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DEPT. OF PLANNING &
COMMUNITY DEVELOPMENT

ANNEXURE 3

FINAL REPORT TEMPLATE

PART A: PROJECT AND FUNDING RECIPIENT DETAILS

Project Name: Informed Decision Making: Strengthening Access to data and skills for interpretation for local area planning in the South East Metropolitan region

Project Manager's Name: Dr Vicki-Ann Ware, Social Planner

Telephone: (03) 5945 4287

Facsimile: (03) 5941 3784 Email v.ware@cardinia.vic.gov.au

Name of Funding Recipient: *Shire of Cardinia*

Address of Funding Recipient: *PO Box 7*

Suburb: *Pakenham*

State: *Victoria* Postcode: *3810*

ABN of Funding Recipient: *322 109 06807*

Have any of the Project and Funding Recipient Details changed? Yes No

If Yes, please provide details of any changes. _____

PART B: DETAILS OF ACTIVITY PERFORMANCE

Period covered by this report: From: *15/06 /2007* To: *31 / 10 /2007*

What milestone does this report relate to: _____

- Provision of training to stakeholders across the 3 LGA's on 'Knowing Your Community- a guide to understanding and using social statistics'
- Id Solutions update of id social demographic profiles with 2006 census information
- Ratio Consulting's completion of population projections for Casey LGA

Provide a description and an analysis of the progress of the Activity to date, including detail(s) of the outputs achieved during the period.

Training sessions targeting staff from the 3 LGA's and local community organisations were successfully delivered. Collectively, over 90 people attended the seven sessions. Training aimed to assist participants to strengthen their knowledge and understanding of local communities through the use of data and information as an effective planning tool. The training was delivered by 'Our Community' and utilised a highly interactive approach. Whilst not pitched at entry level, the training catered for people with only a very basic understanding of data and statistics. Topics covered

included; social information and its sources, access to information, turning numbers into knowledge, presenting information as evidence in meaningful ways. Training sessions delivered by id Solutions have been made available for staff from the City of Casey to coincide with profile updates. Cardinia hosted training on the updated profile for both staff and community organisations. Subsequent training will be rolled out to staff from City of Greater Dandenong.

Are all the timeframes and milestones for the Activity being met?

Yes No

If No, please provide an explanation of any delays that have occurred, including the reasons for those delays and the action You propose to take to address the delay(s) and the expected effects (if any) the delay will have on the Activity (including subsequent milestones and the overall completion of the Activity).

Are there any other issues relating to Your performance of the Activity that We should be aware of? Yes No

If Yes, please outline these issues and how they will impact Your ability to meet the Terms and Conditions of the Funding Agreement.

PART C: EVALUATION QUESTIONS

➤ How the project has made a difference and changed the way council does business?

The key project outcomes include:

- Completion of City of Greater Dandenong id Profile
- Updated Shire of Cardinia population forecasts
- Updated Population forecasts for City of Casey
- Social atlas completed for each Council
- Joint website established for the 3 Council's to host id community profile and social atlas for the South East Metropolitan region
- Combined community profile and social atlas developed for South East Metropolitan region
- ID Consulting provide start-up training for staff in the use of id community profile across the 3 Councils
- ID social demographic profiles updated with 2006 census data
- Training package developed in the use and application of social demographic data.
- Training provided to council staff and local community based organisations across the South East Metropolitan region

Key learnings:

- Networking between councils has been invaluable, especially for new staff members. There is great synergy to be found in collaboration.
- The social data training - by taking a little more time and effort to think about what we really needed, we were able to come up with a training package that is far more targeted, effective and re-producible. This has greatly multiplied the positive outcomes of the training - far more local government staff now have increased capacity in utilising social data in reports/ submissions/ policies/ etc. Added to that, there are now a lot more people in our local community organisations that have been given this much-needed training. The training will continue to impact these organisations as it continues to be rolled out in conjunction with other capacity-building programs.
- In offering training to community organisations, we have been able to build and strengthen relationships with people we need to work with on a regular basis.
- Meetings with other project teams has also been valuable for further networking and sharing of ideas/knowledge.

