Targeted Earlier Intervention (TEI) Program Logic

San Remo Neighbourhood Centre
Community Connections, Community Centre and Community Support

CURRENT SITUATION	ACTIVITIES AND SERVICES	EVIDENCE	OUTPUTS	THEORY OF CHANGE	CLIENT OUTCOMES

Our target group is children, young people, families and communities in the Central Coast. We have a particular focus on:
 	
• Socially and geographically isolated people and communities
• Aboriginal children, young people, families and communities
• Young parents with known vulnerabilities who are experiencing hardships
• 0-5 year old children
• Families with multiple risk factors
• Young people and families affected by substance misuse
• Families experiencing domestic violence
 	
People in the Central Coast District experience a number of different vulnerabilities (as outlined in the rows below). These issues are often caused by a lack of support services and infrastructure and are compounded by a rapidly increasing population. Further, our communities have been hit hard by 2 floods, bushfires and COVID 19 (causing further isolation).
 	
If these issues are not addressed: disadvantage and social isolation will increase and community members will not access the services they need.
	Program Activity 1: Community Connections
	
	Service Type: Community Engagement
	
	Service Description
	Northern Lights Festival
	Provide access to local services and interactive activities
	
	Christmas Family Event
	Engage with families through schools to celebrate children's achievements through performance and access to service information
	
	Community Hamper and Toy Drive
	Provide food and toy hampers to vulnerable families in partnership with community members and services
	
	Holiday Activities for Children
	A variety of interactive activities held during school holidays for children
		Community festivals provide members of a community with opportunities to engage in socialisation, entertainment and the establishment of social networks, which can contribute to the enhancement of community cohesion and the building of social capital[1].
		
		Relationship building with parents and families and community organisations is essential to supporting the local community and vulnerable families[2].
		
		Community events can address inequalities in people's access to information, resources, services and community membership[3].
			NORTHERN LIGHTS FESTIVAL
			• 500 attendees from isolated communities
			• 1 event
			• DEX Reporting:
			  ○ One case
			  ○ One session
			  ○ Unidentified clients
			  ○ Community SCORE – practitioner assessment
			
			CHRISTMAS FAMILY EVENT
			• 1000 attendees from isolated communities
			• 1 event
			• DEX Reporting:
			  ○ One case
			  ○ One session
			  ○ Unidentified clients
			  ○ Community SCORE – practitioner assessment
			
			COMMUNITY HAMPER and TOY DRIVE
			• 80 families
			• 1 event
			• Number of clients satisfied with service
			• DEX Reporting:
			  ○ One case
			  ○ One session
			  ○ Individual clients identified in DEX, where possible
			  ○ Clients may also be unidentified
			
			HOLIDAY ACTIVITIES
			Children aged 5 to 12
			
			• 10 clients
			• 2 sessions
			• DEX Reporting:
			  ○ One case
			  ○ One session per activity
			  ○ Individual clients
			  ○ Circumstances and/or Goals SCORE
			  ○ Satisfaction SCORE
				Localised community events are important to rebuilding and reshaping communities, connecting people with local services and building relationships, partnerships and trust.
				
				Community events can help spread the word about the services we offer. They also allow us to directly engage with vulnerable families and ensure they have access to the services they need.
				
				Community events provide people with an opportunity to connect with others and build positive relationships.
				
				These events also support us to connect with other organisations in the community (e.g. local schools).
					Social and Community: Increased participation in community events; Increase sense of belonging to the community
					
					• People are supported to participate in community life
					• People form new relationships with others in their community
					• People feel connected to their community
					
					Education and Skills
					
					Increased school attendance and achievement
					
					• People know what services and activities are available in their community

In the Central Coast district, 9.6% of children are developmentally vulnerable on 2 or more AEDC domains	**Program Activity 1: Community Connections** **Service Type: Social Participation**	Playgroups have a dual focus on supporting the development and wellbeing of children and their parents by creating an	• 7 families including young parents to attend with child/ren under the age of 5 years	Supported playgroups are soft entry points linking families to formal supports. Attending playgroups can improve parents'	**Empowerment: Increased client reported self-determination**

Top Row

and 19.4% of children are developmentally vulnerable on 1 or more domain[4]. 37% of children aged 0-5 were identified as 'vulnerable' in the TFM dataset[5].

