



Neighbourhood
Houses Survey
2014





Neighbourhood Houses Survey 2014

The 2014 survey analyses data from 90.3% of all Neighbourhood Houses in Victoria. This includes 366 of the 367 Neighbourhood Houses receiving State Government funding through the Neighbourhood House Coordination Program (NHCP) and 11 of the estimated 32 non-NHCP funded Houses.

Summary of key highlights and trends

- **Participation:** More than 168,000 people visit Neighbourhood Houses each week in Victoria. This is an increase of 6.7% on 2013 participation rates.
- **Leveraging:** For every dollar invested through the NHCP funding, Neighbourhood Houses raised \$5.93. This represents a decrease of 5% on the 2013 Survey figures.
- **Value adding:** The average Neighbourhood House delivered 224% against the NHCP funding requirements.
- **Volunteering opportunities:** More than 5,500 Victorians volunteered at a Neighbourhood House each week. This is an average of more than 14 people per Neighbourhood House with an estimated financial value of over \$21.4 million.
- **Vital community infrastructure:** Communities make use of their Neighbourhood Houses for an average of 53.7 hours per week. This is the equivalent of about 8 hours per day for 7 days a week.
- **Facilitating positive community change:** Neighbourhood Houses managed 1,634 projects in 2014.
- **A changing workforce:** 35% of Neighbourhood House coordinators have been in the position for 2 years or less and 57% for 5 years or less.

Location

Approximately 50% of Neighbourhood Houses are in rural or regional Victoria.

	% of NHs	Number of NHs
Metropolitan	51.2%	192
Regional/Rural: population greater than 10,000	13.6%	51
Rural: population between 3,000 and 10,000	13.6%	51
Rural: population below 3,000	21.6%	81

Participants

2014 data confirms the continuing trend in annual increases in community participation in Neighbourhood Houses.

- 443 people on average make use of their Neighbourhood House each week. This is an increase on previous years (417 people in 2012 and 418 people in 2013).
- More than 168,000 people visited Neighbourhood Houses each week across Victoria. This is an increase in the 2013 figure of 157,400 people.
- There was a 4.5% increase in participation in activities in Neighbourhood Houses. In 2014, there was a weekly average of 111,690 people or 295 people per Neighbourhood House. This follows a 5% increase registered in 2013.

Programs

Programs categorised as 'Health and Wellbeing courses' accounted for the greatest proportion of Neighbourhood House activity in 2014.

Two new categories were introduced in the 2014 Survey:

1. Children's activities (5-12 years)
2. Indigenous or Culturally and Linguistically Diverse (CALD) activities

2014 program areas	% of total activity
Health and wellbeing courses (eg. walking, yoga, exercise, social connection, recreation etc.)	17.0%
Art & Craft	8.6%
Accredited vocational education & training	7.8%
Pre-accredited/Non-accredited adult education & training	7.2%
Computer training / digital literacy	6.5%
Childcare	5.4%
English as a second language (ESL) training / English conversation	5.3%
Children's activities (5-12)	4.5%
Play Groups	3.4%
Senior's Groups (60+)	3.1%
Self-help groups	3.1%
Life Skills programs & courses	3.0%
Literacy & numeracy training	2.6%
Family Support Programs	2.0%
Community Choirs/Music/Theatre	1.9%
Early childhood development programs (e.g. early literacy, language development)	1.8%

2014 program areas	% of total activity
Community Lunches / Social Eating Groups	1.7%
Volunteer training	1.6%
Languages Other Than English	1.6%
Alternative to School programs (VCAL, etc)	1.6%
Outside School Hours Care / holiday programs	1.6%
Indigenous or CALD cultural activities	1.4%
Personal Counselling Programs	1.3%
Environmental sustainability projects / groups	1.3%
Homework clubs	1.2%
Youth Groups (13-25)	1.0%
Community Events/Festivals/Markets	0.6%
Community Newspaper / magazine / newsletter	0.6%
Community Transport (trips and outings)	0.6%
Parenting courses / groups	0.4%
Disaster/emergency preparedness/recovery	0.2%
Community Safety	0.2%

Programs

The 2014 program delivery data illustrates an increase in program diversity within individual Neighbourhood Houses.

