

2023 **Action and Evaluation Plan**

KINGSTON YOUTH SERVICES

Kingston Youth Strategy

January 2023



Acknowledgement of Country

The City of Kingston proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respect to their Elders, past and present and emerging.

Council acknowledges the Bunurong's continuing relationship to the land and waterways and respects that their connection and spiritual identity is maintained through ancient ceremonies, songlines, dance, art and living culture.

Council pays tribute to the invaluable contributions of the Bunurong and other Aboriginal and Torres Strait Island elders who have guided and continue to guide the work we do.



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1.

Kingston Youth Services is here for young people

Our Mission – “Here for young people”

Kingston Youth Services is committed to ensuring when delivering our services and programs that we:

- Provide support where needed
- Create meaningful opportunities for participation
- Foster independence and prepare young people for their future
- Acknowledge that young people come with their own aspirations



2.

Why it is important to understand and demonstrate our impact

As a local government authority, Kingston City Council is required to demonstrate accountability for results and the responsible use of revenue. The emphasis on efficiency, effectiveness and appropriateness has increased since the introduction of a system to cap rates in 2015.

Council has worked hard to develop a responsible Budget that secures our city's financial sustainability while also continuing to provide high-quality support services to assist our community as it continues to recover from the impacts of the COVID pandemic (City of Kingston Adopted 2022/23 Budget).

The new Local Government Act 2020 is also intended to create a legislative environment that embraces innovation, modern business practices and microeconomic reform¹. The Kingston Youth Services team is located within the Family, Youth and Children's Services Department of the Community Strengthening division at Kingston City Council. Council staff are responsible for providing advice, implementing Council's direction and taking action on Council decisions. Council officers also provide advice and expertise to assist Council to form policy decisions, along with delivering services and implementing decisions.

The Local Government Act 2020 is a principles-based Act removing unnecessary regulatory and legislative prescriptions. The five principles that guide the new Act include:

1. Community Engagement

This principle aims to ensure all Victorians have the opportunity to engage with their council on the future of their community. At a minimum, all councils must adopt and maintain a community engagement policy which must be used in the development of:

- Planning and financial management
- Community vision
- Council plan
- Financial plan

2. Strategic Planning

The Local Government Act 2020 requires councils to develop an integrated, longer-term and transparent approach to planning that supports councillors in leading strategically, rather than focusing on operational issues.

The strategic planning principle works together with the community engagement principle to ensure that communities are involved in strategic planning and decision making.

3. Financial Management

A significant percentage of a council's revenue comes from rates, and the community has expectations that these rates will be used to deliver an array of services and infrastructure. It is vital that councils undertake responsible spending and investment that ensures financial, social and environmental sustainability.

The new Local Government Act 2020 is also intended to create a legislative environment that embraces innovation, modern business practices and microeconomic reform.

¹ <https://www.localgovernment.vic.gov.au/council-governance/local-government-act-2020/principles-of-the-local-government-act-2020>

Why it is important to understand and demonstrate our impact

4. Public Transparency

Openness, accountability and honesty are essential to build high levels of accountability and trust amongst citizens and enable fully informed engagement in the democratic process.

Councils will be required to adopt and maintain a public transparency policy, which must be in line with underpinning principles in the Act.

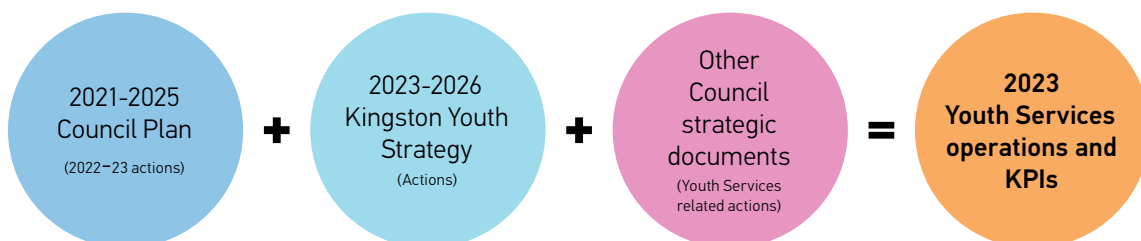
5. Service Performance

This principle ensure that councils deliver services to the community that are equitable, accessible, good value and meet the needs of their diverse communities².

Given this context, it is important for the Kingston Youth Services team to review its programs, events, support services and networks to assess whether they are an efficient, effective and appropriate use of time and resources and support the achievement of the Kingston Youth Services mission, "Here for young people".

The focus of this document is to outline priorities, key directions, actions and KPIs for Kingston Youth Services in 2023. It also presents the programs, events, services, networks and operational activities that will be the focus for 2023 as well as mechanisms for monitoring progress against KPIs and evaluating impact.

As shown below, the actions and KPIs originate from the 2021-2025 Council Plan, 2023-2026 Kingston Youth Strategy as well as other Council strategic documents.



² <https://www.localgovernment.vic.gov.au/council-governance/local-government-act-2020/principles-of-the-local-government-act-2020>

The Council Plan 2021-25 is a roadmap for how we will work in partnership with our community to build a more liveable and sustainable Kingston.

Kingston Council worked closely with our community to set the local direction for the future. The Council Plan provides accountability to the community, directs the organisation, and helps guide decision making. It also helps us track our performance and meet the legislative requirements set out in the Local Government Act 2020. Our community gave us a clear picture of what kind of future they want, outlined in their Community Vision. To access the Communities Vision visit: Council plan and budget - City of Kingston Progress against the plan is measured in quarterly performance and Council's annual reports.

The 2023-2026 Kingston Youth Strategy is a strategic plan for Kingston City Council to support empower and advocate on behalf of young people aged 12 to 25 years in Kingston. This Strategy was informed by input from 830 young people, 49 parents and carers, and 68 educators and services providers and it signals Council's commitment to support young people to achieve their goals and aspirations.

Other Kingston Council strategic documents relevant to Kingston Youth Services include:

- 2021-2025 Public Health and Wellbeing Plan and Action Plan
- 2020-2024 Family and Children's Strategy and Action Plan

State government guidelines and funding requirements apply for the following Kingston Youth Services programs:

- FReeZA
- Engage!



3.

