

Strengthening Local Communities



Australian
Neighbourhood Houses
& Centres Association

Who we are and What we do

May 2011



Acknowledgements

ANHCA thanks all those Neighbourhood Houses and Centres that completed the first national survey. We would also like to acknowledge those who provided case studies and photographs and other useful resources which assisted in putting this report together. Finally, thanks to the critical readers of the report for their informed and constructive contributions to the completed document.

Most of the case studies presented in this report are purposely anonymous. They are representative of the hundreds of thousands of “stories” happening in Houses and Centres throughout Australia every year.

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STRENGTHENING LOCAL COMMUNITIES

Neighbourhood Houses & Centres: Who we are and What we do

EXECUTIVE SUMMARY

This report highlights the diversity of the Australian Neighbourhood House and Centre Sector. No one House or Centre is the same in the way it looks or the programs and activities it delivers. The similarities in the sector lie in their underpinning philosophy and practice of community development; their ability to engage with and have the trust of people in their local communities; in their responsiveness to community need; their volunteer base; and in their knowledge of and “grass roots” experience within their communities.

Neighbourhood Houses and Centres (NH&Cs) are not-for-profit, community organisations all of which share a community development and socially inclusive approach to the delivery and provision of services and activities for socially isolated and disadvantaged local communities.

In early 2011 a national survey of the approximately 1,000 Australian Neighbourhood Houses and Centres was undertaken by the Australian Neighbourhood Houses and Centres Association (ANHCA).

A snapshot of the national data reveals the following:

Number of people participating in activities per week	320,000
Number of volunteers	21,300
Number of students, participants & volunteers assisted to transition to paid work or further education	67,300
Number of people serving on committees and boards of governance	8,500
Number of paid employees includes full time, part time, tutors & casuals	14,500

This report also provides a number of case studies which more vividly illustrate the breadth and depth of the work of the Neighbourhood House and Centre (NH&C) Sector.

The Federal Government’s Social Inclusion Agenda aspires to reduce disadvantage, increase social, civil and economic participation and engender a greater voice combined with greater responsibility. Presented together, the data and case studies provide a comprehensive picture of the national network and considerable infrastructure of Neighbourhood Houses and Centres that gives an operational presence to this vision of a socially inclusive Australia.

INTRODUCTION

A national survey of Australian Neighbourhood Houses and Centres (NH&Cs) was undertaken in early 2011. This is the first national survey of its kind and quantifies the significant role NH&Cs play in building community capacity and creating a socially inclusive society. As well as providing a picture of the Australian NH&C Sector through descriptive statistics, this report also uses case studies and personal stories to provide a qualitative, human dimension to that picture.

The report is presented in four sections. The first section provides some background to the sector and to the study. The second section reports on the survey findings to describe the scope of the sector: ie. Who we are. The focus of the third section is what Neighbourhood Houses and Centres do: ie. What we do. This section begins with participation and activity and concludes by illustrating how NH&Cs play a key role in supporting people to make the transition into paid work and/or further study. The fourth and final section of this report presents some discussion and conclusions.

BACKGROUND: an overview of the Neighbourhood Houses & Centres Sector

Neighbourhood Houses and Centres

Neighbourhood Houses and Centres (NH&Cs) are not-for-profit, community organisations. They share a community development and socially inclusive approach to the delivery and provision of services, as well as activities for socially isolated and disadvantaged local communities.

NH&Cs have been operating in Australia for nearly 40 years - many developed out of the social reforms of the 1970s. They are known by a variety of names across Australia. Houses and Centres are typically small organisations situated in local community settings that operate at grassroots level. They strive to be accessible and welcoming. They are inclusive and supportive of people from diverse backgrounds and with varying abilities. While they are known for their diversity, they share some common features. As noted above, first and foremost, they share a commitment to community development. NH&Cs constitute a critical element of the network of not-for-profit organisations across Australia.

Neighbourhood Houses and Centres are embedded in a range of networks and partnerships. They work together in local government and regional networks and the majority are members of their state and territory peak organisations.



The Australian Neighbourhood Houses and Centres Association (ANHCA)

The Australian Neighbourhood Houses and Centres Association (ANHCA) is the national peak body for NH&Cs. It works closely with its seven state and territory member organisations and represents nationally over 1,000 Neighbourhood Houses, Community Houses, Learning Centres, Neighbourhood Centres and Community Centres who are member organisations of those state and territory peak organisations.

