Neighbourhood Houses Survey 2018

Administrative details

Please click on the blue "Click here for a link to get back in to this survey at any time" bar above to send yourself a new email link so you can re-enter the survey at anytime from any computer. You must use the new link emailed to you from SurveyGizmo [noreply@surveygizmo.com] to re-enter the survey from where you left off. If you can’t find the link check your junk mail!

1. Name of your House/Centre *

2. What EMAIL address should we use if we need to contact you about this survey? *

3. Would you like to share the former compulsory Department of Health and Human Services (DHHS) reporting you have provided in this survey with your Neighbourhood House Network?*
   - Yes
   - No
4. Do you require a separate copy of the former compulsory DHHS questions to meet your Local Government reporting or other requirements?
   - Yes
   - No

Questions 5 to 14 have been prefilled by NHVic and therefore not in this Pdf

Please scroll down to Question 15
15. Are these details correct and complete?*
   - Yes
   - No

16. What is the postcode for the Neighbourhood House's main premises?*

17. What is the address of your main premises?*

18. Please describe your main premises:*
   - Shopfront (e.g. former bank or shop)
   - Converted house or flat
   - Converted hall/church building
   - Multiple buildings on one site
   - Purpose-built stand-alone Neighbourhood House
   - Hub / Co-located with other services
   - Former community facility (e.g. maternal child health service, kindergarten)
   - Former school building or other government building
19. Who owns your main premises?*

- Local government
- Health service
- Other community/non-profit organisation (including church or religious organisation)
- Office of Housing
- Other state government
- Private person or company
- We own our own building

20. Are the governance structure details for your Neighbourhood House correct?*

- Yes
- No
21. What is the governance structure of your organisation?*

- Incorporated Association with Committee of Governance/Board of Management
- Council managed with Advisory committee/Steering group (e.g. Friends of...)
- Council managed and operated
- Auspicing arrangement with other organisation with Advisory committee/Steering Group
- Auspicing arrangement with other organisation (NGO, health organisation, Network, etc).
- Co-operative
- Company limited by guarantee
- Unsure / Don't know

22. What is the total number of current Committee / Board of Governance / Community Advisory Committee members? If you do not have a Committee or Board enter 0 (zero).*

23. What is the combined number of hours spent by all Committee members on governing the Neighbourhood House in total in an average month? (Please include time spent attending meetings, typing up minutes, preparing the treasurer's report, working group or subcommittee meetings, etc. For example, a meeting attended by 8 members for 2 hrs is 16 hrs. Do not include time spent by Committee members volunteering in the day to day running of the Neighbourhood House.)*
24. How many paid staff does the Neighbourhood House currently employ? (whole numbers only, if none enter 0 (zero) in the relevant boxes)

Click [here](#) for information about the difference between employees and contractors

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<tbody>
<tr>
<td>Full-time staff</td>
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<tr>
<td>Part-time staff</td>
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<tr>
<td>Tutors - casual or sessional</td>
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<tr>
<td>Casual/ fixed term project staff</td>
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<tr>
<td>Contractors</td>
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</tbody>
</table>

Total: 0

25. What is the total number of paid staff hours in an average week (for all staff including tutors, casuals and contractors)? (Whole numbers only, if no paid staff hours, enter 0 - zero).

26. In the last 12 months has your Neighbourhood House conducted a review of its culture to gain employee/volunteer insights into what they believe the organisation expects of them and how it affects their performance, motivation and job satisfaction?

- Yes
- No
- Not sure
27. How many years has the current coordinator / manager been in the role? (if less than one year enter 1)

28. What is the highest level qualification of the Neighbourhood House coordinator/manager?
   - Doctoral Degree
   - Masters Degree
   - Bachelor Honours Degree, Graduate Certificate, Graduate Diploma
   - Bachelor Degree
   - Advanced Diploma, Associate Degree
   - Diploma
   - Certificate IV
   - Certificate III
   - Certificate II
   - Certificate I
   - No formal qualification
29. Does the Neighbourhood House coordinator/manager have or are they currently undertaking a qualification in (tick all that apply).