There are a number of complex reasons why this is happening. For example, 2.7% of mothers giving birth were aged 19 and under. This is higher than the state average of 1.9%[6]. High unemployment rates (6.7%) could also mean that families are ineligible for child care subsidies and can't afford it.

If these issues are not addressed, children may not 'catch up' developmentally and will potentially disengage from school.

Service Description
Playgroup

- Free and structured indoor/ outdoor play activities
- Child health and wellbeing information
- Information on parenting practices
- Activities that develop children's social, emotional or cognitive skills
- Transition to school activities
- Referrals to other supports

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opportunity for carers to meet and share experiences, and for children to play, learn and socialise[7]. Playgroups increase carers' knowledge of child development and early childhood learning; provide access to information and resources; create opportunities to identify developmental needs; and provide referral to appropriate services. They may also be used as a platform to deliver programs and interventions[8].

- Sessions are once a week for two hours, 8 weeks each school term
- DEX Reporting:
  - One case each term
  - Each time the group meets is a session
  - Individual clients will be identified in DEX
  - Circumstances and/or Goals SCORE
  - Satisfaction SCORE

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social supports and increase parents' ability to care for young children. This occurs by providing parents with a safe space to talk about their experiences and seek help and guidance. Parents are also taught about their child's development. The positive development of children also occurs through activities that improve children's fine and gross motor and social skills, numeracy and literacy, ensure children's school readiness and parent's preparedness for school.

- Increase parents confidence in their parenting

Social and Community: Increased sense of belonging to their community; increased participation in community events

- Increase in formal and informal support networks

Education and Skills: Increased school attendance and achievement

- Increase in age-appropriate development for children

Bottom Row

One in two (50.5%) Australians feel lonely for at least one day in a week, while one in four (27.6%) feel lonely for three or more days. Nearly 55% of the population feel they lack companionship at least sometimes[9].

6.7% of the Central Coast population are unemployed, 32.9% work part-time and 23.2% work less than 24hrs a week. The Central Coast also has an older population. 20.9% of people are over the age of 65, compared to the NSW average of 16.2%.

If these people are not supported to connect to their community and build meaningful relationships, they may experience a disconnection from community, mental and physical health issues[10] and any existing disadvantage could worsen.

Program Activity 1: Community Connections

Service Type: Social Participation

Sunny Seeds Garden Adventures
- Communal Community Garden for schools, job providers and disability groups

Graffiti Clean-ups
- Cleaning the local community and murals

Community Development Project Support
- Ongoing support of place making projects we initiated, built and sustained including, the Men's Shed, San Remo Community Garden and state level BMX Park.

Arts Groups
- For children and young people to engage through the arts

Volunteering Opportunities
- Opportunity Knocks
- Op-shop and café, retail experiences

Meaningful participation in community activities can result in in a healthier and happier community with increased likelihood of longevity. Participation will also increase social capital and create stronger, safer and more inclusive communities[11].

Placemaking inspires people to collectively reimagine and reinvent disused or rundown public spaces and its ongoing evolution. With participation at its centre, placemaking supports local assets and the aspirations of the community, which in turn contributes to people's health, happiness and well-being[12].

Engaging in volunteer work and maintaining active memberships of sporting or community organisations are also associated with reduced social isolation[13].

Volunteering brings people together and links those taking part with others in their community, which helps build social capital. People who volunteer are also more likely to have higher social

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GARDEN ADVENTURES/GRAFFITI CLEAN UPS/COMMUNITY DEVELOPMENT SUPPORT

- This work is adhoc. Sessions are conducted as needed.
- DEX Reporting:
  - One case per activity
  - Each time the group meets is a session
  - Unidentified clients
  - Community SCORE

ARTS GROUPS

- 5 attendees per session from local schools
- 1 session per week for 1 hour for each school term
- DEX Reporting:
  - One case
  - Each time the group meets is a session
  - Unidentified clients
  - Community SCORE

VOLUNTEER and PARTICIPATION OPPORTUNITIES

- Number of volunteers for:
  - Centre Activities & Op Shop
  - Centrelink Mutual Obligation
  - Work Development Orders
  - Community Correction Orders
  - Student Placements
- DEX Reporting:
  - One case

Participating in local community groups, such as gardens, graffiti clean-ups, men's shed and BMX sporting groups, creates a sense of belonging, a more connected community and enables people to give back to their community.