The ANHCA community acts as a significant platform for social inclusion and is united by its focus on:

- The practice of community development at a local level
- Building community services controlled and managed by local people
- Building the capacity of individuals, families and communities
- Prevention and early intervention
- The practice of social inclusion at a community, grass roots level
- Building greater networks of support across our communities
- Providing learning opportunities for the community
- Fostering community leadership
- Commitment to equality and opportunity for all people
- Strengths-based practice – people who experience disadvantage can, and should, be actively engaged in the development of their own community and their own future directions
- Local participation and direction in social research planning
- The principles of social justice
- The value provided by trained and skilled volunteers

ANHCA is governed by elected representatives from its member state and territory peak organisations and representative bodies.



Australian
Neighbourhood Houses
& Centres Association

Social Inclusion

Social inclusion is a key policy initiative of the Australian Government.

The Australian Government's vision of a socially inclusive society is one in which all Australians feel valued and have the opportunity to participate fully.

With the endorsement of the Australian Social Inclusion Board, the Australian Government has adopted principles to guide social inclusion:-

3 Aspirational Principles

- Reducing disadvantage
- Increasing social, civil and economic participation
- A greater voice combined with greater responsibility

8 Principles of Approach

- Building on individual & community strength
- Building partnerships with key stakeholders
- Developing tailored services
- Giving a high priority to early intervention and prevention
- Building joined-up services and whole of government(s) solutions
- Using evidence and integrated data to inform policy
- Using locational approaches
- Planning for sustainability

The work of Neighbourhood Houses and Centres across Australia strongly aligns with this policy statement and these principles.

Survey Methods

An online survey was undertaken between December 2010 and February 2011 by the Australian Neighbourhood Houses and Centres Association (ANHCA). With the support of state and territory associations (who forwarded a link to the survey to their membership), the survey was sent to approximately 1,000 Houses and Centres across Australia.

The survey asked a range of closed questions including location, legal structure, funding, workforce, volunteers, participants and activities. Quantitative responses were required to most questions. Respondents were encouraged to make their best estimate for questions they were either unsure of or did not collect their own data.

A total of 443 organisations, or 44.3% of Neighbourhood Houses and Centres, completed the survey, with a further 91 partially completing it. With few exceptions, the findings of the survey reported here are based on completed responses.

WHO WE ARE

Neighbourhood Houses and Centres

There are over 1,000 Neighbourhood Houses and Centres nationally. Not all NH&Cs are members of their state or territory peak body.

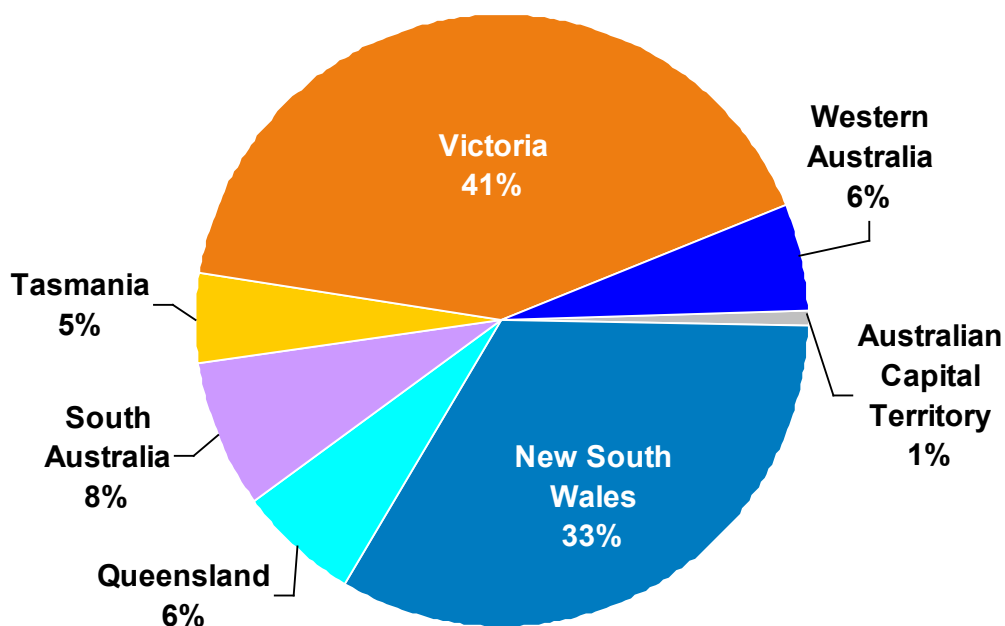
Table 1: Number of Houses and Centres in each State and Territory and numbers of Houses and Centres providing a survey response by State and Territory

States	Reported Number of NH&Cs	Number of Survey Responses
Australian Capital Territory	22	5*
New South Wales	250	179
Northern Territory	unclear**	0
Queensland	162	34
South Australia	96	42
Tasmania	34	26
Victoria	380	222
Western Australia	72	30
TOTAL	1016	538

*Tuggeranong Link, ACT completed one response for its 5 member organisations

**ANHCA has a limited relationship with organisations in the Northern Territory. Although there are a significant number of community development organisations in NT, there is no Neighbourhood House/ Centre peak body.

