



toy library



childcare



playgroup



kindergarten

CHILDREN'S SERVICES IN THE CITY OF PORT PHILLIP

A BETTER FUTURE FOR PORT PHILLIP CHILDREN

COMMUNITY AND STAKEHOLDER ENGAGEMENT
SUMMARY REPORT

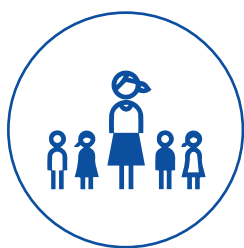
Compiled by MosaicLab

13 July 2018

The City of Port Phillip is in the process of reviewing Council's children's service provision. Council currently provides four main services for families and children:



toy library



childcare



playgroup



kindergarten

As part of the Engagement process during June and July 2018, Council staff and MosaicLab have been talking with the community about the challenges and opportunities involved in this service area as well as seeking the community's input into developing ideas in relation to Council's future role in children's services.

The goal for this project is to develop a Children's Services Policy. The engagement is providing valuable information to Council in develop this policy.

This report is a summary of the feedback that has been received (by the time of publication) via a series of drop in sessions, facilitated workshops and children's workshops (see table 1). The feedback received includes a vision for children's services, challenge prioritisation, ideas for improvements to the service areas, and recommendations for policy objectives.

WHO PARTICIPATED?

We ran a number of community engagement activities for the community to participate in. The activities and the number of people involved is shown in table 1 below.

Activity	Date	No. of adult participants	No. of children participants
Drop in sessions			
Bupup Womindjeka (Dutch Playgroup)	Friday 22 June	10	N/A
Elwood Toy Library	Sat 23 June	40	1
Albert Park Library (2x storytimes)	Monday 25 June	50	10
St Kilda Library	Friday 29 June	40	N/A
Skinners Playground	Thursday 5 July	7	3
Port Melbourne Library	Thursday 12 July		
Facilitated Workshops			
Community Workshop - Budup Nairn	Tuesday 26 June	24	N/A
Community Workshop Port Melbourne Town Hall	Wednesday 27 June	17	N/A
Staff Workshop St Kilda Town Hall	Tuesday 3 July	20	N/A

SUMMARY OF FEEDBACK RECEIVED

CHALLENGES AND OPPORTUNITIES FOR THE FUTURE OF CHILDREN IN OUR CITY

We asked participants at the drop-in sessions to vote on the challenges that they would like Council to prioritise. Each participant saw the list of challenges below and placed up to 5 votes each. The City of Port Phillip website – Have your Say, had the same list of challenges that users could vote on (refer to table 2) as well as the opportunity to add their own (refer to table 3). New challenges could also receive a vote by online users.

Table 2 – Votes received on challenges to prioritise.

Challenges prioritised	F2F	Online
Ensuring an adequate supply of childcare for children under three	45	2
Supporting children and families experiencing vulnerability	38	4
Ensuring children with additional needs are able to access services	28	5
Updating old buildings	20	2
Addressing the gap in kindergarten participation	20	1
Supporting children from disadvantaged backgrounds	44	4
Ensuring children are 'school ready'	28	5
Helping families find the services they need	32	4
Ensuring children starting school are proficient in English	13	2
Providing leadership and funding to projects which have cross-sector involvement	7	1
Making sure we have enough children's services for growth areas	41	3
Using collaborative planning to address challenges together	15	0

