

**COMMUNITY BUILDERS
DATA REPORTING SYSTEM
Service Provider User Guidelines
for Portal**

September 2012



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1 Introduction

This document provides information about the data reporting system for the Community Builders program and sets out requirements for organisations delivering Community Builders funded projects and services.

1.1 Background

Community Services has been progressively introducing funding reform across all its funded programs and strategies. The aim of funding reform is to streamline funding administration for service providers and obtain the best possible services for service users with the funding available.

As part of this process, new performance-based contracts, or service specifications, are being introduced in each funding program. The focus of the new service specifications is on service user outcomes.

Each Community Builders project or service has been grouped under one or more Service Activity Descriptions (SADs). A Community Builders performance framework provides a set of consistent performance measures that, in line with results based accountability.

This standardisation will enable Community Services to aggregate data by service activity description, region or program. Data from these performance measures will provide valuable information for service planning and continuous improvement of the program.

1.2 Program reporting system

The monitoring data reporting system has been developed to enable funded services to provide data to Community Services for each of the performance measures in a simple and consistent way. Each of the 4 SADs has performance measures and data is reported under:

- outputs (*how much?*)
- quality (*how well?*)
- outcomes (*is anyone better off?*).

Output data is reported through the on-line portal.

Quality and outcomes data is collected through service user surveys.

Both output and outcome data information are important components of the program monitoring system and will be used to:

1. assess each service's/project's effectiveness in delivering the outcomes specified in the contract
2. measure each service's/project's contribution to program objectives
3. evaluate the program.

The collection of consistent performance data also supports your organisation's completion of the annual Self Assessment Template required under the Performance Monitoring Framework and is a requirement under section 22.1.1 of your Service Agreement.

1.3 Data reporting period

The one year pilot reporting period ended on 30 June 2012. Feedback provided by service providers has resulted in refinement of the system. From 1 July 2012, Community Builders funded organisations are to enter data on their projects' activities annually.

2 How the reporting system works

2.1 How will data be submitted?

Data will be collected in a standard format across all service providers through a web-based data reporting system. Information about access to this system is distributed by email to service providers contacts. **Please advise Community Services if the contact for your organisation changes by emailing communitybuildersdata@facs.nsw.gov.au .**

2.2 When should data be reported and submitted?

The first pilot year that consisted of two six month periods of data reporting has ended. From 1 July 2012 and onwards the data reporting period will occur annually, as follows:

- **Year 2** of Community Builders data reporting period is from 1 July 2012 to 30 June 2013.
- **Year 3** of Community Builders data reporting period is from 1 July 2013 to 30 June 2014.

The online data reporting system will be available during the entire data reporting period. Service providers can add or edit data at any time. At the end of the data reporting period, service providers should ensure that all data is complete and accurate. Close off for Year 2 and Year 3 of the data reporting period is approximately three weeks after the **30 June** at 5pm. Service providers will be advised of dates via email.

Note. Data not provided on time via the portal will not be accepted by Community Services.

2.3 Access to the online portal

The portal links are emailed to **one** nominated contact person per service specification. The nominated contact person will receive the communiqués from Community Services.

It will be the responsibility of the nominated contact person to forward the portal link and communiqués to the appropriate staff member/s within the organisation.

Note: Portal links can be forwarded within the same organisation, but please ensure only one person at a time opens the link and enters data into the portal this will avoid error in data entry. For example if there are multiple users the last one to close the link overrides all saved work prior to this.

All service providers will have access to their own data reporting web page. These pages are customised according to the individual service specifications. The portal link will take you to a page that only shows the SAD/s you are funded to deliver.

The project data that you are required to provide is set out in your Service Specification in Table 1.13, Service Levels, and in the more detailed descriptions that follows the table. Data entry screens are organised by SAD. If your project/service covers only one SAD, you will only see one tab for SAD activities. If your project/service has multiple SADs, you will see one tab for each SAD you are funded for.

2.4 Entering activity data

To enter data please follow the steps below:

1. Open your email and right click on the portal link or copy and paste it to your browser and click on enter e.g.

Portal link: <http://www.e-evaluate-it.com/survey/artd/cbportal/?z=123456789a=bcdefgho&i=111111>

2. Click on the tab for the SAD you are going to enter data for. This will show you a summary page of only the types of activities that your project/service has been funded to do. Before you first enter data, most activity types will show only an "Add" button. Click on this button to commence.

3. When you click "Add", a pop up screen will appear for you to enter data for your key tasks. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

4. Only activities data that are relevant to what your project/service has been funded to do will be visible. Once you have added data, you will be able to see a summary of this data on the portal summary page.

5. Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more information.

Figure 1 Screen shot: Portal page

Activities data and outcomes surveys

Both activities data entry and outcomes surveys (if applicable to your project) can be accessed under the tabs below.

Activities data

The activities data that you are required to provide is set out in your Service Specifications in Table 1.13, Service Levels, and in the more detailed descriptions that follows the table. Data entry screens are organised by SAD. If your project covers more than one SAD, please click on the tab corresponding to the SAD for which you wish to enter data.

Outcomes surveys

Many activities have associated outcomes surveys which funded projects are required to distribute to service users. If the activities for which you have been funded require the administration of surveys, the "Outcome Survey" tab will be shown below, and your surveys can be downloadable from there.

Community Hub | Community Skills Development | Community Capacity Building | Community Sector Development | Outcomes Surveys

Information and referral data is only required for the **snapshot months of October and May**. Please click on the Information and referral link below to enter data.

Snapshot data form	Status
Information and referral	Saved
Using community infrastructure	Not Started

For the activities listed below, please provide data for the **whole of the reporting period**. Before you first enter data, most activity types will show only an "Add" button. Click on this button to commence, then provide the information requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more activities.


Note: records require more data than shown in summary view

Whole of Period Data Form

Services coordinated through the hub			Add
Name	Number of times service provided	Actions	
ABC	20	Edit Delete	
Running total:		20	

Community consultation			Add
Name	Date	People	Actions
XYZ	01/08/2012	20	Edit Delete
Running total:		20	

Note: you can choose how you collect data and how often you enter it. For example, you may prefer to keep a separate log of programs you have run, and enter the total number into the online portal page once a week, once a month, or at the end of the reporting period.

Most of the information described below can also be accessed through the system by clicking on the  icon.

2.5 Printing/Saving PDF Activity Data

The portal **Print/Save PDF** function can be used at any time by service providers to **print or save a PDF record** to your computer of the output data and project level data you have entered into the portal **at a point in time**.

For example

If you print a PDF copy of the data you have entered into your portal on 1 July 2012 the report that you print out will only capture what you have entered into the portal up to that date, it will include a summary of output data and project level data.

The **Print/save PDF** button is located on your portal between the Project Level Data and the Feedback section.

Project level data

There are 3 project level data items. The first item is a free text box in which you can describe a particular success or highlight from the data reporting period. The other 2 items are to assess how much funded activity is captured in this report. Click on the link below to access the project level data form.

Survey form	Status
Project level questions	Not Started

Print or Save a PDF report of your data

Please click Print/Save PDF to view your current output data and project level data in PDF format. You can then print the PDF or save it to your computer for your records.

←

Feedback on the data reporting process

Because this data reporting system is being piloted, it is important that we learn as much as possible about what works and what doesn't work. After you have used the system to provide data for the 1 July 2012 – 30 June 2013 period, please provide feedback by clicking on the "Feedback form" link below.

Feedback form	Status
Feedback on data collection process	Not Started

To use the Print/Save PDF function:

1. Click on the **Print/Save PDF** button
2. When you click on **Print/Save PDF** button a summary PDF version of your current output data and project level data will appear.
3. Click on File which will appear in the top left corner.
4. When you click on **File** a drop down menu will appear. You can select '**Save As...**' (save in PDF format on your computer) or to '**Print...**' a summary of your output data and project level data.

Please note that the record you print or save is reflective of the data you have entered up to that point in time and will be different each time you print/save (if you enter new data). You can use the print/save PDF function whenever you like.

2.6 Archiving of records

Following the end of the reporting period, the system will be 'reset'. This means that all the data you have entered in the portal will be archived as it relates to the previous reporting period and will no longer be visible when you enter the system.

3 Community Hub - Community Builders Renewable only

The Community Hub data is in two parts. The first part relates to information, referral and use of community infrastructure, and asks for data covering only 'snapshot months'.

Services are only to provide data for the designated months. **The snapshot data periods will be for the entire month of May and October.**

The second part relates to the programs and activities of the Hub, and asks for data on activities conducted throughout the whole of the reporting period. For this part you will need to collect and enter data for the whole of the reporting period.

Please remember that not all the key tasks that appear below will be visible on your projects' portal page. **Only those key tasks relating to the activities in the service level table of your service specification will be visible.**

3.1 One Month Snapshot data (CBR only)

3.1.1 In which month has this data been collected?

This question asks you to select the month that the data is collected. For example, if you enter 'May' please only give information from this period.

Note: The information for all of these snapshot period questions will be collected for every day the centre operates during snapshot month. The snapshot period ends on the last day of the month. Please enter all data outputs into the portal which will be uploaded by the closing date and time.

Information and Referral

3.1.2 People connected with information

Total number of times information was provided during the snapshot reporting period

Please fill in the table stating the number of times information was provided by the method it was provided. The different methods are: in person, by phone, email/ internet and paper based.

This question is counting the occasions of service, not the individual people. For example if 25 people call to ask for information about various local services over the month of May, please enter '25' in the "By phone" box. It would not matter if 20 of these calls were from the same person, you count the number of calls received.

In person: Where a community member comes in to the service and asks for information from a staff member or volunteer. This includes provision of a brochure relating to the enquiry made by the community member. E.g. welcome to the area directory. Also information stalls held at another services event will be counted in this section the count will be in relation to distribution of brochures or info packs distributed to community members.

By phone: Where a community member contacts the service by telephone to ask for information.

Email/internet: Where a community member contacts the service by email or when a community member accesses information through the service providers website, including through social media sites. For websites, count the number of unique visitors* during the reporting period.

Paper only: Where information is distributed in hard copy only. The mass distribution of a community newsletter, leaflet, directory, brochure etc. (*It does not include where a member of the community visits a service and is provided with a brochure –that would be counted as in person request for information*).

Total: This will be automatically calculated as you enter the above data.

* A unique visitor is a count of the number of individual users who have accessed a website during a given period of time.

Key Task	Definition	Includes	Excludes
People connected with information	Where services provide information about local services and resources to community members either in person, by phone, email/ internet or paper only. For data reporting occasions of service are counted as a snap shot.	Providing community members with information, brochures or newsletters (paper based). Community organisations attending another service’s event where they hold an information stall.	Assisted referrals.

EXAMPLE People connected with information

The Sunshine Community Centre during the snapshot data reporting month of May 2012 provided 498 community members with information. 250 *Paper Only* represents the quarterly community newsletter developed and distributed by the service. *In Person* represents 100 information packs provided to community members promoting their service from an information stall at another services event, plus 70 people received information face to face. *By phone* represents the 63 phone calls received by the service from service users and *Email/Internet* represents the 15 emails that were responded to with the information requested by service users.

Number of times information given	In Person	By Phone	Email/Internet	Paper Only	Total
	170	63	15	250	498

3.1.3 Assisted referrals

Number of assisted referrals made during the snapshot reporting period


Please indicate the number of assisted referrals made during the snapshot reporting period.

Key Task	Definition	Includes	Excludes
Assisted referrals	Where a service provider assists a community member to contact another service. This can include making an appointment for them or supporting them to make a call to the service. For data reporting occasions of service are counted as a snap shot.	Finding a local financial counsellor, contacting legal aid on behalf of the community member, filling in forms and translation to facilitate access to services.	Provision of brochures, providing directions, reading a pamphlet etc.

EXAMPLE Assisted referrals

The Sunshine Community Centre during the snapshot data reporting month of October 2012 referred 29 community members to local services. 29 assisted referrals were made.

