edward River Council and the Berrigan Shire attend Finley High School.

Accurately identifying and forecasting the number of school age children who live in and need services in the Berrigan Shire is problematic. Because, unlike most other NSW LGAs irrespective of the school attended (public, private, independent or catholic) upwards of 40% of school age children in the LGA are not included in the twice-yearly educational censuses

agencies that commission, plan and deliver services to step back and take a helicopter and a long-term view of the current mix of services and facilities.

conducted by the NSW Department of Education and Communities.

A number of families take advantage of the Shire's proximity to Victorian secondary schools – Cobram Secondary College, Christ the King Anglican College (Cobram), Nathalia's St. Marys of the Angels Secondary College; and Goulburn Valley Grammar School – Shepparton with approximately 35% of the Shire's school-age residents attending schools in Victoria.

Based on data supplied by one local bus company approximately 340 children aged 5 years – 15 years travel to Victorian Schools. Moreover, an additional 94 children travel to Nathalia's St Mary's of the Angels Secondary College. This is 434 children out of 1,240 children and young people aged 5-years to 17-years of age living in the Berrigan Shire.

The number of children attending Victorian schools is also likely to be higher as the comparison age range does not include young people aged 17 years – 18 years of

age. Nor does school bus operator data include:

- Children that attend Victorian Boarding Schools;
- Children who travel to school with their parents because their parents work in Victoria;
- Children with moderate to severe disabilities attending special schools in Victoria; and
- Children who live in the Berrigan Shire's eastern and relatively sparsely populated rural districts and who may attend schools in Yarrawonga – Victoria.

What we do know (Table 2) is that the number of children who live in the LGA is increasing.

Table 2 Times Series Change in Population 0 - 19 yrs

| Forecast age structure - 5 year age groups | | | | | | | |
|--|--------|-----|--------|-----|--------|-----|------------------------------|
| Berrigan Shire - Total persons | 2016 | | 2021 | | 2026 | | Change between 2016 and 2026 |
| Age group (years) | Number | % | Number | % | Number | % | Number |
| 0 to 4 | 503 | 5.9 | 571 | 6.4 | 569 | 6.2 | +66 |
| 5 to 9 | 521 | 6.1 | 562 | 6.3 | 602 | 6.5 | +81 |
| 10 to 14 | 464 | 5.4 | 541 | 6.0 | 571 | 6.2 | +107 |
| 15 to 19 | 456 | 5.3 | 397 | 4.4 | 449 | 4.9 | -7 |

Source: <http://forecast.id.com.au/berrigan/population-age-structure> retrieved 18/12/19

The AEDI is a population-based measure of the social, physical, emotional and cognitive development of children by the time they start school. It looks at five areas of early childhood development: physical health and wellbeing, social competence, emotional maturity, language and cognitive skills, and communication skills and general knowledge. Table 3 provides a comparative snapshot of the proportion of children (4-years of age)

living in the Shire (2018) who were developmentally vulnerable on one or more measure of childhood development. Evident in this time series table is the 100% increase in the percentage of children who are developmentally vulnerable on one or more domains. A percentage increase flagging change in the capacity of families to meet the developmental needs of their children.

Table 3 AEDI Berrigan Shire 2009 - 2018

| | No. of children | % Developmentally vulnerable on one or more domain/s | % Developmentally vulnerable on two or more domains |
|----------------------|-----------------|--|---|
| NSW 2009 | 84,159 | 21.3 | 10.3 |
| Berrigan 2009 | 91 | 7.7 | 4.4 |
| | | | |
| NSW 2018 | 93,245 | 19.9 | 9.6 |
| Berrigan 2018 | 96 | 15.6 | 3.1 |

6.1 Emerging Issues for Children, Young People and their Families

The good news is that for the most part children, young people and their families who use the universal supports and services provided by the broader service system are doing well. The bad news is that a 100% increase in the percentage of children developmentally vulnerable on one or more domains confirms that broader socio-demographic or systemic secondary /tertiary service availability issues are at play.

For example, the past four years has seen the introduction of the NDIS concomitant with a contraction of community mental health services and centralised intake models to access community health, mental health, housing, and family violence services. Leading in the Berrigan Shire to fewer social support service professionals based in the LGA who have in a cross-border environment

knowledge of referral pathways or who have established networks.

Regional and state-level reforms in the coordination of multi-agency service provision has as predicted 'hollowed-out' local knowledge and capacity to support families, children and young people.

Increasingly, regional agencies plan and deliver Berrigan LGA support services. These are regionally based agencies that outreach to the LGA and who in turn are required to deliver services in accordance with funding agreements.

From a Council perspective the data collected by these agencies not surprisingly reflects the service delivered not the services needed. Data about service gaps or access to services within the LGA about services that are available is not being collected or collated.

Furthermore, in practice there is limited to no formal engagement by state, regional funders or funded NGOs with smaller Local Councils about socio-economic pressures evident in our communities. Data matching and evidence based planning is centralised, not inclusive of NSW Local Government and in a cross-border environment data it is evident that it is not being matched.

Where a family support, youth mental health service or early intervention service is based in the LGA – these professionals outreach on a day-to-day basis to neighbouring LGAs with the footprint of a single worker more likely than not to be 150 km from their base. With existing Family Support and Youth Support Workers routinely travelling ??? km per quarter and only having a two- to three hour window when in a community to:

- Engage a new client
- Promote their program
- Offer their program
- Provide support to existing client/s
- Develop local knowledge/network

Compounding the fragmentation is the regional nature and focus of planning for family and in particular youth mental health services. Our communities are transport disadvantaged and while housing is affordable, the amenity of social and rental housing is poor.

Feedback from the schools interviewed highlighted the need for outside of school hours supports / supervised activities. There was also a sense that while schools, sports clubs want to accommodate requests from family support, and youth support services for secondary level programs and interventions there is limited capacity to do this in an already crowded curriculum.

Further, in the case of sports clubs – their volunteers already have a full program of events scheduled.

The services interviewed expressed growing frustration with what they viewed as an increase in vulnerable families characterized by more than one interviewee stating that

‘new families are attracted by the affordability of housing and lack of transport. Allowing these families to fly under the radar’.

Pre-NDIS implementation (2018) the Council was a provider of Early Intervention Services. It therefore, had a limited role in the delivery of early intervention and family support services. Hence, Council staff were engaged in the networks that support children and their families. The Council was therefore on the radar, so to speak, with the state government and funded regional agencies: primarily Intereach, Kurrajong and Centacare the main providers of non-Murrumbidgee

Health and NSW State Government Education Department social support services used by families, young people and children.

Locally as funded programs have changed focus or been de-funded (particularly in the psychosocial space) as part of the transition to the NDIS all schools and services consulted commented on the loss of local knowledge and contacts. Commenting that referral pathways where these are centralised e.g.: Murrumbidgee Health for community services, the existing centralized screening and intake services for vulnerable children families, mental health do not have sufficient resources, or knowledge of the LGA, to respond in a timely manner. Alternatively, more worryingly insufficient knowledge of the extent of transport disadvantage experienced in the LGA. Hence, a caller to a central intake service is may be discouraged by the inability to communicate their community of interest and how they could access or accept a referral to regional service centre or service that outreaches to a neighbouring town. Further, regional providers may also receive funding to deliver a range of social support services to people who live in the Berrigan LGA. But these service also may not receive funding to out-reach to the LGA. Historically, and for valid reasons related to capacity to adequately resource and support the provision of social support services to

families, children and young people, the Council has a very limited role in this context. The impact of machinery of government changes on the commissioning and funding of services used by families, young people and children is a significant challenge. A challenge exacerbated at a time when our communities are experiencing significant social and economic upheaval attributed to the impact of the implementation of the Murray Darling Basin Plan² and the current drought. Social and economic upheaval that is changing the fabric and profile of our towns and schools. With all the services consulted and schools commenting on what is for our communities a new phenomenon 2nd and 3rd generation poverty accelerated by an inflow of a new generation of vulnerable families and children attracted by the affordability of housing, the liveability and amenity of our towns. With an increase in comments from those interviewed that, it is particularly evident that some families have chosen the LGA because of its border location and distance from government agencies that have statutory responsibilities for income support and supporting vulnerable children and families.

2

<https://www.mdba.gov.au/sites/default/files/pubs/community-profiles-berrigan-finley-june2018.pdf>

6.2 Social & Economic Impact Local (Place-based) Services

Based on modelling undertaken by Ernst and Young 2015 in its report the *Contribution of NSW Community Service Organisations* it is evident that machinery of government changes exemplified by funding being directed to

fewer, larger organizations' able to operate across regions or the state probably will reduce costs and increase efficiencies for government ... [moreover, that] reducing their footprint could have implications beyond the dollar value of the supposed gains with modelling'³

A prediction evident in the emerging trends and issues identified by this review of Children, Families and Youth Strategy. With our communities experiencing the negative impact of regional model of service delivery with the risk that this may also be:

- Impacting negatively the viability of local businesses and services
- Reducing local resilience in the face of economic downturn (eg drought)
- Reducing access to affordable facilities by small organisations and groups impacting on their viability
- Reducing local knowledge and understanding where services do not necessarily meet the needs of the local people (NCOSS, 2016)

³ https://www.intereach.com.au/wp-content/uploads/2016/11/4.-NCOSS_LocalServiceLocalCommunities_ReportFeb2016.pdf



Finley High School Art Students — Collaboration
with Muralisto November 2019

SWOT Analysis

The following SWOT analysis provides an overview of emerging and established issues for children, young people and their families. These issues influence positively and negatively the socio-educative outcomes experienced by the children, young people and their families living in and attending schools in the Berrigan Shire.

Table 4 SWOT Analysis

| Strengths - Internal | Weaknesses - Internal |
|--|---|
| <ul style="list-style-type: none"> ✓ Community Spirit / Friendliness / volunteer ethos ✓ Local Access to Hospital Services, Maternal & Child Health ✓ School Bus Access to range of public / private and independent schools in Victoria and NSW ✓ Safe, Community Surveillance – in the towns the adults look out for and monitor behavior of children and young people ✓ Life Style ✓ Natural Environment ✓ Recreation Facilities – Pools, Skate Parks, Libraries | <ul style="list-style-type: none"> ✓ Low level of community awareness of support services or supported needed by young families ✓ New residents – vulnerable families that are not included or do not participate in community activities due to poverty or they have limited capacity to contribute to volunteer ethos of the LGA ✓ No visible youth spaces or celebration of youth culture ✓ Perception that the best and brightest kids need to go to school outside the Shire ✓ Low level of community awareness challenges experienced by young people e.g: mental health anxiety/depression, substance use / misuse ✓ Competition between towns for resources / services ✓ Information exchange is diffuse and multi-channel – local reliance therefore, on social media or place-based notice boards |
| Opportunities - External | Threats - External |
| <ul style="list-style-type: none"> ✓ Affordable Housing ✓ Well paid seasonal employment when there is a harvest | <ul style="list-style-type: none"> ✓ Regional / Outreach models of service delivery ✓ Lack of Child Care, After School Care / Early Years Education ✓ Change in funding models impacting viability of the early years services that are established – our services funded as inner regional ARIA+ ✓ Centralised investment models informing the commissioning of services used by families – these models as with the ARIA+ are not an accurate reflection of lived experience in this region ✓ Decrease in psycho-social services – loss of local knowledge resources and capacity within the community ✓ Low wages / limited employment or career opportunities – young people and or their parents ✓ Increase in inter-generational poverty and vulnerable families and individual ✓ Poor Internet / Phone Service/ Connectivity |

6.3 Discussion of Emerging Issues

A consistent theme issue identified by this review of the policy context is the negative impact of machinery of government change in how the social services used by families (parents), young people and children planned and commissioned by the state and commonwealth government is influencing the viability and sustainability of the following:

- Community run Preschools
- Parent access to early intervention and support services 0 – 5 years
- Family support services – universal, early intervention and intensive
- Universal parenting programs
- Psycho-social support services for children, young people and their adult carers; and Disability Support Services

The strengths of our communities' ensures that the families supported by full time and well paid employment, and within these families the children and young people enjoy good health and experience a lifestyle that is enviable. The weakness and threats identified are not necessarily amenable to Council intervention without a significant investment by the agencies responsible for secondary and tertiary support services or by the Council with a re-orientation of its model of service delivery.

