

Neighbourhood Houses Framework 2023

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BOROONDARA
City of Harmony

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The City of Boroondara acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners and original custodians of this land and pays our respects to their Elders past and present.

1. Introduction

Boroondara has 11 neighbourhood houses, and Council provides important support and works closely with them to offer services, programs and activities that respond to community needs. Neighbourhood houses are places where people can come together to connect, learn, and contribute to their community through social, educational, recreational and support activities using a unique community development approach.

Through the recent consultation for the Boroondara Community Plan 2021-2031 (BCP), we know that our community services, facilities, and activities are highly valued and continue to play a pivotal role in fostering community connections and contributing to people's health and wellbeing in Boroondara. These findings are particularly relevant as our community reconnects following the isolation experienced by many during the COVID pandemic.

Neighbourhood houses play an important role fostering community connections, providing a place for people to meet and participate in programs and activities that are affordable and respond to a wide range of community interests. Council recognises this by providing funding, support and advice, capacity building for committees of management and staff through workshops, and buildings for neighbourhood houses to operate from.

With the adoption of the BCP, it is timely to develop the Boroondara Neighbourhood Houses Framework (the Framework) to articulate how Council and neighbourhood houses will work together to deliver on strategies under *Theme 1 Community, Services and Facilities* to ensure that community services and facilities are high quality, sustainable, inclusive and strengthen resilience.

The Framework has been developed in consultation with the Boroondara neighbourhood houses. It builds on our existing relationship and is predicated on a mutual obligation to work in partnership to deliver community programs and services that are responsive, inclusive and facilitate social connections and belonging. It outlines Council's commitment to a strategic and coordinated approach to supporting and promoting neighbourhood houses as key hubs for community learning, community participation, development, and capacity building.

A key element of the Framework is the Action Plan. The Action Plan is based on the objectives in the BCP and will be reviewed annually to ensure relevance and track progress.

Moving forward, there are opportunities to evaluate and expand on this approach with other community partners and precincts. This could include the development of a methodology around action planning with a broader range of community partners which captures integrated placemaking and neighbourhood programming which respond to community needs

1.1. Corporate framework

The Boroondara Community Plan (BCP) 2021-31 incorporating the 10-Year Community Vision, Council Plan 2021-25 and Municipal Public Health and Wellbeing Plan 2021-25 is Council's key strategic document. Between 2020-21, Council undertook community consultation to renew the BCP, with over 5,000 community members participating in the development of our community vision for 'a sustainable and inclusive community.' The renewed BCP reflects our community's values, aspirations, and priorities for the next 10 years and outlines how they will be delivered.

The Boroondara Community Plan is structured around the following seven priority themes:

- Community, Services and Facilities
- Parks and Green Spaces
- The Environment
- Neighbourhood Character and Heritage
- Moving Around
- Local Economy
- Leadership and Governance

Neighbourhood houses support the delivery of strategies under several of the BCP priority themes. The following strategies in Theme 1: Community, Services and Facilities are particularly relevant:

- **Strategy 1.1:** Neighbourhoods and community spaces facilitate social connections and belonging by providing, maintaining, and activating places for people to meet, organise activities and celebrate events.
- **Strategy 1.2:** Health and wellbeing is improved through delivering, facilitating, and advocating for services and programs that are accessible and affordable.
- **Strategy 1.5:** Life-long learning is supported by delivering and working with our community and partners to meet the broad range of interests within the community.
- **Strategy 1.7:** Community resilience, safety and public health are improved by working in partnership with community and government organisations.

Council is committed to enhancing wellbeing for people who live, work, study or recreate in the municipality as an outcome of everything we do. The BCP identifies six health and wellbeing priorities that can positively influence community health and wellbeing. They are:

- improving mental wellbeing and social connection
- tackling climate change and its impact on health
- preventing all forms of violence
- reducing harmful alcohol use
- increasing healthy eating
- increasing active living.

Neighbourhood houses play an important role in delivering the BCP health priorities, in particular, 'Improving mental wellbeing and social connection' and 'Increasing active living', through providing spaces and programs where residents can connect, learn, and play. While overall Boroondara residents experience good health and quality of life, there is room for improvement. Research shows that social connection and having the opportunity and capacity to contribute to community, in places like neighbourhood houses, is a protective factor that promotes and protects good mental health and wellbeing. Findings from the 2020-2021 BCP consultations also support this, as residents told us making connections locally was important to them and helped in creating a sense of belonging and community.

