



Neighbourhood Centres

Initiative Guideline, Specifications and Requirements

June 2023 V1.0



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1. Introduction

Funding for the Neighbourhood Centre initiative is provided as part of the Queensland Government's ongoing commitment to enabling economic participation, supporting healthy communities, and reducing social isolation for Queenslanders. The Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (the department) administers the Neighbourhood Centre initiative.

The Neighbourhood Centres initiative contributes to the Queensland Government's *Communities 2032 vision: Queensland's communities support and empower every person to connect, participate, contribute, and thrive* by offering a physical space that welcomes and empowers people to connect with each other as well as access the services and supports they need to thrive.

The *Neighbourhood Centre Initiative Guidelines, Specifications and Requirements* (the Guideline) details the intent of the Neighbourhood Centre initiative, the funded activities and reporting requirements.

The Guideline is a reference tool for funded organisations that sets out the department's requirements on how funded organisations should implement the initiative. The Guideline ensures the initiative is implemented consistently across the sector.

The Guideline is intended to be read in conjunction with the *Service Agreement – Funding and Service Details* (the Service Agreement). The Service Agreement provides specific details that underpin the business relationship between the department and the funded organisation.

The Guideline is not an organisational level operational guideline and does not replace an organisation's own operational guidelines or procedures.

2. About the Neighbourhood Centres initiative

2.1. Investment

The Queensland Government invests in the Neighbourhood Centres initiative, with funding provided under the *Community Services Act 2007* (the Act).

2.1.1. Base operational funding

The department provides base operational funding to enable the delivery of Neighbourhood Centre activities detailed in this Guideline.

2.1.2. Capital and infrastructure funding

In addition to base operating funding, the department provides capital and infrastructure funding for:

1. the supply and maintenance of state government owned buildings used to deliver services funded under the Neighbourhood Centre initiative
2. the provision of a supplement provided as a contribution to rent, and property related costs for Neighbourhood Centre Initiative funded services that do not operate from state government owned or managed buildings

2.1.3. Other funding

The base operating funding is not intended to support overhead costs or delivery of services or programs funded through other sources. It is, however, acknowledged that the social infrastructure created through base operational funding from the department allows for a foundational base for Neighbourhood Centres to attract other investment through other funding sources.

2.2. Purpose

Neighbourhood Centres are a diverse network of community-led and place-based organisations that build vibrant, inclusive, and cohesive communities.

Neighbourhood Centres integrate knowledge, investment, and action to build community inclusion and cohesion, and advocate for locally led responses to community issues.

As trusted public spaces, Neighbourhood Centres provide inclusive and respectful places for people to connect, belong, participate and be supported.

2.3. Guiding Principles

There are three key guiding principles that underpin the Neighbourhood Centre initiative:

1. *Responding locally* encompasses guiding elements of responding to place, deciding locally, connecting communities and recognising First Nations peoples.
2. *Service access* encompasses guiding elements of universal access, no wrong door and inclusiveness.
3. *Systems partnerships* encompasses guiding elements of sustainability, accountability, networked governance, innovation and stewardship.

2.4. Key Activity Dimensions

Three Key Activity Dimensions provide a framework of the common activities that Neighbourhood Centres deliver across the initiative:

1. Link people with formal and informal support
2. Create social connections and inclusion
3. Integrate local community action

Link people with formal and informal support	<p>Neighbourhood Centres are a point of expertise for universal support through information provision, warm referrals to other services, and formal and informal service connection. Families and individuals come to Centres to access support and assistance for a wide range of activities, which may be immediate or complex.</p> <p>Neighbourhood Centres offer practical advice to people who need help to navigate local, regional and online services. They are a point of expertise for local community information and can link people with the right services, support and assistance.</p> <p>Key Activity Dimension elements:</p> <ul style="list-style-type: none"> • Provide a safe and trusted local place for people to seek support and assistance • Be a point of expertise on pathways to formal and informal support • Respond to individuals and families presenting with needs, ranging from information provision through to service navigation and interventions • Work with local and regional groups to support a high functioning and locally responsive service system • Provide digital access and literacy
Create social connections and inclusion	<p>By facilitating and promoting inclusion and cohesion, Neighbourhood Centres create a welcome environment for all community members. They provide spaces where all people, regardless of their background or circumstances, can participate in a wide range of activities, events and services. Neighbourhood Centres create connections and opportunities for participation and involvement in their local communities.</p>

	<p>Mutual respect and recognition of First Nations peoples is critical for us all to connect with place and enjoy the lands and seas that have been nurtured for thousands of years.</p> <p>Neighbourhood Centres play an important role in providing activities and supports to address social isolation and loneliness and build empowerment. They provide spaces for participation where people can volunteer, gain work experience and complete work development orders and student placements.</p> <p>Neighbourhood Centres play a key role in mentoring, supporting and auspicing local community groups and organisations to build their capacity. They provide a space for people to connect, contribute and belong locally. They foster inclusion and promote cohesion for all Queenslanders.</p> <p>Key Activity Dimension elements:</p> <ul style="list-style-type: none"> • Provide a safe place and activities for people to connect, participate, belong, contribute and volunteer • Auspice, mentor and support local groups and organisations • Foster inclusion, recognition and respect for First Nations and Culturally and Linguistically Diverse (CALD) communities
<p>Integrate local community action</p>	<p>Neighbourhood Centres are well established in their local communities with wide-ranging local networks, enabling them to provide leadership in a range of place-based community engagement and development activities. These activities integrate action and resources to build community resilience, community development and local problem solving. Local-level responses are enabled by local leadership, including the capacity to leverage local resources in a coordinated way.</p> <p>These activities include identifying and responding to local issues, building on the capacity of local communities, and actively fostering volunteering and community involvement internally and externally.</p> <p>Neighbourhood Centres operate within a community development framework to enable the most sustainable outcomes for the community.</p> <p>Neighbourhood Centres take a proactive role to build social capital, respond to community issues and empower community members to affect positive social change. Neighbourhood Centres advocate on a wide range of issues that affect local people and are a conduit to and from government to the local level for local benefit. Centres play a critical role in contributing to or leading local disaster preparedness, responses and recovery, and in building community resilience.</p> <p>Key Activity Dimension elements:</p> <ul style="list-style-type: none"> • Lead place-based responses by identifying local strengths and priorities, and designing, coordinating, and implementing local level solutions • Integrate investment and action for local issues • Foster volunteering and community involvement • Empower community members to organize and build local capacity • Be a conduit to and from government, harnessing opportunities, and whole-of-government action for local benefit • Provide local leadership for disaster preparedness, resilience, and response.

2.5. Investment logic

Neighbourhood Centres play a critical role in Queensland communities and the department seeks to work in partnership with Centres to achieve a range of community outcomes. The Neighbourhood Centre initiative investment logic shows the core activities funded under the initiative and the intended impacts and outcomes for communities.



2.6. Core operating activities descriptions

Neighbourhood Centres are unique to the communities they work within, tailoring their activities to the needs and priorities of their communities.

Three Key Activity Dimensions underpin the core operating activities that funded Neighbourhood Centres are required to deliver as part of their service agreements with the Queensland Government:

1. Link people with formal and informal support
2. Create social connections and inclusion
3. Integrate local community action

2.6.1 Link people with formal and informal support

In practice	Actions
	Neighbourhood Centres respond to community members who are seeking assistance by linking them with formal and informal supports. Community members can seek assistance without adherence to access or eligibility criteria by presenting to the Neighbourhood Centre in person, making contact by phone, email or social media platforms or while they are at the Centre engaging in other activities.
	Generally, the interactions may be unplanned or unscheduled and may be one-off or recurring. The assistance provided is practical support to community members through information, referrals to specialist services and assistance to connect with community resources and supports. Wherever possible the community member is enabled and empowered to use the information provided to act on their own behalf to engage with the appropriate services.
	Examples
	Actions to illustrate this core operating activity are below (note this is not a prescriptive list of activities): <ul style="list-style-type: none"> • Providing information or access to technology to assist community members to engage with services and supports themselves • Assisting community members to determine a pathway to meet their needs and navigate social service systems • Warm referrals where the Neighbourhood Centre may assist by contacting services directly on the community members behalf • Engaging community members with local groups for social connection, informal support or opportunities for personal development such as volunteering or learning
Key skills	
Linking community members requires comprehensive knowledge of local community resources and services and the social service system. Critical to delivering this activity is the Neighbourhood Centres role of local networking and the building and maintaining of local relationships, skills in working with people from diverse backgrounds and cultures, and knowledge of services and supports.	
Neighbourhood Centres may do this by participating in local social service system networks, by fostering partnerships with local groups and organisations and by understanding broader social service systems.	
What is not included	
It is not expected that base funding for Neighbourhood Centres provides specialist support. Rather it assists community members to get in contact with specialist services or other supports to meet their needs. It is not intended that base operating funding will enable a level of support that may be provided by a specialist worker, such as a Community Connect Worker or a position with specific funding such as a counsellor or financial counsellor.	