Figure 2 Screen shot: Information and referral survey form

**Family &
Community Services**
Community Services

Questions marked (*) are mandatory | [HELP](#) | [GO TO END](#) »

1. Please indicate whether the data was collected in either

May

October

Information and referral

2. **People connected with information:** Please fill in the table stating the number of times information was provided by support category during the snapshot reporting period.

	In person	By phone	Email / Internet	Paper only	Total
Number of times information was given	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>

Assisted referrals

3. Please indicate the number of assisted referrals made during the snapshot reporting period.

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3.1.4 Using community infrastructure

Number of occasional bookings for events during the snapshot reporting period

Please indicate how many regular and/or occasional bookings the hub has taken for activities during the snapshot reporting period. An occasional booking is for a one-off use of facilities for which you take bookings.

Key Task	Definition	Includes	Excludes
Using community infrastructure	Where the service actively facilitates the usage of the Centre's facilities or local community facilities. For data reporting purposes occasions of service are counted as a snapshot.	Use of centre's facilities – fax, photocopier, computer etc. or room hire, hall hire for events or meetings (occasional or regular bookings).	Services that are coordinated through the Hub or community members accessing resources that do not require facilitation e.g. playground connected to the centre.

EXAMPLE (a) Using community infrastructure

10 occasional and regular bookings for events and/ or community meetings were taken during the snapshot data month May 2012 by Sunshine Community Centre.

Number of occasional uses of the centre's resources during the snapshot reporting period

Please enter the number of occasional uses (other than as part of a program) of the centre's resources during the reporting period.

EXAMPLE (b) Using community infrastructure

If the fax at the Sunshine Community Centre was used by members of the public 5 times, the photocopier 10 and the computer 2 times during the reporting period then please enter '17' as the number of uses.

Figure 3 Screen shot: Using community infrastructure pop-up

Questions marked (*) are mandatory | HELP | GO TO END >

Using community infrastructure

1. How many regular and/or occasional bookings has the hub taken for events during the snapshot reporting period? e.g. community halls etc.

2. Please indicate the number of occasional uses (other than as part of a program) of the centre's resources during the snapshot reporting period e.g. fax, photocopier, computers, etc.

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3.2 Whole-of-period data (CBR only)

Whole of period data is output data that is counted for the entire reporting period. You can enter data at any time e.g. daily, weekly, monthly) but we encourage you not to leave it until the last minute as you risk being non compliant for the year if any issues arise.

For each of these questions, before you first enter data, most activity types will show only an "Add" button. Click on this button to commence, then provide the information requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more activities.

Figure 4 Screen shot: Service coordinated through the hub pop-up

The screenshot shows a web application interface with a navigation bar at the top containing tabs: "Community Hub", "Community Skills Development", "Community Capacity Building", "Community Sector Development", and "Outcomes Surveys". The main content area is partially obscured by a pop-up window titled "Add / Edit Record".

The pop-up window has a blue header and contains the following text and form elements:

- Services coordinated through the hub**
- Please indicate the number of ongoing services, programs and activities coordinated through the Hub e.g. yoga, tax help etc.
- Name: *
- Number of times service provided: *
- Buttons: Save, Cancel
- Questions marked (*) are mandatory. Please enter a zero (0) if not applicable

Behind the pop-up, the main page shows a "Whole of Period Data Form" section with a table titled "Services coordinated through the hub". The table has columns for "Name", "Number of times service provided", and "Actions". Below the table, there is a "Running total:" label. Below the table, there is another section titled "Community consultation" with columns for "Name", "Date", "People", and "Actions".

Service Delivery and Coordination

3.2.1 Services coordinated through the hub

Name the ongoing services, programs and activities coordinated through the Hub

Please enter the name of each service and the total number of times that service was provided in the reporting period.

Key Task	Definition	Includes	Excludes
Services coordinated through the hub	Is a service that is facilitated and/or supported by the Hub staff but is not delivered as part of the Hub funding (i.e. delivered by the Hub Coordinator, a volunteer or a person hired by the Hub to deliver a service). This includes coordination of the Centre's space (room availability) for other agencies or services to use. Only programs and services consistent with community capacity building outcomes should be counted during the reporting period.	Tax help, yoga, life skills programs.	Services and activities that relate to other Community Services programs results (e.g. Families NSW) and/or other government departments e.g. Commonwealth Dept, Housing, Education, Health, Juvenile Justice etc.

EXAMPLE Services coordinated through the hub

If there is a weekly yoga class for 48 weeks and a monthly tax help program for 3 months (twice per week 2 days x 12 wks =24), you would click "Add" next to "Services coordinated through the hub" on the portal home page, enter the yoga class details in the pop-up box, and click on the "Save" button. Then in the table on the portal home page, you would click "Add" again and enter the details of the tax help program in a new pop-up box. The table on the home page will show a running total of the services and times each was provided.

Name of Service	Total number of times service was provided in reporting period
Yoga	48
Tax Help	24

3.2.3 Community consultation

Community consultation activities held during the reporting period

Please indicate the name of each consultation activity held during the reporting period, the date it was held and the number of participants for each.

Key Task	Definition	Includes	Excludes
Community consultation	Relates to a formal session organised by the Service where the purpose is to seek community feedback about local issues. For data reporting purposes only community consultations facilitated and/or led by the Service will be counted during the reporting period.	Holding a community forum, community meeting, having a table at the local mall etc.	Attending another agency's community consultation.

EXAMPLE Community consultation

The Sunshine Community Centre conducted 2 community consultations throughout the reporting period. One large community forum was held in early April at the local town hall where 100 community members participated. The other consultation was held in mid June at the local mall where staff set up a stall and consulted with 60 community members.

Name	Date	Number of people attending
Sunshine Community Forum	2/4/12	100
Sunshine Community Stall	14/6/12	60

3.2.4 Community plans

Community plans developed during the reporting period

Please name each of the community plans developed by the hub during the reporting period, the date completed and number of participants for each.

Key Task	Definition	Includes	Excludes
Community plan	Development of a document by the service provider that identifies the needs of the broader community and the disadvantaged members within that community. Community plans are usually developed after widespread community consultation with representatives from all parts of the community, including different age groups, language and cultural backgrounds. For data reporting purposes either one plan developed per annum or for the life of the contract can be counted during the reporting period.	Neighbourhood Centres forum or consortium, youth services network, CALD services interagency etc.	Work plan for your project or organisation, participation in Council's plan, or participation in the development of any other organisation's plan.

EXAMPLE Community plan

The Sunshine Community Centre produced one community plan as a result of community consultation held in May with fifty people during the reporting period.

Name	Date	Number of people attending
Sunshine Town Community Plan	17/5/12	50

3.2.5 Events

Name the events held during the reporting period

Please indicate the name of the event, the date it was held, the number of people attending and whether the event was held on time and as planned.

Key Task	Definition	Includes	Excludes
Events	Community events held are counted when they are organised and run by the Service. For the purpose of data reporting number of events held and attendance will be counted during the reporting period.	Neighbourhood Centre open day, Expo- of local services in the area, Get to know your neighbour day BBQ etc.	Attending another service's event or participating in the organisation of an event.

EXAMPLE Events

The Sunshine Community Centre organised four community events during the reporting period.

Event 1: Harmony Day held in March - 100 community members attended.

Event 2: Seniors Week held in April - 80 community members attended.

Event 3: Centre Open Day Neighbourhood Centre Week held in May -60 community members attended.

Event 4: Family Fun Day in the Park held in October - 140 community members attended.

Name	Date	Number of people attending
Harmony Day	21/3/12	100
Seniors Week	22/4/12	80
Centre Open Day – Neighbourhood Centre Week	14/5/12	60
Family Fun Day in the Park	24/10/12	140

Connecting the Service System

3.2.6 Networks facilitated

Networks established or facilitated during the reporting period

Please enter the name, number of organisations and how often the network meets for each network established during the reporting period. Please also indicate whether the network met on time and as planned.

Key Task	Definition	Includes	Excludes
Networks facilitated	Relates to when a service establishes or facilitates a network/ interagency. The networks/ interagency purpose is to provide community workers a forum to exchange ideas, share information, develop resources and action plans that identify and address local/regional issues. For data reporting purposes the number of meetings held will be counted and regular participants during the reporting period.	The local Neighbourhood Centre forum, Youth Service Network, CALD Service Interagency.	Attending local meetings, inter-agencies or networks or sitting on management committees or Boards.

EXAMPLE Networks facilitated

The Sunshine Community Centre facilitated one interagency during the reporting period. The interagency met bimonthly and had 8 regular attendees E.g. 6 meetings x 8 orgs = 48 total number of people attending

Name	Number of organisations	How often network met
Local Neighbourhood Centre Interagency	8	48

3.2.7 Partnership projects

Number of partnership projects established and/or led during the reporting period

Please enter in the pop-up box the name and number of participants of any partnership projects established and/ or led by the Hub this reporting period.

Amount: The number of outputs from a partnership project, where identified in Service Specifications. This could be participants at an event, clients accessing a resource, booklets distributed etc depending on the type of project.

Key Task	Definition	Includes	Excludes
Partnership projects	Where a service provider works together with one or more community organisations or community groups to implement a project or develop a resource for an identified community need. For data reporting purposes the project developed will be counted in terms of an amount e.g. participants that attend an event, distribution of a resource, service users accessing a resource or number of partners will be counted during the reporting period.	Events/expos participants will be counted, website development unique visitors will be counted, community directory distribution will be counted or how many partners involved in a project will be counted.	Projects where service provider has not had an equal or major role with the other project partners.

EXAMPLE Partnership projects

The Sunshine Community Centre undertook three partnership projects during the reporting period. The data reporting count is the number of partnership organisations and amount. What 'amount' refers to will vary according on the type of partnership project and will be specified in your service specification.

Partnership project 1 involved five partners: The Regional Expo -150 people attended.

Partnership project 2 involved three partners: Community Directory – 300 copies were distributed

Partnership project 3 involved five partners: Website project (involved updating the regional website) - 400 unique visitors.

Name	Number of partnership organisations	Amount (if applicable)
Regional Expo Project	5	150
Community Directory Project	3	300
Website Project	5	400

3.2.8 Integrated plans

Number of integrated plans established and/or led this reporting period

Please enter in the pop-up box the name, date completed and number of participants of integrated plans established and/ or led by the Hub this reporting period. For example if the Hub established a youth service plan and a Neighbourhood centre plan put the details of each into a separate pop-up box.

Key Task	Definition	Includes	Excludes
Integrated plans	Where the service provider facilitates the planning process of an integrated plan that address multiple communities, identity groups, services or issues in a single, holistic response. For data reporting purposes the count can be either one plan developed per annum or for the life of the contract and how many stakeholders participated in the planning process will be recorded during the reporting period.	Youth service plan, regional or network plan.	Work plan for your project or organisation.

EXAMPLE Integrated plan

Sunshine Community Centre completed the Integrated Youth Plan in August and worked with 8 other local community organisations to prioritise local youth issues.

Name	Date	Number of people attending
Sunshine Community Integrated Regional Youth Plan	21/8/12	8

4 Community Capacity Building

This section provides background and explanatory information on the Community Capacity Building data.

The Community Capacity Building form is in two parts. The first part relates to information and referral, and asks for data covering only 'snapshot months'. Services are only to provide data for the designated months. **The snapshot data periods will be for the entire month of May and October.**

The second part relates to the programs and activities of the service, and asks for data on activities conducted throughout the whole of the reporting period. For this part you will need to collect and enter data for the whole of the reporting period.

Please remember that not all the key tasks that appear below will be visible on your projects' portal page. **Only those key tasks relating to the activities in the service level table of your service specification will be visible.**

4.1 One Month Snapshot data (CBR only)

In which month has this data been collected?

This question asks you to specify the month that the data is collected. For example, if you enter 'May' please only give information from this period.

