Deloitte.
Access Economics

Social impact analysis
Morwell Neighbourhood House

Final report

May 2018

Executive summary

The Morwell Neighbourhood House (MNH) has been operating in Morwell for over 35 years, commencing operation in March 1982. In late 2017, MNH approached Deloitte Access Economics to request assistance with measuring the social impact of MNH. This was intended to help MNH better understand its own impact and enable the MNH committee and staff to clearly communicate this with MNH stakeholders.

Deloitte recognises that the provision of pro bono and low bono services and volunteering is a vital component of how we contribute our time and skills to the community as a Responsible Business and good corporate citizen. As such, this piece of work has been made possible through a grant from the Igniting Change Foundation and pro bono contributions through the Deloitte Foundation.

The report has two key objectives:

1. Provide defensible and clear estimates of MNH's social impact in the 2017 calendar year
2. Outline a series of practical next steps to increase the robustness of this estimate over time.

A summary of the key findings of the report is included on page 3 and detailed throughout the body of the report. The project has focused on areas that are of priority to MNH where data was available, or could be collected within the constrains of the project. As such, the report highlights many, but not all, the positive impacts that MNH had on the Morwell and surrounding community in 2017.

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2017 SOCIAL IMPACT of the MORWELL NEIGHBOURHOOD HOUSE

About MNH

Over 20,453 contact hours were undertaken in 2017

Activity: 14,416 | Volunteer: 3,244 | Staff: 2,312

Participants come from a diverse range backgrounds

60% female
40% male

6.6% Aboriginal background

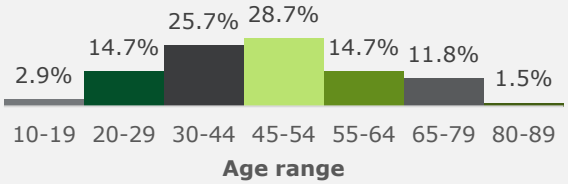
44.4% considered to experience a disability

56% 3840 postcode Morwell

17% 3844 postcode Traralgon

12% 3825 postcode Moe

15% Other postcodes



Help my community (100%)

Improve personal wellbeing (69%)

Make friends (63%)

are top reasons cited **why volunteers give their time at MNH**

Key findings

Health and wellbeing

Increased quality of life worth $433,169*

91% Through fostering relationship building and maintenance

9% Through providing a stepping stone to social participation

Pride

Promoted community activities and achievements through a Facebook average reach of **3,167 per week** and **57 media pieces across the year.**

$7,800* worth of free lawn mower rentals to facilitate community maintenance

Resilience

$26,000* provided in essential resources

Bills & emergency relief	Food	Sanitary products
$10,000	$9,800	$6,200

What would have happened to you or your family if you were unable to get food from the MNH foodbank today?

36	Number of respondents
53%	Would go without food
47%	Spend money that was put aside for other things on food (most common source of funds – rent money)
67%	Would not ask neighbours, friends or family to help

Independence

64+ participants built life skills, improving their independence

$131,564* worth of volunteer time

Participants who selected **'improve my independence'** as a reason to attend include:

61.5% Support group participants

34.2% Social group participants

37.5% Volunteers

The Morwell Neighbourhood House operated on **less than $140,000** in 2017.

Some of the impacts of MNH in 2017 have been valued in this report at approximately **$600,000**.

However, the **true impact** of such a **vibrant** and **responsive** organisation on a community like Morwell and its surrounds is **likely to be much greater**.

*These figures are underpinned by a number of assumptions and rely on data collected by MNH. Findings should be considered alongside the assumptions and limitations detailed in the accompanying Social impact analysis report

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Glossary

Acronym	Full name
ABS	Australian Bureau of Statistics
ACFE	Adult Community and Further Education
ANHCA	Australian Neighbourhood Houses and Centre Association
ANHLC	Association of Neighbourhood Houses and Learning Centres
CDC	Centres for Disease Control and Prevention
DHHS	Department of Health and Human Services
MNH	Morwell Neighbourhood House
MSC	Most Significant Change (method)
NHCP	Neighbourhood House Coordination Program
NHV	Neighbourhood Houses Victoria
OoHC	Out-of-home Care
PMC	Department of the Prime Minister and Cabinet
QALY	Quality Adjusted Life Year
RBA	Reserve Bank of Australia
WHO	World Health Organisation

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1. Background

Morwell Neighbourhood House and this project

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Overview of the Morwell Neighbourhood House
Operations

The Morwell Neighbourhood House (MNH) describes itself as:

> *… a little not for profit organisation, community owned and community managed.*
>
> *MNH is a place for the whole community, for people of all ages, race and sex. It is a place where people care, a place to find encouragement, support and information, share skills, talent, knowledge, time and resources.*
>
> *- MNH website, About Us*

MNH has been operating in Morwell for over 35 years commencing operation in March 1982 and becoming incorporated in 1984. The MNH is part of a network of around 400 Neighbourhood Houses around Victoria.

Neighbourhood Houses are 'locally run and operated organisations that bring together people in a given community to respond to issues of importance to them' and are united by a shared community development approach (ANHCA, 2018).

MNH takes an asset-based community development approach. This means that MNH focuses on the strengths and potential of the community rather than focusing on the negatives. It also ensures that projects are prioritised by identified community benefit. Some of the projects, programs and services offered by MNH include:

- Workshops and information sessions such as Consumer Affairs Victoria on scams and scammers, social media for parents, Buying and selling online
- Services and support such as tax help or the lawnmower bank
- Facilitating community projects such as the free store, Gippsland Period Project and the Yallourn North Primary School Sensory Garden Project.

Two flagship programs are:

- Community lunches: initially designed as inclusion lunch for people with disability and now open to all. These encourage social interaction and fun for all attendees.
- Food bank: provides emergency relief without requiring an appointment, unrestricted by post code or healthcare card status.

Vision

Empowering our people at Morwell Neighbourhood House to be united & resilient with a focus on well-being, and connections. Demonstrating support to our community as they define, strive and achieve their identified aspirations.

- MNH, 2018

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Overview of the Morwell Neighbourhood House
Funding

Funding received

MNH is predominantly funded through the Victorian Government's Department of Health and Human Services (DHHS), in the form of 35 hours of staff time funded by DHHS (i.e. an essentially rent free building arrangement), topped up to 50 hours through other income sources. The staff time is divided between three separate roles taken up by three individuals:

- 30 hours coordination
- 18 hours administration
- 2 hours maintenance

Other funds received in 2017 included:

- $3,800 from the Latrobe City Council for operation costs
- $20,000 philanthropic grant toward the food bank and emergency relief

Total income reported in the MNH financial statements for the 2016-17 financial year, including self generated income such as fees from room hire, was $134,039.

Funding model challenges

DHHS provides core funding to more than 95% of the state's Neighbourhood Houses through the Neighbourhood House Coordination Program (NHCP).

For Neighbourhood Houses to receive recurrent funding through the NHCP, houses need to support the provision of community development programs and activities that lead to strengthening outcomes by supporting diversity and promoting community participation and inclusion, and facilitate capacity building.

The funding challenges are not limited to MNH and have been reported by the sector over a number of years. According to the Association of Neighbourhood Houses & Learning Centres (ANHLC) State Budget Submission 2014-15, the Victorian Government invests $22.6 million per year in the Neighbourhood House Coordination Program (NHCP). However, the report highlights a number of issues with the current funding methods including the ad hoc nature of funding and lack of factoring in of local need and flexibility to respond to change in the community with regards to loss of major industry, dealing with natural disasters and sociodemographic challenges (ANHLC, n.d.).

Other sources of income for some Neighbourhood Houses include the Department of Education and Training (predominantly through the Adult, Community and Further Education (ACFE) Board), local government, the federal government, and funds generated by Neighbourhood Houses themselves (NHV, 2018).

Under the guidelines, they must meet data reporting requirements that relate primarily to program and activity delivery, partnerships and the place-making role neighbourhood house play in creating stronger communities.

For a Neighbourhood House such as MNH, linking funding to 'program and activity delivery' can be problematic. This is because the responsive nature of their services means that 'drop-in' participants who do not formally participate in an activity receive some of the greatest benefit, and at the same time are some of the most time consuming participants to cater for.

MNH has not been able to pursue funding through sources such as ACFE due to limited capacity on an administrative front, and concern that the requirements will not align with the flexible and responsive asset based approach.

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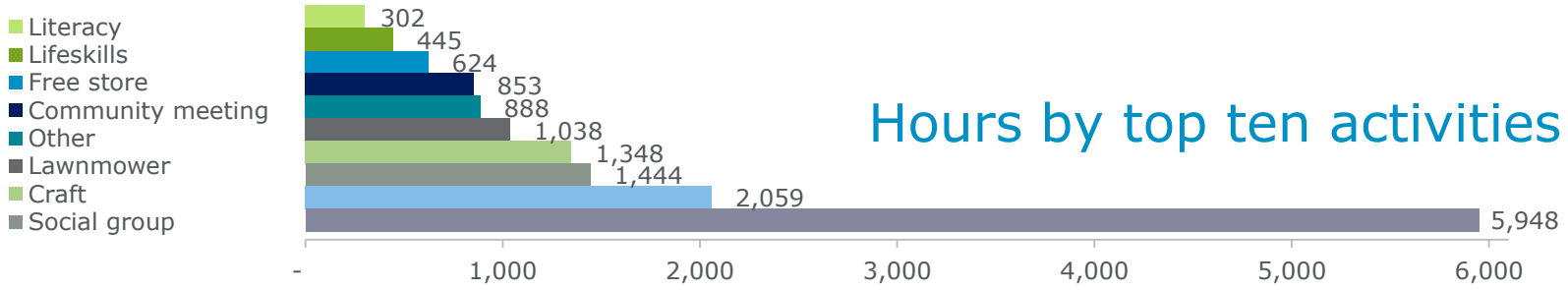
Overview of the Morwell Neighbourhood House
Activities in 2017

MNH provides a range of activities listed below. In addition to the numbers recorded in the accompanying figure, MNH helps between four and 12 people per week who 'drop-in'. This equates to approximately 400 people per year. Drop-ins receive a wide range of assistance that does not fit into the categories provided by DHHS in the Neighbourhood House funding contract. Some examples are provided below.

- Use of computers, internet and printing facilities
- Relax in the lounge to read a book in a safe space
- A cup of tea and conversation with a friendly neighbour for those socially isolated or experiencing some form of distress
- Assistance reading mail, such as Centrelink correspondence
- Use of shower facilities for those sleeping rough
- A safe place to contact support networks or other services providers for those fleeing imminent family violence situations.



Hours by top ten activities

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Overview of the Morwell Neighbourhood House
Existing research

This report builds on an existing evidence base on the important role of MNH in the Morwell community. Research undertaken through the Centre of Research for Resilient Communities at Federation University Australia provides qualitative evidence summarised briefly below.

Most significant change evaluation for neighbourhood houses: A pilot study & consultation report at Morwell Neighbourhood House (Whyte, 2017a)

Aims: (i) To evaluate the activities and programs of MNH. (ii) To determine the appropriateness and feasibility of using the Most Significant Change (MSC) method of evaluation.

