

COMMUNITY PARTNERSHIPS



SUMMARY REPORT BRANCH COMMUNITY CONSULTATIONS

PREAMBLE

Council is committed to ensuring that Yarra is a place where everyone can live well. Living well means feeling included and active in the community. It means individuals being able to connect to other people and be able to participate in everyday life. In order to reach this goal Council has key objectives and strategies outlined in its Council Plan.

Two of the key objectives outlined in the Council Plan 2017-2021 are fundamental to the goals of Community Partnerships (CP):

- 1 Community health, safety and wellbeing are a focus in everything we do.
- 2 Inclusion, diversity and uniqueness are welcomed, respected and celebrated.

Over the next period of time CP will be updating and/or creating strategies and/or policies which address the best way to ensure inclusion and respectfulness for all members of the Yarra community.

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SECTION 1 INTRODUCTION

1.1 COMMUNITY PARTNERSHIPS

During the community consultation for the development of the Council Plan, “identity” was a passionate and recurring theme. The Yarra community values its diversity. Creating a safe place where people of all ages, genders, sexualities, abilities, cultures and backgrounds feel welcome and connected is a priority for Council. Council’s commitment to Social Justice is also clear:

“Council has a strong commitment to achieving social justice and will continue to work with the community and all levels of government to challenge discrimination and address disadvantage. Council is actively working to reduce barriers so that all residents can participate in community and access services regardless of age, gender, sexuality, income, education, cultural background, language skills or disability”. (Yarra Council Plan 2017 – 2021)

Community Partnerships is responsible for developing strategies and policies which will ensure that the commitments identified above are not just words but are actioned through the manner in which Council delivers its services and programs to, and engages with, the Yarra community.

1.2 DEVELOPMENT OF STRATEGIES/POLICIES

In the next 12 months, CP will be working on strategies in the following areas (various timelines):

- Aboriginal
- Homelessness
- LGBTIQ
- Multicultural
- Social Justice
- Volunteering

Other branches of Council are currently finalizing strategies that have synergies and/or similar stakeholders as the strategies that CP is developing and/or updating. Extensive community consultation has occurred in the last 6-12 months in the development of the following documents:

- Active Healthy Ageing Strategy 2018 – 2024 (Aged & Disability Services)
- Access and Inclusion Strategy 2018 – 2024 (Aged & Disability Services)
- 0-25 Plan (Family, Youth and Children’s Services)
- Council Plan 2017 – 2021 (including the Municipal Public Health Plan)

Rather than re-invent the wheel, these branches of Council have shared information from the various consultation processes with CP to ensure that there is a whole of Council approach to responding to the needs of the community.

This report presents a summary of the key findings from the community consultation and engagement processes conducted by other branches that are pertinent to the targeted strategies CP is developing.

Community feedback from older people and people with disabilities that specifically focusses on their needs is documented in the **Community and Internal Consultation & Engagement Report (Aged and Disability Services)**

Similarly, community feedback that specifically focusses on the needs of people 0-25 is documented in the **Yarra 0-25 Plan (Families, Youth & Children's Services)**.

Both these documents will be also be reviewed and considered by CP in the development of its strategies.

SECTION 2 COMMUNITY CONSULTATIONS

Numerous community consultations have occurred over the past 12 months in the development of key strategies in the Aged and Disability Services area, the Family, Youth and Children's branch, and Corporate Planning (overarching Council and Municipal Public Health Plan).

This section summarizes the consultation methodologies utilised by these branches of Council over the last 18 months.

2.1 AGED & DISABILITY SERVICES

In order to develop the Active Healthy Ageing (AHA) Strategy and the Access & Inclusion (A&I) Strategy – Aged & Disability Services asked people who live, work and visit Yarra to complete a survey and/or participate in workshops sessions to share their views on what it means to live 'well'.

On completion of the consultation stage, the following had been undertaken:

- 252 surveys;
- Two (2) forums;
- 12 workshops;
- Seven (7) pop up sessions/on-site visits (distribution of surveys);
- Bi monthly DAC and AAAG committee meeting sessions; and,
- Consultation and survey details distributed to over 20 organisations and networks.

