



CENTACARE
evolve
HOUSING

**COMMUNITY
INITIATIVES
CASE STUDIES**

Community Engagement Tenancy Advisory Group

Centacare Evolve Housing's Tenancy Advisory Group is open to all tenants and meets every two months. This group, along with the Community Development and Engagement Reference Group, was established to ensure the perspectives of tenants and the community were included in decision making by CEH. The group's convenor is a member of the local community which was considered important for facilitating engagement.

Group members consider themselves a key link between tenants, the community and CEH.

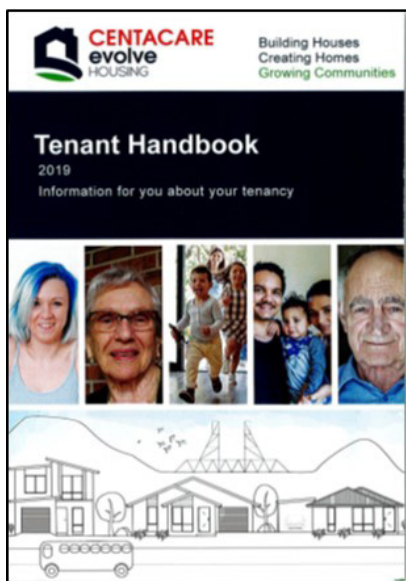
"If someone had a problem with CEH or how it was affecting them I would feel responsible to bring to this group or to TAG, invite them to come to TAG. If they didn't want to come, I would feel like I could on their behalf to work out a solution."

In 2018 TAG was involved in the development of a Tenancy Information Booklet.

The new Tenant Handbook provides information on a range of topics including; tenancy officer roles, bonds, smoke alarms, maintenance, property inspections, complaint processes and ending the tenancy.

"A lot of feedback came from us [for the tenancy information booklet]. Things we felt were a problem. [Before] there wasn't enough information, people didn't understand what was going on."

TAG has an important role to play to ensure tenants can contribute to decisions that affect them. TAG is the conduit back to the community ensuring their voices are heard.



"We have an important role to play by giving our voice to the bigger picture of the community... We can inform them [the community] and we can hear their voices and bring their voices here as well as our owns." TAG MEMBER

"I'd love people to have the sense that their voice is important. I'd like to see more, other services in the area with community members. [But it is] hard to get community members involved.

Our voices are respected in the group. You feel that too from everybody. It's the first time in my whole life that I've felt respect for having knowledge about my life." TAG MEMBER

Community Wellbeing Build up Tassie

Build up Tassie is a partnership between CEH, business, the Southern Central Trade Training Centre, Skills Tas and community service organisations, including yourtown's local social enterprise program. The project provides training and employment opportunities for young people aged 15 – 24. The program's strong links with business and industry create employment opportunities for participants and ongoing support once employed.

Participants take part in a work readiness orientation program. Build Up Tassie uses a coaching model to enable crew members to feel more confident and ready to explore the world of work. Crew members are supported to prepare for learner driver tests; to access drivers lessons in the local area; to attain first aid, on-line safe food handling and other job ready training.

Contributions from the John Wallis Foundation and MyState enable these scholarships and seed funding for community projects.

In the pilot phase in 2018, over 30 young people were able to access work opportunities or further training. 22 young job seekers participated in the orientation program and Build Up Tassie worked with 19 businesses to facilitate job opportunities for 18 of the Build Up Tassie participants, including six apprenticeships.

Build Up Tassie has expanded in 2019 and is currently supporting 16 young people to identify training and work placement pathways. Four crew members have commenced traineeships with yourtown.



I've told a friend of mine who is struggling about Build Up Tassie. I feel like he'd really benefit like I have.

CREW MEMBER

I wouldn't be in this position without the support of the Build Up Tassie project officer. CREW MEMBER



Community Engagement Colour Our World Program

During community consultations held in the development of the Bridgewater, Gagebrook, Hardsmans Cove Master Plan, residents often commented on the lack of colour in the community. Many Housing Department houses built in the area in the 1970's were grey brick. The Colour our World project was developed in response to this feedback.

The project provides pops of colour and vibrancy through the painting of front doors, letter boxes or touches of paint to the front of houses. The project enriches the lives of tenants and helps with skill building and empowerment.