Community members are able to take part in interesting activities such as art groups, to broaden their skills and meet others with similar interests. This builds local networks and a sense of community.

Volunteer opportunities enable community members to:

- connect with others and build relationships
- make a purposeful and meaningful contribution to their community and feel appreciated
- develop new skills and gain experience
- pay off fines

Providing people with programs that can enable them to pay off fines, undertake community service or meet mutual obligation requirements supports them to build their skills, connect with other services they might need

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Safety: Reduced risk of entry into the child protection system

- Families feel safe in their community
- Reduced recidivism

Empowerment: Increased client reported self-determination

- Increase people's sense of empowerment to make decisions to improve their live circumstances

Social and Community: Increased sense of belonging to their community; increased participation in community events

- Increase participation in community life
- Increase sense of belonging to community
- Increase ability to contribute to and make a positive difference in the community
- Increase in formal and informal support networks

Health: Improved health of children and young people

- Reduced risky behaviours
- Reduced drug and alcohol use

	• Centrelink Mutual Obligation: opportunity to learn new skills • Work Development Orders: opportunity to pay off fines while participating in groups that change thinking • Community Corrections Orders, opportunity to understand a community centre setting and reduce recidivism • Student Placements, opportunity for students to increase knowledge and skills and build capacity of the sector.	connectedness. Being better connected and integrated with other people has been shown to increase sense of belonging, which can combat depression associated with loneliness[14].	o each week is a session o Number of volunteers is recorded as the number of unidentified clients o Some volunteers may be individual clients	and build their capacity to improve their circumstances. People who volunteer or participate in programs that enhance their sense of self and worth, are more likely to have overall improved life outcomes.	

The Central Coast has the fasted growing Aboriginal population in Australia[15]. Currently, Aboriginal and/or Torres Strait Islander people make up 3.8% of the population in the Central Coast, compared to the NSW average of 2.9%. 55.4% of the Aboriginal and Torres Strait Islander population are under 25 years old.
 	
Aboriginal and Torres Strait Islander people's strong connection to family, land, language and culture forms the foundation for social, economic and individual wellbeing[16]. This is integral to effects to close the gap.
 	
Maintaining and enhancing this connection is crucial to the empowerment and self-determination of Aboriginal and/or Torres Strait Islander peoples.
	Program Activity 1: Community Connections
	
	Service Type: Indigenous Social Participation
	
	Service Description
	
	• **Ngaliya Dhuluga Aboriginal Cultural Garden**
	• **NAIDOC Week events**
	• **Reconciliation Gatherings**: Aboriginal and Non-Aboriginal people coming together to share culture, knowledge and the arts
		Garden projects can generate a variety of community benefits. They can provide a placemaking hub in the community[17]. People can come together to create pleasant, productive places where they can spend time and learn and do new things in informal or formal ways. They can be used for activities built around expressed community needs or the social experiences of food, culture and connection with family, community and country.
		
		In our experience, cultural activities that seek to celebrate and strengthen local culture can enhance a sense of identity in local communities. A positive cultural identity can provide an individual with a sense of belonging, purpose, social support and self-worth.
			NGALIYA DHULUGA Aboriginal Cultural Garden
			• Open to the public 365 days a years
			• Approximately 30 people each term
			
			NAIDOC Week Celebrations
			Aboriginal and Non-Aboriginal people
			• 25 people to attend over one day
			• DEX Reporting:
			  o One case recorded
			  o One session recorded
			  o Unidentified clients
			  o Community SCORE
			