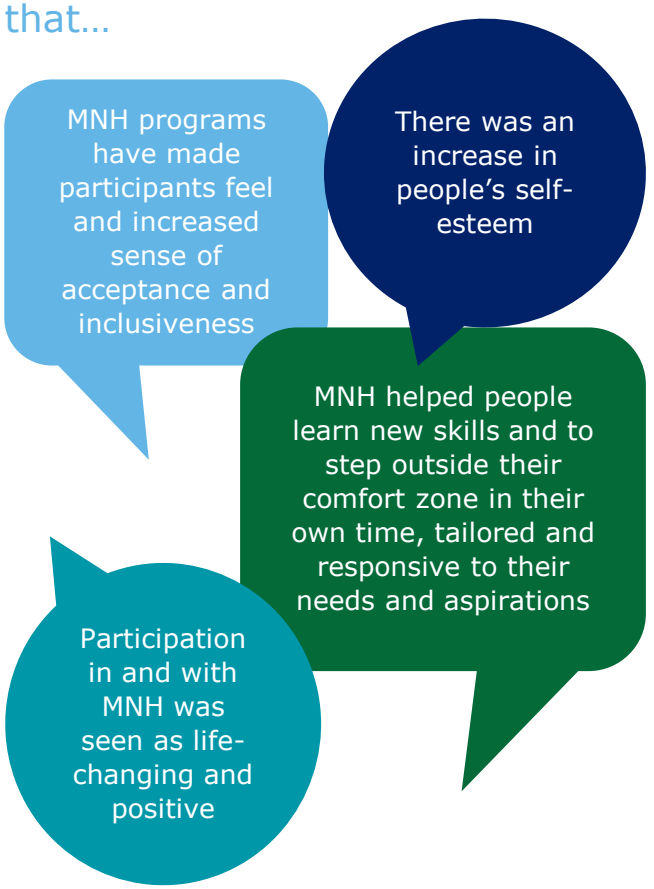
Findings: It was found that the programs were effective for the four participants in the report and that the programs made participants feel an increased sense of acceptance and inclusiveness. The strengths of the programs were in the person-centred strengths focussed approach and flexibility of the programs allowing participants to go at their own pace.

'They go into bat for me' – Morwell Neighbourhood House, the Hazelwood Mine Fire and Recovery (Whyte, 2017b)

Aims: Provides an overview of the role played by MNH in assisting with immediate and longer term processes of community recovery following the 2014 Hazelwood mine fire event.

Findings: The report highlighted the role of MNH in stepping forward and acting as a place of refuge for the community and a place of trust. The success of MNH in achieving this appeared to be paying attention to the needs of the community and postponing original programs to fill in the gap for the community as a provider of updates and information. The use of process and framework through a community development approach was key according to the report. Other key points were the use of leadership, a pre-existing sense of community, and the efficiency of MNH's disaster response through a strengths based empowerment focussed approach that enabled the community to lead recovery after Hazelwood.

Existing research on MNH shows that…



Source: Centre of Research for Resilient Communities findings about MNH, Federation University (2017)

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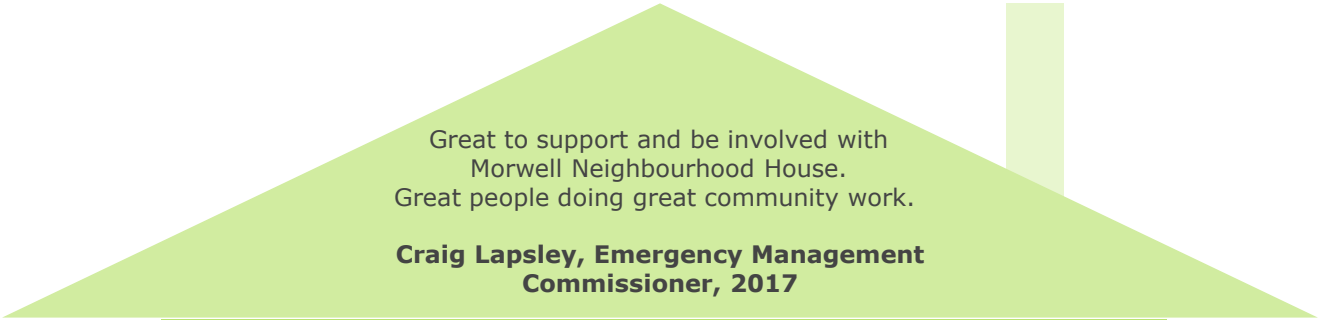
Overview of the Morwell Neighbourhood House

Why people value Neighbourhood Houses and MNH

Data collected by MNH during the 2017 Neighbourhood House week showed that the following areas were consistent themes. Select quotes are included alongside.

- Creative
- Inspiring
- Dynamic
- Inclusive
- Vital grassroots community asset
- Supporter
- Connecter
- Listener
- Voice
- Social and support opportunities
- Everyone welcome
- Empower the community
- Selflessness



Great to support and be involved with Morwell Neighbourhood House.
Great people doing great community work.

Craig Lapsley, Emergency Management Commissioner, 2017

Morwell Neighbourhood house is a fantastic place that not only provides a safe and friendly place for the community to come together. They also support and empower community driven projects such as the Morwell Free Store. To empower individuals and the community provides growth, a positive future and a sustainable resilient neighbourhood
Volunteer, 2017

I commend the vital role that Morwell Neighbourhood House has played in recent years as a trusted source of information, an advocate for vulnerable people and in fostering social connection between people both within Morwell and beyond its borders. ...
With government and community working together, I am sure that we can revitalise the Latrobe Valley and continue to strengthen the resilient Morwell community
Jenny Mikakos MP Minister for Families and Children Minister for Youth Affairs, 2017

MNH - the place where everyone is welcome no matter who they are. A place for all abilities. A great place to be
Participant, 2017

Source: Morwell Neighbourhood House (2017)

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Overview of Morwell and surrounds
Contextual factors and strengths of Latrobe

MNH is located in a residential area approximately 4.2km from the Morwell town centre and railway station. Many of the participants in the MNH are local to the Beattie Crescent area, however other people come from the wider Latrobe City region and beyond to access services and support.

Previous work undertaken by Deloitte Access Economics (2018) has identified some of the strengths and challenges faced by the Latrobe community, of which Morwell is an integral part. A set of summary statistics from the 2016 Census is shown overleaf and highlights that Latrobe does experience socio-economic disadvantage comparative to the Victorian population. This includes:

- High rates (19.9%) of one parent families compared to the Victorian average (15.3%)
- High rates (19.5%) of dwellings (homes) have no internet access families compared to the Victorian average (13.3%)
- High rates (9.7%) of unemployment compared to the Victorian average (6.6%).

Contextual factors

Mental health organisations have noted that the long-term economic upheaval in Latrobe, including the recent closure of the Hazelwood power plant, along with growing levels of social isolation, has led to relatively poorer mental and physical health in Latrobe, and socioeconomic disadvantage.

The Hazelwood coal mine fire burned for 45 days in February and March 2014. The subsequent *Hazelwood Mine Fire Inquiry* has drawn attention to the poorer health and adverse socioeconomic outcomes experienced by residents of Latrobe, both leading up to and after the disaster. The *Hazelwood Mine Fire Inquiry Report 2015/2016 Volume 3* stated that "amongst communities of Latrobe, more years of life will be lost on average than in other Victorian communities as a direct result of conditions such as cancer, diabetes, mental disorders, cardiovascular disease, asthma and injuries".

Strengths of Latrobe City

The research has also identified that Latrobe has many strengths which should be recognised and celebrated. In particular in relation to health and wellbeing.

The Latrobe City Council's draft *Municipal Public Health and Wellbeing Plan 2017-2021* observes these strengths:

- **Our people:** Welcoming, diverse, supportive, cooperative, resilient, caring and connected – we look after each other.
- **Our place:** Natural beauty, liveability, active living, services and pride of place.
- **Our opportunity:** People are listening, time of change, goodwill, our future is bright, our youth.

The Latrobe City Council also conducted a post mine fire doorknock survey in the Morwell East area. The report from this survey contains the residents' perceived strengths of the area:

- 58% of respondents rated the Latrobe Valley communities as "good", with 26% rating it as "excellent".
- 22% of respondents selected that they liked the quietness of the area the most.
- 37% of respondents reported that they know their neighbours well, with 89% indicating they would be happy to ask them for help.

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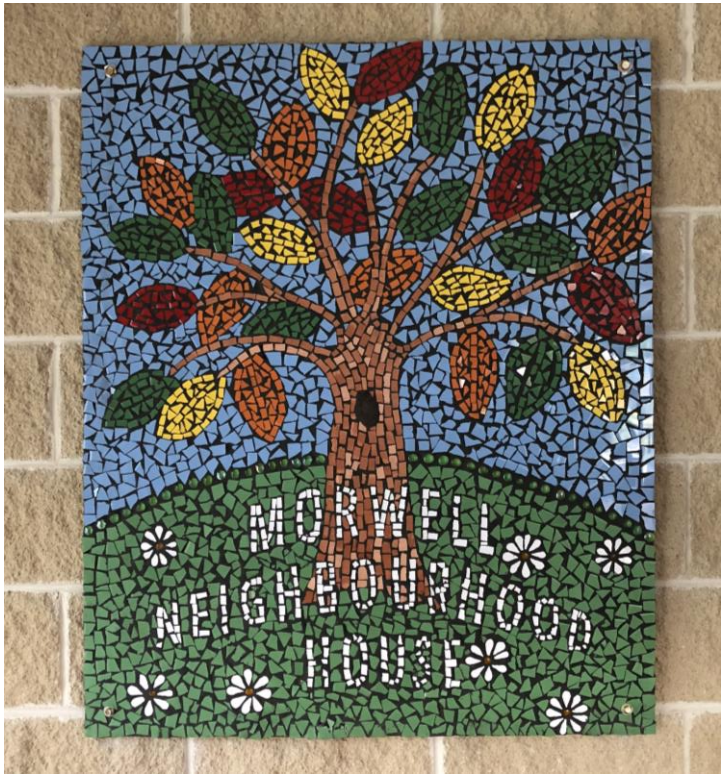
Overview of Morwell and surrounds

Evidence from the 2016 Census of Population and Housing

	Morwell		Latrobe City		Victoria	
	Count	%	Count	%	Count	%
Male	6,776	49.2	35,788	48.9	2,908,077	49.1
Female	6,995	50.8	37,469	51.1	3,018,549	50.9
Aboriginal and/or Torres Strait Islander people	354	2.6	1,184	1.6	47,788	0.8
One parent family	873	26.2	3,744	19.9	234,596	15.3
Internet accessed from dwelling	3,898	69.5	21,795	77.2	1,768,050	83.7
English only spoken at home	11,059	80.5	62,594	85.5	4,026,811	67.9
Households where a non-English language is spoken	779	12.7	2,694	8.9	624,141	27.8
Employment						
Worked full-time	2,453	47.1	16,856	51.6	1,670,556	57
Worked part-time	1,697	32.6	10,736	32.9	920,875	31.4
Away from work	302	5.8	1,902	5.8	144,696	4.9
Unemployed	753	14.5	3,157	9.7	193,465	6.6

Source: ABS (2017/16)

The statistics in the accompanying table show that Morwell is at a distinct socioeconomic disadvantage in comparison with Latrobe City and the state of Victoria. Specifically considering the proportion of one parent families, dwellings with internet access and unemployment.



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Overview of this project
Background, purpose and scope

Background

MNH approached Deloitte Access Economics in late 2017 to request assistance with measuring the social and economic impact of MNH. This was intended to help MNH better formally understand its own impact and enable them to clearly communicate this with its stakeholders.

Deloitte recognises that the provision of pro bono and low bono services and volunteering is a vital component of how we contribute our time and skills to the community as a Responsible Business and good corporate citizen. As such, this piece of work has been made possible through a grant from the Igniting Change Foundation and the pro bono contribution through the Deloitte Foundation.