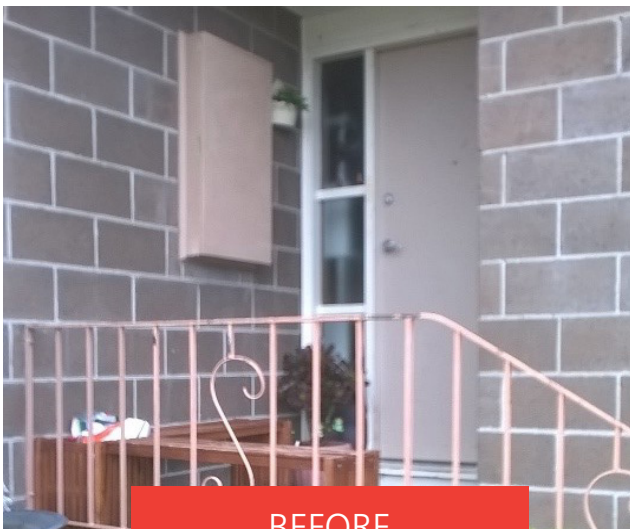
- Tenants self-nominate for the program and work side by side with the Community Development Officer to identify the area to be painted, choose a colour and then prepare the area and provide two coats of paint. Over the course of three visits the work is carried out, often with a week in between visits. Skills such as sanding of doors, loading a paint brush or roller and taping up are shared, resulting in tenant engagement in home beautification.
- Almost forty tenants took part in this program over a 30 month period.

The Colour our World project has contributed to the following community benefits:

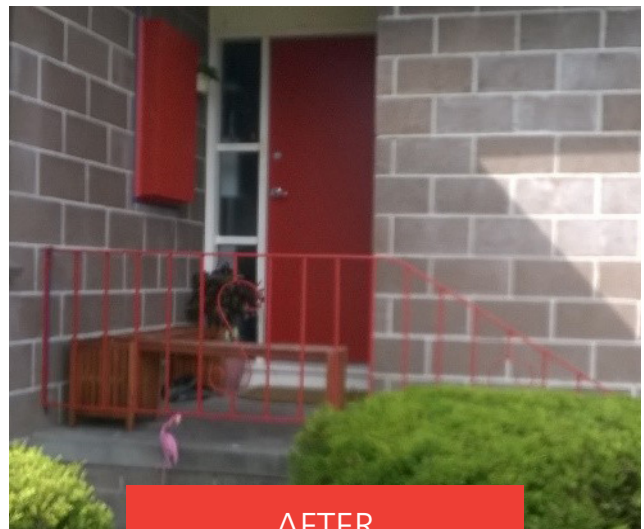
- **An increase in tenant pride in their homes.**
- **An enhancement of street scapes.**
- **Tenant empowerment & skill building.**

“This tenant was new and very keen to make some changes. She was able to balance painting while looking after the baby in the pram. After my first visit she had purchased new plants and had them planted. We painted the front door and railing.”

CEH COMMUNITY
DEVELOPMENT OFFICER



BEFORE



AFTER

Community Capacity Building Brighton Neighbourhood Leadership Program

Centacare Evolve Housing developed the Brighton Neighbourhood Leadership Program to bring interested community members who are already active in the local community together to build capacity, develop relationships, identify common issues, ideas and shared learning opportunities to drive positive community change at the local level.

The eight month program expands on the volunteer training provided by other local services and covers topics such as:

- Confidentiality, self-awareness and boundaries for volunteers;
- The how and why of research; and
- Team leadership, running meetings, communication, project management, grant writing, media, financial management and public speaking.

Participants learn about each other's passion for the place they volunteer at and also develop their own support networks. The program is practical with participants putting their ideas, new skills and knowledge into practice. Working in groups are provided with seed funding to develop solutions to identified needs in the area. So far two groups (11 participants) have completed the program.

Participants then undertook community projects such as:

The Youth Moving Forward Forum. The forum was attended by 46 members of the community and provided an opportunity for youth issues to be discussed. Recommendations were made to the local council.

A pilot project of a rubbish bin and recycling bin for a public location. Evidence about the use of the bin is being gathered and will be presented to local council.

A service provider expo to provide for information sharing between services and the community. The expo involved 36 service providers and was well attended by the local community.

