

TASMANIAN GOVERNMENT
AND NEIGHBOURHOOD HOUSES

Shared Commitment to Collaboration

*A protocol for working together for
the benefit of local communities*





Minister for Human Services' Foreword

Tasmania's Neighbourhood Houses are the heart of our local communities. The Houses are open to everyone and play a fundamental role in connecting people to their communities by creating supportive environments that enrich the lives of individuals and families.

The Tasmanian Government proudly funds 34 Neighbourhood Houses across the State, as well as the peak body, Neighbourhood Houses Tasmania.

This Protocol recognises the value of Tasmanian Government staff working with Neighbourhood Houses to understand community needs and views, deliver activities and programs and build community and individual capacity.

It commits us to working together to build and strengthen local partnerships; to ensure services are accessible to all, adapted to meet local requirements and integrated, so that resources are available to the people and places where they are most needed.

Key issues for collaboration include community development, health, education, transport and policing. The Protocol underpins the partnership to deliver better outcomes for people and builds on the cooperation that is already happening in local communities. It encourages us to innovate and continue to look for new ways of working together.

I thank the staff and volunteers who unselfishly dedicate their time to make a positive and important contribution to other people, and their communities. Through practical application of this Protocol, I look forward to the Tasmanian Government and Neighbourhood Houses working more closely together to help even more Tasmanians participate in, and benefit from, our State's brighter future.

Roger Jaensch MP
Minister for Human Services



Neighbourhood Houses Tasmania President's Foreword

For over 40 years Neighbourhood Houses have provided opportunities for local Tasmanian communities to come together in welcoming, safe spaces to work on local needs. Neighbourhood Houses promote belonging and community spirit, reducing social isolation by building connection and relationships.

Community development requires building strong partnerships, including with Tasmanian Government agencies that work within our local communities. When Neighbourhood Houses and agency staff, for example school staff or police all work together with a common purpose of creating opportunities and supporting people we can achieve so much more. This Protocol recognises the significance of the partnership process and informs all parties of the need to, and ways to, meet, talk and take action together. Importantly it validates the role of Neighbourhood Houses in community consultation and engagement and highlights the value and opportunity for Tasmanian Government agencies that need to engage, consult or plan locally.

Neighbourhood Houses Tasmania is very pleased to be a partner in this Protocol. We thank the State Government and Department of Communities Tasmania for their continued support of Houses and their commitment to our core business of building community through community development. We are proud to sign this Protocol as it endorses our community development approach which has brought great benefits to our local communities and Tasmania as a whole. We look forward to working together.

Kate Beer
Neighbourhood Houses Tasmania
President



Tasmanian Government and Neighbourhood Houses Protocol

This Protocol acknowledges and underlines that Tasmania's Network of Houses is the heart of our local communities.

The Tasmanian Government and Neighbourhood Houses will work together to identify how they can assist local communities to benefit from social, community and economic development opportunities across Tasmania.

There are 34 Tasmanian Government-funded Neighbourhood Houses, with Neighbourhood Houses Tasmania as the peak body which represents and supports the Network of Houses.

Community development is the core business of the Network of Houses. Community development is about people coming together around a common issue or opportunity and then working together to do something about it. Houses are places where people find support, belonging and purpose. Houses are intentionally located in low socio-economic or regionally isolated communities, and work at a grass roots level for place-based change.

Neighbourhood Houses play a vital role in the Tasmanian community by working to:

- create welcoming, safe spaces for people to come together, make social connections, engage in learning and volunteering opportunities and give back to their community
- support their local community and make a real difference in people's lives
- provide pathways for people through training and skill development so they realise their potential and contribute to their community
- promote good health and wellbeing for all Tasmanians
- provide a local focus point for consulting with communities and providing access to activities, programs and resources.

This Protocol aims to embed collaboration and engagement between Neighbourhood Houses and the Tasmanian Government. It underlines the central role the Network of Houses plays in supporting and building thriving Tasmanian communities.



Working together

Road Rules Training Videos

West Moonah Community House received funding from the Department of State Growth's Community Road Safety Grants Program to support the development of Road Rules Training Videos. The videos covered topics such as speed limits, intersections, overtaking and road signs. The videos were designed as a training tool to address language and literacy issues people from non-English speaking backgrounds encounter when learning to drive.

The videos proved very successful and were produced in English, Oromo, Hazaragi and Nepali. The videos are also available on the State Growth website for everyone to access.

West Moonah Community House was also successful in gaining further funding under the Community Road Safety Grants Program to develop additional videos to help novice drivers, to train other community groups and agencies around the State to deliver the training within their own communities and to trial the videos in schools so young people are learning the road rules well before hitting the road in a vehicle.

State Growth staff assisted with the video development, from the preparatory work through to the completion of the filming and scripting. Everyone worked extremely well together on this project with fantastic results achieved.





Working together

Focus on Children and Families

Staff and volunteers at the Starting Point Neighbourhood House have worked alongside the Ravenswood Child and Family Centre for several years and have developed a great partnership.

This strong relationship has evolved over time. This has required energy, honesty and commitment. The parties meet regularly, at committee meetings, and local group action meetings to address important issues for the Ravenswood community.

In addition to informal networking and meetings, the Neighbourhood House and Child and Family Centre developed a Memorandum of Understanding to formalise collaborative funding under the Growing Together project, with the aim of enhancing supply and access to food.

It takes time to build strong relationships, but the outcomes for communities are worth it. It is important to be honest, bold and involved. When personnel change, it is important to spend extra time and energy to re-build trust and respect.

Whether it is working together on special projects, or just being able to tell community members about the local services they can access, the strong partnership between Starting Point Neighbourhood House and the Ravenswood Child and Family Centre results in better services for local families and their little ones.





The Agreement

Neighbourhood Houses help the Tasmanian Government to:

1. Engage locally to understand the issues facing communities and together develop solutions.
2. Meet its goal of ensuring a better quality of life for all Tasmanians, regardless of where they live.
3. Ensure all Tasmanians benefit from social and community development, and that no one is left behind.

The Tasmanian Government and Neighbourhood Houses will work together to build and strengthen local partnerships to ensure activities and programs are accessible to everyone, adapted to meet the needs of local communities, and integrated so that resources are best targeted to the people and places that need them.

Approved by

Kate Beer
Neighbourhood Houses Tasmania President

The Tasmanian Government will:

1. Consult and engage where appropriate with Neighbourhood Houses on local, place-based issues and collaborate on solutions.
2. Communicate the Protocol with staff and encourage collaboration with Neighbourhood Houses.
3. Ensure staff are given enough time where possible to develop effective working relationships with Neighbourhood Houses.

In recognition of the value of Neighbourhood Houses' ongoing commitment to social and community development, the Tasmanian Government and Neighbourhood Houses will work together to identify how they can assist local communities to benefit from opportunities for social, community and economic growth opportunities across Tasmania.

This Protocol will operate for five years and will be reviewed in line with the *Neighbourhood House Program Strategic Framework 2018-2023*.

Roger Jaensch MP
Minister for Human Services



Neighbourhood Houses