There are several Council policies and plans relevant to neighbourhood houses, including:

- Boroondara Community Strengthening Grants Policy 2023
- Boroondara Reconciliation Strategy 2022-2026
- Boroondara Volunteer Resource Centre Strategic Service Plan 2022
- Assets Leasing and Licensing Policy
- Add Life to Your Years – Healthy Ageing in Boroondara Plan
- Children and Young People Action Plan
- Disability Action Plan 2018-22
- It's Your Place - Boroondara Placemaking Framework 2019
- Library Services Plan 2020-2025
- Multicultural Action Plan 2019-23
- Sports and Recreation Strategy

Many of these plans identify a role for neighbourhood houses in working with Council to deliver on the actions and strategic objectives outlined in each plan, while three support their operations.

The Boroondara Volunteer Resource Centre Strategic Service Plan 2022 promotes opportunities for volunteering in Boroondara, which is integral to the operation of volunteer involving organisations such as neighbourhood houses. The financial support provided to Boroondara's neighbourhood houses is outlined in the Boroondara Community Strengthening Grants Policy, while the Assets Leasing and Licensing Policy makes provision for peppercorn rental for neighbourhood houses operating from Council owned facilities.

The adoption of the BCP is a timely opportunity to develop a Framework to capture the many ways Council and the neighbourhood houses will work together to deliver on the BCP strategies and health priorities outlined above. The Framework will formally recognise the important partnership role of neighbourhood houses in delivering services, programs and activities in Boroondara and promote a strategic and coordinated approach to our collaboration with neighbourhood houses to deliver on key priorities.

2. Background

Neighbourhood houses are independent community organisations, which provide a range of programs and activities for people of all ages in response to identified community needs. Neighbourhood houses play a critical role in the community, offering social support and learning opportunities for a wide range of people and age groups, including those with disabilities, from culturally diverse backgrounds, on low incomes, Aboriginal and Torres Strait Islanders and those seeking social connections.

2.1. History of neighbourhood houses

Neighbourhood houses and learning centres were first established in Victoria in the early 1970s. The movement arose from local community need with a vision to bring people together in an informal, non-threatening and nurturing environment that supported individualised learning and enhanced opportunities to connect people and communities.

They are referred to by a variety of names, reflecting their varied historical beginnings, including community houses, community centres, living and learning centres, neighbourhood centres and learning centres.

There are over 400 neighbourhood houses in Victoria. Each house or centre is a not-for-profit legal entity or auspiced by a legal entity governed by an independent committee of management made up of representatives from the local community. They are responsible for consulting with their community and designing programs and activities that respond to local needs.

2.2. The neighbourhood house community development model

Neighbourhood houses operate within a community development model, which has a strong focus on people and place, participation, and partnerships. It involves local people, community organisations, government, and business working together to build vibrant and sustainable communities. Neighbourhood houses welcome people of all ages and backgrounds and create opportunities for people to be involved through programs and activities that respond to needs in their local community.

The model of neighbourhood house community development practice comprises 6 principles. These principles enable houses to play a key role in local area planning to meet the needs of their local communities. They are:

- **Involving** the community and encouraging participation and inclusion, and valuing diversity and difference at all levels of neighbourhood house operations.
- **Identifying** community needs and aspirations.
- **Determining** appropriate community programs, activities, and services in response to those needs, ensuring that diversity and difference are valued.
- **Partnering** with community organisations, businesses, government, and philanthropic organisations to secure appropriate funding and support.
- **Delivering** quality programs, activities, and services.
- **Evaluating** the effectiveness of all aspects of neighbourhood house operations, including programs, practice, and governance ¹.

¹ Neighbourhood Houses Victoria
[Community Development Framework, NHs and International Standards for CD Practice](#)

Neighbourhood houses are one of the key means by which Council supports and facilitates community development within the municipality.

2.3. Boroondara neighbourhood houses

The City of Boroondara supports a network of 11 neighbourhood houses that provide a range of programs and services, facilitating social connections for people of all ages. They are:

- Alamein Neighbourhood & Learning (Alamein NL)
- Ashburton Community Centre (Ashburton CC)
- Balwyn Community Centre (Balwyn CC)
- Bowen Street Community Centre (Bowen Street CC)
- Camberwell Community Centre (Camberwell CC)
- Canterbury Neighbourhood Centre (Canterbury NC)
- Craig Family Centre (Craig FC)
- Hawthorn Community House (Hawthorn CH)
- Kew Neighbourhood and Learning Centre (Kew NLC)
- Surrey Hills Neighbourhood Centre (Surrey Hills NC)
- Trentwood at the Hub (Trentwood ATH)

As mentioned above, neighbourhood houses offer a diversity of programs and activities for all ages. Approximately 8,000 people participate in programs and activities at Boroondara neighbourhood houses including health and wellbeing programs, creative pursuits, languages, technology, work skills, and support for vulnerable people.

