

Recording data in the CHA Portal – what you need to know

July 2021

Community Hubs Australia created a portal for all hubs across the National Community hubs Program to record data using the one system.

The purpose is to ensure that all hub leaders can reflect the activities and programs they are running in the community hub each term. The activities are entered into a Timetable / Calendar. Once activities are completed the next step is to record the number of attendees at each activity. The data is broken down by adult and child attendees.

This document assists hub leaders to capture data correctly in the portal. This ensures that activities and programs are recorded in the same way across the network. This is a guide only and we trust that all hub leaders will record activities regularly and accurately.

The data collected and reported in the portal is used to communicate to government, the Scanlon Foundation and to the public through mid-year and annual reports. Together with the Quality Improvement Framework, collecting and reporting data is a key requirement of the hub leader role.

[Categorising programs and activities in community hubs.](#)

All hubs run a range of activities and programs across the year. Use this document as a guide to capture information accurately in the portal. As the hub leader, you are best placed to tell us what the main purpose and impact of the programs are in your school's community hub.

[Timetable / Calendar tab \(CHA Portal\)](#)

[Activity Name \(mandatory\)](#)

This is the name of your activity. Hub leaders can name the activity to suit the program. The activity name should explain the purpose of the program. It should be something that families read and understand why they are attending. For example: playgroup in park (0 – 3yrs), English and sewing, community conversations, Cert IV in Early Years Support.

Description (mandatory)

Information included might be the location of the program, a brief outline on who should attend or any additional comments that you, as the hub leader, find useful.

Program (mandatory)

There are seven main program categories. These categories are important as this is how CHA report data back to government. This field must be selected and accurate at all times. Sometimes we know that activities can fit across multiple program categories. It is up to you, the hub leader, to make a decision about which outcome the activity is achieving.

Location (mandatory)

The location of the activity is important to capture. There are three options: place-based, offsite or virtual (meaning online).

Playgroups and early years

CALD playgroups, playgroup excursions, speech focused playgroups; early years programs such as Kinda Kinder, Early Steps, three-year-old activity and transition to mainstream activity groups, parent children music project & play and learn programs.

English classes and conversation programs

English classes, ESL conversation class and childminding, mother & child English groups, English for employment or citizenship.

Healthy lifestyle programs

Physical and mental health activity programs including Zumba, fitness and walking groups; healthy eating / cooking groups, child and family health programs, breakfast clubs.

Parent engagement

Coffee & chat sessions, parent morning teas/afternoon teas, hub drop in, art/craft/knitting groups, gardening groups.

Children's language and literacy program

Transition to school/school readiness, Let's Read, HIPPY, Sing and Grow, bilingual story time, toddlers reading group, homework clubs, Ready Run, Littles in the Library, peer reading support group, visiting the local library, book exchange.

Formal training

Delivered by a trained/qualified teacher where participants undertaking the training/course receive an accredited qualification/certificate. For example: Certificate III Children's Services, First Aid course and certified computer courses.

Informal education

Parent workshops, information sessions and non-accredited programs.

Volunteering in hubs

Volunteering to support hub programs is now captured against the activity under one of the three headings:

Hub – past or current hub participants

School – families from the school, who are not hub participants, student teachers or teachers

External – student placement or individuals from the community

This information is entered when you add the **Attendances** for a program, together with Adults and/ or Children attendances.

Note: volunteering in hubs captures volunteering attendances – not the individual number of volunteers. This means that one person might volunteer across several activities in a week.

Individual volunteers are captured in "Referrals" under Demographic Information.

Partner

Hubs can now record up to six partners that are supporting a program in the hub.

There is a drop-down list of partners to choose from. A partner is a service or organisation who comes into the hub to support the delivery of an activity. This could mean the partner facilitates the program, attends as a guest speaker, or provides a donation to the successful running of the program.

NOTE: You do not need to list your school as a partner organisation. Your school is considered the 'host' of the community hub.

If your partner is not in the list, please email Maurice Syber at CHA –

mauricesyber@communityhubs.org.au

CHA will add new partners to the drop down list each term.