Note: The information for all snapshot period questions will be collected for every day the centre operates during snapshot reporting period. The snapshot period ends on the last day of the month. Please enter all data outputs into the portal which will be uploaded by the closing date and time.

Figure 5 Screen shot: Information and referral survey form

Questions marked (*) are mandatory | [HELP](#) | [GO TO END](#) >

1. Please indicate whether the data was collected in either

May

October

Information and referral

2. **People connected with information:** Please fill in the table stating the number of times information was provided by support category during the snapshot reporting period.

	In person	By phone	Email / Internet	Paper only	Total
Number of times information was given	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>

Assisted referrals

3. Please indicate the number of assisted referrals made during the snapshot reporting period.

[<< GO TO TOP](#)

Information

4.1.1 People connected with information (CBR only)

Total number of times information was provided during the snapshot reporting period:

Please fill in the table stating the number of times information was provided by the method it was provided. The different methods are in person, by phone, email/ internet and paper based.

This question is counting the occasions of service, not the individual people. For example if 25 people call to ask for information about various local services over the month of May, please enter '25' in the "By phone" box. It would not matter if 20 of these calls were from the same person, you count the number of calls received.

In person: Where a community member comes in to the service and asks for information from a staff member or volunteer. This includes provision of a brochure relating to the enquiry made by the community member. E.g. welcome to the area directory. Also information stalls held at another services event will be counted in this section the count will be in relation to distribution of brochures or info packs distributed to community members.

By phone: Where a community member contacts the service by telephone to ask for information.

Email/internet: Where a community member contacts the service by email or when a community member accesses information through the service providers website, including through social media sites. For websites, count the number of unique visitors* during the reporting period.

Paper only: Where information is distributed in hard copy only. The mass distribution of a community newsletter, leaflet, directory, brochure etc. *(It does not include where a member of the community visits a service and is provided with a brochure –that would be counted as in person request for information).*

Total: This will be automatically calculated as you enter the above data.

* A unique visitor is a count of the number of individual users who have accessed a website during a given period of time.

Key Task	Definition	Includes	Excludes
People connected with information	Where services provide information about local services and resources to community members either in person, by phone, email/ internet or paper only. For data reporting occasions of service are counted as a snap shot.	Providing community members with information, brochures or newsletters (paper based). Youth drop in services providing information, Information stall at another service's community event.	Assisted referral

EXAMPLE People connected with information

The New Park Neighbourhood Centre during the snapshot data reporting month of May 2012 provided 200 community members with information. The Centre participated in a community event where they had an information stall and they distributed 50 information packs promoting their service and local activities to community members this has been counted in the *In Person* category. *Paper Only* counts the Centre's program calendar that was mailed out to their members. Data collected during the snapshot data month used the LCSA tools.

Number of times information was given	In Person	By Phone	Email/Internet	Paper Only	Total
	95	45	15	45	200

4.1.2 Assisted referrals (CBR only)

Number of assisted referrals made during the snapshot reporting period

Please indicate the number of assisted referrals made during the snapshot reporting period.

Key Task	Definition	Includes	Excludes
Assisted referrals	Where a service provider assists a community member to contact another service. This can include making an appointment for them or supporting them to make a call to the service. For data reporting occasions of service are counted as a snap shot.	Young person asks youth worker how he can get help for personal issues he is experiencing at home and how he can over come bullying. The worker investigates appropriate services and assists the young person to contact them.	provision of brochures, providing directions, reading a pamphlet etc.

EXAMPLE Assisted referrals

The New Park Neighbourhood Centre during the snapshot data reporting month of May 2012 referred twelve community members to local services. 12 assisted referrals were made.

4.2 Whole-of-period data

Whole of period data is output data that is counted for the entire reporting period. You can enter data at any time e.g. daily , weekly, monthly) but we encourage you not to leave it until the last minute as you risk being non compliant for the year if any issues arise.

For each of these questions, before you first enter data, most activity types will show only an "Add" button. Click on this button to commence, then provide the information requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more activities.

Figure 6 Screen shot: Pop-up for whole-of period activities

Many activities have associated outcomes surveys which funded projects are required to distribute to service users. If the activities for which you have been funded require the administration of surveys, the "Outcome Survey" tab will be shown below, and your surveys can be downloadable from there.

Community Hub Community Skills Development **Community Capacity Building** Community Sector Development Outcomes Surveys

For the activities listed below, please provide data for the **whole of the reporting period**. Before you first enter data, most activity types will show only an "Add" button. Click on this button to commence, then provide the information requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more activities.

Note: records require more data than shown in summary view

Whole of Period Data Form

Events			Add
Name	Date	People	Actions
Please click 'Add' above to commence data entry			
Running total:			

Programs

Name
Running total:

Event (utilising infrastructure)

Name
Running total:

Program (utilising infrastructure)

Name
Running total:

Add / Edit Record

Events

Please name each of the community activity events held during this reporting period, where the main focus was on providing the community with an opportunity to celebrate community connection and diversity. For example, Harmony Day, festival, fun day etc.

Name: *

Date held: *

Number of people attending: *

Did this occur on time? Yes *

No *

Did this occur as planned? Yes *

No *

Questions marked (*) are mandatory. Please enter a zero (0) if not applicable

4.2.1 Events

Name the community activity events held during the reporting period

Please give the name of the event, the date it was held, the number of people that attended, and indicate whether the event was held on time and as planned.

Key Task	Definition	Includes	Excludes
Events	Community events held are counted when they are organised and run by the Service. For the purpose of data reporting number of events held and attendance will be counted during the reporting period.	Cultural event, festival, fun day, Harmony day, Christmas carols etc	Attending another service's event or participating in the organisation of an event.

EXAMPLE Events

The New Park Neighbourhood Centre organised 2 community events during the reporting period.

Event 1: Meet your Neighbour Day Picnic in the Park held in September – 80 community members attended.

Event 2: Celebrating Local Community Volunteer's Day held in November – 60 community members attended.

Name	Date	Number of people attending
Meet your Neighbour Day Picnic in the Park	21/9/12	80
Celebrating Local Community Volunteer's Day	8/11/12	60

4.2.2 Programs

Name the community activity programs held during the reporting period

For each program, please enter the name of the program, the number of sessions held for the program, the total number of attendances for all sessions, and whether the program was held on time and as planned.

Key Task	Definition	Includes	Excludes
Programs	Relates to an ongoing community activity that aims to build community connectedness and encourages community participation. For the purpose of data reporting number of sessions held and attendance will be counted during the reporting period.	Community garden, digital media workshops, cooking program etc.	Skills training sessions.

EXAMPLE Programs

Two community programs were conducted during the reporting period.

- The community garden project is accessible five days a week to community members all year round.
1 x community garden x 5 days x 52 weeks = 260
Twenty regular community members access the community garden per week.
52 weeks x 20 people = 1040
- The community safety program meets once a month ten times per annum with ten people regularly attending meetings.
10 community safety meetings/sessions x 10 people = 100

Name	Number of sessions held	Total number of attendances (for all sessions)
New Park Community Garden	260	1040
New Park Community safety Initiative	10	100

Community infrastructure

4.2.3 Event (utilising infrastructure)

Name the events utilising infrastructure held during the reporting period

For each event, please indicate the name of the event, the date it was held, the number of people attending and whether the event was held on time and as planned.

Key Task	Definition	Includes	Excludes
Event (utilising infrastructure)	The emphasis is on the intent of the event and whether the aim is to promote and encourage usage of existing local community facilities. For the purpose of data reporting number of events held and attendance will be counted during the reporting period.	Using community facilities for an event, Resource Centre Open Day/s.	Events where the intent is not to promote the physical infrastructure.

EXAMPLE Events (utilising infrastructure)

The New Park Neighbourhood Centre organised 1 community event that utilised community infrastructure in the reporting period. The New Park Expo was held in June at the local community hall to promote this local facility, ten different local organisations were invited to hold information stalls to promote their services to the community, 90 community members attended.

Name	Date	Number of people attending
New Park Expo	19/06/12	90

4.2.4 Program (utilising infrastructure)

Name the community infrastructure programs held during the reporting period

Please enter the name, the number of times the activity occurred and the number of attendances for each of the programs aimed at building on aspects of community strength held during the reporting period. For each program you have reported on, please indicate if it was held on time and as planned.

Key Task	Definition	Includes	Excludes
Program (utilising infrastructure)	Programs coordinated that promote use of local facilities. For the purpose of data reporting number of sessions held and attendance will be counted during the reporting period.	Tidy towns, outdoor activities in local parks etc.	Programs where the intent is not to promote physical infrastructure.

EXAMPLE Program (utilising infrastructure)

One community program utilising community infrastructure was coordinated by New Park Neighbourhood Centre during the reporting period. The Arts Class was held at the newly renovated meeting room at the local pool for one term (8 weeks) with twelve regular participants per week.

- 1 Art class x 8 weeks = 8 , 8 sessions x 12 participants = 96

Name	Number of sessions held	Total number of attendances (for all sessions)
Arts Class	8	96

Information

4.2.5 Resources developed

Number of information resources on community topics produced and number of people reached

For each of the resource types listed please indicate how many of each you have produced, the date completed and the number of people reached during the reporting period. Please see definitions in Section 10 for an explanation of how to count this. For each resource you have reported on, please also indicate if it was produced on time and as planned.

Key Task	Definition	Includes	Excludes
Resources developed	Development of resources that assist people to access local services or inform community members of what is happening in their local area. For data reporting purposes number of resources developed and how many community members received a resource will be counted during the reporting period.	Brochures, booklets, websites, etc. on various community topics such as directory of local services, information in community languages, what's on in your community website.	Distribution of a resource that is developed by another agency.

EXAMPLE Resources developed

Two resources were developed by New Park Neighbourhood Centre during the reporting period. A New Resident's Kit (booklet) that was distributed to 50 new community members and a Safety Tip Fact Sheet that was distributed to 250 community members.

Resource Type	Name	Number produced	Number of people reached
Brochures			
Booklets	New Residents Kit	1	50
Websites			
Newsletter			
Directories			
Other – please specify Fact sheet	Stay Safe Tip Fact Sheets	1	250

4.2.6 Community workshops

Number of community workshops held during the reporting period

Please enter the name, number of sessions held and the number of attendances for each of the community workshops your organisation held during the reporting period. For each workshop you have reported on, please also indicate if it was held on time and as planned.

Key Task	Definition	Includes	Excludes
Community workshops	The coordination by the service of a one-off presentation or series of presentations that brings together community members to learn about or contribute to particular topics that reflect community need. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Community information day, community consultation.	Attending a community consultation conducted by another local service.

EXAMPLE Community workshop

The New Park Neighbourhood Centre held four community workshops during the reporting period.

- The Community Safety Information Session was held twice with twenty participants attending each session.
 $2 \times \text{Community Safety Information Sessions} \times 20 \text{ participants} = 40$
- The Eco Friendly Workshop was held twice with fifteen participants attending each session.
 $2 \times \text{Eco Friendly Workshops} \times 15 \text{ participants} = 30$

Name	Number of sessions held	Total number of attendances (for all sessions)
Community Safety Information Session	2	40
Eco Friendly Workshop	2	30

4.2.7 Community networks/groups

Groups or networks supported by your organisation during the reporting period

Please enter into the pop-up box the name of the group or network supported by your project and how many meetings were held.

Key Task	Definition	Includes	Excludes
Community networks/groups	The purpose of a community networks/group is to provide local community members with the opportunity to connect with other locals who are like minded and have common interests to address a need identified in the community. The role of the Service is to provide space at the Centre for the group/s to meet. For data reporting purposes the number of community network/groups supported by the Service and how many times they meet per annum will be counted during the reporting period.	Local community safety house network, local artists group, residents group.	Interagency held for community workers.