Some examples of these programs and activities are:

- digital literacy (accessing the internet, social media, managing apps/iPhones/iPads)
- information technology skills (introduction Excel/Word)
- work skills (event management, horticulture, carpentry, office skills, medical reception, and barista training)
- community activities (knitting and sewing groups, community gardens).
- creative pursuits (painting, creative writing, drawing, French polishing, mosaics, pottery and sewing)
- health and wellbeing (exercise classes, yoga, belly-dancing, line dancing, tai chi, Pilates, Qigong, walking and Zumba)
- languages (English as an additional language, English literacy, French, German, Italian, Mandarin, and Spanish)
- general interest (cooking, history, walking tours, bike riding groups, cards, and board games).

While neighbourhood houses offer programs across all age groups, each may offer programs that respond to key demographic groups, which also provide important points of difference. For example, Kew NLC, Trentwood ATH and Hawthorn CH provide programs and activities for people who have a mental illness or an intellectual disability, and Alamein NL works closely with vulnerable people living in

public housing. Others such as the Camberwell CC and Ashburton CC have a range of arts, computer, history, language and recreational programs.

In addition to their general programs, two neighbourhood houses (Kew NLC and Alamein NL) have men's sheds, four offer occasional childcare (Craig FC, Balwyn CC, Kew NLC and Bowen Street CC), two (Hawthorn CC and Trentwood ATH) offer National Disability Insurance Scheme (NDIS) programs, and two (Kew NLC and Alamein NL) provide Adult Community and Further Education (ACFE) funded pre-accredited training in hospitality, horticulture and computer and digital skills. Neighbourhood houses also collaborate with Council on a broad range of events and activities, such as Children's Week and Cultural Diversity Week, and have developed projects in partnership with Council. For example, throughout 2021, the neighbourhood houses partnered with the Boroondara Library Service to host taster programs across the library's five branches and online, which continued at the neighbourhood houses. This partnership has promoted collaboration between the two services and increased opportunities for residents to engage in programs that improve health, wellbeing, and a sense of community.

In 2022, Boroondara Youth developed and delivered a workshop to neighbourhood houses to provide advice and information on developing networks and engaging with young people, youth-led consultation and creating welcoming spaces for young people. The workshop also included space for exploring opportunities for partnerships and collaboration, which has resulted in the Boroondara Youth team having a presence at neighbourhood house events and activities. Neighbourhood houses also collaborated with Council, Victoria Police and Neighbourhood Watch to deliver a series of pop-up activities for Community Safety Week 2022, promoting personal safety and community resilience.

Neighbourhood houses also play a crucial role in responding to the needs of an ageing population through programs and services that provide lifelong learning and opportunities to engage with the community. Residents over the age of 55 make up a significant proportion of neighbourhood house participants, with many programs and activities at neighbourhood houses providing opportunities for learning and social connection, such as art, craft, and language courses. Balwyn CC and Camberwell CC host weekly social clubs such as chess, mah-jong and bridge while Camberwell CC also hosts three senior citizen's clubs. Some offer intergenerational programs. Bowen Street CC offers a range of playgroups for grandparents while Canterbury NC, in partnership with BASS Care, has an intergenerational music program that combines social activity between older adults and children with the benefits of music therapy. Some offer more specialised programs, such as Surrey Hills NC for those living with dementia and their carers.

Neighbourhood houses partner with local traders' associations to host community events that activate public spaces and engage the local community. Ashburton CC partners with the Ashburton Traders Association and Rotary to deliver 'Ashburton-A-Fair', a quarterly craft market. Trentwood ATH partners with the Greythorn Traders Association and Boroondara Youth to host an annual family focused Halloween event, and the Surrey Hills Music Festival brings together the Surrey Hills NC and local traders in a celebration that is attended by over 2,000 community members.

Some neighbourhood houses have also delivered programs from other facilities such as sporting pavilions, sometimes in partnership with another organisation. In March 2022, Surrey Hills Neighbourhood Centre partnered with Lynden Park Recreation Facility Joint Management Committee to deliver a Community Day.