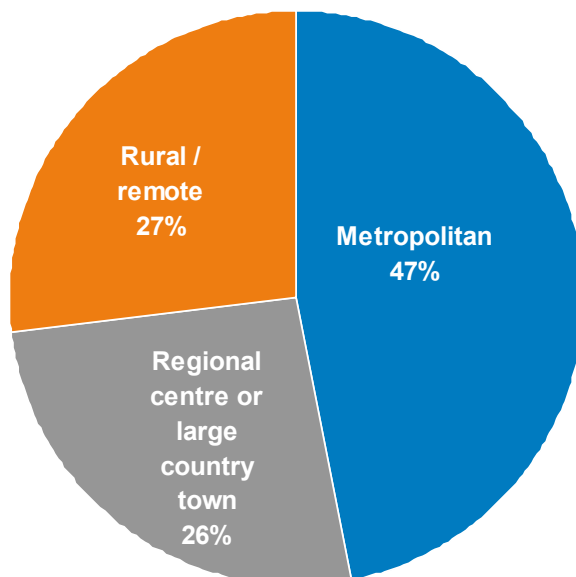
Figure 1: Percentage of Survey Responses by State and Territory



Location

A key feature of the Neighbourhood House & Centre Sector is its geographic spread – in most states there is at least one House or Centre in every federal electorate.

Figure 2: Percentage of Houses and Centres by Geographical Location



Houses and Centres play an important role in local infrastructure, and particularly so in regional and rural communities. For example, in many rural and remote areas, the House or Centre is often the only community organisation in town. As such they may also act as the Centrelink Office or the local library; they may be a Rural Transaction Centre or may provide the only public internet access, photocopying and faxing service in the community. This is in addition to the myriad of other services and activities they provide as part of their community development work.

CASE STUDY 1: Joongari House, (Wyndham Family Support Inc.)

Wyndham, population 900, is 3,229km north east of Perth and a similar distance from Singapore. It is closer to Bali than to most other parts of Australia.

Joongari House (Wyndham Family Support) operates out of a building with a large veranda area and is a resource and information support service for all members of the community. Joongari House activities and services include a drop-in centre, playgroup, toy library, financial counsellor, emergency relief, craft/sewing sessions, workshops, home visits, car seat hire, breakfast clubs, and even a clothes alterations service.

The current coordinator also fulfils many incidental roles – she is the keeper and manager of personal records, she helps with tax returns, and is confidante and counsellor to many in the community. She also organises the local annual art and craft show; cares for children when necessary and provides nutritional guidance.

The lack of many other community services in Wyndham truly makes Joongari House the heart of the community.



Facilities

Houses and Centres operate from a range of facilities and a number of organisations operate from more than one facility. While some centres are purpose-built, the majority are re-furbished buildings (mostly suburban houses). NH&Cs are a significant component of local community infrastructure.

The survey reported that State or Local government owns 78% of the buildings that NH&Cs operate from whereas only 6% of all Neighbourhood House or Centre are owned by the organisation itself. The remaining 16% of buildings are owned by a variety of entities including Federal Government, other community organisations, churches and or private landlords.

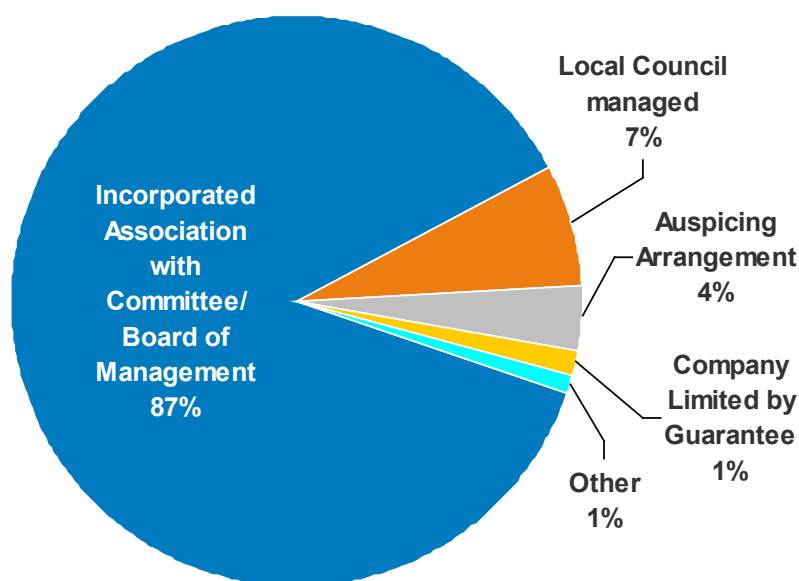


Governance and Management

Legal Structure

Neighbourhood Houses and Centres are run by the community for the community and provide an essential foundation for civic participation. The vast majority (87%) of Australian NH&Cs are independently incorporated associations with volunteer committees or boards of governance. This governance structure creates invaluable training and leadership opportunities, particularly in communities where this may be the key means to build skills.

