



Neighbourhood Houses  
Tasmania

2016/2017

# Annual Report

## PRESIDENT'S REPORT

This time of year is often reassuring when we look back and remember what has happened as well as acknowledging just how much has been achieved throughout the year.

The highlight of course, is purchasing our very own NHT Hub space – an office to call our own with space to rent to others providing earning capacity into the future. All this through the prudent investment choices of our dedicated NHT Board members under the guidance of Stuart Barry from Tas Ethical. Thank you Stuart, what a coup for our network!

This report highlights much of the key benefits provided to the Members throughout the year and I hope you enjoy reading about what we've achieved.

However a focus I'd like to highlight is the work we've done to empower the network through connecting House staff and volunteers together through a lot more training and leadership opportunities, 2 Coordinator/Manager get-togethers throughout the year and our Conference to name a few. When we work and support each other as a network of Houses and communities we achieve so much.



Our EO John Hooper continues to lead the team at NHT head office to work to their strengths in providing what the Neighbourhood House network requires. Karen, Steve, Jane, Jo, Jonathan and Louise respond to the network in backing up every Neighbourhood House community. A huge thank you to Jane who has kept the finances on track and sadly is moving on.

Your NHT Board Regional Reps Michael, Eddie, Kristy and Cate from the South; Nettie, Sue-Ellen and Grahame from the North; and Tracey, Simon and myself from the North West willingly assist the network, contributing to understanding the issues we all face. We also thank the NHT Board members who have left us this year, including Suzi, Mel, Theresa, and Tracy for their unique and valuable input.

It is exciting yet challenging times with resource restrictions and the ever increasing expectations from government, community and ourselves. Our hearts often break when we can't fulfil a need, yet we are required to use our own energy and resources wisely so that we are here for the long run.

State-wide, 35 Neighbourhood Houses offer our beautiful State hope to its most vulnerable people, leading the way with heart.

– Kate Beer

## EXECUTIVE OFFICER'S REPORT

We are proud to present this year's annual report where we have sought to report to the Members against our Strategic Plan Goals. I hope everyone enjoys the summary of the Outcomes Reporting from Houses on the final few pages. This shows with numbers and stories just what a difference Houses make. Congratulations to all for working so hard on this move to outcomes reporting.

Thanks to the NHT Board for their support, particularly Kate Beer as President for her unwavering support and belief in NHT and the network of Houses – we're so lucky to have an inspiring and committed person leading the network. I'd also like to single out Simon Douglas for his work as Treasurer and broader support of NHT, as well as Michael Higgins for jumping into many engagements on behalf of the network. And of course the NHT team – Jonathan, Karen, Jo, Steve, Jane and now Louise work tirelessly for the network of Houses: I can't thank them enough for their support in what's been a very big year of work, and one with a few challenges for me. It's a great pleasure to work with you all and achieve what we do for the Houses.

Having been in the role for eight years, I know that we will always have more work to do to try to meet the varying demands of such a diverse network working at the grassroots of our communities. I hope we can all celebrate the successes of the year while also knuckling down in 2017-18 to achieve even more for this amazing network that we're part of. Wouldn't securing increased recurrent funding for all Houses from the government be a great story to tell in 2017-18?!

– John Hooper

We acknowledge the support from the Tasmanian Government as well as the following sponsors:



# GOAL 1

# Strengthen the capacity of NHs to meet their community's needs



## NEIGHBOURHOOD HOUSES CONFERENCE 2016

**165** people attended the conference over the 2 days

**84%** of participants were from Houses

Over **70%** of respondents said they would do things differently as a result of our main presenter Stan Alves!