Our strategic priorities and what will be delivered

The 2023-2026 Kingston Youth Strategy identifies four priority areas to achieve the Kingston Youth Services mission



Outline of key directions for each of the four priority areas

Priority 1. Kingston's young people are supported

- 1.1 Young people are supported when facing a set-back

- 1.2 Partnering with organisations and sporting clubs to enhance wellbeing opportunities for young people

- 1.3 Young people have access to mental health support and resources in times that are challenging or stressful

- 1.4 Young people and their families have easy access to youth-related information and resources

Priority 2. Kingston's young people are acknowledged

- 2.1 Young people feel welcome and accepted

- 2.2 The efforts and contributions of young people are recognised and rewarded

- 2.3 Young people are valued and acknowledged in their community

Priority 3. Kingston's young people are connected

- 3.1 Young people feel safe, connected and a sense of belonging

- 3.2 Young people have multiple points of access

- 3.3 Young people are involved and have a voice in local matters that affect them

Priority 4. Kingston's young people are prepared

- 4.1 Young people are supported to make informed choices and manage transition

- 4.2 Young people gain transferable skills to strengthen employment options

- 4.3 Meaningful developmental opportunities are available to young people

Our strategic priorities and what will be delivered

Kingston Youth Services Community Based Programs, Events and Support Services	P1: Supported	P2: Acknowledged	P3: Connected	P4: Prepared
Community Based Programs				
Art Sessions AYC: providing an arts-based session operating weekly from Aspendale Gardens Community Centre (11-17)		✓	✓	
Cooking with AYC (Cook Bake Create): providing an online social space to connect with peers and learn life skills (11-17)			✓	✓
Courses – workshops and short courses (in-person): access to life skills, training or accreditation to improve employability	✓		✓	✓
Freeza P81 Events: upskilling and/or training members to be industry ready in music/events spaces		✓	✓	✓
Junior Council: leadership and development program for Grade 6 students		✓	✓	✓
Queer in Kingston (QIK): providing a supportive and safe social and recreational program for LGBTIQA+ (12-17)	✓		✓	✓
Universal: Practising and showcasing creative talent and optional upskilling to improve employability		✓	✓	✓

Kingston Youth Services Community Based Programs, Events and Support Services	P1: Supported	P2: Acknowledged	P3: Connected	P4: Prepared
Paid youth roles: supporting young people's contributions by offering paid employment opportunities across service scope.		✓	✓	✓
YA Chat: monthly social space in partnership with Parkdale Library	✓		✓	
Youth Advisory Committee (YAC) (12-17 & 18-25): consultation and advisory committee supporting the voices of young people		✓	✓	✓
Young Women's Leadership: Partnership with organisations to provide leadership support and development		✓	✓	✓
Community Events				
Junior Mayor Elections		✓		
Youth Art Expo		✓	✓	
Youth Awards, Youth Week and P81 Events		✓	✓	

Our strategic priorities and what will be delivered

Kingston Youth Services Community Based Programs, Events and Support Services	P1: Supported	P2: Acknowledged	P3: Connected	P4: Prepared
Support Services				
School-based programming and support				
Lunch time engagement sessions	✓		✓	
Grade 6 & Year 7 Support	✓		✓	✓
Tailored school programs	✓		✓	✓
Parent information nights (PINs)	✓		✓	✓
Kingston teachers quarterly breakfast	✓		✓	✓
Youth Work Support and Counselling				
Free access to Youth Work Support and/or Counselling	✓		✓	✓
Communication platforms for youth voice				
Website		✓	✓	
Social media (Facebook and Instagram)		✓	✓	
Newsletter		✓	✓	

Kingston Youth Services team members also participate in a range of networks which aim to build partnerships and capacity to address the four priority areas

Kingston Youth Services Networks	P1: Supported	P2: Acknowledged	P3: Connected	P4: Prepared
Partnership and collaboration – external				
Bayside, Glen Eira, Kingston Local Learning and Employment Network (BGKLEEN)			✓	✓
Bayside, Glen Eira, Kingston Youth Network	✓		✓	✓
Hawks Community Foundation's (HCF) Youth Advisory Network	✓		✓	
headspace Consortium & suicide prevention	✓		✓	
L2P steering committee	✓	✓		✓
Partnership and collaboration – Internal (Council)				
Volunteer Network		✓	✓	
Other				
FREEZA (Representative)			✓	✓
PUSH (Representative)			✓	✓
Respectful Relationships (Critical Friend)	✓		✓	✓
School Focused Youth Services (SFYS)			✓	✓
School Wellbeing Co-ordinators (Representative)	✓		✓	
YACVic (Member), Youth Participation and Practice Network			✓	✓

4.

Monitoring, evaluating and reporting our progress

4.1.

Why Kingston Youth Services monitors progress and evaluates impact

Monitoring and regular reporting are helpful for understanding and demonstrating progress made at a certain point in time and identifying where interventions or adjustments may be required. Evaluation is useful for understanding and demonstrating efficiency, effectiveness and impact.

Evaluation is a systematic and objective process. It aims to determine the merit or worth of an activity usually in relation to its effectiveness, efficiency and appropriateness.

The intended purpose of evaluation is to determine:

- Is the activity achieving the intended outcomes? Or producing unintended outcomes?
- Does the activity provide good value (for time and money invested)?
- Should the activity be continued/replicated, expanded, modified or discontinued?
- Are there better ways to achieve the same result?

Suggested evaluation framework (based on the Rainbow Framework by Better Evaluation)

- **Managing the evaluation:** engage key stakeholders, agree on scope, decision making processes and ethical standard
- **Defining what will be evaluated:** describing the activities, intended participants and key indicators (for short and longer term)
- **Framing the boundaries:** agreeing on the evaluation questions and determining what success looks like

- **Describing outcomes and impacts:** determining how feedback (data/evidence) will be gathered, managed and analysed
- **Who – determining information source (level of analysis and sample size):**
 - Internal: Youth Services representative, Council colleague, website/social media metrics
 - External: Young people, students, external facilitator, school representatives, teachers, parents
- **How and what – information and feedback will be gathered (research technique):**
 - How: online surveys, in-person written or verbal feedback, phone calls, emails, pre- and post-activity evaluation forms, system/auto-generated
 - What: tally counts, formalised or documented feedback, informal or internal insights
- **Managing data:** consistent data collection, recording and secure storage
- **Analysing the data:** generating tables and statistical results
- **Understanding causes of outcomes and impacts:** use of multiple datasets and/or data sources (i.e. multiple levels of analysis)
- **Synthesising, reporting and supporting the use of findings**

For more information:

[betterevaluation.org/en/resource/tool/betterevaluation_tool](https://betterevaluation.org/en/resource/tool/betterevaluation.org/en/resource/tool/betterevaluation.org/en/resource/tool/betterevaluation_tool)

4.2.

