

Frequently Asked Questions (FAQs)

Updated: 14 May 2020

In the section, Community Hubs Australia (CHA) has answered some of the questions we have heard from our Hub network in Term 2. There may be other questions you would like answered so please send any questions directly to Hiranthi via hiranthiperera@communityhubs.org.au or speak directly with your support coordinator.

General - Questions and Answers

Will community hubs continue?

We believe there has never been a more important time to keep community hubs going as they are vital to how communities connect, share and learn together. With social distancing measures now in place as a result of COVID-19, it's important we find different ways to run our community hubs and to do this remotely. One of the ways is through the development of Hub Central. It's an online resource for you to experiment with in Term 2.

Is my position still being funded?

Yes, it is. In early April, the Australian Government confirmed with CHA that, given community hubs are an essential service, funding would continue. CHA let school principals know this shortly after receiving the advice from the Australian Government.

What should I do if I need help in reaching my community while the hub is closed?

It is important that you talk with your school principal in terms of how best to continue supporting your hub families in Term 2. This may be simply calling each family on a regular basis, checking in with them to make sure they feel connected. It may be creating playgroup activity packs and sending these to families or running English classes online.

It is also important for you to reach out to your support coordinators as they are there to help you navigate what your hub needs to look like for your community in Term 2.

What should I do if I am asked to work on other projects by my school?

As your employer, your school may ask you to assist with other projects and that's absolutely fine. However, we have contacted all schools and are confident they want hub leaders to continue to focus on running the hubs but that this will be in a slightly different way to how they were run in Term 1.

Do I still have to report on participation to Community Hubs Australia while the hub is closed?

Yes, we have included a fact sheet on Hub Central in terms of what you'll need to report on during Term 2 – https://www.communityhubs.org.au/?page_id=3658

To give you an idea of what it could look like, we've included an example of a 'dummy' timetable too - <https://www.communityhubs.org.au/hub-central/how-to/portal/>

How do I get my work/life balance right?

Throughout the term, we've been asked about balancing work hours with working from home, especially when you have small children at home with you. The first thing to say is your wellbeing is important to us and the school you are part of. You might find you need to work at different times or in different ways and that's OK. Ultimately, the school is your employer and you might be asked to do new or different work by school leaders. Please discuss this with your school to work out an approach that suits everyone. There is no "right" way of working in this new environment and we are all figuring it out as we go along.

Hub Central - Questions and Answers

What is Hub Central?

One of the different ways we can make hubs work remotely is through experimenting with Hub Central. Together with a working group of hub leaders based in each State, the CHA team has developed an online resource called Hub Central.

We like to think of Hub Central as a 'hubs' train station. As a hub leader, you can come to Hub Central, find a resource or a useful printout online, and continue on your journey delivering content to your hub families. This will help you create your very own virtual hub – a way of staying connected to your hub families remotely.

The resources available through Hub Central cover content on:

- Coffee and Chat
- Health and Wellbeing
- English
- Early Years

It's up to you as hub leader to work out the best way to share information with your families. This might be sharing the content through video conferencing, through the app your school is using for online education or by printing off the worksheets and sending them in the mail.

How do I access Hub Central?

Access Hub Central through the CHA website at <https://www.communityhubs.org.au/hub-central/>. Once you're in Hub Central, enter the password 461947. This will give you access to all content that's there for your use throughout Term 2. It's important to remember that this password is the same for all hub leaders.

Can I also share content through Hub Central?

We'd love you to! Hub Central is your resource. If you use a video or an activity sheet that you think other hub leaders would like to use, simply share your content through Hub Central. When you're in one of the four content areas like 'Coffee and Chat', scroll down to the end of the page and you'll see 'Found a piece of content others might find useful? Click here to submit it!'. This takes you to form where you'll be able to add the content that you've found useful and want to share.

Do I have to use Hub Central?

No, you can use it as much or as little as you want to. We think you'll find it useful and we encourage you to give it a try and let us know what you think.

What should I do if I need help in using Hub Central?

On the Hub Central home page, click on 'Helpdesk' and fill in the form to let us know what questions you have and we'll get back to you as soon as we can.

How long will Hub Central be in place?

Hub Central is an experiment that we'll run across Term 2. If it's a resource that, as a hub leader, you find useful in connecting with families remotely, we'll continue to make it available.

Are Hub Central links going to be directly accessible for families at some stage?

The information on Hub Central is there for hub leaders to work out what their families need given they have always led their programs and we want to stay true to this model even when working remotely. It is not intended to be used by families or anyone outside the Community Hubs network.

Are there copyright issues when using virtual storytimes with hub families?

Books Create Australia, the collaboration between the Australian Booksellers Association, the Australian Library and Information Association (ALIA), the Australian Publishers Association and the Australian Society of Authors has announced a special arrangement for library storytimes during the COVID-19 outbreak.

For the duration of the pandemic, virtual storytimes will be sanctioned by an industry agreement. This will allow you to make recordings or livestream storytimes, so children aren't denied this important and much-loved service. This policy is temporary and will remain in force whilst COVID-19 remains as a World Health Organisation declared pandemic.

How do I access the ParentTV content on Hub Central?

CHA has a paid membership which can be used by the whole network and shared with families at no cost. Go to www.parenttv.com/membership (it's important you go to this URL) and fill out the sign-up form. At the bottom of the sign-up form, where it asks for a code, use: hubs.