			RECONCILIATION GATHERINGS
			Aboriginal and Non-Aboriginal people
			• 5 participants attend every 6 weeks
			• Number of clients satisfied with the service delivered
			• DEX Reporting:
			  o One case recorded
			  o One session recorded every six weeks
			  o Individual clients will be identified in DEX
			  o Circumstances and/or Goals SCORE
				Our Aboriginal Garden, Ngaliya Dhuluga, focuses on reconciliation between Aboriginal, Torres Strait Islander and Non-Aboriginal people. Ngaliya Dhuluga, meaning 'You, I and We', is set in natural bushland. Story boards tell the stories of our ancestors, reconciliation, bush tucker, totems and the Darkinjung people and the land which is and always will be Aboriginal land. The garden has walking trails, a frog pond, a dry river bed, a yarning circle, a fire pit and a barbecue area. The garden provides all community members with a space they can use to share and learn from each other.
				
				NAIDOC Celebrations and the Reconciliation Gatherings is an opportunity to share knowledge, culture and stories. The groups will determine a range of activities using their skills and knowledge to create change in thinking and promote respect, trust and positive relationships. Aboriginal and Non-Aboriginal people can participate to create synergy and understanding of culture and reconcile differences.
					Social and Community: Increased sense of belonging to their community; increased participation in community events
					
					• Increased participation in community cultural activities
					• Increased connection to culture and community
					
					Empowerment: Increased client reported self-determination
					
					• Increased confidence to exercise control over decision that effect their lives
					
					Education and Skills: Increased school attendance and achievement
					
					• Increased knowledge about Aboriginal people, culture and country

We work with children, young people and families who are socially or geographically isolated. Isolation can impact	**PROGRAM ACTIVITY 2: COMMUNITY CENTRES** **Service Type: Information/ Advice/Referral**	Research shows that neighbourhood centres form a key element of the social infrastructure of disadvantaged communities. The infrastructure	**INFORMATION, ADVICE, ASSISTED REFERRALS** All people at risk • Delivered 5 days a week, 49 weeks a year	We use a strength-based approach to guide and support people in our community as they navigate services to improve their circumstances. This	**Education and Skills: Increased school attendance and achievement**

families in a number of different ways:

- In 2016, 19,899 (16.4%) people in the Central Coast did not have access to the internet from their place of residence. This is higher than the NSW state average of 14.7%.
- 6.4% of people (21,083) need assistance with core activities.
- 23% of households earn less than $650 gross weekly income[18]

If these issues are not addressed, families are likely to become more vulnerable. A lack of internet access, for example, can make it hard for people to find and apply for work, to further their education, and to find services they might need for issues they face.

Isolation can also make it difficult for people to access services that might not be present in their local community. This can compound their existing needs and prevent people from receiving support when they need it most.

Service Description
We assist, engage and facilitate referral pathways for people who self-refer or who are referred to us by other organisations into supports that will improve their social, physical, mental and financial well-being
We support people to complete forms.
We also provided assisted referrals to people who need additional support.

Service Type
Social Participation

Service Description
Room hire: A community space is provided for a number of different groups, including:
- Narcotics Anonymous
- Alcoholics Anonymous
- Sporting Club Meetings
- Art Therapy Group
- Zumba
- Yoga
- Financial Counselling
- Gambling Counselling
- Personal Counselling
- Health and wellbeing activities
- Public bookings (e.g. parties)

Use of community resources:
- Community bus
- Computers
- Photocopying
- Books
- IT and technology
- Shower and laundry facilities
- BBQ etc.

provided by the centres can be quickly mobilized, expanded or adjusted to respond to local needs, emerging issues, or opportunities[19].
Neighbourhood centres improve outcomes for children and families in three main ways[20]:
- Providing a range of direct services
- Acting as a conduit to other services
- Providing indirect benefits such as improving social networks and building social capital.

Information and referral services provided by community centres have been shown to reduce searching, negotiation and decision-making made by clients[21]. As such, these service provide an indispensable and practical foundation for effective program delivery within the community and improve the allocation of resources.

From our own experience, providing warm referrals means the client is more likely to engage with other services. The warm referral could be face-to-face, by email or phone call. This means people are more likely to access the support they need to improve their circumstances.

