

MEMBER ENGAGEMENT RESULTS 2021



COMMUNITY AND
NEIGHBOURHOOD CENTRES
IN SOUTH AUSTRALIA



Community Centres SA
Strengthening Local Communities

INTRODUCTION

Each year, we ask you, our member how we, as your peak, are travelling.

We use a Results Based Accountability Approach – meaning we ask you:

1. How much did we do?
2. How well did we do it?
3. Are you better off?

We also ask you questions to help understand the story behind your feedback. What are you experiencing/feeling/seeing?

This information is used to help us find ways to continuously improve. So stay on the front foot, to stay current and agile. It also provides our funders with information about the outcomes we are reaching.

This year the survey was conducted between 4th August and 28th August 2021.

Only full members of the organisation were asked to complete the survey.

This is what you told us!

HOW MUCH DID WE DO?

Number of members (full plus affiliate)	164
Number of members participating in funded organisations' consultation and advocacy	103
Number of capacity building initiatives provided to members	68
Number of participants in consultation/advocacy or capacity building activities (members and non-members)	7381

INFORMATION DISSEMINATION

E News and Targeted Emails

- 9 e-news sent over the year, reaching 18,686.
- 97 targeted emails to support and encourage our sector to participate in a range of capacity building initiatives, and to inform them about issues such as legislative changes (eg SCHCADS Award), policy changes, opportunities to have a say about policy or strategy initiatives (eg SA Volunteering Strategy), grant opportunities (eg Grants SA), sector projects (eg Gambling Awareness), community needs (eg mental health first aid training), fundraising (eg Afghanistan).

CAPACITY BUILDING

Loneliness Cure Award Nomination Engagement and Loneliness Forum

- Award - 204 Nominations received

Created to advocate for evidence based, best practice approaches that address loneliness. A highly rigorous judging process takes place, with 10 specialists judges in their field working through the entries. Culminates in a gala dinner in November to celebrate the winner. Promoted on Channel 7 following the awards over the summer period.

- Forum - 145 participants. Run in collaboration with Uniting Communities.

Community Needs Analysis

- Delivered to approximately 45 participants across approximately 15 CommunityCentres

Regional Forums

- Far North, Riverland, Southeast, Northern Adelaide, Southern Adelaide, KangarooIsland

Partnerships and Alliances/Sector Sustainability Workshops

- Run Northern, Southern, Riverland, Western

CCSA'S ADVOCACY

Advocacy Through Committee/Group Involvement

- Member Policy Council SACOSS
- Member Peaks Alliance
- Contribution to DHS Peaks COVID monthly briefing
- Member Australian Neighbourhood and Community House Association - Federal Government Advocacy
- Member Local Government Community Managers Network - Local Government Advocacy
- Reference Group of the Northern Region Cooperative – overseen by Carers SA
- Member of Older People Social Support Through COVID19 Network – facilitated by COTA SA
- Social Impact Assessment Framework workshops contributor
- Purple Orange Disability Engagement Training Steering Committee
- Department of Defence Veterans SA Mentoring Scheme
- Australian Refugee Association Settlement Action Network
- Flinders University Healthy Neighborhoods for Refugees Advisory Committee Member

Advocacy Through Submissions, Opinion Pieces, Position Statements

- Submission on Draft SA Youth Action Plan – Strong Futures Projects
- Submission to the Health Performance Council – Health outcomes and experiences for people with a disability
- Submission to the Volunteering Strategy for South Australia – Beyond 2020 Consultation
- Submission to the Park Lands Dry Area Consultation
- Community Centres SA Adult Community Education Position Statement #1
- Community Centres SA Adult Community Education Position Statement #2
- Submission on the Training and Skills Development Amendment Bill 2020
- Submission to DHS and DES for the Disability Access Inclusion Plan
- Retirement Villages Act Review Submission 2021
- Submission to Department of Home Affairs 2020-2021 Migration Program 2021
- Joint Community Submission to the Government of South Australia's draft Water Security Statement 2021

Social Media Advocacy

- Social Media (Facebook, Linked In) advocacy articles including opinion pieces regarding Reconciliation, homelessness, domestic violence, adult community education
- Radio interviews, InDaily
- Television interviews
- Advocacy in our monthly e news

HOW WELL DID WE DO?

In general, the level of satisfaction among our members is extremely high across the board, suggesting that CCSA are doing very well in their advocacy, consultation and capacity building role.