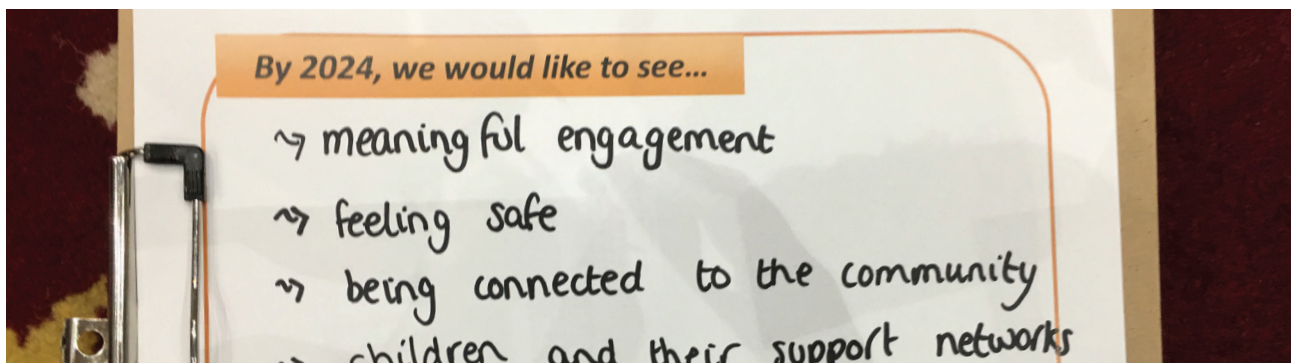


Table 3 - New challenges listed from Have Your Say Webpage

New challenges	F2F	Online
Anti-Social Media Is Bad For Children The addiction of children (and young adults) to social media is alarming. The Communication Minister should close down sites like facebook, twitter and all the rest. Most of these sites are controlled by Americans whose main interest is making money from advertising. Facebook reminds me of a totalitarian states control of the people. Emails, texts and phone conversation are fine though.	n/a	0
Self Reliance Not State Reliance Parents and relatives need to help more with babysitting. I am a bachelor and baby sat my nephew in the 1980/90's for a number of years mostly at weekends. I have offered to do the same for his daughter when she is aged 2 or older in 18 months time. I see many grandparents minding children in Middle Park too.	n/a	1
Support for alternatives to full day child care In Port Phillip there is only one occasional care centre that provides an alternative to full day child care services. Southport Playhouse is not supported by the Council or Government and it's completely reliant on the attending families and community. This centre provides a hybrid option/alternative that helps children get ready for kinder and school. More of these options for families I think would help raise kinder participation and provide options for those who cannot afford full day child care.	n/a	2
Children In Street At Risk With Social Media And Possible Push Polling Interesting story in a Melbourne metropolitan newspaper today (23 Jun 18) about children and adults with ear plug in when in the street. Not only is this anti social and dangerous, if not paying attention to your surrounding, constant use of ear plugs can send you deaf just as constant loud music in discotheques send some deaf too. Hearing and sight are a humans most useful asset. Incidentally there are lots of entries here from City of Port Phillip (I assume this means Port Phillip City Council staff) which is fine as long as it's not push polling.	n/a	0
Affluent Port Phillip Residents Port Phillip is an affluent municipality therefore parents can afford a private kindergarten or a nanny. Not much need for state or council services for children. If you have children, preferably no more that two per couple, you look after them rather than the state. We dont live in a state controlled Marxist state.	n/a	1
Offer children, parents and educators a programme to foster tools for better resilience Most parents and educators grew up without social media, but our children are exposed to it before they even talk (how many babies are plastered all over instagram and facebook?!). There is a gap between the adult's experience of growing up and current children's experiences. With childhood anxiety on the rise, understanding how to combat the pressures of social media and bridge the gap of understanding should be everyone's responsibility. There are programmes such as the Resilience Project doing just this with great success; it should be accessible to all.	n/a	3
Creating a service for sustainable giving and repurposing... I've talked a lot with other parents about living more sustainably and know many of us care deeply about it. A lot of us have excess stuff that we are given and accumulate rapidly as the children grow up so quickly (toys,clothes,books,baby stuff, bedding, utensils, high chairs, etc). Many of us struggle to know what to do with it all. Organisations such as St Kilda Mums take a portion of this excess. Could the council also offer such a service, in conjunction with the child care centres? Child care centres, community centres, independent groups, disadvantaged children, refugee children, shelters, and everyone else, could all benefit from such a service.	n/a	4

CHALLENGES

PARTICIPANTS AT THE DROP IN SESSIONS AND WORKSHOPS WERE ASKED IF THEY WOULD ADD ANY CHALLENGES TO THE ONES THAT CITY OF PORT PHILLIP LISTED. BELOW IS THE LIST OF ADDITIONAL CHALLENGES RECEIVED.