Specific feedback from these consultations are included under the heading "Older People and People with Disabilities" in the following sections.

2.2 FAMILY, YOUTH AND CHILDREN'S SERVICES

During 2017 and early 2018 Family, Youth and Children's Services asked the community what they liked about raising children or growing up in Yarra and how Yarra could be a better community particularly for children, young people and their families.

The Yarra 0 to 25 Plan 2018 -2022 was subsequently developed and will guide Council's priorities and actions over the next 4 years relating to children, young people and their families. It is currently on public exhibition.

Development of our 0-25 Plan was informed by:

- Demographic data – understanding the demographic characteristics of children and young people living in Yarra and how this is changing.
- Evidence and research – understanding what research tells us about how the social and built environment influences children and young people’s development.
- Community consultation – listening to the views of children, young people and families about raising children and growing up in Yarra.
- Review of existing plans and strategies – reflecting and building on our achievements and progress of existing strategies for child and youth wellbeing.

Specific feedback from these consultations are included under the heading “Family, Youth and Children” in the following sections.

2.3 COUNCIL PLAN 2017 – 2021 (INCLUDING PUBLIC HEALTH PLAN)

From November 2016 until mid-January 2017, Council engaged over 1100 people across the city, allowing a better understanding of community priorities.

Following a series of Councillor workshops in January and February 2017, a draft Council Plan which includes Yarra's Health Plan was been developed. A report was also written which summarised key engagement outcomes (Council Plan 2017 – 2021 Engagement Outcomes).

Specific feedback from these consultations are included under the heading “General Community Feedback” in the following sections.

2.4 RE-IMAGINING VICTORIA STREET

Consultation was undertaken with traders and the general public who utilize Victoria Street. The majority of feedback focused on crime, safety and drug issues.

Some specific feedback related to homelessness was noted and it has been included under “General Community Feedback” in Section 4.

SECTION 3 ABORIGINAL STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the aboriginal community.

3.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- I live in public housing and would love a dance, gardening and art group near me to attend but there aren't any being offered. Neighborhood houses are too far and some days my disability creates too much fatigue so I can't attend and it makes me socially isolated. I asked council to create an Indigenous native garden and I was told only if there is community interest. I was offended as this is Aboriginal country, we live in their community. I would like to have a lot more involvement with the Aboriginal community to learn their culture and ways of living and wellbeing.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- We need to work with Aboriginal people and acknowledge the injustices of the past & present.
- Homeless Aboriginals need to be supported.

GENERAL COMMUNITY - FEEDBACK

- Treaty with the local indigenous community re: particular Merri Creek issue (having a stronger presence).
- More working with first nations on strengthening activities.
- Partnering with aboriginal community to ensure ongoing and effective community engagement & relationship development.
- An Indigenous women's group - to take people away from the 'bad scene'.
- Dedicated community drop in centre for the Aboriginal community.
- Commitment to the Aboriginal community - including culture and history.
- Indigenous employment and procurement. Increased number of Indigenous people employed across Council and Indigenous service providers used.
- Put on events that might attract people like that e.g. a Koori event in Smith St with live musicians recently attracted a "one mob", "one community" atmosphere.

3.2 KEY THEMES AND ISSUES FOR CONSIDERATION

Feedback from these target groups showed an interest in learning about the aboriginal community, perhaps by Council creating more opportunities to engage with their culture and history. Engagement and relationship building through dedicated activities for the aboriginal community, as well as cross cultural events were common themes.

SECTION 4 HOMELESSNESS STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the issue of homelessness.

4.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- Lobby local ministers to discuss more affordable housing in City of Yarra, provide more options for community kitchens and emergency relief.
- Advocate for and provide affordable housing support. Encourage development of small cohousing. Consider future housing needs.
- Possibility for lone householders to be linked with young people needing accommodation - huge issue and tricky, but worth canvassing.
- Investigate developing an Older Women's Housing program similar to the one at Beaconsfield (Jeanette Large- CEO at Women's Property).

