



Service Delivery Data Report

Community and Neighbourhood Development Services Template

Services procured through the Department of Local Government and Communities' Community and Neighbourhood Development Services program are required to submit a Service Delivery Data Report for the July to December and January to June reporting periods.

Organisations are strongly advised to refer to their Service Agreement (including the Service Requirements, the Response document (Part D) and any subsequent variations) and the Instructions for completing the Service Delivery Data Report – Community and Neighbourhood Development Services for guidance on how to complete the Service Delivery Data Report. If further assistance is required, please contact your Service Contracting and Development Officer on (08) 6551 8700.

Please note failure to provide this information in the correct format by the required date and to the Department's satisfaction may result in the suspension of payments to your organisation.

Reporting period:

Year: 2020

July to December - due 28 February. Please complete Section 1 Service Delivery Data Output Measures only.

X January to June - due 31 August. Please complete all sections of the Service Delivery Data Report.

Contact Details:

Organisation name: Victoria Park Community Centre Inc.

Service Name: Victoria Park Community Centre Inc. .

Completed by: James Treacy . Manager

Contact phone number: 9361 1999.

Section 1 -Service Delivery Data Output Measures

Reporting period for this data is six monthly (July to December or January to June).

1. Service Provision and Promotion

1.1. The number of hours per week the service operated:

56

1.2. The number of weeks the service was operational during the reporting period:

26

1.3. If appropriate, description and explanation of any periods of time during the reporting period when the service was not available at 100% funded capacity:

The Community Centre did shut its doors in Phase one and two of the Covid-19 Lock down but never ceased serving the community during this time. We had an increase in our online community work and advocacy.

1.4. The type of strategies that are used to promote the service to the Service Specific Target Group during the reporting period:

(more than one strategy can be ticked)

- Newsletters (electronic and digital)
- Social Media (including Facebook, Twitter, Instagram, etc)
- Radio (including community radio, interviews and ads)
- Newspaper (media releases, advertisements, articles)
- Television Media (ads, interviews)
- Printed Material (publications, brochures, flyers)
- Websites
- Static Displays and Public Noticeboards
- Other – please describe in box below

2. Description of Service Users and Services Provided to Service Users

Key Element 2 - Community Education by External Groups or Providers

Is your organisation providing Community Education by External Groups or Providers as part of the service model described in your Service Agreement?

Yes

No

If you ticked yes, the service is required to collect data for all tables in this section.

2.1 The number and characteristics of individuals who registered for activities conducted by external groups or providers

a) Gender

Gender	Number
Female	508
Male	264
Unknown	2
Total (Total of all tables in 2.1 should be the same)	774

b) Age

Age	Number
Under 20 years	33
20-29 years	143
30-39 years	229
40-49 years	172
50-59 years	97
60 years and over	100
Unknown	
Total (Total of all tables in 2.1 should be the same)	774

c) Ethnicity

Ethnicity	Number
Aboriginal/Torres Strait Islander	13
Culturally and Linguistically Diverse Background This includes those who self-identify as born overseas from countries other than Canada; Republic of Ireland; New Zealand; South Africa; United Kingdom; and USA.	328
Other This includes Australian born (<u>not</u> Aboriginal/Torres Strait Islander) and other main English speaking countries (Canada; Republic of Ireland; New Zealand; South Africa; United Kingdom; and USA).	433
Unknown	0
Total (Total of all tables in 2.1 should be the same)	774

2.2 The number and type of activities conducted by external groups or providers and the number of people that registered for activities

a) Community Education Activity Groups

Type of Community Education Activity Groups	Number Groups Provided	Total Number of People Registered
Life Skills/Practical Skills Development	5	79
Adult Learning	11	198
Social Support/Personal Development	13	440
Activities for Children – do not include Activities for Children and Parents (see below)	3	62 Number of Children (no demographics required under table 2.1)
Other – please categorise		
Total	32	779

b) Activity for Children and Parents

Activities for Children and Parents (where both parents and children both participate and outcomes achieved for both)	Number Groups Provided	Total Number of Parents Registered	Total Number of Children Registered
Playgroups	2	57	70
Other (only report this where it has been negotiated with the Department)			

Note: Parents counted under this table will need to have their demographics counted under tables in 2.1. Demographics on children are not required.

2.3 The number and characteristics of external groups or providers providing activities in 2.2.

Type of External Group or Providers	Number Provided
Not For Profit/Community Group	20
For Profit Organisation/Business	10
Local Government	2
Government (State/Federal)	1
Private Individual	1
Total	34

Key Element 3 - Community Education by the Purchased Service

Is your organisation providing Community Education by the Purchased Service as part of the service model described in your Service Agreement?

Yes

No

If you ticked yes, the service is required to collect data for all tables in this section.

