## Communities for Children

Brimbank

## Community Strategic Plan 2022 - 2026

25 March 2022



everyone's family

Communities for Children Brimbank is funded by the Australian Government and facilitated by The Smith Family

## Families and Communities Program Communities for Children Facilitating Partner Community Strategic Plan (CSP) 2022 - 2026

#### Overview

The Community Strategic Plan (CSP) is developed by the Communities for Children Facilitating Partner (CfC FP) and Communities for Children Committee and sets out a broad vision for the service area, identifying community needs, priorities and key outcomes.

The CSP is organised into six sections:

- 1. Communities for Children Facilitating Partner's Details
- 2. Community Needs Assessment
- 3. Community Engagement
- 4. Service Area Vision
- 5. Priority Areas
- 6. Key stakeholders

It identifies the key strengths, needs and service gaps in the community, considers ways to improve coordination and collaboration, outlines priority areas and strategies to address need and improve outcomes for children and families, and identifies key community stakeholders.

The CSP builds on the extensive knowledge that Facilitating Partners (FPs) and their Committees have gained in working with their communities, often over long periods of time. It will consider opportunities for everyone in the community to work together to achieve true change in outcomes for children and families. This includes community members, service providers, governments, non-government organisations, researchers and evaluators, and business.

The development of the CSP presents an opportunity to critically reflect on the strengths of local communities, as well as any opportunities, challenges and emerging needs.

The CSP is a dynamic document that should be reviewed as new data becomes available or as you become aware of changing needs within the community. It should inform the development of Activity Work Plans.

#### Key dates and documents

All FPs are required to provide a CSP for each Service Area by **1 April 2022** covering the period **1 July 2022 to 30 June 2026**. CfC FPs will also be required to provide a brief update on the progress of their CSP within their annual Activity Work Plan Report.

The CSP needs to align with the <u>Families and Children Activity Outcomes Framework</u> (at **Appendix E** of the updated <u>Operational Guidelines</u>) and the Communities for Children Facilitating Partners objectives (see <u>Appendix A</u>).

Other key departmental documents that should inform the CSP include:

- Families and Children Program Guidelines Overview
- <u>Communities for Children Facilitating Partner Operational Guidelines</u>
- Communities for Children Facilitating Partners Grant Agreement
- Families and Children Access Strategy Guidelines

## 1. Communities for Children Facilitating Partner's Details

This section must be completed and signed before it is submitted to your Funding Arrangement Manager for review.

## Facilitating Partner Details

Service Area Name	Brimbank
FP Name	The Smith Family
FP Contact Name	Humera Zeeshan
FP Contact Title	Project Manager
Address	7/2 Devonshire Road Sunshine
State/Territory and Postcode	Victoria 3020

#### **Community Strategic Plan**

Date Communities for Children Committee agreed to Community Strategic Plan	25 March 2022
Name of Facilitating Partner Authorising Officer	Karen Russell National Manager Early Years and Government Programs
Signature of Facilitating Partner Authorising Officer	

#### DSS Use

Date of Submission to DSS	
Date of DSS approval	
DSS Delegate Name	
DSS Delegate Position	
DSS Delegate Signature	

## 2. Community Needs Assessment

#### Where we work

Brimbank Communities for Children works on the lands of the Wurundjeri and Bunurong People of the Kulin Nation.

The service area currently includes 10 of the 25 suburbs of the Brimbank Local Government Area - Albion, Ardeer, Cairnlea, Deer Park, Derrimut, St Albans, Sunshine, Sunshine North and Sunshine West and Sydenham (see <u>Appendix B</u>).

Priority needs have also been identified within the adjacent suburbs of Kings Park, Delahey and Albanvale based on evidence from data analysis and stakeholder engagement. Expansion of the CfC footprint to incorporate these three suburbs has been proposed (pending DSS approval).

The population within the current Brimbank CfC service area is 144,231 people (69% of Brimbank City's population). 22,309 children live in the CfC service area (71% of all children in the LGA). Kings Park, Albanvale<sup>1</sup> and Delahey comprises an additional 22,178 people, 3,510 of whom are children aged 0 to 12 years.

The Brimbank CfC service area includes some of the most socioeconomically disadvantaged and culturally diverse population groups in Victoria.

#### **Evidence Informed Approach**

The development of the Brimbank CfC Community Strategic Plan has been guided by an evidenceinformed approach seeking to explore the current state of child health and wellbeing and what a child-friendly community means in Brimbank. This has involved systems mapping, use of population level data from a range of sources as well as community and stakeholder engagement. The process was governed by our Communities for Children Committee (CCC) and CSP Working Group.

This evidence has been aligned to '<u>The NEST' framework</u><sup>2</sup>, a strengths-based, holistic, child-centred approach to wellbeing. Under this framework, six things support the wellbeing of children and young people: being loved and safe, having material basics, being healthy, learning, participating and having a positive sense of culture and identity. A review of community strengths and needs within these six domains has helped to highlight where we perform strongly and key opportunities for focus over the next four years.

#### **Key Outcomes**

The key outcomes from the 'Outcomes Framework for the Family and Children Activity' that CfC Brimbank will be looking to address include:

- Children and young people thrive;
- Adults are empowered;
- Family relationships flourish; and
- Communities are cohesive.

#### Key Community Needs and Strengths

The key community priorities for the Brimbank CfC service region (identified through data analysis and consultation with service providers and community members) are outlined below.

#### • Cultural diversity, isolation and barriers to participation

<sup>&</sup>lt;sup>1</sup>Note: The suburb of Albanvale is often combined with the suburb of Kings Park when data is only available at the Statistical Area Level 2 (SA2), and referenced only as 'Kings Park' (SA2). SA2 areas are medium-sized areas representing a community that interacts together socially and economically.

<sup>&</sup>lt;sup>2</sup>Australian Research Alliance for Children and Youth (2013), The Nest Wellbeing Wheel: <u>www.aracy.org.au/the-nest-in-action</u>

Brimbank is culturally diverse with more than 160 different languages spoken, almost 1 in 2 people born overseas and nearly 2 out of every 3 people speaking a language other than English at home. The community comprises a mix of established communities such as Vietnamese, Indian and Filipino as well as many new small and emerging communities such as Afghan, Burmese, Syrian and Horn of Africa communities.

This diversity and the welcoming, inclusive nature of the community is recognised as one of Brimbank's greatest strengths.

However it also presents challenges such as language barriers and confidence for families to access or engage with programs. Community members with temporary visa status are particularly disadvantaged, often facing additional barriers including eligibility and financial.

The need for:

- more culturally-safe places and culturally or language-specific programs to support the engagement of culturally diverse and First Nations families;
- community-led approaches, providing soft-entry points and the importance of building trusted relationships;
- programs which engage small and emerging communities, multicultural programs and programs which provide opportunities for cross/intercultural connection;
- more programs focusing on Aboriginal culture and connection were also identified.

