

Services for success



Working together for the future of our community

Cardinia Shire Council's service attraction philosophy encourages a collaborative approach for future service provision across all sectors and invites our valued service providers to work with us in supporting our growing community's health and wellbeing.

Purpose

Cardinia Shire is facing pressures that impact on the services Council can provide and how these are delivered. Through developing the *Liveability Plan 2017–29*, Council has identified service gaps in our community. We seek to attract appropriate service providers to work in partnership with Council to meet these needs, thereby enhancing the health and wellbeing of our community.

Liveability framework

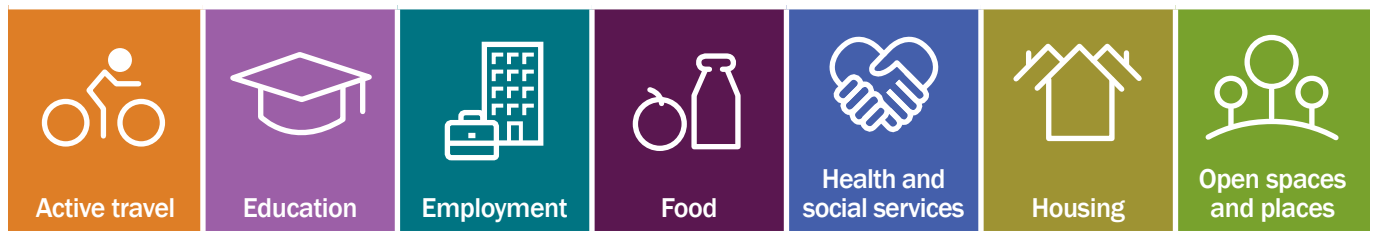
The *Liveability Plan 2017–29* (Municipal Public Health and Wellbeing Plan) sets the strategic direction for improving health and wellbeing across the shire for the next 12 years. Developed in conjunction with RMIT, the plan is underpinned by comprehensive data analysis and driven by a unified partnership alliance. The plan addresses seven key policy areas and identifies seven health and social priorities for Cardinia Shire. The plan can be accessed on Council's website:

<https://www.cardinia.vic.gov.au/liveabilityplan>



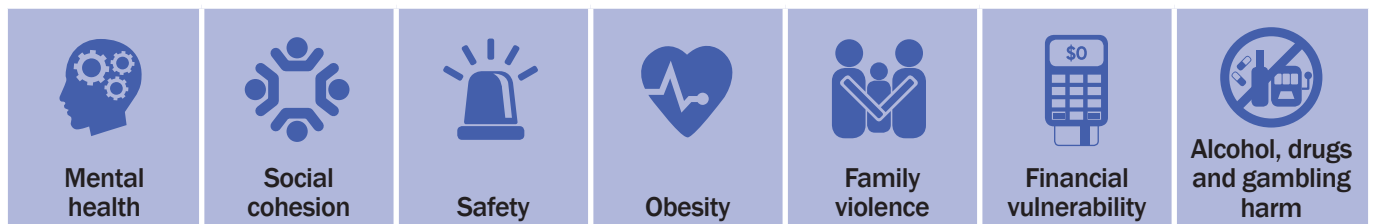
Key service areas

Council has identified seven key service provision policy areas; these form our strategic approach to service delivery and provide a rigorous measure to assess the outcomes for our community.



Key priority outcomes

Council has also identified seven priority outcomes specifically for Cardinia Shire through a comprehensive analysis of health and social data provided by government departments, peak health agencies and local service organisations, along with community consultation.



Community context

Along with an influx of new residents to our urban growth area, many of our residents, both urban and rural, are facing hardships. Due to the shire's geographical location, many residents are experiencing long commutes to access employment and social services. Increases in the cost of living, food, petrol, mortgage and rental rates produce inevitable social challenges that Council and service providers seek to address by engaging in collaborative and partnership opportunities. As the population increases, higher levels of demand and continuing gaps in services can result in poor outcomes for families.

Demographic context

Cardinia Shire is located south-east of Melbourne and is one of 10 'interface councils' around the perimeter of metropolitan Melbourne. The primary urban centre is Pakenham (55 kilometres from Melbourne's CBD). The shire has a large rural population; 27 rural townships exist outside the urban growth area, resulting in unique service provision issues. Our residential population for 2017 was 103,000, comprising around 36,000 households. These figures are expected to grow significantly over the next 10–20 years, as currently five to seven families are moving into Cardinia Shire each day. Primarily, our community is characterised by young families however, in line with the national trend, our population is increasingly ageing. Over the next 10 years, forecasts for Cardinia Shire indicate a 74.3 per cent increase in population under working age, a 57.5 per cent increase in population of retirement age, and a 54.4 per cent increase in population of working age.