Process:

- Stage 1 - Sign and return Funding Agreement
- Stage 2 - Completion of CGD id community Profile, completion of Cardinia population forecasts
- Stage 3 – id Social Atlas complete for South East Metropolitan region and all Councils. Start up training with id commenced. Planning for training package commenced
- Stage 4 – Training package delivered across the South East Metropolitan region
- Stage 5 – Update id community profiles with 2006 census data. Completion of City of Casey population forecasts. Final report submitted.

How the project has worked across Council eg involving different departments and levels of council (indirectly or through collaboration):

- All departments have been given an opportunity to avail themselves of 3 different statistical training programmes. This has built relationships and connections between departments and enabled an increased number of staff to access demographic data, without needing to rely solely on the social planners to provide this for them.

How the project has contributed to capacity development of council:

- There are now a higher number of council staff that have been given this much-needed training. The training will continue to impact these organisations as it continues to be rolled out in conjunction with other capacity-building programs.
- All three Councils now have the id Community Profiles available on their websites to assist staff and community members to know and understand their communities. The profile is considered to be an appropriate tool for basic enquiries with more specialised or tailored requests for information continuing to be responded to by individual staff members who have the particular skills or expertise.

Critical decision points in the progress of the project:

- At commencement – deciding exactly what was in the project and what was not.
- Decision about how to proceed with social data training – we decided to develop our own targeted training instead of going with the generic ABS courses. This resulted in a far higher number of staff accessing training.

How the project has enabled the council to better engage with the community:

- Increased contact with local community organisations, particularly through the social data training, means increased knowledge of "coal-face" issues and needs.
- It also gives us a clearer picture of who needs state/local govt support to address these needs and hence where funding may be better targeted.

Case studies/stories

- Please see "case study" in Section E

➤ **How has the project made a difference to the community and other stakeholders?**

Outcomes (social, environmental, economic):

- There are now a lot more people in council and our local community organisations that have been given this much-needed training. The training will continue to impact these organisations as it continues to be rolled out in conjunction with other capacity-building programs.

Key learnings:

- In offering training to community organisations, we have been able to strengthen relationships with organisations the 3 Councils liaise or work with on a regular basis. Investigations into incorporating part, or all of the training into existing community based training is currently being explored within one of the Councils.

- Provision of capacity building training to community organisations is a great way for state and local governments to build strong relationships with these important service providers. This results in better communication, and more timely access to important local knowledge on emerging issues.

Process:

- Community organisations were invited to come along to a free training session.
- When additional ID product training was offered, it was deemed beneficial to invite community organisations to this further free training opportunity.

Case studies/stories:

- Please see “case study” in Section E

Quotes and stories from people who have benefited from the project eg community members:

- Please see “Additional Information Regarding the Training”, in Section E

How the project has contributed to capacity development of the community or other stakeholders:

- There are now a much greater number of staff in our local community organisations that have been given this much-needed training. The training will continue to impact these organisations as it continues to be rolled out in conjunction with other capacity-building programs.

How has the project enabled the community to better engage with Council?

- Improved relationships, through the provision of free, targeted training.
- Access to staff (and knowing who to contact) to work through particular issues or obtain particular data sets.

➤ **Recommendations to other councils who may be undertaking similar projects?**

- It is highly valuable to offer training opportunities to community organisations and to internal council staff. The relationship-building that occurs is invaluable in terms of achieving effective planning of community services and infrastructure.

➤ **How the project could have a sector wide implementation?**

- One of the partner councils is currently investigating how to incorporate the social data training package into another community capacity-building project. This training package has also been made available to a community training organisation to continue to use with other clients. Other councils could negotiate with the partner councils of this project to utilise this package.
- If state government were to fund a universal set of community profiles, population forecasts and community atlases through ID Consulting, then the entire local government sector would have access to a standard set of data, which is based on local knowledge.

➤ **How State departments are involved in the project?**

- DPCD have been involved in funding the project.

PART D: FINAL FINANCIAL INFORMATION (Schedule, clause C.1.1)

Please complete table for the final income and expenditure for the project.