Scope

At a high level, the scope of this engagement included: determining the key social impact areas to measure MNH's impact based on a logic mapping exercise; gathering data and undertaking analysis of social impact. More specifically, it has two key objectives:

1. Provide defensible and clear estimates of MNH's social and economic impact in the 2017 calendar year and its 'value proposition'

2. Outline a series of practical next steps to increase the robustness of this estimate over time.

In the early stages of the project it was identified that the social impacts of MNH significantly outweighed any potential economic impacts that could be modelled. As such, the project redirected to solely focus on social impacts.

In addition, it was agreed with MNH to base the analysis on the 2017 calendar year due to the availability of detailed activity data for that year.

It is intended however that over time, MNH will be able to use the framework developed for this project to improve data collection such that the impact estimate could be updated in future to quantify and monetise more impacts, with greater certainty.

Likewise, collection and comparison of data year-on-year could enable MNH to track its effectiveness in achieving desired impacts over time. This information could be used to identify areas of relative strength and weakness, and guide strategic decisions about programs and services to be offered.

Approach

This project was completed in four phases; inception, data collection, analysis and reporting.

Based on information provided to us from MNH, and supplemented by two workshops with key MNH stakeholders; a logic map was developed, highlighting direct and indirect outcomes for MNH along with four overarching impact areas.

The social impact of MNH has been analysed, considering benefits to a variety of stakeholders including individuals, families and communities and wider society. A variety of indicators have been developed and measured where data is available. Indicators map to the MNH impact areas of Health and Wellbeing, Independence, Pride and Resilience.

A detailed approach including data sources is included as Appendix A to this report.

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Overview of this project
Assumption and limitations, and report structure

Assumptions and limitations

The project has focused on areas that are of priority to MNH where data was available, or could be collected within the constrains of the project. As such, there are potential outcomes reported in the logic map and indicator framework that have not been investigated in detail in this report. Further data collection and research would be required to substantiate these outcomes.

In several cases, a quantitative or monetised approach to describing the impact was not considered to be a robust or effective manner of expressing impact. In these instances, qualitative data and case studies have been used.

We have assumed that for many of the outcomes and impacts, these are attributable solely to MNH and that participants would not have received the benefits elsewhere in the absence of MNH. This is primarily due to two reasons:

MNH is located in a area with limited access to services. Many participants do not have the financial means to regularly catch the bus or drive into the town centre to access other service providers.

Morwell and the surrounding region is particularly disadvantaged from a socio-economic perspective. As such, we make assumptions required for the Quality of Life indicators that may not be applicable in regions with greater social capital and opportunities.

Where assumptions have been made, direct outcomes are reported with greater certainty, with indirect outcomes reported qualitatively or by adopting a particularly conservative approach. The difference between direct and indirect outcomes are explained in more detail on page 52. Page 55 and 61 onwards contains a more detailed description of the assumptions underlying each outcome calculation.

Report structure

The remainder of the report follows the structure detailed below:

- Section 2: Framework - Identifying social impact
- Section 3: Findings - Estimates of quantitative and qualitative impacts
    - Section 3.1 Health and wellbeing: Building community relationships and improving social connectedness
    - Section 3.2 Independence: Teaching life skills
    - Section 3.3 Pride: Developing community pride of place and empowerment
    - Section 3.4 Resilience: Providing access to essential resources and crisis support
- Section 4: Future - Data collection and impact measurement
- References
- Appendix A: Detailed approach
- Appendix B: Social impact framework
- Appendix C: Detailed findings.

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The Morwell Neighbourhood House operated on **less than $140,000** in 2017.

This report describes **some** of the impacts of the Morwell Neighbourhood House in **monetary** terms.

However, its **true impact** on the community is likely to be much greater.

The reader should keep in mind the broader impacts such as a **vibrant and responsive organisation** can have on a community like Morwell and its surrounds.

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2. Framework

Identifying social impact

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Framework

Developing the program logic model and social impact framework

Program logic

A program logic model was used to identify and map the broad range of impacts of MNH and formed the basis of the social impact framework. A program logic model is a schematic representation that describes how a program is intended to work. It aims to show the intended causal links for a program. We use a program logic as part of the impact analysis to demonstrate the key MNH service offerings and where MNH is understood to be making an impact (each component of the program logic model is explained in Appendix A).

In consultations with key stakeholders from a range of organisations that support or receive services from MNH, a program logic was developed. This built on the objectives detailed in the MNH 2015-19 Strategic Plan. The program logic developed (page 19) details 11 direct outcomes and 8 indirect outcomes, which lead to four key impact areas in 2017:

- **Health and wellbeing:** Built community relationships and improved social connectedness
- **Pride:** Developed community pride of place and empowerment
- **Independence:** Taught life skills
- **Resilience:** Provided access to essential resources and crisis support.

For the purposes of this report, direct outcomes are defined as those where the outcome is mostly attributable to MNH. Indirect outcomes are those influenced by MNH along with a range of external influences. In these cases, attribution to MNH is smaller and less clear than direct outcomes.

Direct outcomes are therefore reported with greater certainty and indirect outcomes are reported qualitatively or by taking a conservative approach. Direct and indirect outcomes are designated on the right top corner of each finding page.

Social impact framework

The social impact framework builds on the program logic. For each outcome, indictors and measures were developed. The framework then differentiated between existing and potential data sources. For those outcomes reported in the findings, these are consolidated into existing data sources. For outcomes that have not been substantiated for this report, potential data sources are still listed and could be explored in future research.

Finally, the framework identifies the key assumptions and whether the outcome is reported using qualitative descriptions (e.g. quotes and examples from interviews), using quantitative data (e.g. reporting numbers of participants or hours), or monetised (a dollar value placed on the outcome).

The framework developed to guide the analysis is provided in full in Appendix B. It is intended that this framework can be used by MNH in future to help structure strategic decision making and for future impact measurement.

The next section on findings provides a summary for the 12 outcomes explored in detail for this report. This is then followed by a full description, evidence and finding for each outcome.

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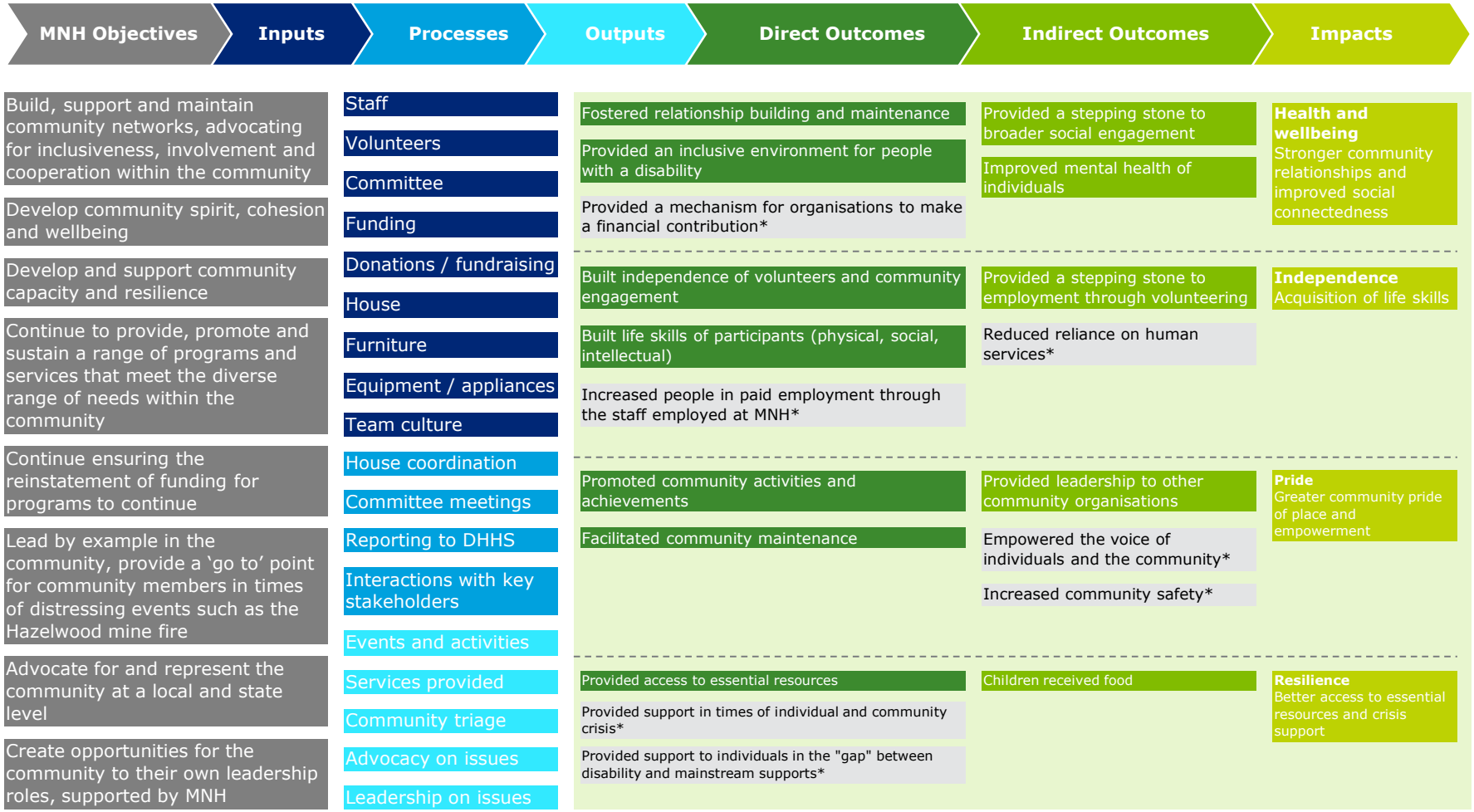
Program logic model

MNH Vision: "Empowering our people to be united & resilient with a focus on well-being and connections. Demonstrating support to our community as they define, strive & achieve their identified aspirations".



*Outcome not fully explored or substantiated through this report

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3. Findings

Estimates of social impact

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Summary of findings
Health and wellbeing, and Pride

The number of participants likely to have obtained the **direct outcomes** of MNH was calculated by multiplying the total number of unique participants attending MNH in 2017 (1,176), by the percentage of unique participants assumed to have attended MNH on a regular basis in 2017 (50%) and the percentage of participants selecting the relevant main benefit of attending MNH (for example: 16.5% meet new people/make friends). Not all MNH participants will experience the **indirect outcomes** of MNH. This required additional assumptions about the proportion of participants likely to have experienced each indirect outcome. Please refer to page 61 onwards for a detailed description of the assumptions underlying each outcome calculation.

Health and wellbeing outcomes	**Finding**
Fostered relationship building and maintenance	An estimated **188** MNH participants engaged in activities in 2017 that were likely to assist them in building and maintaining social relationships. The quality of life gain associated with improved social capital – an indicator of this outcome – is estimated to total **$393,762.**
Provided an inclusive environment for participants with a disability	It is estimated that **261** MNH participants in 2017 described themselves as experiencing a disability, impairment or long-term condition. MNH provides a safe space for these participants to engage in social activities, free from discrimination.
Improved mental health of participants	An estimated **92** MNH participants engaged in activities that were likely to assist them in improving their personal wellbeing and confidence and, therefore, their mental health. Improved mental health is associated with improved quality of life.
Provided a stepping stone to social participation	An estimated **18** MNH participants in 2017 were more likely to go on to engage in social participation. Social participation has been demonstrated to improve quality of life. The quality of life gain associated with this outcome is estimated to total **$39,407.**

Pride outcomes	**Findings**
Promoted community activities and achievements	In 2017, Morwell Neighbourhood House and related activities and information were promoted in the media **14** times locally and **43** times regionally across the year. The average Facebook reach was 3,167 per week.
Facilitated community maintenance	Morwell Neighbourhood House Lawn Mower Bank provided **177** free rentals in 2017. Valued at **$7,800.**
Provided leadership to other community organisations	In 2017, MNH improved community empowerment and pride – both within and outside of Morwell – by providing leadership to other community organisations.