Program/activity type	% of NHs involved 2014	% of NHs involved 2013
Accredited vocational education & training	46.7%	41.4%
Alternative to School programs (VCAL, etc.)	7.7%	9.8%
Art & Craft	90.5%	91.5%
Childcare	33.8%	37.1%
Children's activities (5-12)	51.7%	-
Community Choirs/Music/Theatre	39.8%	43.5%
Community Events/Festivals/Markets	78.6%	77.2%
Community Lunches / Social Eating Groups	62.3%	61.8%
Community Newspaper / magazine / newsletter	43.0%	49.6%
Community Safety	27.4%	32.6%
Community Transport (trips and outings)	33.0%	39.0%
Computer training / digital literacy	80.5%	78.8%
Disaster/emergency preparedness/recovery	19.8%	17.8%
Early childhood development programs (eg. early literacy, language development)	22.7%	21.8%
English as a second language (ESL) training / English conversation	30.3%	32.1%
Environmental sustainability projects / groups	41.7%	43.0%
Family Support Programs	37.2%	37.1%
Health and wellbeing courses (eg. walking, yoga, exercise, social connection, recreational etc.)	91.3%	93.9%
Homework clubs	14.8%	15.9%
Indigenous or CALD cultural activities	27.4%	-
Languages Other Than English	27.2%	26.8%
Life Skills programs & courses	65.4%	61.8%
Literacy & numeracy training	27.2%	30.2%
Outside School Hours Care / holiday programs	26.9%	38.2%
Parenting courses / groups	25.6%	26.0%
Personal Counselling Programs	22.2%	20.4%
Play Groups	51.5%	53.6%
Pre-accredited/Non-accredited adult education & training	63.9%	63.7%
Self-help groups	53.6%	58.4%
Senior's Groups (60+)	49.3%	55.7%
Volunteer training	48.0%	59.2%
Youth Groups (13-25)	25.9%	30.8%

In 2014 there were 236 programs delivered in 68 community languages at 66 Neighbourhood Houses.

The number of Neighbourhood Houses delivering programs and activities in community languages and/or 'determined by' specific groups were quantified for the first time in 2012. The aim was to establish a better understanding of which groups are engaged in Neighbourhood Houses across all demographics, and their involvement in decision making related to determining how their needs are being met.

Participation of people in vulnerable groups who are actively involved in program planning and design has remained comparatively unchanged except for programs determined by people with mental health issues which has increased by 9% since 2013.

Program/activity type	% of NHs 2014	% of NHs 2013
Determined by senior Victorians (60+)	72%	71%
Determined by people with a disability	55%	56%
Determined by men aged 45-64	50%	51%
Determined by people with mental health issues	49%	40%
Determined by young people (13-25)	37%	40%
Determined by single parents	24%	28%
Determined by public housing tenants	21%	20%
Delivered in community languages	18%	15%
Determined by Aborigines and/or Torres Strait Islanders	14%	11%
Determined by teenaged parents	10%	10%
Determined by gay, lesbian, bisexual and / or transgender people	6%	6%

Neighbourhood House Infrastructure

Data from 2014 shows little variation in available infrastructure compared to the previous year.

The value of 'informal space' in communities is well documented and the number of Neighbourhood Houses providing informal space increased by 17 in 2014. There was also an increase in the number of reported community enterprises this year. However, the number of Neighbourhood Houses offering community buses/cars was reduced (n=6).