2.4 The number and characteristics of individuals who registered for activities conducted by the purchased service

Do **not** include children in these tables.

a) Gender

Gender	Number
Female	286
Male	133
Unknown	0
Total (Total of all tables in 2.4 should be the same)	419

b) Age

Age	Number
Under 20 years	16
20-29 years	67
30-39 years	141
40-49 years	87
50-59 years	46
60 years and over	62
Unknown	
Total (Total of all tables in 2.4 should be the same)	419

c) Ethnicity

Ethnicity	Number
Aboriginal/Torres Strait Islander	16
Culturally and Linguistically Diverse Background This includes those who self-identify as born overseas from countries other than Canada; Republic of Ireland; New Zealand; South Africa; United Kingdom; and USA.	122
Other This includes Australian born (not Aboriginal/Torres Strait Islander) and other main English speaking countries (Canada; Republic of Ireland; New Zealand; South Africa; United Kingdom; and USA).	281
Unknown	0
Total (Total of all tables in 2.4 should be the same)	419

2.5 The number and type of activities conducted by the purchased service and the number of people that registered for activities

a) Community Education Activity Groups

Type of Community Education Activity Groups	Number Groups Provided	Total Number of People Registered
Life Skills/Practical Skills Development	4	74
Adult Learning	9	135
Social Support/Personal Development	4	130
Activities for Children – do not include Activities for Children and Parents (see below)	0	0 Number of Children (no demographics required under table 2.4)
Other – please categorise		
Total	17	339

b) Activity for Children and Parents

Activities for Children and Parents (where both parents and children both participate and outcomes achieved for both)	Number Groups Provided	Total Number of Parents Registered	Total Number of Children Registered
Playgroups	2	80	56
Other (only report this where it has been negotiated with the Department)			

Note: Parents counted under this table will need to have their demographics counted under tables in 2.4. Demographics on children are not required.

3. Services Provided

Key Element 1 - Community Collaboration and Partnerships

Is your organisation providing Community Collaboration and Partnerships as part of the service model described in your Service Agreement?

Yes

No

If you ticked yes, the service is required to collect data for all tables in this section.

3.1 The number and type of activities that work towards Community Collaboration and Partnerships

Type of activity working towards Community Collaboration and Partnerships	Number
Number of projects or partnerships worked on with other agencies	49
Number of relevant interagency forums or networks participated with	3
Number of agencies established and maintained referral pathways with	25
Other – please categorise	
Total	77

Key Element 4 - Information and Linkages

Is your organisation providing Information and Linkages as part of the service model described in your Service Agreement?

Yes

No

If yes, please collect the following data and enter the totals at the end of each reporting period for all of the tables in this section.

3.2 The number and type of information and linkages during the reporting period

Type of Information and Linkages	Number
Information provision	600
Informal linkages and connections	120
Active linkages for non-users of the service	700
Total	1420

Key Element 5 - Community Activities

Is your organisation providing Community Activities as part of the service model described in your Service Agreement?

Yes

No

If yes, please collect the following data and enter the totals at the end of each reporting period for all of the tables in this section.

3.3 The number and type of community activities provided by the service and the number of people that attended.

Type of Community Activities provided by the service	Number Provided	Total Number of People Participating
Community Workshops	13	209
Seminars/Presentations	0	0
Community Events (including promotional stalls at fairs and festivals)	3	Not Applicable
Other – please categorise	1	43
Total	17	252

Comments on Service Delivery Output Measures

Please complete this section only if you would like to make any additional comments in relation to the Service Delivery Data Output Measures reported on for your service.

The Centre has developed a new strategic plan in this financial year. This Strategic plan (as can be seen below) works within the guides of our current contract but also speaks to objectives of our LGA and the Empowering Communities model which most neighbour centres now operate on. The establishment of this plan has been one of the significant steps the organisation has taken in the last 12 months. As our local member Ben Wyatt MLA noted in a letter to the Centre dated, 18th March 2020, “the Centre itself has become a local institution” and “the role of community centres like yours have changed since Covid -19: the centre and your services are more important than ever during these uncertain and vulnerable times for many in our community.”

STRATEGIC PLAN 2020-2022

Victoria Park COMMUNITY CENTRE INC.

VISION : The place where community happens; where people are empowered to thrive.

MISSION : To connect communities.

VALUES : Collaboration. Innovation. Generosity. Outreach.

OBJECTIVES

<p>An accountable, well-governed and effective organisation with recurrent funding</p> <p>Diversify funding model</p> <p>1(a). Identify future funding needs to achieve strategic outcomes and ensure the centre is sustainable</p> <p>1(b). Develop a governance framework to ensure continued compliance and maximum efficiency/effectiveness</p> <p>1(c). Develop a new partnership and sponsorship framework to allow the centre to secure ongoing funding from diverse sources</p>	<p>Empowered communities and healthy, informed, knowledgeable, engaged citizens</p> <p>Grow CALD communities and men and youth programs</p> <p>2(a). Identify key target groups, including demographics, needs and objectives</p> <p>2(b). Continue to support existing user groups for collaboration, partnership and outreach</p> <p>2(c). Co-design sustainable programs with partners to connect and empower the community</p>	<p>Reframed perception of community 'centres' to meet community need</p> <p>Create community 'hubs' throughout Victoria Park</p> <p>3(a). Innovate using online tools and technology to reach a diverse community</p> <p>3(b). Expand the notion of the 'centre' to not only include activities within the building</p> <p>3(c). Review our brand and identity to align to our new vision</p>
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Vic Park Community Centre Inc - Strategy Plan (June 2020)

We will make the point in the following sections of the report that while we continue to offer great value for money to the Department of Communities and hit our KPI's, our work is not adequately measured by the outputs measures above. This is because we have moved towards a participatory empowerment model which is currently required in the post COVID-19 world of 2020, rather than only the Neighbourhood Centre model that the contract was originally brokered with in 2014. For instance, we do a lot of online work which does not fit into the above output systems.

