

**Sugarvalley Neighbourhood Centre – Program Logic**  
**Objective: The role of the Sugarvalley Neighbourhood is to build social cohesion and community resilience.**

CURRENT SITUATION	ACTIVITIES AND SERVICES	EVIDENCE	OUTPUTS	THEORY OF CHANGE	CLIENT OUTCOMES			
<p>Our target group is the children, young people, and families including our Aboriginal community in the Lake Macquarie area. We have a particular focus on supporting:</p> <ul style="list-style-type: none"> <li>○ socially isolated individuals</li> <li>○ disadvantaged community members and those in crisis</li> <li>○ new community members</li> <li>○ young people and families affected by substance abuse, family, and domestic violence and/or mental health issues.</li> </ul> <ul style="list-style-type: none"> <li>● Approximately 80% of our current Clients/Service Users are vulnerable and experiencing poverty, mental health, disabilities, and/or physical and social isolation.</li> <li>● There are pockets of high unemployment rates (6.9% for the Lake Macquarie LGA).</li> <li>● Social isolation (16.8% of dwellings have no internet access; ABS 2016 Census) and high unemployment rates are exacerbated by low car ownership and poor access to public transport.</li> </ul>	<p>TEI Program Activity 1: <b>Develop Community Connections</b></p> <p>TEI Service Type: <b>Community Engagement</b></p> <p>Service Description:</p> <p>Holding Pop up stalls and BBQs in communities and schools to give people information about the services offered by the centre. This could include:</p> <ul style="list-style-type: none"> <li>● You're Kidding Me Expo</li> <li>● Homeless Connect Day</li> <li>● School Information Days</li> </ul>	<p>Community development has positive outcomes for children, young people, and families, this includes increasing</p> <ul style="list-style-type: none"> <li>● Parenting skills</li> <li>● Parental confidence</li> <li>● Self-awareness and confidence</li> <li>● Visits to health professionals and other services</li> <li>● Knowledge and understanding of money management</li> <li>● Employment</li> <li>● Re-engagement with education</li> </ul>	<ul style="list-style-type: none"> <li>● Number of events</li> <li>● Number of participants at each event</li> </ul>	<p>Outreach activities such as BBQs and pop-up stalls at local expos and schools help spread the word about the services we offer. It also allows us to directly engage with vulnerable families and ensure they are able to access the services they need.</p>	<p><b>Education and Skills</b></p> <ul style="list-style-type: none"> <li>● Increased school attendance and achievement</li> <li>○ Increased knowledge about services and activities in their community</li> </ul>			
	<p>TEI Program Activity 1: <b>Develop Community Connections</b></p> <p>TEI Service Type: <b>Social Participation</b></p> <p>Service Description:</p> <p>Social groups, activities, and workshops this may include:</p> <ul style="list-style-type: none"> <li>● Art and Craft groups</li> <li>● Youth groups</li> </ul>				<p>Community development has also been shown to decrease:</p> <ul style="list-style-type: none"> <li>● Injury and suicide rates</li> <li>● Low literacy skills</li> <li>● Alcohol related hospitalisations</li> <li>● Crime rates (Snijder,2017)</li> </ul>	<ul style="list-style-type: none"> <li>● Number of social groups</li> <li>● Number of workshops</li> <li>● Number of participants</li> <li>● Number of clients who would recommend this activity to other people</li> </ul>	<p>Community members are able to take part in interesting activities such as art and craft sessions and youth groups to broaden their skillsets and meet other people with similar interests. This builds local networks and a sense of community.</p>	<p><b>Social and Community</b></p> <ul style="list-style-type: none"> <li>● Increased participation in community events</li> <li>● Increased sense of belonging to their community</li> <li>○ Community members actively participate in community life</li> <li>○ Community members have an increased sense of belonging in their community</li> </ul>
	<p>TEI Program Activity 1: <b>Develop Community Connections</b></p> <p>TEI Service Type: <b>Indigenous Social Participation</b></p> <p>Service Description:</p> <p>Cultural activities or workshops this may include:</p> <ul style="list-style-type: none"> <li>● NAIDOC Week</li> <li>● Cultural awareness activities for non-Indigenous community members</li> </ul>				<p>Parents within a supportive community have access to more emotional and instrumental resources to engage in better parenting practices (NSW human service outcomes framework application to early intervention, 2018)</p>	<ul style="list-style-type: none"> <li>● Number of events</li> <li>● Number of sessions per year</li> <li>● Number of participants</li> </ul>		<p>Holding NAIDOC week activities celebrates our vibrant indigenous culture, letting Aboriginal people know that they are welcome and celebrated in our neighbourhood centre and community.</p>

- Due to the low cost of living in West Wallsend and recent estate developments, a previously quiet and bushy suburb has seen a 30% increase in young families moving to the area over the last 5 years.
  - There is varied historical views between the 'older families' from the area and the 'new arrivals'.
  - Children in West Wallsend are less likely than the average child in the Lake Macquarie region to be school ready (13.9% versus 9.1%, AEDC 2018).
  - There is a lack of support services and infrastructure in the area and community members do not always know where they can seek the assistance they need.
  - Local Aboriginal community members (approximately 20% of clients) regularly attend the centre.
  - There is currently debate within the community about how close a new housing development should be built near a very culturally significant site for the local Aboriginal community.
- If the current issues are not addressed:
- The divide within the community between the new and the old families is only going to escalate.