#### • Child Development, Early Learning and Intervention Support

1 in 4 children in the Brimbank CfC service area are developmentally vulnerable in one or more Australian Early Development Census domains and require extra support in their first year of school. 1 in 6 are vulnerable on two or more domains. The locations that have the highest proportion of children 'at risk' or 'vulnerable' across the five domains are Ardeer, St Albans, Albion, Delahey. (AEDC, 2018)

2018 AEDC results indicate that Brimbank children experience significant vulnerabilities in 'language and cognitive skills' (noting that the assessment assesses only English language abilities). Service providers have observed the impact of COVID-19 with many children starting kindergarten or school having spoken no English prior, having been isolated at home within non-English speaking households. Parents and services are also concerned about children's social and emotional development with the pandemic inhibiting opportunities for interacting with other children. The increase in screen-time was also a concern expressed by many families.

Services highlighted the need to support families and children in the early years. This includes identifying early signs of developmental delay in children and supporting parents to recognise and address these at home and/or access the appropriate supports through referrals. Eligibility for funded services is a barrier for many families. There are significantly long waiting periods for early intervention and access to allied health services, especially speech therapy.

There is an opportunity to support families while they are waiting for their early intervention appointments and consider ways to engage families that are not attending child health appointments, playgroups, early learning centres or kindergarten with information on child developmental milestones. Supporting families to embed learning and play opportunities within their normal routines has been a positive outcome from COVID that can continue to be built upon.

Attendance in traditional face to face school and early education has been impacted significantly over the past 2 years due to COVID-19. Services have identified some challenges in school readiness and re-engaging some children in learning, especially those starting schools and in the middle years. The longer lasting social and economic impacts of COVID-19 is likely to continue to impact children's engagement with education and overall wellbeing outcomes.

Parents, particularly single parents, identified a need for more flexible work opportunities and hours of operation to support kindergarten participation as well as enable school drop off and pick up.

Comparatively, digital access and inclusion levels in Brimbank have improved and are now slightly above the state average. However digital literacy and exclusion still remains a barrier for many families.

One of the positives of COVID was the increased level of family engagement in children's learning and development at home and connection with educators/services. There was also increased advocacy of families for their child's learning in new ways, trust and communication between parents and providers/educators was strengthened and a more collaborative partnership approach with parents was achieved.

#### • Family and Child Health and Wellbeing

The socio-economic and demographic profile of Brimbank has characteristics that correspond to some of the most common causes of mental health problems such as high levels of unemployment, social disadvantage, poverty as well as trauma. Mothers Index results show mothers in the Brimbank CFC program area are also facing much greater challenges than most mothers in other parts of Greater Melbourne. (Save the Children 2016)

Brimbank has the second highest number of people seeking asylum of any LGA in Victoria with an estimated 7,149 people seeking asylum living in the community on either temporary protection or bridging visas whilst awaiting determination of their claims (RCOA, 2020). Consultation indicates there is also a high level of young mothers living in Brimbank on temporary student or sponsored visas.

Brimbank has high levels of obesity and diabetes, poor nutrition, and low levels of physical activity. 1 in 6 children aged 2 to 17 years are overweight.

Community consultation reinforced the significant increase in mental health concerns within the community, including socio-emotional wellbeing of children and parents/carers. Additional challenges include social isolation and lack of connectedness, as well as needs related to healthy relationships.

Financial stress from unemployment, income insecurity, remote learning and a reduction in social connection were some of the key drivers of mental stress during the lockdown period.<sup>3</sup>

Families and service providers identified emerging child health needs linked to anxiety, lack of physical activity and an increase in screen time. The increased cost of daily living, ongoing fears of COVID, transport barriers as well as the challenges for working parents being able to take children to participate in activities was frequently highlighted. Families' mental health is being impacted by trauma, anxiety and not having the material basics.

The need for more:

- free or subsidised activities to reconnect kids into sport, physical activities or to their community;
- mental health and social/emotional wellbeing support including a focus on preventive/early intervention, holistically treating families and using soft entry points;
- support targeted to single parents and younger parents;
- programs and activities to connect parents and strengthen family protective factors relating to parent resilience, social connections, knowledge of services and concrete support in times of need were identified.
- Children being safe at home and in the community

<sup>&</sup>lt;sup>3</sup>Brimbank City Council, 2021, COVID-19 Community Impact Analysis

Police data shows the rate of family violence in Brimbank has been increasing over the last four years, with family incident rates and violence against women higher than both state and North West Metro region levels. Service providers have identified that domestic and family violence is a priority community issue, with increased levels as a result of the COVID pandemic.

Children were recorded as an affected family member or witness in 38% of all family violence incidents (CSA, 2020/2021). This exposes local children to negative physical, emotional, social and financial consequences, and to increased risk of being perpetrators and/or victims of domestic violence later in life.

Families with disability, from CALD and asylum seeking backgrounds and families trying to break the cycle of intergenerational patterns of family violence and trauma are some of the most vulnerable and face additional barriers in accessing support.

Consultation with children and parents identified a number of safety concerns related to violence and drugs in local neighbourhoods, keeping kids safe and protected outside, ongoing concerns about COVID and experiences of bullying. Concerns related to keeping children safe online were also frequently identified.

There is a need:

- to strengthen family protective factors such as embedding family violence prevention and early intervention support within programs to increase understanding of gender-based violence and respectful relationships;
- for programs that support cyber safety.

#### • Meeting material basics of families and children and lack of time

Brimbank includes some of the most socioeconomically disadvantaged population groups in Victoria. 1 in 3 children are living in poverty, double the national average.

The 2021 Dropping off the Edge Report, identifies five of the Brimbank CfC suburbs - St Albans, Sunshine North, Sunshine West, Kings Park and Albanvale - in the Top 40 most disadvantaged locations in Victoria, experiencing multilayered, severe disadvantage.

Contributing factors include:

- high rates of unemployment or job stability nearly 1 in 5 children living in jobless families, many long term unemployed.
- low income 1 in 5 households are low income households, living on less than \$650 per week. Half the working women in Brimbank earn less than the minimum weekly wage.
- high levels of gambling harm with losses from electronic gaming machines the highest in the state.
- high levels of housing stress, severe overcrowding and insecurity Brimbank has the highest incidence of homelessness in Melbourne's West and the largest number of people accessing specialist homelessness services in Victoria.
- food insecurity which has become more prominent due to rising living costs and the impact of COVID.

Compounded by the impact of COVID, many families experience challenges in meeting the basic requirements of daily life: shelter, food and the resources to live day to day. These living conditions have a wide range of impacts on child and family wellbeing.