.....

Access & Equity:

.....

Aggregator approach. Review / recommendations / information available. Better management of occupancy + utilisation.

Disadvantaged children + access to facilities / services: Council outreach. Better connection post parental group + linking services pre-school. More info on parents to be about wait times. Council leasing with primary schools.

Have regular activities facilitated by a psychologist, where mums can get a support group feel, perhaps where the kids are otherwise occupied. A safe space where they can share and talk through things.

Full inclusion for special needs children: How do we create an environment where all children are able to access all experiences - a different way of thinking - maybe some more staff.

Vulnerability: Families not able to attract low income support but are stretched to afford care may fall through the cracks.

Supporting children with special needs - Have a fully functioning integrated service with OT, Psychologists to ensure enough services to deal with population boom. More children mean more children needing services.

Appropriate child development rates: Council leads co-ordinates / commits response to address children's developmental vulnerabilities.

Increase awareness of disability and inclusion: Disability awareness through come and try activities, meeting people with a lived experience of disability

- opportunities to learn about things like guide dogs
- communication challenges , behavioural challenges offer those regularly to exposure.

Supporting families experiencing vulnerabilities: Identify chain effects that may perpetrate vulnerabilities (poverty - no access - no children - poor education engagement - poverty etc.) Refer to council management chain to facilitate long term policy change.

.....

Aging buildings and integrated services:

.....

Have the council focus on the value of children's services + invest in centres to maintain the buildings.

Aging facilities / lack of supply: Co-locating with schools in catchment.

Shortage of buildings, improve participation: We need to introduce public private partnership so that new building can be built. Special needs and children experiencing vulnerability, population growth issues will be solved since private public partnership could manage and are good to provide speedy services.

Bubup Nairn open access indoor play area (no places in walking distance of East St Kilda for indoor play).

Growing food / Natural play / Diverse families / Art and craft. Cost of children and low income of workers - more flexible opening hours.

Capitalising on Victorian government funding for children's services hubs: Having integrated service hubs with multidisciplinary teams to link families experiencing multiple areas of multi lingual playgroups / supported.

Aging buildings: Having a facilities plan that is regularly reviewed / updated considering where hubs might be located in future (future planning). Being ready to respond to grant opportunities (hub development).

Buildings need upgrading and not meeting community needs - disability access. Community space with computers and resources for parents to use - even a cup of tea!

Communication

Lack of knowledge re available services - toy library work / Playgroup etc. Celebrate these services, special events, marketing by other council services e.g. MCH, libraries.

Leadership

Council providing leadership + funding to projects across sector involvement: Identify stakeholder opportunities to develop / provide creative programs e.g. Bush under for playgroup / children living in high rise (both internal / external stakeholders).

How to improve CoPP's reputation as being 'leaders' in ELC: Consultation with families - what is their view of CoPP services - survey - forefront of technology best practice + research facilitators.

Under 3s

Adequate childcare for children under 3: Obtaining more spaces / property / aggregate services.

Filling current vacancies in services: A centre just for 3year olds. Look at restructuring current services and assessment (changing ratios + age groups). Increase interchangeability. Facilities stocked for interchangeability (nappy stations in all).

Participation

Meeting our target for kinder participation: Investigate and understand what we are missing - once we know what the gap is, we need to support the families.

The rising cost of delivery childcare services: Outsource to the private sector. Reduce operational costs + reuse assets.

