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LGNSW SEMINAR MAY 2015

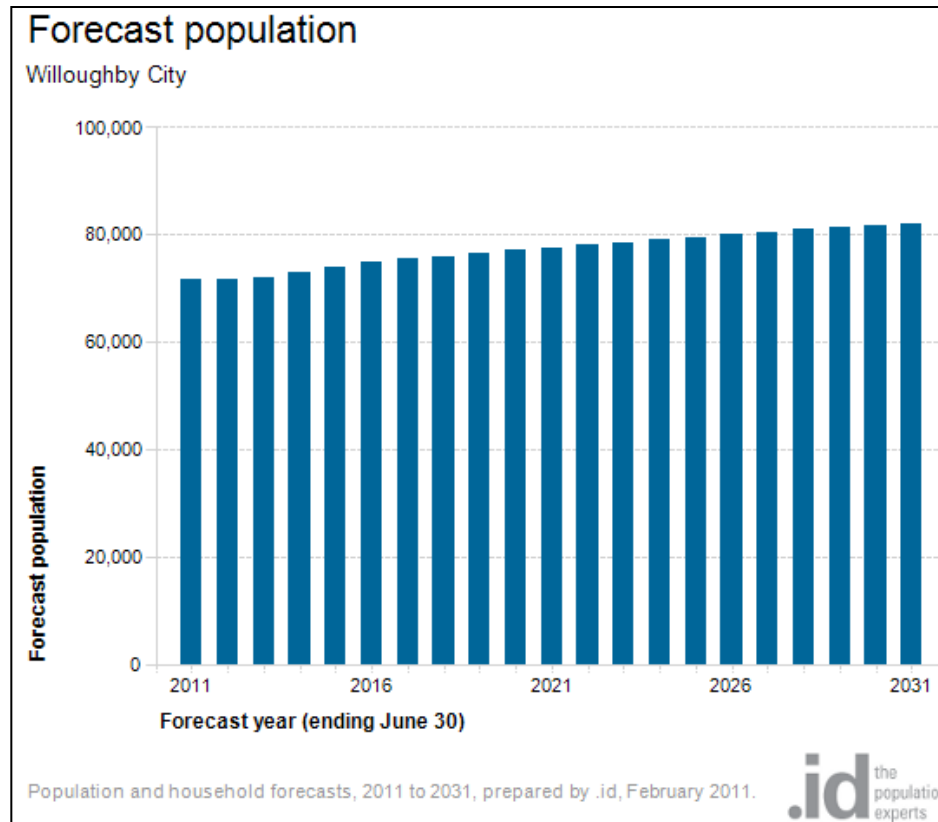


Willoughby

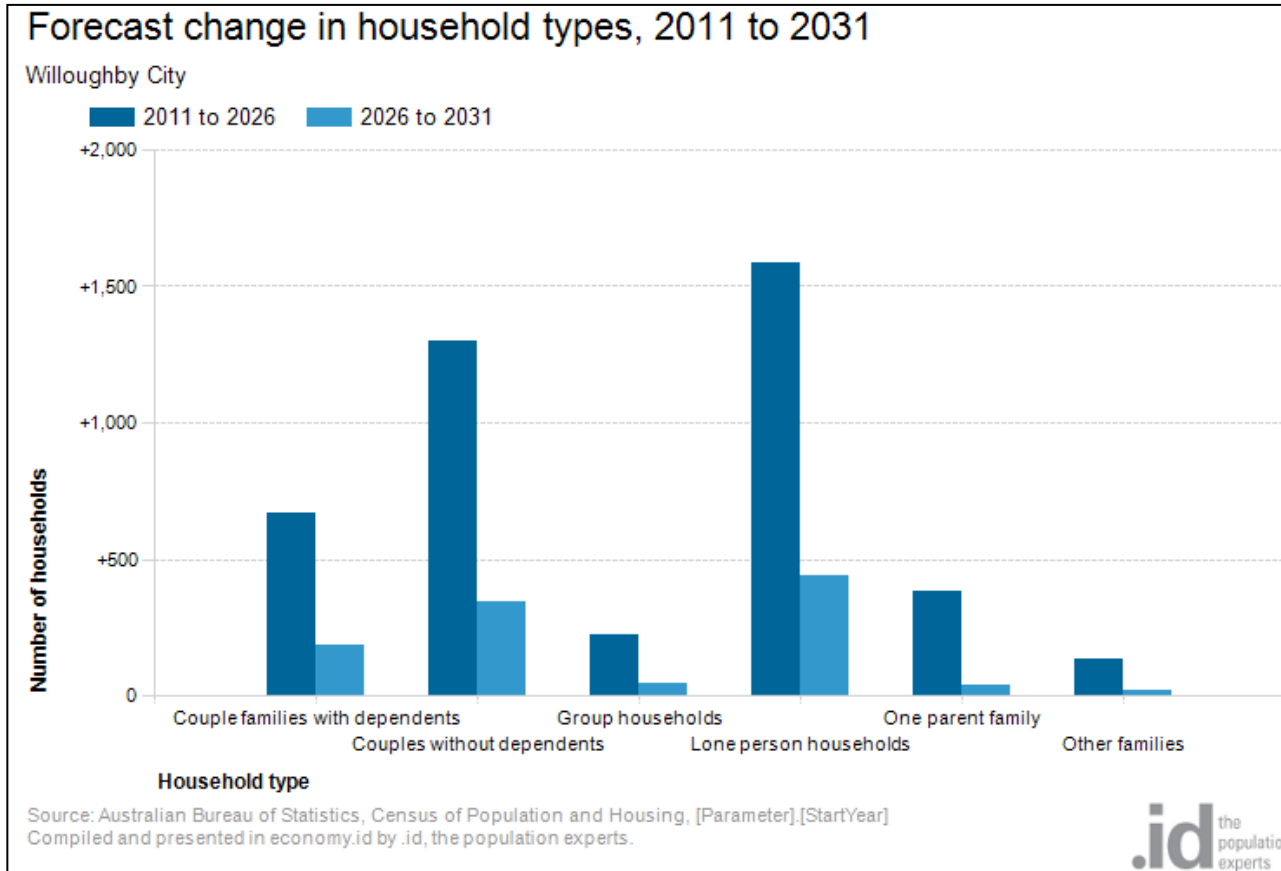
- 8.5kms from Sydney CBD
- Third largest CBD in Sydney region
