**Queenscliffe Neighbourhood House Community Needs Assessment (CNA)**

**Executive Summary**

**Project Goals**

The Purpose of the Community Needs Assessment **CNA** was to

* Provide opportunities for all members of the Queenscliff and Point Lonsdale communities and surrounds to give feedback on the current programs and services offered by the QNH.
* Encourage people to have their say about the current and future needs of residents of Queenscliff Borough and surrounding areas who are likely to use the QNH facilities and services.
* Encourage lead stakeholders and individuals to look to the future and help to inform the planning process so that QNH is able to provide relevant programs and services as the needs of the community change over time.

**Methods**

The four main methods used to gather data for the **CNA** include:

* Face to face interviews with stakeholders
* Kitchen Table Conferences
* Focus groups including current QNH users
* Online Surveys

**Summary of Findings and Recommendations**

The **CNA** determined that current programs and services are meeting the needs of most participants particularly the older members of the community. Areas of improvement focussed around the need for:

* transparency of governance, programing and enrolment procedures
* more accessible programs including short courses, weekend and evening classes
* programs for families with young children in particular the emerging communities at The Point Housing estate in Point Lonsdale
* more health related programs
* improved street signage

Key stakeholders expressed a need for QNH to strengthen and build partnerships with local community and government organisations to ensure a vibrant and connected community.

**Conclusion**

The results of the CNA identified existing and emerging areas of community need in Queenscliff and Point Lonsdale. This assessment will play an important role in shaping the strategic and operational plans of QNH over the next three years. Some of the key findings and resulting recommendations may extend beyond the capacity and role of QNH however they may be of value for other local organisations who share a vision of improving the health and well-being of the community.

Appendix A Summary of Findings – Needs and Gaps

Appendix B Organisational Opportunities and Considerations