

Member Census



PLEASE NOTE: This PDF is a reference copy ONLY. The survey must be filled out online using the unique URL emailed to your organisation.

LCSA's Member Census 2026

Welcome to LCSA's Member Census 2026

The aim of this survey is to find out more about your organisation so we can better represent you and the sector in the next few years. Your responses will be invaluable contributions to that aim.

The Census should take between 30 minutes and an hour to complete. You can save your answers and return at any point.

To speed up completion, you might find it easier to have some of the following information at hand:

- 2024/2025 Annual Report
- Consolidated Accounts/Audited Financial Report
- CAFS contract (if applicable)
- DEX data (if applicable)
- Invoices from major food suppliers, like Foodbank and OzHarvest (if applicable)

In our email to you, we also provided a copy of the PDF of the Survey, but please complete the survey online here. It is best completed on a computer (i.e. not on a mobile phone).

Your data is confidential and will only be used by LCSA for advocacy and analysis. You can print a copy of your answers for your records at the end of this Survey.

Thanks for your participation in the Census.

Can Yasmut and Maddy Williams, LCSA

There are 76 questions in this survey.

Details of your organisation

1

First off, some questions about your organisation.

What is the full name of your organisation?

NB. Include any abbreviation you might commonly use in brackets after the name

Please write your answer here:

2

Please enter details if we need to contact your organisation about this survey.

Please write your answer(s) here:

Your name

Contact email

Best phone number

3

Is your organisation ...

If you choose 'Other: please specify' please also specify your choice in the accompanying text field.

Please choose only one of the following:

A neighbourhood or community centre (NCC)

Other

4

Please tell us which state electorate your organisation is located in from the dropdown menu below.

NB: You can search for your state electorate on the NSW Electoral Commission website.

Please choose only one of the following:

- | | | |
|--------------------------------------|--|--------------------------------------|
| <input type="radio"/> Albury | <input type="radio"/> Hawkesbury | <input type="radio"/> Parramatta |
| <input type="radio"/> Auburn | <input type="radio"/> Heathcote | <input type="radio"/> Penrith |
| <input type="radio"/> Badgerys Creek | <input type="radio"/> Heffron | <input type="radio"/> Pittwater |
| <input type="radio"/> Ballina | <input type="radio"/> Holsworthy | <input type="radio"/> Port Macquarie |
| <input type="radio"/> Balmain | <input type="radio"/> Hornsby | <input type="radio"/> Port Stephens |
| <input type="radio"/> Bankstown | <input type="radio"/> Hunters Hill | <input type="radio"/> Prospect |
| <input type="radio"/> Barwon | <input type="radio"/> Keira | <input type="radio"/> Riverstone |
| <input type="radio"/> Bathurst | <input type="radio"/> Kellyville | <input type="radio"/> Rockdale |
| <input type="radio"/> Bega | <input type="radio"/> Kiama | <input type="radio"/> Ryde |
| <input type="radio"/> Blacktown | <input type="radio"/> Kogarah | <input type="radio"/> Shellharbour |
| <input type="radio"/> Blue Mountains | <input type="radio"/> Lake Macquarie | <input type="radio"/> South Coast |
| <input type="radio"/> Cabramatta | <input type="radio"/> Lane Cove | <input type="radio"/> Strathfield |
| <input type="radio"/> Camden | <input type="radio"/> Leppington | <input type="radio"/> Summer Hill |
| <input type="radio"/> Campbelltown | <input type="radio"/> Lismore | <input type="radio"/> Swansea |
| <input type="radio"/> Canterbury | <input type="radio"/> Liverpool | <input type="radio"/> Sydney |
| <input type="radio"/> Cessnock | <input type="radio"/> Londonderry | <input type="radio"/> Tamworth |
| <input type="radio"/> Charlestown | <input type="radio"/> Macquarie Fields | <input type="radio"/> Terrigal |
| <input type="radio"/> Clarence | <input type="radio"/> Maitland | <input type="radio"/> The Entrance |
| <input type="radio"/> Coffs Harbour | <input type="radio"/> Manly | <input type="radio"/> Tweed |
| <input type="radio"/> Coogee | <input type="radio"/> Maroubra | <input type="radio"/> Upper Hunter |
| <input type="radio"/> Cootamundra | <input type="radio"/> Miranda | <input type="radio"/> Vacluse |
| <input type="radio"/> Cronulla | <input type="radio"/> Monaro | <input type="radio"/> Wagga Wagga |
| <input type="radio"/> Davidson | <input type="radio"/> Mount Druitt | <input type="radio"/> Wahroonga |
| <input type="radio"/> Drummoyne | <input type="radio"/> Murray | <input type="radio"/> Wakehurst |
| <input type="radio"/> Dubbo | <input type="radio"/> Myall Lakes | <input type="radio"/> Wallsend |
| <input type="radio"/> East Hills | <input type="radio"/> Newcastle | <input type="radio"/> Willoughby |
| <input type="radio"/> Epping | <input type="radio"/> Newtown | <input type="radio"/> Winston Hills |
| <input type="radio"/> Fairfield | <input type="radio"/> North Shore | <input type="radio"/> Wollondilly |
| <input type="radio"/> Gosford | <input type="radio"/> Oatley | <input type="radio"/> Wollongong |
| <input type="radio"/> Goulburn | <input type="radio"/> Orange | <input type="radio"/> Wyong |
| <input type="radio"/> Granville | <input type="radio"/> Oxley | |