- Major retail and commercial centre
- Home to residential, industrial, bushland and coastal areas



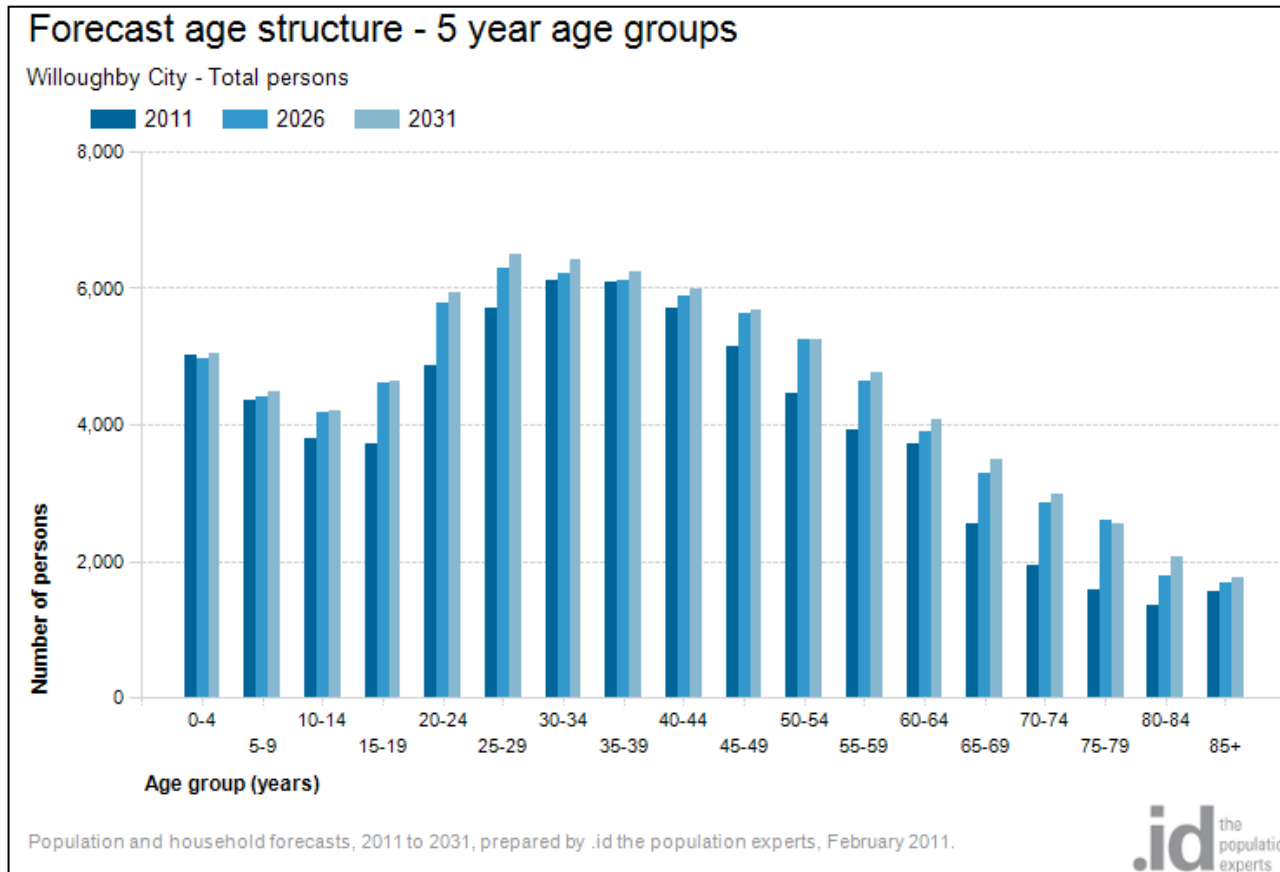
The Willoughby City population forecast for 2015 is 73,997, and is forecast to grow by 10% to 82,032 by 2031.