2.6.2 Create social connections and inclusion

In practice

Actions

Neighbourhood Centres offer and create opportunities for community members of all backgrounds to be included, to connect and to contribute to their communities. The opportunities are responsive to community needs and while they might have a wide range of themes or areas of focus, they either directly or indirectly foster social connection and inclusion.

Opportunities offered seek to be accessible to all interested community members and are therefore provided at no or minimal cost and with no eligibility criteria. Some activities may have a specific cohort focus that guides the participants to join the group, for example a parent group is accessible and inclusive of parents from all backgrounds who live within the community.

Neighbourhood Centres provide activities and opportunities for social connection, learning, skills sharing and volunteering. Activities may be conducted at the Neighbourhood Centre or facilitated by the Centre in other community spaces, or in partnership with other organisations where the Centre plays an active role.

Examples

Activities and opportunities to illustrate this core operating activity are below (note this is not a prescriptive list of activities):

- Facilitating community members to participate in a cooking class and share a meal
- Opportunities for community members to support each other to develop their digital literacy skills
- Events and activities that focus on engaging community members experiencing social isolation and loneliness or new community members to connect and be included
- Playgroups or other groups for parents to connect and support each other
- Volunteering opportunities such as maintaining a community garden.

Key skills

Critical to delivering this activity is the Neighbourhood Centre's role in promoting inclusion and cohesion in their communities and acknowledging the value and strengths of all community members, their diversity and cultures. The fostering of respect and recognition of First Nations peoples underpins the work of Neighbourhood Centres.

Opportunities and activities must be relevant and tailored to community needs and reviewed regularly to ensure they continue to align with changing or emerging needs. Neighbourhood Centres may do this by developing a deep understanding of the community they work within and alongside, including building knowledge of the demographic make-up of the community, the local business community, local service systems, and relevant geographic characteristics and building relationships with community stakeholders including local elders.

What is not included

This does not include groups or organisations that hire a space at a Neighbourhood Centre for their own services where the Neighbourhood Centre has no influence or active role in the services provided.

2.6.3 Integrate local community action

In practice

Actions

Neighbourhood Centres undertake place-based community engagement and development activities. Neighbourhood Centres seek to bring community members together to identify issues, problem solve, coordinate and co-design action and resources to implement solutions at a local level. These activities will be referred to as 'projects' for the purpose of describing core operating activities. As part of these projects a range of actions and activities are undertaken to collectively achieve an identified goal.

Neighbourhood Centres take a proactive role to facilitate local action and empower community members to effect positive social change in their communities. These projects respond specifically to local community issues, and actively involve community members in planning and implementing a response.

The projects that Neighbourhood Centres lead or contribute to can be for the benefit of the whole community or a specific group depending on the issue identified.

Projects should be planned and designed based on a range of evidence including research, data and statistical information, and local intelligence of community members and local organisations.

As part of this activity the Neighbourhood Centre facilitates projects that are designed *with* rather than *for* community members for the benefit of the whole community or group within the community.

Examples

Projects to illustrate this core operating activity are below (note this is not a prescriptive list of activities):

- Coordinating and supporting community members to design and establish a social enterprise addressing local unemployment
- Facilitating a community-led project to address a social concern raised by people attending the Neighbourhood Centre
- Supporting community members who have raised concerns regarding service access due to language to start a project to advocate for better access to translating services
- A number of community members have raised a concern about increased litter in an area of the community, the Neighbourhood Centre supports the individuals to join up to consider what action they could take together

Key skills

Critical to delivering this activity is the Neighbourhood Centres role and skills to bring community members together to:

- identify community strengths and needs
- facilitate place-based responses
- plan projects with community members
- link community members with like-minded concerns
- form working groups
- organise and strengthen their voice
- build partnerships
- design and coordinate action and resources
- implement the determined solutions at a local community level
- reflect on and evaluate the outcomes and impact of the project.

Neighbourhood Centres may do this through using Community Development methodology and practice

What is not included

This does not include community groups and activities described in the previous core operating activities, one-off events that are not part of a larger project, groups in which the participants attend but all design and delivery is done *for* the participants rather than *with* or activities focus on benefit for an individual rather than the whole community.

2.7 Neighbourhood Centre initiative model

The Neighbourhood Centre initiative model has a number of key features which, in conjunction the core operating activities, help to shape our understanding of the Neighbourhood Centre model.

Descriptions of key features are below:

Place-based

A place-based approach can be described as a way of working that is designed to meet the unique requirements of a local community.

Other characteristics of a place-based approach include a strong emphasis on engagement with community members, partnerships, and shared responsibility for actions and outcomes within a defined geographic location. Place-based responses value local knowledge, leadership and decision-making, build on community strengths and have a long-term focus.

Community-led

Neighbourhood Centres facilitate and promote community-led activities and projects that are owned and designed *by* community members rather than *for* them.

Community-led approaches promote local leadership, value the local expertise and the input and knowledge of community members. Evidence, data and research used to develop and design projects should be specific to the community and based on local information wherever possible.

Universal access

The intention of Neighbourhood Centre core operations is to be open and welcoming to all community members, with activities having minimal to no eligibility criteria or limit to a time period of engagement. This access to all is often referred to as universal access which is about all community members having access to the Neighbourhood Centre.

Alongside this concept of universal access is an understanding of equity of access. As part of their role in communities, Neighbourhood Centres provide levels of support and assistance to ensure that community members who are disadvantaged, marginalised or have specific needs or abilities are provided the same opportunities of access as all members of the community.

Community Development

Community Development refers to a range of processes led by members of a community who have identified a concern or aspiration for their community. The community may be place-based in a geographical area or a community of people that have a shared identity or association. Community members are seen as experts in their own lives and locality, and the process values their knowledge and wisdom. While professional knowledge and expertise supports the process, the direction is determined by community members. They are enabled to take a leadership role, from deciding on issues they want to address, to planning and implementing actions, through to evaluation. By working together, communities experience increased empowerment, capacity, skills, civic participation and self-determination. The outcomes of community development can be varied depending on the identified issue and range from improved social justice or human rights outcomes, to increased employment and economic opportunities, to improved community infrastructure and disaster resilience.

Community Development is often conducted by an agency, such as a Neighbourhood Centre, that supports the community group to identify the issue and take collective action. Community Development projects often have many stages over a long period of time as they move towards the desired social change. Projects normally start with identifying community issues, through community listening or analysis, then forming groups of people who want to take local action on a specific issue. Project workers assist this process of

	<p>development with facilitation skills, group planning, information gathering and enabling project actions. A goal of Community Development projects is sustainability, so the work has a chance of continuing on long-term without the direct input of a worker.</p>
<p>Inclusion and cohesion</p>	<p>Neighbourhood Centres are spaces of safety, trust, respect and recognition for all community members, alongside this concept is the promotion of inclusion and cohesion. By being open and engaging with all community members, Neighbourhood Centres foster opportunities for dialogue and greater understanding of groups and individuals within their communities.</p> <p>Neighbourhood Centres core operations are welcoming and embracing of diversity and seek to build understanding between community members of all backgrounds, ages, genders and abilities. Neighbourhood Centre activities may take a focus of increasing exposure and building awareness, knowledge and understanding of the diverse identity of their community members, with the aim to increase community bonds and trust.</p>
<p>Social isolation and loneliness</p>	<p>Neighbourhood Centres are recognised as playing an important role in preventing and responding to social isolation and loneliness. While social isolation and loneliness are complex issues which can impact on any community member, some community members are particularly vulnerable to social isolation and loneliness, such as people experiencing mental illness, older people, people with disabilities, young people, First Nations people and people from culturally and linguistically diverse backgrounds.</p> <p>Neighbourhood Centres core operations include activities that seek to build community connectedness, engagement and participation of community members. These activities may be delivered through a range of modes such as centre-based, outreach or online.</p>
<p>Fostering volunteering</p>	<p>Many Neighbourhood Centres engage and support volunteers to assist with the running of the Centre and/or delivery of programs and activities. The benefits of volunteering are many for the Neighbourhood Centre, the individual and the community. Volunteering increases employment, through improved skills and experience, development of networks, exposure to employment opportunities, and improved self-confidence and self-esteem.</p> <p>For many Neighbourhood Centres the core operations and activities would not be possible without the contribution of volunteers, on management committees, supporting administrative tasks or delivering projects and activities. Wherever possible, as part of core operations, Neighbourhood Centres foster volunteering by promoting opportunities, encouraging and supporting community members to contribute through volunteering.</p>
<p>Networks and partnerships</p>	<p>An integral and critical feature of Neighbourhood Centres' core operations is the building and sustaining of networks and partnerships. Neighbourhood Centres have a key role in their communities' creating connections with a wide variety of partners such as organisations delivering human services, broader social service system agencies, local businesses, local community groups and government agencies (local, state or federal).</p> <p>Where relevant, Neighbourhood Centres are encouraged to participate in social service system networks and to form collaborative community partnerships, including with specialist service providers, other Neighbourhood Centres, local community groups, institutions such as schools, faith-based organisations and government agencies.</p> <p>All Neighbourhood Centres are encouraged to be part of a Neighbourhood Centre regional network and to take an active role in building their network. Many regional</p>

networks have been established for years, however in some locations the networks are still being developed. Neighbourhood Centres and their regional networks work in partnership with the peak body, Neighbourhood Centres Queensland (NCQ), to support connection with Neighbourhood Centres across the state and to develop and share common resources.

