

# Yangebup Family Centre Inc

## STRATEGIC PLAN | 2019 - 2024

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## EXECUTIVE SUMMARY

The Strategic Plan encompasses the period 2019 to 2024. The plan is reviewed every year. This plan includes feedback from consultation that occurred in 2016/2017.

The Yangebup Family Centre is located in the City of Cockburn with an established community nestled amongst older suburbs to the West (Coogee, Spearwood and Munster), and many developing suburbs nearby include Hammond Park, Success, Aubin Grove, Atwell and Beeliar.

The City of Cockburn's current population of 118,100 is expected to increase to 167,751 by 2036. Forecasts include an increase in the number of families with young children and an increase in lone person households and residents aged 65-69 years.

### Key Themes

<b>Sustainability</b>	Ensure effective governance and the development of strategic partnerships for ongoing sustainability
<b>Inclusion</b>	Providing opportunities for community collaboration and place-based services for individuals and families in our community
<b>Environment</b>	Creating a welcoming centre promoting environmental responsibility and sustainable use of resources

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## INTRODUCTION

The Strategic Plan 2019 to 2024 sets the Centre's direction and lists our strategic priorities. It reflects the priorities of our community and builds on our history and the previous plans. This document contains our major achievements and awards since the last Strategic Plan as well as the aspirations and challenges we face over the next five years.

This plan states our strategic vision and our high level objectives under three key themes.

### [Our Desired Outcomes](#)

We have developed an outcome based framework to measure success in each focus area that will demonstrate our collective impact in partnership with our key stakeholders.

### [Our Way of Working](#)

We encourage and support community members to work together to take collective action and generate solutions to shared problems or issues.

We look forward to working with our community over the next five years. Thank you to everyone who participated in our community consultation.

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# SUCCESS

## Key Achievements 2014-2018

### Partnerships

Receiving grants from the City of Cockburn for sustainable events and crèche, Lotterywest for consultants to review systems and Linkwest for the Beyond Gambling program

Successful in receiving an additional 3 years of funding from Department of Local Government and Communities (DLGC)

New partnerships with Meerilinga and Yangebup Progress Association

Successful Open Day with 12 partners and 600 people attending

Grants received from the City of Cockburn for crèche and cultural project

Successful implementation of the Linkwest Beyond Gambling program

Foundation Member of the Collective Impact initiative - Connecting Community for Kids

Rejuvenating the Totem Poles project with CoC and Women of the World Group

Working more strategically with the City of Cockburn and other Service Providers to enhance service provision across Cockburn

Co-Design for Thriving Communities project with Linkwest and the Ottey Centre

### Community Education and Participation

Promotion & marketing including new website, facebook and newsletters

Additional services including Women of the World, parenting workshops with crèche, well-being workshops with crèche, kindy orientation sessions and Saturday playgroups

Development of Term Program

Additional services including life skills with crèche

Trial Friday afternoon/evening activities

Increase in Partners providing community information sessions to groups

Successful Suq Al'usra Family Market with 300 people attending

Introduction of mobile crèche service

Partnership with CCK and Success PS to trial playgroup on school grounds

Introduction of school holiday sessions

Celebration of 25 years in the community

### Organisation and Governance

Strategic plan development and constitution review

New vision to 'Inspire, Grow and Strengthen Community'

HR and finance reviews completed

Providing training and team development opportunities for staff

Financial review completed by consultant and key recommendations implemented

Treasurer with accounting qualifications

Successful transition of accounting systems

Constitution reviewed and approved

Attracting new committee members

Updated Policies and Procedures

Efficient accounting systems and checking mechanisms

Organisational Health Check completed

Advocating for our Centre

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## AWARDS AND RECOGNITION

Linkwest Awards 2015

**Finalist**

*'The recent work carried out by the YFC to help increase the sustainability and vibrancy of the Centre can only be described as exceptional'*



Linkwest Awards 2017

**Inclusion Award**

The Inclusion Award is given to the Centre that has made an outstanding contribution to supporting diversity and fostering inclusion. The Yangebup Family Centre has actively sought greater engagement with Culturally and Linguistically Diverse members of our community. In partnership with the City of Cockburn, the Centre has established and successfully run the Women of the World program, a community support group for women who have moved to Perth from interstate and overseas. The program has led to a range of successful events and programs, and as a result, many linkages and friendships have been formed, and the confidence of participants has blossomed.

### **Sustainability Award**

The Sustainability Award recognises the Centre that has demonstrated commitment to the development of initiatives that improve the short and long term sustainability of their organisation. The Yangebup Family Centre has shown that a clear shared vision, planning for meaningful outcomes and galvanising the community, makes for a vibrant Centre. With a vision for diversity, Yangebup has encouraged new members from its community by arranging thoughtful events and providing a warm welcome to all. The Centre's Suq Al'usra Family Market, and Harmony Day were two major events. This year the Centre also celebrates 25 years of serving the Yangebup and surrounding communities.

### **2018 Community Services Excellence Awards**

#### **Finalist**

The Yangebup Family Centre was honoured to be a Finalist in the 2018 Community Services Excellence Awards. The awards recognise the positive difference organisations are making to the lives of individuals, families or communities through collaborative, innovative and creative programs or services. There are eight categories, that recognise individual achievements. The Yangebup Family Centre is a finalist in Category 1 – Small organisation. The 2018 Community Services Excellence Awards are presented by WACOSS in partnership with the Department of Communities.



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## ORGANISATIONAL STRUCTURE

### Community Representation

The YFC is an Incorporated Association registered with ACNC. The Management Committee comprises of a Chair, Vice-Chair, Secretary, Treasurer and no less than 3 Ordinary Committee Members. The Board employ staff to manage the day-to-day running of the centre.

The YFC has a strong Management Committee and 12 part-time employees (approx. 5 FTE) with well-established management systems and controls that support its activities and service delivery to the local community. Our Management Committee consists of eight community members who provide governance and strategic direction of the organisation.



### 2019 Management Committee

Chairperson	Maria Quaggan
Vice Chairperson	Anna Agnew
Secretary	Kasey Lewis
Treasurer	Tracy Pearson
Committee members	Ana Damnabi, Kerry Fryers, Ann Gerlach, Veronica Kilrain, Wendy Maher, Helen Redmond, Jacinta Rebola-Thompson



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## BACKGROUND AND RESEARCH

The YFC is a hub where all members of the community are welcome and included regardless of their cultural or linguistic background, life circumstance, age, race, ethnicity, gender, sexual orientation, ability and / or religious beliefs. The centre is an inclusive place where people feel they belong, are valued and are able to contribute to their community. The YFC facilitates place-based, grass-roots community development activities that connect and empower people within our community. Our services are universal and available to all Western Australians. The YFC uses an asset-based approach which focuses on community members strengths, encourages them to get to know people in their neighbourhood and to participate in activities being held within their community.

The YFC is affiliated with The Australian Neighbourhood Houses and Centres<sup>i</sup> which is the peak body for community centres around Australia and a member of Linkwest, the state peak body. We use an Asset Based Community Development<sup>ii</sup> (ABCD) approach to empower our community and create stronger and more connected communities as part of the Neighbourhood House Service Model<sup>iii</sup>

### Asset Based Community Development

Our centre is community led, community driven and builds on our communities' strengths and assets. As a place-based organisation with a strong base of community volunteers we engage with our community every day. We include engagement activities at our events, we hold mini conversations one-on-one and community conversations. We use ABCD to build on the strengths of our community.