EXAMPLE Community networks/groups

The New Park Neighbourhood Centre supported the meeting of two local community groups: the Local Community Safety House Group and Local Artists Group which both met bimonthly during the reporting period.

Name	Number of meetings held
Local Community Safety House Group	6
Local Artists Group	6

4.2.8 Social inclusion programs

Social inclusion programs delivered during the reporting period

For each program, please enter the name, the number of sessions held and total number of attendances for each of the social inclusion programs delivered during the reporting period. Please also indicate for each program if it was held on time and as planned.

Key Task	Definition	Includes	Excludes
Social inclusion programs	Coordinated community programs that encourage community participation and link socially isolated people with members from the broader community. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Choir for socially isolated, craft programs, cooking classes, outings etc.	Community meetings.

EXAMPLE Social inclusion program

A Neighbourhood Centre conducted two social inclusion programs during the reporting period. The community choir had 25 members that met twice a week during school terms (9 weeks).

- 1x Community choir x 2 days x 9 weeks x 2 terms = 36
36 sessions x 25 participants =900

The knitting group met once a week during school term (9 weeks) with 8 participants in each class.

Knitting group x 1 day x 9 weeks x 2 terms = 18
18 sessions x 8 participants = 144

Name	Number of sessions held	Total number of attendances (for all sessions)
The Community Choir	36	900
Knitting Group	18	144

4.2.9 Online forums

Please enter the name, number of new threads created and unique visitors to the page for each forum held in the reporting period. Please also indicate if the forum was held on time and as planned.

Key Task	Definition	Includes	Excludes
Online forums	Connecting, informing and resourcing community members through e-technology. For data collection purposes, the number of new threads* created and unique visitors** to the page of each forum in the reporting period will be counted.	Using e-technology - blogs, face book etc.	Face-to-face meetings.

* **Threads:** A group of linked messages posted on the internet that share a common subject or theme.

** **Unique visitors:** A unique visitor is a count of the number of individual users who have accessed a web site during a given period of time.

EXAMPLE Online forum

The New Park Neighbourhood Centre conducted one blog during the reporting period. The on-line forum aimed to encourage community discussion; there were new 4 threads to the discussion in the first month, 6 in the following two months and 10 threads in the next 3 months. There were 120 unique visitors to the blog.

- New threads (4+6+6+10+10+10) = 46
- Unique visitors =120

Name	Number of new threads	Number of unique visitors
The New Park Online Blog	46	120

4.2.10 Construct or repair facilities (CB Fixed Term only)

Please list the facilities under construction or repair during the reporting period, and indicate their level of completion as a percentage.

Key Task	Definition	Includes	Excludes
Construct or repair facilities	The construction of new buildings, repairs to existing buildings or the construction of internal facilities (such as kitchens and toilets on public land) to support the outcome of the Community Builders project. For data reporting purposes the number of structures, built or repaired and percentage complete will be counted during the reporting period.	Construction of a community garden or the renovation of a kitchen to accommodate the community food bank program etc.	Purchase of a motor vehicle, reimbursement for an existing building or renovations already completed or second or third stages of existing development.

EXAMPLE Construct or repair facilities

Name	% complete
Kitchen	25%
Community garden	100%

5 Community Skills Development

This section provides background and explanatory information on the Community Skills Development questions.

For all the questions relating to programs in this section we are counting the number of sessions held and the number of attendances for each program.

The number of attendances refers to the individual instances of attendance over the reporting period rather than the overall participants. For example, if you run a six session program with 4 people at the first five sessions and 3 at the last, please put '23' as the number of attendances (4 people x 5 sessions + 3 people x 1 session = 23).

Please note: if you run the same six session program more than once this should be listed twice as two separate 6 session programs of the same name.

Figure 7 Screen shot: Skills training pop-up

Community Hub | **Community Skills Development** | Community Capacity Building | Community Sector Development | Outcomes Surveys

For the activities listed below, please provide data for the **whole of the reporting period**. Before you first enter data, most activity types will show only an "Add" button. Click on this button to commence, then provide the information requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more activities.

Note: records require more data than shown in summary view

Whole of Period Data Form

Governance training Add

Name	Sessions	Attendances	Actions
Please click 'Add' above to commence data entry			
Running total:			

Resource development +

Name	Type	Produced	Rea
Please click 'Add' above to commence data entry			
Running total:			

Leadership training +

Name	Sessions	Attendance
Please click 'Add' above to commence data entry		
Running total:		

Mentoring program +

Name	Sessions	Attendance
Please click 'Add' above to commence data entry		
Running total:		

Add / Edit Record

Governance training

Please list the Governance training programs this project held during the reporting period.

Name:

Number of sessions held:

Total number of attendances for all sessions:

Did this occur on time? Yes No

Did this occur as planned? Yes No

Questions marked (*) are mandatory. Please enter a zero (0) if not applicable.

5.1.1 Governance training

Governance training programs held during the reporting period

Please indicate the name of the training program, the number of sessions held and the total number of attendances. Please also indicate whether the program was run on time and as planned.

Key Task	Definition	Includes	Excludes
Governance	Training provided by the service for community members and community groups on setting up or managing community organisations. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	How to run a community organisation, management committee training.	Training community workers in governance.

EXAMPLE Governance training

The Orange Grove Youth Service provides governance training to young people to enable them to actively participate in local community organisations. 3 topics relating to Governance are conducted and some are repeated due to demand.

- The Roles and Responsibilities for Community Board Members training session was run twice during the reporting period.
2 x Roles and Responsibilities for Community Board Members sessions held x 15 participants attended each session = 30
- The Legal Responsibilities for Community Board Members training session was run twice during the reporting period.
2 x Legal Responsibilities for Community Board Members sessions held x 15 participants attended each session = 30
- The Policy and Procedure Development training session was conducted once during the reporting period.
1 x Policy and Procedure Development training session x 8 participants = 8

Name	Number of sessions held	Total number of attendances (for all sessions)
Roles and Responsibilities for Community Board Members	2	30
Legal responsibilities for community Board Members	2	30
Policy and Procedure Development	1	8

5.1.2 Leadership training

Leadership training programs held during the reporting period

Please indicate the name, the number of sessions for each program and the total number of attendances over all sessions. Please also indicate for each program if it was run on time and as planned.

Key Task	Definition	Includes	Excludes
Leadership training	Training provided by the service for community members in building leadership skills. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Train the trainer, leadership skills training for young people, change management training etc.	Governance training.

EXAMPLE Leadership training

Orange Grove Youth Service conducted one leadership training program for young people during the reporting period. The Community Youth Leadership Program ran for 16 weeks over two terms with 12 young people participating in the program.

- 1 x Community Youth Leadership Program x 16 weeks = 16, 16 sessions x 12 participants = 192

Name	Number of sessions held	Total number of attendances (for all sessions)
Community Youth Leadership Training	16	192

5.1.3 Mentoring program

Mentoring programs held during the reporting period

Please indicate the name, the number of sessions and total number of attendances for each of the mentoring programs your organisation held during the reporting period. Please also indicate for each program if it was run on time and as planned.

Key Task	Definition	Includes	Excludes
Mentoring program	A structured mentoring program provided by the service based on mutually beneficial relationships between Mentor and community members (mentee), e.g. where a mentor is matched to a community member in order to share knowledge, experiences, education and provide support and assistance. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Older men, younger men sharing carpentry skills, structured program for young people etc.	Unstructured program where community worker provides advice.

EXAMPLE Mentoring program

Orange Grove Youth Service ran 2 mentoring programs during the reporting period. Each program ran for 10 weeks and had 8 participants.

- 1 x Older men and younger men mentoring program x 10 weeks x 8 female participants = 80
- 1 x Older women and younger women mentoring program x 10 weeks x 8 male participants = 80

Name	Number of sessions held	Total number of attendances (for all sessions)
Older men and younger men mentoring program	10	80
Older women and younger women mentoring program	10	80

5.1.4 Resource development

Resource development applies to either *governance and leadership training and mentoring programs*.

If you have either governance and leadership training and mentoring programs, please indicate in the name field of the pop-up box whether the resource is for governance or leadership training or mentoring program. E.g. How to develop a policy manual – governance

5.1.5 Resource development (governance)

Number of governance resources produced and people reached during the reporting period

For each of the resources your service produced, please enter into the pop-up box the name, the date it was completed, the type of resource (e.g. brochure, newsletter etc.), the number produced, the number of people reached and whether the resource was produced on time and as planned.

Key Task	Definition	Includes	Excludes
Resource development (governance)	Resources developed by the service to support community members and community groups to establish and actively participate in community organisations. For data reporting purposes number of resources developed and how many community members received the resource will be counted during the reporting period.	Fact sheets on how to recruit management committee members, learning guides relating to roles and responsibilities of Board members, training manuals, brochure, and website – online resources etc.	Resources developed by another agency.

EXAMPLE Resource development (governance)

Orange Grove Youth Service developed three fact sheets for each governance training topic and all young people trained received a fact sheet.

Other: Fact Sheet 1: 1 x Roles and Responsibilities for Community Board Members (30 participants trained)

Other: Fact Sheet 2: 1 x Legal responsibilities for community Board Members (30 participants trained)

Other: Fact Sheet 3: 1 x Policy and Procedure Development (8 participants trained)

Resource Type	Name	Number produced	Number of people reached
Brochures			
Booklets			
Websites			
Newsletter			
Directories			
Other	Roles and Responsibilities for Community Board Members Fact Sheet	1	30
Other	Legal responsibilities for community Board Members Fact Sheet	1	30
Other	Policy and Procedure Development Fact Sheet	1	8

Figure 8: Screenshot Resource development (governance) pop-up

requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity tab then use the "Edit" and "Delete" buttons beside each record to edit or delete the record. You can also add more activities.

Note: records require more data than shown in summary view.

Whole of Period Data Form

Governance training

Name

Please click 'Add' above to add a new record.

Running total:

Resource development

Name

Please click 'Add' above to add a new record.

Running total:

Leadership training

Name

Please click 'Add' above to add a new record.

Running total:

Mentoring program

Add

Add / Edit Record

Resource development

Please indicate the number of resources to support mentoring and leadership or governance produced and the number of people reached in the reporting period.

Name: Policy & Procedure Devpt Fact Sheet - Governance

Type of Resource: Other

Number produced: 1

Number of people reached: 8

Did this occur on time? Yes No

Did this occur as planned? Yes No

Save Cancel

Questions marked (*) are mandatory. Please enter a zero (0) if not applicable

5.1.6 Resource development (mentoring and leadership)

Number of resources produced and people reached during the reporting period

For each of the resources your service produced, please enter into the pop-up box the name, the date it was completed, the type of resource (e.g. brochure, newsletter etc.), the number produced, the number of people reached and whether the resource was produced on time and as planned.

Key Task	Definition	Includes	Excludes
Resource development (leadership and mentoring)	Resources developed by the service to support community members' leadership and mentoring roles. For data collection purposes number of resources developed and how many community members received the resource will be counted during the reporting period.	Fact sheets, booklets, 'How to' resources on leadership or mentoring, training packages etc.	Resources developed by another agency.

EXAMPLE Resource development (mentoring and leadership)

Two learning guides were developed by Orange Grove Youth Service for the mentees to use throughout the mentoring program.

- 1 x Older men and younger men mentoring program Learning Guide x 8 mentees = 8
- 1 x Older women and younger women mentoring program Learning Guide x 8 mentees = 8

Resource Type	Name	Number produced	Number of people reached
Brochures			
Booklets			
Websites			
Newsletter			
Directories			
Other	Older men and younger men mentoring program – Learning Guides	1	8
Other	Older women and younger women mentoring program – Learning Guides	1	8

5.1.7 Life skills program

Life skills programs held during the reporting period

Please indicate the name, the number of sessions and total number of attendances for each of the life skills programs your organisation held during the reporting period. Please also indicate for each program if it was run on time and as planned.