Community resilience

Neighbourhood Centres may be requested to assist with responding to the identified and emergent needs of their local communities in the event of a natural disaster or local emergency. It is acknowledged that Neighbourhood Centres may play an integral role in supporting their community during these times. If required and if possible, Neighbourhood Centres are encouraged to participate in the local disaster responses.

2.8 Evaluation and review

In partnership with the sector the department is committed to the continuous improvement and evaluation of the Neighbourhood Centre initiative.

The department is committed to building a learning culture based on ongoing reflection, learning, shared monitoring, evaluation and review. The purpose of this approach is to build the capacity of the sector as well as demonstrate achievements and value of Neighbourhood Centres. Evaluation and review will also inform and enable the Neighbourhood Centre initiative to adapt and change to meet emerging and evolving needs over time.

Neighbourhood Centre initiative performance reporting will be used to inform the evaluation and review process.

2.9 Neighbourhood Centres peak body

Neighbourhood Centres Queensland (NCQ) is the Queensland Government funded peak body for the Neighbourhood Centre sector in Queensland.

NCQ works alongside Neighbourhood Centres to develop the resourcing, recognition and relationships of Neighbourhood Centres at the local, state and national level. They collaborate with members, partners and government to measure impact and build sector capacity for long term community and social resilience.

NCQ undertake an annual survey and develop a report on the value and impact of Neighbourhood Centres in Queensland. The department is committed to supporting the survey and the development of a report that analyses Neighbourhood Centre activity data in relation to the community value and impact contributed by Neighbourhood Centres.

It is strongly encouraged that all Neighbourhood Centres engage in the activities of NCQ.

3 Initiative funding service delivery requirements

The requirements of services funded under the Neighbourhood Centre initiative are set out in the funded organisation's Service Agreement and are described in more detail in this Guideline.

3.6 Core operating activities

As described in 2.5, there are three core operating activities that are required to be delivered by Neighbourhood Centres as part of their Service Agreements:

1. Link people with formal and informal support
2. Create social connections and inclusion
3. Integrate local community action.

Funding is provided for the delivery of the three core operating activities under the Service Type of Community Development, Coordination, and Support (T710). The Service Type provides an overarching description, encompassing the three core operating activities, that connects funding to outputs required.

3.7 Service types

Each Neighbourhood Centre's Service Agreement sets out the funding provided by the department, under Service Types listed in the *Community Services Investment Specification V1.0*.

3.7.1 Service types for base operational funding

Service Type Description

Community Development, Coordination, and Support (T710) services develop and/or coordinate groups and activities that focus on:

- enhancing both personal and community support; and
- the development of community capacity of people living within a defined geographical and/or cultural community.

The amount of the Service Type to be delivered under the Service Agreement is quantified as an Output and measured in Hours. Refer to section 4.5 for a description of the output measure.

Service Type Requirements

Funded organisations must:

- support communities to identify important concerns and issues impacting on the social wellbeing of their local community, and to plan and implement strategies to mitigate their concerns and solve their issues
- respond to the identified and emergent needs of the local community with a priority on vulnerable individuals and families within the community
- be flexible and culturally inclusive, providing a range of community activities
- provide universal access for the community with a focus on vulnerable individuals, families, and populations
- support access to more targeted services
- provide integrated and coordinated responses as part of the local social service system
- provide a mixed balance of programs, services, and activities
- promote community engagement and connectedness

Considerations

Funded activities may encourage the exchange of information and experiences to meet common needs, and/or provide social, therapeutic and practical support

3.7.2 Service types for supplement funding

Supplement funding is provided to Neighbourhood Centres that operate from premises not owned or managed by State government. The funds are intended as a contribution towards premise related costs.

The Service Type used for the supplement funding is *Other (Toth)*. There is not a specific service description, requirement or output measure that applies to this Service Type.

The supplement is not allocated to Neighbourhood Centres that operate from State government owned premises where the lease arrangements have a 'peppercorn' or a token minimal rent payment.

If a Neighbourhood Centre moves from a privately rented or service owned premise to a State government owned premise the supplement funding will cease.

3.7.3 Service types and service user codes

Funding	Service User	Service Type	Output Measure
Base operational funding	Community Members (U1060)	Community Development, Coordination, and Support (T710)	Hours (M101)
Supplement funding	Community Members (U1060)	Other (Toth)	NIL

3.8 Neighbourhood Centre operating hours

Operating hours include all hours spent undertaking activities relating to the delivery of *Community Development, Coordination, and Support (T710)*, in particular, the three core operating activities of Link people with formal and informal support; Create social connections and inclusion; and Integrate local community action.

Operating hours relates to funded hours for the delivery of activities provided by Neighbourhood Centre base operational funding, for example worker hours funded via Neighbourhood Centre base operational funding.

Operating hours are a measurable and reportable output under the Service Agreement and relates to the base operational funding provided to the Neighbourhood Centre by the department. More detail on how to count this measurable output is provided in Appendix 1 – *Data Guide for Performance Reporting*.

Operating hours includes but is not limited to:

- Hours related to delivery of programs, activities and projects including outreach services delivered from other local community spaces
- Program design hours
- Hours required for staff training
- Hours spent attending network or community meetings
- Hours spent in community development work
- Hours the Neighbourhood Centre was open to the public

3.8.1 Neighbourhood Centre opening hours

Neighbourhood Centres are required to be open and accessible to community members.

Opening hours are the time that the Neighbourhood Centre has its doors open and is accessible to all community members seeking support and assistance, including 'walk-ins' and unscheduled presentations.

Opening hours may differ between centres, to respond to local community need. Neighbourhood Centres are encouraged to be open and accessible to community members for as many hours as possible.

3.9 Geographic catchment areas

Statistical Areas Level 2 (SA2s) are spatial units defined under the Australian Statistical Geography Standard and are medium-sized general-purpose areas built up from the whole Statistical Areas Level 1 (SA1). Their purpose is to represent a community that interacts together socially and economically. In 2021, there were 546 SA2s within Queensland.

Neighbourhood Centres are funded to operate within these geographic catchment areas and surrounding locations. The SA2s are negotiated between the Neighbourhood Centre and the department and are listed in the Service Agreement.

3.10 Human Services Quality Framework

The Human Services Quality Framework (HSQF) is the quality assurance framework for assessing and promoting improvement in the quality of human service. HSQF applies to Neighbourhood Centres through their Service Agreement with the department. It is the Neighbourhood Centres responsibility to undertake the requirements of HSQF.

3.11 Cultural capability

Cultural capability refers to the skills, knowledge, behaviours, and systems that are required to plan, support, improve, and deliver services in a culturally respectful and appropriate manner.

Funded organisations must:

- ensure services are culturally inclusive of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse service users
- develop strategies to increase engagement with Aboriginal and Torres Strait Islander and CALD service users regarding services and needs
- develop strong links with Aboriginal and Torres Strait Islander, and CALD organisations and/or key community representatives
- where possible, recruit staff of Aboriginal and Torres Strait Islander background when providing services targeting engagement with Aboriginal and Torres Strait Islander peoples

3.11.1 Interpreter services

Translating and Interpreting Service (TIS) National is the provider of interpreter services. The department has a Standing Offer Arrangement with TIS, and non-government service providers funded by the department are eligible to access TIS services paid for by the Queensland Government.

For further information regarding this process, please contact your departmental contract officer and refer to TIS website at: [Translating and Interpreting Service \(TIS National\)](#) or Queensland Government website [Find a translator or interpreter | For government | Queensland Government](#)

3.12 Service accessibility

Service accessibility refers to a commitment and actions to ensure that people with a disability have the same opportunity to access services, facilities, and systems as all other Queenslanders.

Accessibility extends to place, information, and inclusion in activities. Funded organisations are required to plan, support, improve and deliver services in a way that promotes engagement and participation of people with a disability.

Funded organisations must:

- ensure services are inclusive for service users with a disability
- develop strategies to increase engagement with people with a disability regarding services and needs
- where possible, recruit staff members who are people with a disability

3.13 Staff support

Neighbourhood Centres must provide appropriate support and have relevant procedures for managing staff. Funded organisations must:

- ensure the recruitment of appropriately qualified staff, and the provision of appropriate induction, training, and professional supervision of these staff
- ensure staff have access to information on a range of services to support the active referral of service users to appropriate holistic supports, where necessary
- ensure service delivery staff are competent in risk assessment and safety planning
- ensure staff are appropriately trained and culturally and professionally diverse, where possible, and have the appropriate skills to meet the diverse and sometimes complex needs of service users

- have a risk management approach in place to manage and support service users where their actions or behaviours create risk to staff, volunteers or others.