Project Income	Actual
Grant Amount	\$150,000
Funds from Your organisation	
In kind from Your organisation	
Funds from partnering organisations	
In kind from Your organisation	
Other Contributions	
Total Project Income	\$135,000 (to date – final payment of \$10,400 plus GST from DPCD outstanding)
Project Expenditure	
Statistics Training	\$9,000
Software purchase and licensing	
Id Forecasts	\$24,200
Id Profiles	\$63,600
Id Atlases	\$39,000
Ratio forecast	\$9,600
Total Project Expenditure	\$145,400
NB. Because the project has been completed below budget, we will request a smaller amount pro rata in the final stage payment than was originally agreed.	

Is the Activity proceeding within the initial agreed Budget (or updated Budget from your previous Progress Report)? Yes No

If No, please provide an explanation as to why the budget is not being met and the action you propose to take to address this.

PART E: OTHER DETAILS

Acknowledgement and Publicity (Schedule, clause L)

Please outline how the support of the Victorian Government through the Local Area Planning Support Program has been acknowledged during the reporting period and any future plans for acknowledgement and publicity. **Please attach examples, copies and photographs. For photographs please complete the Department for Victorian Communities Photo Consent Form.**

The program has been actively promoted through the 7 training sessions recently conducted across the 3 local government areas. DPCD support for the program has been consistently acknowledged through incorporating the Victorian Government logo on all training resources produced including training manual, CD and summary booklet. These materials were provided to every participant attending the training and were circulated more widely as requested.

Victorian Government logo is displayed on Cardinia, Casey and Greater Dandenong Council websites where id tools are located and on the project's joint South East Metropolitan regional website.

Case Study

The project aims to increase the confidence and capacity of local government and community based organisations in the South East region in the use of social demographic information as an effective planning tool. This will assist stakeholders to know and understand the demographics of particular communities and plan effectively for their needs.

A small project steering group was established to develop the joint submission on behalf of the 3 Council's. The group comprised a representative from the Shire of Cardinia, City of Greater Dandenong and City of Casey. The group has continued to meet on a regular basis in the role of project steering group to oversee implementation of the program and ensure the project has progressed according to timelines and budget.

The *key project milestones* include:

- Completion of City of Greater Dandenong id Profile
- Updated Shire of Cardinia population forecasts
- Updated Population forecasts for City of Casey
- Social atlas completed for each Council
- Joint website established for the 3 Councils to host id community profile and social atlas for the South East Metropolitan region
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- ID Consulting provide start-up training for staff in the use of id community profile across the 3 Councils
- ID social demographic profiles updated with 2006 census data
- Training package developed in the use and application of social demographic data.
- Training provided to staff and local community based organisations across the South East Metropolitan region

The project's implementation comprised five key stages. The stages are outlined as follows:

- Stage 1 - Sign and return Funding Agreement
- Stage 2 - Completion of CGD id community Profile, completion of Cardinia population forecasts
- Stage 3 – ID Social Atlas complete for South East Metropolitan region and all Councils. Start up training with id commenced. Planning for training package commenced
- Stage 4 – Training package delivered across the South East Metropolitan region
- Stage 5 – Update ID community profiles with 2006 census data. Completion of City of Casey population forecasts. Final report submitted.

The project was implemented according to the specified milestones. Apart from adjusting the sequence of a couple of deliverables, the only significant change made was to the training component of the project. The initial project brief included Australian Bureau of Statistics (ABS) training for a small group of staff from each Council. The project steering group identified that significant gains could be achieved through delivering a alternative training program that targeted the needs of community based organisations as opposed to providing ABS training to a small number of local government staff. Targeting community based organisations was informed by the aspiration to build capacity and confidence with the use of data as a planning tool at the grass roots level. Anecdotally, the project team identified a low level of confidence and skills in the use and application of social demographic information. It was reported that many people experienced a number of barriers when accessing data. Barriers ranged from a lack of knowledge about where to find relevant data, how to make sense of the format it was found in and confidence in the source and currency

Training provided by the by the Australian Bureau of Statistics was deemed to be limited in its application due to being technical in nature and expensive. A training program was subsequently developed to meet the needs of both local government staff and community based organisations. The course can now be replicated in a variety of settings and readily adapted to different audiences. The training sessions were very well attended and feedback was positive, highlighting the significant ongoing need for training of this nature. In offering training to community organisations, we have been able to strengthen relationships with organisations the 3 Councils liaise or work with on a regular basis. Investigations into incorporating part, or all of the training into existing community based training is currently being explored within one of the Council's.