We contributed to the City of Cockburn (CoC) Strategic Community Plan<sup>iv</sup> and have been involved in the Connecting Community for Kids<sup>v</sup> (CCK) who have engaged with community to identify common community themes. CCK is a collective impact initiative developed to empower parents, children and professionals in the communities of Cockburn and Kwinana to improve childhood outcomes. Working collaboratively with local Government, Government agencies, service providers and community groups; we aim to make a lasting difference in the lives of children pre-birth to eight and their families.

The ABCD model is used to ensure our centre is adding value to the lives of our community members by providing services and activities that focus on strengths in a safe space where they are comfortable to share their culture, knowledge, skills, experience and interests with one another.

The YFC utilises a range of community engagement, research and planning methods to ensure we provide opportunities for local community members to be included in decision making processes. These processes keep us informed of and provide evidence to demonstrate emerging or existing community aspirations. In addition to ABCD engagement we also use surveys (online, social media and face-to-face), a suggestion box and workshop feedback forms. We trial groups, approaches and formats which are assessed with findings influencing future programs. The YFC uses data to effectively identify, respond to and make decisions about trends and issues that impact the local community.

## Engagement in our Community

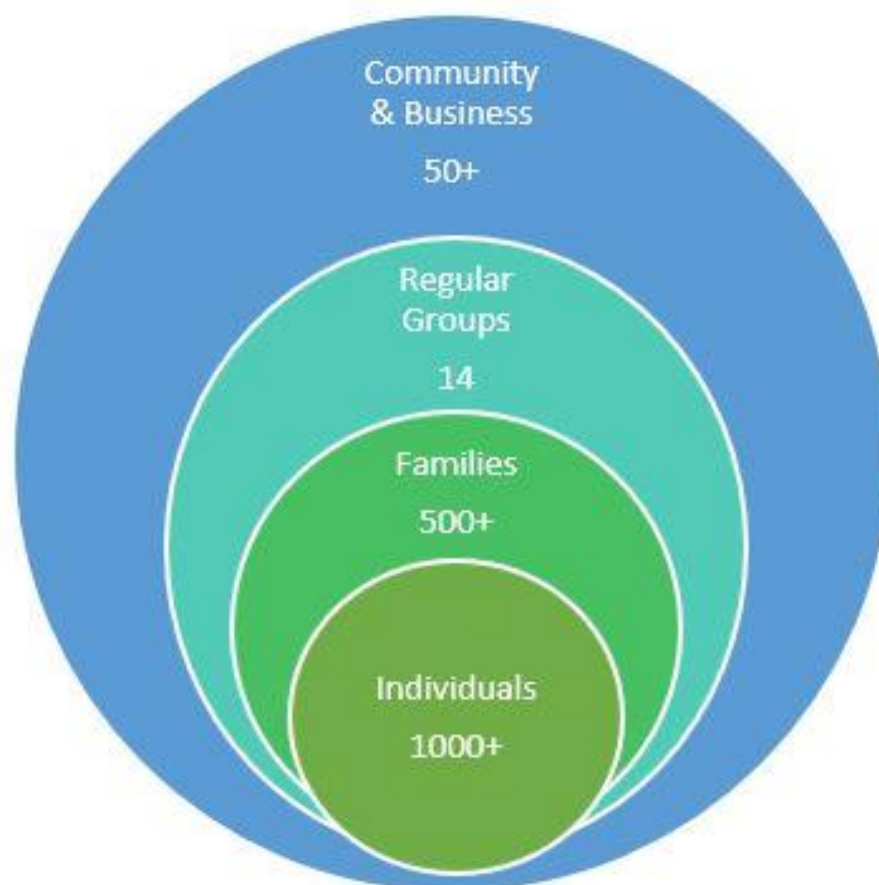
The YFC was originally established in 1992 to provide a venue for community programs and groups. The service contributed to the overall well-being of locals with more than 150 families regularly attending the centre in 1992. Over the years the programs have changed as the community has evolved; from Tai Chi to Facebook for Beginners, from the Country Women's Association to Women of the World.

The totem poles at the front of the centre have become a significant local landmark. They were originally painted in 2008 by students from local schools in a Yangebup Progress Association (YPA) project sponsored by the CoC and Alcoa. Last year with the support of the CoC we rejuvenated the poles with the Women of the World group and members of the centre to reflect the cultural diversity of the area.

The centre currently provides a meeting place for 14 recurring groups and a wide range of workshops with around 500 families attending regularly. The office is open Monday – Friday 9am-3pm with a friendly staff member available to welcome people and provide information and guidance. We also provide place-based programs from other venues where gaps have been identified.

We communicate via social media daily, send newsletters, host community functions, get out and into our community to engage with locals and collaborate with businesses and stakeholders regularly.