3.14 Volunteers

Neighbourhood Centres that engage volunteers in the running of the Centre and/or delivery of programs and services must:

- provide volunteers with support and, wherever possible, training for the role they perform
- provide information and support volunteers to understand ethical and appropriate behaviour for working as part of the Neighbourhood Centre
- seek to ensure that volunteers do not incur any out-of-pocket expenses without prior approval and if expenses are incurred reimburse them
- develop and implement procedures for supporting and supervising volunteers.

Volunteering Queensland (VQ) provides helpful resources for organisations engaging volunteers, more information about these resources can be found on VQ's website [Resources – Volunteering Queensland \(volunteeringqld.org.au\)](https://volunteeringqld.org.au)

3.15 Business continuity planning

Neighbourhood Centres must develop and maintain Business Continuity Plans to ensure that they are prepared for emergency situations in which business functions may be disrupted. The department may request to see a copy of an organisations Business Continuity Plan, if required.

The Queensland Government provides a template to assist with developing a plan [Business continuity planning template - Dataset - Publications | Queensland Government](#) and Community Services Industry Alliance (CSIA) also provides helpful tools and templates [Business Continuity Planning Template and Scenario Planning - CSIA \(csialtd.com.au\)](#)

4 Funding reporting requirements

Neighbourhood Centre initiative reporting requirements are set out in the funded organisation's Service Agreement. The information provided in this section provides more detail to explain these requirements and should be read alongside the requirements specified in the Service Agreement.

4.6 Continuous improvement and performance measurement development

During the term of your Service Agreement reporting requirements will be reviewed and may be changed to reflect findings from analysis of data captured and evaluation of the initiative. The development and improvement of performance reporting for Neighbourhood Centres will be linked with evaluation and review and will be undertaken with Neighbourhood Centres as part of the department's commitment to continuous improvement.

The reporting requirements for Neighbourhood Centres directly relate to the core operating activities described in section 2.5.

4.7 Purpose of data collection

The Queensland Government is accountable for the use of public funds. This includes financial accountability and accountability for the effectiveness and appropriate targeting of investment.

The Neighbourhood Centre initiative requires service providers to collect and report reliable quantitative and qualitative data to enable contract level and program level management and development.

The data collected will be used by the department for:

- understanding effectiveness and outcomes – Data collected will assist with understanding and analysing the effectiveness of program design and outcomes achieved

- identifying trends and issues that affect the delivery of an initiative – Data collected will provide understanding of demand and capacity and will help to identify service gaps
- guiding improvements or changes for investment – Data collected will provide information for determining improvements to keep up with emerging issues and contemporary policy and practice.

4.8 Non-identifying service user information

The performance reporting for the Neighbourhood Centre initiative does not require any identifying service user information to be provided.

Quantitative measures are to be provided as numeric whole numbers without any service user information. Qualitative information provided for performance measurement, such as case studies, must be fully de-identified and not include information specific to an individual that can be identifying.

4.9 Reporting elements overview

Funded organisations are required to report to the department about funding and service delivery, these requirements are set out in your organisation's Service Agreement and are submitted quarterly or annually via the department's online reporting system. Reporting includes financial and performance reporting. This guideline sets out the performance reporting in more detail, it does not include guidance for financial reporting.

4.10 Quarterly reporting

The information below summarises the quarterly reporting items.

Service Type - Service User	Description
T710-U1060	Community Development, Coordination, and Support (T710) – Community Members (U1060)
Output Measure Code	Measure Description
M101	<p>Hours</p> <p><i>Description:</i></p> <p>Output hours directly relates to operating hours and a description is provided in section 3.3 above.</p> <p>Output hours (operating hours) includes all hours spent undertaking activities relating to the delivery of <i>Community Development, Coordination, and Support (T710)</i>, in particular, the three core operating activities of Link people with formal and informal support; Create social connections and inclusion; and Integrate local community action.</p> <p>Output hours (operating hours) are a measurable and reportable output under the Service Agreement and relates to the base operational funding provided to the Neighbourhood Centre by the department. More detail on how to count this measurable output is provided in Appendix 1 – <i>Data Guide for Performance Reporting</i>.</p> <p>This measure has a minimum target quantity stated in your Service Agreement.</p>
Other Performance Measure Code	Measure Description
M301	<p>Report</p> <p>Upload a Report (Activity Report and Practice Examples) Description:</p> <p>The Activity Report and Practice Examples are to be completed using the template and (input) method provided by the department.</p> <p>The Activity Report includes quantitative measures, where the Practice</p>

	<p>Examples seek to collect qualitative performance information.</p> <p>The purpose of the measures in the Activity Report and Practice Examples are to build greater understanding of Neighbourhood Centre core delivery. There are 3 Practice Examples required, each corresponding to the 3 core operational activities.</p> <p>Neighbourhood Centres are required to complete both Activity Report and the Practice Examples.</p> <p>Full detail of how to complete the Activity Report is provided in the appendix of this Guideline (Appendix 1 – Data Guide for Performance Reporting).</p>
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4.11 Other data collection requirements

Other data collection may be required by the department during the term of your Service Agreement.

The department may request data, from time to time, to demonstrate the impact of Neighbourhood Centres within Queensland communities.

The department may consult with the sector to develop mechanisms for collecting data.

4.12 Data sharing with peak body

The department is committed to reducing administrative and reporting burden. As part of this commitment, the department is exploring options for sharing data with NCQ for the purpose of understanding the delivery model for initiative evaluation and analysing social value and impact.

The intention to do this is included as a special condition clause in your Service Agreement (Section 9 Special Conditions) in relation to information you provide to the department. The clause allows the department to share data you have provided with "Neighbourhood Centres Queensland or any successor or superseding organisation or other peak body for the purposes of preparation and publication of annual reports, conducting and publishing research, conducting evaluations, reviews, reporting or to assist with any other peak body functions.

4.13 Format and submission

The template for the Activity Report is provided with your Service Agreement.

The output reporting and **Activity Reports** are to be submitted, via the departments online reporting system, on a quarterly basis as set out in your Service Agreement and are part of the Performance Based Acquittal. Quarterly reporting periods and reporting due dates are set out in the table below

Quarter	Period	Due Date
Quarter 1	1 July – 30 September	28 October
Quarter 2	1 October – 31 December	28 January
Quarter 3	1 January – 31 March	28 April
Quarter 4	1 April – 30 June	28 July

5 Other information

5.6 Supporting documents

- [Human Services Quality Framework](#)
- [Service Agreement - Standard Terms](#)
- Your organisation's Service Agreement with the department – Funding and Service Details and associated Funding Schedules.
- The department's Community Services Investment Specification V1.0

5.7 Feedback and enquiries

Please contact your departmental contract officer if you have questions about your Service Agreement or this document

APPENDIX 1 – DATA GUIDE FOR PERFORMANCE REPORTING

1. Introduction

The reporting elements in this data guide are specific to the delivery of Neighbourhood Centre core operating activities that are delivered with base operational funding. It is not intended to capture delivery of services funded through other initiatives or funding sources. While it is acknowledged that Neighbourhood Centres leverage resources to deliver a wide range of services that have other funding sources, this performance report seeks to understand the extent of services that can be delivered with base operational funding supplied by the department. Capturing only base operational funding delivery will assist with understanding baseline delivery and seeks to make reporting applicable to all Neighbourhood Centres regardless of their size, location or quantum of other funding sources.

This document is a data guide that sets out how and what to record in the fields of the Activity Report template.

The template for the Activity Report is an excel spreadsheet format that is separate to this document

2. Activity Report

2.1 Service Outlet Number

Description:

Service Outlet Number is the unique identifier linked to the Service Outlet. This number is identified in the funded organisation's Service Agreement.

Reporting this measure:

The *Service Outlet Number* should be reported as the number and in the format that appears in the funded organisation's Service Agreement.

2.2 Service Outlet Name

Description:

Service Outlet Name is the unique name linked to the Service Outlet. This name is identified in the funded organisation's Service Agreement.

Reporting this measure:

The *Service Outlet Name* should be reported as the name and in the format that appears in the funded organisation's Service Agreement.

2.3 Schedule Number

Description:

Schedule Number is the unique identifier linked to the Service Agreement. This number is identified in your organisation's Service Agreement Funding Schedule.

Reporting this element:

The *Schedule Number* should be reported as the number and format that appears in your organisation's Service Agreement – Funding Schedule, for example "con_12345".

2.4 Reporting Period

Description:

Reporting Period identifies the year and quarter that the data relates to.

Reporting this measure:

The *Reporting Period* should be reported as a combination of the Year and the Quarter, i.e., Year/QX.