**68%** of respondents said this was their first conference

### IS ANYONE BETTER OFF BECAUSE OF THE CONFERENCE?

**90%** of participants said they enjoyed the conference sessions

**73%** said they will do things differently at their House as a result of the conference



The 2016 Making it Happen conference highlights were:

- 📖 The powerful keynote from Mitch McPherson from Speak Up Stay Chatty about suicide prevention, which got a standing ovation
- 📖 Stan Alves: former AFL Coach and football commentator talking about his lifelong learning about how to be (and not be) a leader who enables others to grow and develop
- 📖 5 in 10 presentations: volunteers and staff from Houses sharing their learnings and successes from different House projects or groups – Houses love hearing from other Houses
- 📖 Workshops on: Addictive Behaviours by ATDC; Facebook basics; Food Solutions; Spaces & Places Supporting Mental Health (Wellways)
- 📖 The conference dinner was MC'd by Darrell Peebles who led us through a quiz and judged the "quality" costumes worn to the conference dinner

Thanks to the conference sponsors who enabled registrations for House staff and volunteers to be 50% of the actual cost.



## EVERYDAY LITERACY FOR LOCAL COMMUNITIES

In 2009 the Tasmanian Community Fund granted Neighbourhood Houses Tasmania \$1.5 million over 10 years to fund projects in Houses that embed literacy in everyday activities.

The Everyday Literacy for Local Communities fund so far:

Total expenditure (2009- 2017): **\$1,189,483**

Projects funded: **95**

Houses engaged: **35** (all Houses)

Once again this year we have broken all previous records for the level of House engagement and projects supported in the Everyday Literacy for Local Communities funding program. Funding Round 10 (2016-2017) saw a consolidation of the new funding process and this has led to unprecedented engagement from Houses and our largest distribution of funds in seven years!

Funding granted **\$209,781** (\$170,142 last year)

Projects funded: **19** (16 last year)

Houses engaged: **15** (12 last year)



Minister Matthew Groom announced the successful allocation of training places at Northern Suburbs Community Centre in November 2016.

## EATING WITH FRIENDS

NHT continues to support the existing EWF groups and encourage new groups to form across the state.

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**36** EWF groups operating in Tasmania

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**24** are run by Neighbourhood Houses

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**1,000** participants

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**200** volunteers

A booklet celebrating 16 years of EWF was launched in November 2016:

[nht.org.au/projects/eatingwithfriends](http://nht.org.au/projects/eatingwithfriends)



## NATIONAL SIMULTANEOUS STORYTIME

The National Simultaneous Storytime continues to be an outstanding success for NHT and the wider Neighbourhood House network. In May each year hundreds of groups across Australia gather in communities and schools to read the same book on the same day. This year's book was *The Cow Tripped Over The Moon* by Australian author Tony Wilson, and illustrated by Laura Wood.

NHT have supported the NSS for over a decade, but since 2013 the Everyday Literacy project has provided high quality, age appropriate books to each child attending House NSS events, free of charge. In 2016/17 **\$11 137** in funding enabled events in 33 Houses, involving over 1000 children, with each receiving their own book. That is approximately 1000 families having a new book in their homes. It's another great example of what our network can do for communities!

## WORKFORCE DEVELOPMENT PROJECT

The NHT Workforce Development Project was funded through a Skills Tasmania grant. This funding ended in June 2017. Highlights of the project include:

### FUNDED WORKPLACE TRAINING FOR EXISTING HOUSE STAFF

Houses involved include: Dorset, Risdon Vale, Northern Suburbs, East Devonport, Ulverstone, Devonport, Okines and St Helens. Qualifications include: 3x Certificate III Community Services; 5x Certificate IV Community Services; 5x Certificate IV Leadership and Management; 4x Diploma Community Services.

### FUNDED JOB SEEKER PROGRAMS FOR COMMUNITY MEMBERS

Qualifications include: Certificate II Community Services; Certificate III Community Services

- 🏠 Community Services qualifications have proven popular and successful within the sector as the course content provides good general skills to enhance employability and gives a taster for potential career pathways, rather than locking someone in to the choice they make when they first take up training. It gives them scope to explore potential options and broaden their employment possibilities.
- 🏠 By creating the environment for people to re-engage with education and training, Houses are supporting the setting up of pathways into the workforce, which is not just about providing skills but the trust and support people need to build confidence in their abilities and dare to dream of bigger things.
- 🏠 In 2016-17 Avidity delivered training to **99** people at **10** Houses. This includes job seeker, traineeships and existing worker training.