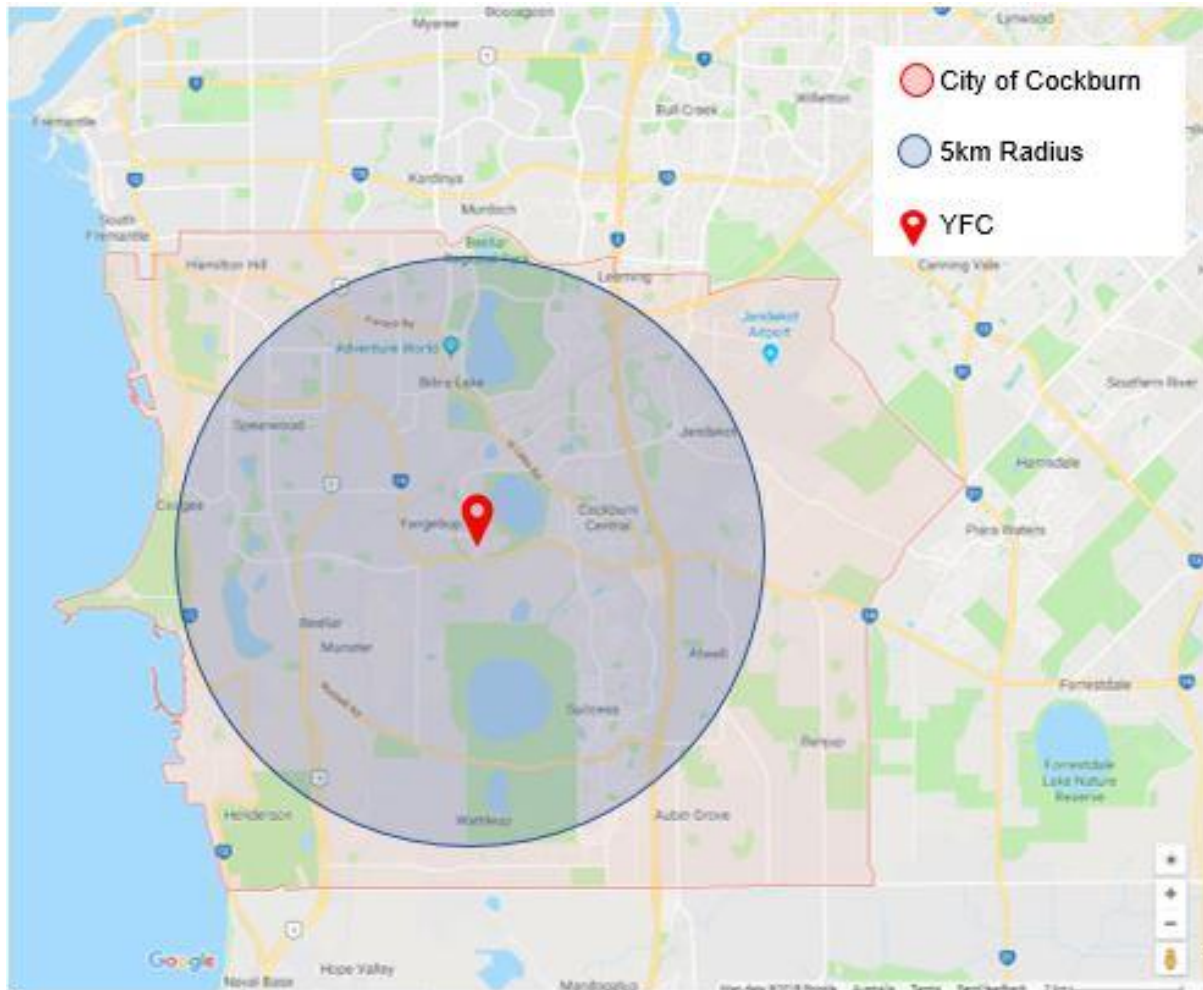
### YFC ENGAGED IN OUR COMMUNITY



## Community Profile

The YFC is located in the suburb of Yangebup, ideally situated to provide services to the rapidly growing CoC and surrounds. All are welcome at the centre no matter where they usually live. Yangebup is derived from the Aboriginal word "Yanget", the name of a native flax or bullrush. Yangebup Lake, after which the suburb is named, was first recorded in 1841, and Yangebup was approved as a suburb name in 1977.<sup>vi</sup>

MAP OF YFC CENTRALLY LOCATED IN THE COC



The CoC's current population of 118,100 is expected to increase to 167,751 by 2036. Significant population growth is currently occurring in the CoC, and this is expected to continue over the next 5 years. Forecasts include the expectation that there will be an increase in the number of families with young children and an increase in lone person households, with an increase in residents aged 65-69 years

COC POPULATION FORECAST

2016	118,100	2036	167,751	 <p>Families with young children Lone person households Residents aged 65-69 years</p>
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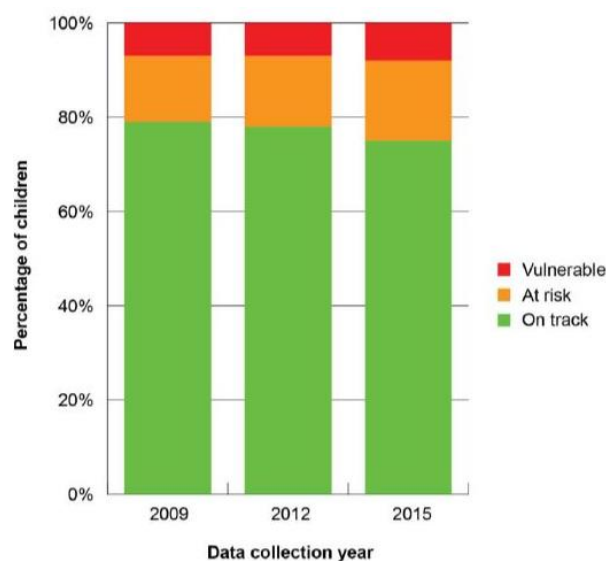
The CoC has been initiating revitalisation strategies in the established areas of Cockburn since 2009 including Coolbellup, Hamilton Hill, The Lakes, Phoenix and most recently Yangebup<sup>vii</sup>. The Revitalisation Strategy Plans have been produced in consultation with the community and will impact growth through rezoning. The Yangebup Community Consultation sessions for revitalisation were held at the YFC in June 2018. There were three sessions held with 60-70 people attending each session which provides an indication of the level of engagement which has been developed. Some of the new development areas in the CoC include Success, Aubin Grove, Atwell, Beeliar, South Coogee and Treeby.

YFC provides place-based services to residents of the CoC on a daily basis. We also have 14% of members who attend our programs from Melville, Fremantle and other areas. The chart (below) captures the geographical boundaries of the YFC services and community engagement.



In addition to providing place-based services in Yangebup the YFC also deliver outreach programs to provide grass roots community hubs in other areas. These new hubs have been identified through engaging with the community, in consultation with the CoC and CCK and using the Australian Early Development Census (AEDC) data<sup>viii</sup>. CoC suburbs with more than 21% of children vulnerable on one of more domain in 2015 included Success, Beeliar and Coogee. The graph below shows that the percentage of children who are vulnerable or at risk in the AEDC domain of Social Competence is increasing in CoC from 2009 to 2015. Throughout the service agreement period we will continue to identify new areas where we can introduce services or initiatives to support our community. Our current initiatives focus on addressing the increase in children at risk or vulnerable in the AEDC domains of social competence, physical health and wellbeing, and emotional maturity.

**AEDC - EMERGING TRENDS ON SOCIAL COMPETENCE IN COC**



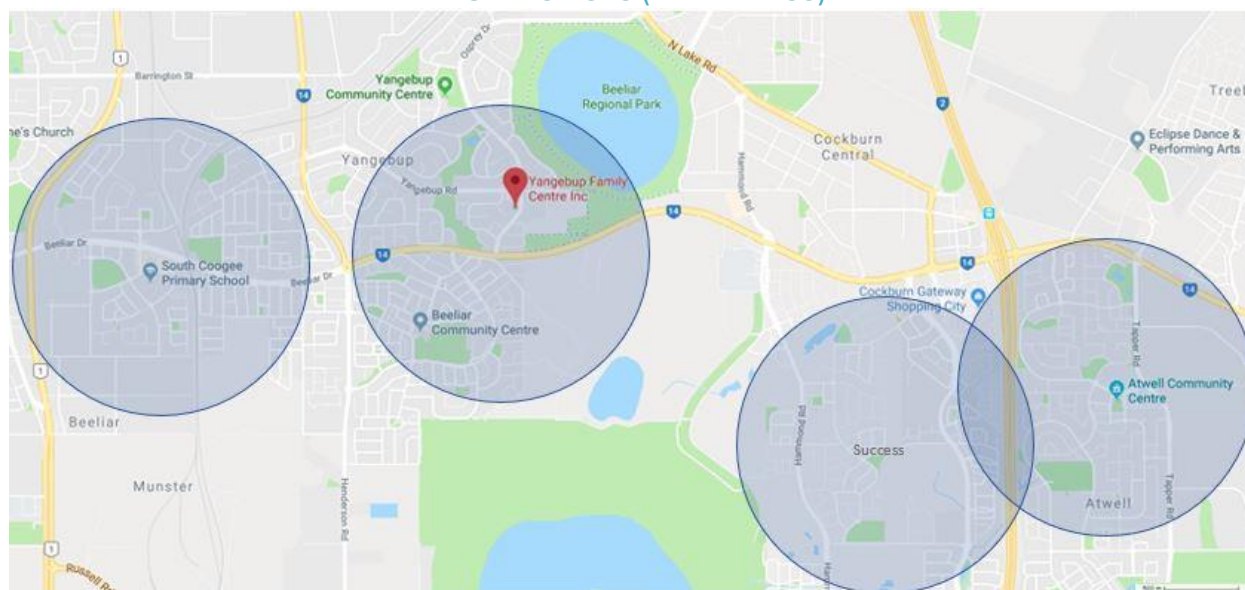
**Atwell** – We provide a facilitated Playclub program at the Atwell Community Centre and have created partnerships with Atwell Community Health, Atwell Playgroup and Atwell Primary School. We attend local events such as the CoC Cultural Fair and will engage with our partners to identify other ways to strengthen the community.

**Beeliar** – The CoC provide a facilitated program called the ‘Beeliar Hub’ at the Beeliar Community Centre for families with young children and we frequently visit the program and provide information about other opportunities. We have also created connections with the Beeliar Community Voice (Resident Association), Beeliar Primary School P&C and local community champions. We have attended numerous events in Beeliar to help support community initiatives.