TEI Program Activity 2:  
**Community Centre**

TEI Service Type: **Information/ Advice/ Referral**

Service Description:

This may include face to face, phone, social media or internet contact to assist with:

- Provision of standard advice/guidance or information for individuals or families
- Referrals including to another service provider or within the organisation

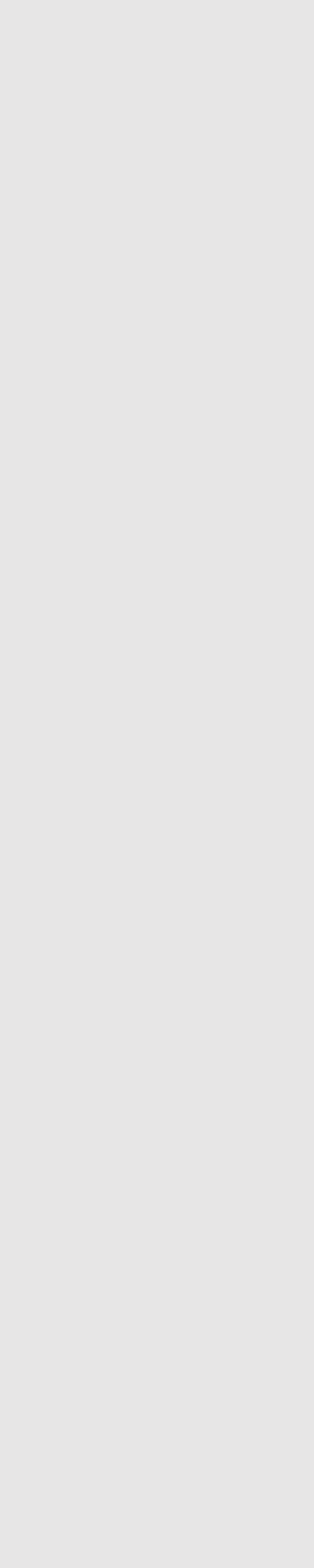
TEI Program Activity 2:  
**Community Centre**

TEI Service Type: **Social Participation**

Service Description:

This may include:

- Food Program - Partner with OzHarvest to provide fresh produce to the community members in need.
- Room Hire
- Book and games library
- Internet access
- Computer and printing services
- Community events such as inviting local council representatives/members of parliament to engage with the community.



- Number of unidentified clients receiving information/advice/referral per month
- Reason for seeking assistance

- Number of clients receiving food packages
- Number of times rooms are hired per month
- Number of people accessing the internet, computer and printing services
- Number of community events held

We support families directly and make referrals to specialist services if needed. This ensures parents know where to get the help they need. Risky situations are less likely to escalate.

The neighbourhood centre provides a neutral meeting space and resources for community led projects, enabling all community members to participate in community life. Participating in fun social activities, educational sessions, community meetings and projects will build informal and formal networks and social cohesion. The centre also enables access to basic resources including food, computers, and books. This reduces the barriers community members face to meet their personal goals.

**Education and Skills**

- Increased school attendance and achievement
  - Increased knowledge about services and activities in their community

**Social and Community**

- Increased participation in community events
- Increased sense of belonging to their community
  - Increased informal and formal networks
  - Increased access to resources

- disadvantage and social isolation will increase
- more children will start school experiencing developmental vulnerabilities
- community members will not access the services they need.

TEI Program Activity 3:  
**Provide Community Support**

TEI Service Type: **Social Participation**

Service Description:

This may include:

- Playgroups – co facilitated with another organisation
- Workshops e.g. social skills
- Breakfast Club – provide breakfast for any members of the community
- Volunteering- Including long term volunteers, often socially isolated members of the community
- Food Program - pantry and essential items are provided to the most vulnerable community members in their time of need.

- Number of playgroup sessions run
- Number of participants
- Number of workshops
- Number of participants
- Number of clients who accessed the breakfast club
- Number of participants
- Number of volunteers
- Number of clients in crisis who received a pantry and essential item pack
- Client demographics (when relevant)
- Number of clients who would recommend the activity to other people

Playgroups give parents a common place to meet others to build a support networks and a soft entry to other needed supports. Playgroup also provides:

- Opportunities for creative, unstructured learning through play.
- Builds attachments between adults and children as they play together and share time and experiences.
- Helps children develop social skills as they learn to interact with others, take turns, share, and make friends.
- Provides experiences that enable them to manage stress and adapt to change.
- Offers opportunities for children to explore, invent, reason, and solve problems.
- A place where parents and carers can support each other through sharing ideas, parenting experiences, concerns, and information.
- A place where families can build long-term friendships as their children grow and transition to school.

Workshops for specific skillsets and interests allow community members to connect with other likeminded individuals and build their social networks.

Breakfast club ensures that people experiencing crisis or ongoing stressors have a nutritious breakfast. It also, in the long term, will support them to engage in activities including school and work.

Volunteering opportunities give all community members, but especially those who are socially isolated:

- a sense of purpose in the community.
- the ability to mix with people they might otherwise avoid and broaden their horizons
- build social cohesion.

Providing communities members in crisis with pantry and essential items ensures their basic needs are met and they can focus on overcoming the situation at hand. They can also be directed to specialist services that can help them

**Social and Community**

- Increased participation in community events
- Increased sense of belonging to their community
  - Increase formal and informal networks
  - Increased sense of belonging in the community