Our communities are changing, as are community expectations. The co-location of a number of Council playgrounds within recreation reserves and volunteer Committee Management of these reserves (associated sports facilities) and swimming pools facilitates community ownership and the financial sustainability of the current mix of services and facilities. As our communities change, a significant challenge is engaging service users in decisions about the sustainability and mix of services / facilities used by children, young people and their families.

In the context of Council's existing model of service delivery, there is limited scope (financially) to expand on the range of its services and facilities, other than programmed upgrades of the physical infrastructure, used by children, young people and their families. There is however, a role and a need for the Council

1. To optimise the use of current facilities through promotion and the continuation of its targeted re-development of facilities in accordance with Town Master Plans and Precinct Plans.
2. To map at a local level and to coordinate community feedback to other levels of government, business and non-government agencies about emerging issues. In particular, the gaps in childcare, early years learning, psychosocial youth and family support and the extent of transport disadvantage experienced by children, young people and their families.

3. Further, it is also evident that the Council may need to consider a re-orientation of its model of service delivery, in an environment where the Council is engaged in and provides a range of place-based facilities that support families, young people and children. The service delivery of facilities grounded in the strengths and opportunities evident in the LGA.
4. There is a very real risk that if the Council maintains a business-as-usual approach that the broader service system with its regional-focus will not initiate or take action that addresses the weaknesses evident in this SWOT analysis and identified by this review informed by feedback from local services and residents.

Actions that could include:

- Advocating for place-based response to the planning, coordination and development of services used by families, children and young people.
- Collaborating with Councils, community on projects that raise community awareness of services, referral pathways and supports available.
- Investing in open space that celebrates youth culture
- Actively promoting to broader audience the opportunities and successes achieved by young people who live in the Shire.
- Investigating the employment of a youth and families project officer.

If you could plan or build a child and family friendly project in your community what would it be?

... Please bring back the early intervention service. Employ allied health professionals and do it right. Kurrajong ruined the opportunity for this service to grow and develop and left town. Very disappointing...

... child/family friendly arts and crafts group, an activity where the men's shed help teach young adolescent males some practical skills...

... I think you have addressed the under 12 category extremely well however, there isn't much here for teenagers 13-17 which means we go out of town, taking our money to enrich other shires ...

... Community youth centre ...

... more support and counselling for all ages ...

... indoor sports / community youth centre...

... Youth Mental Health/Support Service ...

(Children, Young People and Their Families Strategy Review Survey , 2019)



7 Service Engagement and Survey Results

As part of the development of this Strategy, conducted were interviews with local schools, maternal and child health services, and family support services. In addition, a 4-week online survey October 2019 sought comment from 40 respondents on

- a) The services provided by Council and used by children, young people and their families;
- b) How easy it is to access support services; and
- c) The support needed by families balancing work and family commitments.

The survey replicated 2015 survey conducted as part of the development of the Council's Children, Families and Young People's Strategy.

7.1 Summary Online Survey Results

Comparison of the 2015 results with the 2019 results suggest that other than the number of survey respondents there is no significant change with respect to where survey respondents lived and their assessment of Council facilities, Council services used and respondents level of satisfaction. A view borne out by the results of Council's 2016 Residents and Business Satisfaction Survey conducted by Nexus Research which found that:

- 60% of resident used recreation and sports facilities
- 60% of residents used Council libraries
- 54% used public swimming pools

Table 5 Survey Results 2019

| Respondents | | 40 | | | |
|------------------------|------------------|-------------------------------|------------------|---|------------------|
| Where respondents live | % of Respondents | Schools their children attend | % of Respondents | What is Support Top 5 | % of Respondents |
| Berrigan | 20% | NSW Public | 51.35% | Friends and Family | 71.9% |
| Finley | 22.5% | NSW Independent/Private | 10.81 | Access to health and community services | 71.9% |
| Tocumwal | 45% | VIC Public | 5.41% | Affordable Staples | 56.4% |
| Barooga | 12.5% | VIC Independent/Private | 16.22% | Child Care | 51.28% |
| | | | | Before & After | 51.28% |

| Respondents | | 40 | | | |
|-------------------------------|------------------|------------------------------------|------------------|---|------------------|
| Where respondents live | % of Respondents | Schools their children attend | % of Respondents | What is Support Top 5 | % of Respondents |
| | | | | School Care | |
| | | | | Information about local services & activities | 51.28% |
| Council Services Used - Top 5 | % of Respondents | Satisfaction with Council Services | % of Respondents | Satisfaction with Council Facilities | % of Respondents |
| Playgrounds | 84.21% | Very Satisfied | 2.56% | Very Satisfied | 10.26% |
| Libraries | 68.4% | Satisfied | 56.4% | Satisfied | 53.85% |
| Pools | 65.79% | Neither satisfied nor dissatisfied | 33.33% | Neither Satisfied nor Dissatisfied | 23.08% |
| Recreation Reserves | 65.79% | Dissatisfied | 2.56% | Dissatisfied | 5.13% |
| Kids Fest | 21.05% | Very Dissatisfied | 5.13% | Very Dissatisfied | 7.69% |

Where there had been change over the past four-years is survey respondents' assessment of and change in the ranking of the top 5 issues identified as family support. Access to health and community services is equally ranked with friends and families. The affordability of staples has moved ahead of child-care as a form of family support. While information about local services and

activities, also before and after school care together with child-care are ranked as equally important.

Given the smaller sample size the transferability of survey results, hence its reliability, is strengthened by the consistency of the responses between 2015 and 2019 with respect to satisfaction with Council services and use of child-care (Table 6).

Table 6 Time Series Child Care Survey Results

| If your child/dren are under 12 years of age. Do you currently use childcare? | | | | |
|---|---------------------|-------------------|---------------------|-------------------|
| | 2015 | 2015 | 2019 | 2019 |
| Answer Options | Response Percent | Response Count | Response Percent | Response Count |
| Grandparents | 52% | 41 | 52% | 16 |
| Registered in-home Care | 3% | 2 | 0 | 0 |
| Registered Family Day Care | 20% | 16 | 19% | 6 |
| Centre Based Care | 30% | 23 | 36% | 11 |
| Family / Friends | 52% | 41 | 52% | 16 |
| Other (please specify) | | 9 | | |
| <i>answered question</i> | | 79 | | 31 |
| <i>skipped question</i> | | 27 | | 9 |

Suggesting therefore, that in the space of four years something has changed within our communities requiring further investigation. As described in Table 7 despite an overall increase in the number of preschool children the percentage of respondents whose children attend preschool has declined. Requiring further investigation to determine whether to additional cost of preschool due

to the ARIA+ rating that our preschools are inner regional is impacting on the affordability of preschool for parents. Similarly, there is a decline in the percentage of respondents who attend town based playgroups, and Council Library programs. Concomitant with an increase in use of before and after school care and school holiday programs.

Table 7 Time Series of Other Supports and Programs

| Do you currently use or does your child attend the following? | | | | |
|---|---------------------|-------------------|---------------------|-------------------|
| Answer Options | 2015 | 2015 | 2019 | 2019 |
| | Response Percent | Response Count | Response Percent | Response Count |
| Before and After School Care | 9% | 7 | 21% | 6 |
| School Holiday Programs | 23% | 17 | 32% | 9 |
| Council Library | 71% | 53 | 68% | 19 |
| Church Programs | 5% | 4 | 0 | 0 |
| Intereach Programs | 9% | 7 | 11% | 3 |
| Centacare Programs | 1% | 1 | 4% | 1 |
| Mobile Playgroups | 1% | 1 | 0 | 0 |
| Town based Playgroups | 24.0% | 18 | 18% | 5 |
| Pre School | 41% | 31 | 32% | 11 |
| Other Programs | 4.0% | 3 | 11% | 3 |
| Other (please specify) | | 9 | | |
| <i>answered question</i> | | 75 | | 28 |
| <i>skipped question</i> | | 31 | | 12 |

Worryingly comparison of 2015 and 2019 (Table 8) of survey responses to question **how easy is it to get the support you need to parent your child/children in our shire?** Indicates the possibility that families who may have found it easy to get support (2015) no longer feel this way. With the percentage of respondents reporting that it was extremely easy or very easy to access support dropping from 17% in 2015 to just 8% in 2019 with evidence also of a 5% increase in respondents reporting that it was not all easy to get support.

Table 8 How easy is it to access support

| How easy is it to get the support you need to parent your child/children in our shire? | | | | |
|--|---------------------|-------------------|---------------------|-------------------|
| Answer Options | 2015 | 2015 | 2019 | 2019 |
| | Response Percent | Response Count | Response Percent | Response Count |
| Extremely easy | 3 % | 3 | 0% | 0 |
| Very easy | 14 % | 15 | 8% | 3 |
| Moderately easy | 38 % | 39 | 44% | 17 |
| Slightly easy | 27 % | 28 | 26% | 10 |
| Not at all easy | 18 % | 19 | 23% | 9 |
| <i>answered question</i> | | | | 39 |
| <i>skipped question</i> | | 2 | | 1 |

In response to the question ‘*if you could plan or build a child and family project in your community what would it be*’ word cloud analysis illustrates the vision of online survey respondents.

Figure 3 Word Cloud Analysis: Survey Comments



...A kids garden or art workshops...

...More support and counselling programs for all ages...

...Learn to drive/ride roads...

...Holiday child-care program....

...Maze better use of natural environments...

...Family daycare in Tocumwal same as tricky kids...

...Day Care Centre...

...A ranger program to promote understanding of our natural environment ...

Based on the online survey results and comments in relation to Council facilities and services and the re-development of existing Council facilities and playground there are clear statements about the importance of Council's playgrounds, pools and library services with shade and security (fencing) highlighted as issues for further consideration by Council.

Of concern is the change in ranking of survey respondents' view of what constitutes support. With access to health and community support services ranked equally with family and friends, closely followed by affordable staples, information about local services and activities.

Further analysis of data filtered survey respondents by the question **How easy is it for you to get the support you need to parent your child/children in our Shire?** Filtered the data identified that 19 respondents and of these 60% of these respondents live in Tocumwal. Of this cohort 73% ranked support as being access to health and community support services. Followed by information about services and activities (68.4%), before and after school care (63.8%), with affordable staples ranked together with families and friends 57.8%.