Figure 3: Percentage of Houses and Centres by Legal Structure



Association Membership

The membership base of incorporated associations is a key link to the grass roots of the community. Based on the survey findings, Neighbourhood Houses and Centres have an average of 86 association members; extrapolated nationally there are an estimated total of 87,000 members sector wide.

Committees and Boards of Governance

Neighbourhood Houses and Centres are governed by Committees or Boards of Governance. Committee members may be local residents, workers from other local organisations and or businesses. Positions on these committees and boards are, on the whole, voluntary (ie. unpaid).

Based on survey results, the average committee has approximately 8.5 members. When the number is extrapolated nationally, this suggests around 8,500 people are serving on the committees and boards of NH&Cs.

Moreover, each committee spends around 34 hours per month on committee business. Multiplying this by the number of centres across Australia, these committees are responsible for roughly 375,500 hours a year (based on 11 months) of unpaid community work.

Volunteers and Paid Staff

Neighbourhood Houses and Centres are managed by a combination of volunteers and paid staff. Volunteers in Houses and Centres make a substantial contribution to the GDP (gross domestic product). In addition to the voluntary efforts of governance committees and boards, are the efforts of other volunteers who contribute to the day-to-day operations of Houses and Centres. The survey indicates that there are 2.8 volunteers for every paid worker.

An estimated 21,300 people volunteer in Houses and Centres each week. This equates to an estimated average of 84.5 hours (per week per House or Centre) or around 84,550 hours a week nationally. The cash value of this extrapolated volunteer contribution can represent as much as \$1.7million per week or \$81.6million per year (based on \$20.00 per hour over 11 months).

CASE STUDY 2: Governance & Volunteering

A woman came to her local Neighbourhood Centre via their Family Violence Program. She had a history of abuse, which had left her with no self-esteem, afraid to leave the house and totally isolated except for her family support worker.

After a period of time she slowly gained her self esteem; became interested in the House and it's programs; joined the art class and from there became interested in the craft group for people with disabilities. She then offered to help with this group and eventually became group leader. From there she volunteered to work in the Op-Shop, became a member of the Committee of Management and has for the past 10 years been a fantastic asset to the Centre. She has won two awards for volunteering and has not looked back.

She says her association with our Centre "saved her life".

The NH&C paid workforce is predominantly part time with 52% of Houses and Centres employing only part time staff. This workforce comprises management and administration staff; along with childcare workers, tutors and project workers (most of whom are employed on a casual basis).

Of the NH&Cs that responded to the survey, on average they employ 14.5 staff members per week with the average number of paid hours per week being 181 hours; the lowest number of staff hours is reported as 4 hours and the highest is 1,800 hours with a median value of 90 hours. Extrapolated nationally for the whole sector there are over 180,000 paid hours per week and over 14,500 people employed part-time, full-time or casually.

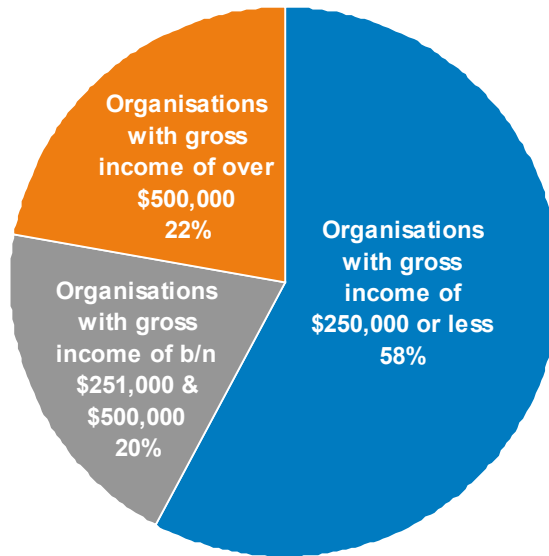


Finances

Annual Income

The total gross annual income for Houses and Centres varies substantially. The survey results showed that most (58%) of organisations have a total income of less than \$250,000. The lowest income response was \$2,000 while the highest was \$4.75 million; the median total income was \$220,500.