Neighbourhood Leadership Program Outcomes:

- Community members identify as leaders
- Skill and knowledge building
- Networks are developed
- Leaders are willing to take on new challenges
- Local leaders identify and deliver local community projects



Children taken charge increasing sense of safety

Everyone wants to feel safe, but sometimes knowing where it's safe is not obvious. For children this is especially true. Every two years, The Salvation Army – Communities for Children program asks children from Gagebrook, Herdsman's Cove and East Derwent Primary Schools to identify the areas in the community where they felt safe, unsafe or sometimes safe. In 2017, to build on the mapping exercise, Centacare Evolve Housing and the Salvation Army worked together on two projects to increase children's feeling of safety. The first project, safety signage, children designed signs to identify the places where they feel safe.

The safe signs project has contributed to:

Strengthening Partnerships. Centacare Evolve Housing and The Salvation Army – Communities for Children Program worked closely with schools in the area. Children from each Student Leadership Representative were involved in safety mapping and designing the safety signs. CatholicCare provided in-kind support for this program through sign development. The funding for the safety signs was provided by Calvary Community Grants Program.

Supporting children as change makers.

Children led the change making and adults listened.

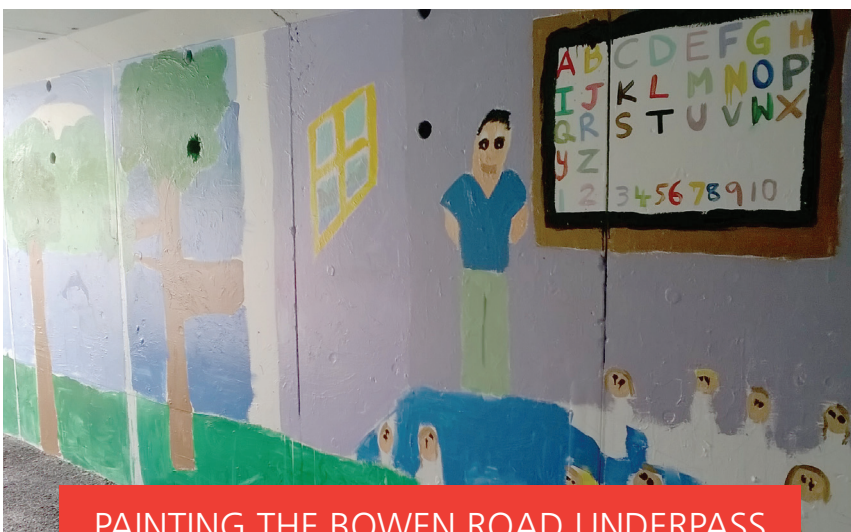
Improving community awareness of safety.

In the second project the children repainted the underpass in Bowden Road making it lighter, brighter with a refreshed mural to make it fun and colourful. Many children use this underpass every day to get to school. Children from East Derwent Primary School participated in the project. The children worked on the design, and raised funds for the paint. The Salvation Army and Bridgewater Community Centre assisted with food and accommodation for the day and an artist transferred the children's ideas onto the walls of the underpass.

Brighton Council cleaned the underpass in preparation for the painting and installed railings at the approaches. CEH contacted Wayston Building Services who kindly painted it white in preparation for the children.

Painting the underpass has:

- Increased community safety
- Empowered children
- Built partnerships
- Improved safety



PAINTING THE BOWEN ROAD UNDERPASS



Community infrastructure building creating connections through a new pathway

The Jordan River separates the suburbs of Herdsmans Cove and Gagebrook from Bridgewater where many of the community facilities and services are situated. This lack of connectivity was identified as a significant issue by Brighton Council in the Brighton Municipal Area Open Space Strategy (Inspiring Place in 2012) and Centacare Evolve Housing in the Master Plan.

In 2017, Centacare Evolve Housing and Brighton Council partnered to secure funding from the State Infrastructure Fund to improve the existing track from Bridgewater to Herdsmans Cove. Centacare Evolve Housing contributed \$30,000 to the work which involved sealing and widening the path, realigning the gradient of both approaches to the Jordan River Bridge to improve access for residents, particularly those with disabilities and families with young children in prams. Shelters were also constructed along the pathway. The three kilometre pathway now connects the two suburbs, connecting residents to shops, the library and other community facilities.