Lack of childcare opportunities: Build on top of existing facilities e.g. 2/3/4 story facilities, better use of spaces, hubs for childcare (public, children).



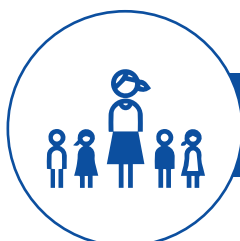
VISION

PARTICIPANTS AT THE WORKSHOPS WERE ASKED TO DESCRIBE THEIR VISION FOR CHILDREN IN PORT PHILLIP IN 2024.

Every child is supported by world class services delivered from a centralised and integrated hub to maximise their health and happiness.	Connected community that shares resources.
For our children to grow in a safe, inclusive, sustainable, environment inspired by play. For families to feel supported and connected with our community + each other.	The infrastructure is in place to support outdoor living e.g. Parks have toilets, cafes, play equipment.
Making parenthood easier.	Resourcing to enable + streamline inclusion for all (physical + social environment).
Growing together - Championing diversity.	Meaningful engagement - feel safe - being connected to the community - children and their support networks supported.
More facilities / services - children who are connected to our community - equity for all children - priorities for children who reside within PP.	Facilities / Parks (have a level of free play). Safety (domestic violence). Education. Sustainability. Consultation with CM in decision making.
A community that supports and respects all children as individuals - in safe, healthy and inclusive environments.	Link services together.
An inclusive environment where children can play, learn and grow.	Accessible, high quality, inclusive services for all (affordable) - marginalised disadvantaged have the same opportunities. The voice of children included in council decision making.
Consultation with children in decision making. Streamlined + easier access. Support for change in legislation. Valued + developed workforce (early intervention).	All children's needs are met. Deficiencies are addressed. Access to nature. Grow services such as APGs. Equitable access to all. The best possible early education for all. Good programs. Improved AEDC data / outcomes - vulnerabilities are addressed and stats going down. Continuous improvement / best practice. Space for every child who needs it. Programs / education designed in consultation with children and their families. More males in ECEC. Rites of passage.

IDEAS FOR SERVICE IMPROVEMENTS

ALL PARTICIPANTS WERE ASKED TO RECORD THEIR IDEAS TO IMPROVE ANY OF THE FOUR SERVICE AREAS, CHILDCARE, KINDERGARTEN, PLAYGROUP AND TOY LIBRARIES (OR OTHER).



childcare

Buildings and Infrastructure

Improve infrastructure.

Wet Weather Indoor Play - Budup Nairn open access indoor play area. (no places in walking distance of East St Kilda for indoor play).

Providing more baby rooms in childcare centre. As there is not enough room in the great centres.

Help update old buildings. Elwood children's centre operates from an outdated dwelling which impacts on service delivery.

Less cobble stones in the footpaths e.g. Albert Park very difficult with buggies. Can be hazardous in places.

Administration and staffing

Council facilitated consortium of children's services in Port Phillip - to share ideas and to offer PD for staff and identify skills gaps.

We currently use a small, non-profit, community run centre in Elwood. It has been vital for our small children's learning and growth. I would particularly like to see this type of service continue and to be supported by council.

More government funded subsidised childcare and kindergarten options of places. I have found that staff are more supported of trained and child focused in government funded services.

We have used two council run childcare centres in Port Phillip. There is a huge variation in staff satisfaction between centres. If you ask staff what the main factors are to improve their satisfaction this would have significant flow on effects for the community and our options for great care etc. Beyond salary increases, they need to be appreciated e.g. through xmas parties or profession development opportunities and days off.

Cheaper community care.

More childcare for working mums + studying. We want more sessional kindergarten options.

Base new / future childcare centres around the model used in Bubup in Port Melbourne - a fantastic centre with beautiful outdoor area.

Sponsored by council - accessible to low income families.

A centre for just under 3 years old.