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Support for homeless young people.
- More houses for people or homeless.
- Help homeless people - so many people on the streets.

GENERAL COMMUNITY - FEEDBACK

- Give homeless people somewhere to go so they don't scare people. The further development of housing has stopped along Elizabeth St - a bit of a worry. Feel sorry if person has to be evicted - where will they go?
- Unoccupied buildings Hoddle St - should be used for something useful e.g. short-term accommodation.
- A version of a vacancy tax for properties which are vacant for 12 months. Explore ways to get vacant properties to be used for housing for homeless.
- Peer educators for homeless people - link them into services.
- More facilities for homeless people - showers, dryers, meals etc.
- More toilets blocks near train stations and main roads.
- Mobile clinic that you can attend around Yarra.
- Free access to Ask Izzy (homeless support website).
- Promote and provide free Wi-Fi info points for homeless people. Somewhere to charge a phone.
- Explore storage for homeless people to store gear.
- Free weekly travel for homeless people on Yarra Trams, exemption from fines - heat hard on homeless so PT important way to get what they need. Free day pass available. Fines are a huge impact on homeless.

- Microwaves and team and coffee stations in libraries to get warm food in cold weather.
- Councillors need to focus on engaging with services, actively participate in homelessness with homeless people, meet the PESP team, take homelessness seriously and the people and services that are passionate, don't let them down.
- Stop installing park equipment that excludes homeless people - e.g. park benches with arms 'exclusionary practice' need safe parks for people to sleep, feature close to toilets and water.
- Campaign focused on housing for homeless e.g. house share schemes.
- More free BBQ in safe zones.
- Use unused and vacant spaces in Yarra as a refuge, with conditions of entry, overnight stay like shelters in US advocate more heavily for housing services.
- A 24-hour service should be set up for homeless people to shower in safety and make a cup of tea. It can be unsafe to have a shower in a rooming house. This could be in a building near to a health service.
- Homeless support - Organizing pathway employment with corporate businesses. Council provide subsidised accommodation and rent taken out of wages.
- Facilitate more connections with people - Drop in centre for homeless people (like centre at Hosier Lane).

4.2 KEY THEMES AND ISSUES FOR CONSIDERATION

There was an awareness and acknowledgement of the need to address and support homelessness by some of the ADS and FYC stakeholders who participated in the consultation process and significant feedback from the general community.

The feedback focused on both providing short term support and services (e.g. shower facilities, overnight accommodation, meals, WIFI access) and longer (acknowledged more challenging) solutions, including shared housing with older sole residents and other house share schemes, free transport options, and pathways to employment.

SECTION 5 LGBTIQ STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the LGBTIQ community.

5.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- No specific Feedback in workshops etc.

However, during 2014 Aged and Disability Service Officers undertook the Val's Café How2 Aged Care training. Val's Cafe is a project that works to improve the health and wellbeing of older Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) inclusive aged care services. The training provided a range of information, skills, resources and support to implement and improve LGBTI inclusive practice in ADS services.

In 2014 the ADS branch undertook a self-assessment audit/survey, to determine how inclusive their service is of LGBTI residents. The audit was repeated in 2015 to assess how successful training and education (based on the results of the 1st audit) had been.

The 2015 survey results clearly demonstrated how successful the specialized LGBTI training has been. Between 2014 – 2015 staff understanding of the needs of older LGBTI clients had increased by 26%, and the number of staff saying 'it's important that are services are inclusive', increased by 18% between 2014-2015. Staff confidence in providing services to LGBTI clients had increased by 24%, from 22% in 2014 to 46% in 2015.

A third LGBTI Project Plan 2016/2017 has subsequently been implemented to support staff in building further confidence and broadening their knowledge of the lived experience of older LGBTI residents in Yarra.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Continuing to make the area inclusive and available for all. More LGBTIQA services.
- Bathrooms for people who are neither a girl or boy. More support for people who are neither girl or boy.
- Gender inclusive toilet blocks.