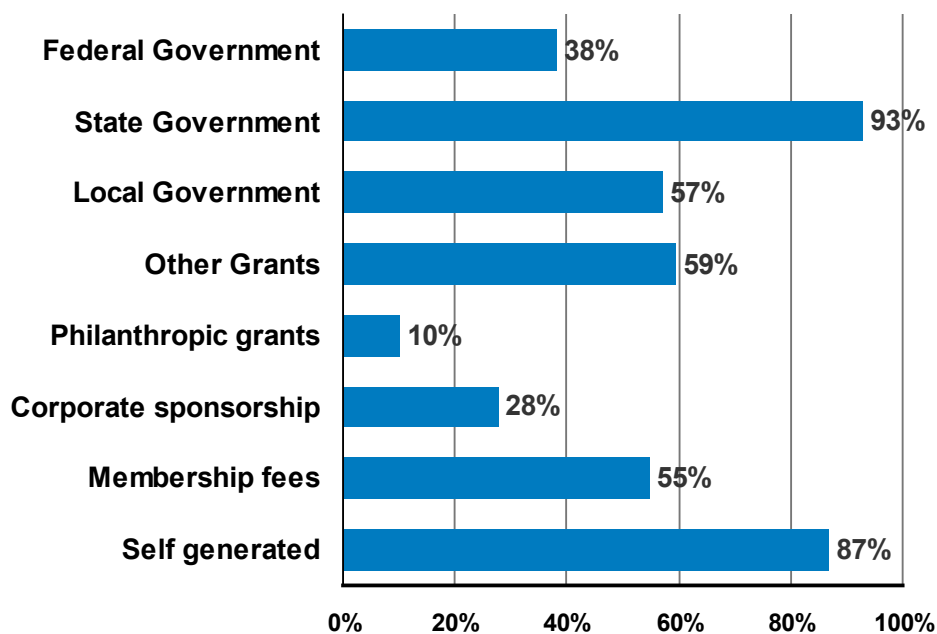
Figure 4: Annual Income of Houses and Centres by Percentage



Sources of Income

NH&Cs have a broad and varied income base and raise funds from a variety of sources.

Table 2: Percentage of Sources of Funding for NH&Cs (multiple sources provided)



