

STRATEGIC SERVICE PLAN

Community Access and Wellbeing

2026-2030

The Community Access and Wellbeing service plays a critical role in supporting people in Casey to feel connected, supported and included at every stage of life by fostering social connection, strengthening community capability, and supporting wellbeing outcomes across the entire community at all life stages.

Community Access and Wellbeing sub-services

The Community Access and Wellbeing strategic service consists of four sub-services:

Sub service	Purpose	How this is achieved
Age-Friendly Communities and Sector Support	Strengthens and supports the capability and quality of local Commonwealth Home Support Program (CHSP) providers, while delivering prevention and positive ageing initiatives to support Casey's older residents.	• Prioritising the integration of the aged care in-home support model for CHSP providers. • Transport and meal delivery programs • Facilitation of partnerships with aged care services • Community engagement including the Ageing Well Community Reference Group and network newsletters
Community Wellbeing and Social Policy	Strengthens Council's approach to supporting the community through evidence-based research, data analysis, and social policy development.	• Delivery of the Municipal Health and Wellbeing Plan (embedded in the Council Plan) • Leading the development of social policy, research and evaluation
Aboriginal Engagement and Reconciliation	Supports the social, cultural and economic wellbeing of Casey's Aboriginal community through the delivery of participation and access support programs, as well as organisational capability building.	• Aboriginal Gathering Place, including programs and services • Delivery of Reconciliation and National Aboriginal and Islanders Day Observance Committee (NAIDOC) week events • Engagement and consultation with the First Nations Community
Community Strategy and Belonging	Promotes inclusion and improved outcomes for people living with disability, women/girls, LGBTQIA+, multifaith and multicultural communities by ensuring and supporting Council programs and services to respond to the community's diverse needs.	• Delivery of Casey's inclusion and equity strategies and frameworks • Provision of clear principles, priorities and insights to support inclusive decision-making across Council and community

Community Access and Wellbeing Strategic Service Goals

Goal 1: The service is sustainably structured with business planning that supports clear prioritisation, accountability and agility

- Introduction of a community wellbeing framework that considers Casey's unique and diverse community across all life-stages

Goal 2: All programs and projects delivered are evidence-based, align to Council's strategic direction, and are supported by consistent monitoring and evaluation practices

- Enhancing monitoring and evaluation processes to track community needs and support Council's ability to proactively address priority areas
- Growing Council's relationship with, and understanding of Casey's Aboriginal and Torres Strait Islander community

Goal 3: The service is a trusted partner within the organisation and community, supporting the delivery of positive outcomes and accessible opportunities

- Continuing to assess and improve accessibility to Council facilities and buildings.
- Developing accessible resources and tools that enable and empower the community to make their own decisions about the supports they need to live healthy and happy lives

Goal 4: Council plays a guiding role to support the development of a sustainable and connected sector that can meet community needs

- Grow Council's understanding of, and relationships with, aged care providers and services operating within Casey
- Review and update programs and events aimed at improving connection and participation opportunities