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Summary of findings
Independence and Resilience

Independence outcomes	Findings
Built independence of volunteers and improved community engagement	In 2017 volunteers contributed 3,244 hours of time, valued at **$131,564**.
Provided a stepping stone to employment through volunteering	An estimated **10** volunteers who worked at MNH in 2017 improved their job related skills.
Built life skills of individuals	An estimated **64** MNH participants in 2017 engaged in activities that were likely to assist them in building life skills and, therefore, improving their independence. Improved independence is associated with improved quality of life.

Resilience outcomes	Findings
Provided access to essential resources	540 food baskets were provided, valued at approximately $9,800. 1000 period packs worth approximately $6,200 through the Gippsland Period Project. $10,000 worth of direct financial aid was provided to those in need of emergency relief. A total of **$26,000** in essential resources to the community.
Provided children with access to essential resources	It is estimated that on **180** occasions a child received food who otherwise may have gone hungry. This creates benefits to the child and family, reducing costs to the government and the community.

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3.1 Health and wellbeing

Stronger community relationships and improved social connectedness

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Health and wellbeing

Fostered relationship building and maintenance

Description

As highlighted in Section 1, MNH runs many activities for participants. These activities include:

- Social groups
- Community lunches
- Community meetings
- Support groups.

By participating in these activities, MNH participants are exposed to increased opportunities to build and maintain relationships – including with people who they would otherwise not come into contact with. For example, in 2017 approximately 844 community lunches were served. Participants in each instance shared a meal with MNH staff, volunteers and other community members.

Evidence

This direct outcome is measured using the value of improved social capital and reduced social isolation.

In 2017, an estimated 588 unique participants attended MNH on a regular basis. Using evidence from the October 2017 participant census, described in more detail in Appendix B, 32% of participants stated the main benefits of attending MNH are meeting new people, making friends and spending time with other people, totaling 188 MNH participants.

For the purposes of this report, we have assumed that these 188 participants experienced improved social capital and reduced social isolation in 2017. Improved social capital and reduced social isolation has been demonstrated to improve quality of life.

Finding

An estimated **188** MNH participants engaged in activities in 2017 that were likely to assist them in building and maintaining social relationships.

The quality of life gain associated with improved social capital – an indicator of this outcome – is estimated to total **$393,76**.*

*For a full description of the available evidence to support this finding, see pages 62-64.

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Health and wellbeing

Provided an inclusive environment for participants with a disability

Description

MNH has positive relationships with a number of local disability service providers. This means that groups of people with a disability attend MNH as a regular, weekly activity.

Evidence

This direct outcome is measured using the value of avoided discrimination for persons with a disability.

In 2017, an estimated 588 unique participants attended MNH on a regular basis. Using evidence from the October 2017 participant census, 44.4% of participants described themselves as experiencing a disability, impairment or long-term condition, totaling 261 participants.

During consultations and workshops, MNH participants said they enjoy attending MNH due to the friendly environment. This environment provides a safe space that allows participants with a disability to engage in social activities free from discrimination.

For the purposes of this report, we have assumed that these 261 participants avoided discrimination during their time at MNH.

Avoided discrimination for persons with a disability has been demonstrated to improve quality of life.

Finding

It is estimated that **261** MNH participants in 2017 described themselves as experiencing a disability, impairment or long-term condition.

MNH provides a safe space for these participants to engage in social activities, free from discrimination.*

*For a full description of the available evidence to support this finding, see page 65.

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Health and wellbeing

Improved mental health of participants

Description

Participants have indicated they experienced improved personal wellbeing and confidence due to attending MNH.

Not all of these participants will experience improvements in mental health. For those who do, this outcome cannot be attributed to MNH alone. As such, this is described as an indirect impact. This indirect outcome contributes to MNH's impact of improved health and wellbeing.

Evidence

This indirect outcome is measured using the value of improved mental health.

In 2017, an estimated 588 unique participants attended MNH on a regular basis. Using evidence from the October 2017 participant census, 15.8% of participants stated the main benefits of attending MNH are improving their personal wellbeing and confidence, totaling 92 MNH participants.

For the purposes of this report, we have assumed that these 92 participants experienced improved personal wellbeing and confidence in 2017.

Personal wellbeing and confidence influences mental health. Improved mental health has been demonstrated to affect quality of life.

Finding

An estimated **92** MNH participants engaged in activities that were likely to assist them in improving their personal wellbeing and confidence and, therefore, their mental health.

Improved mental health is associated with improved quality of life.*

*For a full description of the available evidence to support this finding, see page 66.

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Health and wellbeing

Provided a stepping stone to social participation

Description

Through MNH, participants have engaged in a number of activities and events about topics which affect Morwell, Latrobe City and the Latrobe Valley more broadly.

Not all of these will go on to engage in greater levels of social participation. For those who do, this outcome cannot be attributed to MNH alone. As such, this is described as an indirect impact. This indirect outcome contributes to MNH's impact of improved health and wellbeing.

Evidence

This indirect outcome is calculated using the value of increased social participation.

An example of where MNH participants have gone on to engage in broader society is a forum attended by MNH participants about neighbourhood safety and the problems of hoon drivers. This forum was organised by MNH and attended by neighbours of MNH, the Latrobe City Council, Victoria Police.

Another example of civic participation by MNH participants is participants being able to meet and discuss local issues with Jenny Mikakos MP (Minister for Families and Children, Minister for Early Childhood Education and Minister for Youth Affairs) and Harriet Shing MP (Member for Eastern Victoria). A third example for one individual participant is described overleaf.

In 2017, an estimated 588 unique participants attended MNH on a regular basis. Using evidence from the October 2017 participant census, 32% of participants stated the main benefits of attending MNH are meeting new people, making friends and spending time with other people, totaling 188 MNH participants.

Increased social participation has been demonstrated to improve quality of life. For the purposes of this report, we have assumed that 10% of participants who experienced improved social capital went on to increase their social participation in 2017, totaling 18 participants.

Finding

An estimated **18** MNH participants in 2017 were more likely to go on to engage in social participation.

Social participation has been demonstrated to improve quality of life.

The quality of life gain associated with this outcome is estimated to total **$39,407**.*

*For a full description of the available evidence to support this finding, see page 67-68.

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Health and wellbeing

Provided a stepping stone to social participation

Case study: Participating in broader society

One participant described his three-year journey with Morwell Neighbourhood House (MNH) as helping him to "come out of his shell".

This participant started going to MNH to attend an expressive writing course and was soon invited to come along to the MNH weekly gold-coin donation lunches.

Eventually, he became involved in teaching cooking skills at the weekly lunches. In doing so, the participant was able to give back to his community while also developing his self-confidence and ability to help people by talking with them.

The confidence he gained through attending the MNH has allowed him to branch out and share his skills in a new way and with different groups within the broader Morwell community.

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3.2 Pride

Greater community pride of place and empowerment

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Pride

Promoted community activities and achievements

Description

MNH's banner carrying and participation in community activities attracts year round coverage from regional and local news outlets. This includes coverage from Win News, 9 News Regional, Latrobe Valley Express, commercial and community radio stations.

The Aspen Institute's commission on the Information Needs of Communities (2009) concluded that information is "as vital to the healthy functioning of communities as clean air, safe streets, good schools, and public health". This study highlights the importance of promoting community activities and information in the region through diverse and broad reaching channels. Such information is "required for participation in the life of the community".

Evidence

The sentiment above is well captured in the 'Our hopes for the future of Morwell' art exhibition. In the aftermath of the Hazelwood mine fire, Hazelwood Health Study (2017) sought to investigate several recovery outcomes. To better reflect residents, one study was conducted in collaboration with MNH where community members were asked to share their aspirations for Morwell through art.

Through multiple media channels including 9 and Win News, community groups in Morwell were informed of the project. They were asked to choose symbols to be photographed which best represented their hopes for Morwell. This was an opportunity for the community to have a say in the future of Morwell to which they responded. A sustainable future was a common reoccurring theme expressed. In total the exhibition featured 28 photographs which will tour the state and potentially interstate areas facing a similar recovery.

Finding

In 2017, Morwell Neighbourhood House and related activities and information were promoted in the media 14 times locally and 43 times regionally across the year.

The average Facebook reach was 3,167 per week.*

*Weekly Facebook total reach is the number of people for whom any content from the MNH Page or about the MNH Page entered their screen. This includes posts, check-ins, ads, social information from people who interact with the MNH Page and more (unique users).

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Pride

Facilitated community maintenance

Description

MNH provides a free lawn mower rental service to Morwell and the surrounding area. In doing so MNH facilities the maintenance of lawns and gardens in the community and greater area. 58 different lawns were maintained in 2017, bolstering perceptions of cleanliness in the area which has been associated with stronger neighbourhood connections, trust and safety (Ziersch et al., 2005).

Literature suggests that community appearance influences emotions and attitudes (Lekwa et al., 2007). So, the lawn mower bank helps MNH to change the town in a way which elicits desirable emotions amongst it's citizens and visitors. Furthermore, it has been shown that community attractiveness is evident of a community's sense of civicmindedness (Lekwa et al., 2007). This means that by supporting the maintenance of the community and personal residences, MNH also showcases the basic pride and civicmindedness of the people of Morwell.

- In 2017, 58 lawns were mowed due to MNH Lawn Mower Bank
- MNH Lawn Mower Bank provided 177 free rentals in 2017 valued at $7,800
- The average price for a 1 day lawn mower rental in Morwell is $44.33.

MNH received 6 months sponsoring of lawn mower maintenance and services from Latrobe Valley Computers. Sponsorship such as this supports the pride that residents and businesses have for the community.

Evidence

MNH tracks the usage rates at the Lawnmower Bank. The prices of local equipment rental service providers were collected to inform the average price of a one day lawn mower rental.

Finding

The Lawn Mower Bank provided 177 free rentals in 2017, valued at $7,800.

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Indirect outcome

Pride

Provided leadership to other community organisations

Description

The staff at Morwell Neighbourhood House – Tracie Lund, Coordinator in particular – are increasingly engaged in providing leadership to other neighbourhood houses and organisations within – or close to – Morwell.

Often, this involves MNH staff sharing their innovative ideas, lessons from past projects, or challenging situations with others. This can take many forms, such as:

- Providing one-on-one advice
- Participating in panels and forums
- Working in collaboration with another organisation.

Evidence

An example of where MMH has worked in collaboration with another organisation is the Sensory Garden project at Yallourn North Primary School. The main outcomes from this collaboration can be described as building community capacity, empowerment and pride.

The Sensory Garden project at Yallourn North Primary School is described on pages 33-34.

Another example of this is MNH's sponsorship of two Latrobe Valley Youth Basketball Teams. This idea has been adopted by another local community organisation who now sponsor a local netball team.

MNH's sponsorship of two Latrobe Valley Youth Basketball Teams is described on page 35.

Finding

In 2017, MNH improved community empowerment and pride – both within and outside of Morwell – by providing leadership to other community organisations.

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Pride

Provided leadership to other community organisations

Case study: Yallourn North Primary School Sensory Garden

What is the Sensory Garden?

The Sensory Garden is a place-based initiative designed to provide a safe and secure space for students to engage in unstructured play, allowing them to develop essential life-skills and unwind.

How did the Sensory Garden come about?

The Sensory Garden had been on the Yallourn North Primary School's wish-list for a few years, however, being a small school they struggled to find the resources required to progress the project given it did not fall within their core-business.

Following a number of discussions between people from Yallourn North and Morwell, word got back to the Morwell Neighbourhood House (MNH) where this was identified as a project they could help to progress.

