

## Memo

Community & Belonging

**To:** All Councillors

**Cc:** Chief Executive Team

**From:** Kylie Walshe, Acting Director Community and Belonging

**Date:** 26 April 2022

**Subject:** Item 10.1 – Council meeting 26 April 2022  
Supplementary Information – Funding Review – Community  
Northern Beaches, Northern Beaches Women’s Shelter and  
Avalon Youth Hub

**Record Number:** 2022/241848

**Attachment** 2022/236642 – Funding Agreements for Financial Assistance

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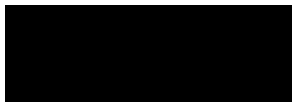
Item 10.1 of the Council meeting of 26 April 2022 includes attachments to assist Council to consider financial assistance for the following three organisations:

- Community Northern Beaches
- Northern Beaches Women’s Shelter
- Avalon Youth Hub, auspiced by the Burdekin Association

To further assist Councillors, the attached supplementary information outlines the Outcomes and Measures included in the Funding Agreements with these organisations.

This information should be read in conjunction with the detailed attachments included in the Council report.

Please contact my office on 8495 6431 to discuss any matters raised in this memo.



Kylie Walshe  
Acting Director Community and Belonging

# Funding Agreements for Financial Assistance

Outcome measures - 1 January 2021 to 30 June 2022

Community Northern Beaches

Outcome	Measure/ trends over time	Reporting period 1 January 2021 – 31 March 2022					
		Jan – March 2021	April – June 2021	July – Sept 2021	Oct – Dec 2021	TOTAL 2021	Jan – March 2022
<i>Improve the wellbeing of clients, including children, young people and families, people who are homeless and people experiencing domestic and family violence</i>	<i>Number of people accessing services</i>	668	1043	1271	642	3,624	828
	<i>Percentage of participants report positive outcomes as a result of the service</i>	No metrics available, see detailed report for client feedback and outcomes					
	<i>Client feedback is received and recorded</i>	No metrics available, see detailed report for client feedback and outcomes					
	<i>Homeless Outreach client numbers / Homeless Outreach client outcomes (e.g. Temp housing, permanent housing, moved on etc.)</i>						
	<i>New cases</i>	12	16	23	12	63	11
	<i>Significant engagements</i>	123	208	322	90	743	197
	<i>Instances of advocacy</i>	161	396	407	161	1125	238
	<i>Assertive outreach referrals</i>	12	12	10	4	38	4
<i>Assertive outreach</i>	53	13	23	9	98	9	
<i>Long-term housing</i>	2	3	5	0	10	2	

# Funding Agreements for Financial Assistance

## Northern Beaches Women's Shelter (formerly Manly Women's Shelter)

Outcome	Measure/ trends over time	Reporting period 1 January 2021 – 31 December 2021
<p><i>Improve the wellbeing of clients, including women, children and families, experiencing domestic and family violence</i></p>	<p><i>Number of people accessing services</i></p>	<p><i>141 people accessing services</i></p>
	<p><i>Percentage of participants report positive outcomes as a result of the service</i></p>	<p><i>As a result of the service 90% of clients accessing the service report positive outcomes as a result of the service provision.</i></p>
	<p><i>Client feedback is received and recorded</i></p>	<p><i>All client feedback is received and recording using QI data tracking.</i></p>
	<p><i>Descriptor of client outcomes (e.g. Temp housing, permanent housing, moved on etc.)</i></p>	
	<p><i>Shelter Outcomes</i></p>	<p><b>Temporary Housing 23</b></p> <p><b>Permanent Housing 3</b></p> <ul style="list-style-type: none"> <li>• Out of the 26 clients in shelter none have returned to homelessness.</li> <li>• 3 women were supported to be approved for start safely 2 in the Northern Beaches 1 out of area.</li> <li>• 1 woman was referred to our meanwhile use property in Mosman House for over 50-year-old women.</li> <li>• 7 women were supported to find transitional housing accommodation with external providers, i.e., Wesley Mission, CatholicCare and Women's Housing Company.</li> <li>• 1 woman was supported with restoration with her child and then referred to women and children first who was then approved for rough sleepers using the 'Together Home Program' we supported Women and Children first with the client through this process.</li> </ul>