- Community Development
- Social work
- Other human services sector work e.g. disability, welfare etc.
- Health sector eg. nursing
- Organisation/business management
- Teaching primary or secondary school
- Adult education and training
- Creative arts
- Administration
- Marketing, media and communications
- Accounting/finance
- Other - please specify
30. At what qualification level was/is the community development training undertaken?

- Doctoral Degree
- Masters Degree
- Bachelor Honours Degree, Graduate Certificate, Graduate Diploma
- Bachelor Degree
- Advanced Diploma, Associate Degree
- Diploma
- Certificate IV
- Certificate III
- Certificate II
- Certificate I
- NHVic micro-credential in Principles of Community Development

Volunteers

31. In 2018, how many people volunteered at the Neighbourhood House in an average week (NOT including Committee of Management members in their governance roles)?
(whole numbers only, if no volunteers enter 0 - zero)*

32. In 2018, what was the estimated total number of volunteer hours in an average week (NOT including time spent governing the organisation)?
(whole numbers only, if no volunteer hours enter 0 - zero).*
33. For 2018, estimate approximately the total number of people who **USED** the Neighbourhood House in an average week (include volunteers, students, children in childcare, people from other organisations who meet at the House/Centre and drop-ins).*

Click [here](#) for help on this question. Your visitor sign in book, class lists, childcare booking sheets, etc. will all help calculate this figure.

34. In 2018, how many of these people participated in programmed activities at your Neighbourhood House in an average week? Click [here](#) for help on this question.*

35. In 2018, how many hours in an average week was the building(s) managed by the Neighbourhood House in use? Include weekends, after hours, use by other groups.*

(e.g. If the Neighbourhood House runs 2 venues both open 9-5 Monday to Friday, the answer would be 40 hrs. However, if one of the venues was also open a further 3 hours on a Saturday, the answer would be 43.)

Click [here](#) for help on this question.
36. In 2018, for how many hours per week was the Neighbourhood House generally open to the public and: (Click [here](#) for help on this question).

- Staffed by paid staff? 0
- Staffed by volunteers? i.e. when paid staff are unavailable 0

Total: 0

37. In 2018, how many hours of outreach did your Neighbourhood House provide to another location/s in an average week? *

Count any hours of activity run by the Neighbourhood House in external locations, e.g. play groups facilitated in other community organisations; classes delivered by the Neighbourhood House off site; activities facilitated by the Neighbourhood House at public venues such as libraries, etc. (enter 0 if none) Click [here](#) for help on this question.

38. If useful community information was available in languages other than English, which languages if any, would be most beneficial to your participants? (tick all that apply)

- Acehnese
- Acholi
- Albanian
- Amharic
- Arabic
- Armenian
- Assyrian
- Azerbaijani
- Fullah
- Fulliru
- Fur
- Gan
- German
- Gujarati
- Kirghiz
- Kirundi
- Kiswahili
- Korean
- Kpelle
- Krio
- Kuku
- Kurdish - Kurmanji
- Moru
- Motu
- Mundari
- Nepali
- Norwegian
- Nuer
- Nyagwara
- Oromo
- Susu
- Swahili
- Swedish
- Syriac
- Tajik
- Tamil
- Tartar
- Tedim Chin
39. Please specify the 12-month period you are reporting on for your programs/activities/services.*
   - Jan - Dec 2018
   - July 2017 - June 2018

40. If you ran community Events / Festivals / Markets, please estimate how many people in total:

<table>
<thead>
<tr>
<th>Attended</th>
<th>Volunteered</th>
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</table>

   Total : 0
41. This question asks about the involvement of people in the community in actively deciding how programs or activities provided through the Neighbourhood House meet their needs. We're interested in programs designed \textit{with} rather than designed \textit{for} these groups. 