Brimbank has a high number of single parent families, with the highest number in Kings Park where 1 in 5 families are one parent households.

Many parents, particularly sole parents families, spoke about their lack of time and the challenges of supporting their children, keeping them safe, healthy and active, while juggling the ongoing demands of work, financial pressures and other commitments.

The resilience shown in the face of such extreme and debilitating adversities was identified through consultation as one of the greatest strengths of children and families in Brimbank. As was the level of engagement and commitment to their children's learning and aspiring for the best for their families.

#### Focus

Brimbank CfC will continue to maintain a focus on the early years, as well as responding to the need identified for supporting children and families in the middle years, whilst remaining cognisant of the importance of overall family wellbeing and functioning and the role it plays in positive life outcomes for children and families.

#### Current service and service gaps

Brimbank has a strong community service sector with a range of place based, child and family and other specialist services working to meet the needs identified above. The majority of services are based in Sunshine or St Albans.

Brimbank has strong multicultural networks with a range of ethno-specific community groups and multicultural services supporting new arrivals in Brimbank. These services and networks play a valuable role in connecting and supporting hard to reach migrant and refugee families, overcoming language or cultural barriers.

Whilst there are some very active community leaders, elders and support services in Brimbank, community and stakeholders engagement indicated key gaps in culturally safe places, targeted community-led support for Aboriginal and Torres Strait Islander families.

There are a number of interagency networks, including the Brimbank Early Years Network, as well as Communities of Practice which offer connection, professional learning, and a platform for addressing some of these needs collectively.

Despite the variety of services and networks, there is still a lack of awareness of the support and programs available. Through our consultation with parents and services, we heard that families find it hard to know about services and what support or programs are available. Systems are often complex to navigate. Eligibility restrictions, long waitlists, language or literacy barriers often prevent access.

"The system can be quite overwhelming for families. They often get referred to multiple services, with no one organisation taking responsibility for the child's needs. This often causes them to just withdraw from accessing services. Also there are no "in-between" supports when they are referred from one service to another, especially when there are significantly long wait times." (Brimbank stakeholder)

Many stakeholders were also unaware of the range of services available, including the existence of the Communities for Children initiative and funded programs. Opportunities to improve awareness, identify areas of duplication and target areas of greatest need were highlighted. Service mapping of existing programs, particularly parenting support programs, to inform CFC program funding and identify strategic partnership opportunities was recommended. Challenges in maintaining the currency and sharing this information with time-poor service providers was also highlighted.

Growing Brimbank and Restacking the Odds are two large university research projects focusing on long term, place-based research and evidence-based interventions to improve health and education outcomes in Brimbank. There is a potential opportunity to connect Brimbank Communities for Children into this strategic alignment work.

Although there is some very positive collaboration in the area, there is a need for more, as identified through this community strategic planning process.

CfC FP will actively support and collaborate with similar initiatives in the Brimbank LGA to leverage, rather than duplicate, existing resources and projects and seek to improve cross-sector connection, working across the six domains of the ARACY Wellbeing Wheel for Children to support children's wellbeing.

#### 3. Community Engagement

The CfC FP initiative commenced in Brimbank in 2005 and since this period the project has developed many strong connections across the service sector as well as the broader community.

The development of this Plan has provided an opportunity to review our community engagement approaches and to strengthen and build new relationships with key stakeholders for future collaborations and partnerships.

#### Engagement through the Community Strategic Planning:

A range of engagement activities were undertaken to consult and involve children, families and key stakeholders in development of the new CSP.

Throughout the planning phase, 199 community members and service providers were engaged in the process. 51% were parents, 33% were children and 15% were service providers and key stakeholders.

Children and families represented a range of diverse cultural and linguistic backgrounds with 20 languages (other than English) spoken. 1% of participants identified as Aboriginal, 62% were from a non-English speaking background, 11% were parents of a child with a disability/additional needs. All suburbs within the CfC footprint were represented.

A range of engagement methods were used including online surveys and 1:1 telephone interviews with parents/carers, service providers and key stakeholders. A tailored activity was created to ensure the voices of children were also represented. Due to the impact of COVID-19, Brimbank CfC FP leveraged trusted relationships with Community Partners and other community networks to capture as many local voices of children and families which greatly enhanced access and participation. Bi-lingual/bi-cultural staff and Telephone Interpreter Services (TIS) were also used to overcome language barriers. The engagement involved children, families, and stakeholders both familiar or involved in CfC programs, as well as many who were not.

In-depth stakeholder interviews with a broad cross section of stakeholders, has helped to provide a 360 degree view on the CfC program and priority community needs and strengths to inform the plan.

It has also helped to establish and strengthen relationships to set the scene for future collaborations and partnerships.

Brimbank's Communities for Children Committee (CCC) and CSP Working Group supported consultation initiatives and strengthened knowledge to inform the community needs assessment.

#### Ongoing engagement with the community and stakeholders in implementing the CSP

CfC Brimbank will continue to build on these community networks and engagement approaches with each of our Key Stakeholders as outlined in section 6.

Our approach will seek to:

- Engage a broad cross section of the community including under-represented or hard to reach groups we will seek to ensure that people who are often left out of the decision-making are reached, included and supported to participate.
- Leverage existing networks and build new relationships including with community groups from diverse communities including First Nations and small and emerging communities.
- Be inclusive using both universal and targeted approaches to respond to the specific needs of the community (e.g. language, culture, ability, literacy)
- Be strengths-based, community-led and solution-focused leveraging the strengths of the communities we work with to grow practical, sustainable, and self-determined solutions
- Build trust and long term relationships
- Be culturally informed and continue to develop our cross-cultural awareness and competency
- Explore interactive and technology enabled methods, recognising the ongoing impact of COVID and the need for hybrid delivery options of face to face and virtual means. This also includes exploring other options in addressing the issue of digital access and digital ability.
- Be genuine and relevant and recognise and value people's time and contributions
- Communicate regularly and provide feedback and progress updates to facilitate further change.
- Develop and leverage strategic partnerships, collaborative approaches, advocacy and information exchange.

Some of our key engagement methods include:

#### • Brimbank Communities for Children Committee

The CfC Committee meets quarterly and will continue to plan, guide, support and monitor the overall strategic direction and implementation of the CSP. The Facilitating Partner will ensure Committee membership continues to engage a broad representation of the community and key stakeholders including local Council and relevant government agencies, Community Partners and specialist service providers, parent and community representatives and cultural advisors who are reflective of our culturally diverse community and CfC priority groups and with strong connections to the local community. The committee has met regularly throughout the CSP planning phase and will continue to meet bi-monthly.