Community centres provide important social infrastructure that enables community members to access services and supports that otherwise wouldn't be there. Community centres act as a 'hub' for coordinating and supporting the provision of services in the community[22].

- Approximately 40 people each week
- Face to face, online or over the phone
- Number of clients satisfied with the service delivered
- DEX Reporting:
  - One case
  - each week is a session
  - Individual clients identified in DEX
  - Clients may also be unidentified

SOCIAL PARTICIPATION

ROOM HIRE
- Delivered up to 52 weeks a year
- Number of times space/rooms are hired each week
- DEX Reporting:
  - One case
  - each week is a session
  - Number of times the space is hired is recorded as the number of unidentified clients.

USE OF COMMUNITY RESOURCES
- Delivered 49 weeks a year
- Number of people accessing/using community resources
- DEX Reporting:
  - One case
  - each week is a session
  - Individual clients identified in DEX
  - Clients may also be unidentified

supports people to become confident in their ability to access and use the services they need.

By providing people with information, advice, and by organising referrals when needed, we ensure that people and their families have the information they need to find their own solutions and to achieve their own desired outcomes.
Referring clients to other services when needed can also prevent risky situations from escalating.

Our community centre provides a neutral meeting space for an array of services and community activities. This enables all community members to access services they need and participate in community life. For example, our centre hosts counselling services that can address specific issues (e.g. addiction, financial hardships) and are integral to building the capacity and resilience of families.

We also provide access to basic resources. This reduces barriers community members might face (e.g. lack of internet access).

- Increased knowledge about services and activities in their community

Social and Community: Increased participation in community events
- Increased participation in community life
- Increased engagement with relevant services

Empowerment: Increased client reported self-determination
- Increased willingness to seek help
- Increased confidence in ability to seek help

Families and children in the Central Coast experience a number of different vulnerabilities:

- From January 2019 to December 2020 there were 1,489 reported domestic violence related Assaults. Sexual assault

Program Activity 3: Community Support

Service Type: Social Participation

Service Description

- **Shark Cage** program for woman with children under 12

Programs that support women to understand and identify problematic and harmful behaviours can prevent re-victimisation. They can also support women to understand their own experiences and to rebuild their self-worth and confidence[30].

SHARK CAGE
Woman with children aged 0-12 who have experienced domestic violence
- Number of clients
- Number of sessions
- Program is delivered twice a year
- Number of clients satisfied with the program
- DEX Reporting:
  - each program is a case

SHARK CAGE
Shark Cage gives clients the knowledge and tools to feel empowered and actively decrease the likelihood of further victimisation.

NO MORE SCAREDY CATS

Empowerment: Increased client reported self-determination
- Increased confidence in own parenting skills

Education and skills: Increased school attendance and achievement

increased by 21.7% with 365 reported incidences. There were 392 reports of indecent assault, acts of indecency and other sexual offences[23].

- Domestic and family violence was the main reason 82,000 people asked for help from specialist homelessness services (SHS) in 2019-20. Of the people who asked for help from SHS due to domestic and family violence related issues, more than three quarters (79%) were female[24].
- There are a higher proportion of one parent families in both San Remo (29.7%) and Blue Haven (24.7%), when compared to the Central Coast (19.2%) and NSW (16%) averages[25].
- The percentage of one-parent families with children under 15 and with a weekly family income less than $650 is 37.2%. This is much higher than the NSW average of 7.5%.
- In 2018, 28% of kindergarten children at Blue Haven Public School were identified as at risk of developmental vulnerability[26].
- 1 in 8 children in Australia arrive at school hungry every day[27]. Approximately, 5% of the Australian population experience food insecurity[28].
- The average attendance at Northlakes Public School is 91.4%. This is lower than the state average of 92.4%.[29] The Principal at Northlakes Primary school, identified that many children do not attend school and attendance had progressively worsened after COVID shut downs.