As part of our new service delivery model we are moving away from seminars and towards workshops and skills-based learning which aligns with SSO1. This is being

done because we believe we can hit multiple service specific outcomes through workshops and find lecture and seminars do not adequately allow for community connection which is key to SSO 2 and SSO 3. This explains the comparatively low numbers of seminars from last reporting period.

This completes the information organisations are required to provide for the July to December reporting period.

The completed July to December Service Delivery Data Report should now be emailed to ngoreports@dlgc.wa.gov.au by 28 February.

Please note: as only Section 1 is required, please delete Sections 2-5 of this template before submitting it to the Department.

Before submitting the July to December report, organisations are also advised to review their report to ensure it has been completed correctly. In particular, organisations are advised to check

- the correct reporting period has been selected;
- the data provided is for Key Elements and Activities that have been **agreed** as part of the Service Agreement with the Department (including any subsequent variations);
- the total for all tables in section 2.1 (Description of Service Users for activities conducted by external groups or providers) is the same; and
- the total for all tables in section 2.4 (Description of Service Users for activities conducted by the purchased service) is the same.

This is critical as it will avoid any delays in acceptance and/or approval of the report by the Service Contracting and Development Officer.

Organisations submitting information relating to the January to June period must complete all remaining sections of the Service Delivery Data Report.

Section 2 - Annual Customer Perception Survey Outcome Measures

As part of the Service Agreement, your service is required to participate in the Department of Local Government and Communities' Annual Customer Perception Survey. Participation in the survey provides data to the Department on how your service is meeting outcome measures specified in the Service Agreement.

The Annual Customer Perception Survey occurs only once in the financial year (July – June). The Department runs the survey, analyses the responses and provides participating services (for those who meet agreed collection requirements) with an individual Service Report or a Comments Only Report provided.

1. Outcome Measures

1.1 Did you participate in the Department's Annual Customer Perception Survey?

Yes

No

1.2 Please indicate which report you received from the Department of Local Government and Communities:

Service Report

This report includes an analysis of the survey data and comments received in relation to the individual service. More than 20 completed customer perception survey responses and the Checklist form must be received in order for an organisation to receive this report.

or

Comments Only Report

This report includes the individual comments for the service only. An analysis of the survey data for the individual service is not included as less than 20 customer perception survey responses were received and/or the Checklist form was not received.

1.3 What was the total number of Respondents who provided a response to the Customer Perception Survey for your service?

No survey was provided

Section 3 - Annual Outcome Progress Report

This section will only be in the January to June Service Delivery Data Report. Therefore, the information reported should reflect a 12 month reporting period commencing 1 July to 30 June.

Using information from any relevant source, records or data you have collected, please comment on how successful you believe your service was in achieving the outcome objectives from your Service Requirements (found in Part C of your Service Agreement) during the reporting period with the specified target group(s) (attach additional sheets if necessary).

You may wish to include feedback provided to your service from the Annual Customer Perception Survey. Your response should be consistent with your Response Form (Part D of your Service Agreement) including any subsequent variations. Additional qualitative feedback gathered by your service that is relevant to these outcomes can also be included.

1. Response to Individual Service Specific Outcomes

Individuals and families build on their knowledge, confidence and skills to effectively manage their own lives (Service Specific Outcome 1)

1.1 The extent to which individuals and families were supported to build on their knowledge, confidence and skills to effectively manage their own lives

At the beginning of the Financial Year, we were involved in a community open day in collaboration with The Town of Vic Park which was attended by more than 1000 people. At this event we conducted research through a 'dotocracy' to understand what individuals wanted to build their knowledge, skills and confidence in. We then conducted the same survey online to gather data from as many demographics as possible.

This research informed our practice for this year. From it we designed the following programs to help build skills, knowledge and confidence so that people can take control of their own lives.

- 'SkillShare'- a program where locals teach other locals their skills. We launched this program and ran two events prior to covid-19; learn to keep chickens and slow fashion. Both were very well received with Keeping Chickens being the best rated event we ran all year according to our outcome & data software: see dimension responses below.

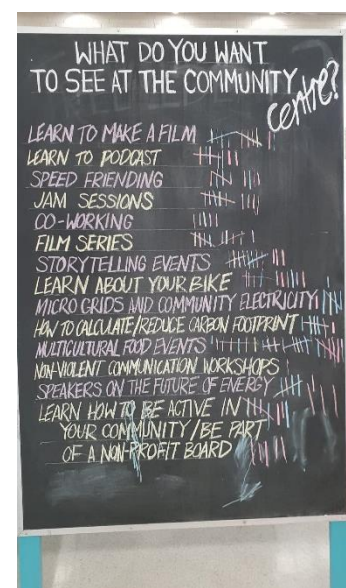
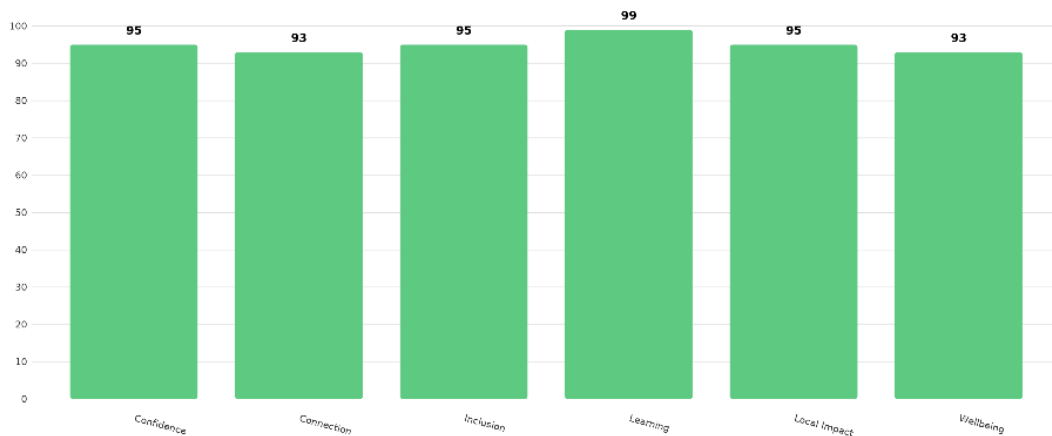