Improved access to childcare places for children aged under 3. Opening more flexible family groupings to accommodate children under 3. Improved supply. Actively advocate / lobby for 2 years of funded kindergarten - 3's - 4's. (including day long kinder. Look into the way that we group children - where are all kinder age children? - do research into the why!

Easier transfer between childcare. Centres in other areas.

Providing support for administration for better quality.

Service provision

More centres with well qualified staff. Lots and lots of centres. Excellent well qualified staff. Open more centres - include more, better staff

Centre with play area for short term care (1-2 hrs).

I think that with the change in childcare subsidy there is going to be a higher demand for sessional kinder places, as low-income parents who are not working / studying have their funding cut / suspended at long day care cut. There are not enough places in council childcare kinder with the growing population. The excessive private place out the cost p/h is up to \$14.50 with lunch out of pocket costs.

Waitlisting and enrolment

The waitlist for childcare needs addressing. I put my name down and never heard back. We had to use the service in customer area which was not as convenient.

Waitlist is so long for children, vulnerable families get priorities, which can mean other families get pushed back, even if we have been on the waitlist since 10-weeks gestation. Council investigate how they allocate places to be equitable to all!

Simple service to enrol- too complicated - too many forms, Poets Grove - one section for short day, then different system for long day - centralised system - much simpler - need guarantee to get in

because you go through this long process without knowing that you will get in!

Better management of waiting lists for childcare (I put my name down in 2010 and have never been contacted).

Prioritise children that live in CoPP for childcare + kindergarten. Give priority or % of priority to locals.

Prioritising families in public housing / low income / pensions etc with waiting list places for childcare: even if there was a certain percentage of places at centre allocated for these families.

Affordability and access

Affordable childcare for all families.

More childcare centres at non-private and more help to non-permanent resident.

I don't think that the families that aren't engaging in kinder are doing so out of no interest. I think that there are financial barriers for families that have parents working / studying sessional kinder doesn't work and if low income families can't access council, kinder sessional / long day care then their children miss out due to the cost associated with private childcare prioritising which services are better for each section of the community - would mean children who miss out may otherwise get sessional places.

Specialist Services

Easier access to specialist services for educators + families. Onsite

speech therapists, occupational therapists etc. More guidance for educators + families in accessing services

Improve access to nature through bush /beach Kinders and dedicating larger areas to outdoor space.

Updating buildings (fit for purpose).

Operations

Use apps for daily updates for parents.

Children love routines but most childcare centres don't have one except for snack times. At German childcare centres they have sing a song together both in the morning and at the end of the day and also before snack and nap times so that children can easier follow what's happening next.

Support for alternatives to full day child care

In Port Phillip there is only one occasional care centre that provides an alternative to full day child care services. Southport Playhouse is not supported by the Council or Government and it's completely reliant on the attending families and community. This centre provides a hybrid option/ alternative that helps children get ready for kinder and school. More of these options for families I think would help raise kinder participation and provide options for those who cannot afford full day child care. (online contribution)



kindergarten

Kinder Accessibility and hours

Align Kinder wait lists with DET wait lists for schools - priority should go to those who live closest to the Kinder, not those who put their name down first.

Improve / get rid of waiting list for these facilities - let each centre have their own list + clear guidelines re priorities / criteria for access to council / community run centres.

More spaces + bigger building. Currently turning families away. Would love to offer more?

Kindergarten - The 3rd and 4th kinder system is confusing. It also provides away of children with different ages to start prep. Why not skip 3yr kinder and make 4yr kinder mandatory and more hours? Make sure everyone is about the same age when to start school.

Mainstream hours extending Kindergarten uniformed time pattern. 'Parent friendly'.

Holidays programs for children.

Childcare fee owner when held reaches kindergarten to ensure kindergarten participation rate is higher 85.6% for vulnerable families, special needs, ESL children.

Children's access to kindergarten (early staff + out of home care). How robustly do community managed / other providers deliver required priority of access to children. Eligible for early start / OOHHC (out of home care).