For example:

Jul-Sep 2023 – reported as 2023-24/Q1

Oct-Dec 2023 – reported as 2023-24/Q2

Jan-Mar 2024 – reported as 2023-24/Q3

Apr-Jun 2024 – reported as 2023-24/Q4

General Delivery

2.5 Number of Output Hours (operating hours)

Description:

Output hours directly relates to operating hours and the description of operating hours that is provided in section 3.3 Neighbourhood Centre operating hours.

For number of Output Hours (operating hours) include all hours spent undertaking activities relating to the delivery of *Community Development, Coordination, and Support (T710)*, in particular, the three core activities of Link people with formal and informal support; Create social connections and inclusion; and Integrate local community action.

Output hours (operating hours) relates to funded hours for the delivery of activities provided by Neighbourhood Centre base operational funding, for example worker hours funded via Neighbourhood Centre base operational funding.

Output hours (operating hours) are a reportable or measurable output under the Service Agreement and relate to the base operational funding provided to the Neighbourhood Centre by the department. More detail on how to count this measurable output is provided in Appendix 1 – *Data Guide for Performance Reporting*.

Operating hours includes but is not limited to:

- Hours related to delivery of programs, activities and projects including outreach services delivered from other local community spaces
- Program design hours
- Hours required for staff training
- Hours spent attending network or community meetings
- Hours spent in community development work
- Hours the Neighbourhood Centre was open to the public

Includes:

- All hours spent undertaking activities relating to the delivery of the Neighbourhood Centre, particularly in relation to the three core activities of Link people with formal and informal support, Create social connections and inclusion and Integrate local community action.

Excludes:

- Not included are hours that are delivered under initiatives with an alternative funding source to the Neighbourhood Centre base operational funding, for example if the Neighbourhood Centre manages a homelessness service funded under a homelessness program initiative the hours delivered by the homelessness support worker are not included.

Reporting this measure:

Report this measure by counting the number of hours and recording the total number of all operating hours for the reporting period.

Counting rule notes and examples:

- Note: Overall counting rule can be broadly understood as hours delivered by workers funded under the Neighbourhood Centre base operational funding
- 1 hour is spent attending a network meeting. Count 1 hour
- 2 hours is spent organising an activity/workshop for community members. Count 2 hours
- 5 hours is spent developing resources e.g. online tools, information products. Count 5 hours
- 1 hour is spent delivering a cooking skills session and an additional 1 hour is spent planning, setting up and cleaning up. Count 2 hours

2.6 Number of hours the Neighbourhood Centre was open

Description

Open Hours is a sub-set of Output Hours measure meaning that 'open hours' are included in the count of Output hours.

Includes:

- All hours where the Neighbourhood Centre had its doors open and was accessible to all community members seeking support and assistance, including 'walk-ins' and unscheduled presentations.

Excludes:

- Hours where the Neighbourhood Centre had activities and groups meeting at the Centre, but the doors are closed for 'walk-ins' or unscheduled visits. For example, if the Centre is open at night for a group to meet however there is no one on reception and the only people with access to the Centre are those participating in the group, do not count these hours.

Reporting the measure:

Report this measure by counting the number of hours and recording the total number of open hours for the reporting period.

Counting rule notes and examples:

- Note: This data item is a sub-set of the *Number of Output Hours (Operating Hours)*. The two data items can be understood through the following example:
 - Number of hours the Neighbourhood Centre operated was 315. Of this total, the Neighbourhood Centre was open and accessible to community members to seek support and assistance for 200 hours.
- The Centre opens at 9am and closes at 4pm Monday to Friday (7 hours each day). Count 35 hours for each week of the reporting period.

2.7 Number of network, interagency, and cross organisation coordination meetings the Neighbourhood Centre participated in

Description:

Network, interagency and cross organisational coordination meetings may be described as being formal and scheduled with the purpose of networking, maintaining system partnerships and/or coordinating responses to local needs and effecting positive change for community members.

Includes:

- Meetings that the Neighbourhood Centre has participated in for the purpose of networking, partnerships or developing coordinated responses.

Excludes:

- Meetings attended by workers delivering services funded through sources other than Neighbourhood Centre base operational funding. For example, if the Neighbourhood Centre receives funding for and manages a homelessness service and the homelessness worker funded

through this initiative attends a housing and homelessness services state-wide network meeting relevant to that initiative, do not count this meeting.

Reporting the measure:

Report this measure by counting each meeting attended and recording the total number of meetings for the reporting period.

Counting rules notes and examples:

- 2 workers attend an interagency meeting to map service provision to identify best response to gaps in the local social service system. Count 1 meeting.
- The Neighbourhood Centre Coordinator attends the Regional Neighbourhood Centre network meeting. Count 1 meeting.
- The Neighbourhood Centre holds a meeting with local government and non-government agencies to discuss referral protocols between services. Count 1 meeting.

2.8 Number of people who volunteered for the Neighbourhood Centre

Description

For the purpose of this measure 'volunteer' refers to regular volunteers of the Neighbourhood Centre and volunteers who have provided one-off assistance during the reporting period

Includes:

- Individuals who have offered their time for free to assist with the delivery of Neighbourhood Centre activities and operations.

Excludes:

- Volunteers whose training and support are sourced from funding other than Neighbourhood Centre base operational funding. For example, if the Neighbourhood Centre receives funding specific to providing community transport services and the volunteer drivers are trained and supported via funds provided under a community transport initiative, these volunteers are not counted.

Note:

While the work of volunteer management committee members is highly valued and acknowledged as critical for the operation of Neighbourhood Centres, for the purpose of this measure:

Includes:

- Where volunteer management committee members assist with the 'delivery of activities of the Neighbourhood Centre. Examples:
 - the treasurer of the management committee comes in one day a week to assist with tutoring in the digital literacy class. Count 1 volunteer
 - the secretary of the management committee comes in for a day to fill in for a volunteer who regularly works on reception. Count 1 volunteer.

Excludes:

- Volunteers in their role of management committee members. Example:
 - the president of the management committee comes to the Centre to sign organisation related documents in their role as president and does not perform any other activity. Do not count.

Reporting the measure

Report this measure by counting the individuals who have volunteered and recording the total individuals who volunteers in the reporting period.

Counting rules notes and examples:

- Note: This measure does not count hours delivered by volunteers and does not count the number of times the individual has volunteered during the reporting period.
- 3 people volunteer to run a fruit and vegetable stall at the community garden one Saturday. Count 3 volunteers.

- 5 people volunteer at a community lunch and 3 of those individuals also volunteer at a multicultural morning tea. Count 5 volunteers.
- 5 people volunteer every week in the reporting period to assist at the centre's reception. Count 5 volunteers.
- 1 person volunteers 1 day each week to support the digital literacy class. Count 1 volunteer

Link people with formal and informal support

2.9 Number of occasions that community members were assisted to link to formal and informal support

Description:

This measure seeks to understand the volume of occasions community members have received assistance from the Neighbourhood Centre.

Includes:

- A wide range of actions that aim to link people to support, that could vary in intensity from one-off conversations to community members that return regularly to seek assistance
- Information provision, support with accessing digital services, referrals to specialist support services and assistance to understand and access the social service system
- Referral to specialist services including services funded by other sources (not Neighbourhood Centre base operational funding) that may be external or internal to the Neighbourhood Centre. For example, a referral to a specialist service could include referring to the Financial Literacy and Resilience Worker that is located at the Centre but is funded through a different funding source.

Reporting the measure:

Report this measure by counting the number of occasions community members were assisted and recording the total occasions for the reporting period.

Counting rules notes and examples:

- This measure does not count a distinct individual rather it is an occasion of assistance, meaning, if the same person comes to the centre for assistance more than once per reporting period, they are counted each time that they present (either by coming to the centre or contacting via phone or online messaging).
- A community member presents to the Neighbourhood Centre and asks for information about joining playgroup and parenting classes. They are provided information about the playgroup at the Centre and the local family support service that provides Positive Parenting sessions. Count 1 occasion.
- A community member comes to the Centre requesting support with financial concerns. The person is given assistance to make an appointment with a Financial Counsellor. Count 1 occasion. The same community member returns the next week seeking emergency assistance and is provided a food parcel from the Centre's Food Pantry. Count 1 occasion. Both occasions add to a count of 2 occasions.
- A community member comes to the community meal provided by the Centre and tells a worker that they are homeless and need support. With the community member's permission, the worker contacts the local homelessness service and facilitates setting up a time for the community member to meet with the homelessness service. Count 1 occasion.
- A community member accesses the Centre's computer and internet to lodge a Centrelink claim. Count 1 occasion.

2.10 Does your Neighbourhood Centre provide material, food or emergency relief for community members?

Description:

This measure seeks to understand the impact on Neighbourhood Centres that provide emergency, material or food relief to community members. This information is being sought in response to the large number of Neighbourhood Centres who report providing emergency relief and that base operational funding is used to support the administration and delivery due to no other funding source supporting administration costs.

Important note:

- a) This measure is not an indication of expectation that Neighbourhood Centres must provide emergency relief. Emergency relief is not an expected component of the core operating activities, this measure is to understand more about the impact on Neighbourhood Centres that provide emergency relief services and use base operational funding to administer.
- b) If your Neighbourhood Centre does not deliver any emergency, material or food relief this measure does not represent a request to commence delivering this service.