#### • Brimbank Early Years Network

The Smith Family continues to work in partnership with Brimbank Council to maintain the Brimbank Early Years Network as a key consultation and engagement mechanism for local services. The Network provides an effective opportunity to increase awareness of services, professional development, good practice and information exchange, identify emerging community

needs or common challenges as well as to develop strategic and coordinated planning or advocacy for collective impact.

#### • CfC FP Newsletter:

Brimbank CfC produces a monthly newsletter with the aim of ensuring information regarding local families and children programs and initiatives is distributed broadly. Professional Development opportunities are also listed. The newsletter's distribution engages over 600 recipients.

The CSP process has identified a number of priority areas for engagement focus:

- Expanding our connections with CALD communities in the Brimbank region, including new, emerging or other established communities.
- Developing and maintaining relationships with Aboriginal and Torres Strait Islander elders, leaders, workers and services in the Brimbank region.
- Identifying child, parent and community participation opportunities and leveraging trusted relationships with Community Partners and service providers to engage parents and children.
- Developing and maintaining relationships with schools within the service delivery region, identifying collaborative opportunities aligned to common issues and local school strategic agendas.
- Strengthening relationships with federal, state and local government agencies, universities and strategic partners in the Brimbank region and identifying opportunities for collaboration and system change.
- Actively participating in local and regional networks, representative bodies and forums.

Our engagement approach will seek to overcome some of the key engagement challenges such as:

- The digital divide and lack of digital access or literacy for many local families.
- Cultural and gender roles, stigma, shame, confidence, trust or concerns about confidentiality or child protection system.
- Continued impacts of COVID-19 impacting on service delivery and the need to offer flexible, hybrid, online and face to face programs and other innovative engagement methods.
- The need for a reliable and effective source of service information for families and the use of a range of communication methods to engage not just in writing, in English, online or in newsletter.
- Strategies to engage isolated families including those with language barriers, lack of confidence, visa status, culturally isolated, facing violence, with mental health concerns, with child with additional needs, with transport barriers or limited financial resources.

COVID and our Strategic Planning process have strengthened our awareness of these needs, as well as of the passion and resourcefulness of the local community sector and of community members themselves. We will keep these challenges on the agenda of local interagencies and Committee meetings and be pro-actively involved in working to address them.

### 4. Service Area Vision

We asked children and families "What are your hopes and dreams for themselves and their family?". The key themes included: a happy, healthy, safe family; independence and opportunities in life linked to education, a stable and secure home and finances; a good future and opportunities to learn, develop and reach potential.

We also asked service providers what was the most important change they hoped to see for families and children over the next four years because of Brimbank Communities for Children. The key themes identified were:

- Children and families have a positive sense of belonging, identity and connection to others;
- Children and families have access to opportunities and the supports they need to be their best;
- Children, families and communities are more connected across cultures, languages, into the broader community;
- Children, families and communities have agency, cultural safety and opportunities to contribute to outcomes that affect them;
- The service system is responsive, culturally safe and interconnected and partners with community members and stakeholders to ensure communities are empowered and sustainable.

Our vision for 2022 - 2026 is:

#### Belong and be our best.

## Connecting and empowering children and their families in Brimbank to learn and grow, be healthy, safe and confident.

This vision reflects what we heard from children and families in Brimbank and the key priorities emerging throughout the community engagement and planning process.

It acknowledges the unique circumstances, abilities and aspirations of children, families and communities across the Brimbank region, whilst also reflecting their shared values, hopes and dreams.

The vision for Brimbank CfC is strengths-based and community-led. It places children and their families at the centre, whilst acknowledging the role that communities play in shaping health and wellbeing outcomes.

It also speaks to the resilience and diversity of Brimbank and seeks to be responsive to community needs and contexts, adapting as situations change and encouraging the active participation and inclusion of all community members.

### 5. Priority Areas

The three priority areas for Brimbank Communities for Children for 2022 - 2026 are:

- 1. <u>Learning and Developing</u> Children and families have everything they need to develop, learn and grow, with access to opportunities to be their best.
- 2. <u>Healthy and Safe</u> Children and families are supported to be healthy, active and safe at home and in the community.
- 3. <u>Connected and included</u> Children and families are well-connected, feel included in their community and are able to access the support they need.

#### **Priority Area One: Learning and Developing**

Children are supported with age-appropriate child development, access to quality early learning, positive school transition and engagement.

Families have the knowledge, skills and confidence to support their children's learning, development and life transitions.

Priority Overview:	<ul> <li>Nurturing and attachment, and knowledge of parenting and child development are protective factors for strengthening families.</li> <li>'Learning' is one of the six domains of ARACY Wellbeing Wheel for children and young people to thrive.</li> <li>This priority focuses on: <ul> <li>Improving early childhood development outcomes - supporting children with age-appropriate child development, access to quality early learning and supporting families to identify and respond to children who are developmentally vulnerable.</li> <li>Supporting families in their parenting role to grow and respond to their child's development and changing family circumstances.</li> <li>Supporting children through their life transitions to ensure children have the best possible start and are positively engaged in school.</li> </ul> </li> </ul>
Why it was chosen:	Early engagement and participation in learning and education is important for children's development, future opportunities and wellbeing. Universal access to quality early childhood services can improve children's development and school readiness, as well as broader community level educational, social and economic outcomes.
	The AEDC data for Brimbank shows high levels of developmental vulnerabilities, with some areas 2 to 3 times higher than state and national averages.
	Consultation with families identified priority support needs included building their knowledge, skills and confidence around aspects of parenting, particularly in the early years - supporting learning and development, managing behaviour and screen time and preparing their child for school. Barriers to access, complex systems and significantly long wait lists compounded by COVID, means there is a need to support families with children who are trying to access early intervention support while they are waiting for appointments.

Alignment to Communities for Children FP Objectives (see Appendix A):	Consultation indicated there are also gaps in support for parents once their child transitions to school, including maintaining social connections and supporting children with their learning. For some families this also includes support to prepare their child for high school and navigate the system. To improve the health and well-being of families and the development of young children, from before birth through to age 12 years, paying special attention to:
Alignment to Families and Children Activity Outcomes (see Appendix D):	<ul> <li>Children and Young People Thrive   Adults are Empowered outcomes:</li> <li>Positive mental health and wellbeing; Increased resilience; Positive relationships; Safe at home and in the community; Strong connections to social supports and community; Sense of self-efficacy and confidence.</li> <li>Family Relationships Flourish outcomes:</li> <li>Positive parenting/caregiver practices; Positive caregiver-child relationships; Respectful relationships; Family cohesion; Effective conflict management.</li> <li>Communities Are Cohesive outcomes:</li> <li>Communities are safe; Services are safe and inclusive.</li> </ul>
ARACY 'The Nest Wellbeing domain(s): <sup>4</sup>	Learning
What would success look like:	<ul> <li>Decrease in the number of children in the AEDC vulnerable domains across the CfC suburbs.</li> <li>Families understand the importance of being the child's first teacher. They have skills and knowledge, and access to information to support their children in the early years.</li> <li>Children are supported with age-appropriate child development and access to quality early learning and play opportunities.</li> <li>Families and children are connected to, and actively participate in, early learning opportunities and programs to meet their language, play and developmental needs.</li> <li>Children are actively readied for, and supported to transition through the education system, feel a sense of belonging to the school and are involved both academically and behaviourally.</li> <li>Families and children have access to information and are supported to navigate the education system.</li> <li>Parents are confident in, trust, and are motivated to engage with early learning and school activities and opportunities for both themselves and their child/ren;</li> <li>Families have the knowledge, skills and connectedness to support their children's aspirations.</li> <li>Increase in sector relationship and connections between the education and care, schools, community organisations and government agencies</li> </ul>