Kingston Youth Services council wide reporting responsibilities

Each Council department has internal reporting responsibilities which aim to monitor progress and demonstrate accountability for results and the responsible use of revenue. Each Council department has internal reporting responsibilities which aim to monitor progress and demonstrate accountability for results and the responsible use of revenue.

Kingston Youth Services has internal and external reporting requirements for the State Government funded programs (FReeZA and Engage!). Requirements listed below.

Council reported KPIs	Evidence	Reporting frequency
2021-2025 Council Plan		
Strategic Objective 4.1 We are progressive, inclusive and prioritise the wellbeing of all members of the community Si 48 Satisfaction with Kingston's youth services support and counselling	Reported as % with commentary as required	Quarterly
2020-2024 Family and Children's Strategy Action Plan objectives		
Respond to changing community needs and government policy directions	Compliance with the Child Safe Standards ensured via continued implementation of projects and activities in Council's Child Safe Action Plan	Annually

Monitoring, evaluating and reporting our progress

4.2.

Kingston Youth Services council wide reporting responsibilities

Council reported KPIs	Evidence	Reporting frequency
2021-2025 Public Health and Wellbeing Plan		
<p>1. A healthy and well community</p> <p>1.3 Improve mental wellbeing</p> <p>1.4 Reduce harm from alcohol and other drugs, smoking and gambling</p>	<ul style="list-style-type: none"> Participate in a community focused Kingston Mental Health Working Group with relevant stakeholders to support collaboration Provide mental health and wellbeing education, training and wellness sessions to diverse community groups Increase awareness and knowledge in the community about gambling harm and the affects it has on the community by supporting local organisations and providing customised education. Promote information about Council's Alcohol-Free Zones and partner agency health messages to reduce harmful alcohol and drug use through Council's media channels. 	Annually
<p>2. A safe and secure community</p> <p>2.1 Improve safety in the home and community</p> <p>2.3 Reduce the prevalence of family violence</p>	<ul style="list-style-type: none"> Partner with Victoria Police and other stakeholders to coordinate responses to safety concerns in Kingston. Improve community understanding of family violence, prevention and support through workshops, events and promotional campaigns (such as the Kingston Women of the Year Awards, International Women's Day civic event, 16 Days of Activism Against Gender-Based Violence and promoting healthy masculinities through programs such as Modelling Respect and Equality). 	Annually

Council reported KPIs	Evidence	Reporting frequency
2021-2025 Public Health and Wellbeing Plan		
<p>3. A kind and connected community</p> <p>3.1 Increase participation in community activities and volunteering</p> <p>3.2 Reduce social isolation and loneliness</p> <p>3.4 Increase inclusion, respect and belonging</p>	<ul style="list-style-type: none"> • Support volunteering in the local community through provision of volunteer training, building capacity of community groups and matching skilled volunteers to support groups. • Encourage the participation of people from diverse backgrounds and under-represented groups on Councils Advisory Committees through targeted promotional campaigns and networking with community groups and local services. • Promote and participate in the annual Pride March. • Promote Kingston Libraries as a safe place for people to 'be' and connect with their community. • Provide spaces and opportunities for young people to meet and form friendships and connections through programs such as the FReeZA Committee and Aspendale Youth Cove. • Facilitate the weekly Queer in Kingston support group to provide social support to young people who may identify as same sex attracted, gender diverse or questioning their sexuality and gender. • Support, deliver and promote events focused on awareness and celebration of our diverse community to increase knowledge about all cultures, faiths, human rights and discrimination (such as Cultural Diversity Week, IDAHOBIT, NAIDOC Week, LGBTQIA+ discrimination, International Day of People with a Disability, Kingston Women of the Year Awards and the Spring Fair). • Develop a leadership program for young leaders to support inclusion and belonging of young people from diverse backgrounds in community life. 	<p>Annually</p>

Monitoring, evaluating and reporting our progress

4.2.

Kingston Youth Services council wide reporting responsibilities

Council reported KPIs	Evidence	Reporting frequency
2021-2025 Public Health and Wellbeing Plan		
4. A liveable community 4.3 Increase equitable participation in the workforce and local economy	<ul style="list-style-type: none"> • Deliver the work ready program to equip young people with skills and knowledge for employment. • Deliver the financial literacy program to increase knowledge about how to be financially responsible. 	Annually
5. An informed and empowered community 5.1 Improve provision of accessible health and wellbeing information, programs and services 5.2 Increase participation in lifelong learning and education	<ul style="list-style-type: none"> • Redevelop Kingston Youth Services website and social media platforms to ensure it is accessible, secure, and customer focused. • Support young people to develop soft employability skills through short courses aligned to their interests and hands on experience through Youth Services committees. 	Annually

State Government Funding	Evidence	Reporting frequency
FReeZA		
FReeZA 2022-2024 Progress Report	<ul style="list-style-type: none"> • Number of events delivered • Number of committee members • Gender, age and diversity of committee members • Youth employment outcomes • Level of youth participation through the planning, delivery and evaluation of the program • Number of attendees at events • Reported media coverage, when applicable • Funding acquittal 	Bi-Annually
FReeZA		
Engage! 2022-2024 Progress Report	<ul style="list-style-type: none"> • Number of youth engagement and participation activities delivered and number of participants • Number of youth development activities delivered and number of participants • Number of youth celebrations events delivered and number of participants/attendees • Gender, age and diversity of youth participants • Level of young people's involvement in planning, delivery and evaluation • Feedback from participants • Number of partners supporting activities delivered • Funding acquittal 	Bi-Annually

Monitoring, evaluating and reporting our progress

4.3. Kingston Youth Services approach to reporting

The Kingston Youth Services 2023 Action and Reporting Plan (shown in Section 5) presents:

- Priority areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy
- Relevant programs / events / services / networks
- Relevant contributing staff (roles)
- Key performance indicators (KPIs)

Kingston Youth Services gathers three forms of evidence to demonstrate achievements and evaluate impact:

1. **Tally counts:**
Number of times delivered, registrations or participants/attendees
2. **Formalised or documented feedback:**
Captured through pre/mid/post experience forms including satisfaction, evaluation reports or summaries, via email (saved in HPE), and images.
3. **Informal or internal insights:**
Based on verbal feedback and case notes

Evidence of progress against KPI's and explanatory commentary is entered and updated on a regular basis and stored in HPE.

city of kingston presents



5.