**South Coogee** – In 2017 we provided a facilitated Playclub program in partnership with the South Coogee Primary School for children enrolled to start 4-year-old kindy in 2018. This program was very successful, and the school has asked us to offer the program again in 2018. Plans are currently being discussed for this to be an ongoing program at the school from 2019. We also provide free bread, collected by volunteers from the local bakery, to the school for their before school Breakfast club.

**Success** – In 2017 we trialed a playgroup in partnership with CCK and Success Primary School. Further programs will be dependent on classroom availability or an alternative venue, we are continuing to build new connections to facilitate an outreach program. The YFC has a strong partnership with the Cockburn Integrated Health located in Success.

MAP OF YFC HUBS (2KM RADIUS)



## Demographics

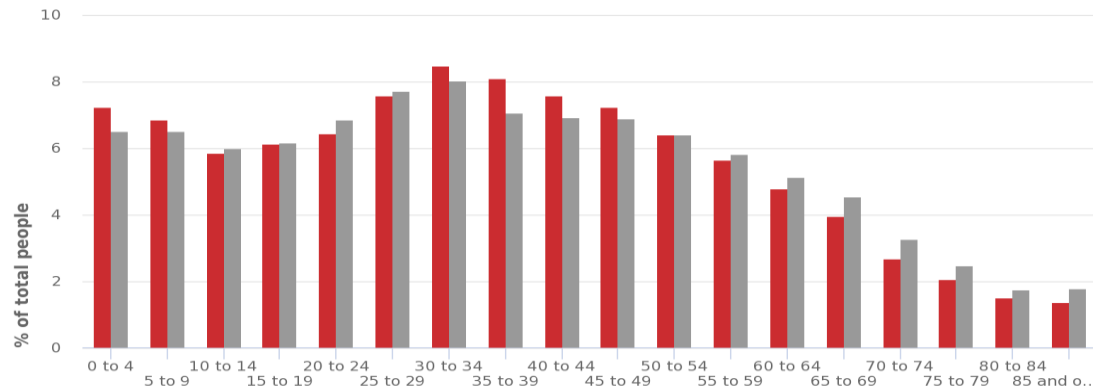
The CoC is heavily populated by families with over 34.5% of households having dependent children and this number is predicted to steadily increase. The age structure of this population demonstrates a higher number of babies, toddlers and young children live in the CoC than the general population of greater Perth<sup>ix</sup>. The development of Beeliar, Success, Hammond Park and Aubin Grove are expected to attract young and prospective families with a relatively large proportion of pre-school aged children.

TABLE SHOWING AGE OF PEOPLE IN CoC, 2016

### Age structure - five year age groups, 2016

Total persons

City of Cockburn Greater Perth

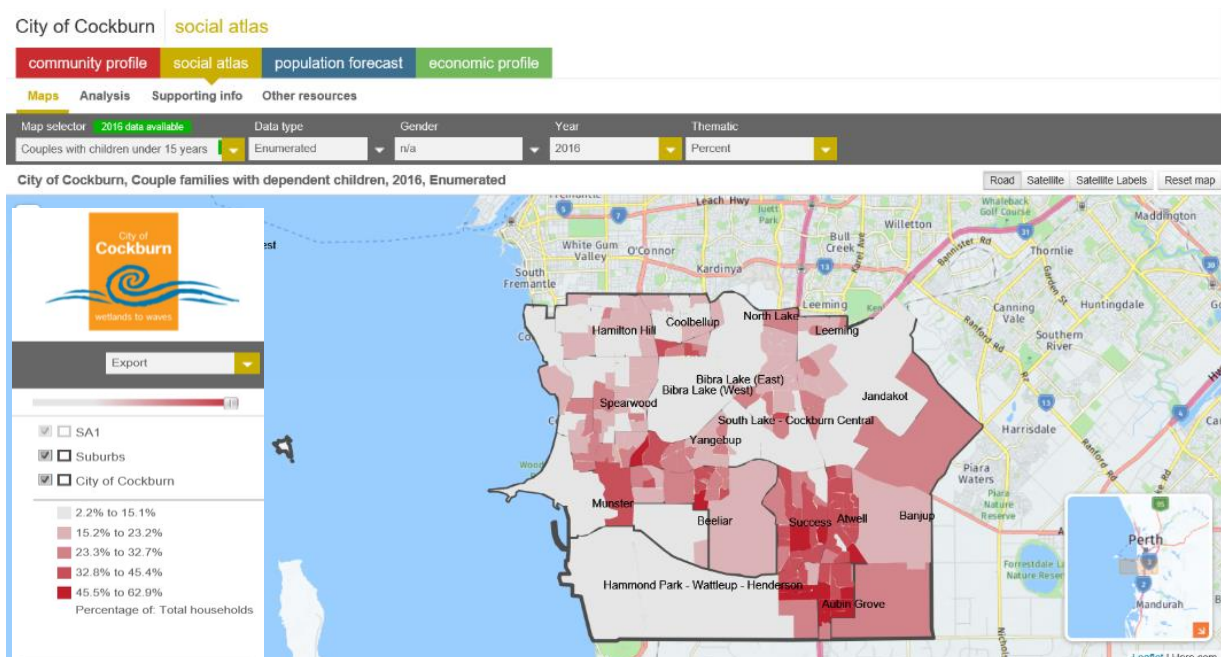


Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data). Compiled and presented in profile.id by .id, the population experts.

.id the population experts

The statistics in the table above correlate with data taken from the YFC which shows the majority of our community members are mothers, between the ages of 30-39 years closely followed by mothers between 20-29 years<sup>x</sup>. YFC provides services to champion this population via targeted community programs such as support and social groups, workshops and educational sessions. Over 500 families access services every week<sup>xi</sup>. In addition, the YFC hosts established place-based groups of approximately forty senior citizens (60 years plus) who regularly attend the centre for craft and leisure activities as well as participating as volunteers for the centre.

TABLE SHOWING COUPLES WITH DEPENDANT CHILDREN IN CoC, 2016



The CoC also has eight schools that fall below the average Index of Community Social-Education Advantage. Four are within 5km of the centre and all eight schools are within 8km

making our centre locally accessible. The suburbs these schools are in reflect pockets of significant disadvantage in the CoC. They also match where a higher proportion of residents speaking another language and/or English not well or not at all reside.<sup>xii</sup>

32% | CoC residents have parents who were born overseas

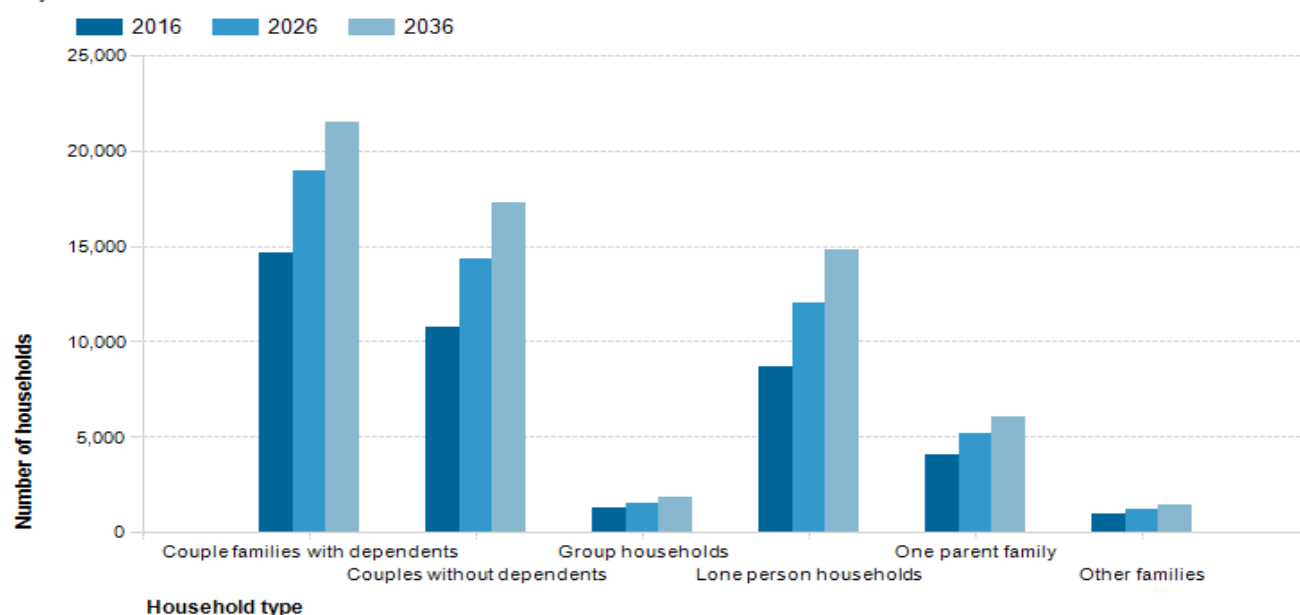
21% | spoke a Language other than English at home