7.2 Service Interviews

Twelve interviews were conducted with local schools, preschools and family support services, and maternal and child health services. Using a standard format comment from services was sought on the following issues:

- The facilities and services provided by the Council
- Access to supports used by families and young people
- Challenges
- Aspirational project

7.2.1 Facilities and services provided by the Council

All commented on the benefits of the Council's recent investment and success with grants upgrading playgrounds. Well regarded are the Council's Library Services. The primary issues for Council

consideration involve shade also the location of Council facilities in relation to schools and other services. With comment that the distances involved between new developments, the intersection of towns by two highways, also the increasing the scale of our towns (new development on the outskirts), in the absence of shuttle bus or similar service within the towns, made it is difficult for young people and families to access Council facilities.

7.2.2 Access to supports used by families and young people

Schools in particular reported that most families were doing well and able to access support from family and friends. There was universal comment that NDIS related in-school support services lacked flexibility and that the mental health issues were 'huge' affecting parents and children. Access to Family Support services rated as moderately easy or better based on the service and perception of what was available. With comments, suggesting that service or agency confidence with referrals reflected experience with a local worker and or success with navigating centralised intake.

Where services indicated that it was not all easy for parents to access services this related to children and parents requiring additional social support, which included also families new to the area. Families that did have the support of neighbours, extended family or friends.

7.3 Summary Analysis Community Engagement

| Comment was sought on: | Community Feedback | Council Role |
|--|--|--|
| a) The services provided by Council and used by children, young people and their families; | Maintain current range of services and involve service users in planned re-development, re-location or upgrade of existing facilities / services | Provide current range of services Maintain service levels Plan targeted re-development of facilities high use facilities in consultation with service users |
| b) How easy it is to access support services | Moderately easy to not at all easy | Investigate / pilot local research projects designed to increase quantum of support services in each town at times when families, children, and young people can access |
| c) The support needed by families balancing work and family commitments. | Community support and health services for families – all towns Before and After School Care – all towns School Holiday programs all towns Child Care - Tocumwal | Advocate for change in how government services are funded Advocate for increase in funding for community service agencies that specialise in the long-term delivery of local support services |

8 Strategy

Our communities are changing, as are community expectations. The co-location of a number of Council playgrounds within recreation reserves and volunteer Committee Management of these reserves (associated sports facilities) and swimming pools facilitates community ownership and the financial sustainability of the current mix of services and facilities. As our communities, change without a commitment to place-base ownership and local engagement regional models of family support, youth mental health service delivery present a significant challenge. A challenge that is jeopardizing the sustainability and mix of services / facilities used by children, young people and their families.

With the Council's existing model of service delivery there is limited scope (financially) to expand on the range of its services and facilities, other than upgrades of the physical infrastructure, used by children, young people and their families. There is however, an expanded role for Council

1. To optimise the use of current facilities through promotion and the continuation of its targeted re-development of facilities in accordance with Town Master Plans and Precinct Plans.
2. To advocate and to coordinate community feedback to other levels of government, business and non-government agencies about emerging issues. In particular, the impact of regionalisation, data matching gaps in childcare, early years learning, psycho-social youth and family support issues exacerbated by the extent of transport disadvantage experienced by children, young people and their families in the LGA.
3. To collaborate with the Family Support, Youth Services Sector and invest in the development of place-based and responsive models of support for families and young people.

9 Children, Young People and Families Decision Making Framework

| | ...contributes to Berrigan Shire 2027 outcomes |
|--|---|
| <p>Council investment (human, physical and financial) in the facilities and services used by children, young people and their families:</p> <ol style="list-style-type: none"> 1. Is strategic; 2. Is financially sustainable; 3. Facilitates lifecycle asset planning and management; 4. Facilitates service user engagement in the re-development of services / facilities; and 5. Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people | <p>Good government</p> <p>Supported and Engaged Communities</p> <p>Diverse and resilient business</p> |

10 Children, Young People and Families Strategy 4 -yr Action Plan

Berrigan Shire 2027: Good Government

Strategy Action Plan 4-yrs

Berrigan Shire 2027 Strategic Objective: 2.3 Strengthen strategic relationships and partnerships with community, business and government

Delivery Program Objective: 2.3.1 Participate in networks that promote regional and cross-border collaboration, planning and service delivery

Operational Plan Action: 2.3.1.1 Monitor the demand for early childhood education supports and services within the LGA and facilitate localised engagement of other levels of government and community / commercial providers

Council investment (human, physical and financial) in the facilities and services used by children, young people and their families

- Is strategic;
- Is financially sustainable;
- Facilitates lifecycle asset planning and management;
- Facilitates service user engagement in the re-development of services / facilities; and
- Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people.

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|---|---|---|---------------------|------------------------------------|------------|
| Advocate for development of place-based approach toward the planning and delivery of services to children, young people and their families. | Engage the family services sector in a) Investigating impact of machinery of government change on funding of services cross-border communities | An investment model is developed that accounts for cross-border anomalies Vulnerable children and families receive the support they need | Council | Data – from Family Services Sector | March 2020 |

Berrigan Shire 2027: Supported and Engaged Communities

Strategy Action Plan 4 yrs

Berrigan Shire 2027 Strategic Objective: 3.1 Create safe, friendly and accessible communities

Delivery Program Objective: 3.1.1 Build communities that are home to more families and young people

Operational Plan Action: 3.1.1..1 Support and promote the healthy development and wellbeing of children and young people

Council investment (human, physical and financial) in the facilities and services used by children, young people and their families:

- Is strategic;
- Is financially sustainable;
- Facilitates lifecycle asset planning and management;
- Facilitates service user engagement in the re-development of services / facilities; and

Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people.

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|---|---|---|---|--|--------------------------|
| Local projects and programs are established to support and promote the healthy development of children and young people | Maintain service levels and the current range of services and facilities provided by Council and its Committees | Families have local supports and the community facilities needed to promote the healthy development of their children | Director Corporate Services SSPC | Project participant surveys Annual Budget allocation for local projects | Ongoing July 2020 |

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|--|--|--|-----------------------------|---------------------------------|---------------|
| Local projects and programs are established to support and promote the healthy development of children and young people (cont) | Engage service users in the re-development of and decision making about high use facilities – playgrounds and pools | Increased patronage and use of Council facilities by service users | Director Corporate Services | Asset Management Plan Review | February 2020 |
| | Investigate options for and advocate for the employment of a BSC LGA dedicated youth and families worker/linker | 3-yr Project established | SSPC | BJCN Network / Council Advocacy | March 2020 |
| Implement Children, Young People and Families Strategy | Council decision making and Operational Plan resource allocation is guided by Children, Young People and Families Strategy & Action Plan | <p>Universal services to children, young people and families are promoted, provided and planned</p> <p>Local projects and services support the attraction and retention of families and young people</p> | Council Management Team | Annual Budget | Ongoing |

Berrigan Shire 2027: Supported and Engaged Communities

Strategy Action Plan 4 yrs

Berrigan Shire 2027 Strategic Objective: 3.1 Create safe, friendly and accessible communities

Delivery Program Objective: 3.1.1 Build communities that are home to more families and young people

Operational Plan Action: 3.1.2 Facilitate all age healthy lifestyles and ageing in place

Council investment (human, physical and financial) in the facilities and services used by children, young people and their families:

- Is strategic;
- Is financially sustainable;
- Facilitates lifecycle asset planning and management;
- Facilitates service user engagement in the re-development of services / facilities; and
- Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people.

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|---|---|---------------------------------------|-----------------------------|----------------------------|-------------|
| Continue progressive upgrade of recreation reserve facilities and playgrounds | Engage service users (children, young people and their families) in the review and development of Open Space facilities | Child and family friendly Open Spaces | Director Corporate Services | Strategic & Social Planner | 2020 - 2023 |

Berrigan Shire 2023: Supported and Engaged Communities

Strategy Action Plan 4 yrs

Berrigan Shire 2027 Strategic Objective: 3.1 Create safe, friendly and accessible communities

Delivery Program Objective: 3.1.1 Build communities that are home to more families and young people

Operational Plan Action: 3.1.3 Strengthen the inclusiveness and accessibility of our community

Council investment (human, physical and financial) in the facilities and services used by children, young people and their families:

- Is strategic;
- Is financially sustainable;
- Facilitates lifecycle asset planning and management;
- Facilitates service user engagement in the re-development of services / facilities; and
- Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people.

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|---|---|---|--|----------------------|------------|
| Promote the social and economic wellbeing of Shire residents through social planning and community development activities | Annual program of social planning and community development activities implemented e.g: Kids Fest, Youth Week | Whole of community engagement in activities that promote healthy development and wellbeing of young people and children | Strategic and Social Planning Coordinator / BJCN | Annual Budget | Ongoing |
| | Investigate opportunities to attract funding for place-based youth programs | Young people are supported and connected to their local community | Strategic and Social Planning Coordinator /BJCN | Annual Budget /NGOs | |

Berrigan Shire 2023: Supported and Engaged Communities

Strategy Action Plan 4 yrs

Berrigan Shire 2027 Strategic Objective: 3.2. Support community engagement through life-long learning, culture and recreation

Delivery Program Objective: 3.2.1 Provide opportunities for life-long learning, cultural expression and recreation

Operational Plan Action: 3.1.3 Strengthen the inclusiveness and accessibility of our community

Council investment (human, physical and financial) in the facilities and services used by children, young people and their families:

- Is strategic;
- Is financially sustainable;
- Facilitates lifecycle asset planning and management;
- Facilitates service user engagement in the re-development of services / facilities; and
- Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people.

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|--|--|---|---|----------------------|-------------|
| Develop, in consultation with library branch users, an annual branch program of cultural, creative and recreational programs for children and their families | Annual Survey of Library Users Implementation of Library Services Program – Holiday Programs | Annual Calendar of events and activities | Manager Library Services / Community Projects Officer | Council Budget | Ongoing |
| Increase opportunities for young people to participate in creative arts | Sponsor the development of youth led projects with Outback Theatre for Young People or similar Youth Arts organisation | Inclusion and local celebration of Youth Arts / Culture | SSPC | Council Budget | 2020 - 2023 |

Berrigan Shire 2027: Diverse and resilient business

Strategy Action Plan 4 yrs

Berrigan Shire 2027 Strategic Objective: 4.1 Invest in local job creation, retention and innovation

Delivery Program Objective: 4.1.1 Identify opportunities for strategic investment and job creation

Operational Plan Action: Support collaborative planning, shared resourcing in local industry and promotion of business and development projects

Council investment (human, physical and financial) in the facilities and services used by children, young people and their families:

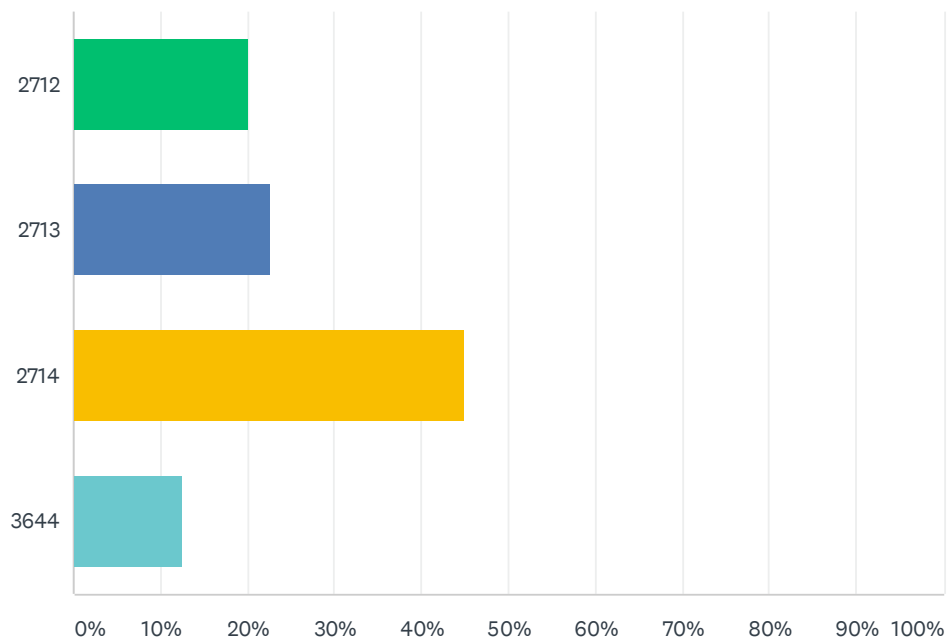
- Is strategic;
- Is financially sustainable;
- Facilitates lifecycle asset planning and management;
- Facilitates service user engagement in the re-development of services / facilities; and
- Gives priority to promoting, planning and providing local and universal access to the services and facilities used by families, children and young people.

| What we want to do | How are we going to do it? | What will be the outcome | Lead Responsibility | Cost/Other Resources | Commencing |
|---|---|--|------------------------------|----------------------|------------|
| Connect young people to local job opportunities and rural career pathways | Annual Youth Future's Expo | Retention of young people | Economic Development Officer | Annual Budget | Ongoing |
| Promote to regional Youth, Family and Children's Services providers the economic benefits of co-location as opposed to outreach service delivery in BSC LGA | Annual program – orientation to Berrigan LGA targeting newly recruited NGO and State Agency workers | Increase knowledge and awareness of BSC LGA – proximity to regional services Retention and attraction of BSC LGA-based community support services workers | SSPC | Annual Budget | July 2020 |

11 Appendix – Online Survey Results

Q1 Postcode

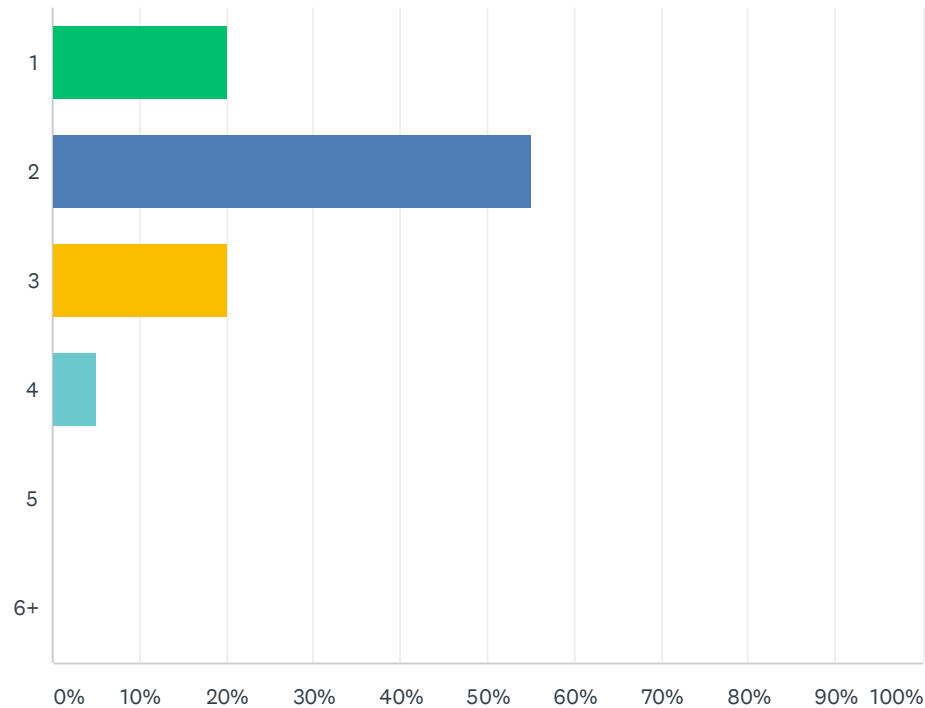
Answered: 40 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| 2712 | 20.00% | 8 |
| 2713 | 22.50% | 9 |
| 2714 | 45.00% | 18 |
| 3644 | 12.50% | 5 |
| TOTAL | | 40 |

Q2 Number of children under 18 years in your household?

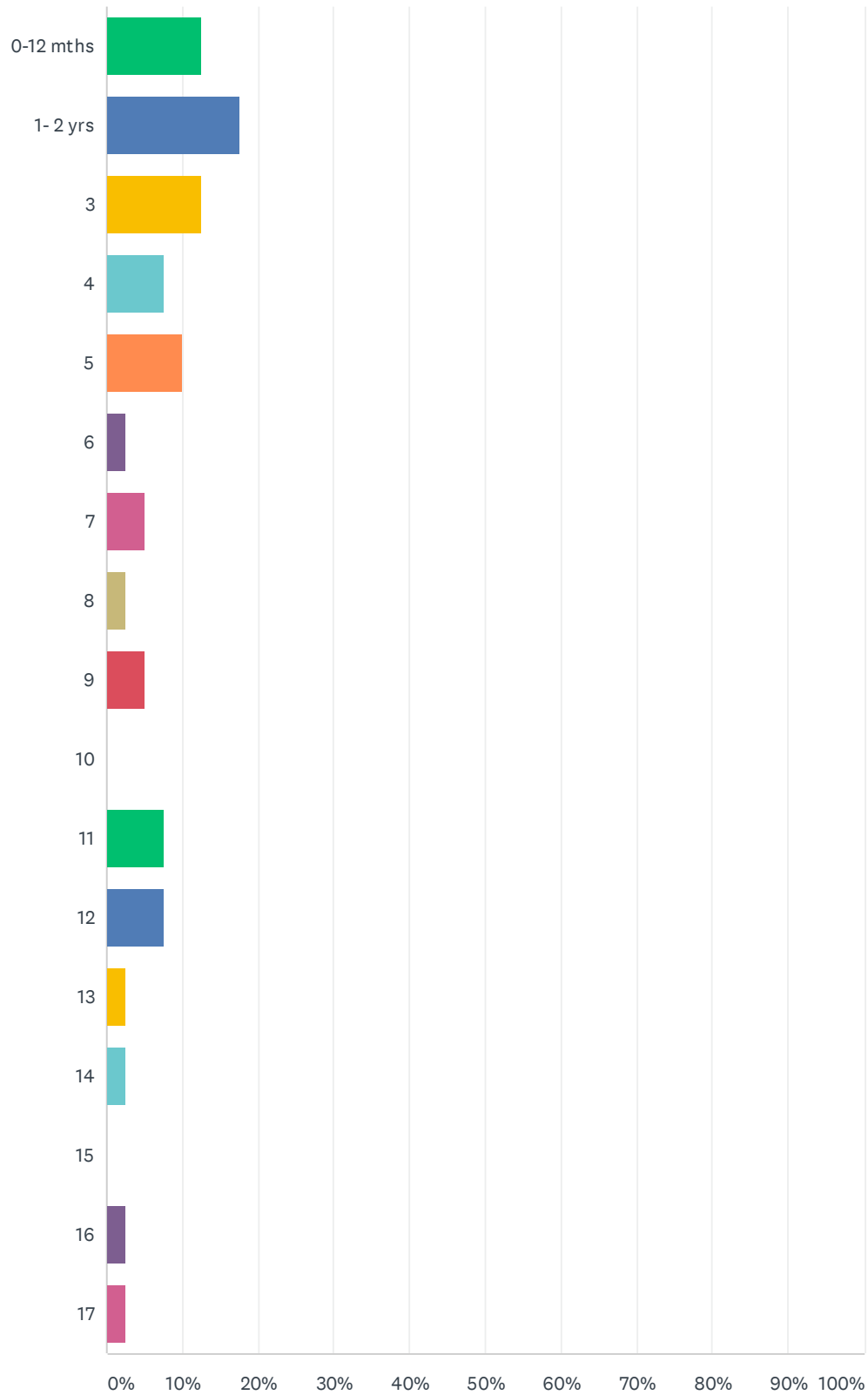
Answered: 40 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| 1 | 20.00% | 8 |
| 2 | 55.00% | 22 |
| 3 | 20.00% | 8 |
| 4 | 5.00% | 2 |
| 5 | 0.00% | 0 |
| 6+ | 0.00% | 0 |
| TOTAL | | 40 |