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 1: Kingston’s young people are healthy and resilient		
1.1 Young people are supported when facing a set-back	Providing more targeted resources and information nights <i>Providing further information and support to raise the awareness for parents, carers and educators about current issues affecting young people in Kingston.</i>	Parent Information Nights (PINs)
		Kingston Youth Services Newsletter
	Continue to provide a free counselling service <i>Providing free medium to long term counselling.</i>	Counselling Services

STAFF ROLES:

TL: Team Leader

YWC: Youth Work Coordinator

YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YW	<ul style="list-style-type: none"> One quarterly online event Number of participants registered and number of attendees 25% of pre-experience surveys completed for applicable events 25% of post experience surveys completed Evaluation Report completed annually 	<p>Sampled reporting</p> <p>1 Parent Information Night (PIN) delivered for quarter 1</p> <p>In partnership with the Butterfly Foundation. Topic: Body confident children and teens webinar</p> <p>Delivered across all quarters</p> <p>125 registered attendees</p> <p>40 in attendance</p> <p>No pre-experience survey required for this event</p> <p>No post experience survey completed. Action for next Parent Information Night.</p>
TL and Media & Communications	<ul style="list-style-type: none"> Quarterly newsletters disseminated to subscribers including young people, parents, school and services. Quarterly review of newsletter analytics (via Mail Chimp) Establish baseline for KPIs 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
Counselling Team	<ul style="list-style-type: none"> Number of sessions provided quarterly % of client satisfaction with service provided Conduct quarterly feedback surveys (randomly selected - combined survey for both counselling and youth work support) 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

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KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 1: Kingston's young people are healthy and resilient		
	Continue to provide free 1:1 youth work support service <i>Short term, practical support including supported referrals.</i>	Youth Work Support
1.2 Partnering with organisations and sporting clubs to enhance wellbeing opportunities for young people	Creating new pathways to accessing support <i>Leveraging existing and new partnership opportunities to strengthen young people's access to support and advice.</i>	Meeting with local stakeholders on a regular basis to strengthen referral pathways and reducing barriers for young people
	Providing further opportunities to support sporting and recreational clubs <i>Providing access to information talks and programs to meet the needs of young people.</i>	Information talks and tailored programs

STAFF ROLES:

TL: Team Leader

YWC: Youth Work Coordinator

YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

■ On track

■ Monitor


■ Off track


Contributing Staff (Roles)	KPIs	Evidence Of Progress
Youth Work Team	<ul style="list-style-type: none"> Number of sessions provided quarterly % of client satisfaction with service provided Conduct quarterly feedback surveys (randomly selected - combined survey for both counselling and youth work support) 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
All	<ul style="list-style-type: none"> Number of meetings attended At minimum 75% attendance of scheduled meetings <p>Dedicated agenda item at each youth services team meeting (monthly) to report:</p> <ul style="list-style-type: none"> Insights gathered at Professional Development and Network meetings Service providers and Network meetings where information has been shared (report new learnings and insights that strengthen pathways for young people) 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
All	<ul style="list-style-type: none"> Number of sessions provided annually (captured quarterly) Number of youth participants in attendance % x participant satisfaction with service provided (tailored programs) 	<p>Will be captured quarterly, and baselines developed based on the number of requests received.</p> <p>Delivered across all quarters</p>


Kingston Youth Services Action and Reporting Plan

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KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 1: Kingston's young people are healthy and resilient		
1.3 Young people have access to mental health support and resources in times that are challenging or stressful	Increasing understanding and awareness of mental health <i>Strengthening partnerships with schools, community agencies and sporting clubs to raise awareness of mental health, stress, anxiety and body image issues and reduce the stigma around seeking support.</i>	Tailored School Programs Outreach sessions at Kingston Libraries Schools Network Breakfast School Wellbeing Coordinators (SWC) Network

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:**
 On track

 Monitor

 Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
Youth Work Team	<ul style="list-style-type: none"> Number of sessions delivered Pre and post experience surveys completed Evaluation report completed annually. 	In progress for this quarter Delivered across all quarters
Youth Work Team and YP&DO	<ul style="list-style-type: none"> Number of sessions provided annually Number of young people serviced Evaluation report completed annually. 	Delivered across October-November period
YW	<ul style="list-style-type: none"> One session per term Number of attendees Dissemination of Kingston Youth Services information at meetings on a quarterly basis (i.e., programs and services on offer etc.) 	In progress for this quarter Delivered across all quarters
YW	<ul style="list-style-type: none"> Number of sessions attended At least 75% attendance of scheduled meetings Dedicated agenda item at Kingston Youth Services team meeting (quarterly) to report: <ul style="list-style-type: none"> Insights and resources gathered and disseminated at network meetings 	In progress for this quarter Delivered across all quarters

Kingston Youth Services Action and Reporting Plan

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KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 1: Kingston's young people are healthy and resilient		
		Bayside Glen Eira Kingston Youth Network (BGKYN)
		Hawks Community Foundation's (HCF) Youth Advisory Network
	Provide regular drop-in sessions at Platform 81 <i>Providing a regular point of contact for young people seeking information and services.</i>	Drop-in sessions at Platform 81

STAFF ROLES:

TL: Team Leader

YWC: Youth Work Coordinator

YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YWC	<ul style="list-style-type: none"> Active member of steering committee One network meeting hosted per year in Kingston (Platform 81) One training hosted per year Collaborating with BGKLEN for the At-Risk Forum annually Yearly review of Terms of Reference Number of attendees % of participants satisfaction in participating with BGKYN Newsletter subscribers and analytics. 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YP&DO	<ul style="list-style-type: none"> Number of sessions attended At least 75% attendance of scheduled meetings <p>Dedicated agenda item at Kingston Youth Services team meeting (quarterly) to report:</p> <ul style="list-style-type: none"> Insights and resources gathered and disseminated at network meetings 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> Number of sessions provided quarterly Number of young people in attendance Conduct quarterly feedback surveys (randomly selected) Evaluation report completed annually. 	<p>Will be captured quarterly, and baselines developed based on delivered outcomes.</p>

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 1: Kingston's young people are healthy and resilient		
1.4 Young people and their families have easy access to youth-related information and resources	Using social media to encourage positive choices <i>Regularly providing information to young people about emerging health and wellbeing issues</i>	Social Media Channels (Instagram and Facebook) Explore emerging need from survey in relation to YouTube as a point of accessing information
	Strengthening our online and social media networks <i>Increasing and improving Youth Services' online and social media presence (i.e., Facebook, Instagram and emerging platforms). Establishing a profile for young people and adults supporting young people to locate credible youth-related facts, tips and resources.</i>	Website Social Media Channels (Instagram and Facebook) Explore emerging need from survey in relation to YouTube as a point of accessing information
	Enhancing and expanding the Kingston Youth Services website <i>Reviewing and improving the capacity and user-friendliness of the Kingston Youth Services website, ensuring mental health resources and information is current and relevant.</i>	Website

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:**

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
TL	<ul style="list-style-type: none"> Number of followers Number of accounts reached (Instagram) Number of people reached (Facebook) Number of accounts engaged (Instagram) Number of page likes (Facebook) 	In progress for this quarter Delivered across all quarters
TL and Media & Communications team	<ul style="list-style-type: none"> Number of visits (analytics) 	In progress for this quarter
TL and Media & Communications Team	<ul style="list-style-type: none"> Number of followers Number of accounts reached (Instagram) Number of people reached (Facebook) Number of accounts engaged (Instagram) Number of page likes (Facebook) 	In progress for this quarter Delivered across all quarters
TL and Media & Communications Team	<ul style="list-style-type: none"> Number of visits (analytics) Monthly review/update of website content Young people to review Kingston Youth Services website on annual basis to provide feedback and suggestions 	In progress for this quarter

STAFF ROLES:


TL: Team Leader


YWC: Youth Work Coordinator


YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

 On track

 Monitor




 Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YW	<ul style="list-style-type: none"> • At minimum 12 participants annually • 40 sessions delivered annually • Bi-annual Engage! progress report • Pre, mid and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> • At minimum 12 participants annually • Delivery of one social event specifically for LGBTIQA+ young people per year (Glitter and Glow) • Involvement in one Council event per year • Bi-annual FReeZA progress report • Pre, mid and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston's young people are acknowledged		
		Awareness Days
	Providing places and spaces to socialise and build social connections <i>Exploring new ways that young people can socialise, participate in hobbies/activities and be comfortable with their uniqueness and diversity.</i>	Drop-In sessions at Platform 81
		YA Chat

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:** On track Monitor Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
Youth Work Team and YP&DO	<ul style="list-style-type: none"> • Number of sessions provided annually • Verbal/email feedback received 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> • Number of sessions provided quarterly • Number of young people in attendance • Conduct quarterly feedback surveys (randomly selected) • Evaluation report completed annually. 	<p>Will be captured quarterly, and baselines developed based on delivered outcomes.</p>
YW in partnership with Parkdale Library	<ul style="list-style-type: none"> • At minimum 12 participants annually • One session delivered a month • Bi-annual Engage! progress report • Pre and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston’s young people are acknowledged		
		AYC Art Program
		AYC Online Cooking Program

STAFF ROLES:


TL: Team Leader

YWC: Youth Work Coordinator


YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

 On track

 Monitor


 Off track


Contributing Staff (Roles)	KPIs	Evidence Of Progress
YW	<ul style="list-style-type: none"> • Number of sessions provided quarterly • Number of youth participants per session • Post experience survey completed quarterly • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> • Number of sessions provided quarterly • Number of youth participants per session • Post experience survey completed quarterly • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>


Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston's young people are acknowledged		
	<p><i>Ensuring youth friendly service provision</i></p> <p><i>Working with young people to ensure Kingston Youth Services continues to be welcoming and easy to reach.</i></p>	Feedback Survey
<p>2.2 The efforts and contributions of young people are recognised and rewarded</p>	<p><i>Celebrating young people's talents, achievements and contributions</i></p> <p><i>Delivering a series of events which celebrates the talents, achievements and contributions of young people in our local community.</i></p>	<p>Youth Awards</p> <hr/> <p>Annual Youth Art Expo in partnership with Kingston Arts</p> <hr/> <p>P81 Events</p>

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:**
 On track

 Monitor

 Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
All	Feedback gathered via regular surveys <ul style="list-style-type: none"> At minimum 80% indicate satisfaction At minimum 80% report feeling heard At minimum 80% indicate Kingston Youth Services provides a safe and inclusive environment. Review annually with Youth Advisory Committee 	In progress for this quarter Delivered across all quarters
TL	<ul style="list-style-type: none"> Minimum of 5 nominations per year Produce a summary report collating all nominees' achievements Image and copy of each nominee for social media channels Awards event 	In progress for this quarter Increase the number of nominations for 2023
YW	<ul style="list-style-type: none"> Number of entries Showcase of artwork Exhibition and event provided 	In progress for this quarter
YW	<ul style="list-style-type: none"> 5 youth-led (planned, organised and run events) annually Number of opportunities provided to young people 	In progress for this quarter Delivered across all quarters

Kingston Youth Services Action and Reporting Plan

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KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston's young people are acknowledged		
	<p><i>Showcasing positive stories about young people through media channels</i></p> <p><i>Using new and current media channels to regularly share a variety of stories about the efforts and journeys of young people.</i></p>	<p>Social Media Channels (Instagram, Facebook and Website)</p> <p>Explore emerging need from survey in relation to YouTube as a point of accessing information</p>
	<p><i>Facilitating youth leadership and consultation</i></p> <p><i>Ensure that young people have a genuine voice and contribution when participating in Kingston Youth Services leadership programs and consultation processes.</i></p>	<p>Youth Advisory Committee (YAC)</p>