In 2011, the dominant household type in Willoughby City was 'Couple families with dependents', and by 2026 the largest forecast increase is expected in 'Lone person households'.

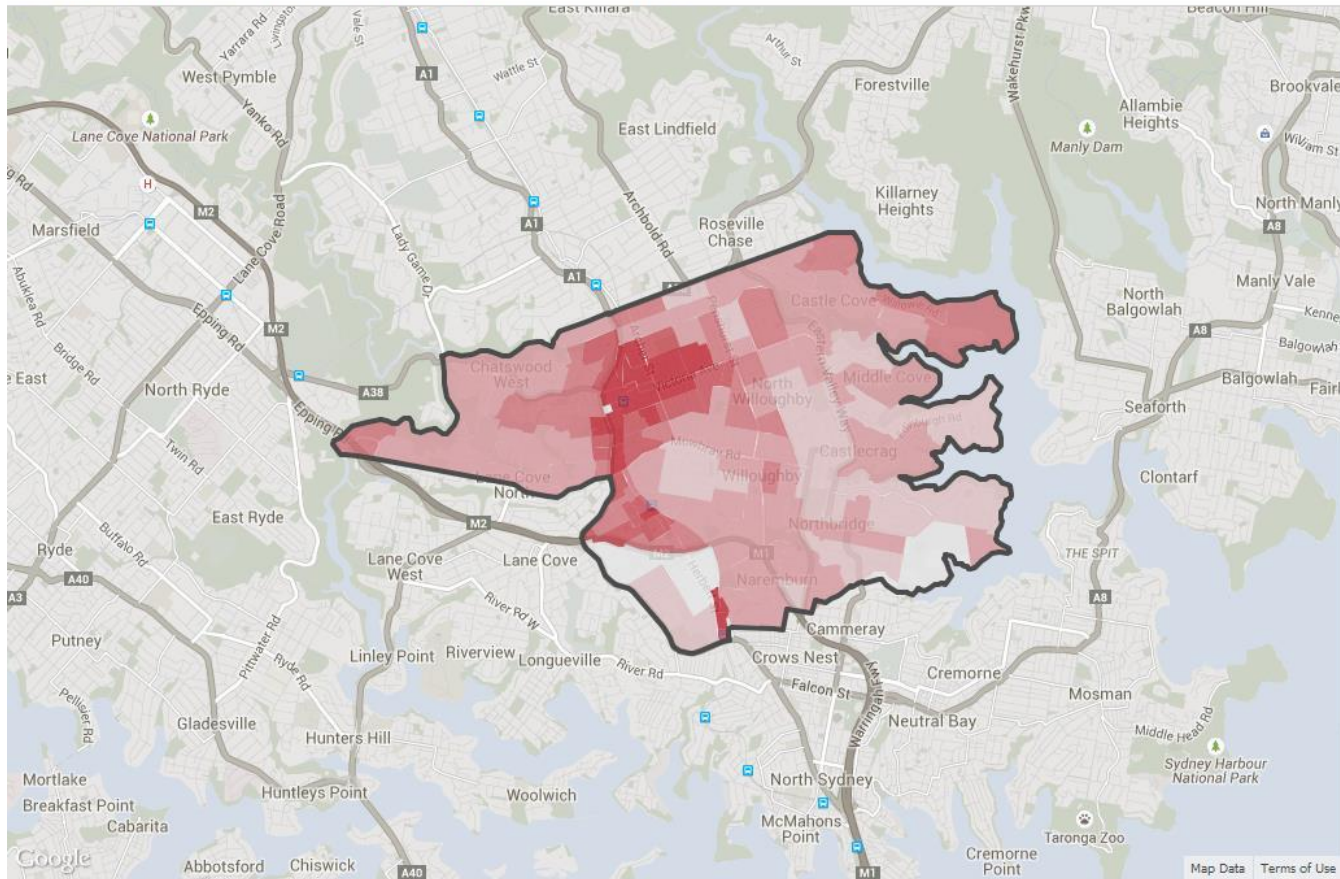


Between 2011 and 2026, the age structure forecasts for Willoughby City indicate a 2.7% increase in population under working age, a 35.5% increase in population of retirement age, and a 9.8% increase in population of working age.



