



## Survey Summary April/May 2020

In April it was decided by NHT to undertake a mapping exercise of the Neighbourhood House network to get an indication of what Houses were seeing as the current needs in their communities; what was needed to help address these needs; how they expected to spend the additional \$20K allocated to each House; what future needs or issues might be, and what good things were happening in their communities.

Houses were contacted by phone with a short survey. The idea was to get a snapshot now, and then NHT will revisit the survey with Houses in 3-4 months' time to see how things have actually panned out.

This document is a brief summary of what Houses told us, highlighting the key recurring themes.

### What are the current needs in your community?

- 🏠 Food security/ food relief/ food provision
- 🏠 Mental health issues
- 🏠 Access to IT, which includes suitable equipment, internet availability and knowledge to use both the technology and the available online information
- 🏠 Homelessness
- 🏠 Transport, including availability and cost

### How do you expect the additional \$20k to be spent?

- 🏠 Increased staff hours
- 🏠 IT upgrades for both staff and community access
- 🏠 Food provision
- 🏠 Developing online resources for community members to access
- 🏠 Facilities such as shower and laundry
- 🏠 Advertising of House services and support available

### What else is needed to help you meet the current needs?

- 🏠 Producing hard copies of resources and distributing them to people without internet access
- 🏠 Meeting increased delivery costs of different programs because people cant come to the House
- 🏠 Finding new ways to do community engagement
- 🏠 More volunteers
- 🏠 IT access

### What do you think is going to be needed in 1-2 months? 3-4 months?

- 🏠 Support for mental health issues

- 🏠 Support for homeless people
- 🏠 Support for those without internet access
- 🏠 Support for those home schooling
- 🏠 Responsive and innovative ways to address social isolation and provide social connection

## What are your observations about good things or other issues in the community?

### Good things:

- 🏠 Community is coming together and supporting one another
- 🏠 Community resilience is strong
- 🏠 People are extending kindness more than usual
- 🏠 People are connecting more locally

### Other issues:

- 🏠 Current, ongoing health issues are not being addressed as people avoid going to the doctors
- 🏠 Assumption that everyone has access to current technology, which they do not

## Fabulous things Houses are doing

While answering the above questions Houses also told us about some of the fabulous things that they are doing to meet the needs of their communities and help reduce social isolation such as:

- 🏠 Outdoor op shops
- 🏠 Outdoor gym and exercise spaces
- 🏠 Phone trees and online conversation clubs
- 🏠 Activity packs and family support packs
- 🏠 Online activities such as bingo, scrabble, knitting
- 🏠 Online cooking and gardening classes
- 🏠 Videos by local champions sharing their stories
- 🏠 Community garden still operating within stringent regulations

Houses are responding to the needs and issues of their communities now and will adapt over the coming months in these changing, unprecedented circumstances that Covid19 presents us with. The information from the two surveys will help us tell the story of what went on for Houses.

NHT thanks the network for taking the time to think about their responses, sending us their updates and sharing this information with us. This greatly assists us to continue to advocate for the network and the fantastic work Houses do to support our communities, including those who most need assistance during this time.