If your Neighbourhood Centre does not provide emergency, material or food relief please complete this measure by selecting “Do not provide Emergency Relief” from the drop-down box and leaving the numeric record field blank.

Reporting the measure:

Reporting this measure by reporting:

- a drop-down box option (described below 2.10.1); and
- for Neighbourhood Centres that do provide emergency relief, a numeric field (described below 2.10.2).

2.10.1 Does your Neighbourhood Centre provide material, food or emergency relief? If so, how is it resourced? (drop-down options)

Description:

This measure seeks to understand if Neighbourhood Centres provide emergency, food or material relief and if so, how is the emergency, food or material relief sourced.

For the purpose of this measure ‘food relief organisations’ refers to organisations that provide food to Neighbourhood Centres, for example Food Bank, Second Bite, Oz Harvest and ‘community donations’ refers to local community or businesses making donations for the purpose of providing emergency, food or material relief for community members.

Reporting the measure:

Report this measure by selecting from the drop-down options in the field. Select the option that best describes the Neighbourhood Centres funding source for emergency relief.

Drop-down options below:

- Do not provide Emergency Relief
- Federal funding only
- State funding only
- Community donations only
- Food relief community organisation support only
- Both Federal and State funding
- Combination of government funding, food relief organisations and community donations
- Both food relief organisations and community donations

2.10.2 Of the number of occasions recorded in the above measure (2.9), how many were assisted by the Neighbourhood Centre to receive emergency relief provided by the Neighbourhood Centre (numeric field)

Description:

The measure seeks to understand the frequency of instances in which the Neighbourhood Centre administers emergency relief assistance, regardless of the funding source for emergency relief.

Note:

- This measure is a **sub-set** of the previous measure “2.9 Number of occasions that community members were assisted to link to formal and informal support”, meaning that the community members counted in this measure will also have been counted in the previous measure.
- The two data items can be understood through the following example:
 - “The number of occasions that community members were assisted to link to formal and informal support was 60. Of this total 20 occasions of assistance were for emergency relief which was provided by the Neighbourhood Centre.”

Includes:

- Instances in which the Neighbourhood Centre assists community members who need support and emergency, food or material assistance.

Excludes:

- Occasions of assistance where the community member is referred to another emergency relief provider to receive material assistance, for example if the Neighbourhood Centre refers the community member to The Salvation Army to access material assistance.

Reporting the measure:

Report this measure by counting the number of occasions community members were assisted through emergency relief provided by the Neighbourhood Centre and record the total number of occasions for the reporting period.

Counting rules notes and examples for the numeric record field:

- A family presents at the Centre seeking assistance as they do not have enough food at home. The Neighbourhood Centre runs a community food pantry sourced by local donations. The family is provided a selection of food items. Count 1 occasion.
- An individual presents at the Centre seeking assistance due to financial pressures. The Neighbourhood Centre assists with providing a voucher for fuel for their car using funds provided by a government emergency relief initiative. Count 1 occasion

Create social connections and inclusion

2.11 Number of programs, activities and events offered by the Neighbourhood Centre fostering social connections and inclusion

Description

This measure seeks to understand the opportunities offered by the Neighbourhood Centre that foster participation, connection and inclusion for community members.

Includes:

- Scheduled groups and programmed activities that are designed and/or delivered by the Neighbourhood Centre, that rely on Neighbourhood Centre workers to undertake actions such as supporting the promotion, access, participant support, delivery, problem solving and supervision of the group or activity.

- Scheduled groups and programmed activities that have a wide range of themes or focuses that indirectly foster social connection and inclusion. For example, a regular class for people to improve their computer skills, benefits community members through skill building however, in addition community members have opportunity to meet new people, build friendships and find out more about their community
- Programs, activities and events that the Neighbourhood Centre provides themselves at their premises or online; using another community premises; or in partnership with other agencies or groups.
 - Note: For the purpose of this measure 'partnership' refers to arrangements between the Neighbourhood Centre and another community agency or group where both organisations are invested and put effort into the delivery of the program for the community such as joint coordinating of delivery and promotion of the activity. For example, the Neighbourhood Centre provides worker hours to engage community members to participate or to mentor the other community group.

Excludes:

- Instances where other entities hire space at the Neighbourhood Centre for their own purposes with restricted criteria for participation.
- For example:
 - if a retail company agent hired the meeting room at the Neighbourhood Centre to conduct a meeting for their regional sales team.
 - If an external organisation uses the Neighbourhood Centre's space to run a group or program and the group is fully funded by another government initiative and requires no support from the Neighbourhood Centre workers.

Reporting this measure

Report this measure by counting the number of opportunities offered by occasion and record the total number of occasions for this reporting period.

Programs, activities and events are counted each time they are conducted within reporting period.

Counting rule notes and examples:

- A Tai Chi class that is promoted and supervised by Neighbourhood Centre workers is offered once per week for 10 weeks. Count 10 activities.
- The Neighbourhood Centre conducts a community meal and healthy cooking group twice a week every week during the reporting period. The reporting period was 12 weeks, two groups per week. Count 24 activities.
- A community Book Club is scheduled to meet once every month, there are three months in the reporting period and the book club has met three times. Count 3 activities.
- The community meal and cooking group is a long running group that meet once a month, therefore the community meal and cooking group is counted and reported in every reporting period

2.12 Number of attendances of community members at the programs, activities and events

Description:

This measure seeks to understand the volume of attendances in the opportunities offered by the Neighbourhood Centre for social inclusion and connection.

This measure directly connects to the previous measure of '*Number of programs, activities and events offered by the Neighbourhood Centre fostering social connections and inclusion*' by counting the attendance by community members in the programs, activities and events.

Note: It is acknowledged that the programs, activities and events run by the Neighbourhood Centre may have regular participants but also participants that join groups for short periods of time or attend sporadically. For this reason, this measure does not seek a count of a distinct individual rather it

counts frequency of attendance.

Includes:

- All occasions that community members have attended the opportunities offered and counts the number of community members that attended each time the program, activity or event was offered by the Neighbourhood Centre.

Reporting the measure:

This measure does not require a count of distinct individuals, rather the number of attendances. Report this measure by counting every time a community member attended a program, activity or event offered by the Neighbourhood Centre and record the total number of attendances for the reporting period.

Counting rules notes and examples:

- A Tai Chi class is run at the Centre once per week for 10 weeks. At the end of every class the Tai Chi instructor records the number of participants and passes this on to the Neighbourhood Centre coordinator. A record is made of participant numbers for all 10 weeks and is totalled. For example, Week 1 had 5 participants, Week 2 had 7 participants, and so forth. For Week 1 and Week 2 the total count would be 12 attendances. The total count for the reporting period would include participant numbers for all 10 classes.
- Community meal and healthy cooking group is conducted twice a week every week during the reporting period. The reporting period was 12 weeks, two groups per week. At the end of every community meal the volunteer that assists with conducting the class and meal records the number of participants. Monday community meal had 10 participants, Thursday community meal had 12 participants and so forth. For these two sessions the total count would be 22 attendances. The total count for the reporting period would include participant numbers from all 24 community meals.
- Community Book Club is scheduled to meet once every month, there are three months in the reporting period and the book club has met three times. The Neighbourhood Centre worker who supports the Book Club records the number of participants each meeting. For example, meeting 1 had 3 participants, meeting 2 had 5 participants, meeting 3 had 7 participants. Count 15 attendances.

Integrate local community action

2.13 Number of community development projects facilitated or actively supported by the Neighbourhood Centre

Description:

The term 'projects' is used in this measure to refer to a range of actions and activities that are undertaken to collectively achieve an identified goal.

This measure seeks to understand the projects facilitated or actively supported by the Neighbourhood Centre, that are designed *with* rather than *for* community members to benefit the whole community or group within the community.

Includes:

- Projects where the Neighbourhood Centre brings community members together (in person or online) to facilitate local community action that is determined by the community members.
- Situations where community members initiate the project, and the Neighbourhood Centre provides active support and resourcing.
- Projects where the design and actions are community-led rather than organisation-led.
- Projects where the Neighbourhood Centre works in partnership with community members, other community groups or organisations to facilitate community-led projects.

Excludes:

- Projects where the actions and solutions are determined by an organisation rather than the

community members.

- Projects where services are provided for the recipients of the service and the service recipients have no input.
- Services or groups where the benefit is directed at an individual rather than the community as a whole.

Reporting the measure:

Report this measure by counting the number of projects facilitated by the Neighbourhood Centre and record the total number of projects worked on in this reporting period.

Projects may be long running with work spanning across multiple reporting periods.