Do you offer activities / programs that are: (tick all that apply)

- [ ] Delivered in community languages
- [ ] Determined by young people (13-25)
- [ ] Determined by Aborigines and/or Torres Strait Islanders
- [ ] Determined by teenaged parents
- [ ] Determined by men aged 45-64
- [ ] Determined by senior Victorians (60+)
- [ ] Determined by gay, lesbian, bisexual, intersex and / or transgender people
- [ ] Determined by people with a disability
- [ ] Determined by people with mental health issues
- [ ] Determined by single parents
- [ ] Determined by public housing tenants
- [ ] Determined by refugees/asylum seekers
- [ ] None of the above

42. Which of the following services are available through the Neighbourhood House? (tick all that apply)*

- [ ] Auspice other community organisations
- [ ] Centrelink
- [ ] Child care
Community advocacy
Community consultation
Community Information / Citizens Advisory Bureau
Disaster relief & recovery (bushfire, floods, etc.)
Emergency relief (e.g. food parcels, breakfast clubs, food bank, food vouchers, etc.)
Employment services
Financial counselling
Food security (e.g. food co-op)
Gardening groups/clubs/activities
Grant writing support
Home services (e.g. lawnmowing, home repairs, gardening)
Library service / book swap
Maternal and Child Health checks / immunisations
NILS / loan schemes
Public computer / internet access
Reception for hub / other services
Referral (both formal & informal)
Resume services
Room hire
Tax Help
Tool library / equipment hire
Toy Library
Tutoring for individuals
VicRoads
Visitor / tourist information
Volunteer skillsbank / Volunteer matching
43. Please describe the types of group(s) that are auspiced by the Neighbourhood House.*
(Include only those groups where the Neighbourhood House receives the funds on behalf of that group).

- Men's Shed
- CALD group(s)
- Indigenous group(s)
- Self-help group(s)
- Disability group(s)
- Mental health group(s)
- Health / Physical activity group(s)
- Child Care
- Playgroup or other children's activities
- Recreation or leisure group(s), including art, craft, etc
- U3A / Senior Citizens
- Other - Please specify
44. What kind of resources / infrastructure do you have available to support activities in the Neighbourhood House? (tick all that apply)*

- [ ] Men's Shed / Community Shed
- [ ] Community Kitchen
- [ ] Public computer / internet access / kiosk
- [ ] Playground
- [ ] Community bus / car
- [ ] Community / social enterprise (e.g. café, catering, op shop, etc.)
- [ ] Information and Communication Technology training rooms / Computer lab
- [ ] Community garden
- [ ] Child care rooms / facilities
- [ ] Photo copier / printer / fax
- [ ] Public telephone access
- [ ] Small meeting / activity rooms (for 20 people or less)
- [ ] Large meeting / activity room (for more than 20 people)
- [ ] Informal space to hang out and meet people
- [ ] Hall
- [ ] None of the above
- [ ] Other - Please specify
45. Do you deliver any programs or activities in facilities other than your main premises, which are owned or managed by other organisations?*

- Yes
- No

Partnerships

46. In an average month, how many different community groups: *  
Click here for help on this question.  

- Use a room in the Neighbourhood House? 0
- Are supported by the Neighbourhood House? 0
- Are auspiced by the Neighbourhood House? 0

Total: 0

47. In an average month, how many organisations do you work in partnership with on a regular basis? *  
Click here for help on this question.


48. How many external groups is the Neighbourhood House currently represented on? *  
Click here for help on this question


49. In 2018, how many of the following has your Neighbourhood House undertaken? *

Click here for help on this question.

- Projects managed by the House/Centre: 0
- Funding applications made by the House/Centre: 0
- Projects managed by others that the House/Centre participated in: 0

0 out of 200 Total

Identifying community needs
50. How do you ensure your Neighbourhood House identifies the needs of your local community? (tick all that apply)*

- [ ] Community consultation (e.g. community meetings)
- [ ] Consult other organisations
- [ ] Refer to Local Government community plans
- [ ] Use data provided by NHVic from the 2013 Neighbourhood House participant survey
- [ ] Conduct our own survey of House/Centre participants
- [ ] Conduct our own survey of community members not currently participating in the House/Centre
- [ ] Suggestion box in House/Centre
- [ ] Suggestion box online
- [ ] Table/stall in public place
- [ ] Open days
- [ ] Social media feedback (Twitter/Facebook)
- [ ] Review statistics e.g. Australian Bureau of Statistics demographic data
- [ ] None of the above
- [ ] Other (please specify any other methods not listed above)

51. Is your Neighbourhood House an NDIS provider?

- [ ] Yes
- [ ] No
- [ ] Not sure
52. Has the introduction of the National Disability Insurance Scheme (NDIS) had an impact on your Neighbourhood House?