Figure 1 One side of the Dotocracy Board

Dimension Averages



- As Covid-19 hit we were one of the leaders locally in going online with our offering and brought 2 x Skillshare projects on how to use Zoom, a Video Conferencing software that people were using to connect during isolation. Named 'Zoom with Friends', we worked in collaboration with the Victoria Park Connect, our local senior citizen's service provider, the Town of Victoria Park, Befriend and Activate Mental Health to pull the first online seminar together in just over one week. We also put together a user's resource in collaboration with the above-mentioned organisations which was circulated widely, through all our networks and through the Linkwest network. After the 2 sessions we ran, we passed over the project to Connect Victoria Park who continued to run it in collaboration with the Town of Victoria Park. In total the program trained over 100 people on Zoom. The outcomes of the 'Zoom with Friends' aligns with SSO1 because there was an 80% agreement rate that the project provided confidence to use online software and 88% agreement that they learnt how to use a tool that will allow them to connect and effectively manage their own life in the lock down period. It should be noted that predominately the attendees were over 65's and were high risk people for both Covid-19 health issues and likely to be isolating and isolated due to the pandemic. Therefore, not only did this series help over 100 people, it helped 100 of those who were most likely to be vulnerable. In addition to the empirical evidence we collected, we also had feedback from attendees like one 77-year-old who said "[I'm] looking forward to more social contact via this mean".



2 Bread making course by Zoom

- Local Business Collaborations to build community skills - We ran 6 skills-based sessions where we drew on the private sector's knowledge and collaborated with local businesses. We ran a Cooking Class with a local restaurant, a get back on your bike workshop with the local bike shop, indoor plants maintenance workshop with the local nursery, a bread baking course by Zoom with a local baker (mid Covid lock down. See image), a plastic free business skills workshop with a plastic free specialist, reduce plastic waste at home workshop with local waste experts and a composting workshop with our local composting and garden supplies shop. All of these projects were drawn from our research earlier in the year and were based on giving people an opportunity to socialise while increasing their skills and capacity so they can manage their own lives, financially, healthily and environmentally.

We know that these workshops achieved this because we collected outcome measurement data on these projects. The collated data across these events found that there was an 83% agreement that they were more confident and a 91% agreement that they had learnt skills which will impact the way they live their lives. Similarly, we had responses like "Good fun, casual and learnt something new. Was also great to feel part of the Vic Park community. Thank you!" which show we are helping people learn which is integral to taking control of their lives as is the goal of SS01.

- We worked in collaboration with Communicare to deliver a free parenting workshop on setting boundaries. We had another scheduled which we had to cancel because of Covid-19. This is another example of families being supported to build on their knowledge, confidence and skills to effectively manage their own lives and the lives of their children.
- Street Teams- as a Covid-19 response the Community Centre piloted a program called Street Teams Carlisle. This program is designed to help people on a street level to make hyper local networks of care. We delivered this program in collaboration with Chorus. To do so we created a resource that was distributed to individuals on how to start a street team. The idea, relevant to SS01 is that by upskilling neighbourhoods, people could take control of their own streets and look after each other in the event of a second wave of Covid-19 lockdowns. As yet we have not collected our outcomes data (we are still waiting to see how it evolves) but believe that we are helping families and communities manage their own lives through the resourcing and organising of Street Teams.
- The Community Centre hosts a monthly Board games night in collaboration with Activate Mental Health. This monthly, increases the confidence of people with mental health issues in a fun and safe manner. Confidence is a key contributor to these people's ability to effectively manage their own lives. Our Board games event creates a safe space (80%) which has increased the confidence of people suffering from mental health issues. This has been a

mainstay of our organisation for 4 years over which time we have impacted the lives of many of our local residents.

As well as all of the above listed projects, the Centre has an ongoing inhouse offering which increase knowledge, confidence and skills. There is

- Maths Tutoring
- An amateur Orchestra
- A Russian language playgroup
- Toddle music class
- Breast feeding association mothers group
- Dancing in the dark
- Sunday school
- Sewing groups &
- Two Vic Park Community Centre Play Groups.
-

One example of how our offerings increase capacity to manage one's life is a recent story from one of our playgroup attendees. This parent expressed that they had recently moved to Western Australia and knew nobody. She then fell on hard times and said it was through the friendships she had made at playgroup that supported her and allowed her to manage her life in those hard times. It was through the confidence and knowledge she gained from playgroup that she was able to look after her life and children without requiring further social services. All of our groups have similar outcomes due to the fact that they are consistent, provide opportunity to learn in informal ways and have a low cost of entry.