How were MNH involved in the Sensory Garden?

The Principal of Yallourn North Primary School described MNH's involvement as providing the leadership, project management and drive required to galvanise an idea into action. MNH kept people accountable to timelines by working with them to identify next steps and providing guidance on how to get past barriers.

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Pride

Provided leadership to other community organisations

Case study: Yallourn North Primary School Sensory Garden (cont.)

Following three-to-four months of preparation, MNH came together with Yallourn North Primary School and the Yallourn North community to build the Sensory Garden in one day. Approximately 80-90 people were involved – estimated to be one of the largest crowds involved in a Yallourn North Primary School event.

In addition to the person-time contributed by MNH in the preparation-phase, MNH donated approximately $8,000 to the project. A number of MNH volunteers were also involved in building the Sensory Garden on the day.

What would have happened without MNH?

The Principal of Yallourn North Primary School described MNH's role in this project as essential – speculating that it is likely the Sensory Garden would still be in the idea-phase had it not been for MNH. The cost of engaging a contractor to complete the work performed is estimated by the Principal to be $40,000.

What does the Sensory Garden mean for the students, teachers and community of Yallourn North Primary School?

The Sensory Garden provides students with an opportunity to develop essential life-skills that they might otherwise have limited opportunities to develop. These skills include working cooperatively with other students to achieve a common goal – such as building something together – and using oral language to communicate with their peers.

Teachers have found the garden to be both an important teaching tool and a useful strategy for managing challenging students. This means students who are displaying signs of anxiety or anger are encouraged to calm-down and reflect by spending time in the garden, allowing the School to engage them in a discussion about the underlying cause of their behaviour.

The Sensory Garden is a source of pride for the Yallourn North community – including parents of students at the school – with those who contributed feeling a sense of ownership of the garden and joy in being part of something bigger than themselves.

What are the flow on benefits from the Sensory Garden?

The process to develop the Sensory Garden facilitated connections between towns and demonstrated to the Yallourn North community that they have the capacity and power to effect change. For example, at the launch of the Sensory Garden – attended by politicians, local councillors and the media – parents of Yallourn North Primary School advocated for the changes they wanted to see. The school moved into a new building earlier this year.

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Pride

Provided leadership to other community organisations

Case study: Latrobe Valley Youth Basketball Teams

How are MNH involved in these Latrobe Valley Youth Basketball Teams?

In 2017, the MNH announced it was the proud sponsor of two Latrobe Valley Youth Basketball Teams.

What are the benefits from sponsoring these Latrobe Valley Youth Basketball Teams?

MNH describes the benefits of sponsoring these two basketball teams as promoting community-wide responsibility for helping kids to grow-up strong, active and healthy. While also helping to build community capacity and encourage positive engagement in the local community.

This idea has been adopted by another local community organisation who now sponsor a local netball team.

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3.3 Independence

Acquisition of life skills

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Direct outcome

Independence

Built independence of volunteers and improved community engagement

Description

Morwell Neighbourhood House provides many services to the community. In doing so MNH also acts as a conductor, bringing together people who wish to engage with their community through volunteer work. There is a wealth of evidence of how volunteering promotes understanding between community groups and helps to build community social networks and cohesion. (Volunteer Now, 2011).

- In 2017, 28 volunteers provided service to MNH
- In addition to benefiting from community engagement, 68.8% of volunteers in the 2017 participant census cited improved personal wellbeing/confidence as a benefit
- 37.5% of volunteers in the 2017 participant census cited increased independence as one of the main reasons for volunteering
- During 2017 there were a total of 3,244 volunteer hours recorded at MNH.

Evidence

In 2017, MNH hosted approximately 28 volunteers. All volunteers were aged 30 or above and as such volunteer hours are valued at $40.55 based on the average hourly cash earnings for full-time non-managerial employees paid at the adult rate, adjusted for inflation using the consumer price index.

Finding

In 2017 volunteers contributed 3,244 hours of time. Valued at **$131,564**.

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Indirect outcome

Independence

Provided a stepping stone to employment through volunteering

Description

Volunteers are an integral part of the running of and culture at MNH. The work that the volunteers did in 2017 is included in the value of volunteer contribution on the previous page. However, there is additional benefit created by the volunteer program at MNH of providing a stepping stone to employment. The types of skills that volunteers can build through their work at MNH can include:

- Preparing an application to volunteer
- Taking an informal interview with the MNH Coordinator
- Learning administration and office related skills
- Taking responsibility for specific tasks
- Developing interpersonal skills
- Using initiative.

Not all volunteers will go on to further employment after volunteering, particularly given that the majority of volunteers are in the over 55 age group. For those who do go on to employment, not all the impact is attributable to MNH. As such this is described as an indirect impact.

Evidence

In 2017, MNH hosted approximately 28 volunteers. Using evidence from the October 2017 participant census, it is assumed that 37.5% of volunteers are attending with one of the main reasons for volunteering to be improving their job related skills.

For the purposes of this report, we have assumed that those who stated their main reason to attend is improving their job related skills have achieved this outcome by the end of their placement.

Finding

An estimated 10 volunteers who worked at MNH in 2017 improved their job related skills.

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Independence

Built life skills of participants

Description

Morwell Neighbourhood House (MNH) runs many activities which build the life skills of participants. These activities include:

- General education
- Life-skills
- Craft
- Computers.

By participating in these activities, MNH participants are exposed to increased opportunities to build life skills – including physical, social and intellectual skills. Life skills carry benefits beyond the attained skills and knowledge. These benefits have important implications for social and economic participation, which can lead to improvements in independence and, therefore, quality of life.

Evidence

This direct outcome is measured using the value of improved or maintained independence.

In 2017, an estimated 588 unique participants attended MNH on a regular basis. Using evidence from the October 2017 participant census, 10.9% of participants stated the main benefit of attending MNH is improving their independence, totaling 64 MNH participants.

For the purposes of this report, we have assumed that these 64 participants experienced improved or maintained independence in 2017.

Finding

An estimated **64** MNH participants in 2017 engaged in activities that were likely to assist them in building life skills and, therefore, improving their independence.

Improved independence is associated with improved quality of life.

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3.4 Resilience

Better access to essential resources and crisis support

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Resilience

Provided access to essential resources

Description

Food bank

Morwell Neighbourhood House provides an emergency food bank for community members in need of assistance week to week. The food bank operates two days a week and aims to fill a gap in government services provided in the area. It caters for those who don't qualify for the usual services or are waiting for services to be approved.

- MNH food bank utilisation prompted opening of second food bank, The Gathering Place
- Total people fed in 2017, 997
- Over 300 occasions where children were fed
- Approximate average value of a single hamper, $16, family hamper, $23
- Approximately 540 hampers provided
- It is estimated that 1 in 4 people helped by the food bank returned for assistance at least once.

Gippsland period project

In addition to the food bank, MNH is a hub for the Gippsland Period Project. The project provides support to women and transgender men experiencing homelessness in Gippsland via the provision of sanitary products. In 2017, MNH distributed over 1000 period packs valued at approximately $6,200.

Direct financial aid

In addition to the food bank, MNH provides financial relief (through a philanthropic grant), to those who visit the house in need.

This includes emergency relief to people through the payment of overdue bills for essential services (phone bills, electricity, gas) and additional gift cards for purchasing essentials items. In 2017, it is estimated that this direct financial aid was worth $10,000 to the community.

Evidence

Data was collected and collated from the two food banks for 2017. Supermarket pricing information was used to value individual items and hampers/period packs. Figures reported are aggregate across the two food banks.

Findings

540 food baskets were provided, valued at approximately $9,800.

1000 period packs worth approximately $6,200 were distributed through the Gippsland Period Project.

$10,000 worth of direct financial aid was provided to those in need of emergency relief.

A total of **$26,000** in essential resources was given to the community.

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The food bank also provides pet food.

So those in need **don't have to choose** between feeding themselves or their pet.

Resilience

Provided children with access to essential resources

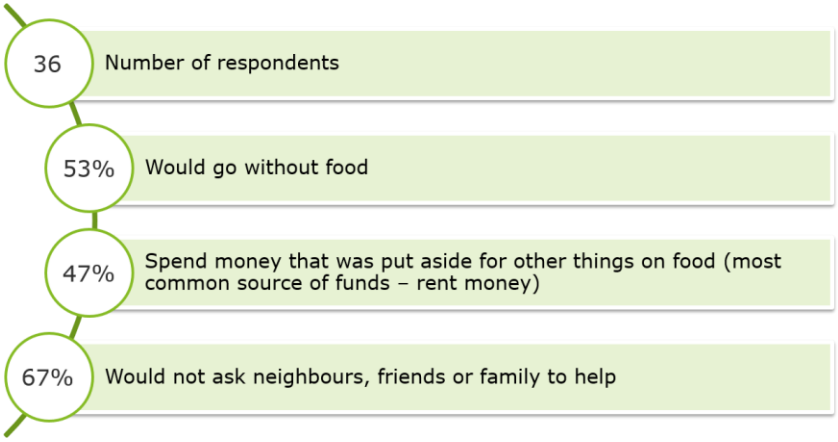
Description

Further to the previous direct outcome 'Provided access to essential resources', there are additional indirect outcomes from children receiving food from the Foodbank.

Workshops with MNH staff and other key stakeholders indicated that some parent/s who access the food bank have children who are known to child protection, and in some cases have recently returned to their parent(s) after time in out-of-home care (OoHC).

Evidence

The project has not contacted Foodbank and emergency relief users directly to discuss circumstances related to OoHC, however, over two food bank sessions attendees were asked; what would have happened to you or your family if you were unable to get food from the Morwell Neighbourhood House foodbank today? The results found:



Given that the foodbank data records approximately 300 occasions where children were fed, it is estimated that on 180 occasions a child received food who otherwise may have gone hungry.

Although the law states that child abuse includes neglecting a child, for example not giving a child enough food, clothing, shelter or necessary medical care (Legal Aid Victoria, 2018), this project was not able to identify the amount that food relief would contribute to the alleviation of neglect.

Research shows that the cost to government and the community of child abuse and neglect can be quite substantial; financial costs of $176,437, and non-financial costs of $328,757 per child over a lifetime (McCarthy et al., 2016). The existing research base does not however differentiate the cost of neglect from other forms of child abuse.

As such, the MNH Foodbank is likely to be one contributing factor in helping parent(s) to adequately provide for their children, avoiding neglect and maltreatment, however robust evidence to confirm this link and quantify the costs is not available.

Finding

It is estimated that on 160 occasions a child received food who otherwise may have gone hungry.

This creates benefits to the child and family, reducing costs to the government and the community.

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4. Future

Data collection and impact measurement

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Future
Data collection

Recognising that development and ongoing maintenance of data collection infrastructure can be resource and labour intensive, the following section suggests some changes for future data collection.

These changes would help make the findings in this report more robust, and could support new future findings for outcomes not substantiated in this report. The areas are broadly divided into data collection methods for volunteers, participants, and further research that sits outside of the remit of MNH.

Volunteers

To benefit future investigation of volunteering and community engagement it is suggested that MNH creates a volunteer database. Such a system would record simple demographic information of volunteers as well as record their volunteer work in greater detail with respect to time spent volunteering, when and in what capacity.

To take findings on the benefit derived from volunteering further, MNH could consider implementing a short exit interview at the end of every volunteer placement, or annually for ongoing volunteers. It could seek to identify:

- What skills were developed during the volunteer placement
- Extent to which the volunteer feels these skills will improve their employability
- Future intentions of the volunteer in terms of workforce participation or further study.