GENERAL COMMUNITY - FEEDBACK

- Promote gender diversity and transgender rights in schools - Gender inclusive policies in schools.
- Gender neutral toilets.

- Recognition of LGBTIQ community.
- More GLBTI venues.

5.2 KEY THEMES AND ISSUES FOR CONSIDERATION

As noted above, the ADS participants did not specifically raise any issues related to the LGBTIQ community, however LGBTIQ people were represented in the ADS survey conducted earlier this year (this was confirmed in the demographic questions).

FYC Services and general community feedback focused on gender inclusive policies and toilet facilities.

SECTION 6 MULTICULTURAL STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the multicultural community. It includes the comments from 2 focus groups held respectively with a Greek and an Italian Senior Citizens' Club, a focus group held with the Vietnamese community, and a session with an African Mother's group.

6.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- Difficulty in attending events due to daytime hours as require assistance from my daughter to interpret. My daughter works during the day. We do not receive the local newspaper anymore so not in touch with what is happening on a local level as in previous years when local newspaper was delivered to households.
- I am an elderly person and sometimes I am not able to participate in community activities even though I am invited. Language - my English reading skills are not 100%. It will be more helpful if there are translated reading material available in my language (Singhalese) Sir Lankan. However, this is not a very common language to have printed material translated in Yarra area.
- Don't know who to contact when scared/see drug taking/hear noises at night.
- Allocate outdoor areas to older Chinese Community for exercise.
- Develop a program of community activities that encourages Yarra residents of all ages, cultures and creeds to mix, get to know one another and foster a strong sense of community "belonging". In other words, don't offer activities targeted at age groups.
- Events focusing on different cultures (to teach and involve everyone), providing facilities & services for the elderly.
- Include material in community languages at every opportunity, especially for newer arrivals, at schools, health centres etc.
- Support of the senior citizen clubs, in particular Greek Senior Citizen Club Collingwood.
- Council to assist groups to go and exercise regularly.
- More police on streets too many things happen.
- Take drugs away.
- Not allow cars from suburbs to park in local streets when they go to work in the city.
- Stay meeting in Loughnan hall. We want all our members, friends to continue meeting here at LH. We are happy.
- They'd be interested in an outdoor café. Maybe a coffee cart in a park. Happy to mix with other nationalities.
- The Greek club already run 1-2 bus trips annually, but a third would be welcomed. Again, happy to share the bus with other nationalities, or Greeks from other clubs in Yarra.

- One man was upset for his friend who came home from hospital and had daily visits from the nurse, but apparently had to wait 2 weeks for home help.
- One person complained about dog poo and is generally scared of large dogs.
- One person complained about issues with rats in Richmond.
- Not enough police – lots of youth on streets, graffiti, drugs. Lack of sense of safety – need more police on streets.
- Fear – laneway next door- groups of youth (can't speak English and lives alone). Gather, noise, heard gunshots – next to 76 Duke Street Richmond. Kick fences down and pull them apart. Scared to call police – don't speak English – fear of reprisal.
- Parking is an impact (elderly, disabled) streets and neighboring streets around Swan St and Bridge Road – limited taken up with Area 7 - people who work in area. Sometimes car left for 3 days to a week.
- Fix up Loughnan Hall.
- More days of the Greek club – so people whose wives died have company.
- Clean up Streets.
- More police around at night.
- Too much traffic congestion on Coppin Street.
- Some people “ashamed” to be old so don't come out to senior's groups etc.
- Fix toilet at Italian Club (Nth Fitzroy).
- Would like to go on a group trip.
- Reason Italian Club is so important is to stop/avoid social isolation and stay connected to other people – their friends have been coming for 34 years.
- Someone to help me at home – creeper at home – help older residents to keep gardens.
- Footpaths are a problem – paths need to be kept smooth.
- Drains block during heavy rain – someone local needs to notify Council of blockage.
- Need domestic assistance to stay living at home when sick.
- Community transport – would require extra buses to ensure residents attend different community groups/events.
- Could Council assist residents when they need to give a blood sample/test – with providing test at home.
- Meals delivered to homes are tasteless. There needs to be a wider choice of meals and it needs to be culturally specific.
- Reduce the fees for LLLS - \$4 is a lot for old people on a pension.
- Extra sessions (for some not others) at the Club.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Seeing more people from diverse backgrounds running services and programs for children and families.
- Support for diverse communities, especially recently arrived refugees.
- Make local streets safer for cycling and walking
- More diverse range of programs for kids through the libraries.
- Encouragement of acceptance of different races.
- Wish people were friendlier to each other cultures, nice to each other and work together.