All three Councils now have the ID Community Profile available on their websites to assist staff and community members to know and understand their communities. The profile is considered to be an appropriate tool for basic enquiries with more specialised or tailored requests for information continuing to be responded to by individual staff members who have the particular skills or expertise.

Better Joint State/Local Govt Planning:

The ID Community Profile data sets developed in this project provide invaluable tools which are now readily accessible to all tiers of government, as well as community organisations and individuals. These improved data sets provide a sound evidence-base for planning activities at the local, state and federal levels.

Relationships have been strengthened through this project between the 3 local governments and state government contacts from DPCD. Relevant stakeholders in various projects can now be more readily included, as a result of increased awareness of what other organisations are doing and where people with particular skills might be helpful in addressing certain issues.

This project should achieve increased efficiency in developing policies and projects as the relevant data has now been gathered in central locations which are readily accessible. This will greatly reduce the time it takes to gather relevant data when setting up a report. Through this project, both state and local government staff are now more aware of what data is available and where it can be accessed.

Increased contact with local community organisations, particularly through the social data training means increased knowledge of "coal-face" issues and needs. It also gives us a clearer picture of who needs state/local govt support to address these needs and hence where funding may be better targeted.

Additional Information Regarding the training:

Attendance at ID training at Cardinia: a total of 41 council staff received training in how to use the ID products. This has been followed up on 31 October with training in the use of the updated profile (based on 2006 census data). This training has also been opened up to community organisations as a follow-up to the social data course they attended in September. Feedback from the training was really positive. Here are some comments we received back (which you may wish to quote):

- "It is good for those who are not good with computers or those who have little amount of time to be searching through a site to find the information they need. "
- "Data is far more accessible / relevant than that from the ABS"
- "I thought the session was very informative and very interesting in terms of service provision for the future."
- "I hadn't fully appreciated what could be done through the staff access area before."
- "The training was excellent as I had used it with out any understanding about 4 weeks ago. I will get more out of it now."
- "Was amazed by the stats available, projected growth, everything really. Most enjoyable and feel it will be worthwhile when we receive enquiries about those sort of issues"
- "Really interesting, informative training - I didn't know we had access to it, so this is a great find. Thank you."
- "I think that the rates unit may be able to use stats. from ID to assist in some of our rate modeling. The system makes demographic statistics more accessible and dare I say "fun to use". "
- "I found the session very interesting and can foresee this being quite useful and beneficial for the rates department."
- "I was impressed with how the data was presented and specifically tailored to meet Council needs"
- "It [the ID products] will be a great resource for the work that I do/will do"

Decisions or Orders (Schedule, clause N)

Have You had a decision or order of any court or tribunal made against You or involving You during the reporting period? Yes No

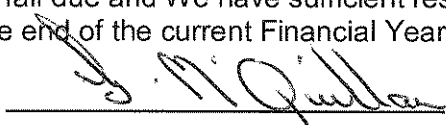
If Yes, please provide a copy.

PART F: DECLARATION AND CERTIFICATION (STATEMENT BY CHIEF EXECUTIVE OFFICER)

I, Garry McQuillan, hereby certify that:

- a. all Funding received was spent for the purposes of the Activity and in accordance with the Agreement, and that We have complied with the Agreement;
- b. unless the Activity Period has expired or the Agreement has been terminated, the unspent portion of the Funds (if any) are available for use within the next Reporting period;
- c. the financial information is presented in accordance with the financial Reporting requirements You notified to Us;
- d. at the time the Report or financial statement is provided, We are able to pay all Our debts as and when they fall due and We have sufficient resources to discharge all Our debts at the end of the current Financial Year.

Signature of Authorised Person: _____



Name of Authorised Person: Garry McQuillan

Position: Chief Executive Officer

Telephone: (03) 5945 4204

Date: 14 November 2007

Completed Final Report to be sent to:

*Elsie Alcordo
Senior Project Officer
Local Government Victoria
Department of Planning and Community Development
GPO Box 2392
Melbourne Vic 3001*

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