<sup>&</sup>lt;sup>4</sup> Australian Research Alliance for Children and Youth (2013), The Nest Wellbeing Wheel: <u>www.aracy.org.au/the-nest-in-action</u>

Outcome Measures:	All CfC FP funded projects will measure attendance rates and client outcomes through observation and surveys (pre and post service) as per DSS data collection. Each funded activity will have a program logic with the short- and medium-term outcomes. Community Partners will develop their own measurement tools. Monitoring of secondary data sources and long term measures such as AEDC, ABS, DESE, ACARA and other data at appropriate scales will measure contribution to change over time.
Strategies to achieve improved outcomes:	<ul> <li>Funded Direct Service Delivery - examples include:</li> <li>Continue providing early years programs that are evidence based.</li> <li>Increasing family connection to services that have a focus on improving their child/rens' participation in quality early learning and development opportunities.</li> <li>Building family and community capacity to understand development milestones, identify signs and support children with additional needs.</li> <li>Targeted evidence informed programs to support transitions and engagement in education.</li> <li>School mentoring programs for children.</li> </ul> Facilitating Partner and Committee Activities - examples include: <ul> <li>Consult with schools/Department of Education, families, children and communities on how to best support young people transitioning into school, and from primary into high school.</li> <li>Support community advocacy for improved access to early intervention programs and supports.</li> </ul>
Assets, resources and strengths:	<ul> <li>Existing learning education settings and Early Years Network</li> <li>Existing playgroups, School Hubs and other engagement touchpoints to connect with families and service systems to improve child developmental outcomes.</li> </ul>
Key Stakeholders:	<ul> <li>Children 0 - 12 years and their parents/families</li> <li>Community Partners</li> <li>Child and Family Services and Maternal and Child Health Nurses</li> <li>Playgroups, Early Learning Services, Kindergartens, Brimbank Early Years Network</li> <li>Schools, School Community Hub Coordinators, Department of Education</li> <li>Early intervention services and Brimbank Disability Network</li> <li>CALD and Aboriginal community leaders, organisations and services</li> <li>Brimbank City Council</li> <li>Neighbourhood Houses and Community Centres</li> <li>Communities for Children Committee</li> </ul>

### Priority Area Two: Healthy and Safe

Brimbank children are healthy and safe at home and in the community.

Children and families are supported to build positive and respectful relationships; enhance mental and social wellbeing; promote healthy development and active play.

Priority Overview:	Resilience and social and emotional competence of children are protective factors for strengthening families.
	'Being Healthy' and 'Being Loved and Safe' are two of the six domains of ARACY Wellbeing Wheel for children and young people to thrive.

Why it was chosen:	<ul> <li>This priority focuses on:</li> <li>Improving physical health and mental wellbeing outcomes for families and children.</li> <li>Increasing awareness and prevention of family violence and promoting respectful relationships.</li> <li>Supporting the safe and healthy use of technology.</li> <li>Improving social-emotional competence and wellbeing.</li> </ul>
	<ul> <li>Increasing levels of family violence and concerns for child safety.</li> <li>Concerns about children's mental health and wellbeing.</li> <li>Emerging child health concerns from low levels of physical activity and an increase in screen time.</li> <li>impaired social-emotional skills as a result of COVID-19.</li> <li>Mental and physical health for parents/caregivers.</li> <li>Families feeling isolated and disconnected.</li> <li>Parents struggling against multiple compounding challenges whilst also parenting, with single parents feeling particularly challenged.</li> </ul>
Alignment to Communities for Children FP Objectives (see Appendix A):	To improve the health and well-being of families and the development of young children, from before birth through to age 12 years, paying special attention to: <b>Healthy young families</b> and <b>Supporting families and parents</b> ; To create strong child-friendly communities that understand the importance of children and apply this capacity to maximise the health, well-being and early development of young children at the local level.
Alignment to Families and Children Activity Outcomes (see Appendix D):	<ul> <li>Children and Young People Thrive   Adults are Empowered outcomes:</li> <li>Positive mental health and wellbeing; Increased resilience; Positive relationships; Safe at home and in the community; Strong connections to social supports and community; Sense of self-efficacy and confidence;</li> <li>Family Relationships Flourish outcomes: Positive parenting/caregiver practices; Positive caregiver-child relationships; Respectful relationships; Family cohesion; Effective conflict management;</li> <li>Communities Are Cohesive outcomes: Communities are safe; Services are safe and inclusive.</li> </ul>
ARACY 'The Nest Wellbeing domain(s): <sup>5</sup>	Being Healthy Being Loved and Safe
What would success look like:	<ul> <li>Children have age appropriate social and emotional awareness and regulation, and social skills.</li> <li>Decrease in the number of vulnerable children in the AEDC represented in the domains for Social Competence, Emotional Maturity and Physical Health and Wellbeing</li> <li>Families have the opportunity to strengthen their skills and knowledge to create safe and positive interactions with their children.</li> <li>Children experience engagement, respectful relationships, improved physical and mental health that positively impacts their psychosocial and academic outcomes.</li> </ul>

<sup>&</sup>lt;sup>5</sup> Australian Research Alliance for Children and Youth (2013), The Nest Wellbeing Wheel: <u>www.aracy.org.au/the-nest-in-action</u>