Key Task	Definition	Includes	Excludes
Life skills program	A program that develops and builds on practical life skills of community members. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Budgeting course, nutritious cooking classes, English conversation classes etc.	Educational programs (e.g. literacy classes) and social inclusion programs (e.g. knitting group) etc.

EXAMPLE Life skills program

Two life skills programs were conducted by Orange Grove Youth Service during the reporting period. The self-defence class ran for 8 weeks and the money wise - budgeting workshops ran for 6 weeks, both programs run twice per annum with 12 participants in each class.

- 2 x Self-defence class x 8 weeks = 16, 16 sessions x 12 participants = 192
- 2 x Money wise – budgeting workshops x 6 weeks = 12, 12 sessions x 12 participants = 144

Name	Number of sessions held	Total number of attendances (for all sessions)
Self-defence class	16	192
Money wise – budgeting workshops	12	144

5.1.8 Education/learning programs

Education/ learning programs your organisation held during the reporting period

Please indicate the name, the number of sessions and total number of attendances for each of the education/ learning programs your organisation held during the reporting period. Please also indicate for each program if it was run on time and as planned.

Key Task	Definition	Includes	Excludes
Education/learning program	A program that develops the skills of community members through education. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Literacy classes, computer skills training, resume writing, homework club etc.	Social inclusion programs – knitting groups, craft activities, sewing classes etc.

EXAMPLE Education/learning programs

Orange Grove Youth Service ran three education/learning programs during the reporting period. How to write a resume was conducted twice with six young people attending each session, Introduction to computers ran every term for (9 weeks each term) with ten young people attending the sessions each week and Know your rights in the workplace ran twice per annum with fifteen young people attending each session.

- 2 x How to write a resume programs = 2, 2 sessions x 6 participants = 12
- Introduction to computers x 9 weeks x 4 terms = 36, 36 sessions x 10 participants = 360
- 2 x Know your rights in the workplace workshops = 2, 2 sessions x 15 participants = 30

Name	Number of sessions held	Total number of attendances (for all sessions)
How to write a resume	2	12
Introduction to computers	36	360
Know your rights in the workplace	2	30

Volunteering

5.1.9 Train volunteers

Volunteer training programs or activities held during the reporting period

Please indicate in the pop-up box the name, the number of sessions and total number of attendances for each of the volunteer training programs held by your organisation during the reporting period. Please also indicate for each program if it was run on time and as planned.

Key Task	Definition	Includes	Excludes
Train volunteers	Where the service provides volunteers with appropriate skills training that will assist them to volunteer in the community. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Train volunteers to work in community organisations, community events – cultural events, art exhibition, youth week etc.	Recruitment of volunteers.

EXAMPLE Train volunteers

Orange Grove Youth Service trained volunteers in how to participate in local community events during the reporting period. 3 sessions were held throughout the year with ten young people attending each session.

- 3 x Community Events Training = 3 sessions x 10 participants = 30

Name	Number of sessions held	Total number of attendances (for all sessions)
Community Events Training	3	30

Physical Infrastructure

5.1.10 Construct or repair facilities (CB Fixed Term only)

Please list the facilities under construction or repair during the reporting period, and indicate their level of completion as a percentage.

Key Task	Definition	Includes	Excludes
Construct or repair facilities	The construction of new buildings, repairs to existing buildings or the construction of internal facilities (such as kitchens and toilets on public land) to support the outcome of the Community Builders project. For data reporting purposes the number of structures, built or repaired and percentage complete will be counted.	Media room or computer training room.	Purchase of a motor vehicle, reimbursement for an existing building or renovations already completed or second or third stages of existing development.

EXAMPLE Construct or repair facilities

Name	% complete
Media room	75%
Meeting room	40%

6 Community Sector Development

This section provides background and explanatory information on the Community Sector Development data.

For **all** the questions relating to programs in this section we are counting the number of sessions held and the number of attendances for each program.

The number of attendances refers to the individual instances of attendance over the reporting period rather than the overall participants. For example, if you run a six session program with 4 people at the first five sessions and 3 at the last, please put '23' as the number of attendances (4 people x 5 sessions + 3 people x 1 session = 23).

Please note: if you run the same six session program more than once this should be listed twice as two separate 6 session programs of the same name.

For this SAD, we are also counting how many different types of organisations are represented. For example, you hold an RBA training program with 4 sessions. 12 people attend all 4 sessions and 1 person attends 3 sessions (so 51 attendances in total). Of these people, 8 come from 3 NGO's, 2 from different Councils, and 2 from regional offices of Community Services.

Name	Sessions held	Total number of attendances (for all sessions)	How many of different organisations were represented?			
			NGO	Local govt.	State Govt.	Other
RBA™ training	4	51	3	2	1	

Development and Training

6.1.1 Skills/training program

Number of skills training programs was conducted during the reporting period

Please indicate the name of any skills training programs held, the number of sessions for each program and the total number of attendances for all sessions. Please also indicate how many organisations were NGOs, local government, Government, and other types of organisations. Finally, for each program, please indicate if it was run on time and as planned.

Key Task	Definition	Includes	Excludes
Skills/training program	A training program that is organised by the service for local community organisations to enhance the skills of community workers. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	RBA™ training, training on research methods, using E-technology, developing a budget, presentation skills, writing a tender application etc.	Skills training for community members

EXAMPLE Skills/training programs

The Regional Resource Centre provided a series of training workshops for community organisations throughout the reporting period on various topics as a direct result of sector consultation.

'RBA™ training' two day course was held twice during the reporting period with twenty participants at each session.

- 2 x RBA™ Courses x 2 days = 4, 4 sessions x 20 participants = 80 total attendances
- Of the 40 participants that attended the RBA Training Sessions: 5 are from the same NGO = 1 and of the remaining NGO's 26 came in pairs from the same NGO = 13
- 1 + 13 = 14 NGO's
- 4 are from the same council = 1 and 5 came from different councils = 5
- 1 + 5 = 6 Local Govt.

'ABCD Training' was held four times during the reporting period with fifteen participants attending each session.

- 4 x ABCD Training Sessions = 4, 4 sessions x 15 participants = 60 total attendances
- Of the 60 participants that attended the ABCD training sessions 45 were from NGO's in groups of 5 from the same org = 9 NGO's
- 10 were from Council they came in pairs from different orgs = 5 Local Govt.
- 5 were from Community Services = 1 State Govt.

'How to write a tender application' this workshop was held twice during the reporting period with twelve participants attending each session.

- 2 x Tender Application Workshops = 2, 2 sessions x 12 participants = 24 total attendances
- Of the 24 participants that attended the workshop all were from NGO's. 12 NGO's sent 2 staff members from the same org = 6 the remaining attendees all came from different NGO's = 12
- 6 + 12 = 18 NGO's

'How to be an engaging speaker – presentation skills' was held three times per annum with ten participants attending each session.

- 3 x Presentation Skills Workshops = 3, 3 sessions x 10 participants = 30 total attendances
- Of the 30 participants 10 were from different Councils = 10 Local Govt.
- 20 were from NGO's 8 of those were in pairs from the same org = 4 NGO's
- 12 different NGO participants = 12 NGO's
- NGO's = 4 + 12 = 16.

Name of skills training program	Number of sessions held	Total number of attendances (for all sessions)	Number of different organisations represented			
			NGO	Local Govt.	State Govt.	Other
RBA™ Training	4	80	14	6		
ABCD Training	4	60	9	5	1	
How to write a successful tender application	2	24	18			
How to be an engaging speaker – presentation skills	3	30	16	10		

Figure 9 Screen shot: Skills training pop-up

Community Hub | Community Skills Development | Community Capacity Building | **Community Sector Development** | Outcomes Surveys

For the activities listed below, please provide data for the **whole of the reporting period**. Before you first enter data, most activity types will show only an "Add" button. Click on this button to commence, then provide the information requested in the pop-up screen. If you do not have all the information you require, you can "cancel" the pop-up until you are ready.

Once some data has been entered into an activity table, you will see a summary of the activities entered. You can then use the "Edit" and "Delete" buttons beside each record to make changes, and continue to use the "Add" button to add more activities.

Note: records require more data than shown in summary view

Whole of Period Data Form

Skills/training program Add

Name	Sessions	Attendances	Actions
Please click 'Add' a			
Running total:			

Resource developed

Name

Please click 'Add' a

Running total:

Community sector capacity building (Linking org

Name

Please click 'Add' a

Running total:

Data collection

Name

Please click 'Add' a

Running total:

Plans produced

Name

Add / Edit Record

Skills/training program

Please complete the table below with information on all the skills training programs conducted during the reporting period.

Name:

Number of sessions held:

Total number of attendances for all sessions:

Number of different NGO's represented:

Number of different Local Govt. organisations represented:

Number of different State Govt. organisations represented:

Number of different Other organisations represented:

Did this occur on time? Yes No

Did this occur as planned? Yes No

Save Cancel

Questions marked (*) are mandatory. Please enter a zero (0) if not applicable.

Information

6.1.2 Resource developed

Number of resources produced and reached

For each of the resources your service produced, please enter into the pop-up box the name, the date it was completed, the type of resource (e.g. brochure, newsletter etc.), the number produced, the number of people reached and whether the resource was produced on time and as planned.

Key Task	Definition	Includes	Excludes
Resources developed	Resources developed by the service that support sector development. For data reporting purposes number of resources developed and number or people reached will be counted during the reporting period.	Fact sheets, booklets, 'How to' resources on leadership or mentoring, training packages etc.	Resource developed by another agency.

EXAMPLE Resource developed

The Regional Resource Centre developed one regional website which received 500 hits during the reporting period and one regional directory that was distributed to 50 people.

Resource Type	Name	Number produced	Number of people reached
Brochures			
Booklets			
Websites	Regional Website	1	500
Newsletter			
Directories	Regional Directory	1	50
Other			

6.1.3 Community sector capacity building

Number of capacity building networks established or facilitated during the reporting period

Please enter into the pop-up box the name of the network, the number of sessions held and the total number of attendances for all sessions. Please also indicate how many of the different types of organisations were represented (i.e. NGO, local government, government, and other). Please also indicate for each network if it was established or facilitated on time and as planned.

Key Task	Definition	Includes	Excludes
Community sector capacity building	This is an activity/program that resources and builds the capacity of the community worker. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	learning circles, facilitating networks or interagency etc.	Resources developed.

EXAMPLE Community sector capacity building

The Regional Resource Centre facilitated one Regional Interagency for Community Managers of not-for-profit services in the region. The interagency met bimonthly and had 12 organisations that regularly attended.

- 1x Regional Interagency for Community Managers of NGO's x 6 meetings = 6, 6 sessions x 12 regular participants = 72 total attendances
- 10 NGO's participated from different organisations = 10 NGO's
- 1 Council = 1 Local Govt
- 1 ADHC worker = 1 State Govt

Name of capacity building network	Number of sessions held	Total number of attendances (for all sessions)	Number of different organisations represented			
			NGO	Local Govt	State Govt	Other
Regional Interagency for Community Managers of NGO's	6	72	10	1	1	

6.1.4 Data collection

Number of data collection projects undertaken during the reporting period

Please enter into pop-up box the name of the data collection project, the number of sessions held and the total number of attendances for all sessions. Please all indicate how many of each type of organisation was represented (i.e. NGO, local government, government, and other). Please also indicate for each network if it was established or facilitated on time and as planned.

Key Task	Definition	Includes	Excludes
Data collection	A data collection project undertaken to inform service/s in the sector or interagency. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Detailed demographic analysis of the network, development of a common data management system etc.	Ongoing data collection for one service.

EXAMPLE Data collection

The Regional Resource Centre conducted one data collection project during the reporting period that involved a detailed demographic analysis of the region. Twelve different NGO's participated in the data collection project and twelve individual service visits were held.