Q3 Age of youngest child or only the child who lives with you

Answered: 40 Skipped: 0

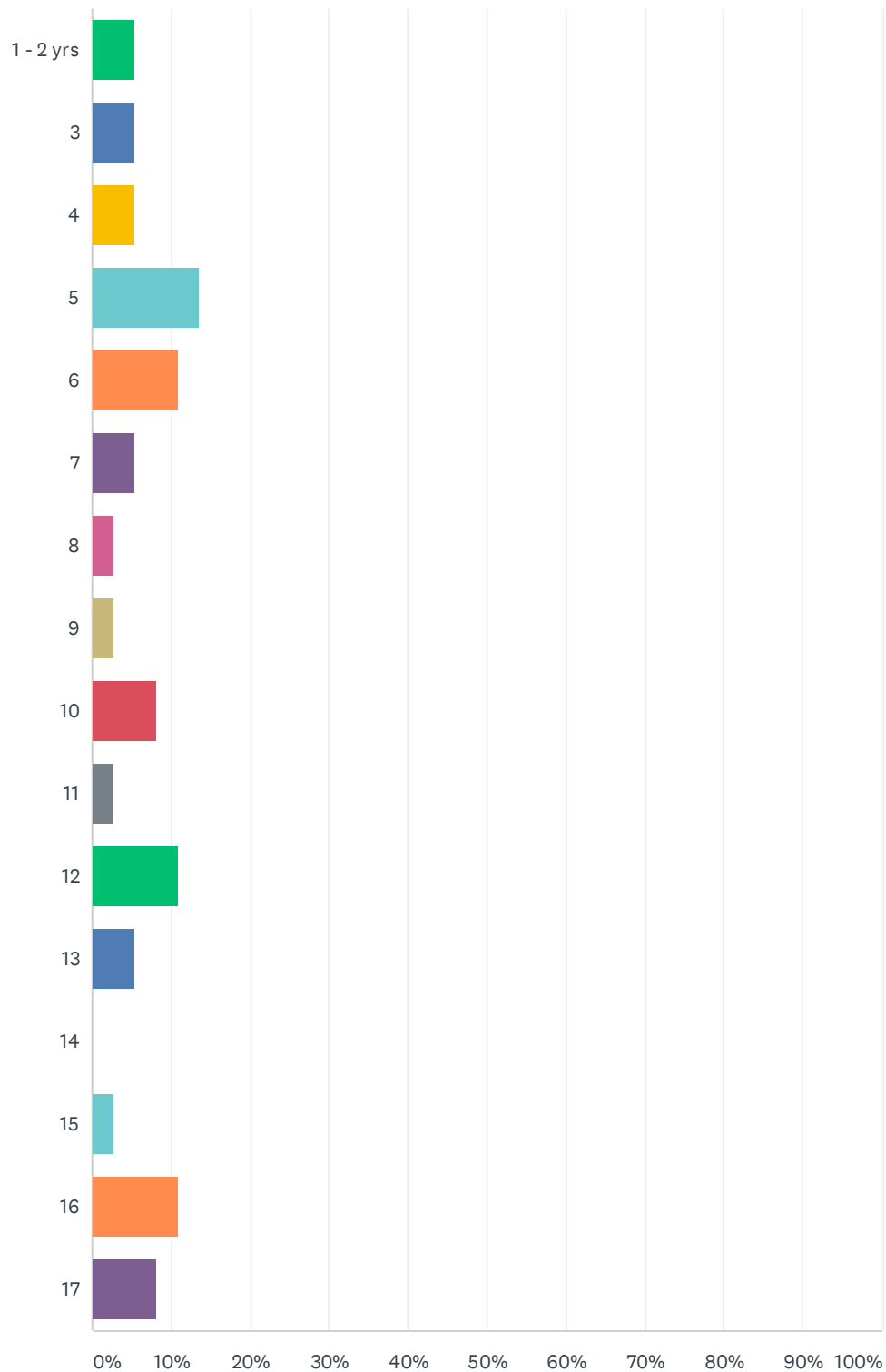


Review of Childrens, Young People and Families Strategy 2019

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| 0-12 mths | 12.50% | 5 |
| 1- 2 yrs | 17.50% | 7 |
| 3 | 12.50% | 5 |
| 4 | 7.50% | 3 |
| 5 | 10.00% | 4 |
| 6 | 2.50% | 1 |
| 7 | 5.00% | 2 |
| 8 | 2.50% | 1 |
| 9 | 5.00% | 2 |
| 10 | 0.00% | 0 |
| 11 | 7.50% | 3 |
| 12 | 7.50% | 3 |
| 13 | 2.50% | 1 |
| 14 | 2.50% | 1 |
| 15 | 0.00% | 0 |
| 16 | 2.50% | 1 |
| 17 | 2.50% | 1 |
| TOTAL | | 40 |

Q4 Age of the eldest child who lives with you?

Answered: 37 Skipped: 3

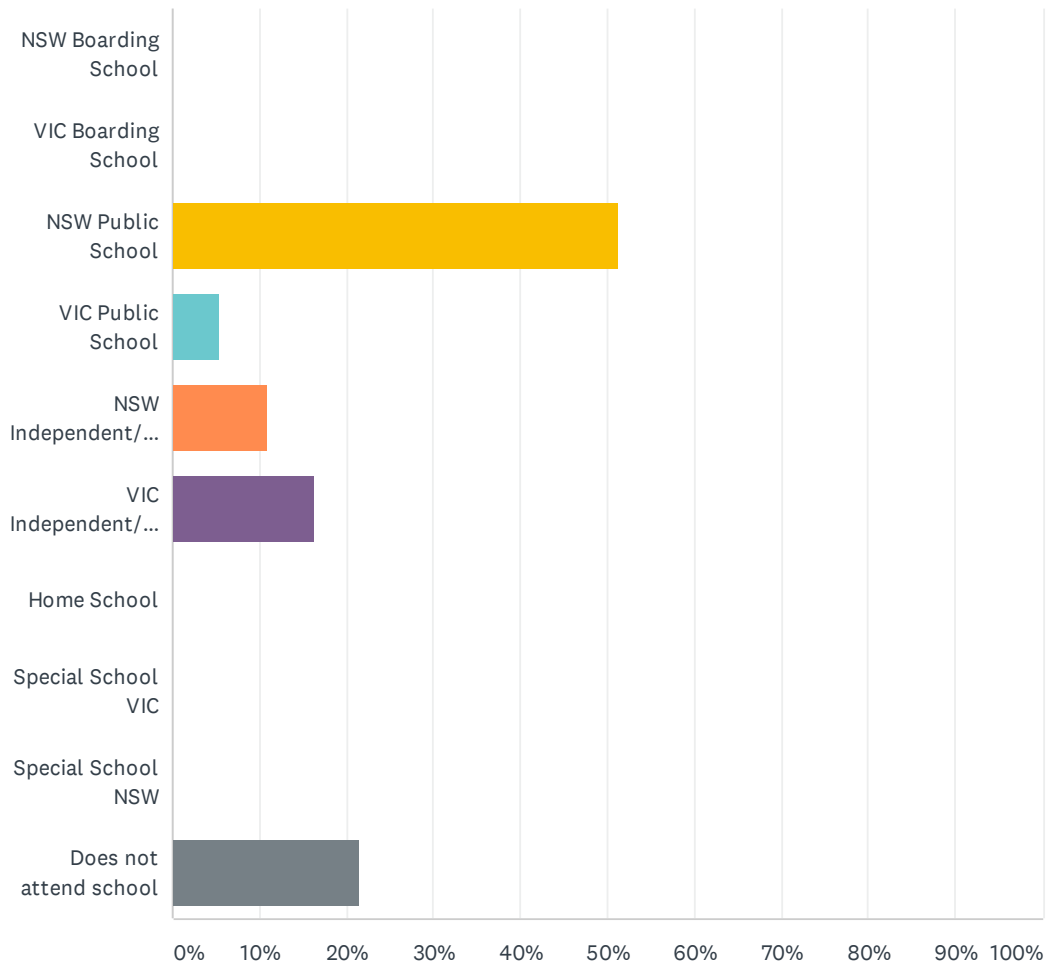


Review of Childrens, Young People and Families Strategy 2019

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| 1 - 2 yrs | 5.41% | 2 |
| 3 | 5.41% | 2 |
| 4 | 5.41% | 2 |
| 5 | 13.51% | 5 |
| 6 | 10.81% | 4 |
| 7 | 5.41% | 2 |
| 8 | 2.70% | 1 |
| 9 | 2.70% | 1 |
| 10 | 8.11% | 3 |
| 11 | 2.70% | 1 |
| 12 | 10.81% | 4 |
| 13 | 5.41% | 2 |
| 14 | 0.00% | 0 |
| 15 | 2.70% | 1 |
| 16 | 10.81% | 4 |
| 17 | 8.11% | 3 |
| TOTAL | | 37 |

Q5 If your children are of school age - and live in your household, how is your child/children schooled? Tick all that apply

Answered: 37 Skipped: 3

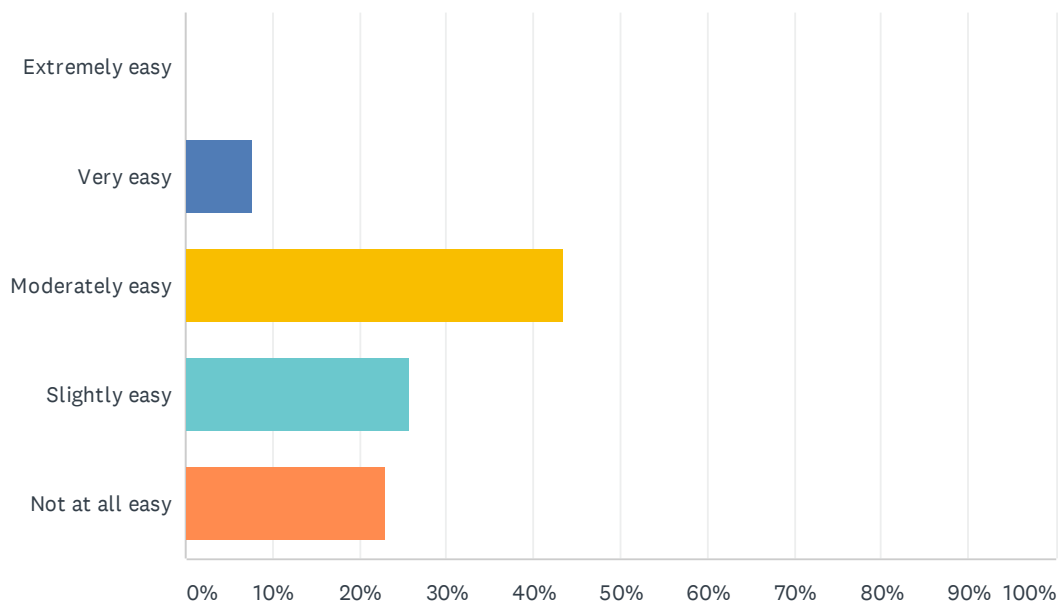


Review of Childrens, Young People and Families Strategy 2019

| ANSWER CHOICES | RESPONSES | |
|--------------------------------|-----------|----|
| NSW Boarding School | 0.00% | 0 |
| VIC Boarding School | 0.00% | 0 |
| NSW Public School | 51.35% | 19 |
| VIC Public School | 5.41% | 2 |
| NSW Independent/Private School | 10.81% | 4 |
| VIC Independent/Private School | 16.22% | 6 |
| Home School | 0.00% | 0 |
| Special School VIC | 0.00% | 0 |
| Special School NSW | 0.00% | 0 |
| Does not attend school | 21.62% | 8 |
| Total Respondents: 37 | | |

Q6 How easy is it for you to get the support you need to parent your child/children in our Shire?