Individuals and families increase their participation in community activities as a result of their involvement with the service (Service Specific Outcome 2)

1.2 The extent to which individuals and families were supported to increase their participation in community activities.

We have had a strong focus on increasing participation over the last 12 months. We launched our own event series called Skillshare, created a collaborative model with local businesses for community participatory events, continued to maintain a high number of social activities at the Centre and were the community partner in the Vic Park Summer Street Party.

We collaborated with the Town of Vic Park and Upbeat Events to bring the Victoria Park Summer Street Party in November which had an estimated 20 000 people participate, of which 232 people were surveyed about their experience at the event. The party shut down the main street of Vic Park to cars. It was a community friendly pedestrian zone for the day, which incorporated local businesses, schools, families and communities. We had a strong focus at the planning stage on inclusion, both age wise and economically. We are happy to report that that focus was appreciated by the community who reported that they felt there were activities to suit all budgets (91%) and that it gave them a sense of belonging (81%) which we take to mean they felt they had capacity to participate in their community.

Summer Street Party 2019 - Survey Custom Questions

Were there activities that suited all budgets?

■ No
■ Yes

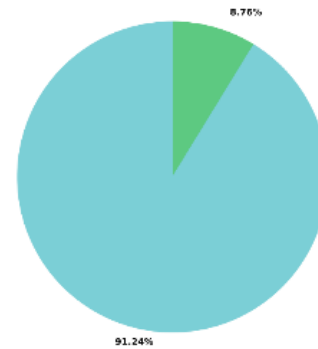


Figure 3 Lantern Parade at the Summer Street Party

One of the major participatory events of the Summer Street Party was a lantern parade. The Centre took the lead on the lead on this project. In collaboration with Upbeat events, commisioned an arts company to lead community lantern building events. We worked with 2 local primary schools and we hosted 3 lantern building events in our community. One at the Centre, one at a local coffee shop and one at the local farmers market. This was done with the view to increasing the participatory opportunities the community. It did so because all were free events which ran at different times and locations to appeal to all

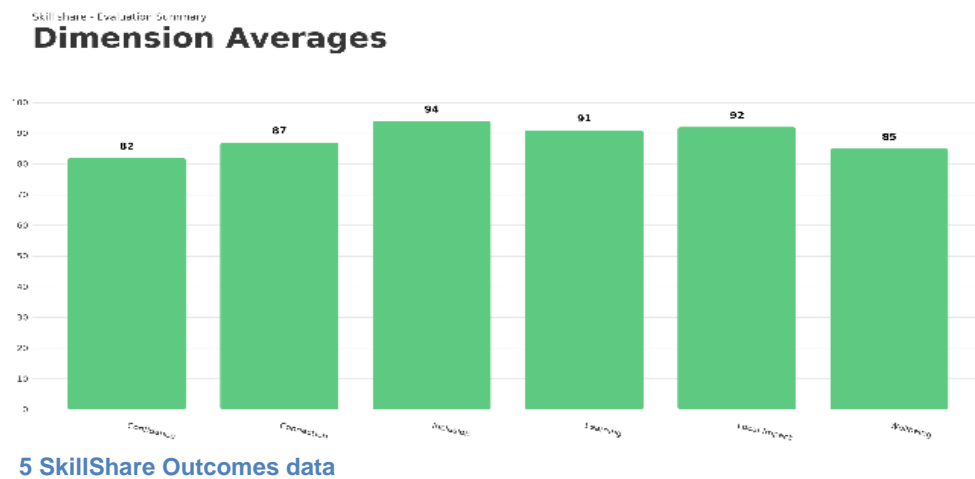
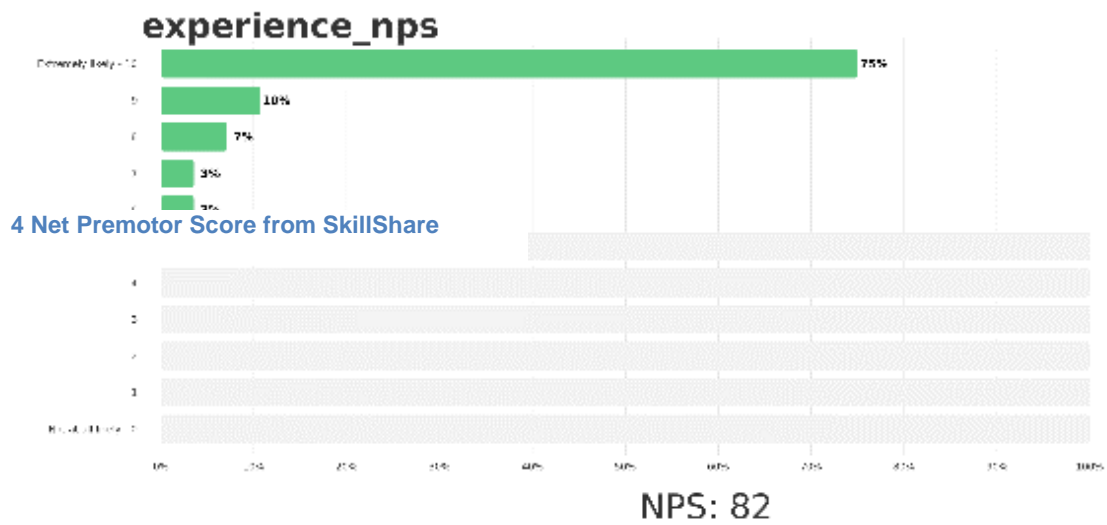
demographics.