Willoughby City Council People born Overseas, 2011

Willoughby City Council, People born overseas, 2011, Enumerated, Persons



SA1
 Suburbs
 Willoughby City

0%
 18.5% to 28.6%
 28.7% to 38.3%
 38.4% to 50.8%
 50.9% to 63.0%
 63.1% to 82.0%

Percentage of Total Persons

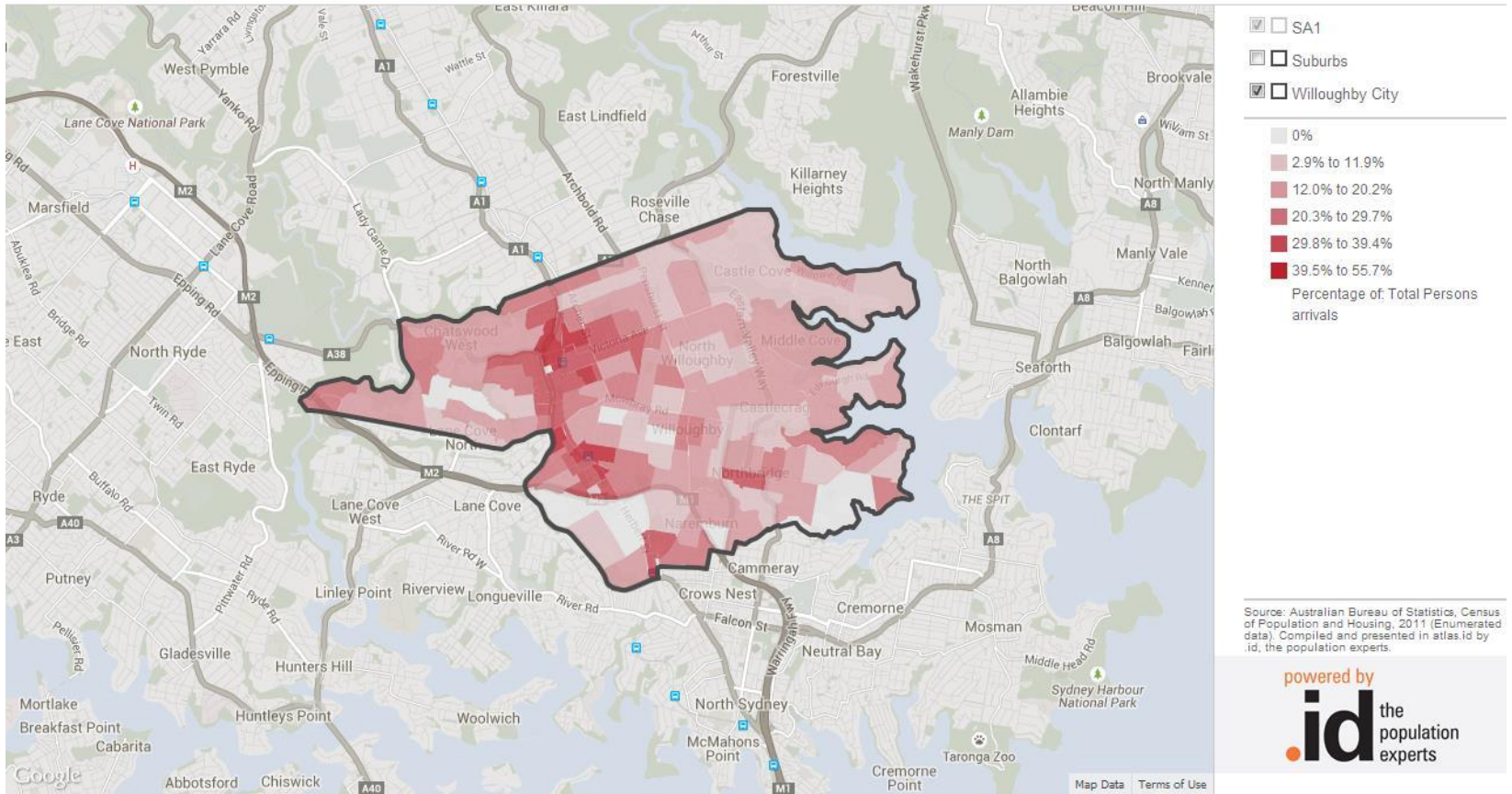
Source: Australian Bureau of Statistics, Census of Population and Housing, 2011 (Enumerated data). Compiled and presented in atlas.id by .id, the population experts.