5

If your organisation works across state electorates, please tell us one other state electorate in which you serve communities from the list.

NB: If you only serve communities in one electorate, just choose NA/Skip.

Please choose only one of the following:

- | | | |
|--------------------------------------|--|--------------------------------------|
| <input type="radio"/> NA/Skip | <input type="radio"/> Hawkesbury | <input type="radio"/> Penrith |
| <input type="radio"/> Albury | <input type="radio"/> Heathcote | <input type="radio"/> Pittwater |
| <input type="radio"/> Auburn | <input type="radio"/> Heffron | <input type="radio"/> Port Macquarie |
| <input type="radio"/> Badgerys Creek | <input type="radio"/> Holsworthy | <input type="radio"/> Port Stephens |
| <input type="radio"/> Ballina | <input type="radio"/> Hornsby | <input type="radio"/> Prospect |
| <input type="radio"/> Balmain | <input type="radio"/> Hunters Hill | <input type="radio"/> Riverstone |
| <input type="radio"/> Bankstown | <input type="radio"/> Keira | <input type="radio"/> Rockdale |
| <input type="radio"/> Barwon | <input type="radio"/> Kellyville | <input type="radio"/> Ryde |
| <input type="radio"/> Bathurst | <input type="radio"/> Kiama | <input type="radio"/> Shellharbour |
| <input type="radio"/> Bega | <input type="radio"/> Kogarah | <input type="radio"/> South Coast |
| <input type="radio"/> Blacktown | <input type="radio"/> Lake Macquarie | <input type="radio"/> Strathfield |
| <input type="radio"/> Blue Mountains | <input type="radio"/> Lane Cove | <input type="radio"/> Summer Hill |
| <input type="radio"/> Cabramatta | <input type="radio"/> Leppington | <input type="radio"/> Swansea |
| <input type="radio"/> Camden | <input type="radio"/> Lismore | <input type="radio"/> Sydney |
| <input type="radio"/> Campbelltown | <input type="radio"/> Liverpool | <input type="radio"/> Tamworth |
| <input type="radio"/> Canterbury | <input type="radio"/> Londonderry | <input type="radio"/> Terrigal |
| <input type="radio"/> Cessnock | <input type="radio"/> Macquarie Fields | <input type="radio"/> The Entrance |
| <input type="radio"/> Charlestown | <input type="radio"/> Maitland | <input type="radio"/> Tweed |
| <input type="radio"/> Clarence | <input type="radio"/> Manly | <input type="radio"/> Upper Hunter |
| <input type="radio"/> Coffs Harbour | <input type="radio"/> Maroubra | <input type="radio"/> Vacluse |
| <input type="radio"/> Coogee | <input type="radio"/> Miranda | <input type="radio"/> Wagga Wagga |
| <input type="radio"/> Cootamundra | <input type="radio"/> Monaro | <input type="radio"/> Wahroonga |
| <input type="radio"/> Cronulla | <input type="radio"/> Mount Druitt | <input type="radio"/> Wakehurst |
| <input type="radio"/> Davidson | <input type="radio"/> Murray | <input type="radio"/> Wallsend |
| <input type="radio"/> Drummoyne | <input type="radio"/> Myall Lakes | <input type="radio"/> Willoughby |
| <input type="radio"/> Dubbo | <input type="radio"/> Newcastle | <input type="radio"/> Winston Hills |
| <input type="radio"/> East Hills | <input type="radio"/> Newtown | <input type="radio"/> Wollondilly |
| <input type="radio"/> Epping | <input type="radio"/> North Shore | <input type="radio"/> Wollongong |
| <input type="radio"/> Fairfield | <input type="radio"/> Oatley | <input type="radio"/> Wyong |
| <input type="radio"/> Gosford | <input type="radio"/> Orange | |
| <input type="radio"/> Goulburn | <input type="radio"/> Oxley | |
| <input type="radio"/> Granville | <input type="radio"/> Parramatta | |