Infrastructure type	Number of NHs	% of NHs
Small meeting / activity rooms (for 20 people or less)	98%	95.5%
Photo copier / printer / fax services	98%	95.5%
Public computer / internet access / kiosks	79%	77%
Large meeting / activity rooms (for more than 20 people)	79%	76%
ICT training rooms / Computer labs	74%	72%
Informal space for people to hang out and meet people	70%	66%
Community Kitchens	51.5%	50%
Playgrounds	44%	45%
Community gardens	46%	44%
Child care rooms / facilities	42%	42%
Halls	34%	34%
Public telephone access points	40%	33%
Men's Sheds / Community Sheds	28%	26.5%
Community buses / cars	14%	16%
Community/social enterprise (e.g. café, catering, op shop, etc.)	19%	16%

Services

The 2014 survey quantified services provided by Neighbourhood Houses. The greatest increases compared to the previous year were seen in the number of Neighbourhood Houses providing emergency relief (+21), food security (+15) and maternal and child health access (+15). Reductions in services were seen in tool libraries (-17), Childcare (-16) and community advocacy (-15).

In 2014 an additional 2 categories were introduced: (a) Toy library and (b) Home services (e.g. lawn mowing, home repairs, gardening).

The most commonly available services available through Victorian Neighbourhood Houses are outlined opposite.

In 2014 more than 325,000 people attended 3,200 community events, festivals and markets run by 300 Neighbourhood Houses. More than 13,100 people volunteered at these events.

In addition, Neighbourhood Houses:

- Managed 1,634 projects (2013: 1,399) – an average 4.3 projects per Neighbourhood House.
- Invested time and resources in developing 2,237 funding applications (2013: 2,369) – an average of 5.9 funding applications per Neighbourhood House.
- Collaborated in 990 projects managed by other organisations (2013: 902) – average of 2.6 external projects per Neighbourhood House.

There was an increase in Neighbourhood Houses that delivered programs in facilities owned or managed by other organisations from 46% (2013) to 54% (2014).

Governance structure

Governance structures remain consistent with 2013 figures.

- 87.5% of Neighbourhood Houses are Incorporated Associations with Committee/Board
- 5.4% of Neighbourhood Houses are council managed (66% of these with Community Advisory Committees/Steering Groups)
- 5% of Neighbourhood Houses are auspiced by another NGO (50% of these with an Advisory Committee/Steering Group)
- 2.1% of Neighbourhood Houses are co-operatives or companies limited by guarantee.

Committees

In Victoria, 3001 people served on Neighbourhood House committees of management. The average committee of management has 8 members. These figures have been consistent for the past 5 years (2013: 7.9; 2012: 8.0; 2011: 8.7; and 2010: 8.3).

Committees invested over 34.6 hours per month on committee business. This is an increase on the previously reported 33 hours/month (2013) and represents an increase of more than 5,000 hours in the year since 2013.

Services provided	% of NHs 2014	% of NHs 2013
Auspice other community organisations	52.9%	53.6%
Centrelink	12.8%	10.6%
Child care	34.8%	38.7%
Community advocacy	50.3%	53.8%
Community consultation	61.8%	59.4%
Community Information / Citizens Advisory Bureau	57.0%	57.6%
Disaster relief & recovery (bushfire, floods, etc.)	16.3%	15.1%
Emergency relief (e.g. food parcels, breakfast clubs, food bank, food vouchers, etc.)	30.2%	24.4%
Employment services	20.1%	18.8%
Financial counselling	14.7%	12.5%
Food security (e.g. food co-op)	18.4%	14.3%
Gardening groups/clubs/activities	61.5%	64.5%
Grant writing support	37.4%	35.0%
Home services (e.g. lawn mowing, home repairs, gardening)	4.3%	-
Library service / book swap	46.5%	45.6%
Maternal and Child Health checks / immunisations	18.2%	14.1%
NILS / loan schemes	12.8%	12.5%
Public computer / internet access	77.8%	78.8%
Reception for hub / other services	34.5%	36.1%
Referral (both formal & informal)	79.7%	80.4%
Resume services	38.0%	36.3%
Room hire	92.8%	92.3%
Tax Help	26.7%	25.5%
Tool library / equipment hire	11.2%	15.6%
Toy Library	9.9%	-
VicRoads	3.5%	2.4%
Visitor / tourist information	26.7%	24.7%
Volunteer skills bank / Volunteer matching	20.1%	18.6%