WHAT WE DO

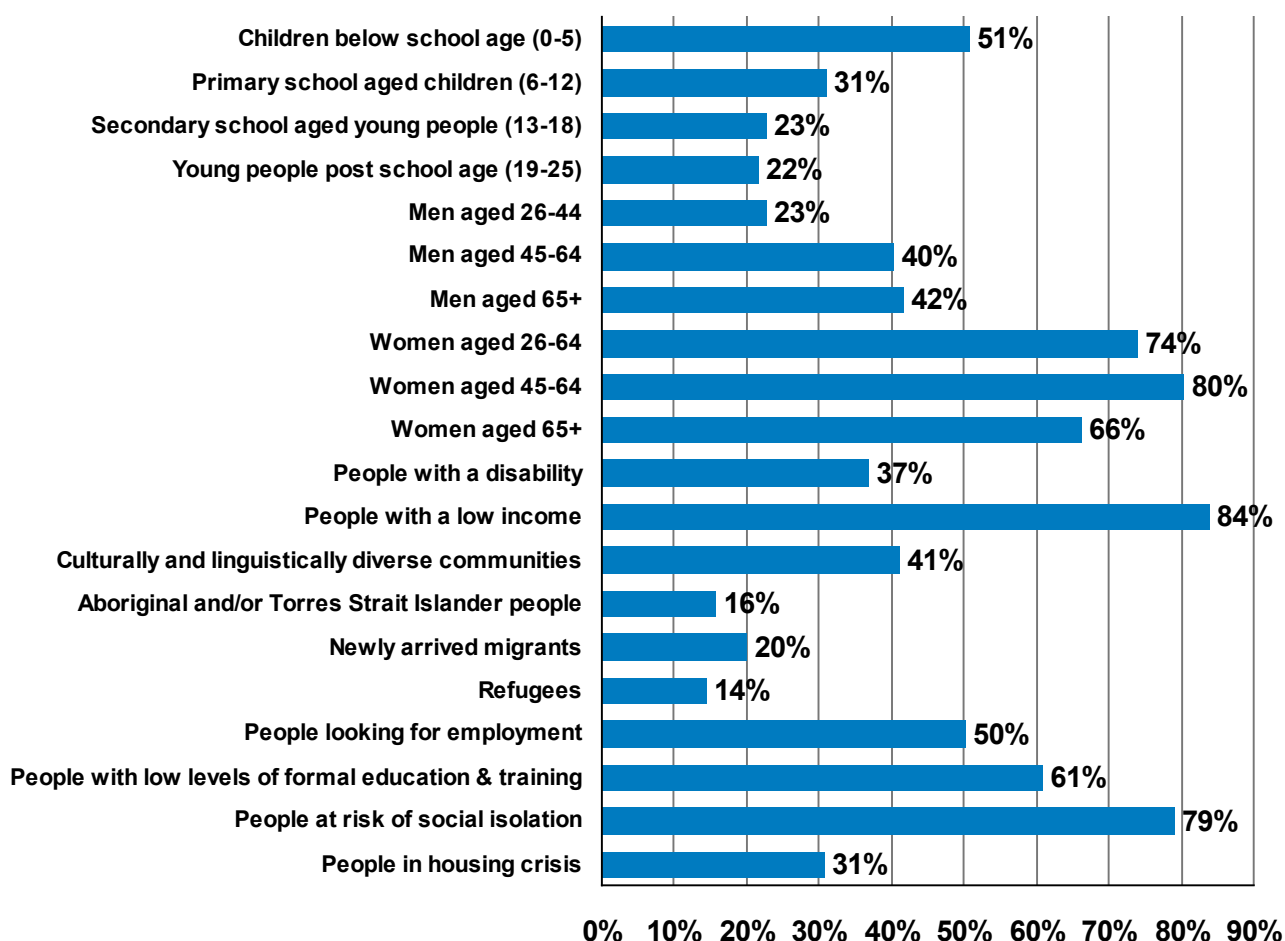
Participation

On average, 320 people each week participate in activities in each Neighbourhood House or Centre. Nationally this equates to 320,000 people engaged in NH&Cs programs and activities each week nationally; which can be converted to approximately 14,500,000 visits per year across the entire sector.

Demographics

In summary, the survey indicates that women are the predominant users of NH&Cs, with those aged between the ages of 45 & 64 most highly represented. Additionally, 98% of NH&Cs that responded to the survey engage people on low incomes, socially isolated people or those at risk of social isolation and people with low levels of formal education and training.

Table 3: Percentage of NH&C respondents where most or many of their participants are from the demographic listed



CASE STUDY 3: Participation

An Aboriginal woman and her family moved to Adelaide from north of Tennant Creek. She remembers how alone and isolated they felt until she found the community centre where she felt welcome and safe. The centre helped her gain confidence and become stronger and she was able to become a spokesperson/leader for her family. The woman is now going to college and teaching art and Aboriginal culture to other Indigenous women and the broader community.



CASE STUDY 4: Participation

A man in his 60's lost his partner of 37 years which left him alone, lost and depressed and feeling that his only option was to go into a nursing home. On the suggestion of a neighbour, he visited his local community centre where he has since learned computing and french polishing, joined an amateur drama group and formed a wide group of friends.



Activities & Programs

Neighbourhood Houses and Centres respond to local need so the range of programs and activities is different for every organisation. The table below gives a break down of a range of programs and activities provided by NH&Cs (note that this is not an exhaustive list).

Table 4: Percentage of centres that reported providing particular programs/activities in order of popularity

Information and Referral	91.9%	422
Community Development Projects	82.1%	377
Recreation / Leisure	78.9%	362
Art & Craft	78.0%	358
Health and Wellbeing Courses	73.0%	335
Public Computer / Internet Access	68.0%	312
Self Help Groups	67.3%	309
Placements (Student / Work Experience)	65.1%	299
Personal Development Courses	65.1%	299
Volunteer Community Services	61.0%	280
Play Groups	55.3%	254
Social Eating Groups / Community Lunches	51.9%	238
Family Support Programs	48.4%	222
Parenting Courses / Groups	48.4%	222
Pre-accredited Adult Education & Training	47.9%	220
Tax Help	43.8%	201
Employment Support / Programs / Services	42.0%	193
Literacy & Numeracy Projects	41.2%	189
Youth Programs	40.1%	184
Community Garden	36.2%	166
Mutual Obligation Placements (including Work for the Dole)	36.2%	166
Personal Counselling Programs	32.5%	149
Emergency Relief (including Food Parcels)	31.2%	143
Environmental Sustainability Projects / Groups	30.7%	141
Accredited Training / Adult Education	29.6%	136
Vocational Training Courses	27.5%	126
Childcare: Licensed / Occasional	25.5%	117
Men's Shed / Community Shed	25.1%	115
Financial Counselling	20.9%	96
Community Enterprise	19.8%	91
Food Security Projects (Food Co-op, Community Kitchens)	19.0%	87
Childcare: Back up, Creche, Unlicensed	14.6%	67
After School Care	11.3%	52
Toy Libraries	9.2%	42
Breakfast Clubs	7.2%	33

CASE STUDY 5: The Karen Community in Nhill

A small group of Karen community members from the Thai/Burma border have recently resettled in Nhill in rural Western Victoria. Nhill Neighbourhood House is running a range of activities to engage the newcomers in the life of their new home – including English language classes and the English Student's Sewing Class.