who have experienced domestic violence
- **No Scaredy Cats** for parents/carers with anxious children
- **1-2-3 Magic** for parents/carers of children aged 2-12
- **Construction Crew,** for children 5 to 11 who are on the spectrum or display difficult behaviours
- **Sluggo to School**, transport for primary aged children to get them to school
- **Lunchbox Connection**, for primary aged children to make sure they have a healthy lunch
- **The Pantry**
  - **Food Relief:** provision of staple foods and frozen meals
  - **EAPA**: Electricity assistance
  - **Material Aid**: blankets, toys, bedding
  - **Health and Hygiene:** products for men and women
  - **Mobile phones:** for people leaving home suddenly
  - **Opal cards:** for transport
  - **Ellen's Essentials**: women's bags for woman experiencing family violence
  - **Man Bags**: men's bags for men who need a close shave
  - **Back to school packs**: back packs full of essential school items

Programs that help parents to understand the new world we live in and the stress factors children respond to, can help both children and parents/carers to build resilience and manage life's ups and downs.

Providing school children with transport to and from school and a nutritious lunch has been shown to increase school attendance[31].

Maslow's Hierarchy of Needs identifies 5 core needs:

1. **Physiological needs**: These include needs that keep us alive, such as food, water, shelter, warmth, and sleep.
2. **Safety needs**: The need to feel secure, stable, and unafraid.
3. **Love and belongingness needs**: The need to belong socially by developing relationships with friends, family and community.
4. **Esteem needs**: The need to feel both (a) self-esteem based on one's achievements and abilities and (b) recognition and respect from others.
5. **Self-actualization needs**: The need to pursue and fulfil one's unique potentials

Needs lower in the hierarchy (e.g physiological and safety) must be satisfied before individuals can attend to needs higher up (e.g. self-actualisation)[32]. In our experience, many people present with a myriad of issues. The majority of clients present with issues between needs 1-3. If basic needs aren't met people can't functionally optimally.

- each meeting is a session
- Individual clients identified in DEX
- Circumstances and/or Goals SCORE + Satisfaction SCORE

NO MORE SCAREDY CATS
Parents and carers
- Number of clients
- Number of sessions
- Program is delivered 3 times a year
- Number of clients satisfied with the program
- DEX Reporting:
  - each program is a Case
  - each meeting is a Session
  - Individual clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

1-2-3 MAGIC EMOTIONAL COACHING
Parents and Carers
- Number of clients
- Number of sessions
- Program is delivered 3 times a year
- Number of clients satisfied with program
- DEX Reporting:
  - each program is a Case
  - each meeting is a Session
  - Individual clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

CONSTRUCTION CREW
Children at risk
- Number of clients
- Delivered once a week for 2 hours for 36 weeks
- Number of clients satisfied with the service
- DEX Reporting:
  - one Case
  - each meeting is a Session
  - Individual clients identified in DEX
  - Circumstances and/or Goals SCORE + Satisfaction SCORE

SLUGGO TO SCHOOL
Children at risk
- 20 clients
- Delivered 5 days a week during school terms
- DEX Reporting:
  - each term is a case
  - each week is a session
  - clients are unidentified

The No More Scaredy Cats™ course supports parents and carers to understand how anxiety develops in children and how to counter it. Parents are taught to play a preventative role in stopping children from worrying too much and to build resilience thinking in children.

1-2-3 MAGIC
1-2-3 Magic teaches parents how to control negative behaviour, encourage good behaviour and strengthen the parent-child relationship. The program also teaches parents about appropriate discipline.

Programs that support parents/carers and children to form stronger relationships through understanding behaviours and using appropriate discipline, will have healthier life and learning outcomes for their children.

CONSTRUCTION CREW
Construction Crew works with parents of children with autism spectrum disorder to understand how their child develops social communication skills.

SLUGGO TO SCHOOL
Providing children with transport to and from school can increase school attendance. School attendance can impact long-term educational and social outcomes for children.

This program is delivered in partnership with Northlakes Primary School.

LUNCHBOX CONNECTION
Providing school children with a healthy lunch can increase school attendance. It can also ensure children receive a nutritious meals which can support them to focus in the class room and achieve their educational goals.

- Increase parenting skills and ability to meet child's needs
- Increase understanding of child's behaviour
- Increase in school attendance

Safety: Reduced risk of entry into the child protection system

- Increased sense of safety
- Decrease in number of families experience domestic and family violence

Home: Sustained safe and stable housing

- Improved parent-child relationship

Health: Improved health of children and young people; improved parental health

- Improved access to basic necessities (e.g. food, heat, hygiene products).