In particular, the qualitative and quantitative feedback reveals a story that the approach to focus on building capacity and relationship building activities with those centres who have been less connected with their peak organisation in previous years may be seeing positive outcomes.

91.6% of respondents feel that **Community Centres SA effectively capture the voice** of the sector, consistent with last year

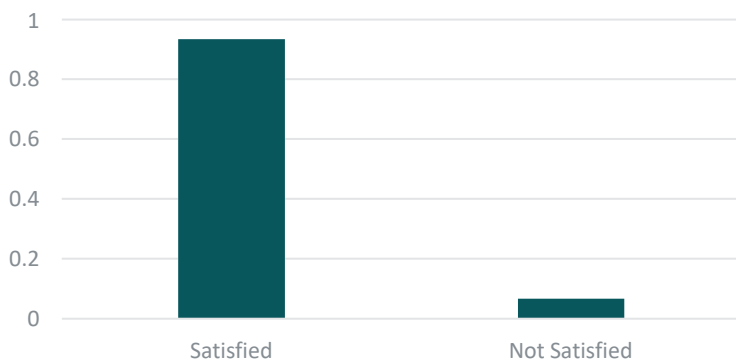
92.4% of those who responded said to be satisfied or very satisfied with **Community Centres SA performance in supporting their organisation** to do their work; consistent with last year's result

96.6% are satisfied with our effort in **keeping them informed about grants**, and funding opportunities, consistent with last year

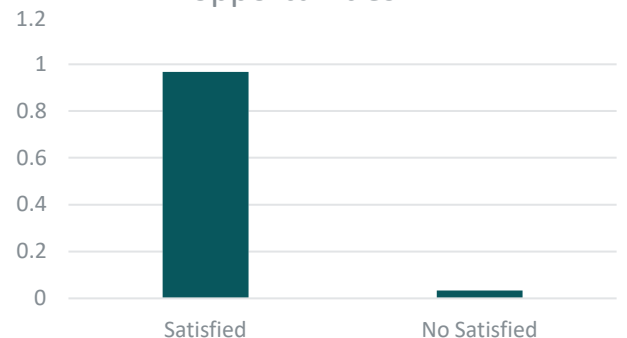
93.4% of survey respondents said to be satisfied with Community Centres SA performance in **keeping them informed about government policy and legislation**; consistent with last year

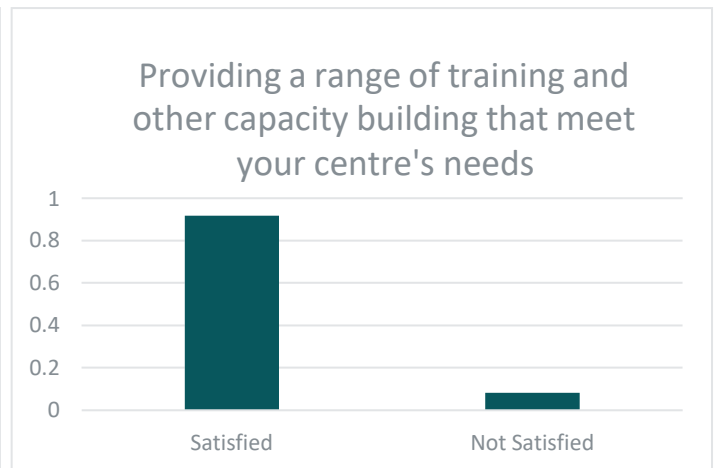
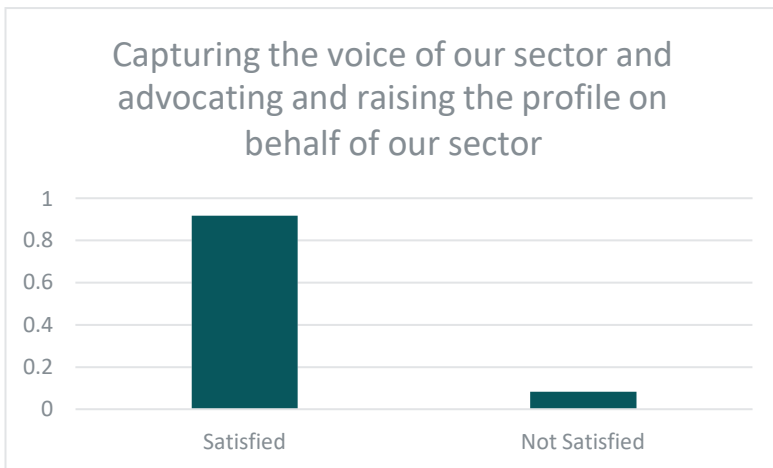
92% of respondents are satisfied with the range of **training and other capacity building** that meets their centre's needs

Keeping you informed about government policy and legislation



Keeping you informed about grants, in kind support and funding opportunities





STORY BEHIND THIS DATA

Some of the recurrent comments of the members who completed the survey were that Community Centres SA has consistently provided them with information that is relevant, up-to-date, and accurate and it has been valuable in informing their planning, evaluation and practice.