As the students were studying Australian animals in their classes it was decided to give them a hands on, up close and personal wildlife adventure. The students were given the chance to handle an echidna and to try their hands at boomerang throwing. After a delicious BBQ tea, the forty students and volunteer tutors went on an evening walk at the lodge to view the large variety of wildlife in their natural environment at night. The experience proved invaluable in helping the students with their classes and the development of their language skills.

Nhill Neighbourhood House is planning many new classes for the coming year to engage the new Karen residents including Conversational English, English for the workplace, English for Citizenship and Ticket to Drive – drivers learner permit class.



Partnerships

Neighbourhood Houses and Centres collaborate extensively with other community groups to provide additional activities and services. These partnerships are intrinsic to the way NH&Cs work. The survey suggests that in addition to the activities on the previous page, a further 4,546 community groups used rooms in 417 NH&Cs each week. Extrapolated nationally this means 16,800 groups meet in a House or Centre each week.

Moreover, NH&Cs have extensive partnerships across the three tiers of government, as well as with other small and large non government organisations and businesses. NH&Cs are involved in 12 partnerships on average in each month or 12,000 partnerships when extrapolated nationally.

CASE STUDY 6: The TOOL Partnership

The TOOL Program is a partnership between four Neighbourhood Houses and local businesses to provide trade training opportunities for young people disengaging from education. The NHs have partnerships with a local winery and other prominent businesses who see the potential to actually engage these young people who aren't attending school and are in danger of falling into the criminal justice system. A horticulture program involving mentoring and support, as well as a house renovation training program are the initial programs engaging young people. However this was five years in the development from the four Houses gathering together concerned about the young people who were falling through the education department cracks in their community. This work and the building of partnerships between businesses and community services in new ways are possible through Neighbourhood Houses as we are embedded in those communities for the long term, and have the trust and the profile with local business.



Natural Disaster Response

Houses and Centres are well known for playing key roles in times of disaster and distress in local communities. Their flexibility and responsiveness is one of the essential ingredients to the long term recovery process of affected communities. The following case study of Buchan Neighbourhood House and the 2003 Alpine fires well illustrates this.

CASE STUDY 7: Victorian Bushfires

For the nearly two months that fires raged across the district in January and February 2003, the Neighbourhood House became the 'nerve centre' for this demographically and geographically isolated area. The Neighbourhood House played a pivotal role in the recovery process in the immediate period after the fires, coordinating and acting as a clearing house for donations and assistance from a variety of sources in partnership with the local Bush Nursing Centre.

The role of the Neighbourhood House continued for many months after the fires were extinguished and included addressing the unintended consequences of such a natural disaster. This included the staff having the foresight to collect and tag the many kettles, hot water services and dishwashers which had been rendered unusable by the water from the natural spring at the nearby caves. This the limestone heavy water had become the area's water supply as the ash from the fires polluted the regular water supply. When the local water authority visited, there were 107 damaged items to show them and families received compensation for their damaged appliances.

Seven years later the Neighbourhood House continues to be a central communication point; provide a place of refuge on days of fire activity or high fire danger; continue to build a resource library on fire issues & prevention for the community to access at any time. The same area has experienced natural disaster upon natural disaster – fires, drought and flooding rains and the feeling of those involved is that "the NH will be involved in disaster recovery 'forever'".



Transition to Paid Work and Further Education

Neighbourhood Houses and Centres provide a critical point of entry into further education, skills acquisition and employment. Extrapolated nationally, 28,000 students, participants and volunteers were assisted to transition to paid work in 2010 through their involvement with NH&Cs; while a further 38,500 were assisted to transition to further education.

CASE STUDY 8: Engaging Young People

A 14 year old boy was homeless, hungry and angry when a friend informed him of a safe place to socialise with peers. After learning to trust the community centre staff, his fear and anxiety dissolved and he learnt everything from cooking to cleaning, budgeting and general life skills. He volunteered at the centre and was encouraged to enrol at an adult education centre. Today this young man is employed as a Project Officer and is learning to be proud of the challenges he has faced and overcome.

Since their inception, Neighbourhood Houses and Centres have used learning engagement activities and pre-accreditation courses as easy access learning opportunities that create the potential for further learning and skills development. These low (or no) costs activities are targeted primarily at people who are disengaged from formal learning and employment and appeal to their interests and social needs. NH&Cs then support people to take the next step by also delivering nationally accredited vocational training. This enables people to have safe, local pathways to more formal training & employment.