Over 32% of CoC residents have parents who were born overseas in 2016 and 21% spoke a Language other than English at home<sup>xiii</sup>. The largest non-English speaking country of birth in the CoC was the Philippines, with 2.3% of the population followed by India, China, Italy, Malaysia, Croatia and Portugal<sup>xiv</sup>. Many of these families face the challenges of separation from broader family support networks, cultural differences, social isolation and lack of knowledge or understanding of local services and customs. The YFC offers support groups including Women of the World and has recently recruited a Community Development Officer with experience in CALD and ATSI engagement to connect with these communities.

The graph below demonstrates the target populations of the YFC are predicted to steadily increase over the next 18 years and in turn the demands on the YFC will increase as a result<sup>xv</sup>.

## Forecast household types

City of Cockburn



Population and household forecasts, 2016 to 2036, prepared by .id the population experts, December 2017.

**.id** the population experts

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## ASSETS AND ASPIRATIONS OF OUR COMMUNITY

### **Volunteers**

With over 25 years of engaging with our local community, the YFC has a dedicated team of over 70 volunteers. Most of our volunteers currently attend the centre or have attended the centre in the past. The volunteers assist YFC with governance, management, program delivery, administration, social media management and marketing, grant applications, problem solving, capacity building, input into program design, fundraising, events and community initiatives. It is estimated that the financial contribution of these volunteers is in excess of \$100 000 per annum (70 volunteers @ \$36/hr x 60hrs/week)<sup>xvi</sup>.

To help support and develop our volunteers to provide the highest level of community support YFC continues to collaborate with and provide them with the administrative, strategic and social support that they require to operate safely and effectively within the community. By empowering our volunteers to be leaders we envision a strengthened community identity, where both men and women are comfortable and respected in leadership positions in their community and as role models for their children.

### **Local Women**

The YFC targets, works with and offers services to a diverse group of women including, new and experienced mothers, women of CALD backgrounds, LGBTI women, retired and elderly women, professional women who hold management roles, facilitate programs, child educators, volunteers and local business women. These women offer each other their wisdom and support in all life stages and aspire to live in a safe community where they are valued and respected as equals

Women lead complex lives, often juggling multiple roles and responsibilities within their homes, families, careers and communities<sup>xvii</sup>. The complex nature of women's lives can lead to stress, anxiety, depression and poor life choices which also affect the children within their care and their relationships. Women have specific health needs and require access to multidisciplinary services that provide education, social support, holistic and inclusive models of care<sup>xviii</sup>.

The YFC supports women formally and informally by providing personal and parenting education, respite opportunities, social and emotional support through parenting and women's groups and provides opportunities to share and bond during cultural celebrations and workshops. YFC staff also provide referrals to allied health services for clients with complex health or mental health requirements.

### **CALD Community**

Cultural diversity and inclusion were identified as potential areas of growth for the YFC in 2013 with only 5% of members accessing YFC identifying as CALD. Our 2014-2019 Strategic plan identified that the centre needed to increase opportunities to welcome and engage with community members from CALD backgrounds. In 2017, 32% of all community members accessing the YFC identified as having a CALD background.

One of YFC's greatest assets is our CALD staff members. These staff members enrich our centre with their traditions, culture and experiences which adds value for all who attend. The YFC continually works with CALD staff and the broader CALD community to ensure that YFC

is a safe place that embraces diversity. To continue to strengthen and grow our CALD participation rates we have developed and host a number of CALD specific programs and celebrations.

Outside of office hours the YFC is also utilised by local faith groups, hired out for cultural celebrations such as birthdays, weddings, christenings, music sessions, language schools and others. The YFC aspires to continue to grow its reputation as a place known for the inclusion, celebration and valuing of its CALD community members.

### **Babies and Children**

The CoC has a higher number of babies and children than greater Perth and as a result the YFC is heavily focused on providing services to support babies, children and their parents<sup>xix</sup>. As our future community members and leaders, we recognise the babies and children who attend our programs and services as one of our greatest assets. Babies and children have a way of bringing their community together by offering a mutual talking point for many of our vulnerable or isolated community members such as new parents, mothers, fathers and the elderly. To support these community members and offer opportunities for social inclusion, personal development, increased health and wellbeing and parenting skills the offers a crèche service to parents who attend its programs in addition to programs where parents can attend with their children such as Mums n Bubs and Saturday Playgroup where fathers are encouraged to attend.

Babies and children benefit greatly from these services as their parents receive much needed respite, social interaction, skills, knowledge and access to a rich network of support through the YFC staff and partners which empowers them to achieve their goals as parents and individuals. We use evidence based research to shape our children's programs and use professional early childhood educators to facilitate and deliver our programs. This delivery method is clinically proven to benefit children across a broad range of outcomes including health and mental health wellbeing, social competence, emotional maturity, language and cognitive skills in addition to school readiness<sup>xx</sup>.

There is strong evidence that what happens in the first three to four years of a child's life is critical, and that if we get it right in the early years, children will most likely thrive throughout school and into their adult lives. The quality of a child's earliest environments and the availability of appropriate experiences at the right stages of development are crucial determinants of the way each child's brain architecture develops (AEDC, 2015). Parents and caregivers value outdoor spaces with nature playgrounds and safe, crime-free communities. The CoC residents want communities that are connected, and that they can contribute to and want a greater focus on local spaces and events. Parents and caregivers also want better access to affordable, quality child care, including occasional care<sup>xxi</sup>.

### **Seniors**

The ABS (2015) reports that senior citizens are more active than ever with over 90% regularly participating in community events<sup>xxii</sup>. The YFC values its senior community members who attend the centre for group leisure activities, health and wellbeing classes in addition to social outings. Our senior citizens bring a wealth a knowledge about the local area and community and share this with the staff and other attendees of the centre. Our senior citizens also provide informal social support to their peers and other attendees of the YFC and volunteer their time to the centre.

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## CHALLENGES AND ISSUES FOR OUR COMMUNITY

### **Mental Health**

The CoC has a higher rate of mental health problems than Western Australia as a whole (17.7% compared to a WA estimate of 13.9%), however, a higher proportion of CoC residents (9.6%) also reported having accessed mental health services (from 2008–2011), compared with the State average of 6.1% (Department of Health, 2012). The suicide of young men within the CoC is higher than the general population and requires immediate attention and intervention. The YFC is working in partnership with the CoC by providing the local community with Safetalk suicide prevention workshops with crèche facilities. The recent workshop was well attended and provided attendees with the skills to identify people at risk of suicide and skills to engage with them<sup>xxiii</sup>.