The increasing cultural diversity in Boroondara has also presented opportunities for neighbourhood houses to respond to community needs and interests. Kew NLC, Alamein NL and Hawthorn CH offer English conversation groups and classes, Craig FC offers Mandarin Classes, and Alamein NL offers specialist courses to improve English skills using technology such as iPads or computers. Camberwell CC has also built connections with community groups such as the Chinese Warblers Choir and Chinese Gospel Community Church.

Neighbourhood houses also played a significant role in enabling community members to stay connected during the COVID-19 pandemic, providing support to their communities through a range of services such as food relief, shopping and social support. Some neighbourhood houses were also able to draw on their strong connections with the community to mobilise volunteers to participate in activities, such as making face masks and phone support lines to connect people who are socially isolated. Kew NLC's social enterprise, the Spare Chair Café, provided meals to community members in need through its 'pay it forward' community meal scheme.

Many of the neighbourhood houses moved to online service delivery, running classes and activities online using platforms such as zoom, and implemented digital support services to build the capacity of community members to stay connected online, reducing social isolation.

Neighbourhood houses in Boroondara play a key role in helping people develop new skills, share time with others, connect to their communities and feel a deeper sense of purpose by contributing to their community in a meaningful way. This can be through diverse volunteering opportunities such as office administration, acting as digital mentors, assisting with newsletter distribution, website development and maintenance, homework tutoring, leading walking groups and conversation classes, gardening and maintenance, festival and event development, coordination and delivery, and contributing professional skills on volunteer Committees of Management.

2.4. Council support

Seven of the 11 neighbourhood houses in Boroondara receive funding through the Department of Families, Fairness and Housing (DFFH) under the Neighbourhood House Coordination Program (NHCP). Some neighbourhood houses receive additional program funding such as Adult Community and Further Education (ACFE), Commonwealth Home Support Program (CHSP) and My Aged Care (MAC). Each neighbourhood house is also required to actively seek funding from other sources, including other levels of government, to assist in the ongoing operations of the neighbourhood house and to build a financially sustainable operating model.

Council makes a significant commitment to Boroondara's neighbourhood houses. This includes triennial operational funding, and all neighbourhood houses operate from facilities owned and maintained by Council.

Neighbourhood houses also receive the following Council support:

- advice and support through a dedicated resource.
- access to the Community Strengthening Grants program.
- biannual Governance Workshops for Committees of Management
- tailored capacity building workshops for managers, staff and volunteers based on identified needs such as marketing or strategic planning.
- access to Council's Community OnBoard Workshop Program for staff and volunteers of community organisations in governance, risk management, networking, partnership development, fundraising and marketing.
- access to volunteer management support services through the Boroondara Volunteer Resource Centre, including volunteer recruitment, volunteer leader network meetings and forums, training for volunteers and events.
- a page in the Boroondara Bulletin to promote programs and events.
- a page on the Boroondara website with link to Live & Learn guide.
- a contribution toward the production of the Live & Learn guide.
- Boroondara Neighbourhood Houses Network.
- annual planning day with Council and neighbourhood houses.

Council has also invested heavily in the redevelopment and renewal of neighbourhood house facilities to ensure that community facilities are high quality, inclusive and meet the needs of the community now and in the future. This includes the development of Greythorn Community Hub in 2018 with a new neighbourhood house, Trentwood at the Hub, the redevelopment of Balwyn Community Centre and Camberwell Community Centre in 2021, the renovation of the former South Camberwell Maternal and Child Health Centre for the use of Bowen Street Community Centre in 2022 and the upgrade of Alamein Neighbourhood & Learning in 2022, and the Canterbury Community Precinct in 2023, which includes a new home for the Canterbury Neighbourhood Centre.

3. Neighbourhood Houses Framework

3.1. Purpose and Vision

The Framework is underpinned by the mutual obligation of Council and the neighbourhood houses to work together to deliver accessible and inclusive services and programs that build community wellbeing, connectivity, provide opportunities for people to participate in community life. Council will work in partnership with neighbourhood houses to build their individual and collective capacity to deliver services and activities that respond to community need. Council provides important support to the neighbourhood houses, as they are a key partner in delivering strategic objectives in the BCP. The Framework includes 7 principles and 16 actions that promote collaboration, resource sharing and long-term sustainability.

The purpose of the Framework is to:

- articulate a shared vision and commitment of Council and the neighbourhood houses to work in partnership.
- strengthen the relationship between neighbourhood houses and Council.
- encourage collaboration amongst neighbourhood houses in community engagement, program design and delivery, marketing, and operations.
- encourage knowledge, information, and resource sharing.
- support strategic planning by neighbourhood houses to deliver programs, activities and services that respond to community need.