- Discrimination, excluded and able to feel belonging to Australia and the community.
- Generally, feel that the community is not welcoming (African mother).
- More English classes that provide free childcare – Parents need improved English skills to enable further study or to access employment.
- Celebrate other cultures (music, food, learn from each other’s languages).
- Help kids understand Australian culture.
- Language classes with good quality childcare.
- Some Religious interpretation (Islam traditionally), dogs are seen as impure and all contact is to be avoided. Further, prayer is compromised (Estate).
- More childcare services so there can be more classes for women to attend and learn.

GENERAL COMMUNITY - FEEDBACK

- More inclusive - multicultural focus.
- End of year celebration with different cultures.
- That people can come and visit and share stuff that they bring from another country.
- The 7-8 Chinese groups should unify into one, then able to use funds more efficiently.
- Would like council staff to visit CALD groups to give information on council services.
- YMAG good to continue - interpreters needed.
- Knowing about all the Yarra events in a coordinated way for languages other than English (in ways other than website e.g. mail etc.).
- More events with music from other countries.
- Promote the ties and engagement between different communities so as to live harmoniously together.

6.2 KEY THEMES AND ISSUES FOR CONSIDERATION

The feedback from these consultations from (and about) the multicultural community focused on four (4) key themes:

Communication:	Ensuring that information is accessible (i.e. language options/translators) and also offering opportunities and support (e.g. childcare) to learn English.
Safety & Security:	Addressing drug and crime issues, educating older people about who to contact when feeling scared/concerned.
Expanded Programs:	More hours offered at existing clubs, more transport options, introduce new exercise programs/initiatives (or subsidise existing).
Whole of Community:	X (cross) Cultural and X (cross) Generational events. Create a whole of community focus and empower people to learn about others.

SECTION 7 SOCIAL JUSTICE POLICY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions regarding social justice issues.

7.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- Yarra has been my home for 20 years. I am a single parent with a child with special needs. I am unable to work full time at the moment. Our rental accommodation is dodgy - insulated, no heater, and the landlord knows he can get away with this because his tenants have no other choice.
- My intellectual disability- part of my disability is that I can't find my way around in the community normally. To be able to go anywhere I firstly have to be travel trained by a worker first in order to get there on my own. Sometimes my mum can't help me with some things because of her health and I cannot always get a worker to help. As I am on a pension I can't access something's if it is too expensive.
- There are not many opportunities for employment of older people in Yarra. I would like to work part-time.
- Door to door house-checks to identify vulnerable and isolated residents - perhaps offering a service such as a spring clean of the front garden, a handyman to fix a front gate or a letterbox. Take this opportunity to offer to send out a Yarra council worker to discuss council services available to residents. Ensure these messages are offered in a wide range of modes - re: CALD community, frail-aged, those living with a disability and other vulnerable residents.
- Have an event in Curtain Square celebrating community diversity.
- Require all new developments to include social housing and purpose designed housing for people with disabilities- + inbuilt parking. Maintain and actively promote a range of housing options, including for low-income people - I don't know what options there are for this, but I want to see Yarra continue to be multicultural/multiclass/multi-age interesting and vibrant community.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Make Yarra a community more accepting of people regardless of race/ religion/ gender/sexual orientation.
- Inclusive and understanding support for people in schools. Queer sex ed.