- 12 sessions held
- 12 total attendances
- 12 NGO's

Name of data collection program	Number of sessions held	Total number of attendances (for all sessions)	Number of different organisations represented			
			NGO	Local Govt	State Govt	Other
Regional Data Demographic Project	12	12	12			

6.1.5 Plans produced

Number of plans produced by your organisation during the reporting period

Please indicate the name of the plan, the date it was completed and the number of organisations involved from each of the categories specified. Please also indicate for each plan if it was produced on time and as planned.

Key Task	Definition	Includes	Excludes
Plans produced	Plans produced as a result of local/regional mapping and consultation. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Community plan, regional plan, issue of population group plan etc.	Internal service plans, Business Plan, Workplans.

EXAMPLE Plans produced

The Regional Resource Centre produced one regional plan during the reporting period as a direct result from sector consultation. Three sessions were held to consult with stakeholders, with six participants attending each session.

- 3 sector consultation sessions held.
- 3 sessions x 6 participants = 18 total attendances
- Ten different NGO's participated in the consultations = 10 NGO's
- Six council representatives from three different Council participated in the consultations = 3 Local Govt.
- Two representatives from Housing participated in the consultations = 1 State Govt.

Name of plans produced	Number of sessions held	Total number of attendances (for all sessions)	Number of different organisations represented			
			NGO	Local Govt	State Govt	Other
Regional Plan	3	18	10	3	1	

6.1.6 Sector planning or consultation workshop

Number of sector planning or consultation workshops held during the reporting period

Please enter the name of the workshop, the number of sessions held and the total number of attendances for all sessions. Please also indicate the number of organisations from each of the categories specified, and if the workshop was run on time and as planned.

Key Task	Definition	Includes	Excludes
Sector planning or consultation workshops	Where the service facilitates local agencies to work together to identify gaps and strengths within their region. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Sector planning day, conduct sector consultation sessions mapping exercise with orgs etc.	Community member consultation.

EXAMPLE Sector planning or consultation workshops

The Regional Resource Centre conducted three sector consultation workshops during the reporting period. Six different organisations attended each session.

- 3 sessions held x 7 participants = 21 total attendances
- Thirteen different NGO's participated in the consultations = 13 NGO's
- Six council representatives from three different Council participated in the consultations = 3 Local Govt
- Two representatives from Community Services participated in the consultations = 1 State Govt

Name of workshop	Number of sessions held	Total number of attendances (for all sessions)	Number of different organisations represented			
			NGO	Local Govt	State Govt	Other
Sector Consultation Workshop	3	21	13	3	1	

6.1.7 Partnership projects

Number of partnership projects run as lead organisation during the reporting period

Please enter into the pop-up box the name of the partnership project, the number of sessions held, the total number of attendances for all sessions and the amount (if applicable). Please see definitions in Section 10 for an explanation of how to count this. Please also indicate the number of organisations from each of the categories specified and if the project was run on time and as planned.

Key Task	Definition	Includes	Excludes
Partnership projects	Where a service provider works together with one or more organisations to implement a project to meet an identified community need within the sector. For data reporting purposes the project developed will be counted in terms of an amount e.g. community workers that attend an event, distribution of a resource, service users accessing a resource or number of partners will be counted during the reporting period.	Events, expos, conferences, joint projects and/ or programming etc.	Skills training.

EXAMPLE Partnership projects

The Regional Resource Centre had two major partnership projects during the reporting period an annual regional conference and a service expo. The regional conference attracts 100 participants from the community sector and the service expo had 150 attendees.

Partnership project 1: Annual Regional Conference had 100 participants, of the 100 participants 84 were NGO participants.

- 8 participants came from the same NGO = 1 NGO
- 15 participants were representative of 3 different organisations = 5 NGOs
- 50 participants came in pairs from different NGO's = 25 NGOs
- 11 participants represented different NGO's = 11 NGOs
- $1 + 5 + 25 + 11 = 42$ NGOs
- 10 participants came in pairs from different Councils = 5 local Govt.
- 6 participants came in pairs from 3 different government agencies ADHC, Housing and Community Services = 3 State Govt.

Partnership project 2: The Service expo had 150 participants attend the event.

- Of the 82 NGO participants 70 were representative of 35 services = 35 NGOs
- 12 different NGOs attended = 12 NGOs
- $35 + 12 = 47$ NGOs
- Of the 10, 5 were different Council representatives = 5 Local Govt.
- Of the 8, 4 were representative of different State Government agencies = 4 State Govt.
- 50 community members attended the service expo = 50 Other

Name of project	Number of sessions held	Total number of attendances (for all sessions)	Number of different organisations represented			
			NGO	Local Govt.	State Govt.	Other i.e. community members
Annual Regional Conference	1	100	42	5	3	
Service Expo	1	150	47	5	4	50

Figure 10 Screen shot: Partnership projects pop-up

Physical Infrastructure

6.1.8 Construct or repair facilities (CB Fixed Term only)

Please list the facilities under construction or repair during the reporting period, and indicate their level of completion as a percentage.

Key Task	Definition	Includes	Excludes
Construct or repair facilities	The construction of new buildings, repairs to existing buildings or the construction of internal facilities (such as kitchens and toilets on public land) to support the outcome of the Community Builders project. For data reporting purposes the number of structures, built or repaired and percentage complete will be counted	Meeting room.	Purchase of a motor vehicle, reimbursement for an existing building or renovations already completed or second or third stages of existing development

EXAMPLE Construct or repair facilities (CB Fixed term only)

Name	% complete
Construct Meeting room	80%

7 Data items common to all projects

The project level data questions are common to all services/projects. There are three questions and they enable service providers to give some context to some of the data they have entered.

The first question is a free text box in which you can describe a particular success or highlight from the data reporting period. Please remember not to include an individual service users identifying information in your answer.

The other 2 questions are to assess how much funded activity is captured in this report. This information will help us to see how effective the online portal is at reporting your services activity.

7.1 Project level data

7.1.1 Project Highlight

Q.1. Is there a particular success or highlight from this data collection period that you would like to include? If so please describe it here. Please do not include an individual service user's identifying information. (Limit to 500 words).

EXAMPLE Project highlight

Community Hub

For this reporting period one particular service user stands out. This individual was recently widowed, lonely and socially isolated. This individual would come in to the Centre occasionally to use the fax or photocopier and with encouragement from the community worker the individual enrolled and attended the beginners computer course and progressed to advanced in three terms and now volunteers once a week at the Centre to assist other local community members to access the internet and send emails. The local community member also volunteers at some of our community events. It has been wonderful to see this individual grow in self-confidence, make new friends and actively participate in the local community.

Community Capacity Building

A highlight for the Centre is the Community Choir as it has a great mix of community members of all ages and cultural backgrounds. This choir has grown from just a small group of 5 people that didn't know each other to a group of 25 regulars and it continues to grow. The community choir performs at all our community events and other local events, they are in constant demand. It is rewarding to see that support networks have been formed as well as friendships; the group encourages one another and goes from strength to strength.

Community Skills Development

The training of young people and seeing them actively participate in community organisation and community events and promoting young people in a positive manner in the community has been very rewarding and increased demand in Governance training.

Community Sector Development

The training, interagency and partnership projects have increased regional collaboration and the capacity of the community workers resulting in more efficient delivery of programs to the community. Two additional partnership projects have commenced as a result of our increased collaboration.

7.1.2 Report Coverage

Q.2. Thinking about only what you do with your Community Builders funding, how much time do you spend on administration?

E.g. As the Service/Centre coordinator how much time do you spend performing administration tasks (such as coordination, paperwork, staff or volunteer management) for your Community Builders funded project.

Q. 3. Thinking about only what you do with your Community Builders funding how much time do you spend on activities or outputs not captured in this reporting system?

E.g. Activities such as social inclusion, skill development programs, development of resources (brochures, websites etc) or liaison that were not counted in your service specification or in the portal but you use Community Builders funding to run these activities.

Figure 11 Screen shot: Project survey form

Please complete the questions below about the project overall. These questions are not mandatory but will provide some context to some of the other data you have provided.

1. Is there a particular success or highlight from this data collection period that you would like to include? If so, please describe it here. Please do not include an individual service users identifying information.

2. Thinking about only what you do with your Community Builders funding, how much time do you spend on administration?
E.g. As the Service/Centre coordinator how much time do you spend performing administration tasks (such as coordination, paperwork, staff or volunteer management) for your Community Builders funded project.

Less than 10%

Between 10% and less than 25%

Between 25% and less than 50%

50% or more

3. Thinking about only what you do with your Community Builders funding how much time do you spend on activities or outputs not captured in this reporting system.
E.g. activities such as social inclusion, skill development programs, development of resources (brochures, websites etc.) or liaison that were not counted in your service specification or in the portal but you use Community Builders funding to run these activities.

Less than 10%

Between 10% and less than 25%

Between 25% and less than 50%

50% or more

[« GO TO TOP](#)

8 Outcome Surveys

8.1 Overview

The Outcome Surveys are hardcopy surveys that service providers give to service users to complete.

Outcome surveys are an important part of the Community Builders monitoring data. They collect a combination of the outcome data (*Is anyone better off?*), user satisfaction data (*How well?*), service user demographics and Community Builders priority group representation data (*How much? How well?*).

This data forms a vital part of the evidence base for the program, as well as providing useful monitoring data for funded projects and services.

There are 6 different surveys designed for different types of service activity. The service areas that surveys need to be used for are:

Survey	CBR	CBFT
1. Information and referral	✓	x
2. Community events	✓	✓
3. Community building activities	✓	✓
4. Skills and development activities	✓	✓
5. Community sector information and planning	✓	✓
6. Community sector development and training	✓	✓

Please note that for Community Builders Renewable (CBR) surveys 1 to 6 apply and for Community Builders Fixed Term (CBFT) surveys 2 to 6 apply.

8.2 Important ideas about the use of surveys

It is important that enough surveys are distributed and returned to build a picture of service reach, service user outcomes and satisfaction. As a guide, service providers should aim for a survey response rate of 25% of service users in the survey period. All service users have a right to decide if they want to provide feedback. However, service providers should use their discretion when determining whether a survey should be offered to service users who are in crisis or visibly distressed.

Service users should be offered the survey to complete and submit confidentially should they choose. Some service users may need assistance in completing the survey so you may offer to go through the questions with the participant or as a group. This is a strategy that may be used particularly for services with non-English speaking service users, or service users who have difficulties reading.

8.3 Which surveys do you need to administer?

To limit the impact on service providers, the number of surveys to be administered will depend on the amount of funding. Which surveys are to be completed will be determined by Community Services. Only the allocated outcome survey/s will be available to service providers on their data portal.

The key tasks which each survey is intended to be used for is outline below, please note that the timing for administering surveys applies to CBR services only (refer to the CBR Survey Frequency Calendar for more detail). CBFT project survey administration will be decided during the specification finalisation stage.

Survey 1: Information and referral services (CBR only)

This is a short survey that focuses on the impact of the service on users' knowledge and use of services and resourcefulness to access these services.

For key tasks:

- People connected with information
- Assisted referrals

When: CBR Service Providers are to hand out surveys, where appropriate to all people using the service in the snapshot period – May and October

Tips: Service providers can assist people to complete the survey if required.

Survey 2: Community events

This survey should be administered at the event during the reporting period. It focuses on the impact of services on users' knowledge and use of local services, as well as increases in connectedness, resourcefulness, trust, respect and participation.

For key tasks:

- Events
- Events (utilising infrastructure)

When: Sample of people attending each event.

- CBR Service Providers where possible are to hand out surveys up to 4 events per year. If possible, survey 1 event per quarter. (July to June)

Tips: Service providers can decide how to administer this survey, but an exit survey approach is proposed as the main strategy.

Survey 3: Community building activities

This survey is for projects and services that enable people to connect to others and contribute to the community. These are mostly projects within Community Capacity Building, as well as community consultation forums within Community Hub. It measures increased connections, skills, trust and respectfulness and capacity to participate and contribute.