CASE STUDY 9: The value of soft entry points: a Manager of a Neighbourhood Centre reflects

“.....a few of the limiting factors, stigma, judgment, fear which are overcome here at the Neighbourhood Centre because we offer a soft entry point. Participants feel safe coming here because it is a location many people visit for socially acceptable reasons; therefore there is no outside knowledge of the particular reason for their visit.

“Participants are able to become comfortable, familiar, and safe in the environment before there is an expectation of information being given and they feel in control of what information is given. They have the opportunity to discuss with staff (with whom they are familiar) any matters of concern before they have to make the decision to become involved.

“Participants respond well to soft entry points. They then access services that they would not otherwise access.”



CASE STUDY 10: The Neighbourhood House & Centre Pathway

A young stay at home mother with three children under 4 years old was struggling to manage with a constantly screaming baby. Her friend, seeing her escalating distress, invited her to the local play group run by local mothers with the support of the Neighbourhood House. She was welcomed by the group who “had been there” and saw her stress, they took the baby out of her arms, made her a cup of tea and just listened while she unloaded all the frustration and anxiety of being a mum who was not sure if she could cope. This was the beginning of a complete turnaround in both her life and the lives of her children

This mum kept coming to the playgroup for the support, sanity and relationships it gave her, including a sense of again being part of the community. She soon found that she enjoyed helping organise the weekly activities, which assisted her to develop self-confidence and skills. She then took on a leadership role within the playgroup, which leads to her joining the committee of the Neighbourhood House.

Having not finished year 12 and working for only a short time in the retail area, this mum had little confidence in her skills as a manager or administrator. But, after taking on the job of Secretary of the committee, found that she enjoyed this work immensely and it encouraged her to attend a TAFE course entitled “Women at Work”, which focussed on computer, management and business modules. By this time, she was also producing the House newsletter and taking a keen interest in several of the House programs, such as the community volunteer service and adult learning program.

During that year of study, the position of House Co-ordinator became vacant and she was asked to take on the role on a temporary basis during the selection process for a new Co-ordinator. This was a huge turning point as her confidence in her skills blossomed and she applied for and was appointed to the role on a permanent basis. She worked in this role for five years and relished the opportunity to be involved in making a difference in other’s lives in the same way that she had been nurtured through her own journey. Having now completed a double Diploma in Community Services Management and Community Development, this mum is now employed as a Development Officer for a Neighbourhood House and Centre state peak body.



DISCUSSION AND CONCLUSION

This survey highlights that the majority of Neighbourhood Houses and Centres are small, local organisations governed by volunteer committees working with their communities. They play an important role in the provision of community infrastructure, particularly in rural and remote areas.

This report demonstrates the key role play Neighbourhood Houses and Centres in delivering the Federal Government's Social Inclusion Policy. The extent of participation and volunteering, the breadth of activities and partnerships depicted in this report, along with a distinctive style of practice, gives the Australian Neighbourhood House and Centre Sector a unique capacity to implement this policy aim.

The Australian Neighbourhood Houses and Centres Sector works in local communities, building their capacity for social inclusion and empowerment, community interaction, life long learning, pathways into education and employment, well-being, resilience and social cohesion. Through its unique model of participation, the NH&C sector has an ability to engage those hardest to reach and hence NH&Cs remain a key access point for many marginalised people to develop leadership skills, engage in volunteering and participate more fully in community life.

“While Neighbourhood Houses contact a broad range of community members, it is their ability to involve the most disadvantaged and socially isolated that makes them a unique and valuable resource.”

(Pope & Warr, Strengthening Local Communities: An overview of research examining the benefits of Neighbourhood Houses, Victorian Government 2005, p.3)

There are been much research to demonstrate that strong local communities with high social capital play a role in determining labour force status, ie: “high social capital reduces “transaction costs” by promoting cooperative behaviour, diffusing knowledge and innovations and enhancing personal wellbeing”. (Humpage, L, Building Victorian Communities, CASR, RMIT 2005, p. 7)

In fact, in a presentation on epidemiological research delivered a number of years ago it was suggested that being connected and having “social capital” is better for your health than giving up smoking! (Syme & Berkman. Communities in Control Conference, Melbourne, 2003). Additionally, evidence on health and well being indicators shows that where people participate in decisions making and have control over their lives they are more resilient.

Neighbourhood Houses and Centres provide safe and accessible environments which generate mutual support, develop community networks and produce collective action. They are responsive to the needs of their local communities and build their relationship capital. Through this, Neighbourhood Houses and Centres provide a diverse and constantly evolving range of positive social, health, educational and economic outcomes for individuals, families and communities, particularly for those experiencing disadvantage.



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