GENERAL COMMUNITY - FEEDBACK

- Residents are the fundamentals of the municipal government, which should strengthen its leadership to educate people to be aware of the values of justice, equity and impartiality.

The government should organise activities to care and lead community groups so as to avoid corruption of social morals and enhance the integrity and solidarity of different communities.

- Creating a welcome community for all including refugees & LGBTI folks, Aboriginal people and those from CALD backgrounds, and folks of all ages and backgrounds.
- Mobilizing our community creativity on social justice issues e.g. Homelessness agencies.

7.2 KEY THEMES AND ISSUES FOR CONSIDERATION

The above quotes/feedback are an indication that the stakeholders interviewed from the ADS and the FYC communities take great pride in Yarra's diversity and want to see it maintained. There is recognition of the difficulty experienced by marginalized groups (e.g. low income, those with disability, homeless) and a recognition that Council should support these groups to ensure an inclusive municipality.

SECTION 8 VOLUNTEERING STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about volunteering.

8.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- My physical wellbeing and state of mind which also relates to employment and stress levels...impact my mood and how open and engaging I am as a person. Volunteering is a great way of getting involved in community, currently I am not that involved because I rarely see anything that interests me and that is followed up with regular dates and fun meetings.
- I used to be a volunteer with the red cross as a first aid officer and loved it but had to give it up due to health issues and I cannot find any other volunteer things to do that interest me and that I can physically do.
- We would welcome information about how to be involved in activities that bring us into contact with people from different social groups/ages/backgrounds/etc. We live near the Senior Citizen Centre in Richmond and would love to be involved in volunteering opportunities there. We have tried to find out about this but as far as we can tell there are not regular activities run out of that facility.
- Haven't found organisations that are looking for volunteers. The State Government is anti-volunteers (look at how they treat firefighters and others), makes one question the value of volunteering when you are unwanted, even if organisations feel differently.
- I don't know how to access volunteering opportunities in Yarra - City of Boroondara - they do more.
- Not aware of volunteering opportunities within the council. Would like to help out with data analytics but do not know how to approach the council.
- Volunteering applications are just as difficult as employment applications. I don't have referees and yet I have a background in nursing and a recent aged care cert 3 but still am unable to succeed in work or volunteering.
- It will be good to have elderly support programs such as volunteers to keep an eye on elderly residents especially living alone. Weekly visits or social phone calls or social outings, pet programs, singing or dancing days or sit and just chat. Perhaps subsidised vet facilities. Also, the regular interaction will enable the person to be monitored without being intrusive.
- Create air conditioned "gathering places" and volunteers to bring people to them. This should include tea/coffee/snacks and comfortable seating so people can chat to each other. This would be a good way to track if someone is beginning to struggle.
- Organise volunteers to visit isolated people/drive people to appointments or to shop. Have a matching service for elders needing care at home with other fit pensioners or students needing low cost or free rent.

- A volunteer visiting service, presenting opportunities for volunteering or participating in community activities. Promoting the potential, the skills that older people have that would be of value, e.g. repairing, cooking, etc.
- Create a volunteer bank that matches people to opportunities.
- Highlight opportunities to volunteer in the community. Have a social media page that could connect people somehow.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- More peer leaders. Volunteer work.

GENERAL COMMUNITY - FEEDBACK

- Open volunteering opportunities to council - enable us to connect to isolated, hard to reach, communities.
- Local community visitor program for those housebound for whatever reason.

8.2 KEY THEMES AND ISSUES FOR CONSIDERATION

Whilst volunteering was mentioned by the stakeholders in all the consultations – it was an important issue with the older community. The feedback focused on:

- | | |
|--------------------------------|---|
| Benefits for Volunteer: | Older people in particular highlighted the mental health benefits of being engaged and provided an opportunity to “do something” in retirement. |
| Benefits for Community: | Feedback highlighted how volunteering could go hand in hand with maintaining a diverse community by supporting marginalized people (e.g. isolated, low income/house bound etc.) |
| Program Simplification: | There was significant feedback around the complexity of registering and the difficulty of actually finding somewhere to volunteer. |