MNH could also systematically follow-up with volunteers within six to 12 months of completing their volunteer work to find out:

- If they have joined the workforce or gone on to further study
- The extent to which the skills learnt at MNH contributed to them attaining employment.

Participants

The data provided in the annual participant census was a valuable source for this impact analysis, however holds limitations in the fact that it was only conducted for one week. To increase the robustness of this data, MNH could consider:

- Conducting the participant census multiple times a year, potentially quarterly, or
- Collecting this information from regular participants, potentially every six months.

MNH should start systematically monitoring the unique number of participants as part of standard data collection. Ideally, this would include assigning individuals a participant number such their participation can be tracked over time, noting that this could be reasonably labour intensive and would need to address any privacy concerns.

There are a range of other data points that, if collected, could support further social impact analysis. It would be up to the discretion of MNH as to the appropriateness of these types of data collection:

- Mental health conditions of participants
- Personal circumstances of those accessing the foodbank, such as family composition.

Further research

There is scope for further research to be undertaken in particular in relation to the avoided cost to government from grassroots prevention activities such as those undertaken by the MNH. This includes the alleviation of temporary or longer term financial distress through foodbanks, free stores, repair cafes, emergency payment of bills and the maintenance of lawns and gardens to avoid tenancy issues.

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Appendices

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Appendix A
Detailed approach

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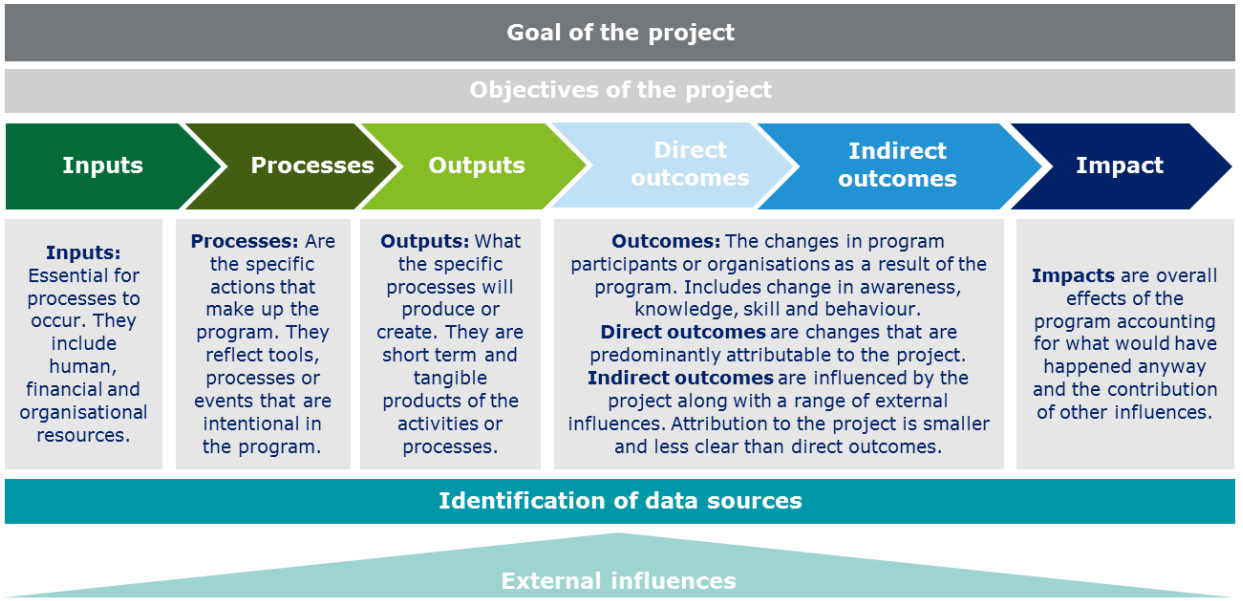
Section overview and description of a program logic model

The follow sections provides details on three aspects of the approach:

- The definitions behind the program logic model
- Primary data collection methods used
- Secondary data sources drawn upon
- An overview of our approach estimating the impact of MNH on participants' quality of life.

This diagram explains each of the components included in the program logic for MNH on page 19.



Source: Deloitte Access Economics (2018), adapted from: NSW Government (2017)

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Approach to data collection

Primary data collection

Two workshops were held with key MNH representatives and stakeholders. These workshop were open to MNH Coordinator Tracie Lund, MNH Committee Chair, Mark Potter, and a range of other relevant stakeholders.

Stakeholder consultation

- **Targeted stakeholder consultation.** Informal, semi-structured interviews were held with a number of MNH participants. These interviews were very informal in nature and sought to understand:
  - What is the main impact of MNH on its participants' lives?
  - What participants would be doing if they were not at MNH?
  - What alternatives exist, if any, to the services provided by MNH?
  - What other services do they access?
- **Broad stakeholder consultation.** A focus group was held with key neighbours of MNH. Key lines of enquiry included:
  - What is main impact of MNH on the local neighbourhood?
  - What has changed in the neighbourhood since the recent work of MNH?
  - What other services do the community access?

Survey

Over two food bank sessions attendees were asked to answer a one question survey. This asked; what would have happened to you or your family if you were unable to get food from the Morwell Neighbourhood House foodbank today?

Secondary data collection

Targeted literature and document review

A sample of the literature reviewed to input into the social impact analysis included:

- Economic and Social Impact Study: Community and Neighbourhood Centres Sector, South Australian Centre for Economic Studies
- Centre of Research for Resilient Communities reports, *They go in to bat for me report, and Most significant change report.*
- Other MNH documentation such as strategic plan, AGM reports including financial statements

A **meta analysis of literature on the components of quality of life** to inform the health and wellbeing impact area was conducted.

Data

Data from MNH activities include number of people and contact hours for each of: activities, volunteers and staff.

MNH participant census data from one weeks worth of activities in October 2017. This includes data on participants':

- Postcodes
- Personal characteristics: age ranges, Indigenous status, English Language, Disability, Concession card status
- Reason for attending.

This dataset has been used extensively throughout the analysis, assuming that the responses of participants in that week are representative of participants throughout the year. Improving the robustness of this data is discussed in greater detail on page 45.

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Estimating the impact of MNH on participants' quality of life
Definition

Quality of life

The WHO defines quality of life as "an individual's perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns" (WHO, n.d.).

Quality of life a dynamic concept that is comprised of both endogenous and exogenous forces. The endogenous forces of quality of life refer to a person's mental, emotional and physiological responses to their life. Whereas, the exogenous forces refer to the social structure, social environment and cultural factors that influence a person and their community (Atanasova & Karashtranova, 2016; Ferriss, 2006).

Health and wellbeing is a factor of quality of life, however, quantitative research examining this relationship is not well established (Yamaguchi, 2015).

The discussion illustrates the many dimensions of quality of life, thus suggesting this concept is not easily defined. A concept that is not easily defined is difficult to measure (Yamaguchi, 2015, CDC, 2000).

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Estimating the impact of MNH on participants' quality of life

Health and wellbeing

Total increase in quality of life ($)

Overarching assumptions:

- Changes in quality of life were obtained by participants for the entire year of this analysis (2017)
- Changes in quality of life were experienced equally by participants
- If MNH participants were not at MNH, they would not obtain these outcomes elsewhere
- The Department of the Prime Minister and Cabinet (PMC) value of one statistical life year is a valid estimate for this population

Assumptions relating to individual outcomes have been detailed in Appendix C.

Variation in indicator reasonably attributable to attending MNH (%)

x

Variation in quality of life explained by indicator (%)

x

Value of one quality adjusted life year ($)

x

Number of participants attending MNH likely to have obtained these outcomes (#)

- The percentage variation in health and wellbeing indicators reasonably attributable to attending MNH and the variation in quality of life explained by this indicator will be obtained via meta-analysis of the indicators defined for the direct and indirect outcomes:
  - Value of improved social capital
  - Value of reduced social isolation
  - Value of avoided discrimination of people with a disability
  - Value of improved mental health
  - Value of increased social participation
- The value of one quality adjusted life year (QALY) is estimated to be $190,750 in 2017 dollars, based on the value of one statistical life year published by the Department of Prime Minister and Cabinet (PMC, 2014 and RBA, n.d.).
- The number of participants likely to have obtained these outcomes will be calculated by multiplying the:
  - Total number of unique participants attending MNH in 2017 (1,176)
  - Percentage of unique participants assumed to have attended MNH on a regular basis in 2017 (50%)
  - Percentage of participants selecting the relevant main benefit of attending MNH (for example: 16.5% meet new people/make friends)
- Not all MNH participants will experience the indirect outcomes of MNH. For those who do, this cannot be attributed to MNH alone. As such, assumptions have been made regarding the proportion of participants likely to have experienced each indirect outcome.

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Appendix B
Social impact framework

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Health and wellbeing

Stronger community relationships and improved social connectedness

Outcome type	Outcome	Indicator(s)	Measure(s)	Existing data source(s)	Assumptions required	Qualitative	Quantitative	Monetised
Direct	Fostered relationship building and maintenance	• Value of reduced social isolation Value of improved social capital • Value of improved community connectedness	• Number of participants attending MNH • Proportion of participants who are socially isolated • Change in quality of life through reduced social isolation • Value of QALY	• Consultations with participants support that some participants are socially isolated • Literature on social isolation social capital and social participation	• Number of participants at risk of social isolation • Availability of literature on costs	✓	✓	✓
Direct	Provide an inclusive environment for people with a disability	• Value of improved social inclusion/ reduced discrimination for people with a disability	• Proportion of participants with disability • Change in quality of life through reduced discrimination • Difference in environment for participants with disability at MNH compared to other community activities and aspects of life	• Carer reported difference in the MNH environment compared to other community activities • Data on number of participants with disability	• NA	✓	✓	
Direct	Provide a mechanism for organisations to make a financial contribution	• Value of philanthropic contribution (e.g. pizza shop, beauticians)	• Value of goods/services contributed • Number and proportion of participants receiving a service or experience • Change in quality of life through attainment of new experiences	• Consultation with MNH	• Value of service or experience provided	NA	NA	NA
Indirect	Provide a stepping stone to broader social engagement	• Value of increased social participation	• Number of participants attending MNH • Proportion of MNH participants who subsequently participate in broader society • Change in quality of life through increased social participation	• Consultation with participants and MNH workshops	• NA	✓	✓	✓
Indirect	Improve mental health of individuals	• Value of improved mental health	• Number and proportion of participants participating in social activities at MNH • Change in quality of life through reduced mental illness	• Self reported impact of MNH on mental health (consultations) • Centre for Resilience reports	• NA	✓	✓	

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Independence

Acquisition of life skills

Outcome type	Outcome	Indicator(s)	Measure(s)	Existing data source(s)	Assumptions required	Qualitative	Quantitative	Monetised
Direct	Build life skills of individuals (physical, social, intellectual)	• Value of life skills attained	• Number and proportion of participants participating in life skill building activities • Change in quality of life through attainment of knowledge and skills	• Data on activity hours available from MNH • Consultation evidence with participants and MNH workshop on building skills • Data on individual participant numbers from MNH	• NA	✓		
Direct	Increase people in paid employment through the staff employed at MNH	• Value of paid employment	• Number of staff hours • Hourly wage contribution through paid employment • Change in quality of life through employment	• Data available		✓	✓	✓
Direct	Built independence of volunteers and improved community engagement	• Value of volunteer contribution	• Number of volunteer hours • Proportion of the community participating as a volunteer • Opportunity cost of volunteer time	• Data available from MNH	• That the volunteers would not be otherwise employed during this time	✓	✓	✓
Indirect	Reduced reliance on human services	• Value of facility-based care avoided • Value of homelessness avoided • Value of improved/ maintained independence	1. Number and proportion of participants avoiding facility-based care Cost of facility-based care 2. Number and proportion of participants avoiding homelessness Cost of homelessness		• NA	NA	NA	NA
Indirect	Provide a stepping stone to employment through volunteering	• Value of employment related skills gained	• Number and proportion of participants who have increased employment related skills through volunteering	• Consultation evidence from MNH workshops	• NA	✓		