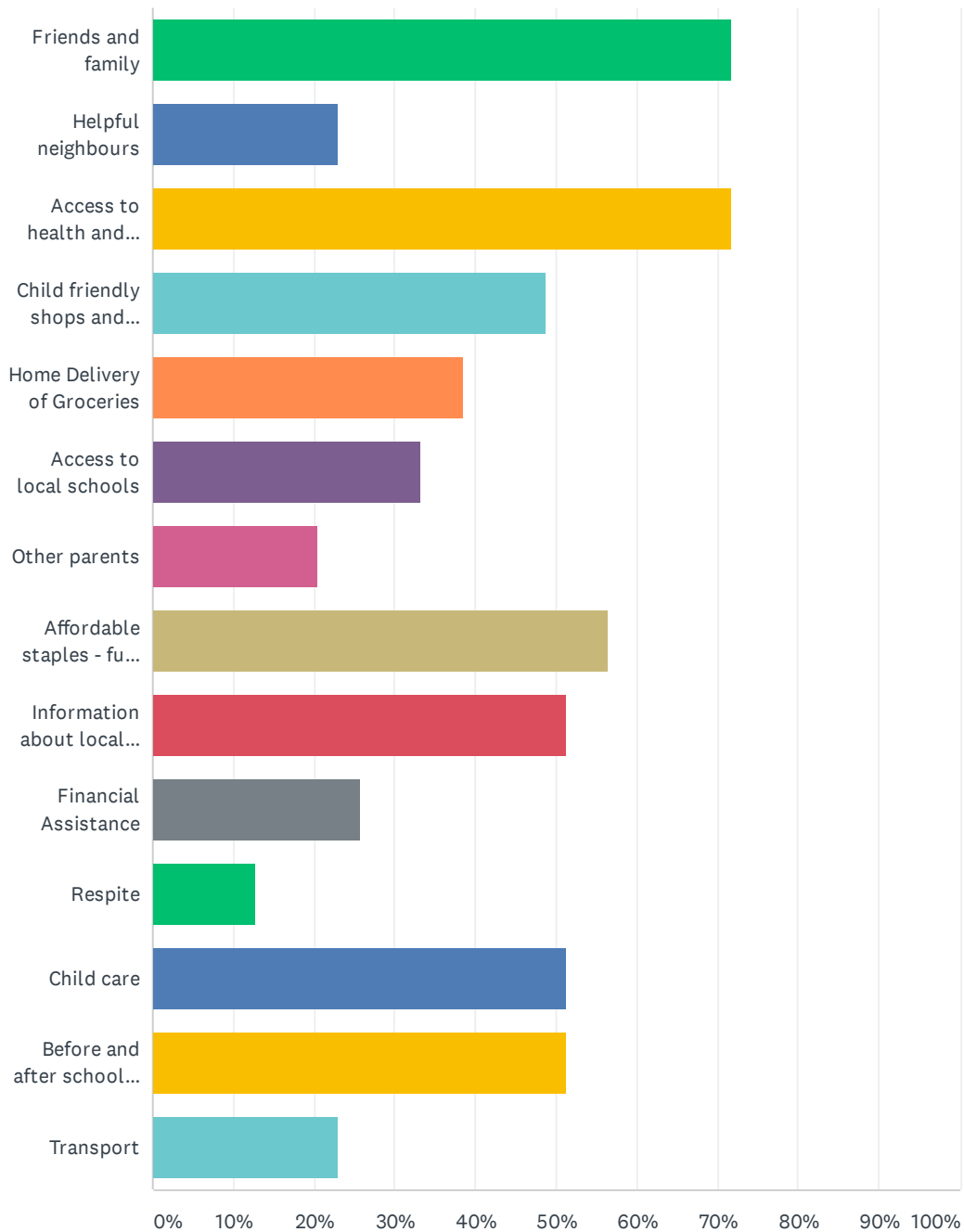
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-----------------|-----------|----|
| Extremely easy | 0.00% | 0 |
| Very easy | 7.69% | 3 |
| Moderately easy | 43.59% | 17 |
| Slightly easy | 25.64% | 10 |
| Not at all easy | 23.08% | 9 |
| TOTAL | | 39 |

Q7 Thinking about the previous question what does support mean to you? Tick all that apply

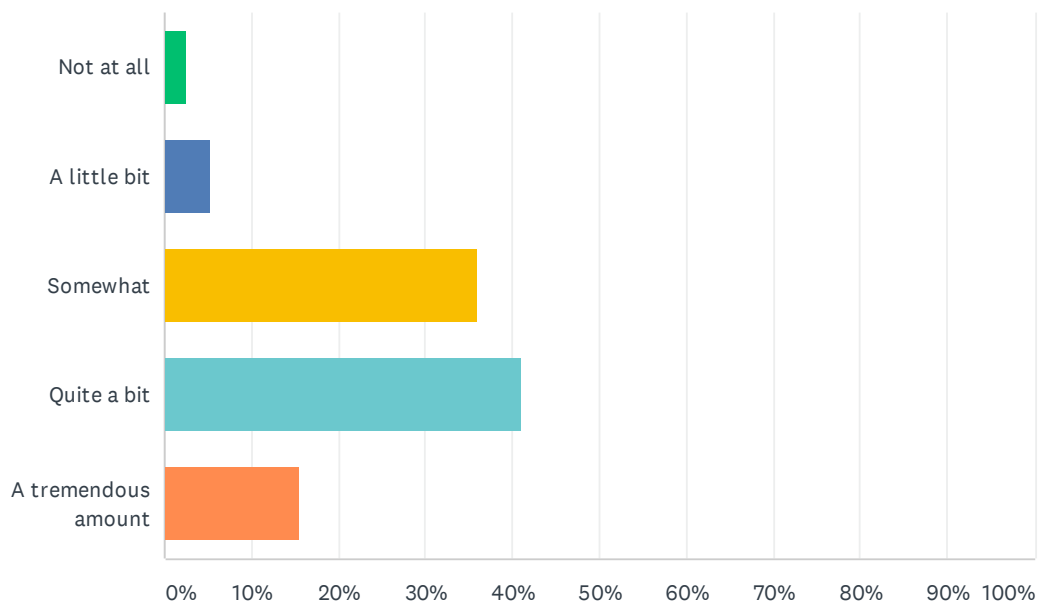
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Friends and family | 71.79% | 28 |
| Helpful neighbours | 23.08% | 9 |
| Access to health and community services | 71.79% | 28 |
| Child friendly shops and public venues | 48.72% | 19 |
| Home Delivery of Groceries | 38.46% | 15 |
| Access to local schools | 33.33% | 13 |
| Other parents | 20.51% | 8 |
| Affordable staples - fuel, fresh fruit and vegetables, nappies, toiletries etc | 56.41% | 22 |
| Information about local services and activities | 51.28% | 20 |
| Financial Assistance | 25.64% | 10 |
| Respite | 12.82% | 5 |
| Child care | 51.28% | 20 |
| Before and after school care | 51.28% | 20 |
| Transport | 23.08% | 9 |
| Total Respondents: 39 | | |

Q8 To what extent do you know how your child/young person is doing socially?

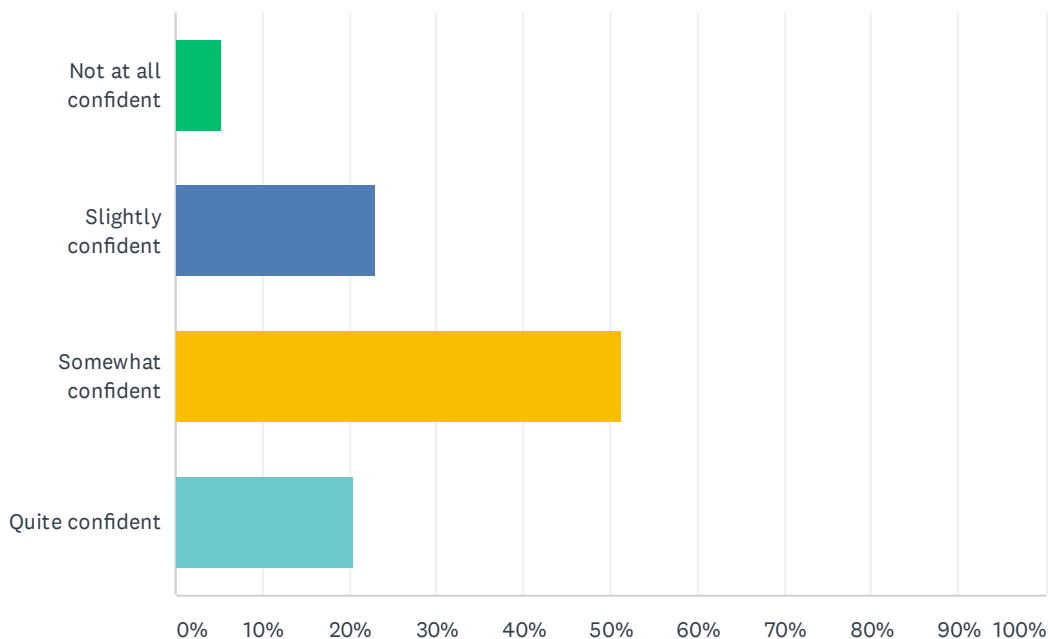
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|----|
| Not at all | 2.56% | 1 |
| A little bit | 5.13% | 2 |
| Somewhat | 35.90% | 14 |
| Quite a bit | 41.03% | 16 |
| A tremendous amount | 15.38% | 6 |
| TOTAL | | 39 |

Q9 How confident are you that you can help your child develop good friendships / tackle bullying?

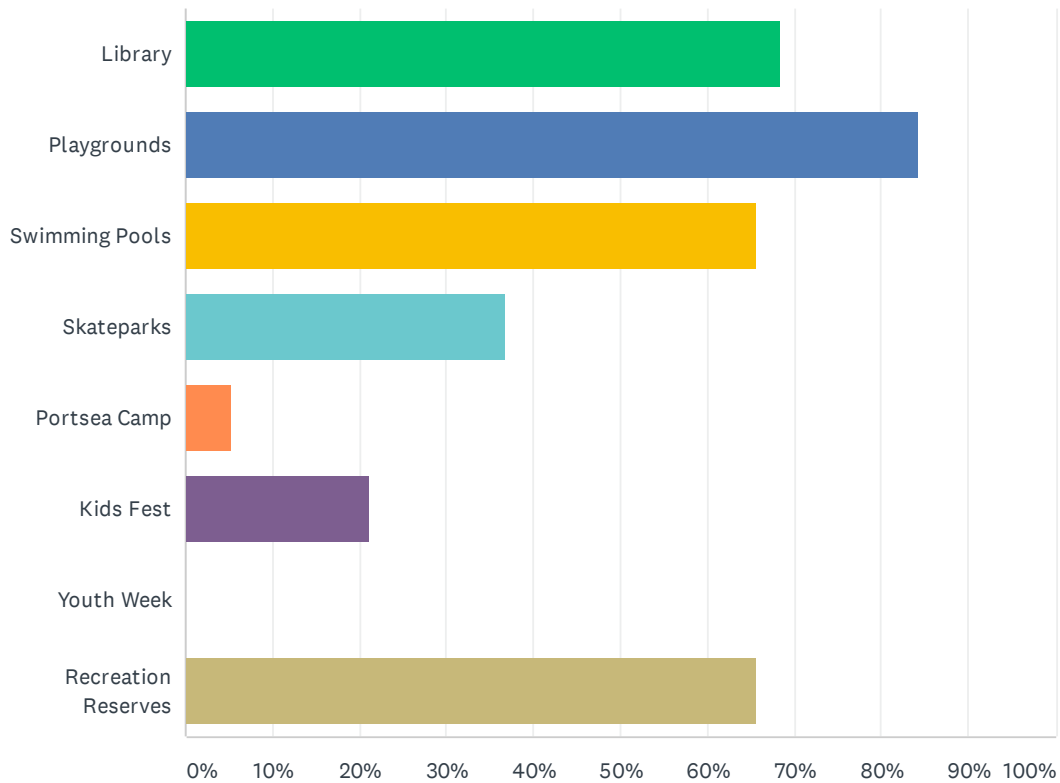
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|----|
| Not at all confident | 5.13% | 2 |
| Slightly confident | 23.08% | 9 |
| Somewhat confident | 51.28% | 20 |
| Quite confident | 20.51% | 8 |
| TOTAL | | 39 |

Q10 Which Council services and facilities do you or members of your family use?