Guiding principles

Underpinning Council's commitment to service delivery are five guiding principles that will influence our approach to future service provision in Cardinia Shire.

- **Early intervention** – providing access to the right services, with the right people and at the right time to make a difference
- **Prevention** – ensuring areas of vulnerability are identified and addressed through quality practice, joint working and effective planning
- **Appropriate** for the target population and the Council facility
- **Accessible, equitable and inclusive for all** members of the community
- **Integrated approach** – considering other service requirements
- **Sustainable** – ensuring resource allocation delivers the greatest value and benefit



Liveability Policy Domain – Health and Social Services



Service needs

Council has recently undertaken service reviews to identify the greatest human service needs for Cardinia Shire's population. This analysis, along with identifying health and social priorities in developing the Liveability Plan has enabled Council to identify the following service gaps.

Liveability services		Liveability outcomes
Allied Health Services	<ul style="list-style-type: none"> Occupational Therapists Pharmacists Physiotherapists Psychologists 	
Alcohol and Drugs	<ul style="list-style-type: none"> Rehabilitation Detoxification 	
Children Services	<ul style="list-style-type: none"> Child counselling services/play therapy Paediatrician services Child protection services Support services for new mothers Speech therapy 	
Disability Services	<ul style="list-style-type: none"> Disability support services – new and existing residents Disability respite for children and adults Disability advocacy and mediation services 	
Family Violence Support Services	<ul style="list-style-type: none"> Counselling Case management Legal advice Support networks 	
Financial Services	<ul style="list-style-type: none"> Financial management skills Debt counselling 	
Housing and Homeless Services	<ul style="list-style-type: none"> Housing support Access to transitional housing Case management 	
Mental Health	<ul style="list-style-type: none"> Mental health support services for adults and youth Postnatal depression In-home de-cluttering services/ hoarding counselling 	

What can Council offer you?

Service delivery spaces

Council offers community facilities with 'fit for purpose' spaces at competitive hire rates, including:

- meeting rooms
- hot desks and shared office space
- consulting suites
- sessional user options
- community rooms (suitable for groups sessions)
- early childhood intervention room (disability and developmental delay)
- Council facilities are access friendly.

Partnership opportunities

- Introductions to similar service providers.
- Partnership and collaborative working opportunities.
- Sharing data, grant and funding information.

Criteria for eligibility

- Comply with Council's guiding principles
- Fulfil an identified service need for Cardinia Shire residents
- Engage collaboratively with other service providers
- Be compatible with coexisting services within the facility
- Comply with child safe standards and OH&S requirements and all legal requirements to operate as a service provider – permits, qualifications, registration

To book a Council space or discuss your requirements contact Council on 1300 787 624 and ask to speak to the Social and Community Planning Team.

Our strategic approach to service delivery in Cardinia Shire

COUNCIL PLAN VISION

Cardinia Shire will be developed in a planned manner to enable present and future generations to live healthy and productive lives and to enjoy the richness of the diverse and distinctive characteristics of the Shire.

LIVEABILITY PLAN VISION – Health and social services

Local services and community groups work together to ensure residents can access appropriate and affordable services and facilities which promote and protect health and wellbeing throughout life.

GUIDING PRINCIPLES – Service provision

Prevention • Early Intervention • Appropriate • Accessible • Equitable • Sustainable • Integrated

WHY – Goal

To provide an equitable and consistent approach to service attraction and delivery across all Council-owned facilities

WHAT – Service priority areas

Mental health	Social cohesion	Safety	Obesity	Family violence	Financial vulnerability	Alcohol, drugs and gambling harm
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HOW – Council’s commitment

Leadership Partnerships Advocacy Resources

WHERE – Council community spaces

- Meeting rooms
- Hot desks and shared office space
- Consulting suites
- Sessional user options
- Community rooms (suitable for groups sessions)
- Early childhood intervention room (disability and developmental delay)

WHO – Target population

- Aboriginal and Torres Strait Islander people
- CALD
- LGBTIQ
- Children
- Young people
- Families
- Seniors