For key tasks:

- Community consultation
- Programs
- Program (utilising infrastructure)
- Community workshops

When: All people engaged with the activity.

- CBR Service Providers where possible are required to hand out surveys during the survey quarter (April to June).

Tips: Service providers can distribute this survey to all participants at completion of the activity.

Survey 4: Skills and development activities

This survey has a focus on skills and capacity building and is for participants in all Community Skills Development programs, and those in social inclusion programs within Community Capacity Building. It measures skill development, as well as connections, resourcefulness and capacity to participate.

Key Tasks:

- Social inclusion programs
- Life skills program
- Education/learning programs
- Governance training
- Leadership training
- Mentoring program
- Train volunteers

When: Survey all program participants at the completion of groups or activities.

- CBR Service Providers where possible are required to hand out surveys during the survey quarter (July to September).

Tips: Service providers can distribute this survey to all participants at completion of the activity.

Survey 5: Community Sector Information and Planning

This survey measures satisfaction, enhanced ways of engaging marginalised service users, and changes in working with other services. It also captures the priority client group focus of participating services, and increases in participants' ability to enhance the high level outcomes of the Community Builders client group, that is: connections, resourcefulness, trust, inclusiveness and participation.

For key tasks:

- Community sector capacity building
- Sector planning or consultation workshops
- Partnership projects

When: Provided to all people engaged with the project/service.

- CBR Service Providers where possible are required to hand out surveys during the community sector survey quarter (October to December).

Tips: Service providers can distribute this survey at completion of the activity to all organisations engaged with the program/service.

Survey 6: Community Sector Development and Training

This survey measures satisfaction, skills development, and changes in working with other services. It also captures the priority client group focus of participating services, and increases in participants' ability to enhance the high level outcomes of the Community Builders clients, that is: connections, resourcefulness, trust, inclusiveness and participation.

For key tasks:

- Skills/training programs

When: At the completion of the activity, survey all skills/training participants.

- Community Builders Renewable Service Providers where possible are required to hand out surveys during the community sector survey quarter (October to December).

Tips: Service providers can distribute this survey at completion of activity, survey all skills/training participants.

Aboriginal and Torres Strait Islander Surveys and Youth Surveys

Both the Aboriginal and Torres Strait Islander and Youth surveys measure the same performance measures as the general community surveys. The two additional surveys were developed in consultation with the sector and service users and have been customised for these groups.

Aboriginal and Torres Strait Islander Surveys and Youth Surveys are now available to all services providers for Surveys 1 to 4.

The surveys will automatically appear on your portal (depending on what survey types you have been attributed) under the standard surveys. These surveys are optional but services that have significant numbers of these service users are encouraged to use the surveys that have been tailored to be appropriate to these client groups.

8.4 Access and printing of surveys

The surveys appear on the Outcomes Survey tab of the portal. Only the surveys relating to your service will appear on your portal.

Services should print out the surveys from their portal only, ensuring the SSID number e.g. 1-1234567890 is clearly visible and offer them to all service users during the survey period (where appropriate). The SSID number ensures that your completed surveys are matched to your service.

Figure 12 screen shot: outcome surveys portal page

Outcomes surveys

Many activities have associated outcomes surveys which funded projects are required to distribute to service users. If the activities for which you have been funded require the administration of surveys, the "Outcome Survey" tab will be shown below, and your surveys can be downloadable from there.

Community Hub | Community Skills Development | Community Capacity Building | Community Sector Development | **Outcomes Surveys**

Outcomes Surveys

On this page are the links to the surveys that you need to administer.

Information about which activities the different surveys relate to and when to administer these is provided in the table below.

Only use surveys printed from your portal. Surveys printed or copied from elsewhere will not have your service ID number on them, so will not be able to be credited to your service or outlet by ARTD.

For more detail on the contents and use of the surveys, please refer to the Community Builders Data Reporting System Service Guidelines. A link to the guidelines is on the front page of this portal.

If you are a Community Builders Fixed Term service provider you will need to refer to the Survey Calendar that has been emailed to you.

Activities	Frequency Applies to Community Builders Renewable Only	Download	Distributed
Survey 1: Information and Referral			
People connected with information Assisted referrals	Provided to all people using the service in the snapshot period – May and October.	Survey 1 - General	1 Edit
		Survey 1 - Aboriginal & Torres Strait Islander	Edit
		Survey 1 - Youth	Edit
		Total	1
Survey 2: Community Events			
Events Events (utilising infrastructure)	Sample of people attending each event, up to 4 events per year. If possible, survey 1 event per quarter.	Survey 2 - General	Edit
		Survey 2 - Aboriginal & Torres Strait Islander	Edit
		Survey 2 - Youth	Edit
		Total	0
Survey 3: Community Building Activities			
Community consultation Programs Program (utilising infrastructure) Community workshops	Provided to all people engaged with the activity during the survey quarter (Apr-Jun).	Survey 3 - General	Edit
		Survey 3 - Aboriginal & Torres Strait Islander	Edit
		Survey 3 - Youth	Edit
		Total	0

Note: Where a CBR service provider does not have an activity occurring within the nominated time they may select another appropriate survey time during the reporting period e.g. If your Life skills session does not occur in July to September select another quarter such as April to June.

8.5 Collection and return of surveys

On the portal in the outcome survey section there is a Surveys **distributed** function. When you click on the outcome survey tab it takes you to the survey type/s you have been attributed where there is now a new column (on the right hand side) called "**Distributed**". In the Distributed column please **click on edit a pop up box will appear. Then enter how many surveys you have distributed to service users during the reporting period and then press save.** You are able to update this section as often as required up until close off date.

Please note that you have a contractual requirement to distribute surveys. By entering on the portal the number of surveys that you have distributed to service users you are demonstrating that you are meeting this requirement.

Community Services recognises that completion of surveys by service users is voluntary and that the number of surveys distributed by the service provider may differ to the amount of returned completed surveys.

Where service users responses are anonymous, care should be taken in keeping their responses confidential. Surveys that are distributed for completion by the service user are to be collected through a 'survey box', where respondents can drop their survey. Alternatively, an envelope should be provided for surveys to be put into. For example, at the end of a training program, services may pass around a large envelope for all respondents to put their surveys into, and then the envelope would be sealed there.

A survey administration guide (How to hand out surveys to service providers) has been developed in conjunction with Local Community Services Association. Please refer to the 'Ways to deliver Community Builders Outcome Surveys' guide for some tips on survey distribution on the Community Services website.

All surveys should be returned to Communities, Prevention and Early Intervention Head Office. All completed surveys should be posted to Head Office at the end of the data reporting period.

Mailing details are as follows:

Community Builders Data Collection
Communities, Prevention and Early Intervention Branch
Department of Family and Community Services
Locked Bag 4028
Ashfield, NSW 2131

9 Feedback on data reporting process

Service Providers are asked to provide feedback at the end of each data reporting period through an online feedback form that is available through project data reporting website. This feedback will help us make improvements to the system and is your opportunity to suggest changes that will make it simpler for you to use.

The feedback form is available as a tab on the portal home page. You can enter feedback about the system at any time during the reporting period. You can also go back and edit your responses on the feedback page before the end of the reporting period.

Figure 13 Screen shot feedback survey form

Questions marked (*) are mandatory | [HELP](#) | [GO TO END](#) »

We would appreciate your feedback about the data collection system. Please complete the feedback form below.

Feedback on the data collection
Please indicate how much you agree or disagree with each of the statements below

	Agree	Tend to agree	Tend to disagree	Disagree	Don't know
1. It is important that we provide data on the activities that we are funded to provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. It was easy to collect the required data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. An online system is my preferred way to provide this data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The online system adequately explained what I needed to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. It was easy to use the online system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. If you disagreed about any of the statements above, please briefly explain why	<input type="text"/>				
7. Any other comments about the data collection	<input type="text"/>				

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10 Definitions and abbreviations

The data reporting websites and data forms include a range of specific terms. It is important that these are interpreted consistently across all projects. This section provides definitions for the main terms and abbreviations.

Term	Definition
In person	Where a community member comes in to the service and asks for information from a staff member or volunteer. This includes provision of a brochure relating to the enquiry made by the community member. E.g. welcome to the area directory. Also information stalls held at another services event will be counted in this section the count will be in relation to distribution of brochures or info packs distributed to community members.
By phone	Where a community member contacts the service by telephone to ask for information.
Email/internet	Where a community member contacts the service by email or when a community member accesses information through the service providers website, including through social media sites. For websites, count the number of unique visitors during the reporting period.
Paper only	Where information is distributed in hard copy only. The mass distribution of a community newsletter, leaflet, directory, brochure etc. <i>(It does not include where a member of the community visits a service and is provided with a brochure –that would be counted as in person request for information).</i>
Amount	The number of outputs from a partnership project, where identified in Service Specifications. This could be participants at an event, clients accessing a resource, booklets distributed etc depending on the type of project.
Unique visitors	A unique visitor is a count of the number of individual users who have accessed a website during a given period of time.
Threads	A group of linked messages posted on the internet that shares a common subject or theme.
NB The above terms relate to both the COMMUNITY HUB and COMMUNITY CAPACITY BUILDING SADS for Community Builders Renewable only	

Term	Definition
Number produced	This refers to the number of resources developed by the service. E.g. Where a service prepares a quarterly newspaper that goes to 100 local service providers the number of newsletters produced is 4.
Number of people reached	This refers to the total number of people you have accessed the resource. E.g. Where a service prepares a quarterly newspaper that goes to 100 local service providers the number of people reached is 400 (4 newsletters x 100 service providers).
As planned	Did you deliver what you intended to? E.g. Original idea was to deliver a program/activity/resource/event but due to circumstance (eg venue unavailable, community issues arose, staffing issues, activity no longer required, resource already produced by another service etc) something different was delivered.
On time	Did things occur on schedule? E.g. Original idea to hold activity/event/launch resource etc did this occur on the designated date or time? Or due circumstance such as staff shortage, weather etc. was the activity postponed or cancelled.

COMMUNITY HUB SAD

Key Task	Definition	Includes	Excludes
People connected with information	Where services provide information about local services and resources to community members either in person, by phone, email/internet or paper only. For data reporting occasions of service are counted as a snap shot.	Providing community members with information, brochures or newsletters (paper based). Community orgs attending another service's event where they hold an information stall.	Assisted referrals
Assisted Referrals	Where a service provider assists a community member to contact another service. This can include making an appointment for them or supporting them to make a call to the service. For data reporting occasions of service are counted as a snap shot.	Finding a local financial counsellor, contacting legal aid on behalf of the community member, filling in forms and translation to facilitate access to services.	Provision of brochures, providing directions, reading a pamphlet etc.
Services coordinated through the hub	Is a service that is facilitated and/or supported by the Hub staff but is not delivered as part of the Hub funding (ie delivered by the Hub Coordinator, a volunteer or a person hired by the Hub to deliver a service). This includes coordination of the Centre's space (room availability) for other agencies or services to use. Only programs and services consistent with Community Builders and community capacity building outcomes should be counted during the reporting period.	Tax help, yoga, life skills programs etc.	Services and activities that relate to other Community Services programs results (e.g. FNSW) and/ or the results of other government departments e.g. Commonwealth Dept., ADHC, Housing, Education, Health, Juvenile Justice etc.
Using community infrastructure	Where the service actively facilitates the usage of the Centre's facilities or local community facilities. For data reporting purposes occasions of service are counted as a snap shot.	Use of centre's facilities – fax, photocopier, computer etc. or room hire, hall hire for events or meetings (occasional or regular bookings).	Services coordinated through the Hub or community members accessing resources that do not require facilitation e.g playground connected to centre.