Map Data Terms of Use

Willoughby City Council Overseas Arrivals between 2006 and 2011

Willoughby City Council, Overseas arrivals to Australia between 2006 and 2011, 2011, Enumerated, Persons



Our story



Social Support and Linen

Social Support (94% DSS, 6% ADHC)

Willoughby LGA

- Outings bus, shopping bus, individual shopping service,
- Social Circle (social group),
- volunteer provided home visiting.

Linen Service (94% DoHA, 6% ADHC)

Willoughby LGA

Multicultural Aged Day Care

Multicultural Aged Day Care (94% DSS, 6% ADHC)

LNS Area

- 1 day per week centre based, one outing per month

Meals

Meals (94% DSS, 6% ADHC) **Willoughby LGA**

- 2 Social Lunches per month
- Frozen, chilled and hot meals delivered 5 days.
- 4 providers including a range of Asian and Mediterranean style meals

Constant Companion

Funded under Home Maintenance, actually a 24 hour emergency response service

(94% DSS, 6% ADHC) **Northern Sydney Region**

Non – output services

Aged and Disability Officer (36% ADHC, 64% DSS)

Willoughby LGA

Volunteer Coordinator (36% ADHC, 64% DSS)

Lower North Shore

Understanding our current offer

- External consultants appointed
- What are our products, their purpose and their outcomes?
- What are our unit costs?
- Do our current products match needs our changing demographic?

Understanding our current offer

- Are we duplicating services ?
- Should WCC be in this delivery space?
- Can we make business efficiency improvements?

What should our future programs be?

‘A problem’s not a problem if you take the time to think,’
said Old Mr Crow as he settled
down to drink.

What should our future programs be?

- Energising in an uncertain landscape
- Information gaps
- Review of draft program guidelines / fee policies – do current programmes align?
- Letting our peak bodies do what they do best

What should our future programs be?

- Building on our strengths to develop new programmes
- Talking to providers in WA: income stream diversification, output driven funding
- Business to business marketing

What we still don't know?

- Will funding (block plus fees) cover our unit costs?
- Will fees levels reduce our client numbers?
- Will we get enough referrals for any of our programs to make our services viable?
- If there is no volunteer co-ordinator funding how will we still recruit/support/maintain our base of volunteers?

What we have done

- Ceasing one service delivery type from 1 July 2015
- Implemented a cross service client management and invoicing system

Client Management System

- What the identified problem was
- How we decided on a solution
- Experience of implementing a new system
- Outcomes it is helping us to achieve

What we have done

- Planning with staff regarding outcome focussed programmes