Access to better information about kinder options to families in long day care. Care options for before and after kinder hours to allow parents to work a full day.

I think that with the change in childcare subsidy there is going to be a higher demand for sessional kinder places, as low-income parents who are not working / studying have their funding cut / suspended at long day care cut. There are not enough places in council childcare kinder with the growing population. The excessive private place out the cost p/h is up to \$14.50 with lunch out of pocket costs.

Prioritise children that live in CoPP for childcare + kindergarten. Give priority or % of priority to locals.

Involve children in design

Services for children designed by adults: Engage primary school children - old enough to articulate their needs and generate ideas - young enough to remember when they were younger.

Specialist skills and offerings

Professional development for educators specifically to support children with special needs and parents from disadvantaged backgrounds.

Kindergartens need to be more affordable and time appropriate. An increase in playground facilities.

Would like to have a Montessori kindergarten option in Port Phillip, currently have to travel out of municipality to access this service.

Improve access to nature through bush beach Kinders and dedicating larger areas to outdoor space

Kindergarten needs to be more affordable especially single parents or parents on low wages. If lower middle class, still can't afford childcare / kindergarten.

Staff are trained in non-threatening communication and are able to manage bullies effectively - extra training to support this.

Operations

More smocks! Child comes home covered in paint!



toy library

Service offering

Greater integration of Library networks + other services (children's). Providing support for administration for better quality.

Online toy library with pick up from homes app (funded by City of Port Philip).

Bridge the communication gap between us + council, provide more support around regulation, legislation.

Utilise community bus stop at each toy library / playgroup location etc. To give disadvantaged families opportunity to travel free to location.

Updating the computer system to enable reservations.

Use toy libraries sessions to offer services such as vaccinations, screen services etc.. A place parents can get advice from a MCHN.

We have been members of the Elwood are for almost 5yrs. It has been a vital resource for connecting with other families + accessing our range of resources for our kids, at a very affordable rate.

We need toy libraries in Port Philip.

More! And open more hours and days.

Longer opening hours - more selection of toys. Not too many complaints - pretty well run.

We would like to have more toys for our children.

Introduce one learning toy to the child of certain age, say 2 - 4 and make them learn and understand. Sometimes I feel the parent is from overseas need help and assistance in deciding the correct toy for their child.

Opening hours and space

Make toy libraries open at 8am - kids are up 9.30 too late - other things happening.

Increase opening hours to make it easier to get there and borrow toys.

Increase size of space given to toy libraries to - the Middle Park is completely overloaded with toys and very hard to get in / out of on Saturdays.

More space please! Amazing facility just so little space.

Could toy libraries + playgroups tap into excess resources from CCC, increase their selection + solve some storage issues for CCC.

Open more evenings or days. Maybe rotate the additional days to match lean duration (3weeks?) e.g. week 1+4 open Mondays / Week 2 + 5 open Tuesday / week 3 + 6 open Wednesday.

Membership fees

Joining fee \$60 a bit too high - is there a way you don't need to join and still hire party packs? Could there be tiered payment options?

Make them free, at least those toys that are donated.

Option to pay extra to reduce volunteer hours - which pregnancy / work becomes too much it can be difficult.

Types of toys

Should have more wooden toys instead of mainly plastic.



playgroup

Flexibility and access

More flexible hours with playgroup so parents working fulltime can attend. Weekends etc. Parents, mum + dads being able to attend more flexible hours.

More flexible hours and longer hours.

We have been members of both Elwood and St Kilda playgroups. These are severely under-utilised and have high dropout rates because the Elwood one is very poorly coordinated (2016 - 2017) and use is based on specific times for specific groups whereas what the great majority of families need (after 12mths age of child) is flexibility connectedness to community and new people and somewhere to meet or play on a rainy / too hot day

More sessions on more days! My child doesn't attend childcare so we'd love more play groups in the Albert Park / Middle Park area. Please don't shut the Middle Park Library!