STAFF ROLES:


TL: Team Leader

YWC: Youth Work Coordinator


YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

 On track

 Monitor




 Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YP&DO	<ul style="list-style-type: none"> Image and bio of each Youth Advisory Committee (YAC) member Image and bio of each Junior Councillor 	In progress for this quarter Delivered across all quarters
YW	<ul style="list-style-type: none"> Highlight the achievements of program participants across social media channels 	In progress for this quarter Delivered across all quarters
YP&DO and YWC	<ul style="list-style-type: none"> Minimum of 10 members per group (12-17) Minimum of active participation of 80% in all meetings Pre, mid and post experience surveys completed. Notes recorded for all meetings Annual workplan developed Demonstrated participation (at minimum) 3 consultations per year 3 guest speakers per year (other Council Departments) 	In progress for this quarter Delivered across all quarters

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston’s young people are acknowledged		
		Young Women’s Leadership Program
		Westall Leadership Program

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:** On track Monitor Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YP&DO in partnership with external organisation/s	<ul style="list-style-type: none"> • Minimum of 10 participants • 10 sessions provided • 1 celebratory event • Image and bio of each participant • Pre and post experience surveys completed • Bi-annual Engage! progress report • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	Commence delivering in 2023
YP&DO	<ul style="list-style-type: none"> • Minimum of 10 participants • 8 sessions provided • 1 celebratory event • Pre and post experience surveys completed • Bi-annual Engage! progress report • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	Commence delivering in 2023

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston's young people are acknowledged		
		Junior Council
2.3 Young people are valued and acknowledged in their community	Promoting the achievements and impact of young people <i>Highlighting the valuable impact of young people's contributions across programs and services.</i>	Youth Awards Junior Council

STAFF ROLES:


TL: Team Leader


YWC: Youth Work Coordinator


YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

 On track

 Monitor

 Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YP&DO in partnership with Governance team and Chelsea Rotary	<ul style="list-style-type: none"> • Monthly meetings delivered • 1 training session held per year • Minimum active participation of 80% in all meetings • Pre and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
TL	<ul style="list-style-type: none"> • Minimum of 5 nominations per year • Produce a summary report collating all nominees' achievements • Image and copy of each nominee for social media channels • Awards event 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YP&DO	<ul style="list-style-type: none"> • Image and bio taken of each Junior Councillor and promoted on social media channels • Attend Council Ordinary Meeting for official welcome • Celebration event at the conclusion of term 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 2: Kingston's young people are acknowledged		
		School and community-based programs (QIK, FReeZA, Universal, YA Chat etc)
		Annual volunteer appreciation dinner (Council wide event)
Priority 3: Kingston's young people are engaged		
3.1 Young people feel safe, connected and a sense of belonging	<p>Ensuring young people have a genuine voice and input</p> <p><i>Providing opportunities for young people to have direct input into Council plans, programs and services and ensuring that youth participation principles are applied.</i></p>	All programs, activities, events and services

STAFF ROLES:


TL: Team Leader


YWC: Youth Work Coordinator


YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

 On track

 Monitor

 Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
All	<ul style="list-style-type: none"> Highlight the achievements of program participants across social media channels 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
All	<ul style="list-style-type: none"> Invitation to all young people volunteering through Kingston Youth Services Number of young people attending Showcase achievements and contributions on social media channels 	<p>In progress for this quarter</p>
All	<ul style="list-style-type: none"> Youth Participation Policy reviewed annually with young people Conduct pre and post feedback surveys for programs and services Develop evaluation report for each program/activity/event including recommendations from young people (minimum of 3 quotes) Demonstrated participation of young people in the planning and development of programs/ sessions documented via case notes/meeting minutes 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 3: Kingston's young people are engaged		
3.2 Young people have multiple points of access	<i>Partnering with others to increase visibility in the community</i> <i>Increasing outreach efforts, having a visible presence at Council events, partnering and co-branding youth events and communicating via school and community newsletters.</i>	Community Events Newsletter dissemination
3.3 Young people are involved and have a voice in local matters that affect them	Partnering with teams across Council departments Having a visible presence in the community and building organisational capacity to consistently access and engage with young people. Increasing our engagement with young people aged 18-25 Increased efforts in understanding the needs of 18-25 year olds and providing additional services.	Internships (18-25 year olds) Youth Advisory Committee (YAC) Co-Design Project Youth Advisory Committee (YAC)

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:**

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
All	<ul style="list-style-type: none"> Number of sessions and events delivered Number of youth attendees 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
All	<ul style="list-style-type: none"> Regular sharing of information to school and community-based newsletters 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YP&DO	<ul style="list-style-type: none"> 2 Internship opportunities developed annually Pre and post experience survey Workplans completed Evaluation completed 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YP&DO & YWC	<ul style="list-style-type: none"> Demonstrated participation in minimum of 3 consultations per year 3 guest speakers per year (other Council Departments) 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YP&DO	<ul style="list-style-type: none"> One new project developed annually 	Commence delivery in 2023
YP&DO & YWC	<ul style="list-style-type: none"> Minimum of 10 members per group (18-25) Pre, mid and post experience surveys completed. Minimum of active participation of 80% in all meetings Notes recorded for all meetings Annual workplan developed Demonstrated participation in minimum of 3 consultations per year 3 guest speakers per year (other Council Departments) 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

STAFF ROLES:

TL: Team Leader

YWC: Youth Work Coordinator

YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YWC	<ul style="list-style-type: none"> • 5 sessions provided annually • 75 young people serviced annually • Bi-annual Engage! progress report • Pre and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> • 16 sessions provided annually • 40 young people serviced annually • Bi-annual Engage! progress report • Pre and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 4: Kingston's young people are engaged		
	Strengthening support to Grade 6 and Year 7 students <i>Delivering a series of informative sessions developed to support and prepare students during peak transition times.</i>	Grade 6 Support Program Year 7 Engagement Activities
4.2 Young people to gain transferable skills to strengthen employment options	Facilitating work-ready workshops and accredited training <i>Providing fully funded opportunities for young people to increase their capacity to seek employment.</i>	Work Ready Workshops and Short Courses

STAFF ROLES:

TL: Team Leader

YWC: Youth Work Coordinator

YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YW	<ul style="list-style-type: none"> Minimum of 20 sessions of Grade Six Support Program delivered Number of young people in attendance Pre and post surveys completed Evaluation report completed annually. 	Delivered across October-November period
YW	<ul style="list-style-type: none"> Minimum of 20 sessions of Year 7 Engagement activities delivered Number of young people in attendance Evaluation report completed annually. 	In progress for this quarter Delivered across all quarters
YW & YWC	<ul style="list-style-type: none"> 5 work ready workshops delivered annually 75 young people serviced annually (work ready) Minimum of 40 participants annually (short courses) Minimum of 3 short courses offered quarterly Bi-annual Engage! progress report Pre and post experience surveys completed (work ready) % of participants satisfied with service provided (work ready) % of young people feeling safe and included (work ready) % of young people feeling heard (work ready) Verbal/email feedback received for short courses Evaluation report completed annually 	In progress for this quarter Delivered across all quarters

Kingston Youth Services Action and Reporting Plan

The following Kingston Youth Services 2023 Action and Reporting Plan presents Priority Areas, Key Directions and Actions directly from the 2023-2026 Kingston Youth Strategy. It outlines relevant programs / events / services / networks, contributing staff (roles) and KPIs. Evidence of progress against KPIs and explanatory commentary is entered and updated on a regular basis by Kingston Youth Services Youth Participation & Development Officer and Team Leader. All records are stored on HPE.

KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 4: Kingston's young people are engaged		
	Collaborating with key stakeholders to enhance young people's opportunities for employment <i>Delivering a series of community-based sessions where young people have access to key opportunities for employment in their local communities.</i>	Annual BGKLLLEN Careers Expo Local careers expo
	Increasing young people's opportunities for paid employment <i>Providing pathways for young people to gain paid opportunities across services and programs within Kingston Youth Services.</i>	Paid youth opportunities (FReeZA) Paid youth opportunities (Engage!)
4.3 Meaningful developmental opportunities are available to young people	Co-designing services and programs <i>Providing opportunities for young people to participate in the development of new and revised programs and services provided by Kingston Youth Services.</i>	Youth Participation Framework (policy)
	Creating short term internship opportunities <i>Collaborating with others to provide opportunities that allows young people to be gain hands on experience.</i>	Internships (18-25 year olds)

STAFF ROLES:**TL:** Team Leader**YWC:** Youth Work Coordinator**YW:** Youth Worker/s**YP&DO:** Youth Participation & Development Officer**LEGEND:**

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YW	<ul style="list-style-type: none"> Participation in 1 expo per year Information disseminated to participants 	Delivered across October-November period
YP&DO	<ul style="list-style-type: none"> One event held annually Number of young people participating Post experience survey completed Bi-annual Engage! progress report Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> Number of youth opportunities provided 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> Number of youth opportunities providers 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YP&DO	<ul style="list-style-type: none"> One new project developed annually Annual review of youth participation framework with Youth Advisory Committee Demonstrated participation of young people in the planning and development of programs Evaluation report completed annually 	Commence delivering in 2023.
YP&DO	<ul style="list-style-type: none"> 2 Internship opportunities developed annually Pre and post experience surveys Workplan completed Evaluation completed 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Kingston Youth Services Action and Reporting Plan

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KEY DIRECTIONS	ACTIONS	Programs / Events / Services / Networks
Priority 4: Kingston's young people are engaged		
	Increase local youth volunteering opportunities <i>Facilitating volunteering options where young people can connect, interact, develop new relationships within the wider community.</i>	FReeZA (P81 Events) and Engage! programs (Universal) Youth Advisory Committee (YAC)

STAFF ROLES:

TL: Team Leader

YWC: Youth Work Coordinator

YW: Youth Worker/s

YP&DO: Youth Participation & Development Officer

LEGEND:

■ On track

■ Monitor

■ Off track

Contributing Staff (Roles)	KPIs	Evidence Of Progress
YW	<ul style="list-style-type: none"> • At minimum 24 participants annually • Bi-annual Engage! progress report • Pre, mid and post experience surveys completed • % of participants satisfied with service provided • % of young people feeling safe and included • % of young people feeling heard • Evaluation report completed annually 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>
YW	<ul style="list-style-type: none"> • 20 opportunities provided • Pre and post experience surveys completed • Evaluation report 	<p>In progress for this quarter</p> <p>Delivered across all quarters</p>

Appendix





Appendix 1:

Overview of current monitoring, feedback and data capture approaches

PROGRAMS, EVENTS AND SUPPORT SERVICES	TALLY COUNTS		
	Times delivered	Registrations/ participants	
Community Programs			
AYC Art Program	✓	✓	
Cooking with AYC (Online Cook Bake Create)	✓	✓	
Courses - workshops	✓	✓	
Courses - short courses	✓	✓	
Freeza P81 Events	✓	✓	
Junior Council	✓	✓	
QIK	✓	✓	
Universal	✓	✓	
Volunteer program – youth (hours)	✓	✓	
Youth Advisory Committee (12-17)	✓	✓	
Youth Advisory Committee (18-25)	✓	✓	
Young Women’s Leadership	✓	✓	
Community Events			
Junior Mayor		✓	
Youth Awards and Youth Week		✓	
Support Services			
Youth Work Support	✓		
Counselling	✓		

	FORMALISED OR DOCUMENTED FEEDBACK				INFORMAL OR INTERNAL INSIGHTS	
	Pre / post forms incl. satisfaction	Evaluation Report / Summary	Via email (saved in HPE)	Images / Videos	Verbal feedback	Case notes
	(post)	✓	✓	✓	✓	✓
	(post)	✓	✓	✓	✓	✓
		✓	✓	✓	✓	
		✓	✓	✓	✓	
	✓ & mid	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	
	✓ & mid	✓	✓	✓	✓	✓
		✓	✓	✓	✓	✓
			✓	✓	✓	✓
	✓ & mid	✓	✓	✓	✓	✓
	✓ & mid	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓
	(post)	✓	✓	✓	✓	
		✓	✓	✓	✓	
	(post)		✓		✓	✓
	(post)		✓		✓	✓

Appendix 2:

Overview of operational reporting requirements and KPIs

Mechanisms for demonstrating the Kingston Youth Services team satisfies operational, funding and compliance requirements

REPORTING TASK	PURPOSE	PROGRAM / SYSTEM	
Internal reporting	Council Reporting	Interplan Council Report	
Document management	Internal Audits	HPE Audit	
		IRIS Audit	
Acquittal reports to funding bodies	State Government Funding	FReeZA	
		ENGAGE	
Staff training, accreditations and wellbeing	Staff wellbeing and development	Supervision	
		MyKad Annual Review	
		Training	
Risk assessment and OHS compliance	Compliance	Police Checks	
		Working with Children Check	
		Child Safe Training and Procedure	

	CONTRIBUTING STAFF	KPIs	EVIDENCE OF PROGRESS
	TL	Quarterly progress reports on: <ul style="list-style-type: none"> • % of clients satisfaction with youth work support and counselling 	
	TL and YWC	<ul style="list-style-type: none"> • Monthly review of documents and folders 	
	TL and YWC	<ul style="list-style-type: none"> • Monthly review of case notes and client records 	
	TL and YW	<ul style="list-style-type: none"> • Bi-annual progress reports • Annual reports including financial acquittals 	
	TL and Youth Work Team	<ul style="list-style-type: none"> • Bi-annual progress reports • Annual reports including financial acquittals 	
	All	<ul style="list-style-type: none"> • Fortnightly supervision for youth work team, YWC and YP&DO • Monthly supervision for counselling and administration support 	
	All	<ul style="list-style-type: none"> • 1 MyKad Yearly Conversation per staff member at minimum 	
	All	<ul style="list-style-type: none"> • Identified through supervision and agreed on in yearly conversation or as assessed • 2 personal development sessions per year • Unlimited Council systems training • 1 representative on the Council Wellbeing Committee 	
	All and People Support	<ul style="list-style-type: none"> • Undertaken every 3 years 	
	All	<ul style="list-style-type: none"> • Undertaken every 5 years • Direct line reports to check validity annually 	
	All	<ul style="list-style-type: none"> • As required 	

Appendix 2: **Overview of operational reporting requirements and KPIs** continued

REPORTING TASK	PURPOSE	PROGRAM / SYSTEM	
Risk assessment and OHS compliance	Compliance	First Aid	
		Fire Warden Training	
		Risk Assessments	
		COVID Safe Plans	
Service review and planning	Reviews and Planning	Planning Day	
		Strategy Review Meeting	
Evaluation program	Continuous Improvement	Evaluation Report/ Summary	

	CONTRIBUTING STAFF	KPIs	EVIDENCE OF PROGRESS
	All	<ul style="list-style-type: none"> • First Aid Training undertaken every 3 years • CPR Training undertaken every year • Direct line report to update HPE with current certificates 	
	OHS Representative	<ul style="list-style-type: none"> • Undertaken every 6 months for each facility used by Youth Services (Platform 81 and AYC) 	
	All	<ul style="list-style-type: none"> • Risk assessment completed for each program and event 	
	All	<ul style="list-style-type: none"> • Implementation of COVID Safe Plans for Platform 81 when required • Implementation of COVID Safe Practice Principles for AYC when required 	
	All	<ul style="list-style-type: none"> • Annual planning day to review and plan 	
	All	<ul style="list-style-type: none"> • Quarterly review meetings of strategy and action plans 	
	Youth Work Team and YP&DO	<ul style="list-style-type: none"> • Evaluation Report/Summary completed for each program, activity and event 	

Appendix 3:

Evaluating impact – participant feedback approach

Kingston Youth Services will aim to ensure a consistent surveying experience when seeking feedback from the community. Feedback from young people and the wider community assists with planning, service improvements and evaluation. Feedback will be collected anonymously for those participating. Positive feedback about young people's experiences and journeys may be shared via social media platforms and via quarterly and annual reporting.

Programs, services and events will stipulate the frequency of collection as outlined in Appendix 1.

To ensure a consistent approach to data collection and reporting, the following questions will be embedded in all surveys collected:

- **Participant satisfaction:**
Overall, how satisfied are you with your program or service experience?
Very dissatisfied / Dissatisfied / Satisfied / Very satisfied
- **Safe and inclusive:**
Do you feel this program or service is providing a safe and inclusive environment?
Yes / No. If no, why?
- **Youth voice/heard:**
Do you feel your views and suggestions are being heard? Yes / No. If no, why?

Appendix 4:

Evaluating impact – professional development and network reporting templates

A4.1

Reflecting and reporting back insights – professional development and networks

The purpose of this short form is to provide a template for Kingston Youth Services team members to:

- Reflect on the purpose of participation in professional development sessions and network meetings
- Determine the value of the session/meeting and how it has been beneficial
- Prompt the sharing of insights and resources with colleagues

Name of PD session or network	
Date of session/meeting	
Key insights for practice	
Good use of time, positive experience	<input type="checkbox"/> Yes <input type="checkbox"/> Mixed <input type="checkbox"/> No Why?
Recommend the session or meeting to others	<input type="checkbox"/> Yes <input type="checkbox"/> No Why?
Resources to share (if applicable)	Emailed to interested team members Saved on HPE Other?
Other comments?	

A4.2

Reporting back information shared by Kingston Youth Services with service providers and networks

The purpose of this short form is to provide a template for Kingston Youth Services team members to:

- Prompt the sharing of Kingston Youth Services information with service providers and networks
- Assist service providers and networks to understand and promote Kingston Youth services and programs to their clients
- Be a positive advocate for Kingston Youth Services to initiative collaboration and opportunities

Name of service provider/s or network	
Date information shared	
Type of information shared	<input type="checkbox"/> Brochure/pamphlet <input type="checkbox"/> Formal presentation <input type="checkbox"/> Informal presentation <input type="checkbox"/> Social media platforms <input type="checkbox"/> Informal update <input type="checkbox"/> Other: (please state)
Reason for sharing information	<input type="checkbox"/> Advocacy <input type="checkbox"/> Funding/grant opportunity <input type="checkbox"/> Improve collaboration <input type="checkbox"/> Promote or raise awareness of KYS <input type="checkbox"/> Strengthen referral pathways/reduce barriers for young people <input type="checkbox"/> Other: (please state)
Outcomes	

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