Outcome Measures:	<ul> <li>Families, children and communities have the tools, knowledge and understanding of mental health literacy.</li> <li>Family violence prevention/respectful relationship education is embedded into service delivery wherever possible/appropriate.</li> <li>Families, children have the knowledge and support to ensure the safe and healthy use of technology.</li> <li>Children and families participate in accessible and affordable healthy activities.</li> </ul>
	develop their own measurement tools incorporating measures to capture health and safety outcomes. Monitoring of secondary data sources such as AEDC, CSA, ABS, VPHS, Health, and other data at appropriate scales will measure contribution to change over time.
Strategies to achieve improved outcomes:	<ul> <li>Funded direct service delivery - examples include:</li> <li>Improving social and emotional awareness, development and increased capacity in children.</li> <li>Initiatives that enable children and their families to participate in healthy activities together or reconnect kids into sport and physical activities.</li> <li>Improving family well-being with a focus on mental health and social-emotional wellbeing and a whole-of-family approach.</li> <li>Primary prevention programs to increase understanding of family based violence and respectful relationships.</li> <li>Cyber safety programs for parents and their children.</li> </ul> <b>Facilitating Partner and Committee - examples include:</b> <ul> <li>Enhancing service delivery capability and capacity with a focus on improving earlier support for children's mental health and wellbeing, gender-based violence and primary prevention or increasing trauma aware and informed support of children.</li></ul>
Assets, resources and strengths:	<ul> <li>Maternal and Child Health Centres, Nurses and Family Violence Practitioner</li> <li>Child FIRST (Family Information and Referral Support Team)</li> <li>All Come Out to Play program</li> <li>Existing service system and education settings</li> <li>Active Brimbank program</li> <li>Parks and community spaces/facilities across the CfC area</li> <li>National Children's Mental Health and Wellbeing Strategy</li> <li>Improved digital literacy of children, families and services</li> </ul>
Key Stakeholders:	<ul> <li>Children 0 - 12 years and their parents/families</li> <li>Community Partners</li> <li>Child FIRST (Family Information and Referral Support Team)</li> <li>Child and Family Services</li> <li>Health and Maternal and Child Health Nurses</li> <li>Playgroups, Early Years Services and Brimbank Early Years Network</li> <li>Schools, School Community Hub Coordinators, Department of Education</li> <li>Neighbourhood Houses and Community Centres</li> <li>Sport and recreation organisations</li> <li>Mental Health Services</li> <li>Brimbank City Council</li> <li>CALD and Aboriginal community leaders, organisations and services</li> <li>Department of Families (DFFH) and other government agencies</li> </ul>

Communities for Children Committee

#### Priority Area Three: Connected and included

Children, families and communities are well-connected with access to knowledge, skills, support and opportunities to participate, belong and be their best.

Communities and services partner to increase access, cultural safety and intercultural connection.

Priority Overview:	Social connections and concrete support in times of need are key protective factors for strengthening families.
	'Positive sense of culture and identity' and 'Participating' are two domains of the ARACY Wellbeing Wheel for children and young people to thrive.
	<ul> <li>This priority focuses on:</li> <li>Increasing connections and participation of children, families and communities to overcome the ongoing impacts of COVID.</li> <li>Supporting inclusion, diversity and belonging in community as well as connection to culture and country.</li> <li>Empowering families with knowledge of available services and opportunities and help to access and navigate the support they need.</li> <li>Partnering with families, communities and services to ensure places, programs and services are inclusive, accessible and culturally safe.</li> <li>Enhancing collaboration across the service sector to improve service connection and ensure families in Brimbank have increased access to learning opportunities, engagement and education outcomes.</li> </ul>
Why it was chosen:	The need for improved connections and linkages was the most consistent theme that emerged across all community engagement. COVID -19 impacted the ability for children and families to connect. Interagency networks and sector connections were also impacted. Many families are isolated with limited or fragmented connections between home, school, community and service providers. Although Brimbank has a strong service sector, there is a lack of awareness by families of the support available to them. Systems are often complex to navigate and there are opportunities to improve sector connection and collaboration. The pandemic did, however, allow the service sector to adapt new approaches in working with each other, families and children and there is enthusiasm to continue to explore new and innovative approaches to working together for collective impact.
	There is a need for both universal and targeted programs which engage hard to reach families, overcoming language, cultural and other barriers.
Alignment to Communities for Children FP Objectives (see Appendix A):	To create strong child-friendly communities that understand the importance of children and apply this capacity to maximise the health, well-being and early development of young children at the local level.
Alignment to Families and Children Activity Outcomes (see Appendix D):	<b>Communities are Cohesive outcomes:</b> Communities are safe and inclusive; Communities understand issues facing children, youth and families; All community members are able to participate in decision making; Services are accessible, appropriate and inclusive; Services work together to support families; <b>Children And Young People Thrive   Adults Are Empowered outcomes:</b> Strong connection to culture; Strong connections to social supports and the community; Positive relationships; Sense of self-efficacy and confidence.

## Communities for Children Brimbank

ARACY 'The Nest Wellbeing domain(s): <sup>6</sup>	Positive Sense of Identity and Culture
What would success look like:	<ul> <li>Children experience cultural learning, connection, identity and belonging that positively impacts their psychosocial and academic outcomes.</li> <li>Families are connected to the people and place they live in. They have positive social connections and engagement in the community.</li> <li>Children are provided with a range of opportunities to participate in the local community, increasing their social connectedness, their confidence and allowing meaningful input into local decisions that affect them.</li> <li>Service funding and delivery models are holistic, ongoing and sustainable and recognise the family as a whole unit and the context of their family life.</li> <li>Families have access to information and relationship-based support to navigate the service system with greater clarity, confidence, uptake and sustained engagement for themselves and their child/ren.</li> <li>Increased awareness of CfC programs and services; Activities are accessible, integrated with local places, settings and communication channels.</li> <li>Community members, leaders and services partner together to co-design programs, spaces and services that provide both universal access as well as targeted approaches, consider cultural context and safety and increase opportunities for community members to meet their own needs and support others.</li> <li>Enhanced sector capacity and cross sector collaboration leading to increased levels of access and engagement for families, their children and the community.</li> <li>New strategic partnerships and initiatives are developed leading to systems change and collective approaches to address family and children needs.</li> </ul>
Outcome Measures:	Client outcomes measured through observation and surveys (pre and post service) as per DSS data collection; Each funded activity will have a program logic with the short- and medium-term outcomes. Community Partners will develop their own measurement tools incorporating measures related to belong, connection and inclusion. Monitoring of secondary data sources such as AEDC, CSA, ABS, VPHS, Health, and other data at appropriate scales will measure contribution to change over time.
Strategies to achieve improved outcomes:	<ul> <li>Funded direct service delivery - examples include:</li> <li>Parent support, connection, capacity building and peer to peer support</li> <li>Programs that acknowledge and explore diverse cultural practices in relationships and parenting, while supporting families to understand and adjust to local customs and expectations</li> <li>Programs targeting Aboriginal and Torres Strait Islander families must be delivered in a culturally informed and respectful manner; informed and led by Elders and place based.</li> <li>Facilitating Partner Activities - examples include:</li> <li>Undertaking service mapping to identify existing parenting support groups and programs and gaps; connect with community, cultural and language groups to develop partnerships.</li> <li>Building community engagement and increased awareness of services through using a range of communication and engagement methods.</li> </ul>