Infant and children's mental health is recognised as an area requiring continual monitoring and proactive interventions from allied health and community professionals. In recent years, there has been a critical focus on infant mental health, and the importance of a multidisciplinary approach to supporting the healthy social and emotional development of infants during the critical 0 to 3 age period (The Australian Association for Infant Mental Health Inc, 2016). Furthermore, setting this age group apart from its older contemporaries is the total dependence on parents and caregivers to meet infant's needs during this period<sup>xxiv</sup>. The YFC aims to increase infant, toddler and child mental health wellbeing by supporting their caregivers to provide healthy, research-based approaches to parenting through courses such as Tears and Tantrums, Connecting with your Baby, Mums n Bubs group and via facilitated playgroups for toddlers and children.

### **Isolation**

Research suggests that the top triggers for social isolation and loneliness are the event of having children. This is when social networks may no longer be compatible with the demand of parenting. (Baker, 2012)<sup>xxv</sup>. Connections and interactions via friendships, community centres, groups and clubs are vital for mental health wellbeing and feelings of belonging. With the rise of individualistic activities such as social media it is vital that opportunities to engage in traditional methods of socialisation are still available to community members (Baker, 2012).

### **Domestic Violence**

Between the period of July 2017 and March 2018 there were over 2,500 incidents of domestic violence in the south west metropolitan Perth<sup>xxvi</sup>. YFC provides social and emotional support to individuals experiencing domestic violence. Our experienced staff are able to provide referral pathways and we have an experienced Child Health Nurse co-located for additional support. The centre has a People at Risk Policy which includes response and referral pathways for domestic violence, neglect and abuse and provides suitable training to support staff.

### **Language**

An analysis of the language spoken at home shows that there was a smaller proportion of people who spoke English only living in Cockburn, and a larger proportion of those speaking a non-English language (either exclusively, or in addition to English) than Greater Perth (profile.id, 2015). In 2016, 3% of Cockburn residents spoke another language and spoke English not well or not at all, which was slightly higher than Greater Perth (2.9%). The highest

number and proportion of Cockburn residents speaking another language and English not well or not at all lived in Spearwood (4.3%), Hamilton Hill (3.3%), Success (4.6%) and South Lake/Cockburn Centre (3.4%). A significant number (6,324) did not state their proficiency in English in the census, which could be because of poor English skills which would inflate these figures. The activities provided by the YFC provide an opportunity to practise language skills in a safe and supported environment.

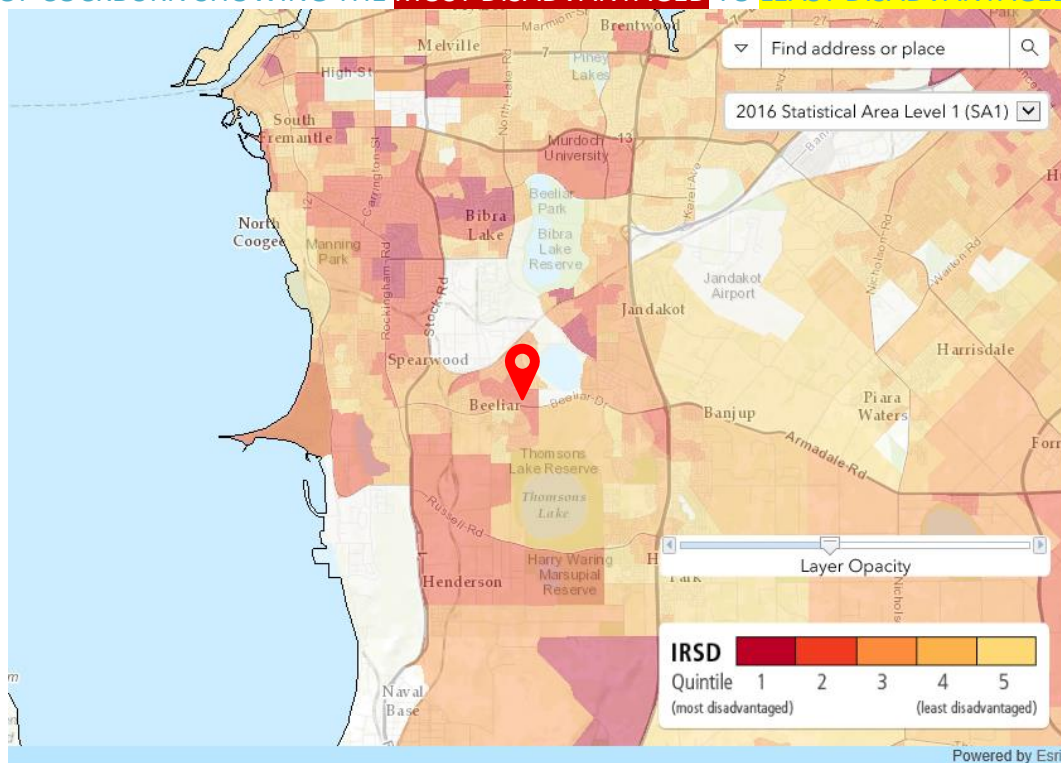
### Obesity

Seventy-four percent of the adult population in the CoC are either overweight or obese (CoC, 2013)<sup>xxvii</sup> highlighting the need for urgent attention to promote and support healthy lifestyle choices for all community members. The Department of Health reports obesity leads to numerous health problems including heart disease, stroke, type 2 diabetes and some cancers<sup>xxviii</sup>. To combat obesity and sedentary lifestyles the YFC offers health and wellbeing information and programs and integrates healthy behaviour modelling via workshops, presentations and incorporating physical activity into programs for all age ranges from babies to seniors.

### Financial Hardship

The ABS 2016 Australian map of most to least disadvantaged Australians as displayed below indicated that the CoC (with the YFC highlighted in blue) is populated with pockets of extreme disadvantage and those with the least disadvantage. In the survey of over 400 parents conducted in the CoC in 2015, when asked what the biggest challenge was for families with young children, the most common response (14%) was financial hardship. The Australian Institute of Health and Welfare reports that income is one of the main social determinants of health in Australia and is passed on from generation to generation. Those experiencing financial hardship are more at risk of using drugs and alcohol, having low birthweight babies and a plethora of negative health outcomes<sup>xxix</sup>.

MAP OF COCKBURN SHOWING THE MOST DISADVANTAGED TO LEAST DISADVANTAGED<sup>xxx</sup>



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## OUR SERVICES

The YFC provides a warm and welcoming environment where social connections are fostered through the provision of activities, programs and opportunities. People can meet other individuals or families with similar interests or experiences in their area and increase their participation in the community. These activities or groups are facilitated by YFC or we partner with other stakeholders and volunteers to provide these opportunities. The presence of a welcoming, knowledgeable and connected person plays a major part in helping community members to connect and participate in the community.

- We build capacity through our flourishing community groups, collaborative partnerships and strong relationships with residents and stakeholders for over 25 years.
- We provide a safe supportive place for individuals, families and community groups to connect
- We utilise a range of engagement strategies to understand the needs of individuals, families and community groups
- We build capacity by empowering individuals to take an active role in our community
- We develop the potential of individuals, families and community groups to build connections and increase wellbeing
- We meet the identified needs of individuals, families and community groups through services, programs, networks, partnerships, initiatives and events
- We provide a safe supportive place for individuals, families and community groups to connect and thrive

Specific services and activities include;

- provide support to community to develop strength-based services, projects or initiatives
- provide groups, short term and one-off workshops independently and in partnership with other agencies/funders/stakeholders;
- provide space for place-based community groups on an ongoing basis and/or for one-off workshops; and
- coordinate and/or participate in a range of community events

Complementary Services;

- The YFC prioritises the co-location of complementary services such as Community Health.
- The YFC offers complementary services such as Occasional Child Care which is supported by external funders.
- The YFC provides sustainable programs such as Pre-Kindy where fees charged cover costs.