Continued engagement with our members requires agility, consistency, and a variety of engagement tools. We use a variety of engagement mechanisms - often the full suite of staff will ring everycentre across the Sector to ensure they have received an important piece of information.

Other times, we will make short videos that tell a story about an issue in a compelling way. We recognise that everyone hears, learns, adapts and engages in different ways, and a peak body should never be complacent in finding numerous mechanisms to capture the voice and needs of its sectors and the communities they represent

"We remain active and agile in trying to reach all members, their volunteers and their Boards through trying different communication approaches each time".

Notwithstanding this, we recognise that it continues to be challenging to engage with our regional communities. In part, this is because it is very resource intensive to support staff to get to regions and spend the time required to continue to nurture relationships - CCSA's funding does not provide for this intensity. In the past, regional travel was enabled through funding provided through Adult Community Education (ACE) and Department for Innovation and Skills. However, with the lapse of this funding to support CCSA's work in building capacity in regional areas, it has been challenging to find other avenues to support our regional centres.

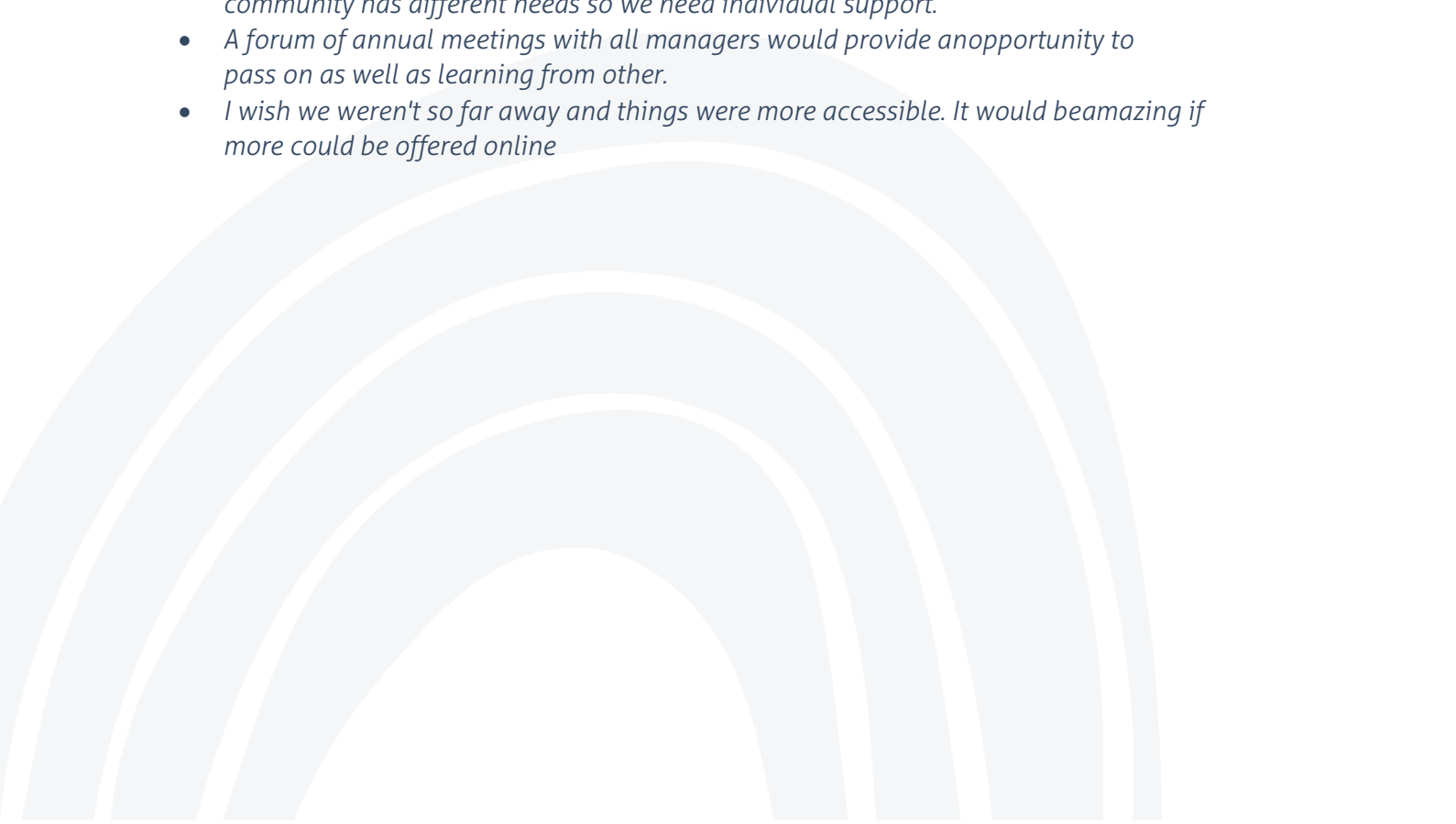
We continue to build and resource our online presence in capacity building opportunities, noting that this provides our sector and especially regional areas with accessibility to our support and resources, albeit this is not face to face.