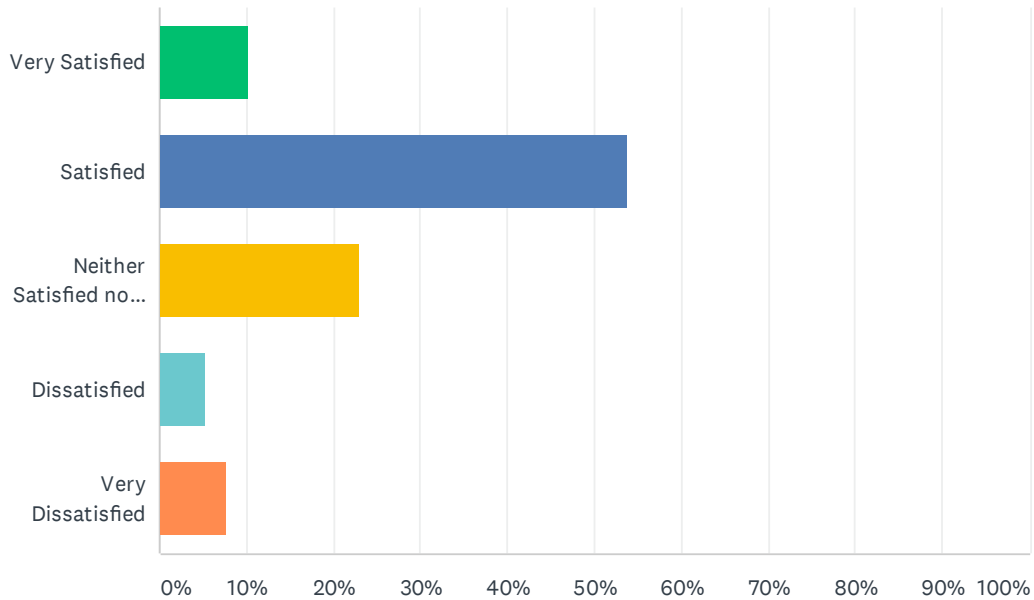
Answered: 38 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|----|
| Library | 68.42% | 26 |
| Playgrounds | 84.21% | 32 |
| Swimming Pools | 65.79% | 25 |
| Skateparks | 36.84% | 14 |
| Portsea Camp | 5.26% | 2 |
| Kids Fest | 21.05% | 8 |
| Youth Week | 0.00% | 0 |
| Recreation Reserves | 65.79% | 25 |
| Total Respondents: 38 | | |

Q11 Overall, are you satisfied with your experience of the open space facilities used by children and families (playgrounds, pools, and skate parks etc.) provided by Council and its Committees?

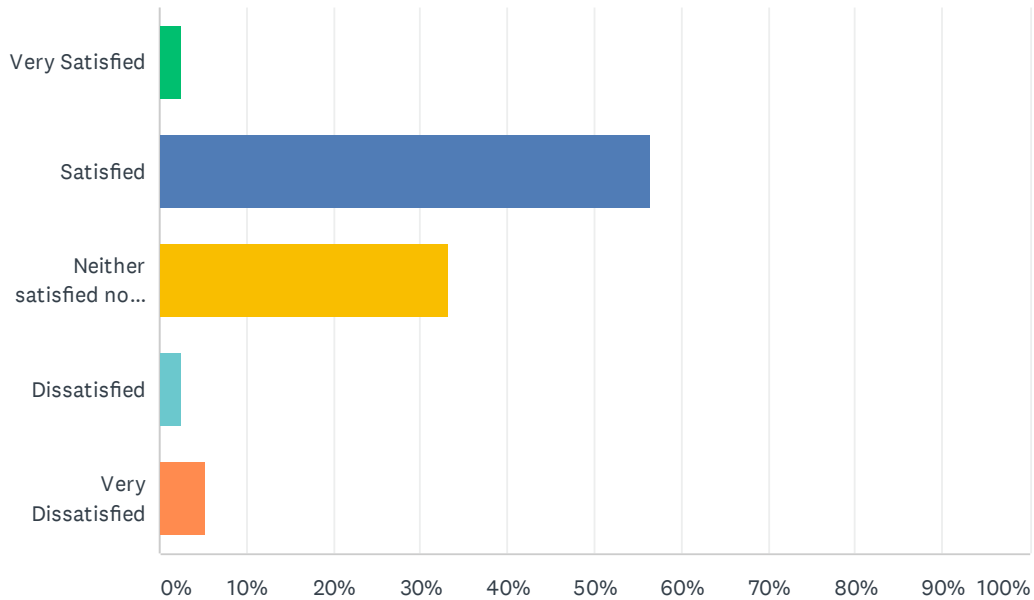
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|----|
| Very Satisfied | 10.26% | 4 |
| Satisfied | 53.85% | 21 |
| Neither Satisfied nor Dissatisfied | 23.08% | 9 |
| Dissatisfied | 5.13% | 2 |
| Very Dissatisfied | 7.69% | 3 |
| TOTAL | | 39 |

Q12 Overall, are you satisfied with your experience of the services (parks, libraries, events, pools) provided by Council and its Committees for children, young people and their families?

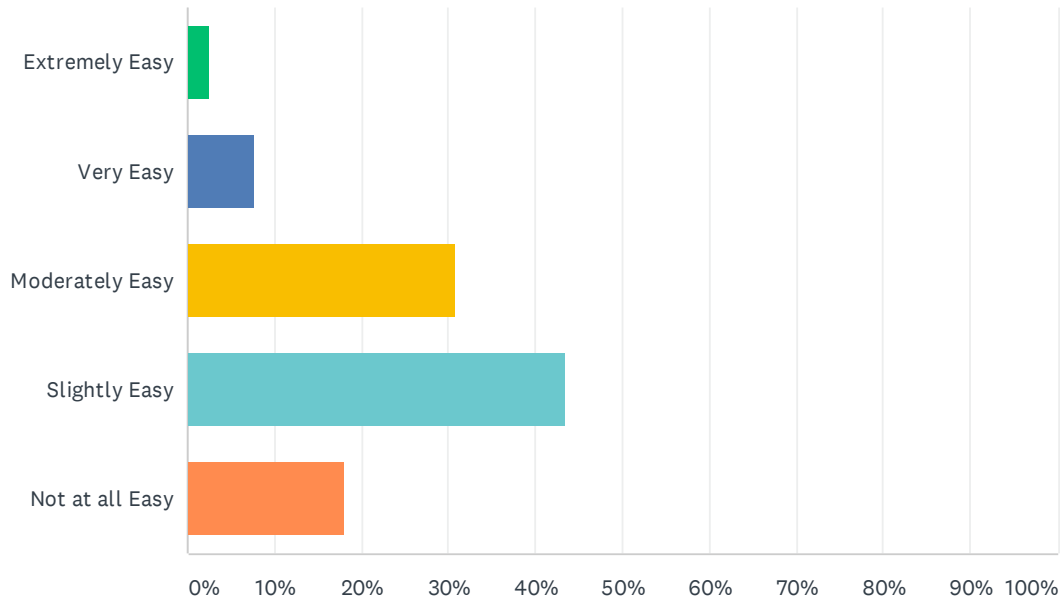
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|----|
| Very Satisfied | 2.56% | 1 |
| Satisfied | 56.41% | 22 |
| Neither satisfied nor dissatisfied | 33.33% | 13 |
| Dissatisfied | 2.56% | 1 |
| Very Dissatisfied | 5.13% | 2 |
| TOTAL | | 39 |

Q13 How easy is it for you to balance work/study commitments with accessing information about the services and supports your family may need?

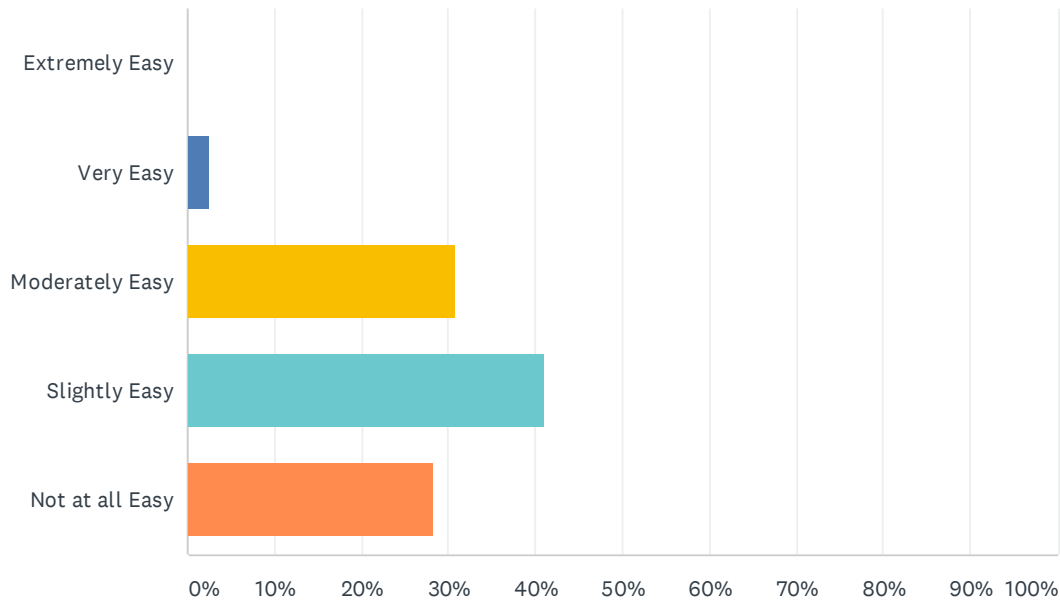
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|----|
| Extremely Easy | 2.56% | 1 |
| Very Easy | 7.69% | 3 |
| Moderately Easy | 30.77% | 12 |
| Slightly Easy | 43.59% | 17 |
| Not at all Easy | 17.95% | 7 |
| Total Respondents: 39 | | |

Q14 How easy is it for you to balance work/study commitments with access to the services and supports your family may need?

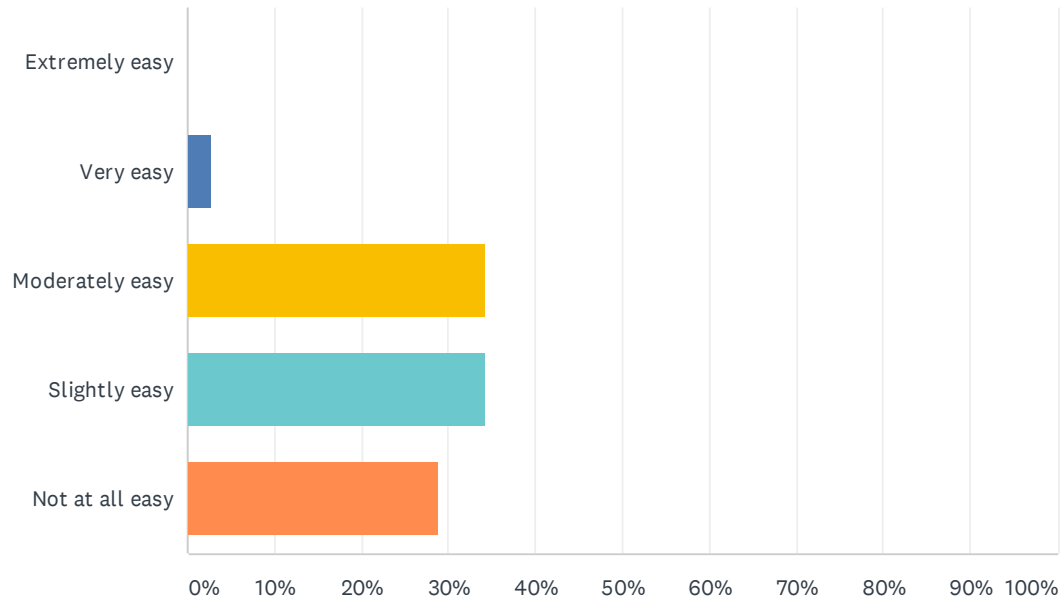
Answered: 39 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|----|
| Extremely Easy | 0.00% | 0 |
| Very Easy | 2.56% | 1 |
| Moderately Easy | 30.77% | 12 |
| Slightly Easy | 41.03% | 16 |
| Not at all Easy | 28.21% | 11 |
| Total Respondents: 39 | | |

Q15 Based on your experience how easy is it for new residents with children to balance working / study commitments with accessing information about the services and supports that they may need?