🏠 Before I started the training at the House I was seeing a psychologist fortnightly, now my appointments are self-directed and I probably only see him every 6 weeks or so. My health has improved a lot! I now feel more confidence and worthy of respect... I have a reason to get out of bed each day... I have now removed the cardboard from my mirrors at home and can look at myself.

- Participant

# GOAL 1 (continued)



## NETWORK GIVEN STRATEGIC PARTNER STATUS

Early in 2016 NHT was invited to become a Strategic Industry and Community Partner, signing an MOU with the Department of State Growth. This meant a seat at the Minister's Forum in August 2016, which provided an opportunity for the Minister to hear the perspective of Strategic Partners in relation to each sector's growth projections, workforce development capability and skills, and opportunities for collaboration. This was the first time that Community Partners were included in the MOU and Ministerial process.

## WORKSHOPS FOR HOUSES

### FIRST POINT OF CONTACT TRAINING:

Houses have long identified the issue of needing to train staff and volunteers in how best to be the 'front person' for a House, especially how to handle difficult circumstances that may arise with people coming into a House. NHT contracted a House manager to develop and deliver this House-specific training.

### CONFLICT RESOLUTION:

These regional workshops by Quartz Consulting took participants through the stages of managing conflict and equipped them with the skills to manage and control their emotions to achieve a desirable result.

### DIFFICULT CONVERSATIONS:

Participants learnt when a conversation is necessary, how to prepare for them, and provided practical examples. Quartz Consulting provided participants with the tools and skills to have difficult conversations within their Houses, and to reflect on their own personal style and how to adapt that to suit a situation.

### MARKETING AND COMMUNICATION BASICS

Regional workshops were run by Tara Howell of Echelon Marketing, and covered:

- How to develop a marketing plan
- What and when marketing options are best
- Basic marketing and social media training



## QUARTZ – HR PARTNERSHIP

NHT built a new relationship with Quartz consulting, through developing reduced rates for advice on Human Resources for Houses. 21 Neighbourhood Houses joined in the first year. Quartz HR expertise has also been used to provide training to staff and volunteers. Houses have also benefited from a review of the NHT Policy and Procedure templates available on the NHT website.

Below is a list of the issues that Quartz have provided to support Members:

- Employment contract
- Public holidays
- Performance management and termination of employment
- Wage rates – salary sacrifice, underpayment and allowances
- Position description and classification review
- Policy draft/review – including drugs and alcohol and TOIL
- Weekend penalty rates
- Community services leave
- Conflict of interest
- Resignation without notice
- Annual leave
- Long Service Leave
- Investigate claim of misconduct
- Hours of work and overtime
- Restructure/redundancy
- Personal leave
- Constitution
- Draft new position description
- Provide copy of Award
- Superannuation

Many of these matters have involved meeting with Committee members, Coordinators and other employees on site. This has occurred where it has been necessary for Quartz Consulting to get a better understanding of the matter at hand and to meet face-to-face with those involved. We have also reviewed and updated policies and position descriptions for Houses. We have not invoiced Houses and absorbed these costs when they over ran the retainer arrangement. We look forward to working with Houses in 2017-18.

– James O'Neill, Quartz Consulting

We're using Quartz Consulting and they have been very supportive.



**wellways**

mental health | disability | rehabilitation

**atdc** Alcohol, Tobacco and other Drugs Council Tasmania Inc.

## GRASSROOTS MENTAL HEALTH

Our project in collaboration with Wellways has continued to grow and provide useful support to Houses. At the beginning of the project many Houses expressed concern about suicide in the community and a desire to see some conversation/training in this area. This resulted in NHT successfully applying for a small grant through Partners In Recovery for the delivery of SuicideTALK, a 90 minute conversational style workshop about how to talk about and reduce stigma around suicide. To date 8 sessions have been delivered by Jonathan from NHT, a suicide prevention training facilitator of the Living Works programs ASIST and SuicideTALK.