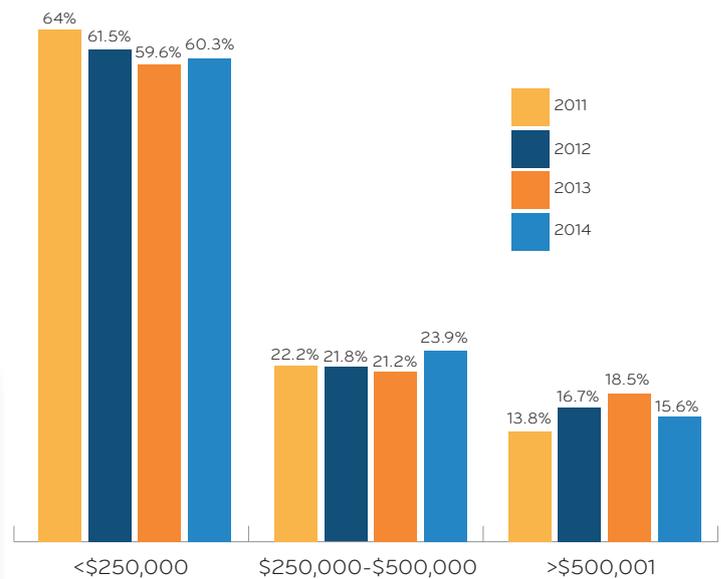
Income

Neighbourhood Houses across Victoria collectively saw a \$9 million loss in funding compared to 2013 reported figures. This is a loss of 6%. This loss was seen across Neighbourhood Houses from all income levels.

The number of Neighbourhood Houses with an annual income of more than \$500,000 decreased in 2014¹. This is a marked change for this group which increased steadily during the preceding 3 years. There was a corresponding increase in the proportion of Neighbourhood Houses in the lowest income categories.

Annual income	% NHs in 2014	% NHs in 2013	% NHs in 2012	% NHs in 2011
<\$250,000	60.3%	59.6%	61.5%	64.0%
\$250,000-\$500,000	23.9%	21.2%	21.8%	22.2%
>\$500,001	15.6%	18.5%	16.7%	13.8%

% of NHs income level 2011 - 2014



Income sources

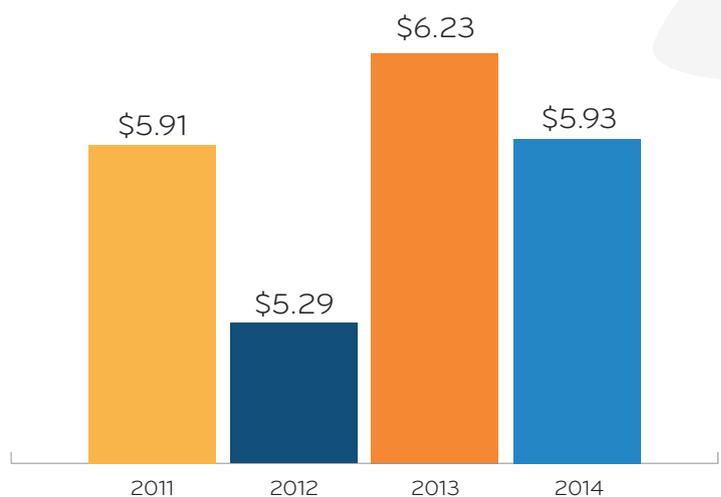
- 96.5% of survey respondents received NHCP funding
- 97% of Neighbourhood Houses generated their own income with an estimated total value of approximately \$44 million annually. This is a decrease of \$4 million since 2013 survey.
- 83% of Neighbourhood Houses reported receiving local government funding in 2014. This is an increase of 17% since the 2013 survey and represents a total value of over \$12.2 million annually (2013:\$11.6 million; 2012: \$10.5 million).
- The median funding from local government increased in 2014 to \$21,696. In 2013 it was \$19,236 and in 2012 \$12,950. This ranged from \$0-\$700,000.²
- 54.1% received Adult Community and Further Education funding (2013: 57.3%; 2012: 58.4%).
- 35.1% received Federal government funding (2013: 33.4%). Neighbourhood Houses with an annual income of more than \$500,000 are twice as likely to receive Federal government funding.
- 15.2% raised funds through corporate sponsorship. This is an increase of 4.1% compared to 2013 figures.
- 43 Neighbourhood Houses in 2014 attracted philanthropic funding; although this is a reduction of 7 Neighbourhood Houses from the previous year it represents an increase of 13 Neighbourhood Houses since 2012. In 2012 only 30 Neighbourhood Houses received philanthropic funding.