Counting rule notes and examples:

- Note: This measure seeks to count the project, not the number of meetings or activities that make up the work within the project.
- Two community members approach the Neighbourhood Centre for support to commence a project to design and establish a social enterprise with the aim of addressing local unemployment. The Neighbourhood Centre assists the 2 community members to work on this project. Count 1 project.
- 3 regular volunteers of the Neighbourhood Centre community garden raise concerns regarding the impact on community members of the rising costs of fruit and vegetables, they have an idea to run a 'grow your own food' project. With support from the Neighbourhood Centre, the 3 volunteers design and lead the project. Count 1 project.
- The members of the Neighbourhood Centre's 'English Conversation Circle' raised concerns regarding service access due to language barriers and they wish to start a project to advocate for better access to translating services. The Neighbourhood Centre facilitates this group to determine the actions to address this issue. Count 1 project.
- Note: Some projects may span across reporting periods. For example, the 'grow your own food project' may take several months to get established and require ongoing support from the Neighbourhood Centre. Therefore, this project could be counted in multiple reporting periods. It would be expected that the project would progress through stages to reach intended outcomes and different actions would be undertaken each reporting period

2.14 Number of projects facilitated by the Neighbourhood Centre that encourage and empower community members to become actively involved

Description

The term 'projects' is used in this measure to refer to a range of actions and activities that are undertaken to collectively achieve an identified goal.

The projects referred to for this measure are those the Neighbourhood Centre leads for the purpose of encouraging community involvement in local community action, to empower community members to determine solutions and to build local capacity and leadership.

This measure seeks to understand the projects that are led by the Neighbourhood Centre to provide opportunities for community members to:

- raise ideas
- identify community strengths
- identify emerging needs and priorities
- join together to develop local solutions.

Includes:

- Projects where the Neighbourhood Centre brings community members together to encourage engagement and involvement in projects to effect positive social change in their community.
- Projects where the Neighbourhood Centre leads with the purpose of empowering and building the capacity of community members.

- Projects where the Neighbourhood Centre works in partnership with other community groups or organisations to engage community members in the projects.

Excludes:

- Projects included in the previous measure “*Number of community development projects facilitated or actively supported by the Neighbourhood Centre*”.

Reporting the measure:

Report this measure by counting the number of projects facilitated by the Neighbourhood Centre and record the total number of projects worked on in this reporting period.

Counting rule notes and examples:

- Note: This measure seeks to count the project, not the number of meetings or activities that make up the work within the project.
- The Neighbourhood Centre conducts an annual ‘open to all’ community members ‘Have Your Say’ community voice session that aims at strengthening the capacity of the community to advocate for their local needs and action. Count 1 project.
- The Neighbourhood Centre is engaged by government to contribute to a project in relation to disaster preparedness, resilience, responses and recovery. The project has parameters and actions determined by government and the Neighbourhood Centre is requested to support the engagement of community members. The project design and actions are not determined by the Neighbourhood Centre or the community members however they are participants and contribute to the delivery of the project. Count 1 project.

3. Practice Examples

Practice Examples are requested for each of the core activities:

1. Link people with formal and informal support
2. Create social connections and inclusion
3. Integrate local community action.

The Practice Examples are linked to the quantitative measures in the Activity Report and have a structured format for providing qualitative information.

The structured format contains two different types of fields: 1) fields with drop-down box options; and 2) free text fields.

General notes and instructions for completing the drop-down box fields:

- Select one option that best describes the information requested. The purpose of the broad categories used is to assist with collating and analysing the qualitative information provided by all funded Neighbourhood Centres.
- Drop-downs options include “Other not listed”. This option is provided for instances where the categories listed do not broadly capture the example used.
- Please complete all fields in the Practice Examples.

General notes and instructions for completing the free text fields:

- Do not provide identifying information about individuals in the Practice Examples
- Keep all free text brief and give regard to the recommended word limit

3.1 Provide a practice example – Link people with formal and informal support

Provide a practice example demonstrating a situation where the Neighbourhood Centre linked community member/s with formal and informal support.

Link people with formal and informal support		
Information requested	Description	Drop-down or free text
We chose this example because it was	Drop-down box options provided to indicate why the example was chosen to present.	Drop-down options <ul style="list-style-type: none"> the most frequent the most challenging it is an emerging issue
Presenting issue	Broad categories are provided as drop-downs to assist with understanding the presenting issue. Select one option that best describes the main presenting issue.	Drop-down options <ul style="list-style-type: none"> Financial hardship Housing Isolation, loneliness Mental Health Employment Health issue Disability support Domestic and Family Violence Parenting Other not listed
<i>If 'Other not listed' is selected for 'Presenting issue' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where "Other not listed" has been selected in the previous.	Free Text <i>5 word maximum</i>
Cohort description	Broad categories are provided as drop-downs to assist with understanding of broad demographic information about the community member who is presenting with this need/ issue.	Drop-down options <ul style="list-style-type: none"> Young person (under 25 years) Older person (over 65 years) First Nations person CALD background person Person with a disability Person identifying LGBTIQ+ Individual (not best described by one of the above) Family (not best described by one of the above) Group of people (not best described by one of the above) Other not listed
<i>If 'Other not listed' is selected for 'Cohort description' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where "Other not listed" has been selected in the previous.	Free Text <i>5 word maximum</i>
Action - referral to specialist service	Broad categories are provided as drop-downs to assist with understanding where community member/s were referred to.	Drop-down options <ul style="list-style-type: none"> Income support (Centrelink) Child and Family support services Counselling services Disability support services Drug and alcohol services Mental health support services Health services (not mental health or drug and alcohol) Domestic and Family Violence service Emergency accommodation - homelessness services Housing services - long term housing support Material, Food or Emergency relief Employment, Education and Training support services Financial counselling services Legal or justice services No referral - no available service Other not listed

Action - Neighbourhood Centre actions	Broad categories are provided as drop-downs to assist with understanding what actions the Neighbourhood Centre undertook.	Drop-down options <ul style="list-style-type: none"> Supported to use NC technology resources Access to social group or program at the NC NC delivered Emergency Relief Warm referral Provided service contact details Assisted to determine what service would be helpful to meet their needs Assisted to understand service system Other not listed
<i>If 'Other not listed' is selected for 'Actions' or brief additional detail regarding actions taken</i>	This field is for further information to be provided to explain brief detail where "Other not listed" has been selected in the previous and where the actions need further description.	Free Text <i>15 word maximum</i>
Outcomes	Broad categories are provided as drop-downs to assist with understanding what outcomes were experienced by the community member/s as a result of the actions the Neighbourhood Centre undertook.	Drop-down options <ul style="list-style-type: none"> Accepted referral to specialist service Participated in group or program Navigated online services Provided with temporary relief from financial hardship Identified needs met Needs not met due to service gaps Independent capacity developed Other not listed
<i>If 'Other not listed' is selected for 'Outcomes' or brief additional detail regarding outcomes</i>	This field is for further information to be provided to explain brief detail where "Other not listed" has been selected in the previous and where the actions need further description.	Free Text <i>15 word maximum</i>
Reflections <i>Brief detail</i>	This field is for sharing learning and reflections from this example. For example, this may include reflections with regard to identifying service gaps or highlighting a practice method that was effective.	Free Text <i>15 word maximum</i>
Additional comments.	Provide minimal comments not already provided in the above fields.	Free Text <i>15 word maximum</i>

3.2 Provide a practice example – Create social connections and inclusion

Provide a practice example demonstrating a program, activity or event offered by the Neighbourhood Centre fostering social connections and inclusion

Create social connections and inclusion		
Information requested	Description	Drop-down or free text
Name of program / activity / event	Provided the name of the program / activity / event	Free Text <i>5 word maximum</i>
Purpose of program / activity / event	Broad categories are provided as drop-downs to assist with understanding the purpose and intent behind establishing and delivering this program / activity / event.	Drop-down options <ul style="list-style-type: none"> Social connection Education and training - eg language classes resume writing Digital literacy Cultural connection Health and wellbeing - eg exercise, healthy eating, mental health support Skills building - eg craft, hobbies Awareness raising

		<ul style="list-style-type: none"> • Other not listed
<i>If 'Other not listed' is selected for 'Purpose' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where "Other not listed" has been selected in the previous.	Free Text 5 word maximum
Role of Neighbourhood Centre	Broad categories are provided as drop-downs to assist with understanding the Neighbourhood Centre role in delivering the program / activity / event. For example was it delivered in partnership with another organisation or group of people.	Drop-down options <ul style="list-style-type: none"> • Delivered by NC only • Delivered in partnership with another group or organisation • Delivered with community members leading and NC support • Other not listed
<i>If 'Other not listed' is selected for 'Role of Neighbourhood Centre' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where "Other not listed" has been selected in the previous.	
Target cohort description	Broad categories are provided as drop-downs to assist with understanding of broad demographic information regarding the target cohort intended to benefit or be supported through the program / activity / event.	Drop-down options <ul style="list-style-type: none"> • Seniors • Young people • Parents • Children • People with disability • People with health and/or mental health concerns • Women • Men • First Nations • Culturally and Linguistically diverse • LGBTIQ+ community • Community members generally – no specific target cohort • Other not listed
<i>If 'Other not listed' is selected for 'Target Cohort' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where "Other not listed" has been selected in the previous.	Free Text 5 word maximum
Outcomes	Broad categories are provided as drop-downs to assist with understanding the outcomes experienced by the community member/s as a result of participating in the program / activity / event.	Drop-down options <ul style="list-style-type: none"> • Increased social inclusion • Decreased social isolation • Increased health and fitness • Increased awareness of a social issue • Increased education or skills • Reduced social disadvantage • Increased connection to culture and community • Other not listed
<i>If 'Other not listed' is selected for 'Outcomes' or brief additional detail regarding outcomes</i>	This field is for further information to be provided to explain detail where "Other not listed" has been selected in the previous and where the actions need further description.	Free Text 15 word maximum
Reflections Brief detail	This field is for sharing learning and reflections from this example. For example, this may include reflections with regard to the identifying community needs or highlighting a practice method that was effective for inclusion and cohesion.	Free Text 15 word maximum
Additional comments	Provide minimal comments not already provided in the above fields.	Free Text 15 word maximum