During the financial year, Wellways have delivered:

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**14** Understanding Mental Health and Mental Illness workshops


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**30** introductory sessions in Creating Spaces and Places, with **19** Houses completing the program


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*Minds do Matter* travelling art exhibition visited **4** Houses around the state

### Comments from Wellways reports

 Being part of the discussion helped me realise that we are more involved in supporting mental wellbeing than I had thought.




– Volunteer, West Winds Community Centre

 Spaces and Places project has identified that we are not as inclusive as we thought we could be, how we can address that with your support.

– House Coordinator

## BE THE CHANGE PROGRAM

One of the great programs to come out of our partnership with the ATDC is the Be the Change program. Be the Change is an eight session group program aimed at providing skills and support to people who have a partner or family member experiencing substance use issues. The program is funded by DSS and is being written and implemented as part of the Connecting People to AOD Support Through Neighbourhood Houses project. Topics to be covered included:

-  Understanding addiction
-  Bringing about change within ourselves
-  Self-care skills

We received great feedback on the program.

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**29%** of participants had never been to the House before

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**52** people participated in the Be the Change program, in **8** Neighbourhood Houses around the state

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Relationships between Houses that have participated and AOD services providing the program have grown, resulting in desire for further programs to be delivered.

The Be the Change program was effective:

- 83%** reported developing useful skills
- 91%** reported finding the group supportive
- 96%** found the facilitator supportive
- 96%** found the Neighbourhood House to be welcoming
- 96%** would recommend Be the Change to a friend

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The program continues to be available through ATDC member organisations delivering it locally through Neighbourhood Houses.



# GOAL 2

# Build a strong, recognised and trusted reputation for the NH network

## SEEKING SUSTAINABLE RECURRENT FUNDING FOR OUR MEMBERS

NHT and Houses have been active in lobbying and advocating to local Members and Ministers. It has been great to see Houses collaborating to meet jointly with local MPs to advocate for the network to be sustainably funded. By June 2017 the Government had committed an extra non recurrent amount of \$10 000, but not the recurrent and significant increase Houses need. The Labor opposition has promised a recurrent increase of \$35 000 per House if they win government at the next election.

The key asks we have are summarised below:

**An extra \$41 255 per annum of recurrent funding for the 33 DHHS-funded Houses.**

**A significant capital investment in a major rebuild on the new site purchased for Derwent Valley Community House.**

**A permanent funding solution for our Associate Member "Phoenix House" on King Island.**

**Increased recurrent funding for NHT to better support its members.**

**Five year funding agreements to give greater certainty across the community sector.**

## LOBBYING AND ADVOCACY

NHT again contributed to community advocacy based on consultation with the network of Neighbourhood Houses. We wrote submissions and appeared before two Government Inquiries.

We contributed to the Joint Select Committee on Child and Family Centres both through a written submission and appearing before the hearings. Thanks to the Houses that worked so hard to get the messages right in that submission.

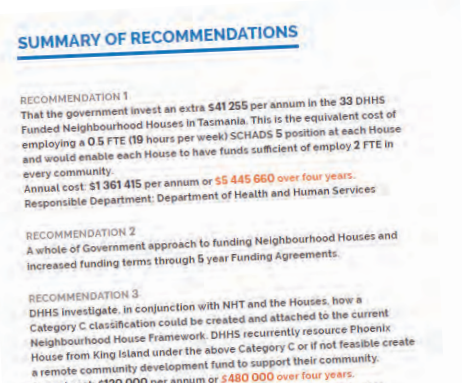
As one of the many members of the Community Voice on Pokies Reform, we also wrote a submission from the Network and appeared before the Parliamentary Inquiry in Future Gaming Markets.

NHT has played an active role with the Community Voice for Pokies Reform. This coalition of more than 40 community organisations has come together to challenge the significant financial losses to communities and the terrible impacts on individuals and families of poker machines in local clubs and pubs across Tasmania.