The vision of the Framework is for Council and the neighbourhood houses to work collaboratively to create vibrant and resilient communities that thrive, grow and connect using a community development approach.

The Framework supports our community's vision as outlined in the Boroondara Community Plan 2021-31, for 'a sustainable and inclusive community'.

3.2. Framework Principles

The Framework is underpinned by the following 7 principles:

- **Collaboration:** Council and the neighbourhood houses will work collaboratively together to meet the needs and aspirations of our community.
- **Empowerment:** Council and the neighbourhood houses respect each other's individual needs and aspirations and value the important role each play in connecting, supporting, and empowering our community.
- **Support:** Council will continue to support neighbourhood houses through access to funding, community infrastructure, resources, and capacity building opportunities within the parameters of Council's resources.
- **Partnership:** Council and neighbourhood houses are committed to working in partnership together and seek to foster new and constructive ways of working together to respond to community needs.

- **Accountability:** Council and the neighbourhood houses are committed to working openly and transparently with each other. The roles and responsibilities of Council and neighbourhood houses are clearly articulated in leases, licences, and funding agreements.
- **Diversity:** Councils and neighbourhood houses welcome, respect and celebrate diversity within the Boroondara community and support each other to ensure there are programs and services offered by neighbourhood houses that meet all the needs within the community.
- **Community Development:** Council and neighbourhood houses work within a community development framework and are guided by the principles of community ownership and participation, empowerment, access and equity, inclusion, networking, advocacy, self-help, social action, and lifelong learning.

These principles will be included in the neighbourhood houses triennial funding agreements, which are renewed every three years and outline the terms and conditions of Council's funding with the neighbourhood houses.

3.3. Action Plan

As noted above in Section 1.2, under **Theme 1: Community, Services and Facilities**; Community services and facilities are high quality, sustainable, inclusive and strengthen resilience in the Boroondara Community Plan 2021– 2031, 4 of the strategies are relevant to the Framework.

The Action Plan has been developed around these 4 strategies:

- **Strategy 1.1:** Neighbourhoods and community spaces facilitate social connections and belonging by providing, maintaining, and activating places for people to meet, organise activities and celebrate events.
- **Strategy 1.2:** Health and wellbeing is improved through delivering, facilitating, and advocating for services and programs that are accessible and affordable.
- **Strategy 1.5:** Life-long learning is supported by delivering and working with our community and partners to meet the broad range of interests within the community.
- **Strategy 1.7:** Community resilience, safety and public health are improved by working in partnership with community and government organisations.

4. Development

The Framework was informed by the following research and consultation steps outlined below.

4.1. Stage one: consultation with neighbourhood house managers and committees

In 2021, Council facilitated a series of three Bouncing Back Better workshops with the neighbourhood house managers and committee members to reflect on the impact of the COVID-19 pandemic on their operations and learnings, identify emerging needs for their communities and opportunities for collaboration. Historically, collaborative projects between Council and the neighbourhood houses have been managed on an ad-hoc basis. The need for a strategic framework was identified to plan actions and further promote collaboration, resource sharing, and sustainability.

In Workshop Three, the Framework was outlined and discussed. The group explored a statement of shared principles, vision and commitment for Council and the neighbourhood houses to work in partnership, as the basis for the Framework.

4.2. Stage two: benchmarking local government policies, plans and strategies

A desktop review of relevant neighbourhood house policies, plans and strategies was undertaken against 79 councils in Victoria. This information helped guide the development of the Framework and assess what approaches other councils were using to capture their partnership with neighbourhood houses.

4.3. Stage three: review of draft Framework and development of action plan

Two forums were scheduled with the neighbourhood houses and relevant Council officers in December 2022 and February 2023 to obtain feedback on the Framework and the proposed Action Plan.

There was representation at both forums from all Boroondara neighbourhood houses, and feedback about the Framework was very positive. Questions raised points of clarification or confirmation of the process of the development of the Action Plan.

A further workshop was held with the neighbourhood houses in early 2023 to receive input into the development of the Action Plan, which will be reviewed annually.

5. Implementation, monitoring and review

Implementation

The Action Plan will be included in the neighbourhood houses triennial funding agreements.

The implementation of actions in the Framework and progress will be reported on annually through Council’s internal corporate reporting system.