WHAT YOU HAVE TOLD US

- *Very satisfied and enjoy whatever contact we have with CCSA staff*
- *Overall very satisfied, many thanks. Where very satisfied hasn't been selected, at times it's about volume of opportunities among other tasks already at hand, not having time to engage*
- *Overall very satisfied, many thanks. Where very satisfied hasn't been selected, at times it's about volume of opportunities among other tasks already at hand, not having time to engage*
- *You're doing a fabulous job. Keep it up*
- *Great regular communication, but to be honest we have been a bit out of the loop this past year. With so many ongoing changes our energy has been spent navigating these and keeping*
- *Very happy with all of the services and support provided - very helpful*
- *I appreciated being informed regarding the placemaking funding. I would like to see training courses brought back that are designed around what the centres require.*
- *Fantastic job of expanding who members should be and are. Love the work that you are doing with Centres and expanding the brief to meet varying needs.*
- *I am very happy with the level of communication and supports you offer me and my Centre. I feel that if I need help with anything in our Centre's world and I cannot get it done from within my own Organisation, I can find answers and satisfaction through CCSA.*
- *Great to see involvement in the new program happening with DHS*
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- *Really liked the great initiatives during lockdown - the Zoom sessions etc*
- *Your messaging and support during COVID has been very helpful to many. Your tireless work on ACE and trying to keep in the sector was important. Mentoring good practice is your strength. We don't say thank you enough! Keep up the great work.*
- *Thanks for always including me in your event, even I forgot, you always will give me a call to remind me.*

- *I am new to the City of Adelaide Community centres hence cannot fully respond to this survey as I am still keenly learning about my role as well as about CCSA's role. I am very much looking forward to the upcoming conference.*
- *It is essential to have a peak body to support all Community Centres. Guidance and support through COVID is one clear example where this has made the management of a Centre so much easier for me as a volunteer wishing to always make correct decisions when I am unclear*
- *Great Advocacy work*
- *An a local government operated community centre we do not participate as often in CCSA training, development as some does not apply to the work we do, however, I absolutely value the role of CCSA as a leader and advocate for all community centres. It is*
- *Promotion of centres activities and achievements has been very helpful and encouraging*
- *Under Kylie's leadership there is a very positive vibe from the team and a 'can do' attitude. Promotion of community centres and advocating for the sector with state government in particular has been outstanding with some innovative outcomes being presented eg ACE consortium.*
- *As a country town we have benefited from CCSA providing more online sessions due to covid. The move to having Facebook groups for additional connection is also great.*

AREAS OF DISSATISFACTION/AREAS FOR IMPROVEMENT

- *Visits to regional Organisations would assist in building a better connection with CCSA and would allow CCSA to understand our needs better.*
 - *We required Management training and I immediately went to our peak body for assistance as I had received similar training several years prior but alas CCSA has changed their structure*
 - *As a rural community centre our needs are different to those in urban areas and each rural community has different needs so we need individual support.*
 - *A forum of annual meetings with all managers would provide an opportunity to pass on as well as learning from other.*
 - *I wish we weren't so far away and things were more accessible. It would be amazing if more could be offered online*
- 

OTHER IMPORTANT ACHIEVEMENTS

Digital Engagement - Inclusive Learning and Breaking Down The Fear Of All Things Digital In Our Communities.