It's been great to have strong involvement from House staff and volunteers in developing our submissions. Having Houses from across the State sitting with NHT staff across the table from the parliament committees enabled us to advocate for communities as a network.

Other areas of representation include:

- Board membership of the Australian Neighbourhood Houses and Centres Association (ANHCA)
- NILS Board membership
- Member of Tasmanian Community Sector Peaks Network
- Participation in various education reform consultations
- Represented on COTA Active Ageing focus group
- Represented on Commissioner for Children and Young People Advisory Forum





## THE NHT HUB

### Purchasing our own office, AND funding for literacy work in Neighbourhood Houses in perpetuity. A Win Win!

In 2009 NHT, on behalf of the network, was granted \$1.5 million by Tasmanian Community Fund to be distributed over 10 years to the network of Houses for everyday grassroots literacy projects in their communities. To date NHT has already provided \$1.189 million in grants to Houses and literacy capacity building. The project has demonstrated the role Houses play in skill development and changing one of the most entrenched issues in our community, please see the Literacy project report for more about what's been achieved.

The initial funds were provided to the network as a lump sum. This enabled the NHT Board, with independent financial advice, to secure the delivery of the \$1.5 million and in **addition** create a future fund. When the TCF Agreement ends in 2019 the future fund will be used to support literacy programs in Neighbourhood Houses in perpetuity.

The Board followed the advice of Stuart Barry of Tas Ethical, our independent financial planner, and invested the future fund dollars in ethical companies that are good to their community, their workers and the environment.

The NHT board, with the vision and drive of Kate Beer as President, decided to investigate a property purchase as an investment for the future fund. After a long search, the right place was found! Our new premises provide excellent accommodation for the NHT Team, training and meeting spaces, and lettable space to create revenue for the literacy fund. An added bonus is that NHT's rent no longer is paid to a private South Australian landlord but instead is paid to the literacy future fund.

The training space is available free for Houses. We are also establishing a community development library for all to use.

And, what better time to launch the Neighbourhood Houses Tasmania Hub than during Neighbourhood House week!

On 4 May, approximately 80 people came to enjoy the launch of the Hub. The Hon Jacquie Petrusma, Minister for Human Services and Frank Barta from the TCF Board officially "cut the ribbon" together.



# GOAL 3

# Be a supportive, innovative and well governed organisation enabling NHT to meet member needs

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## OUR PERFORMANCE SURVEY

Just like Houses we are using the Results Based Accountability Framework to measure our performance for our Members: How much did we do?; How well did we do it?; and Is anyone better off? We captured 2 weeks of "snapshot" activity data focussing on direct contact with, or on behalf of Houses.

And we asked our Members! NHT conducted a survey of members (Houses), just as we did in 2016 and 58 responses were received from at least 21 of the 35 Houses (the overall number of Houses may be higher however we can't be sure due to the survey's anonymity this year).

### HOW MUCH DID WE DO?

Over the two snapshot weeks, **3.25** FTE NHT staff were in direct contact with **26** Houses on **174** occasions for a total of **90.5** hours. This is **37%** of total available working hours (28% in 2015-16).

More NHT staff time in 2016-17 spent proportionally in face to face contact with Houses – 8% in 2015 to **16%** in 2016.

NHT staff time is largely spent coordinating or attending meetings with or on behalf of Houses, planning and facilitating workshops and training sessions, and generating the resources that Houses require.



### HOW WELL DID WE DO IT?

House staff and volunteers showed high levels of awareness of the resources that NHT has created for them:

Policy and procedure templates	<b>91%</b>
Support to Committees – governance training and resources	<b>88%</b>
Outcomes measurement and reporting templates and coaching	<b>82%</b>

### HOW WELL HAVE WE SUPPORTED HOUSE'S GOVERNANCE?

**56%** believed that NHT had supported them with their governance (70.7% in 2016), and **33.3%** (17.2 % in 2016) felt that NHT had sometimes had supported their governance, knowing that NHT was there if needed.