The Summer Street Party and Lantern Parade was a huge success. One Attendee said “Thank you! The best free event I have been to and the best part is it in walking distance to my house. Love that some of the restaurants trade out and offer street food options. The kids rides add a great atmosphere too.” another person said that “Best event I attend in WA” another: “It was great - the lantern parade was excellent”.

The Service Specific Outcome of this large scale event is that it gave over 20 000 people the capcity to to participate in their community. By having mulitple ways to participate for every budget and age, we provided a great participator foundation for our community.

Continuing the participatory model, this financial year we launched our Skillshare program. This Asset Based Community Development project works with local people to build their capacity until they feel comfortable to share what they are passionate about. It culminates in an event where a local, teachers other locals about a subject of their interest. This offers participatory opportunities in two ways, as a learner and as a teacher, so whether you enjoy teaching or learning citizens have capacity to participate

in a way that is valuable to them. As the [Made To Measure: Building a Participatory Ecosystem in Barking and Dagenham through the Every One Every Day initiative](#) accurately articulates participatory opportunities must come in all shapes and sizes so all types of people have the opportunity to engage in a way that is meaningful to them. We know our skill share program has increased participation in community activities because 76 people have been to our projects of which, 29 gave us outcomes data. It is listed below and shows that people feel included in their local community at our events and similarly, we had a Net Promotor Score of 82. The Net promotor score indicates that people have enjoyed the support we have given them in and are likely to continue to engage in the community activities we provide. There for, the outcome of our Skillshare project is that the Community Centre creates participatory opportunities that people do engage in and these 76 people would feel part of the community.



Individuals and families have the opportunity to build on, or are linked to, community support networks and other community resources (Service Specific Outcome 3)

1.3 The extent to which individuals and families were provided with the opportunity to build on, or are linked to, community support networks and other community resources.

Playgroup is a group where people are linked to other community support networks and community resources both informally through member and staff interactions and pamphlets available for perusal. The playgroups have large numbers of people who have recently arrived in the state, or the area and CaLD families who need support. Recently, we had a newly migrated Irish mother of 12-month-old twins who was unaware she could take the children to Emergency at the Perth Children's hospital should she be worried about their health out of hours. This sort of referral is a constant offering of our service.

The Victoria Park Community Centre in Collaboration with the Town of Victoria Park and over 10 other service organisations developed a referral resource for homelessness and basic needs, in the form of a pamphlet. The pamphlet clearly outlines where individuals can get assistance with clothing, financial counselling and support, assistance with tenancy, assistance with accommodation, health support, and food assistance within the Town and also lists the closest local ER services outside of the Town.

The resource had a printing run of 1000 copies and is distributed from 4 Town of Vic Park interfaces, the Vic Park Community Centre, Vic Park Youth Accommodation, Kensington PCYC, Sussex Street Community Legal Service, Connect Vic Park, Harold Hawthorne Centre the Haven drop in centre and St Mary's outreach service.

The document gives families and individuals the linkages required to find the community support networks that they need. It has valuable information about the exact times services are open. This work now happens all over Vic Park not just in the Centre, so we do not have data to measure the impact of this work. However, when distributing the pamphlet to people at the centre, we have had positive feedback on how easy it is to use and how helpful it is. During the Covid-19 lock down we found there was a new group of homeless and jobless who had never had to access social services before. This pamphlet is a shame free easy resource to distribute. One person we handed the pamphlet to said, "It's been so hard, and I wish I had found something like this earlier." The outcome of developing this resource is that people in need are linked to community support and services when they need it and this is happening all over our Town due to the Community Centre's work.

Individuals and families requiring more intensive support are appropriately referred to other agencies to meet their own needs (Service Specific Outcome 4)

1.4 The extent to which individuals and families requiring more intensive support were appropriately referred to other agencies to meet their needs.

The Victoria Park Community Centre in collaboration with the Town of Victoria Park and over 10 other service organisations developed a referral resource in the form of a pamphlet. The pamphlet clearly outlines where individuals can get assistance with clothing, financial counselling and support, assistance with tenancy, assistance with accommodation, health support, and food assistance within the Town and also lists the closest local ER services outside of the Town. The resource had a printing run of 1000 copies and is distributed from 4x Town of Vic Park Centres, Vic Park Community Centre, Vic Park Youth Accommodation, Kensington PCYC, Sussex Street Community Legal Service, Connect Vic Park, Harold Hawthorn and the Haven.

We launched this resource with an event called 'couch conversations'. This event was run in conjunction with our Supporting People with Basic Needs group. The event was a conversation with people who had lived experience of homelessness, two young aboriginal people and two older women, because they are demographically, high-risk populations for homelessness. The event speaks to outcome 1.4 because it helped our staff and community understand which services are available locally and how to properly refer people to them. We know this because 40% of attendees were surveyed and of those, 91% reported increased knowledge and 91% agreed it was important that it was happening here. You can see a video of the event here <https://www.facebook.com/TownofVictoriaPark/videos/361468007860589>

The Victoria Park Community Centre Host a Covid Round Table with State and Local Government, and the major NGO service delivery organisations in Victoria Park the invitee list has 30 individuals across 20+ organisations. Through this round table the Community Centre is well across what other services are operating locally and refers people to another organisation when required. As an example, we have forged a close relationship with our local women's refuge and we now give free sessions to their women, donate extra toys to them and have a direct referral pathway for people who need their support. Similarly, we have direct referral pathways with senior citizens organisation, drug and alcohol associations, crisis accommodation organisations, ER organisations, NDIS organisations, at risk youth orgs and Aboriginal education organisations that have come out of our Covid round table. This has positively impacted on the referral pathways within our community for not only for the centre but also for all of the service delivery organisations.