The pathway project has contributed to the following community benefits:

Community Partnerships. The pathway upgrade was identified in the community engagement process. The successful funding application was a result of the strong partnership between Brighton Council and Centacare Evolve Housing.

Creation of cohesion between the town areas. People living on the southern side of the Jordan River (Gagebrook and Herdsmans Cove) rely on the services on the Bridgewater side. The pathway links the three suburbs, increasing access to services, businesses, open spaces, family and friends.

Improved access for disadvantaged members of the community. The upgrade is Disability Discrimination Act compliant increasing accessibility for wheelchairs and prams.

Increased access to businesses and local schools. The path improved the access the local high school and a number of primary schools located on the northern side of the Jordan River.

Increased pedestrian and cycling movements.

Increased in community pride related to the enhancement of public good. Enhancing public assets is well known to result in a stronger, thriving community. It encourages residents to stay in the area and increases the viability of the community. These benefits have a lasting effect on the sustainability of the community.



OLD PATH



NEW PATH AND REST SPOT

Community Building' The Christmas Parade

Since 2016, Brighton Alive, the local network of service providers and community groups, has organised a traditional Christmas Parade focusing on strengthening community, reducing stigma and encouraging community-wide participation.

The Christmas Parade is one of the four events run by Brighton Alive and funded through the Brighton Council Community Grants Program. Sponsorship is also secured for float trophies and the community BBQ. As the lead agency Centacare Evolve Housing invests staff time into arranging liaison with all stakeholders as well as organising floats on the day.

Each year the parade attracts hundreds of people from across the municipality. The parade ends with a community BBQ and space for children to have a photo with Santa. This is the only opportunity for such memory making in this community. The parade has received media coverage including WIN TV news, Brighton Community News and recognition at the Australia Day Awards as the Community Event of the Year 2016.

The Christmas Parade contributes the following community benefits:

Promote and improve social inclusion. Local service and community organisations, SES, Tas Police, Council, volunteer groups, business and residents take part. The Christmas Parade provides an opportunity for people from all suburbs and backgrounds to come together, promoting social inclusion.

Community participation. Around 650 people are involved in the parade. 30 volunteers are actively involved behind the scenes in planning and building floats. Two family services report that building their floats engages participation from dads.

The parade route links the commercial hubs with community spaces.

A time and place to celebrate together. This builds community pride feelings of good will. The community comes together to create something bigger than their sum for others.

- Community networks have been strengthened and awareness of the existence of services and business has grown.
- Community pride is increased.



Creating Community Spaces. Bridgewater Park

Managing the large areas of open space in the Bridgewater, Gagebrook and Herdsmans Cove areas has been an ongoing priority for the Brighton Council. The Bridgewater Parkland is a large area of accessible open space between the shopping precinct in Bridgewater and the Derwent River foreshore. Community consultation in 2015 for the development of the Bridgewater Parkland Master Plan undertaken by Playstreet on behalf of the Brighton Council revealed a strong desire for development to focus on creating amenity for children and adolescents.

Partnering with Centacare Evolve Housing, who contributed \$150,000 to the project, the Brighton Council was successful in securing a Federal government grant through the Building Better Regions Fund in 2017 to stage 1: a community playground. The park includes a new children's play area, open space, BBQ's and toilets and has accessible paths and equipment. This award winning park was opened in September 2018 and is the first phase in the Brighton Council's Bridgewater Parkland Master Plan.

The Bridgewater Parkland stage one project has won the 2019 Victoria Chapter Australian Institute of Landscape Architects Award for Parks & Open Space and the 2019 Tasmanian Landscape Architecture Awards for Parks & Open Space.

The Parkland Project:

Create improved access for all members of the community. The Community Playground is adjacent to a 'hub' of community facilities, including Bridgewater Library and the tagari lia Child and Family Centre.

Increased community pride and enhancement of public good. The playground and all the amenities are well used by children and families. The location invites a wide section of the community increasing the sense of safety. A local resident volunteers to clean the BBQ area.

The central location ensures that residents and visitors can walk or cycle to the playground using foot and cycle paths.



PLAYING IN THE PARK



SWINGS IN THE PARK