### 2017 REGIONAL MEETINGS

We sought feedback on the regular NHT regional meetings for Houses to meet their needs and Houses rated their effectiveness in the following areas: networking with other Houses **65%**; information-sharing by NHT **73%**; guest speakers **57%**; opportunity to discuss issues of concern **68%**; mutual support **70%**.

Some Houses said that NHT could support Houses better by:

- 🏠 More group funding and in-house training
- 🏠 Providing more information about NHT role to Committees
- 🏠 Effective sustainable governance training a priority
- 🏠 Bulk buying larger consumables – photocopiers, whitegoods, furniture
- 🏠 Sharing financial/auditing capabilities

🏠 I am happy with the level of support we have received. I hope NHT remain closely involved with all of the Houses.

🏠 NHT is always there when we need them.  
– House Co-ordinator





## IS ANYONE BETTER OFF?

Percentage of Houses who report that because of support from NHT, the following key areas of governance have changed:

Our understanding of the roles and responsibilities of the committee/board and the coordinator/manager & staff	<b>50%</b> ↓
Updated policies and procedures	<b>66%</b> ↑
Clearer understanding and delegation of decision making between committee and coordinator/manager	<b>37%</b> ↑
Strategic planning	<b>45%</b> ↓
Support of our staff and volunteers, including performance appraisals	<b>45%</b> ↑
Clearer decision-making processes	<b>37%</b> ↑
An improved awareness of early signs that the House may need support with governance	<b>21%</b> -

NHT remained a trusted point of contact for most Houses, with **75%** of Houses feeling comfortable and confident to contact NHT on an issue if needed (78.6% in 2016).

Percentage who believe NHT supports (and/or exceeds expectations of) the Network in these key areas of need:

Advocacy for funding	<b>83%</b> ↑
Increasing the profile of the network	<b>75%</b> ↓
Promoting the outcomes being achieved across the network	<b>70%</b> ↑
Representing the network on issues of concern to Government and key stakeholders	<b>92%</b> -
Providing resources and support to help your House	<b>78%</b> ↑

- ↑ Increase from 2015-16
- ↓ Decrease from 2015-16
- Not asked in 2015-16

## TREASURER'S REPORT

It has been a big year for the organisation with the Board taking the significant, and great decision to utilise the Literacy Future Fund to cash out some of our managed funds to purchase the NHT Office Space which is discussed elsewhere in the annual report.

Overall NHT has utilised its core DHHS Peak Body Grant, as well as four other grants in 16-17 to employ 3.2 FTE whose focus is on supporting the Member Houses committees, staff and volunteers to do their work for their communities and their great work is highlighted in this report.

Out of total income of **\$858 924** (including grants, carried forwards, sponsorships, and investment returns) we want to highlight a few key outcomes:

Directly distributed **27%** of that income – **\$214 071** in funding to Member Houses, primarily through Literacy and Eating With Friends.

Purchased and moved into our new premises.

Increased the value of the Literacy Future Fund to a total value of **\$773 823**, which includes an overall building value of **\$631 221**.

Provided **50%** of the costs of creating our powerful Neighbourhood House promotional videos.

As Treasurer it was very encouraging that our Insurer insisted on an insurance value of double the purchase price of the building – a sign that we'd purchased well.

I want to use this report to congratulate Jane Hamilton, our Finance Officer, who is retiring in September 2017. I know John as EO, myself as Treasurer and the Board have relied heavily on her ability, particularly in navigating the challenges around tracking the literacy 10 year grant program and the accompanying Future Fund. You'll be missed Jane!

As this will be my last Treasurers Report before I stand down I want to thank Kate as President, John as EO and the Board and Staff of NHT, it's been a great journey to walk through the last years as NHT has achieved so much for its members and we've created this great legacy for the network in obtaining the building. Keep up the good community development work all!