Options for fathers

Workforce is changing and there are stay at home fathers, fathers work less hours to spend more time with kids, so there must be a fathers group or parental (mam and father) groups.

Provide father more fathers groups e.g. my husband really loved Town Hall dad and wants to be involved with dad group more than once a year, please do more often to support dads!

Staffing and service provision

Facilitated playgroups lead by an early child level educator, MCH or support worker or all three!

I am from New Zealand and we have something called 'play centre' there. It is like playgroup except the mums take turns to look after the kids, on a rotation. It gives mums a break, is free and is really fun for kids. I have wished for it here! And still have warm memories of loving it when I was 3/4.

We were at a birthday at the weekend at Bauman's play house - a community run centre where the members pay a small fee and have access to the play group in day-care setting (toys, dress up swings etc.)

Could toy libraries + playgroups tap into excess resources from CCC, increase their selection + solve some storage issues for CCC.

Some face to face contacts with the group would be good. It's impersonal, via email and we had some issues that weren't resolved. Perhaps a check in at the session once per quarter.

More supported playgroups via council services - adventure playgrounds- family support.

Support toy libraries with more funding. Bring all Toy libraries together under one umbrella.



Maternal Child Health:

Only for first time parents - extend this to siblings.
More MCH to increase visits - parent groups.

More access to support for new-borns 4 weeks / 8 weeks - need more support.

Communication and Information

All: keep all child education / health / activity related data publish on council website with detailed information. A simple interactive website update.

Carparking

Pregnant mothers: Special car park access for pregnant ladies or mother with children less than one-year old infants.

Schools

Schools would be encouraged to embrace the latest research to embrace all learning styles. More emphasis on making sure the kids who don't 'fit the system' don't get left behind. Appropriate education creates good citizens.

School holiday programs

More activities for under 3yr olds during school holidays or activities which are suited to children of multiple ages, so that siblings can all participate.

Gardens

Community garden in Albert Park / Middle Park area designed for children to learn about gardening / growing own veggies etc.

Playgrounds:

University church playground has a secure section for children to play freely. St Vincent's Gardens, Edwards Park don't have secure play sections for runaway toddlers.

Under cover play grounds - sheltered areas and cover over playgrounds for winter.

More adventure playgrounds - lights - shelter

Allergies

Understanding of allergies, my son has anaphylaxis to wheat and it is not treated the same as nuts - staff need awareness.

Library

Story time 0- 18months option for all libraries currently only offered in South Melb. We would go twice a week if our local library had 0 - 18 month option.

More organised groups such as story time etc. For families to get involved in. Haven't got to kinder level yet but childcare systems seem great.

Libraries: Improved toilet facilities across libraries incl. upgrades, cross sector engagement, facilitation of events and programs. Budget for additional funding for library outreach work. CoPP is currently offering more - Kinders, school etc. would benefit enormously.

Sustainability

More specific sustainability practices outlined in policy e.g. zero waste zones - no plastic - purchasing - sustainable resources. Reduction - elimination: water + energy target, water tariffs.

Connecting all the services to work towards sustainability (environment).

World Leaders

We would like much greater vision of big ideas - one wants to be world leaders (OCCD) - start with where Scandinavian countries are leading in 2030 and do it now - we need to not just react - we need to create actual world leadership + advocate from a well funded position of strength.

Buildings and Infrastructure:

Ensure facilities are user friendly for all ages and abilities from locating the venue (way finding, online information / maps) to using the facility.

Upgrade facilities fit for purpose buildings.

Supporting Cultural Diversity:

Researching partnerships / relationships between low English ability, kindergarten / childcare engagement and access barriers to determine most beneficial / universally applicable opportunities to carers.

All: Accessible information (simplify for its audience / other languages).