- Yes
- No
- Not sure

53. Please describe the type and extent of NDIS impact/s for your Neighbourhood House.

54. Please tick which applies to your Neighbourhood House*

- Our annual report applies to the financial year (1 July 2017 - 30 June 2018)
- Our annual report applies to the calendar year (1 Jan 2017 - 31 Dec 2017)
- Other - please specify
55. What was the total (gross) annual income of the Neighbourhood House as stated in your annual report?  
(to December 2017 or June 2018, whichever applies; please round to the nearest whole dollar; no dollar signs, commas or decimal points)*

Total Income $ [Blank]

56. In dollar terms, how much of your annual income comes from Local Government?*

[Blank]

Adult Community Education Provision

57. Please tick which statement(s) applies to your Neighbourhood House (tick as many as apply)*

☐ We are currently an ACFE registered provider and delivered ACFE courses in 2018

☐ We are currently an ACFE registered provider but DID NOT deliver ACFE courses in 2018

☐ We are currently a Registered Training Organisation (RTO)

☐ We ceased our ACFE registration in 2018

☐ We ceased operating as an RTO in 2018

☐ None of the above

Childcare Provision
58. Which best describes your Neighbourhood House?*

- We are a licensed childcare provider
- We do not provide childcare
- We ceased providing childcare in 2018

Comments

59. Which of the following do you provide? (tick all that apply)*

- Occasional childcare
- Long day care
- Out of school hours care
- Holiday program
- 3 year old kinder
- 4 Year old kinder
- Other please specify

Other please specify
60. If you are transitioning to the CCS, do you expect your Occasional Child Care provision to:

- Increase
- Stay the same
- Decrease
- We are not transitioning to CCS

Comments

61. Do you use any of the following CCS compliant software?

- We do not use CCS compliant software
- Fully Booked
- QikKids
- One Customer Web
- heartbeat4Kidz
- Spike
- Xplor
- Kidsoft
- KidsXap
- smartcentral
- HubWorks!
- Harmony Web
- Child Care Central
- KindCare
- KindyWorks
- BASYS
- Kindy Manager
- Keiko
- ChildCareplus
62. The following questions are related to the NHVic Neighbourhood House Occasional Child Care (NH OCC) Support Project:

63. Have you had contact with the NHVic NH OCC Project Worker or attended one of NHVic information sessions?
- Yes
- No
- Not sure

64. How would you rate the NHVic NH OCC Support Project resources and advice on the transition process?
- Extremely helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Slightly helpful
- Completely unhelpful

65. How would you rate the NHVic NH OCC Support Project resources and advice on assessing the financial viability of the CCS for your organisation?
- Extremely helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Slightly helpful
- Completely unhelpful
66. Which of the following AVETMISS adult education reporting software do you use in your Neighbourhood House?

- We do not use any AVETMISS adult education reporting software
- AVETMISS Data Entry Tool
- Ace AVETMISS Attribute
- Audit Answers
- aXcelerate
- BA Advantage
- BA Edge
- Bluegem
- Capabiliti LMS
- ChalkPort LearnCentre
- CourseSales.com
- eBECAS
- Enquiry Mate
- Esystats
- Icare
- JobReady Plus
- NRolls Gold
- onCourse
- PowerPro RTO
- RTO Data Cloud
- RTOManager
- SPARKS
- Strata
- TEAMS
- Truss RTO
tuple Student Management System
- TUTIS
- Vasto Educator
- VETtrak
- Weworkbook
- Wisenet Learning Relationship Management
- WorldLearn RTO Module
- Unsure
- Other - please specify
67. Which of the following software do you use for room booking/scheduling in your Neighbourhood House?