Our full audited financial report for 2016-17 can be found on the NHT website:

[www.nht.org.au/resources/publications](http://www.nht.org.au/resources/publications)

– Simon Douglas



# NH Network

## Report on Outcomes

NHT has continued to support Houses in the second year of the implementation of a new reporting framework across our Network. The data that we now have is a rich source of information about why people come to Houses, how they experience it when they do, and how communities are strengthened in ways that can change lives.

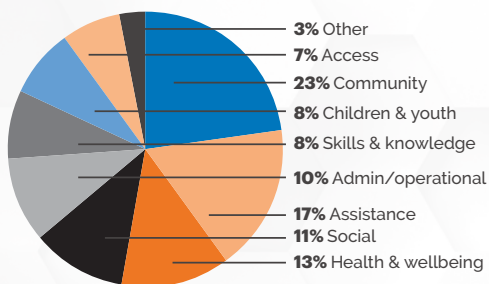
Our data also tells us about the key role of volunteers across our Network and how we are going with collaborative work with partner organisations.

Congratulations to those House coordinators, staff, volunteers and committee members who have successfully included survey design, data gathering, measurement, evaluation and analysis into their already expansive set of tasks and skills. No mean feat!

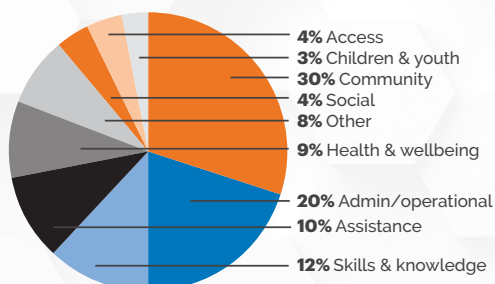
NHT also acknowledges the support and collaboration of DHHS in this process.

Here is a brief summary of the collated 2016-17 data set. A more comprehensive report will be available on NHT's website later in 2017

### Activity range per week per House (average)



### Volunteer support by range of activities across the Network



## SECTION 1: HOW MUCH DID WE DO?

### HOW MANY CONTACTS WERE MADE?

**28,635** contacts with **30** Houses were made by community members during the two census weeks in 2016-17. Based on this data up to **687,240** contacts occurred across the Network over the full year (a **54%** increase on 2015-16's 445,336, which might partly be attributable to improved data collection by Houses this year)

Based on the census data, on average: **477** contacts were made by community members at each House, each week, and **22,908** contacts at each House for the year 2016-17

### VOLUNTEERS:

We know that our volunteers:

Numbered approximately **1,258** people (approximately an average of 42 per House)

Contributed **3,318** hours across the Network during the 2016-17 census weeks

Contributed an average of **145** hours per week at each House – that's **3.8** full time equivalents (based on a 38-hour week)

### PARTNERS:

Houses do not work alone. On average, each House had **40** partner organisations that actively collaborated to help achieve mutual objectives.

### CONSULTATION:

Consultation is a key to determining the priorities of a community and fundamental to our community development work. Houses continually consulted with communities during 2016-17 through a range of methods, including:

- 🏠 Group evaluations
- 🏠 Surveys of participants and partners
- 🏠 Individual feedback
- 🏠 Engaging with local networks
- 🏠 Social media

Houses on average undertook **12** consultations during 2016-17 – a total of **366** across the Network



## SECTION 2: HOW WELL DID WE DO IT?

These results are a compilation of data submitted by 27 Houses, against all Priority Areas.

% of participants are from target or priority groups	<b>87%</b>
% of participants who complete the program	<b>90%</b>
% of participants who say they are satisfied with the program	<b>95%</b>
% of participants who say the House provided the info and support they needed	<b>97%</b>
% of programs that ran on time and as planned	<b>94%</b>
% of partners who say they have a good relationship with the House	<b>98%</b>
% of partners report improved collaborative practice	<b>80%</b>
% of partners report satisfaction with the way the program was run	<b>96%</b>

## SECTION 3: IS ANYONE BETTER OFF?

Houses reported on 2 Priority Areas for their community, unless otherwise negotiated with DHHS. Houses chose measures to report against that were the most relevant to the Priority Area. The data in Houses' reports has been collated as below:

### STATEWIDE COMPILATION AGAINST "IS ANYONE BETTER OFF?" MEASURES\*

People met their goals	<b>92%</b>
Increased participation	<b>81%</b>
Improved skills	<b>83%</b>
Participants develop programs	<b>74%</b>
House connects people with resources	<b>80%</b>
Participants report more confidence	<b>74%</b>
Increased knowledge of services, facilities	<b>99%</b>
Participants report they feel safer	<b>81%</b>
Improved family relationships	<b>93%</b>
Partners say Houses contribute to outcomes	<b>95%</b>

\* Percentage result – statewide. Data sourced from responses to participant and partner surveys of 27 Houses as at 6/9/17



Our Outcomes data above shows the amazing differences that Houses make in their communities:

- ↑ increased participation
- ↑ improved confidence
- ↑ increased knowledge
- ↑ increased skill
- ↑ improved connection to community

People need people. Everyone needs help. It happens here.



### AND THERE IS MORE TO TELL ABOUT OUTCOMES...

The stories, comments, reflections and observations of staff, volunteers, partner organisations and participants are essential in telling the outcomes story. Houses have contributed case studies, people's stories, observations, quotes from participants and feedback and comments of partners as a fundamental part of reporting on outcomes. We could write a book, but here is just a sample:

#### PARTICIPANTS SAID:

- Thanks to the House, what started out as weekly Scrabble games has turned into a whole network of support services and help from really great people! I don't know what I'd do without the House!
- Being new to the neighbourhood the House helped us make friends and access help we wouldn't usually use.
- I got a job just after I got my P's.

#### PARTNERS SAID:

- The Neighbourhood House is a staple in this community, providing outreach to those less fortunate but also to individuals who volunteer at a local level, giving them a sense of belonging. They are always willing to address issues and concerns in a positive manner and aim to meet community need.
- The School Principal reported that feedback from all staff indicated that the House program is seen as a positive contribution to school culture and is seen as an integral part of the school curriculum.

#### STAFF AND VOLUNTEERS OBSERVED:

- This program has improved the literacy skills and enabled participants to participate in the life of their community. Eight participants related the achievement of their licence to either gaining employment or being able to seek employment, and being able to pay for housing.
- Two of the fathers from the focus group (in their 30s) now sit on the Centre's Management Committee. They have welcomed the opportunity to take a more active role in contributing to their local area and the home/environment they're creating to raise their children in.

### CHALLENGES AND LEARNINGS INCLUDE:

- Funding:** We've applied for multiple grants, it's very difficult to find grants that are ongoing or that will fund activities that have proven to work. (Many Houses)
- Learning to take time occurred here.** We all need to learn to slow down and to take time. Take time to listen. To get to know. To hear what others actually are saying. To understand. We may all be time poor, but slowing down will actually save time in the end.



### THE HEART OF IT – OUR NEIGHBOURHOOD HOUSE PROMOTIONAL VIDEO

In Neighbourhood House Week we launched the Neighbourhood House promotional video! 31 Houses committed funds which NHT doubled. This enabled Josh Lamont to create a powerful 2 minute video and a very impactful 30 second TV Ad. Josh's mission was to capture the "essence" of Neighbourhood Houses, telling the story of what Houses are about and what they can mean for a community and an individual. It is intentionally emotive and tells people's journey through the House.

NHT wants to thank the five Houses, their staff and volunteers (and kids) that provided the locations and "talent" in the film. We love that the 30 second video has already been shown by WIN TV in prime time (thanks WIN TV!), and that when our EO showed the video to 300 participants at a national conference on vocational education..... it got a standing ovation. Our key aim for this video, at both a local and state-wide level, is to encourage potential donors, companies and government representatives to choose to support and fund Neighbourhood Houses.

So watch and enjoy – Neighbourhood Houses really are amazing places.

[www.nht.org.au/video](http://www.nht.org.au/video)