<sup>&</sup>lt;sup>6</sup> Australian Research Alliance for Children and Youth (2013), The Nest Wellbeing Wheel: <u>www.aracy.org.au/the-nest-in-action</u>

	<ul> <li>Improve service sector capacity particularly in regard to cultural competency and safety and trauma aware and informed approaches</li> <li>Developing new partnerships and initiatives designed with and for families, children and communities.</li> <li>Enhance service sector cohesion, coordination and collaboration through networks and promote a collective impact approach</li> <li>Developing strategic partnerships to respond to common or emerging issues, identifying collaboration opportunities and planning sector responses.</li> </ul>
Assets, resources and strengths:	<ul> <li>Accessible community spaces across the CfC service area - such as schools/Community Hubs, libraries, neighbourhood and community centres, early childhood centres, Maternal and Child Health Centres, migrant resource centres, parks and recreation facilities - to connect with families, children and cultural groups</li> <li>Existing service systems and networks that can be leveraged - an enthusiasm for collaboration, including an awareness of the need to try flexible, innovative and responsive approaches to engagement and service delivery.</li> <li>Community networks, leaders and organisations with established, trusted relationships and connections to CALD communities and able to overcome language and cultural barriers.</li> <li>Intergenerational households and opportunities for intergenerational activities</li> <li>Aboriginal elders, services, Koori Education Support Officer and plans for the establishment of a Community Hub within Brimbank (in development) - cultural knowledge protocols must be considered and embedded in both program design and delivery</li> <li>Technology will also be leveraged to support hybrid service delivery methods and improve collaboration and coordination amongst the Committee, Community Partners and the wider community.</li> </ul>
Key Stakeholders:	<ul> <li>Parents of children 0-12 and their families</li> <li>Children and Family, Early Learning and School/Education providers</li> <li>Settlement Providers and Multicultural Services</li> <li>CALD and Aboriginal community leaders, organisations and services</li> <li>Networks and Interagencies</li> <li>Brimbank City Council and other government agencies</li> <li>Neighbourhood Houses and Community Centres</li> <li>Community Partners</li> <li>Communities for Children Committee</li> </ul>

#### 6. Key Stakeholders

The following outlines key stakeholders, collective networks, partnerships or initiatives that will need to be engaged to support the implementation of the CSP. They include anyone who has an interest in, or could be impacted by the Communities for Children program in Brimbank. These stakeholder

groups have been identified as part of the strategic planning process, and where possible, were consulted for their input into the Community Strategic Plan 2022 - 2026.

Stakeholder	How the stakeholder will be involved	Benefits in supporting service delivery and CfC outcomes
Children and Young People (0 - 12 years)	Service Users, Feedback/Evaluation, Consultation, Child participation activities	To improve child health and wellbeing outcomes and ensure CfC programs meet their needs and aspirations.
Parents and Carers of Children aged 0 - 12 years	Service Users, Feedback/Evaluation, Consultation, Collaboration (Co- designers/facilitators), CFC Committee Member	To improve family health and wellbeing outcomes, strengthen family protective factors and ensure CfC programs are culturally-safe and meet their needs and aspirations.
Aboriginal and Torres Strait Islander elders, representatives, KESOs and other service providers	Consultation, Collaboration, (Advisers/Co- design), Partnerships, CFC Committee Member	To listen and learn what First Nations families and children need and to work in partnership to build trust, engagement and co-design CfC programs that are culturally-safe, accessible and community-led; To ensure CfC direction is reflective of CaLD needs in the community.
CaLD Communities - community leaders, members, advocates and Faith-Based Leaders	Consultation, Collaboration, Partnerships	To increase accessibility and inclusion by CaLD families, particularly small and emerging communities; To strengthen engagement and ensure CfC programs are culturally-safe and accessible; To ensure CfC direction is reflective of CaLD needs in the community.
Settlement Providers and other Multicultural Services	Consultation, Networking, Partnerships, CFC Committee Member	To strengthen engagement, increase accessibility and inclusion by newly arrived families in CfC programs and ensure CfC direction is reflective of CaLD needs in the community.
Child and Family Services (CfC Community Partners and other Specialist Service Providers)	Consultation, Networking, Partnership, Se ctor capacity building, CFC Committee Member	To increase awareness, accessibility and inclusion of local children and families in CfC programs; to ensure CfC direction is reflective of emerging needs; to support sector capacity building and cultural competence; to encourage collaborative practice and ensure a greater collective impact. <i>Note: CfC FP will actively support and collaborate with similar</i>
		initiatives in the Brimbank LGA to leverage, rather than duplicate, existing resources and projects.
Communities for Children Committee (CCC)	Consultation, Collaboration, CCC Governance and Strategic Direction	To identify key priorities for strategic planning; to ensure CfC direction is reflective of emerging needs in the community; to strengthen the service system and identify strategic partnerships; to inform funding decisions about CfC projects, and the work of the Facilitating Partner; to monitor and evaluate the impact of the CfC program.
Brimbank City Council	Consultation, Networking, Partnerships to support sector capacity building, research, strategic planning and advocacy, CFC Committee Member	To increase access and inclusion of local families and identify emerging community needs; identify strategic partnerships and collaboration opportunities; to strengthen the service system, build service capacity and ensure a greater collective impact - seeking leverage, rather than duplicate, existing resources and projects.

Early learning services, kindergartens, Early Years Network	Consultation, Networking, Partnerships in service delivery, Sector capacity building	To improve inclusion and linkage of families to relevant early years learning and development support; to capture examples of best practice/gaps in services; to encourage collaborative practice and to support capacity building opportunities in the early years - for example AEDC analysis, cultural competency.
Schools, School Community Hubs, Department of Education	Consultation, Networking, Collaboration and Partnerships in service delivery, Sector capacity building, CFC Committee Member	To be informed about the needs and opportunities within the service system; to support sector capacity development and engagement with children and families; to ensure a greater collective impact.
Early intervention services (allied health, specialist services, NDIS providers, Brimbank Disability Network)	Consultation, Networking, Partnerships in service delivery, Sector capacity building, CFC Committee Member	To identify community needs, encourage collaborative practice and improve linkage of families to relevant supports in the early intervention and prevention space; To strengthen inclusivity and cultural competence within the sector.
State and Federal, government and community driven initiatives with overlapping aims and intentions	Consultation, Partnerships, Advocacy	To understand the emerging needs and trends for families and children; To advocate for family and children needs and system change within their spheres of influence; To ensure CfC priorities and strategies complement and enhance local, state and national objectives.
Interagency Networks and Communities of Practice	Consultation, Sector capacity building, Partnerships, Advocacy	To strengthen collaboration, build sector capacity, share information and good practice, identify gaps and strategic collaboration and advocacy initiatives.
University and Research Institutes	Consultation, Partnerships, Sector capacity building	To ensure CfC is reflecting best practice/latest research within its strategic planning focus.
The Smith Family teams	Networking, partnerships, consultation with Learning for Life and SaverPLus	To strengthen collaboration, information sharing and collective impact.