Staffing

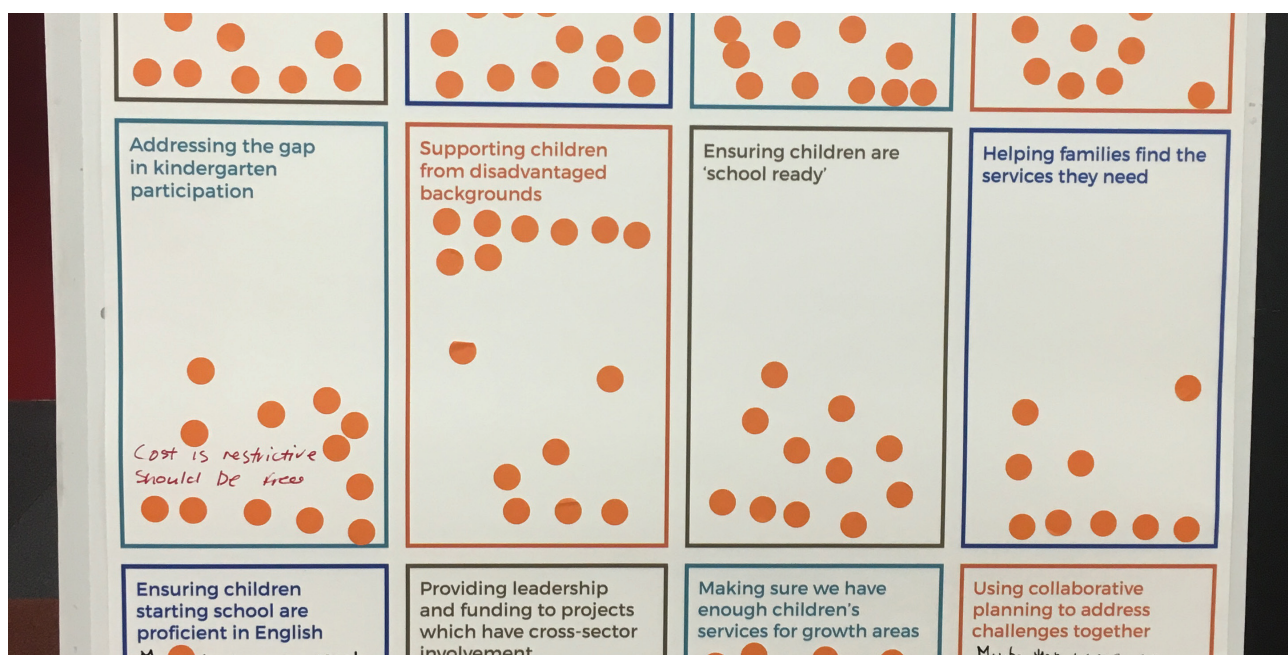
Invest in skilled staff. Value them. Develop them, retain them.

Support for families

Additional support for families experiencing illness - there are not really any options currently available. (Mum was diagnosed with cancer and support was not available - she had private health but she knows others would struggle).

Offer children, parents and educators a programme to foster tools for better resilience

Most parents and educators grew up without social media, but our children are exposed to it before they even talk (how many babies are plastered all over instagram and facebook?!). There is a gap between the adult's experience of growing up and current children's experiences. With childhood anxiety on the rise, understanding how to combat the pressures of social media and bridge the gap of understanding should be everyone's responsibility. There are programmes such as the Resilience Project doing just this with great success; it should be accessible to all. (online contribution)



POLICY OBJECTIVES

THE MOST FREQUENTLY MENTIONED OBJECTIVES FOR CHILDREN'S SERVICES WERE... (CONSULTANT TO PROVIDE)





REPORT PREPARED BY:

mosaicLAB

www.mosaiclab.com.au

PLEASE NOTE: While every effort has been made to transcribe participants comments accurately a small number have not been included in this summary due to the legibility of the content. Please contact Kate Henderson at kate@mosaiclab.com.au for any suggested additions.