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Pride
Greater community pride of place and empowerment

Outcome type	Outcome	Indicator(s)	Measure(s)	Existing data source(s)	Assumptions required	Qualitative	Quantitative	Monetised
Direct	Promoted community activities and achievements	• Value of publicised information	• Number of MNH media publications and mentions (social and otherwise)	• Qualitative description of impact - from MNH workshops • Quantify media mentions - data available	• NA	✓	✓	
Direct	Provided leadership to other community organisations	• Value of leadership provided to other neighbourhood houses and community organisations	• Number of instances of support offered to other neighbourhood houses • Satisfaction of other neighbourhood houses with support provided	• Consultation evidence from MNH workshops • Quotes collected by MNH • Case study of the basketball team sponsorship	• NA	✓		
Indirect	Facilitated community maintenance	• Value of community pride	• Number and proportion of participants utilising the lawn mower service • Cost of each lawn mower • Cost of a local lawn mower service • Facebook reach data	• Qualitative description of impact • Quantify lawnmower usage based on existing data • Facebook analytics	• NA	✓	✓	✓
Indirect	Empowered the voice of individuals and the community	• Value of empowerment	• Number of empowered participant media publications (social and otherwise) • Change in quality of life through empowerment	• Consultation evidence from MNH workshops	• NA	NA	NA	NA
Indirect	Increased community safety	• Value of crime avoided Value of increased personal safety	• Change in crime rate • Change in quality of life through increased personal safety	• Consultation evidence from MNH workshops • Not substantiated with neighbours	• NA	NA	NA	NA

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Resilience
Better access to essential resources and crisis support

Outcome type	Outcome	Indicator(s)	Measure(s)	Existing data source(s)	Assumptions required	Qualitative	Quantitative	Monetised
Direct	Provide access to essential resources	• Value of food baskets • Value of pamper packs	• Number of food baskets provided • Number of people fed by each food basket • Cost of food baskets • Number of Period Project packs provided • Cost of Period Project packs	• Data available from MNH	• NA	✓	✓	✓
Direct	Provide support in times of individual and community crisis	• Value of avoided crises (domestic distress, [i.e. neighbour-related, domestic violence], emotional distress [i.e. threat of children being taken away], financial distress [i.e. can't pay a bill], community distress [i.e. mine fire], other [i.e. coming down])	• Number and proportion of participants assisted during individual or community crises • Change in quality of life through avoided crises	• Consultation evidence from MNH workshop • Centre for Resilience reports • Short survey for foodbank recipients	• NA	NA	NA	NA
Direct	Provide support to individuals in the "gap" between disability and mainstream supports	• Value of activities to participants	• NA	• Consultation evidence with participants	• NA	NA	NA	NA
Indirect	Children receive essential resources and remain with families/carers	• Value of child protection services avoided	• Number and proportion of participants at risk of having their children removed • Cost of child protection/OoHC	• Number of children receiving food bank resources, from MNH • Literature on cost of child abuse and neglect (not isolated to neglect)	• Number of children at risk of OoHC, not substantiated	✓		

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Appendix C
Detailed findings

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Health and wellbeing

Fostered relationship building and maintenance

Outcome attribute	Description
Name	Fostered relationship building and maintenance
Purpose	This direct outcome contributes to MNH's impact of improved health and wellbeing through the direct outcome of fostering relationship building and maintenance. An increase in quality of life score is indicative of the value of improved social capital and reduced social isolation.
Indicators	• Value of improved social capital • Value of reduced social isolation
Data source(s)	• Consultations and workshops with MNH participants • MNH participant data • 2017 Neighborhood House Participant Survey • Literature review
Finding	In 2017, an estimated 188 MNH participants engaged in activities that were likely to assist them in building and maintaining social relationships. As a result of their engagement, these participants were likely to experience improved social capital and reduced social isolation. These indicators have been demonstrated to improve quality of life. The quality of life gain associated with improved social capital – an indicator of this outcome – is estimated to total $393,762.

Value of improved social capital

Description

Social capital is defined as something that "generates positive externalities for member[s] of a group…achieved through share[d] trust, norms, and values…[arising] from informal forms of organisations based on social networks and associations…and their consequent effects on expectations and behaviour" (Durlauf & Fafchamps, 2004).

Social capital can be described by its cognitive and structural constructs. The cognitive constructs of social capital are the norms, values and beliefs that affect a person's participation in society such as trust and reciprocity. Whereas, the structural constructs of social capital are a person's observable social interactions and networks (Agampodi et al., 2015, Inaba et al., 2015).

Social capital can also be described in terms of whether it is "bonding", "bridging" or "linking". Bonding social capital refers to relationships between homogenous members of a community. Bridging social capital refers to relationships between heterogeneous members of a community. Linking social capital refers to relationships across societal gradients, such as those of power (Agampodi et al., 2015).

Variation in indicator reasonably attributable to attending MNH (%)

A study by Bjørnskov and Sønderskov (2013) found that involvement in the local community, friends' informal socialisation and cultural activities explained approximately 12%, 9% and 8% – respectively – of variation in social capital at the individual level.

This is supported by a meta-analysis of studies measuring social capital was conducted by Agampodi et al. (2015). The results of this

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Health and wellbeing

Fostered relationship building and maintenance

Value of improved social capital (cont.)

Value of improved social capital (cont.)

meta-analysis suggest that the social and cognitive constructs of social capital most commonly associated with health are social trust, sense of belonging, social cohesion, group membership and social support. Noting that heterogeneity between the studies was present, even in the measurement of variables.

Furthermore, a multilevel analysis of neighbourhood social capital and adolescent self-reported wellbeing in New Zealand by Aminzadeh et al. (2013) found that students who resided in neighbourhoods with higher levels of social capital were associated with higher levels of self-reported wellbeing. This association was found to have a stronger protective effect on students from lower socioeconomic backgrounds, this was suggested to have implications for adolescent resilience.

Social capital has also been shown to affect a person's level of social participation – an indirect outcome of MNH (Cox, 2002).

Variation in quality of life explained by indicator (%)

For the purposes of this report, we have assumed that the variation in quality of life explained by social capital is equivalent to the variation in quality of life explained by social participation – see page 57 for details.

Value of one quality adjusted life year ($)

The value of one quality adjusted life year (QALY) is estimated to be $190,750 in 2017 dollars, based on the Department of Prime Minister and Cabinet value of statistical life (PMC, 2014 and RBA, n.d.).

Number of participants attending MNH likely to have obtained these outcomes (#)

In 2017, MNH recorded 1,176 unique participant attendances. For the purposes of this report, we have assumed that 50% of these participants were one-off or infrequent attendees to MNH and were, therefore, unlikely to have experienced the benefits analysed in this section. However, it is important to note that these participants may have obtained a portion of the benefits described.

588 unique participants are assumed to have attended MNH on a regular basis. A 2017 Neighborhood House Participant Survey indicates that 16.5% of participants selected "meet new people/make friends" as the main benefit of attending MNH, while 15.5% selected as "spend time with other people", totaling 188 participants.

For the purposes of this report, we have assumed that those participants who stated that the main benefit of attending MNH was to "meet new people/make friends" or "spend time with other people" achieved this outcome in 2017.

Value of reduced social isolation

Description

Social isolation is defined as "the absence of contact with other people" and "deprivation of social connectedness". (Hawton et al., 2010, Victor et al., 2009, Zavaleta et al., 2016).

Social isolation is comprised of both functional and structural elements. The functional elements of social isolation refers to a person's perception of the quality of their social interactions. Whereas, the structural elements of social isolation refers to the size of a person's social network and the frequency of interactions (Hawton et al., 2011).

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Health and wellbeing

Fostered relationship building and maintenance

Value of reduced social isolation (cont.)

Description (cont.)

Insufficient evidence was found in the literature to support a defensible calculation of the total increase in quality of life ($) attributable to reduced social isolation. Qualitative evidence regarding the value of reduced social isolation is detailed below.

Evidence

Social interactions influence a person's level of social isolation, with the quality of social interactions having a greater impact on perceived social isolation than the quantity of interactions (Hawkley et al., 2009). The literature suggests that perceived social isolation has a stronger association with poor health outcomes than objective social isolation (Cacioppo et al., 2011).

Social isolation is a risk factor for broad-based morbidity and mortality and is associated with ageing (Holt-Lunstad et al., 2010).

The strength of social isolation as a risk factor for morbidity and mortality is comparable to that of smoking, obesity, sedentary lifestyle and high blood pressure (House et al., 1988). Socially isolated persons are three times more likely to commit suicide and are more than six times less likely to survive a stroke (Kawachi et al., 1996).

This is supported by an observational study investigating the relationship between social isolation and health-related quality of life in adults aged 50 years and older in the UK by Hawton et al. (2011). This study found an association between increasing levels of social isolation and poor health related quality of life.

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Health and wellbeing

Provided an inclusive environment for participants with a disability

Outcome attribute	Description
Name	Provided an inclusive environment for participants with a disability
Purpose	This direct outcome contributes to MNH's impact of improved health and wellbeing through the direct outcome of providing an inclusive environment for participants with a disability.
Indicators	• Value of avoided discrimination for persons with a disability
Data source(s)	• Consultations and workshops with MNH participants • MNH participant data • 2017 Neighborhood House Participant Survey • Literature review
Finding	In 2017, an estimated 261 MNH participants described themselves as experiencing a disability, impairment or long-term condition. As a result of their participation in MNH activities, these participants were exposed to an inclusive environment that may have resulted in avoided exposure to discrimination. Avoiding discrimination has been demonstrated to improve quality of life for persons with a disability.

Value of avoided discrimination for persons with a disability

Evidence

A study examining quality of life indicators by Atanasova and Karashtranov (2016) found that freedom from discrimination is an indicator of an individual's degree of quality of life.

Anecdotal evidence from consultations and workshops with MNH participants suggested that MNH's positive relationships with a number of local disability service providers means that groups of people with a disability attend MNH as a regular weekly activity. Participants, their carers and MNH coordinators spoke of this as providing a safe space for participants with a disability to engage in social activities free from discrimination.

Insufficient evidence was found in the literature to support a defensible calculation of the total increase in quality of life ($) attributable to avoided discrimination for persons with a disability. Qualitative evidence regarding the value of avoided discrimination for persons with a disability is detailed below.

In 2017, MNH recorded 1,176 unique participant attendances. For the purposes of this report, we have assumed that 50% of these participants were one-off or infrequent attendees to MNH and were, therefore, unlikely to have experienced the benefits analysed in this section. However, it is important to note that these participants may have obtained a portion of the benefits described.

588 unique participants are assumed to have attended MNH on a regular basis. A 2017 Neighborhood House Participant Survey indicates that 44.4% of participants consider themselves as "experience[ing] a disability, impairment or long-term condition", totaling 261 participants. 8.9% of participants selected "I'd rather not say".

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Health and wellbeing

Improved mental health of participants

Outcome attribute	Description
Name	Improved mental health of participants
Purpose	This indirect outcome contributes to MNH's impact of improved health and wellbeing through the indirect outcome of improving mental health of participants.
Indicators	• Value of improved mental health
Data source(s)	• Consultations and workshops with MNH participants • MNH participant data • 2017 Neighborhood House Participant Survey • Literature review
Finding	In 2017, an estimated 92 MNH participants engaged in activities that were likely to assist them in improving their personal wellbeing/confidence. As a result of their engagement, these participants were likely to experience improved mental health. Improved mental health has been demonstrated to improve quality of life.