Referrals tab

The referrals tab collects demographic information, service referrals and one-off events.

All data entered will then be calculated as a Cumulative Total for the term. In addition to the breakdown per term, there is also a Year to Date (YTD) total provided.

Across the year, cumulative totals will be added up to give an accurate number of:

- The total number families attending the hub in a year
- Number of individual volunteers supporting the hub in a year
- Number of people employed because of a connection with the hub in a year.

Demographic information

Number of Families participating in the hub

Collect the number of families that attend the hub in the year. You might have seen some of these families in previous years. This includes:

- A family who might have attended in previous years, but you see them in the hub again in the year.
- Families who only attend once to take a tour of the hub.
- A new family who is coming to an information session or a one-off event.

The main thing to ask yourself – have I seen this family this year? If the answer is NO – then record the family.

You do not need to record this family again in future weeks or terms. You record each family only ONCE across the school year.

Term Two	Number of new families	Cumulative total
Week One	5	70
Week Two	5	75
Week Three	3	78
Total families for Term 1 and Term 2	13	78

Number of Volunteers

The number of volunteers counts the actual number of individual people who volunteer in the hub.

Hubs might have one volunteer come across the whole year and support a range of activities – only count this person once.

The hub might have a volunteer come in for just a one-off session – only count this person once.

Across the whole year we want to be able to report “St Johns Community Hub had the support of **25** individual volunteers who contributed to over 205 volunteering opportunities across the year”.

Participants who gained employment

Participants who gained employment because of their connection with the hub. This means the person might have attended a program, volunteered or participated in an employment program through the hub which led them to gain employment. Employment maybe within the hub, school or an external organisation.

Service referrals

This includes services that are **external to the hub** for families to access. A referral is not handing out a brochure or pamphlet. It is not a conversation. It is actively working to support a person to seek support with a program, agency or service outside of the hub. Note that the suggestions below are examples only and are not limited to the options listed.

- Accommodation – connecting a family with a local real estate agent, housing, or short-term accommodation
- Community Health Services – connecting a family with allied health care eg, dentist, occupational or speech therapist.
- Domestic or Family Violence – connecting a family with a support service, counselling, referral to a refuge.
- Early Intervention – service or organisation that can assist a family to access services at the very early stages of an identified concern. For example, developmental delay, disability, depression, behavioural issues, etc
- Education and Training – supporting an individual to access an education and training provider for further study, placement or employment.
- Emergency Aid – food donations, medical support, clothing or furniture etc. Referrals made in times of crisis.
- Family Support – counselling, therapy, grievance support.

- Financial Counselling – Centrelink, Parents Next etc
- GP/Doctors – medical support and assistance.
- Maternal & Child Health – early years referrals for advice, assessments, immunisations etc
- Migrant Resource Settlement – migration support, referring to settlement and case workers
- Other – anything that cannot be captured using the other referral categories can be reported here.
- Preschool – support families with their preschool aged children to gain access to preschool, kindergarten, Montessori etc

One Off Events

One Off Events are a way for hub leaders to record activities which happen in a week which are not activities in the hub.

This counts the number of events attended by the hub leader – not the number of people who are attending the event or meeting.

NOTE: These activities are not reported anywhere by CHA. This category is for hub leaders to be able to account for their time spent outside of hub activities. It also demonstrates the diversity of the role and the contribution made to school and community events through the hub.

Some examples include:

Community Events – expos, family fun days, community fairs or fetes, international women’s day events, cultural events in the local community.

Meetings – schools’ meetings with leadership, meetings with hub parents as a bilingual facilitator or support person.

Network meetings – these include Hub Leader LGA Network meetings, local council meetings, local community of practice events and professional development.

Whole of School event – this could be religious and culturally based events where the hub leader might be involved in event planning and coordination. Examples include a sports event, end of year school concert, celebration days.

NOTE: If the activity is held in the hub and is a hub ‘One Off Event’ please include this activity in the Timetable as a ‘One Off Event’. For example, a Mother’s Day Morning Tea held in the hub.