All these factors can contribute to and are indicative of the high number of families under social and financial stress. If these issues aren't addressed families could experience further family break, family violence and homelessness. Further, children in these families are likely to be negatively impact which may result in poor developmental, educational and social outcomes.			**LUNCHBOX CONNECTION**
			Children at risk
			• 5 clients
			• 5 days a week during school terms
			• DEX Reporting:
			  ○ each term is a case
			  ○ each week is a session
			  ○ clients are unidentified
			
			THE PANTRY
			Families at risk
			• 100 clients
			• Delivered 5 days a week, 49 weeks a year
			• Number of clients satisfied with the services
			• DEX Reporting:
			  ○ one Case
			  ○ each month is a Session
			  ○ Individual clients identified in DEX
			  ○ Clients may also be unidentified
				Lunchbox Connection is delivered in partnership with local schools.
				
				THE PANTRY
				
				The provision of food on the table, electricity to cook the meals, a warm blanket and health and sanitary items supports the most vulnerable members of our community to meet their basic needs.
				This ensures people and families are in the best position possible to improve their circumstances and achieve their goals.
				We have multiple partner organsiations who we work with to deliver program and activities.	

The Central Coast has lower than average rates of people attending tertiary education. Only 10.9% of people attend university or another tertiary institution, compared to the NSW average of 16.2%[33]. Further, only 14% of people in the Central have a Bachelor degree or above, compared to 23% of the NSW population[34]. There were 149,704 people who reported being in the labour force in the week before Census. Of these 55.3% were employed full time, 32.9% were employed part-time and 6.7% were unemployed. The rate of unemployment in NSW is 6.3%.
If these issues aren't addressed it is likely the disadvantage already prominent in many of the families and communities we work with could become further entrenched.
	Program Activity 3: Community Support
	
	Service Type: Education and Skills Training
	
	Service Description
	• Smith Family Money Management
	• RTO – Vocational Courses
		An evaluation of the Saver Plus program shows[35]:
		• Participants were more likely to start saving money and practice good saving habits
		• Participations were better able to make ends meet and provide for their families
		• Participants felt they have more control over their finances and knew where to go for help if they needed it
		
		The provision of vocational training programs have been shown to contribute to reduced unemployment. Vocational training can support people to move into productive and sustainable jobs[36].
			SMITH FAMILY SAVER PLUS MONEY MANAGEMENT
			All people at risk
			• 20 clients
			• 2 sessions (delivered twice a year, over one day)
			• Number of clients satisfied with the service they received
			• DEX Reporting:
			  ○ One Case, two sessions
			  ○ Individual clients identified in DEX
			  ○ Circumstances and/or Goals SCORE + Satisfaction SCORE
			
			RTO Vocational Courses
			All people at risk
			• 6 clients
			• 1 session
			• Courses are delivered twice a year
			• Number of clients satisfied with the service they received
			• DEX Reporting:
			  ○ each course is a case
			  ○ each lesson is a session
			  ○ Individual clients identified in DEX
			  ○ Circumstances and/or Goals SCORE + Satisfaction SCORE
				SMITH FAMILY MONEY SAVER
				The key to improving financial capability is to encourage the development of a savings habit. For lower income families, the benefits of saving, even small amounts, gives protection from financial shocks and builds confidence in managing money and dealing with banks and other financial institutions.
				
				RTO COURSES
				
				By delivering vocational courses from our Neighbourhood Centre we are assisting participants to develop their skills, gain employment and financial sustainability.
					Economic: Sustained participation in employment
					
					• Increased understanding of personal finances
					• Increased ability to manage personal or family budget
					• Increase in number of clients who are employed
					
					Empowerment: Increased client reported self-determination
					
					• Increased confidence in managing money
					• Increased confidence to apply for jobs
					
					Education and skills: Increased school attendance and achievement
					
					• Increase participation in vocational training
					• Increase in relevant skills taught in RTO course (e.g. Community Services, Counselling).

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