Value of improved mental health

Not all MNH participants will experience improvements in mental health. For those who do, this outcome cannot be attributed to MNH alone. As such, this is described as an indirect impact. This indirect outcome contributes to MNH's impact of improved health and wellbeing.

Evidence

A Layte et al. (2013) study of determining quality of life in individuals aged 50 and above found that 61% of the total variance in quality of life could be explained by six domains. Of these six domains, mental health was found to explain 7.7% of the explainable variance.

Insufficient evidence was found in the literature to support a defensible calculation of the total increase in quality of life ($) attributable to improved mental health. Qualitative evidence regarding the value of improved mental health is detailed below.

In 2017, MNH recorded 1,176 unique participant attendances. For the purposes of this report, we have assumed that 50% of these participants were one-off or infrequent attendees to MNH and were, therefore, unlikely to have experienced the benefits analysed in this section. However, it is important to note that these participants may have obtained a portion of the benefits described.

588 unique participants are assumed to have attended MNH on a regular basis. Unfortunately, data for the proportion of participants who experience mental health problems was not available. However, a 2017 Neighborhood House Participant Survey indicates that 15.8% of participants selected "improve my personal wellbeing/confidence" as the main benefit of attending MNH, totaling 92 participants. For the purposes of this report, we have assumed that those participants who stated that the main benefit of attending MNH was to "improve my personal wellbeing/confidence" achieved this outcome in 2017.

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Health and wellbeing

Provided a stepping stone to social participation

Outcome attribute	Description
Name	Provided a stepping stone to social participation
Purpose	This indirect outcome contributes to MNH's impact of improved health and wellbeing through the indirect outcome of providing a stepping stone to social participation. An increase in quality of life score is indicative of the value of providing a stepping stone to social participation.
Indicators	• Value of increased social participation
Data source(s)	• Consultations and workshops with MNH participants • MNH participant data • 2017 Neighborhood House Participant Survey • Case study of participating in broader society • Literature review
Finding	In 2017, an estimated 18 MNH participants were more likely to go on to engage in social participation. Social participation has been demonstrated to improve quality of life. The quality of life gain associated with this outcome is estimated to total $39,407.

Value of increased social participation

Description

A stepping stone to social participation is defined as "an action or event that helps one to make progress toward" being involved in "a range of processes through which local communities are involved and play a role in issues which affect them" (Oxford University Press, n.d.) (Claridge, 2004).

Social participation is heavily dependent on interpersonal relationships and, therefore, the extent to which individuals are included or excluded by society (Levasseur et al., 2010). As such, factors such as distance, time, peers, and self-esteem play an important role in decisions affecting social participation (Mikula et al., 2017).

Variation in indicator reasonably attributable to attending MNH (%)

A study by Wiegerink et al. (2006) found that building and maintaining positive social relations was closely related to improving social participation for adolescents and young adults with cerebral palsy. Social participation is closely linked with a person's engagement with social community activities and, therefore, their health related quality of life – an influencing factor of quality of life (Andonian & MacRae, 2011; Karimi & Brazier, 2016).

For the purposes of this report, we have assumed that the variation in social participation explained by attending MNH is equivalent to the variation in social capital explained by attending MNH – see pages 63-65 for details.

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Health and wellbeing

Provided a stepping stone to social participation

Value of increased social participation (cont.)

Variation in quality of life explained by indicator (%)

A Layte et al. (2013) study of determining quality of life in individuals aged 50 and above found that 61% of the total variance in quality of life could be explained by six domains. Of these six domains, social participation was found to explain 6.3% of the explainable variance. This is supported by a study of persons living with a disability by Jespersen et al. (2018), in which social participation was found to be associated with quality of life

Value of one quality adjusted life year ($)

The value of one quality adjusted life year (QALY) is estimated to be $190,750 in 2017 dollars, based on the Department of Prime Minister and Cabinet value of statistical life (PMC, 2014 and RBA, n.d.).

Number of participants attending MNH likely to have obtained these outcomes (#)

In 2017, MNH recorded 1,176 unique participant attendances. For the purposes of this report, we have assumed that 50% of these participants were one-off or infrequent attendees to MNH and were, therefore, unlikely to have experienced the benefits analysed in this section. However, it is important to note that these participants may have obtained a portion of the benefits described.

588 unique participants are assumed to have attended MNH on a regular basis. A 2017 Neighborhood House Participant Survey indicates that 16.5% of participants selected "meet new people/make friends" as the main benefit of attending MNH, while 15.5% selected as "spend time with other people", totaling 188 participants.

Unfortunately, data for the proportion of MNH participants who subsequently went on to participate in broader society was not available. For the purposes of this report, we have assumed that 10% of participants who selected "meet new people/make friends" and "spend time with other people" as the main benefit of attending MNH, experienced this outcome in 2017 – totaling 18 participants.

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Pride

Promoted community activities and achievements

Outcome attribute	Description
Description	Promoted community activities and achievements
Purpose	MNH operates a number of activities and participates in the community in a variety of ways. The success of these endeavours requires the ongoing dissemination of information to as broad a reach of the region as possible
Indicators	Number of local media mentions Number of regional media mentions Number of social media followers
Data source(s)	• MNH activity data • MNH social media pages
Finding	In 2017, Morwell Neighbourhood House and related activities and information were promoted in the media 14 times locally and 43 times regionally across the year. The average Facebook reach was 3,167 per week.

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Pride

Facilitated community maintenance

Outcome attribute	Description
Description	Facilitated community maintenance
Purpose	Community members who do not have access to a lawn mower or can't afford rental or mowing service costs are able to maintain their lawn at no cost. Maintaining the communities appearance acknowledges the basic pride residents have for the community of Morwell
Indicators	58 residents utilised the lawn mower rental service There were 177 rentals in 2017 valued at $7,800 The average price to rent a lawn mower in Morwell is $44.33/day
Data source(s)	• MNH Activity data • Price information from local rental service providers
Finding	Morwell Neighbourhood House Lawn Mower Bank provided 177 free rentals in 2017. Valued at $7,800.

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Pride

Provided leadership to other community organisations

Outcome attribute	Description
Name	Provided leadership to other community organisations
Purpose	This indirect outcome contributes to MNH's impact of improved pride through the indirect outcome of providing leadership to other community organisations.
Indicators	• Value of leadership provided to other community organisations
Data source(s)	• Consultations and workshops with MNH participants • Case study of Yallourn North Primary School Sensory Garden • Case study of Latrobe Valley Youth Basketball Teams • Literature review
Finding	Due to the heterogeneity of the leadership activities and recipients, assumptions were not able to be drawn for this outcome. However, the qualitative value of this outcome can be described as improving community empowerment and pride.

Value of leadership provided to other community organisations

Evidence

In addition to the benefits described in the Yallourn North Primary School Sensory Garden case study, there is evidence to suggest that community gardens are associated with building social networks, capacity and empowerment (Twiss et al., 2003 and Glover, 2003). In support of this, a Kingsley and Townsend (2006) study of a local community garden – Dig In Community Garden in Port Melbourne – found that the membership in the garden was associated with increased levels of social capital.

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Direct outcome

Indirect outcome

Independence

Outcomes from volunteering

Outcome attribute	Description
Description	Built independence of volunteers and improved community engagement
Purpose	Community members who are otherwise unemployed or retired can experience social exclusion. By providing volunteer opportunities, such residents of Morwell are able to engage with their community and build social capital.
Indicators	Volunteer hours were 3,244 There were approximately 28 volunteers in 2017 Additional 60 new volunteers for Yallourn North Primary School Garden project
Data source(s)	• MNH Activity data • Yallourn PS Consultation • ABS 6306 Employee Earnings and Hours, Australia, May 2016 • ABS Census 2016 • RBA Inflation Calculator
Finding	In 2017 volunteers contributed 3,244 hours of time. Valued at $131,564.

Outcome attribute	Description
Description	Provide a stepping stone to employment through volunteering
Purpose	An indirect outcome of volunteering at MNH is the increase in job related skills for some volunteers. This can include preparing an application to volunteer, taking an informal interview with the MNH Coordinator, learning office related skills, taking responsibility for specific tasks, using initiative among others.
Indicators	Volunteer hours were 3,244 There were approximately 28 volunteers in 2017 Of the volunteers surveyed in October 2017, 37.5% stated that they are volunteering in order to improve job skills.
Data source(s)	• Participant census • MNH Coordinator input and semi-structured interviews with foodbank volunteer
Finding	An estimated 10 volunteers who worked at MNH in 2017 improved their job related skills.

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Independence
Built life skills of participants

Outcome attribute	Description
Name	Built life skills of participants
Purpose	This indirect outcome contributes to MNH's impact of improved independence through the direct outcome of building the life skills of participants. An increase in quality of life score is indicative of the value of life skills attained. It is important to note that measuring the volume of service provided does provide insight into whether the service is achieving the desired impact.
Indicators	• Value of improved/maintained independence
Data source(s)	• Consultations and workshops with MNH participants • MNH participant data • 2017 Neighborhood House Participant Survey • Literature review
Finding	In 2017, an estimated 64 MNH participants engaged in activities that were likely to assist them in building their life skills and, therefore, improving their independence. Improved independence has been demonstrated to improve quality of life.

Not all MNH participants will maximise their independence. For those who do, this outcome cannot be attributed to MNH alone. As such, this is described as an indirect impact. This indirect outcome contributes to MNH's impact of improved health and wellbeing.

Value of improved/maintained independence

Evidence

A study examining quality of life indicators by Atanasova and Karashtranov (2016) found that degree of independence is a key multidimensional factor in determining an individual's degree of quality of life.

Ideally this indicator would be measured by assessing the change in quality of life scores for participants accessing skill building activities (physical, social, intellectual) through MNH. This data was not available. As an alternative, data on rate of commencement and completion of activities was sought as an intermediate proxy measure. This information was also not available.

In 2017, MNH recorded 1,176 unique participant attendances. For the purposes of this report, we have assumed that 50% of these participants were one-off or infrequent attendees to MNH and were, therefore, unlikely to have experienced the benefits analysed in this section. However, it is important to note that these participants may have obtained a portion of the benefits described.

588 unique participants are assumed to have attended MNH on a regular basis. A 2017 Neighborhood House Participant Survey indicates that 10.9% of participants selected "improve my independence" as the main benefit of attending MNH, totaling 64 participants. For the purposes of this report, we have assumed that those participants who stated that the main benefit of attending MNH was to "improve my independence" achieved this outcome in 2017.

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Direct outcome

Indirect outcome

Resilience

Provided access to essential resources

Outcome attribute	Description
Description	Provided access to essential resources
Purpose	Provide emergency assistance to community members who don't qualify for the usual services or are waiting for services to be approved.
Indicators	540 Baskets provided in 2017 997 People fed in 2017 Average cost of food baskets, $16 single, $23 family 1000 Period packs supplied to women experiencing homelessness Average price of period pack, $6
Data source(s)	• MNH Food bank data • MNH Period project data • Supermarket pricing Information
Finding	Combined with the Period Project and direct financial aid MNH provided $26,000 in essential resources in 2017.

Outcome attribute	Description
Name	Provided children with access to essential resources
Purpose	Provide emergency assistance to community members with children who do not have access to other services.
Indicators	Estimated 300 occasions where children were fed by the food bank
Data source(s)	• Foodbank survey • Literature • MNH Food bank data
Finding	It is estimated that on 180 occasions a child received food who otherwise may have gone hungry. This creates benefits to the child and family, reducing costs to the government and the community.

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