Income leveraging

For every dollar invested in Neighbourhood Houses through the State government's NHCP, Victorian Neighbourhood Houses raised an additional \$5.93. This is a decrease of 4.8% from 2013 but an increase when compared with the two preceding years. (2013: \$6.23; 2012: \$5.29; 2011: \$5.91)

Each visit to a Neighbourhood House costs the NHCP \$2.76, down from \$2.81 in 2013. This represents a substantial productivity gain once the Equal Remuneration Order increases are factored in to the calculations.

Funds leveraged per \$1 of Neighbourhood House Coordination Program (NHCP) funding



1. 34.67 hours/month x 359 Houses (the 95.4% of respondents that have a COM) x 12 months.

2. This does not include in-kind contributions such as subsidised rent, maintenance etc.

Workforce

In 2014 the Neighbourhood House survey included questions about workforce that had not been part of the survey since 2012. The responses reflect a significant reduction in staffing in the period between 2012 and 2014.

In 2014 5,598 people were employed in Neighbourhood Houses (2012: 6,052). Only 6% of this workforce were employed on a full-time basis.

The average number of paid staff hours per week in the 370 Neighbourhood Houses that responded to this question was 138.4 (2012: 166.7). This masks significant variations ranging from Neighbourhood Houses that have 0 paid staff to the other end of the spectrum which is 1,947 weekly paid staff hours.

The median number of paid staff hours in Neighbourhood Houses in 2014 was 70 hours per week (2012:82).

- 34% Neighbourhood Houses reported an increase in paid staff hours in the past 12 months, an increase of 2% from 2013
- 14.6% reported a decrease in paid staff hours, a decrease of 3 % from 2012
- 51.5% reported no change, an increase of 1.2% from 2013

Staff turnover remains high with 35% of coordinators remaining in the position for two years or less and 57% for five years or less.

Volunteers

- Volunteering continued to grow in 2014 with 5,513 people volunteering at a Neighbourhood House each week. This is an average of more than 14 volunteers per Neighbourhood House. (2013: 5,356 volunteers; 2012: 4,988 volunteers).
- The reported average number of volunteer hours per week for each Neighbourhood House is up on the 2013 figures. There was a reported increase from 54.9 hours to 56.4 hours, representing a 2.7% increase since 2013. This adds to the previously reported increase of 13.6% from 2012 to 2013.
- The estimated cash value of this voluntary contribution sector-wide is over \$21.4 million per year, up by \$0.9 million from 2013.³
- 1,195 student / volunteer work experience placements were provided by Victorian Neighbourhood Houses in 2014, an average of 3.1 placements per Neighbourhood House (2013: 1,314).
- In 2014 Neighbourhood Houses supported 859 people to meet their mutual obligation requirements (2013:1,139). 41.2% of Neighbourhood Houses supported mutual obligation placements; this represented an average of 5.5 people per participating Neighbourhood House.
- In the 2014 survey, 506 people were reported as fulfilling a Community Based Order (CBO) in a Neighbourhood House (2013: 628). 14% of Neighbourhood Houses hosted CBOs.