Furthermore, every Monday night we collaborate with Saint Mary's Outreach Service to provide a free community meal. We have a shower truck in attendance and the air conditioning in summer and heating in winter as well as the tucked away location make our space ideal for this work. Fortnightly a health professional attends to help with general health checks. This is a consistent service (outside of Covid restrictions) and has regularly refers people using the above discussed resource to other services regularly. We don't keep outcomes data on these referrals live we do with many of our other services because trust is paramount to the rough sleeps and transient homeless people that frequent the service. As soon as they begin to be surveyed these people stop using the service. This is an example of how people are referred to other agencies because the health team regularly refer people to Royal Perth hospital, and other local health services. The outcome is that rough sleeper see health professionals and are further referred when required because of the Monday night program.

Types of community collaboration and partnership activities that work towards outcomes for individuals and families (if part of your service model)

- 1.5** Outline the types of activities that worked towards community collaboration and partnerships during the reporting period and outcomes achieved for individuals and families who access your service (i.e. describe the projects or partnerships undertaken; how referral pathways were established and maintained; and the types of interagency forums or networks participated with)

Supporting People with Basic Needs- Collaboration with 15+ service providers.

Created a homelessness policy for town of Vic Park SSO 3; SSO 4

Resource creation SSO3 SSO4

Homelessness day event and resource launch SSO1,2, 3&4

Winter Film Series Partner with Vic Park Collective

Ran three documentary films at the centre on making change in your community.

SSO1 & 2

The Covid Round Table Collaboration with 20+ organisations

Created referral pathways between organisations SSO3 & 4

Advocated for policy change during Covid19 response SSO3 & 4

Town of Vic Park Collaboration

Supporting People with Basic needs policy group & Resource development

Homelessness day Event 2019

Teddy Bear's Picnic.

John Macmillan Park opening party

Summer Jam serries concert.

Summer Street Party

Mental Health Check in for parents

Zoom with Friends X 2

Zoom with Friends – 4 partners

SSO1,2, &3

Narcotic Anonymous – 1 partner

SS01,2,3,4

Saint Mary's Outreach Service - 2 partners

Community Meal SSO2, 3 ,4

In house medical professional SSO 3,4

Shower Truck SS03

Parenting workshop- Partner with Communicare

Setting boundaries workshop SSO 1, 2 & 3

Community events with local businesses

Event	Number of partners	SSO
Bread Making	1	1&2
Indoor Plants	1	1&2
Eating Well with Social Manna	1	1&2
Death Café	2	1,2 & 3
Board Games	1	1, 2, 3
Composting Workshop	1	1,2

2. Additional feedback on factors impacting on service delivery

2.1 Were there any factors that affected delivery of the service during the reporting period (i.e. contributed to the success or limited success)?

Covid-19. The impact of the lockdown has been profound. Since the introduction of Jobseeker a lot of the low SES people we have formerly supported stopped using services because they could afford to live, while we saw an increase in students and new jobless trying to access services they have never had to access before. Similarly, during the lockdown period, when everything moved to digital engagement, we saw elderly and people who cannot afford internet connection being left behind. Digital ER is of an utmost importance for children who's schooling goes online and elderly so they can stay socially connected while socially distant. Our Covid response round table has heard of massively increasing rates of domestic violence and elder abuse coinciding with the lock down, job losses and stresses of the period. We have been doing more advocacy work with local and state government than ever before and see it as a critical part of our role in the community moving forward.

Internally, the following points stand out due to the Covid-19 disruption:

- Phase one and two COVID-19 restrictions meant we had to close down services, which had a financial impact on the organisation.
- The training of mainly seniors in the use of Zoom was a great success, which assisted Connect Victoria Park to deliver exercise classes via Zoom and people to maintain contact with grandchildren and family members.
- St Mary's Outreach attempted to maintain their service because they were dealing with such a vulnerable group, as restrictions became more onerous they had to limit and adapt their service further to be Covid safe. They provided take away meals.
- When the face to face delivery of some Skill share was not possible, some sessions such as Bread making were delivered by Zoom. This involved the staff delivering the raw ingredients to participants. The death café was delivered by Zoom. Not all sessions were suitable to be delivered by Zoom so some had to be delayed. Lessons were learnt about delivering via Zoom. We needed to buy additional upgraded audio-visual equipment.
- No Lights No Lycra- Our Dancing has taken longer to return because the facilitator was immune compromised. They have just committed to restarting as of Sept 3 2020.

2.2 Are there any emerging trends or issues that will impact on the delivery of your service in the next reporting period – what do you expect that impact to be and what strategies will be put in place to respond (not seeking information on general community issues just those that affect your service delivery)?

We currently don't have secure funding past 2021 June 30. This is still the biggest impacting issue on our organisation. In this period where we have been responding to Covid 19 and working to look after our community, we are spending an inordinate amount of time trying to secure future funding instead of working for our community.