In recognition of the ongoing digital divide and need to continually build capacity in our sector to support online engagement, we developed and delivered Digital Training, now available online on our Community Learning Hub

Partnership With Flinders University to Support Social Work Student Pathways - Building Capacity for The Future.

CCSA developed and trialled a new approach to supporting Community Centres host Flinders University Social Work Students, this is now in its third year. The number of Centres hosting students has been dropping because of the increasing resourcing requirements required to supported student learning journeys. The trial has been successful and the approach continues.

New Website - A Refreshed Look and Feel!

In recognition that our website was also outdated and not clearly navigable, and to reflect our priority focus over the next year on the key themes around inclusivity, connectedness, reconciliation, we designed and launched new website.

Rural And Regional Advocacy – NC Pop

Two years ago, we identified as an action area for further improvement the need to support and build capacity in our rural communities. We often receive requests for supporting the exploration of improved or increased numbers of community centres in our rural areas. The South East (which relates to increased numbers of isolated community members who are new arrivals) and the Far North (in particular Whyalla) are identified as two key hot spots. In response, we developed a project for the Naracoorte Community - NC POP (Naracoorte Community Centre Pop Up) which aimed to build the community capacity to work through the stages of a new community centre - from community engagement, co design, funding for a pilot start up, implementation of a pilot, evaluation and scale. The project involved 6 months of intense research and engagement, and then one full week of day and night workshops in the temporary centre pop up.

iDrive

This was a small pilot project aimed at addressing a significant barrier in many people's lives - the inability to get their 'L' hours up in order to move to their 'P's. Our project was designed both to support drivers to get their learner hours, but also, to connect them with local social support structures that would enable them to build their local support base. Additionally, the project trained volunteer mentors in mentoring, active listening and community connection soft referral.

CCSA has a long list of organisations that want to send their clients through the programme, as well as another long list of L drivers who wish to participate in the programme. The project has been extensively trialled and evaluated, and is now at a stage to be scaled across many other regions.

Community Development Training - Upskilling the Community Services Profession, Continuous Learning

We developed a 5 hour online training course in 101 in Community Development. Development through a collaboration with Flinders University, TAFE, CCSA, Relationships Australia, and with input from feedback from a survey of over 150 community service organisations about their need to upskill staff, this training is a very exciting new initiative of CCSA.

Newly released, it will soon be marketed more extensively, with a range of organisations very excited to offer it to their staff and volunteers - either as a refresher, or new professional development.

It will be available online for \$70 per person.

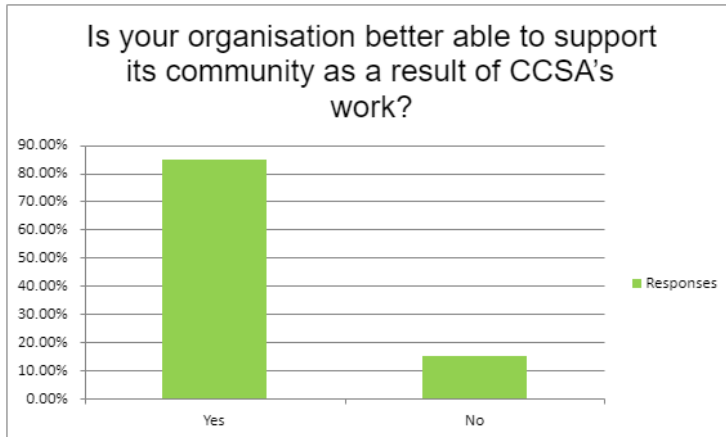
Community Learning

In recognition of CCSA's deeply entrenched skills in understanding and delivering Community Education and Training, we have designed a new online platform that provides accessible foundation learning opportunities to both our members, as well as other organisations and community members. Newly released, we will continue to develop and offer a range of courses that we identify as filling a gap in community and organisational needs.



IS ANYONE BETTER OFF?

80% of our members report that they are better able to support their community as a result of CCSA's work.



ACTIONS FOR IMPROVEMENTS:

1. Explore new ways to engage and support our regional community centres, to hear more about their stories, challenges and opportunities
2. Increase the number of regional visits
3. Redesign more of our face to face capacity building initiatives (eg governance support, strategic planning support, grant writing support, community needs analysis) so that they are available through blended learning approaches - which includes online delivery as well, in recognition of the distance and cost factor involved in supporting our regional communities.
4. Keep our sector up to date with findings from our annual survey, and how we build your feedback into our continuous improvement cycle.

We recognise there are challenges in our engagement with our regional community centres, and it is an area we want to continually improve on
