

Activity category	Activity Description
Involving the community	Supporting/training the committee of management
	Supporting individuals to participate in community decision making and leadership
	Promoting Neighbourhood Houses in forums
	Annual planning and strategic planning
	Networking and relationship building with groups, agencies, local government local business, churches and departments
	Volunteer program development and promotion
Identifying community needs	Needs analysis - surveys, participant evaluation
	Interviews
	Strategic planning and/or program design
	Meetings with individuals, local community, interest groups, agencies, business, local government and government departments
	Demographic research
	Involvement in community planning
Determining Appropriate Community Programs	Program planning – content, publication, distribution, promotion
	Policy development
	Financial and resource management and planning
	Promotion/marketing, development of publications
	Volunteer program
	Community education
Partnership Development	Supporting/training the committee of management
	Production of joint programs across Neighbourhood Houses or within an LGA
	Networking with groups, agencies, local government, local business, churches and departments
	Collaborating to secure funding, community infrastructure or resources support
Evaluation	Relationships development
	Review of annual and strategic plans
	Risk assessment
	Quality assurance e.g. ANHLC Good Governance Guide process
	Networking with groups, agencies, local government local business, churches and departments
	Participant surveys and interviews
Services provided to individuals not included in the sessions calculator	Exit interviews.
	Auspice other community organisations
	Centrelink

	Community Information
	Disaster relief & recovery
	Emergency relief
	Employment services
	Financial counselling
	Food security (e.g. food coop)
	Grant writing support
	Home services (e.g. Lawnmowing, home repairs, gardening)
	Library service / book swap
	NILS / loan schemes
	Reception for hub / other services
	Referral (both formal & informal)
	Resume services
	Tax Help
	Toy library, tool library / equipment hire
	VicRoads
	Visitor / tourist information
	Volunteer skillsbank / Volunteer matching
	Community markets / festivals etc
	Social / community enterprise
	Other
Number of program session hours	Hours of programmed activities