A key component of the Framework is the Neighbourhood House Annual Action Plan (annual Action Plan), which will capture how both Council and the neighbourhood houses will partner to deliver on the Boroondara Community Plan 2021-2031.

A workshop will be held with the neighbourhood houses each year to develop the annual Action Plan. Progress on actions from the previous year’s annual Action Plan will also be reviewed.

Monitoring and review

The Framework will be reviewed on a four yearly cycle, with the next revision due in 2027.

Moving forward, there are opportunities to evaluate and expand on this approach with other community partners and precincts. This could include action planning with a broader range of community partners to support integrated placemaking and neighbourhood programming to respond to community needs.

5.1. Accountabilities

The Framework will be overseen by the Community Development Officer (Neighbourhoods and Community Projects).

For all queries or feedback regarding this strategy, please use the contact details below.

Position Title	Contact number	Contact department email
Community Development Officer (Neighbourhoods & Community Projects)	(03) 9278 4767	communityplanning@boroondara.vic.gov.au

6. References

6.1. Related documents

Provide the names of all related or supporting documentation (internal and external) Acts, legislation and any associated forms.

- [Boroondara Community Plan 2021-31](#)
- [Neighbourhood House Coordination Program Guidelines 2016-2019](#)

7. Appendix: Action Plan

The actions outlined below have been developed in consultation with Boroondara neighbourhood houses. The actions will be reviewed annually in consultation with the neighbourhood houses to ensure they are still relevant and to identify additional actions for an annual Action Plan.

Theme 1: Theme 1: Community, Services and Facilities

Community services and facilities are high quality, sustainable, inclusive and strengthen resilience.

Strategic Objective 1.1

Neighbourhoods and community spaces facilitate social connections and belonging by providing, maintaining, and activating places for people to meet, organise activities and celebrate events.

No.	Area	Action
1	Partnerships	Partner with neighbourhood houses across Boroondara to deliver services and programs for children, young people, and families
2		Partner with neighbourhood houses to deliver activities in collaboration with Boroondara Library Service that promote lifelong learning and social connections
3		Engage neighbourhood houses in the co-design of a community arts project to activate neighbourhood house spaces
4		Engage neighbourhood houses in the co-design of a school holiday program, including promotion and marketing material with children and young people to encourage their attendance at school holiday programs and experiences
5	Events & Celebrations	Engage neighbourhood houses in the promotion and delivery of key celebrations and events e.g., Children’s Week, Cultural Diversity Week, Boroondara Sustainability Festival, International Women’s Day, Reconciliation Week, NAIDOC Week, International Day of People with Disability, Community Safety Week

Strategic Objective 1.2

Health and wellbeing are improved through delivering, facilitating and advocating for services and programs that are accessible and affordable.

No.	Area	Action
6	Social inclusion	Increase opportunities for community members to volunteer in the neighbourhood houses, including people with a disability, Aboriginal and Torres Strait Islanders and people from culturally diverse backgrounds
7		Build the capacity of neighbourhood houses to promote the inclusion and participation of people with disability and from multicultural backgrounds through training, information, and resource sharing
8		Work with neighbourhood houses to deliver digital literacy initiatives across Boroondara
9		Support neighbourhood houses to create and strengthen reciprocal relationships with Aboriginal and Torres Strait Islander stakeholders to contribute to reconciliation in Boroondara
10		Consider the use of signage and messaging in neighbourhood houses that create welcoming environments to encourage participation from Boroondara's diverse residents including Aboriginal and Torres Strait Islanders
11	Health & Wellbeing	Partner with Boroondara neighbourhood houses and men's sheds to promote community connection opportunities and support the recovery from COVID-19

Strategic Objective 1.5

Life-long learning is supported by delivering and working with our community and partners to meet the broad range of interests within the community.

N	Area	Action
12	Marketing & Promotions	Promote programs and events, including through Council's marketing channels to increase awareness of neighbourhood house programs and activities
13		Participate in Neighbourhood Houses Week and promote programs and activities through Council's comms and marketing channels to encourage participation

Strategic Objective 1.7

Community resilience, safety and public health are improved by working in partnership with community and government organisations.

No.	Area	Action
14	Consultation	Council to engage neighbourhood houses in the consultation for the development of key strategies and plans
15		Council to hold workshops with neighbourhood houses to support capacity building, information sharing, collaboration and sustainability e.g. disability awareness training, engaging young people
16	Skill development	Identify opportunities for skill development for neighbourhood house staff, volunteers, and committees of management