# Funding Agreements for Financial Assistance

Outcome	Measure/ trends over time	Reporting period 1 January 2021 – 31 December 2021
		<ul style="list-style-type: none"> <li>• 1 woman approved for the together home program single women in the Northern Beaches local area.</li> <li>• 5 women who met the Northern Beaches Transitional Housing Program were housed in shelter transitional accommodations and local meanwhile use properties.</li> <li>• 1 woman was able to access private rental.</li> <li>• 3 women were able to go and live with family members.</li> <li>• 2 women went to live locally with friends.</li> <li>• 1 Aboriginal Elder was approved for a social housing transfer while in shelter and supported to relocate to the Marrickville area with her daughter and grandchildren.</li> <li>• 1 woman is still in shelter as only came in towards the end of the period but has been approved for priority in the Northern Beaches CS5 region and is awaiting a property offer.</li> <li>• 16 of the 26 women were escaping Domestic Violence situations.</li> </ul>
	<p><i>Transitional Housing Client Outcomes</i></p>	<p><b>Temporary Housing 21</b></p> <p><b>Permanent Housing 20</b></p> <ul style="list-style-type: none"> <li>• 41 transitional housing residents supported in the last 12 months</li> <li>• 9 still in NBWS transitional</li> <li>• 20 moved to the private rental market</li> <li>• 1 moved with family/ friends</li> <li>• 5 moved in transitional housing programs within NBWS</li> <li>• 6 referred to other housing services for accommodation and longer-term support</li> </ul>

# Funding Agreements for Financial Assistance

Outcome	Measure/ trends over time	Reporting period 1 January 2021 – 31 December 2021
	<i>Outreach support</i>	NBWS provided 74 clients with outreach support.
	<i>No. of partnership activities with key local services</i>	<p>We have 15 current active partnership with local services.</p> <ol style="list-style-type: none"> <li>1. Link Housing</li> <li>2. Bridge Housing</li> <li>3. Women and Children First</li> <li>4. Burdekin</li> <li>5. Community Northern Beaches</li> <li>6. Zonta</li> <li>7. Brookvale Community Health</li> <li>8. Northern Beaches Community College</li> <li>9. SNPHN</li> <li>10. Mission Psychosocial Support Program</li> <li>11. Lifeline</li> <li>12. St Vincent De Paul</li> <li>13. Salvation Army</li> <li>14. WDVCS</li> <li>15. The Resilience Centre</li> </ol>

# Funding Agreements for Financial Assistance

## Avalon Youth Hub, auspiced by Burdekin Association

OUTCOME	MEASURE	Reporting Period – 1 January 2021 to 31 March 2022					
		31 March 2021	30 June 2021	30 Sept 2021	31 Dec 2021	Total 2021	31 March 2022
<p><i>Improve the wellbeing of clients, including young people and families.</i></p> <p>The Hub objectives: <i>Provide user friendly access, referral and linkage to social support services in a safe, accessible space for young people, their families and support persons</i></p>	<p><i>Enquiries Data</i></p> <p>10 calls 4 referrals 6 enquiries 6 other</p>	<p>13 calls 9 referrals 4 enquiries 18 other</p>	<p>20 calls 5 referrals 15 enquiries 10 other</p>	<p>17 calls 3 referrals 14 enquiries 10 other</p>	<p><b>164 enquiries</b></p>	<p>25 calls 8 new referrals 18 enquiries 6 other</p>	
	<p><i>Number of new referrals received directly to the Hub</i></p> <p><b>Target - 100 referrals per annum</b> *KYDS/Mission at 90% capacity. Lifeline building clientele as new service *Service partners receive direct referrals from the Pittwater community</p> <p>2 - KYDS 2 - Mission Australia M/A 1 Burdekin 1 Lifeline</p>	<p><b>10 total</b> 2 KYDS 2 M/A 2 Burdekin 4 Lifeline</p>	<p><b>5 total</b> 1 Taldumande 1 M/A 1 CCNB 2 bookings</p>	<p><b>3 total</b> 1 KYDS 2 Mission Australia</p>			<p><b>24 new clients</b> 45 additional clients continued receiving support</p>
	<p><i>Number of Counselling Sessions</i></p> <p><b>Target - 250 sessions per annum</b></p>	<p>70</p>	<p>134</p>	<p>46</p>	<p>63</p>	<p><b>313 total</b></p>	
	<p><i>Community Workshops</i></p> <ul style="list-style-type: none"> <li><i>Number Held</i></li> <li><i>Number of people attended</i></li> <li><i>% of those attended were satisfied with content and</i></li> </ul>	<p>8 Online Meditation; 82 views</p> <p>Surf therapy</p> <p>Podcast Project</p>	<p>9 Online Meditation; 112 views</p> <p>Podcast project</p> <p>Skate Event</p>	<p>2 workshops; 20 attended</p>	<p>1 event, 75 bookings</p> <p>Estimated 100 in attendance including spectators.</p>	<p><b>Total of 20 workshops / events (during COVID)</b></p>	<p>2x workshops 230 students</p> <p><i>87% satisfied &amp; learned something new</i></p> <p>2 events</p>