- [ ] We do not use any room booking/scheduling software
- [ ] We use our AVETMISS software
- [ ] Asure Meeting Room Scheduling
- [ ] Bizly
- [ ] BookMeetingRoom
- [ ] Cloudbooking
- [ ] Cobot
- [ ] EMS Software
- [ ] Get a Room
- [ ] Hamilton Meeting
- [ ] Nexadus
- [ ] Novera
- [ ] PronestaRoom
- [ ] Rendevous
- [ ] Robin
- [ ] Roomzilla
- [ ] Skedda
- [ ] Teamup
- [ ] Cobot
- [ ] EMS Software
- [ ] Get a Room
- [ ] Hamilton Meeting
- [ ] Nexadus
- [ ] Novera
- [ ] PronestaRoom
- [ ] Rendevous
- [ ] Robin
- [ ] Roomzilla
- [ ] Skedda
- [ ] Teamup
- [ ] Teem
- [ ] YArooms
- [ ] Unsure
- [ ] Other - please specify

68. Which accounting software do you currently use in your Neighbourhood House?

- [ ] We don’t use accounting software
- [ ] MYOB
- [ ] Reckon
- [ ] Xero
- [ ] Quickbooks
- [ ] Unsure
- [ ] Other - please specify

- [ ] Other - please specify

- [ ] Other - please specify
69. Is your accounting software cloud based?
- Yes
- No
- Not sure

70. Please indicate the reasons why your Neighbourhood House does not use cloud based accounting software.
- Poor internet access
- Old equipment - can not handle cloud software
- Comfortable with the old software package
- Security - concerned that the cloud is not safe
- Lack of training
- Don't know which cloud software to use
- Cloud software is too expensive
- Unsure

71. Who currently provides the Information and Communications Technology (ICT) support at your Neighbourhood House?
- Paid contractor
- Paid staff member
- Volunteer
- We do not have a dedicated IT support person
- Unsure
72. How much did you spend on ICT support for your Neighbourhood House in the last 12 months? (please use whole numbers only)
73. How do you rate NHVic's performance in the following areas?

<table>
<thead>
<tr>
<th>Area</th>
<th>Very good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Unsure</th>
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</thead>
<tbody>
<tr>
<td>Keeps Neighbourhood Houses up to date on changes to relevant legislation, regulation and compliance requirements (e.g. Industrial Relations, Associations Incorporations Act, OHS, etc.)</td>
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<tr>
<td>Advocates to increase NHCP funding for Neighbourhood Houses</td>
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<td>Information sharing (e.g. NHVic News, eBulletin, etc.)</td>
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<td>Information on industrial issues and negotiating the Collective Agreement</td>
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<td>Raises the sector profile</td>
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<td>Builds community development expertise in Neighbourhood Houses</td>
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<td>Policy advocacy on child care</td>
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<td>Builds relationships with local government</td>
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<td>Policy advocacy on ACE / Adult Community Education</td>
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<td>Provides networking opportunities</td>
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<td>Policy advocacy on hubs &amp; shared services</td>
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<td>Supports quality improvement in the sector</td>
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<td>Improves data collection for the sector</td>
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<td>Information and communication technology information and advice</td>
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<tr>
<td>Provides professional development opportunities</td>
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</table>

Enter another option
74. Does NHVic's work benefit your organisation?
   - Yes
   - No
   - Not sure

   Comments

75. How could we improve the survey next time around?

76. Is there anything else NHVic should have asked you about in this survey but didn't?

Review responses

If you are satisfied that all responses are present and correct please click 'save this page and continue' to Submit your survey.

Submit responses
77. I am ready to submit the survey.

- Yes
- No

Thank You!

Thank you for completing the Neighbourhood Houses Survey 2018.

An email containing your responses to the survey question will be sent to [question('piped value')].