# Appendix A - Communities for Children Facilitating Partners objectives

- To improve the health and well-being of families and the development of young children, from before birth through to age 12 years, paying special attention to:
  - Healthy young families supporting parents to care for their children before and after birth and throughout the early years;
  - Supporting families and parents support for parents to provide children with secure attachment, consistent discipline and quality environments that are stable, positive, stimulating, safe and secure;
  - Early learning provide access to high quality early learning opportunities in the years before school; provide early identification and support for children at risk of developmental and behavioural problems; assist parents with ways they can stimulate and promote child development and learning from birth; and
  - School transition and engagement support children and families to make a smooth transition to school and work with local schools to assist children and families with their ongoing engagement with school.
- To create strong child-friendly communities that understand the importance of children and apply this capacity to maximise the health, well-being and early development of young children at the local level.

Priority groups include:

- families hard to reach or experiencing disadvantage or vulnerability, including children at risk of abuse and neglect
- families from culturally and linguistically diverse backgrounds
- families from Aboriginal and Torres Strait Islander backgrounds

#### Melbourne Airport **Keilor North** • • • • Sydenhames • Sydenham • • Keilor • Taylors Hill Delahey • Keilor Park **Keilor Downs** • Airport Wes Kealba Niddri St Albans St Albans • Burns de Cairnlea Cairnlea • • Sunshine North • Deer Park North Deer Park Ardeer 0 • • Albion Albion 0 Sunshine Sunshin Braybrook 0 Derrimut Dernmut\_ Sunshine West West Foot Footscray Taylors Lakes ylors Hill Kings Park Delahey **Kings Park** Albanvale

Deer Park

## **Appendix B: Brimbank CfC Service Area Map**

The current Brimbank CfC service area covers 10 of the 25 LGA suburbs:

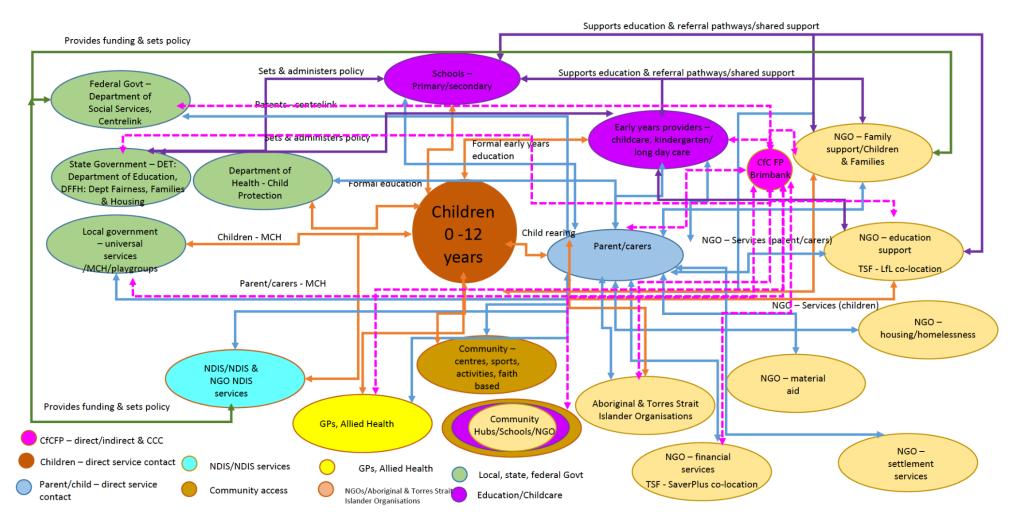
- Albion
- Ardeer
- Cairnlea
- Deer Park
- Derrimut
- St Albans
- Sunshine
- Sunshine North
- Sunshine West
- Sydenham

Priority needs have also been identified, based on evidence from data analysis and stakeholder engagement, within the 3 adjacent suburbs of:

- **Kings Park**
- Delahev
- Albanvale

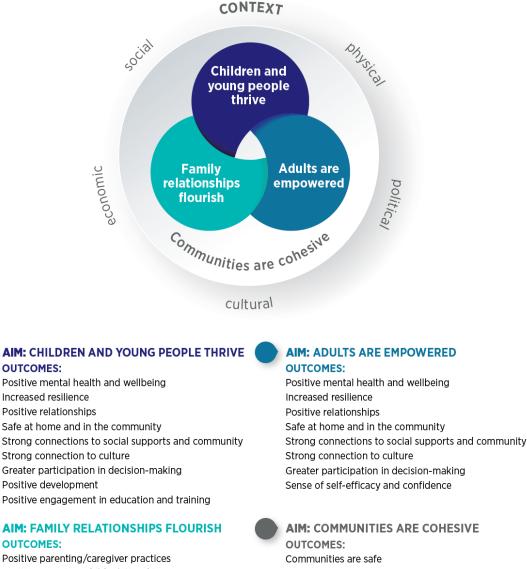
The proposed expanded footprint for the Brimbank CfC service area, incorporating these three suburbs, is shown below:

## Appendix C: Brimbank CfC Systems Map



## Systems Map – CfCFP Brimbank – Children 0 – 12 years

# Appendix D: DSS Outcomes Framework for the Families and Children Activity<sup>7</sup>



Positive parenting/caregiver practic Positive caregiver-child relationship Respectful relationships Family cohesion Effective conflict management OUTCOMES: Communities are safe Communities are inclusive Communities understand issues facing children, youth and families All community members are able to participate in decision making Services are accessible and appropriate Services are safe and inclusive Services work together to support families

#### WHAT DO WE MEAN WHEN WE SAY FAMILY?

A family can be made up of anyone a person considers to be their family. Families can include children, but they may not. Family members contribute significantly to the wellbeing of each other and play essential roles in supporting each other through life's transitions, stresses and celebrations.

#### WHAT DO WE MEAN WHEN WE SAY CONTEXT?

The context is the physical, social, cultural, economic and political environment that clients are located within. It can influence the extent to which clients' basic needs, such as stable housing and food security are met, and in turn, can affect their ability to engage consistently and effectively with services.

<sup>&</sup>lt;sup>7</sup>https://www.dss.gov.au/families-and-children-activity-outcomes-framework-with-suggested-data-exchange-score

## Appendix E: Community Scoping Summary

Evidence Base with summary of Desktop Review & Engagement Findings