Below we have provided a summary of some of our activities. Through our planning, evaluation and engagement we will continue to identify similar activities that meet the outcomes and continue to build capacity. As a result activities may change and adapt over time.

### **Community Initiatives**

Our community profile identified volunteers as a strength of our community. The YFC has a growing base of volunteers who have identified initiatives that are supported by the centre. We will develop a formalised community assets database and provide opportunity for people in community to support each other with their skills and resources.

The CCK Initiative currently has five action teams which are adopting different strategies to improve outcomes for children. The YFC is involved in many of these initiatives that fit with the Community Themes identified including the Community Mothers Program, Dads strengthening Dads and Celebrate Culture.

Members of the YFC are keen to share their skills and encourage other people to be involved in their passion. Some examples include promoting sustainable practices, community led celebrations and volunteers providing workshops.

### **Programs for Culturally and Linguistically Diverse (CaLD)**

Cultural Diversity has been identified as a strength in the Community Profile and we will provide programs that continue to build the capacity of CaLD women at the centre. The Women of the World group is an important program for the YFC. The Women of the World group is a great benefit to women who have moved to Perth and have left family and friends behind. It is provided in partnership with the CoC Support Service. A variety of activities are provided to meet the priorities of the group. A crèche is available so that mothers, who generally do not have family support to look after children, are able to have some valuable time out. The centre is also able to promote other services to the group. The Women of the World group provide self-driven activities for the members, sharing their skills such as cake decorating and quilt making. Having gained confidence in a group specifically for CaLD participants they often move onto universal programs offered by the centre with the support of the new friendships and social connections that they have established. Through our programs we will continue to identify cultural mentors to facilitate programs such as Cultural Cooking classes.

### **Programs for Aboriginal and Torres Strait Islanders (ATSI)**

The YFC has been very successful in increasing CaLD numbers attending the centre over the last 4 years. As part of our new strategic planning cycle we are going to develop a Community Engagement Plan and Reconciliation Action Plan to improve ATSI numbers at the centre. We have engaged a Community Development Officer to support this initiative. We will engage with local aboriginal people and identify programs that build on their strengths. We will include local Aboriginal families when planning the term program calendar including events of NAIDOC, Reconciliation Week and ATSI Children's Day. We will meet with the Aboriginal Community Development Officer at CoC and commence attendance at the Cockburn Aboriginal Community Reference Group (CACRG). Through our engagement we have identified that there is an opportunity to provide an intergenerational group at the centre for parents and grandparents with a crèche service.

### **Programs for Seniors**

With the increase in lone households and an aging population it is important that we provide opportunities for social connection for Seniors in our community. The Yangebup Leisure Group and Sewciables are existing groups that have been meeting at the centre for many years and provides an opportunity for local seniors to have social connection and participate in the community. Our Seniors are a strength of our community that we will continue to build on. Through our engagement we have identified an opportunity to provide new programs for people over 50. We will trial programs including an Over 50 Club, Yoga and an Intergenerational Playgroup.

### **Programs for Families with Young Children**

The Child Health Nurse utilises the Centre to provide Early Parenting courses for new parents over four weeks. The centre has partnered with the Child Health Nurse to have a staff member attend sessions, provide information and create connections. This is a great opportunity to engage with new families and we find that many return to the centre to attend programs over the subsequent years. This is reflected in the Customer Perception Survey (2016/17) results with 56% of respondents indicating that they have used the service between 1 and 5 years or longer. At the end of the Early Parenting group the members are invited to attend an existing group or form an ongoing group and we provide a venue and/or facilitation as required.

- Mums n Bubs - Following the Early Parenting Group provided by the Child Health Nurse new mums are invited to create a new group or join an existing group so that they can continue to create social connections. The centre provides additional opportunities by linking in with other services to provide Baby Massage, Connecting with your Baby workshops or First Aid for babies and children. Volunteers also share their interests and skills, for example how to make your own baby wipes, information on cloth nappies and baby massage.
- Playgroup sessions provide an opportunity for dads, mums, grandparents and carers, with their children aged under 5 years, to meet other local families in a relaxed and playful setting. Our facilitator provides activities and support for local families to learn about children's development through play, talk through an issue, and find out about other activities and services in the community. Our staff provide support, information and role models parenting techniques however the focus is on providing a social experience for parents versus structured learning. The group members often organise other social outings including playdates and dinners and have formed strong friendships outside of the playgroup. Many of our playgroup participants build capacity by volunteering at the centre or in other areas of the community.
- Playclub is a 'stepping stone' from playgroup to kindergarten or a foundation for those families who do not attend other programs before entering school. Facilitated by centre staff, Playclub provides a fun-filled, educational environment for children 2–3 years of age while a parent/guardian is in attendance. We have recently trailed outreach Playclub at the Atwell Community Centre and South Coogee Primary School and both have been very successful. Playclub provides a community hub for families to meet prior to their children first attending school. This is an important bridge for families who do not use other early years programs such as childcare or prekindy to reduce isolation and remove barriers.

To encourage dads and working parents to participate in the community and to build social connections we will continue to offer;

- Saturday playgroup, this was introduced to the centre in 2015, for working parents who are unable to attend the centre during the week. This is a great opportunity for dads to attend the centre with their children. 60% of participants are male. Saturday playgroup will be offered monthly from 9.30-11.30am with facilitators providing activities, bouncy castle and sausage sizzle.
- Family events with activities, games, entertainment and food to encourage the whole family, including dads to attend and connect with their neighbours.

To assist parents with young families to be able to attend and create social connections, volunteer and gain skills we will continue to provide creche services;

- The centre provides creche for programs and activities held at the centre
- We have introduced a mobile creche so that we can further assist families in being able to access education, volunteer opportunities and social support offered by our partners and stakeholders at other venues.

### **Early Years Education**

We have developed a series of three 5 week programs that have been trialled at the centre for families with young children to develop and learn new skills together with their parents. These workshops provide an opportunity for early intervention and are particularly useful for families from a CaLD background to develop language skills, an understanding of play-based learning and providing ideas to continue development at home.

- Little Chefs – nutrition program
- Little Movers – movement program
- Little Stories – language program

The Little Chefs program encourages children to prepare healthy simple foods with the assistance of their parent. Many of the recipes are also new to the parents and they are able to take them home to make. Recipes include pancakes, pizza dough, sausage rolls, noodles, cous cous salad and fun ways to encourage eating fruits and vegetables.

The Little Movers program aims to encourage parents to learn movement challenges for their children that they could continue to develop at home or local playground. The sessions encouraged singing nursery rhymes, fine and gross motor skills and exploring hand apparatus. The Little Stories program provides an opportunity for children and parents to listen to stories and then explore play and craft activities related to the story. Children are encouraged to exchange books at the Street Library to take home and read. Parents are provided with ideas to include Storytime and language development at home.

### **Workshops**

We engage with partners such as the CoC, South West Metropolitan Parenting Service, St John Ambulance and local people to provide workshops that encourage people to develop new skills and knowledge. The workshops help build on strengths and issues identified in the community profile including health and wellbeing, financial skills and parenting.

We work together with our partners to promote the workshops. New people coming to the centre to attend the workshops often continue on to other workshops or start attending one of our regular programs. These learning experiences are provided in a non-threatening environment. Participants learn new skills, discover ways of communicating, build confidence and open the door to other opportunities.