3.3 Provide a practice example – Integrate local community action

Provide a practice example demonstrating a project facilitated by the Neighbourhood Centre that fosters local community ownership of design and action

Integrate local community action		
Information requested	Description	Drop-down or free text
Project Name	Provide the name of the project	Free Text 5 word maximum
What type of Project?	Categories provided as drop-downs align with measures for “Integrate local community action”, measures 2.13 and 2.14.	Drop-down options <ul style="list-style-type: none"> Community Development project Project to empower and engage community members
Project phase / stage	Broad categories are provided as drop-downs to assist with understanding the phase or stage that the project is in during the reporting period.	Drop-down options <ul style="list-style-type: none"> Identifying community concern or opportunity Planning & Codesign Acting with community Evaluation and reflection Other not listed
<i>If 'Other not listed' is selected for 'Project phase / stage' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where “Other not listed” has been selected in the previous.	Free Text 5 word maximum
Issue description	Broad categories are provided as drop-downs to assist with understanding the issue that the project seeks to address. Select one option that best describes the main issue.	Drop-down options <ul style="list-style-type: none"> Social disadvantage Identified service or infrastructure gap Social Cohesion Environmental concern Community asset, strength or opportunity Social isolation & Loneliness Crime/Violence Disaster Other not listed
<i>If 'Other not listed' is selected for 'Issue' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where “Other not listed” has been selected in the previous.	Free Text 5 word maximum
Evidence supporting project	Broad categories are provided as drop-downs to assist with understanding the evidence that was used to determine the need/ drivers for the project and/or the parameters of the project.	Drop-down options <ul style="list-style-type: none"> Directly from Community Members Local stakeholders raised the issue Social Media Community Survey Statistical Trend Increased presentations Other not listed
<i>If 'Other not listed' is selected for 'Evidence' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where “Other not listed” has been selected in the previous.	Free Text 5 word maximum
Cohort description (target cohort for project)	Broad categories are provided as drop-downs to assist with understanding of the broad demographic information regarding the target cohort intended to participate and engage with the project.	Drop-down options <ul style="list-style-type: none"> Seniors Young people Parents Children People with disability People with health and/or mental health concerns Women Men First Nations Culturally and Linguistically diverse LGBTIQ+ community Environment Local businesses Whole of Community Other not listed
<i>If 'Other not listed' is selected for 'Cohort' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where	Free Text 5 word maximum

	“Other not listed” has been selected in the previous.	
Local Actions (actions undertaken for the project)	Broad categories are provided as drop-downs to assist with understanding the actions taken by the Neighbourhood Centre as part of the project.	Drop-down options <ul style="list-style-type: none"> • Holding Community Meeting/s • Advocating to relevant stakeholders • Strategic Planning with Community • Awareness raising campaign • Form a working group • Supporting external community group or project • Form a Self-Help Group • Engagement with special interest group • Community Education • Research or Asset Mapping • Establishing formal partnership/s • Establishing new community organisation • Social Enterprise Development • Other not listed
<i>If 'Other not listed' is selected for 'Local actions' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where “Other not listed” has been selected in the previous.	Free Text <i>5 word maximum</i>
Local resources leveraged	This field is for a free text description of how the Neighbourhood Centre has leveraged local resources to support or deliver the project. For example, this may include information about the other local groups involved or venue resources or volunteers.	Free Text <i>15 word maximum</i>
Community member involvement	This field is for a free text description of how community members have been involved in the project. For example, the numbers of community members leading the project design or who are initiators of the project. Note: do not provide identifying information of the community members such as names.	Free Text <i>15 word maximum</i>
Project Goals	Broad categories are provided as drop-downs to assist with understanding the goals that have been set for the project.	Drop-down options <ul style="list-style-type: none"> • Increase access to services • Improve local infrastructure • Increased participation • Increased awareness and understanding • Improve Environment • Improved community safety • Strengthen local economy • Strengthen disaster resilience • Reduce social isolation • Capacity building of local leaders • Other not listed
<i>If 'Other not listed' is selected for 'Goals' provide brief detail</i>	This field is for further information, <u>if required</u> , to explain in brief detail where “Other not listed” has been selected in the previous.	Free Text <i>5 word maximum</i>
Outcomes <i>Brief detail (free text)</i>	This field is for a free text description of the outcomes achieved as a result of the project in this reporting period.	Free Text <i>15 word maximum</i>
Reflections <i>Brief detail (free text)</i>	This field is for sharing learning and reflections from this example. For example, this may include reflections with regard to the community development process and elements of practice that been effective or may include elements that were not successful.	Free Text <i>15 word maximum</i>
Additional comments	Provide minimal comments not already provided in the above fields.	Free Text <i>15 word maximum</i>

Screenshot of Activity Report

Activity Report	
Service outlet number	
Service outlet name	
Schedule number	
COT_	
Reporting period	

ACTIVITY	PERFORMANCE MEASURE	REPORT
General delivery	Number of Output hours (operating hours)	
	Number of hours the Neighbourhood Centre was open	
	Number of network, interagency, and cross organisation coordination meetings the Neighbourhood Centre participated in	
	Number of people who volunteered for the Neighbourhood Centre	
Linking people with formal and informal support	Number of occasions community members were assisted to link to formal or informal support	
	Does your Neighbourhood Centre provide material, food or emergency relief? If so, how is it resourced? (drop-down options)	
	Of the number of occasions recorded in the above measure, how many were assisted by the Neighbourhood Centre to receive emergency relief provided by the Neighbourhood Centre	
Creating social connections and inclusion	Number of programs, activities and events offered by the Neighbourhood Centre fostering social connections and inclusion	
	Number of attendances of community members at the programs, activities and events	
Integrate local community action	Number of community development projects facilitated or actively supported by the Neighbourhood Centre	
	Number of projects facilitated by the Neighbourhood Centre that encourage and empower community members to become actively involved	

Screenshot of Practice Examples

Practice Examples		
ACTIVITY	PRACTICE EXAMPLE/CASE STUDY	REPORT
Linking people with formal and informal support	In this reporting period we linked community members with formal and informal support on 0 occasions. An example of how we did this and the outcome/s achieved is below.	
	We chose this example because it was	
	Presenting issue	Free text
	If 'Other' provided brief detail (free text)	
	Cohort description	Free text
	If 'Other' provided brief detail (free text)	
	Action - referral to	
	Action - Neighbourhood Centre did	Free text
	Brief detail regarding actions (free text)	
	Outcomes	Free text
	If 'Other' provided brief detail (free text)	
Creating social connections and inclusion	In this reporting period we offered 0 programs, activities and events fostering social connections and inclusion. And community members participated in these programs, activities, events on 0 occasions. An example of how we did this and the outcome/s achieved is below.	
	Name of activity / program / project	Free text
	Purpose of activity / program / project	Free text
	If 'Other' provided brief detail (free text)	
	Role of Neighbourhood Centre	
	Target cohort description	Free text
	If 'Other' provided brief detail (free text)	
	Outcomes	Free text
	If 'Other' provided brief detail (free text)	
	Reflections	Free text
	Brief detail (free text)	Free text
Integrate local community action	In this reporting period we facilitated 0 projects to identify local community needs, develop local actions and respond with community led action, and 0 community members were involved in these projects. An example of how we did this and the outcome/s achieved is below.	
	Project Name	Free text
	Project phase / stage	
	Issue description	Free text
	If 'Other' provided brief detail (free text)	
	Evidence supporting project	Free text
	If 'Other' provided brief detail (free text)	
	Cohort description (target cohort for project)	Free text
	If 'Other' provided brief detail (free text)	
	Local Actions (actions undertaken for the	Free text
	If 'Other' provided brief detail (free text)	
Describe the involvement of community members		
Project Goals	Free text	
If 'Other' provided brief detail (free text)		
Outcomes (what are the outcomes so far)	Free text	
Brief detail (free text)	Free text	
Reflections	Free text	
Brief detail (free text)	Free text	
Additional comments	Free text	