# Funding Agreements for Financial Assistance

OUTCOME	MEASURE	Reporting Period – 1 January 2021 to 31 March 2022					
		31 March 2021	30 June 2021	30 Sept 2021	31 Dec 2021	Total 2021	31 March 2022
	<i>delivery</i>  <b>Target - 8 workshops per annum</b>		Band Night				60 participants  Surf Therapy 8 people  Film Screening 40 attended
<b>Service is well connected and a leader in the community and sector</b>  The Hub objective/s:  <i>Facilitate improved coordination, cooperation and communication between key stakeholders and service providers on the Northern Beaches</i>  <i>Improve awareness, community understanding, and acceptance of mental health and wellbeing issues, of mental health services, and remove the stigma associated with seeking help</i>	<i>Community Engagement events:</i> <ul style="list-style-type: none"> <li>Number Held</li> <li>Number attended</li> </ul>	0 (Covid)	6 held 600 attended	0 (Covid)	0 (Covid)	<b>6 held 600 people</b>	4 held 180 attended
	<i>Social media:</i> Facebook followers Instagram followers	1,000 FB 810 IG	1,000 FB 822 IG	1,000 FB 847 IG	1000 FB 850 IG	<b>1000</b> Insta reach: 42% increase	1000 FB 900 IG
	<i>Number of AYH partner agencies</i> <b>Target - 5 partner agencies</b>	4 service delivery 6 support partners	4 6	4 6	4 6	<b>10 partners</b>	5 7
	<i>Number of meetings held and number of members in attendance, at:</i> <ul style="list-style-type: none"> <li>Steering Committee</li> </ul>	1 meeting 9 Attendees	0 - postponed	1 meeting 9 attendees	1 meeting 7 attendees	<b>3 meetings 9 members</b>	1 meeting 7 attendees
	<ul style="list-style-type: none"> <li>Access Team</li> </ul>	1 meeting 4 Attendees	1 via zoom 4 Attendees	1 via zoom 4 Attendees	1 via zoom 4 Attendees	<b>4 meetings 4 attending agencies</b>	



# Funding Agreements for Financial Assistance

OUTCOME	MEASURE	Reporting Period – 1 January 2021 to 31 March 2022					
		31 March 2021	30 June 2021	30 Sept 2021	31 Dec 2021	Total 2021	31 March 2022
	<ul style="list-style-type: none"> <li>Youth Advisory Group (YAG)</li> </ul>	1 YAG 5 Members	3 YAG 9 members	12 YAG 8 members	13 YAG 8 members	<b>29 YAG</b> <b>9 members</b>	1 meeting 5 members
<p><i>Service operates in an efficient and effective fashion</i></p> <p>The Hub objective/s: <i>To provide a platform that promotes successful service collaboration, to better support the community, and remove barriers to seeking help</i></p>	<p><i>Provide current draft Operations Manual and Policies and Procedures of The Hub.</i></p> <p><i>Provide an adopted Operations Manual</i></p>	<b>Provided to Council</b>	<b>Provided to Council</b>	<p>Avalon Library staff (Council employees) asked us to increase our presence after several incidents of antisocial behaviour causing the community members in the Centre being affected.</p> <p>To respond, AYH put extra staff on additional days and worked closely with Council and Library staff to monitor, intervene and engage some of the young people involved in this behaviour.</p> <p>AYH did this on a few occasions, for weeks at a time.</p>			