The Covid 19 pandemic has affected our service delivery and the way in which our community can and is interacting with each other. Since the beginning of the Lock down from Phase 1, the whole community has change. From the service delivery organisation roundtable, we host we are across most of the issues and help organisations respond where possible. One prevalent issue is digital availability to low SES and isolated people. Should there be a second wave in WA as is currently predicted, the ability for our community to connect digitally is based on Socio economic lines. That is to say that people who can't afford internet are disproportionately affected by a lock-down. For this reason, we have launched a pilot of Street Teams Carlisle which bring together neighbours to look after each other. We are now ready to roll out the Street Teams system to more areas in Vic Park should there be a second wave.

2.3 Has there been any change (or do you anticipate any) to the service model (including the Key Elements and Service Activities) that your organisation submitted in the Part D offer to the Department of Local Government and Communities?

Yes

No

As per our new strategic plan, we are actively trying to expand the notion of community Centre. We will be doing more in the community and create various types of participatory opportunities. We have just employed a digital and youth officer because we will begin to push online community development as well which is unlikely to be adequately captured in the outputs report which only asks for in person event numbers.

If you answer "yes", your Service Contracting and Development Officer at the Department of Local Government and Communities will be in contact with you to discuss any changes.

Section 4: Service Links with Local Government

Please note this section is intended to provide an opportunity for organisations (including Local Government Authorities) to comment on their involvement with and/or support from local government in providing the purchased service. This information is of value to the Department as it demonstrates and/or informs its policy and strategic directions relating to its portfolio responsibilities as well as the Department of Local Government and Communities' Strategic Plan 2014-18.

Please refer to the Instructions for completing the Service Delivery Data Report if your organisation requires further clarification in relation to the completion of this section. The Instructions also include an example of how this section may be completed.

Has the **purchased service** had any involvement and/or support from a Local Government Authority or Local Government Authorities during the reporting period?

Yes

No

Please list which Local Government Authority/Authorities:

Town of Victoria Park

Please identify the type and level of involvement and/or support that occurred between the service and the above local government/s during the reporting period.

Service delivery

Low

Medium

High

Not applicable

Supporting People with Basic needs policy group & Resource development
Homelessness day Event 2019
Teddy Bear's Picnic.
John Macmillan Park opening party
Summer Jam serries concert.
Summer Street Party
Mental Health Check in for parents
Zoom with Friends X 2

Interagency forums and networks

Low

Medium

High X

Not applicable

The Victoria Park Community Centre host the Covid Round Table which is a monthly meeting between service delivery agencies, local government employees, and elected officials and our local member and his office.

The Centre is also a member of the Vic Park family and community Connect group.

The Centre has also been part of the Town of Vic Park Covid response group before we took it over as the Community response Covid Round table.

Community planning and development

Low

Medium

High X

Not applicable

The Community Centre is a key stake holder in the John Macmillan Master Planning project which is creating a plan for the cultural precinct of Vic Park.

The Centre has also been asked for comment on the Arts plan and work closely with the Place planning team.

Financial or other in-kind support

Low

Medium X

High

Not applicable

The Department of Communities has an MOU with the Town of Vic Park which gives tenancy over our current building.

The Vic Park Community Centre successfully applied for three grants in the financial year from the Town of Vic Park: a Community Grant which helped us fund some events, an arts grant which funded the Traffic Trigger Synthesizer as part of Vic Park Projection Fest and the Covid-19 Response grant which we will expend over the 20/21 FY to do endemic food business events throughout the Town.

Other (including broader support, assistance or partnerships which demonstrate the organisation's overall relationships with local government authorities, WA Local Government Association or Local Government Managers Australia)

Low

Medium

High

Not applicable

Our organisation works closely with the Town and have recently hosted a round table with elected member where we discussed our roll in the community. We are respected by our councillors.

The fact we put on 9 events with the Town of Vic Park we believe indicates that we have a strong working relationship with our LGA

Section 5: Disclosure Requirements - Insurance

As part of the contractual arrangements, organisations are required to confirm they have the required insurances in place as specified in the Service Agreement.

Organisations are required to complete the following table to confirm that the level and type of insurance for the purchased service complies with the Service Agreement (refer Part B Service Agreement details).

If you have any queries, please contact your Service Contracting and Development Officer.

Insurance Type:	Insurer	ABN	Policy No.	Insured Amount	Expiry Date	Exclusions (if any)
1. Public Liability Insurance	GSK	70 970 795 411	06.400.06 17737	\$20 000 000	30 Jan 2021	
2. Professional Indemnity	N/A					
3. Workers' Compensation including common law liability of \$50 million	GIO	48 005 297 807	WCW001 109920	\$50 000 000	30 Jan 2021	
4. Personal Accident Insurance for Volunteers	GSK	70 970 795 411	P- VW/0/214 883/19k-3	\$1 000 000.00	30 Jan 2021	
5. Motor Vehicle Third Party Liability.	N/A					
6. Other [Please include additional insurances if relevant to provision of this service]						

This completes the information organisations are required to provide for the January to June reporting period.

The completed January to June Service Delivery Data Report should now be emailed to ngoreports@dlgc.wa.gov.au by 31 August.

For more information, please contact:

Community Funding Unit

Department of Local Government and Communities

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