³ This figure is based on \$20 per hour. Using the formula documented by 'Our Community' based on Australian Bureau of Statistics data, volunteers are valued at \$31.50 per hour resulting in a contribution worth \$33,749,100. <http://www.communitydirectors.com.au/icda/tools/?articleId=1622>

Adding value to investment in Neighbourhood Houses

The average Neighbourhood House is supported by paid staff for 34.3 hours per week – this has remained constant when compared with the 2013 figure of 34.4 hours per week.

The average Neighbourhood House is in use for 53.6 hours per week. This is consistent with the previous year's figure of 52.7 hours per week in 2013 and 55.3 hours per week in 2012. In 2014 this usage was equivalent to 7.7 hours per day, 7 days a week.

Neighbourhood Houses raise **\$5.93** for every **\$1** invested by the NHCP

The NHCP guidelines require Neighbourhood Houses "to be open for at least as many hours as the NHCP provides coordination funding, and provide at least twice as many activity hours as the NHCP funded coordination hours."

Given Neighbourhood Houses in Victoria are funded on average for 24 hours coordination per week and are being staffed on average for 34.3 hours, with an additional 8.6 hours of outreach, Neighbourhood Houses deliver 178% on their NHCP funding requirements (2013: 186%).

When the 11 hours that Neighbourhood Houses are staffed by volunteers without paid staff present are factored into this equation, Neighbourhood Houses delivered 224% against NHCP contractual obligations in 2014 (2013:252%).

In 2014, Neighbourhood Houses raised \$5.93 for every \$1 invested by the Neighbourhood House Coordination Program (NHCP) funding.

Partnerships

In 2014 there were a reported 3,110 active partnerships in Neighbourhood Houses in an average month (2013: 3,040) which is an average of 8.2 regular partnerships per Neighbourhood House per month.⁴ These figures are consistent with previous years' results.

Neighbourhood Houses' representation on external groups has remained unchanged since 2012, with 85% of Neighbourhood Houses represented on a total of 1,557 external groups, or an average of 4 external groups per Neighbourhood House.

In the past year 3,565 external groups used Neighbourhood Houses, up by 9% (n=301) from 2013. In 2014 this was a monthly average of 9.8 groups per Neighbourhood House (2013: 8.6 groups). Neighbourhood Houses supported 2,061 groups. There were 412 groups auspiced by Neighbourhood Houses, a decrease of 25% on the 2013 figure of 549.

Types of group auspiced	NHs auspice activity 2014	NHs auspice activity 2013
Men's Shed	13.7%	16.2%
CALD group	9.5%	9.3%
Indigenous group	2.9%	2.4%
Self-help group	18.7%	21.8%
Disability group	10.0%	9.3%
Mental health group	10.0%	6.1%
Health / Physical activity group	14.0%	13.8%
Child Care	6.3%	5.8%
Playgroup or other children's activities	16.1%	15.6%
Recreation or leisure group, including art, craft, etc	23.5%	22.8%
U3A / Senior Citizens	8.2%	9.3%
Other	20.1%	18.8%



⁴ 96.3% of Neighbourhood Houses work in regular partnerships in an average month





Neighbourhood Houses Survey 2014

Association of Neighbourhood Houses and Learning Centres (ANHLC)

Level 7, Carlow House, 289 Flinders Lane MELBOURNE VIC 3000

PO Box 423, Flinders Lane MELBOURNE VIC 8009

Phone: (03) 9654 1104

Fax: (03) 9654 1094

Email: anhlc@anhlc.asn.au



ANHLC acknowledges the support of the Victorian Government.