### **Events**

We will continue to provide events at the centre and participate in events held in our community and support our stakeholders.

# YANGEBUP FAMILY CENTRE INC.

## STRATEGIC PLAN SUMMARY

### 2019 – 2024

#### *Vision*

**Inspire, Grow and Strengthen Community**

#### **Mission**

The Yangebup Family Centre is a community managed not for profit organisation that promotes connection and wellbeing in the local community. The centre is a cultural hub where children, families, individuals and seniors can embrace diversity and belonging.

Strategy Area	Outcomes	Strategic Actions
<b>Sustainability</b>	Ensure effective governance and the development of strategic partnerships for ongoing sustainability	<ul style="list-style-type: none"> <li>• Effective administration, communication and technology systems</li> <li>• Effective human resources management</li> <li>• Develop Communication Plan</li> <li>• Build and maintain relationships with key partners</li> </ul>
<b>Inclusion</b>	Provide opportunities for community collaboration and place-based services to support individuals and families in our community	<ul style="list-style-type: none"> <li>• Provide opportunities for collaboration</li> <li>• Build social support and break down isolation</li> <li>• Build relationships with vulnerable and disadvantaged families</li> <li>• Provide pathways and training for volunteers</li> </ul>
<b>Environment</b>	Create a welcoming centre promoting environmental responsibility and sustainable use of resources	<ul style="list-style-type: none"> <li>• Promote environmentally sound practices</li> <li>• Reduce waste</li> <li>• Implement more environmentally sound energy solutions</li> <li>• Ensure environment is safe, appropriate and well maintained</li> </ul>

# YANGEBUP FAMILY CENTRE INC.

## EMPOWERING COMMUNITIES PROGRAM

### 2019 – 2024

#### Community Level Outcomes

- Empowered People - People in the community are empowered with valued roles and fulfilling lives
- Inclusive and Accessible Communities - People live within inclusive and accessible communities that enable social, economic and cultural prosperity.

Service Level Outcomes	Strategic Actions
1 People have social connections with their community	Provide opportunities for connection Promote opportunities for connection
2 People participate in their local communities	Support people to increase their participation in the community
3 People learn new skills and knowledge	Provide opportunities for people to learn new skills and knowledge Promote opportunities for people to learn new skills and knowledge
4 People contribute to their communities	Provide activities that work towards community collaboration and partnerships
5 People feel safe in their communities	Provide opportunities for people to participate and contribute to their community
Our Outcomes	Measures of Success
Provide opportunities for community collaboration and place-based services to support individuals and families in our community	1 Community collaboration activities are initiated 2 Social support activities are provided 3 More CaLD and ATSI families participate in the community 4 Pathways and training are provided for volunteers

# YANGEBUP FAMILY CENTRE INC.

## OCCASIONAL CARE SERVICE

2019 – 2024

### Community Level Outcomes

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective learners

Service Level Areas	Measures of Success
<ol style="list-style-type: none"> <li>1 Educational program and practice</li> <li>2 Children's health and safety</li> <li>3 Physical environment</li> <li>4 Staff arrangements</li> <li>5 Relationships with children</li> <li>6 Collaborative partnerships with families and communities</li> <li>7 Leadership and service management</li> </ol>	<p><b>Output</b></p> <ol style="list-style-type: none"> <li>1 Utilisation rates for each activity area</li> <li>2 New enrolments</li> <li>3 Waitlist for each activity area</li> </ol> <p><b>Outcome Measure</b></p> <ol style="list-style-type: none"> <li>1 ACECQA Assessment ratings demonstrate all standards are met or exceeded</li> <li>2 Quality Improvement Plan (QIP) is updated regularly</li> <li>3 Percentage of parents who are satisfied with the service provided</li> </ol>
Our Outcomes	
<ol style="list-style-type: none"> <li>1 Provide quality care in a safe, secure and educational environment</li> <li>2 A welcoming outdoor space is created and maintained</li> <li>3 A sustained staff development and recruitment framework is operational</li> </ol>	

# YANGEBUP FAMILY CENTRE INC.

## WORKING TOGETHER WITH FAMILIES

### 2019 – 2024

#### Community Level Outcomes

- Linking child care services with relevant local organisations to work together to address community level barriers to child care participation and ultimately deliver increased child care utilisation
- Building relationships with vulnerable and disadvantaged families with children who currently don't use child care

Service Level Outcomes	Measures of Success
<ol style="list-style-type: none"> <li>1 To identify barriers to child care participation and increase utilisation of the Occasional Care service</li> <li>2 To create partnerships and build relationships with vulnerable and disadvantaged families</li> <li>3 To create a welcoming and culturally appropriate environment for ATSI CaLD families</li> </ol>	<p><b>Output</b></p> <ol style="list-style-type: none"> <li>1 Utilisation rates for each activity area</li> <li>2 New enrolments</li> <li>3 Number of cultural training opportunities attended by staff</li> </ol> <p><b>Outcome Measure</b></p> <ol style="list-style-type: none"> <li>1 Community Engagement plan completed and updated regularly</li> <li>2 Hours of Operation increased</li> <li>3 Staff provide culturally appropriate activities</li> <li>4 More families from CaLD and ATSI background attend programs</li> </ol>
Our Outcomes	
<ol style="list-style-type: none"> <li>1 To engage a community development officer</li> <li>2 Develop and Implement a community engagement plan</li> <li>3 To increase hours of operation</li> <li>4 Improve the cultural awareness of staff and implement culturally appropriate activities to attract new families to the service</li> </ol>	

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## REVIEW

The Strategic Plan will be available on our website and a hard copy will be available at the centre. Community members are invited to provide feedback by contacting the manager or emailing the centre. The annual review of the plan will be undertaken with a written update provided to the YFC Management Committee.

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- i <http://www.anhca.asn.au/>
- ii [https://en.wikipedia.org/wiki/Asset-based\\_community\\_development](https://en.wikipedia.org/wiki/Asset-based_community_development)
- iii <https://www.nhvic.org.au/neighbourhoodhouses/what-is-a-neighbourhood-house>
- iv <https://comment.cockburn.wa.gov.au/16212/documents/34649/download>
- v <https://www.connecting4kids.com.au/>
- vi [https://en.wikipedia.org/wiki/Yangebup,\\_Western\\_Australia](https://en.wikipedia.org/wiki/Yangebup,_Western_Australia)
- vii <https://www.cockburn.wa.gov.au/Building-and-Development/Town-Planning-and-Development/Suburb-Revitalisation>
- viii <https://www.aedc.gov.au/>
- ix <https://profile.id.com.au/cockburn/five-year-age-groups>
- x YFC Statistics Jul-Dec 2017
- xi YFC Enrolment's 2018
- xii <https://www.cockburn.wa.gov.au/Community-Support/Families-and-Children/Schools>
- xiii <https://www.cockburn.wa.gov.au/Community-Support/New-Residents-and-Migrants/Multicultural-Cockburn>
- xiv <https://profile.id.com.au/cockburn/language>
- xv <https://forecast.id.com.au/south-west-group/household-types>
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- xxi <https://www.cockburn.wa.gov.au/Community-Support/Families-and-Children/About-Childrens-Services>
- xxii <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4430.0main+features302015>
- xxiii <https://www.cockburn.wa.gov.au/Recreation-and-Attractions/Whats-On/safeTALK-Workshop>
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- xxvi <https://www.police.wa.gov.au/Crime/CrimeStatistics#/>
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- xxix <https://www.aihw.gov.au/reports/australias-health/australias-health-2016/contents/determinants>
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