COMMUNITY HUB SAD

Key Task	Definition	Includes	Excludes
Community consultation	Relates to a formal session organised and run by the Service where the purpose is to seek community feedback about local issues. For data reporting purposes only community consultations facilitated and/or led by the Service will be counted during the reporting period.	Holding a community forum, community meeting, having a table at the local mall etc.	Attending another agency's community consultation.
Events	Community events held are counted when they are organised and run by the Service. For the purpose of data reporting number of events held and attendance will be counted during the reporting period.	Neighbourhood Centre open day, Expo- of local services in the area, Get to know your neighbour day BBQ etc.	Attending another service's event or participating in the organisation of an event.
Community plans	Development of a document by the service provider that identifies the needs of the broader community and the disadvantaged members within that community. Community plans are usually developed after widespread community consultation with representatives from all parts of the community, including different age groups, language and cultural backgrounds. For data reporting purposes either one plan developed per annum or for the life of the contract can be counted during the reporting period.	Neighbourhood Centres forum or consortium, youth services network, CALD services interagency etc.	Work plan for your project or organisation, participation in Council's plan, or participation in the development of any other organisation's plan.
Networks facilitated	Relates to when a service establishes or facilitates a network/ interagency. The networks/ interagency purpose is to provide community workers a forum to exchange ideas, share information, develop resources and action plans that identify and address local/regional issues. For data reporting purposes the number of meetings held will be counted and regular participants during the reporting period.	The local Neighbourhood Centre forum, Youth Service Network, CALD Service Interagency.	Attending local meetings, interagencies or networks, or sitting on management committees or Boards.

COMMUNITY HUB SAD

Key Task	Definition	Includes	Excludes
Partnership projects	Where a service provider works together with one or more community organisations or community groups to implement a project or develop a resource for an identified community need. For data reporting purposes the project developed will be counted in terms of an amount eg participants that attend an event, distribution of a resource, service user accessing a resource or number of partners will be counted during the reporting period.	Events/expos participants will be counted, website development unique visitors will be counted, community directory distribution will be counted or how many partners involved in a project will be counted.	Projects where the service provider has not had an equal or major role with the other partners in the project.
Integrated plans	Where the service provider facilitates the planning process of an integrated plan that address multiple communities, identity groups, services or issues in a single, holistic response. For data reporting purposes the count can be either one plan developed per annum or for the life of the contract and how many stakeholders participated in the planning process will be recorded during the reporting period.	Youth service plan, regional or network plan.	Work plan for your project or organisation.

COMMUNITY CAPACITY BUILDING SAD

Key Task	Definition	Includes	Excludes
Events	Community events are counted when they are organised and run by the Service. For the purpose of data reporting number of events held and attendance will be counted during the reporting period.	Cultural event, festival, fun day, Harmony day, Christmas carols etc.	Attending another services event or participating in the organisation of an event.
Programs	Relates to an ongoing community activity that aims to build community connectedness and encourages community participation. For the purpose of data reporting number of sessions held and attendance will be counted during the reporting period.	Community garden, digital media workshops, cooking program etc.	Skills training sessions.
Event (utilising infrastructure)	The emphasis is on the intent of the event and whether the aim is to promote and encourage usage of existing local community facilities. For the purpose of data reporting number of events held and attendance will be counted during the reporting period.	Using community facilities for an event, Resource Centre Open Day/s etc.	Events where the intent is not to promote the physical infrastructure.
Program (utilising infrastructure)	Programs coordinated that promote use of local facilities. For the purpose of data reporting number of sessions held and attendance will be counted during the reporting period.	Tidy towns, ongoing outdoor activities in local parks etc.	Programs where the intent is not to promote physical infrastructure.
People connected with information	Where services provide information about local services and resources to community members either in person, by phone, email/internet or paper only. For data reporting purposes occasions of service are counted as a snap shot.	Providing community members with information, brochures or newsletters (paper based). Youth drop in services providing information, Information stall at another service's community event.	Assisted referrals.

COMMUNITY CAPACITY BUILDING SAD

Key Task	Definition	Includes	Excludes
Assisted referrals	Where a service provider assists a community member to contact another service. This can include making an appointment for them or supporting them to make a call to the service. For data reporting occasions of service are counted as a snap shot.	Young person asks youth worker how he can get help for personal issues he is experiencing at home and how he can over come bullying. The worker investigates appropriate services and assists the young person to contact them.	Provision of a brochure, providing directions, reading a pamphlet etc.
Resources developed	Development of resources that assist people to access local services or inform community members of what is happening in their local area. For data reporting purposes number of resources developed and how many community members received a resource will be counted during the reporting period. For websites, please count unique visitors.	Brochures, booklets, websites, etc. on various community topics such as directory of local services, information in community languages, what's on in your community website.	Distribution of a resource that is developed by another agency.
Community workshops	The coordination by the service of a one-off presentation or series of presentations that brings together community members to learn about or contribute to particular topics that reflect community need. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Community information day, community consultation.	Attending a community workshop conducted by another local service.

COMMUNITY CAPACITY BUILDING SAD

Key Task	Definition	Includes	Excludes
Community networks /groups	The purpose of a community networks/group is to provide local community members with the opportunity to connect with other locals who are like minded and have common interests to address a need identified in the community. The role of the Service is to provide space at the Centre for the group/s to meet. For data reporting purposes the number of community network/groups supported by the Service and how many times they meet per annum will be counted during the reporting period.	Local community safety house network, local artists group, resident's group.	Interagency held for community workers.
Social inclusion programs	Coordinated community programs that encourage community participation and link socially isolated people with members from the broader community. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Choir for socially isolated women, knitting classes, youth activities, craft programs, cooking classes, outings etc.	Community meetings.
Online forums	Connecting, informing and resourcing community members through e-technology. For data collection purposes, the number of new threads created and unique visitors to the page of each forum in the reporting period will be counted.	Using e-technology - blogs, face book etc.	Face to face meetings.
Construct or repair facilities	The construction of new buildings, repairs to existing buildings or the construction of internal facilities (such as kitchens and toilets on public land) to support the outcome of the Community Builders project. For data reporting purposes the number of structures, built or repaired and percentage complete will be counted during the reporting period.	Construction of a community garden or the renovation of a kitchen to accommodate the community food bank program etc.	Purchase of a motor vehicle, reimbursement for an existing building or renovations already completed or second or third stages of existing development.

COMMUNITY SKILLS DEVELOPMENT SAD

Key Task	Definition	Includes	Excludes
Governance training	Training provided by the service for community members and community groups on setting up or managing community organisations. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	How to run a community organisation, management committee training etc.	Training community workers in governance.
Resource development (governance)	Resources developed by the service to support community members and community groups to establish and actively participate in community organisations. For data reporting purposes number of resources developed and how many community members received the resource will be counted during the reporting period..	Fact sheets on how to recruit management committee members, learning guides relating to roles and responsibilities of Board members, training manuals, brochure, and website – online resources etc.	Resource developed by another agency.
Leadership training	Training provided by the service for community members in building leadership skills. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Train the trainer, leadership skills training for young people, change management training etc.	Governance training.
Mentoring program	A structured mentoring program provided by the service based on mutually beneficial relationships between Mentor and community members (mentee) e.g. where a mentor is matched to a community member in order to share knowledge, experiences, education and provide support and assistance. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Older men, younger men sharing carpentry skills, structured program for young people etc.	Unstructured program where community worker provides advice.

COMMUNITY SKILLS DEVELOPMENT SAD

Key Task	Definition	Includes	Excludes
Resource development (mentoring/ leadership)	Resources developed by the service to support community members' leadership and mentoring roles. For data reporting purposes number of resources developed and how many community members received the resource will be counted during the reporting period.	Fact sheets, booklets, 'How to' resources on leadership or mentoring, training packages etc.	Resource developed by another agency.
Life skills program	A program that develops and builds on practical life skills of community members. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Budgeting course, nutritious cooking classes, English conversation classes etc.	Educational programs (e.g. literacy classes) and social inclusion programs (e.g. knitting group) etc.
Education/ learning programs	A program that develops the skills of community members through education. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Literacy classes, computer skills training, resume writing, homework club, etc.	Social inclusion programs – knitting groups, craft activities, sewing classes etc.
Train volunteers	Where the service provides volunteers with appropriate skills training that will assist them to volunteer in the community. For data reporting purposes number of sessions held and attendance will be counted during the reporting period.	Train volunteers to work in community organisations, community events – cultural events, art exhibition, youth week etc.	Recruitment of volunteers.
Construct or repair facilities	The construction of new buildings, repairs to existing buildings, or the construction of internal facilities (such as kitchens and toilets on public land) to support the outcomes of the Community Builders project. For data reporting purposes the number of structures, built or repaired and percentage complete will be counted during the reporting period.	Media room or computer training room etc.	Purchase of a motor vehicle, reimbursement for an existing building or renovations already completed or second or third stages of existing development.

COMMUNITY SECTOR DEVELOPMENT SAD

Key Task	Definition	Includes	Excludes
Skills/training program	A training program that is organised by the service for local community organisations to enhance the skills of community workers. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	RBA™ training, training on research methods, using E-technology, developing a budget, presentation skills, writing a tender application etc.	Skills training for community members.
Resources developed	Resources developed by the service that support sector development. For data reporting purposes number of resources developed and number or people reached will be counted during the reporting period.	Fact sheets, booklets, 'How to' resources on leadership or mentoring, training packages etc.	Resource developed by another agency.
Community sector capacity building	This is an activity/program that resources and builds the capacity of the community worker. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Learning circles, facilitating networks or interagency etc.	Resources developed.
Data collection	A data collection project undertaken to inform service/s in the sector or interagency. For data collection purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Detailed demographic analysis of the network, development of a common data management system etc.	Ongoing data collection for one service.
Plans produced	Plans produced as a result of local/regional mapping and consultation. For data collection purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Community plan, regional plan, issue of population group plan etc.	Internal service plans, Business Plan, Workplans.

COMMUNITY SECTOR DEVELOPMENT SAD

Key Task	Definition	Includes	Excludes
Sector planning or consultation workshops	Where the service facilitates local agencies to work together to identify gaps and strengths within their region. For data reporting purposes number of sessions held, attendance and service type represented (e.g. NGO, LG etc.) will be counted during the reporting period.	Sector planning day, conduct sector consultation sessions mapping exercise with orgs etc.	Community member consultation.
Partnership projects	Where a service provider works together with one or more organisations to implement a project to meet an identified community need within the sector. For data reporting purposes the project developed will be counted in terms of an amount eg community workers that attend an event, distribution of a resource, service users accessing a resource, unique visitors to a website or number of partners will be counted during the reporting period.	Events, expos, conferences, joint projects and/ or programming etc.	Skills training.
Construct or repair facilities	The construction of new buildings, repairs to existing buildings, or the construction of internal facilities (such as kitchens and toilets on public land) to support the outcomes of the Community Builders project. For data reporting purposes the number of structures, built or repaired and percentage complete will be counted during the reporting period.	Meeting room	Construction of a community garden, reimbursement for an existing building or renovations already completed or second or third stages of existing development.

11 APPENDIX 1: Contacts

If you have questions about access to, or functionality of, the online data reporting system, or you wish to change your contact details, please send an email to communitybuildersdata@facs.nsw.gov.au .

The Communities, Prevention and Early Intervention team will respond to your enquiry within 3 working days.

Requests to change portal contact details should be made by the current portal contact. If, however, the existing portal contact no longer works for your organisation, then an email from the proposed new portal contact will suffice.

Please note when communicating with Head Office that you provide the following details:

Program Name: CBR (i.e. Community Builders Renewable)

SSID (i.e. Service Specification ID): e.g. 1-1234567890

Operating Name (i.e. project name) e.g. [Sunshine Community Hub](#)

Issue: e.g. contact detail change from XXXXX to YYYY

[This is useful information that helps Head Office to provide you with accurate assistance.](#)

If you have questions about your service specification and service levels set, please contact your local regional office below for assistance.

If you have any queries relating to the new Community Builders data reporting system, please refer to these Service Provider User Guidelines.

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