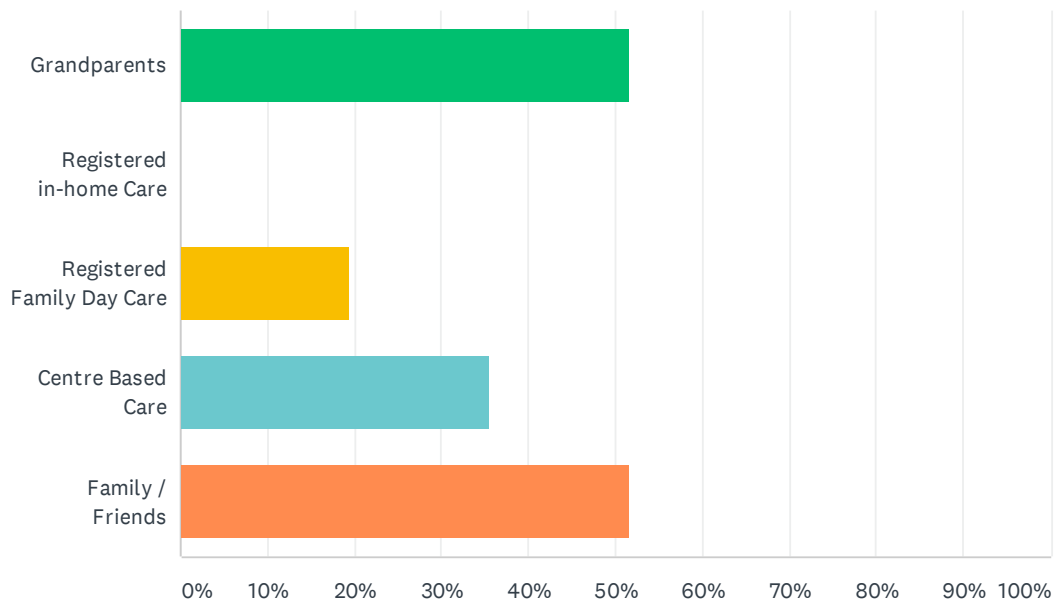
Answered: 38 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-----------------|-----------|----|
| Extremely easy | 0.00% | 0 |
| Very easy | 2.63% | 1 |
| Moderately easy | 34.21% | 13 |
| Slightly easy | 34.21% | 13 |
| Not at all easy | 28.95% | 11 |
| TOTAL | | 38 |

Q16 If your child/dren are under 12 years of age. Do you currently use child care? Tick all that apply.

Answered: 31 Skipped: 9



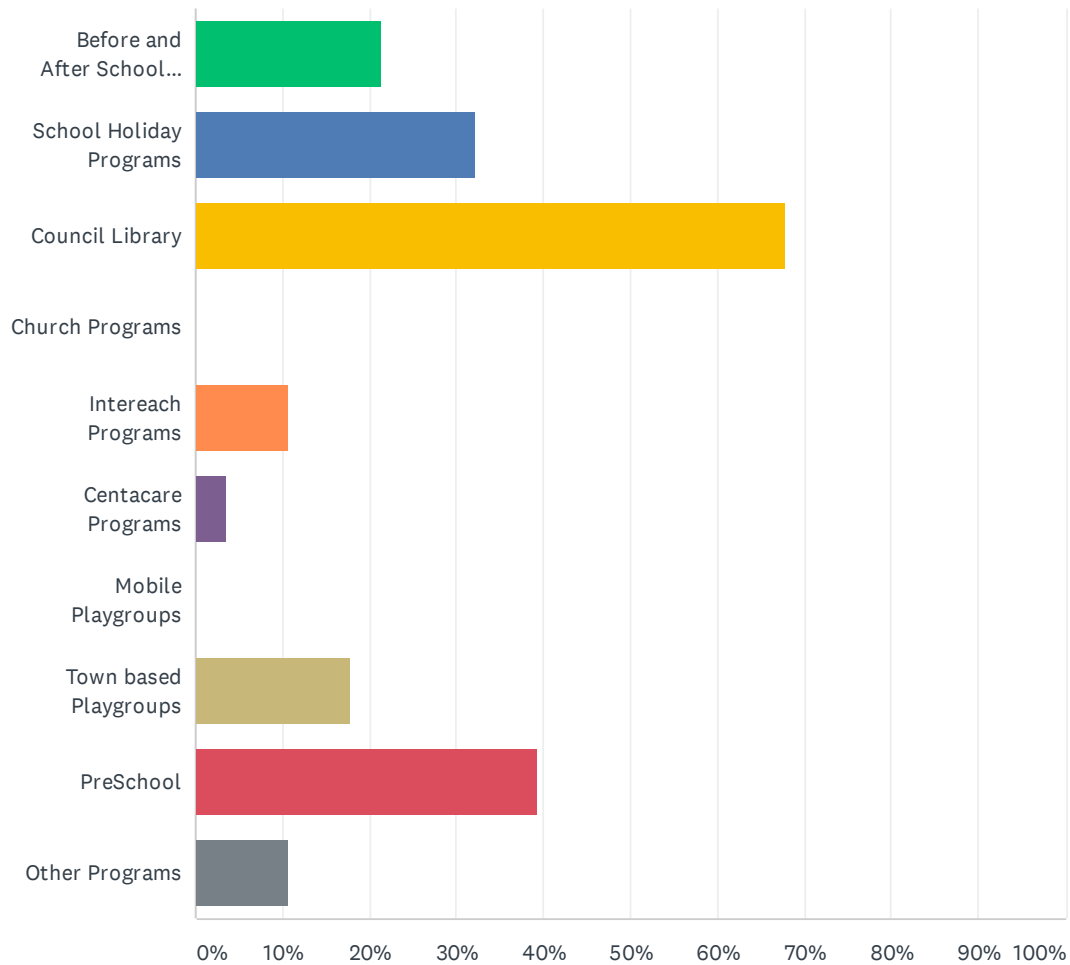
| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|----|
| Grandparents | 51.61% | 16 |
| Registered in-home Care | 0.00% | 0 |
| Registered Family Day Care | 19.35% | 6 |
| Centre Based Care | 35.48% | 11 |
| Family / Friends | 51.61% | 16 |
| Total Respondents: 31 | | |

Q17 If you could plan or build a child and family friendly project in your community what would it be?

Answered: 28 Skipped: 12

Q18 Do you currently use or does your child attend the following? Tick whichever applies

Answered: 28 Skipped: 12

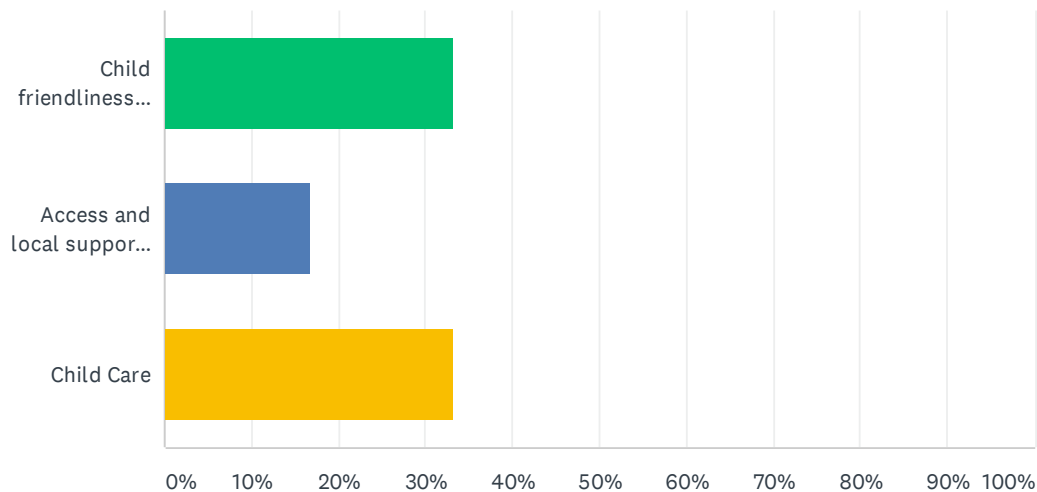


Review of Childrens, Young People and Families Strategy 2019

| ANSWER CHOICES | RESPONSES | |
|------------------------------|-----------|----|
| Before and After School Care | 21.43% | 6 |
| School Holiday Programs | 32.14% | 9 |
| Council Library | 67.86% | 19 |
| Church Programs | 0.00% | 0 |
| Intereach Programs | 10.71% | 3 |
| Centacare Programs | 3.57% | 1 |
| Mobile Playgroups | 0.00% | 0 |
| Town based Playgroups | 17.86% | 5 |
| PreSchool | 39.29% | 11 |
| Other Programs | 10.71% | 3 |
| Total Respondents: 28 | | |

Q19 We will be conducting three focus groups in the last two weeks of October 2019. These focus groups will discuss the results of this survey and will also ask for your comment on

Answered: 18 Skipped: 22



| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Child friendliness of Council & Community Facilities | 33.33% | 6 |
| Access and local support services | 16.67% | 3 |
| Child Care | 33.33% | 6 |
| TOTAL | | 18 |

Survey Comments

A shade sail over the skate park would be great. It gets very hot in the summer months with little to no shade.

Childcare centre

A childcare centre

Day Care Centre

A cinema in the area and shopping complex with Aldi, Kmart or big w an arcade with games kids can play (air hockey and video games) at a bowling alley. Or something like that

Maze better use of natural environments

Family daycare in Tocumwal same as tricky kids

Day Care Centre

child / family friendly arts and crafts group, an activity where the men's shed help teach young adolescent males some practical skills

I think you have addressed the Under 12 category extremely well however there isn't much here for teenagers 13-17 which means we go out out of town, taking our money to enrich other shires

Holiday child care program

Daycare

An awesome park like rosebud pier at the Tocumwal foreshore. An athletics track in the shire would be awesome so my kids could experience what I had access to growing up with

Long daycare

Long day child care

Indoor sports / community youth centre

Learn to drive/ride roads

Community youth centre

Please bring back the early intervention service. Employ allied health professionals and do it right. Kurrajong ruined the opportunity for this service to grow and develop and then left town. Very very disappointing. A bike/walking trail. A fabulous exploratory play park. A free family/ community afternoon/evening with free activities and food.

I'd love to see the Finley toy library back up and running. I'd also like to see the bridge at the skate park playground made somehow more grippy especially for younger children.

More support and counselling programs for all ages

Water park at the Finley lake with floating pontoon slides as the pool only open for a Quarter of the year

Youth Mental Health/Support Service

A kids garden or art workshops

A ranger program to promote understanding of our natural environment

Stand alone Preschool

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ⁱ Sports NSW <https://sport.nsw.gov.au/sectordevelopment/activekids>

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