Your NGO status

6

What kind of legal entity is your organisation?*

Choose one of the following answers

If you choose 'Other: please specify' please also specify your choice in the accompanying text field.

Please choose only one of the following:

- Incorporated Association
- Company limited by guarantee
- Cooperative
- An Aboriginal Corporation under the Corporations (Aboriginal and Torres Strait Islander) Act 2006
- A Council constituted under the Local Government Act 1993
- A community organisation operated/funded by the Local Council/Shire with a local management committee
- A community organisation auspiced/managed by an NFP - such as Mission Australia or Uniting - without a local Board/Management Committee
- Other

7

Does your organisation have a Public Benevolent Institution (PBI) status?

NB. For more information about PBI status, see here: <https://www.acnc.gov.au/tools/factsheets/public-benevolent-institutions>

Please choose only one of the following:

- Yes
- No

8

Which of the following best describes your organisation's Deductible Gift Recipient (DGR) status?

Choose one of the following answers. If you choose 'Other: please specify' please also specify your choice in the accompanying text field. Please choose only one of the following:

- The organisation has its own DGR status
- The organisation does not have its own DGR status
- The organisation is currently applying for its own DGR status
- The organisation has previously applied for DGR status and been refused
- The organisation has applied for funding using ANHCA DGR status
- None of the above

Other

9

Does your organisation have accreditation for any of the following programs?

Select all that apply:

- We have no formal accreditation
- National Disability Insurance Scheme (NDIS)
- Commonwealth Home Support Program (CHSP)
- Out of School Hours Care
- Child Care Provider Licence

Other:

Demographic profile and services

10

This section asks a range of questions about the use of your key services.

In an average week in April-June 2025, please enter an estimate the total number of people who used your Centre.

NB: Please include volunteers, students, children in childcare, people from other organisations who meet at the Centre as well as drop ins. Please provide a total that counts every 'occasion of service', not just the number of clients.

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total number of people who used your Centre in a WEEK

11

What type of services/programs/activities does the organisation deliver?

Select all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Accredited training/Adult Education | <input type="checkbox"/> Out of School Hours (OOSH) and/or Vacation Care |
| <input type="checkbox"/> Aged Care Services (CHSP) | <input type="checkbox"/> Parenting courses/groups |
| <input type="checkbox"/> Art & Craft activities | <input type="checkbox"/> Personal counselling/support |
| <input type="checkbox"/> Breakfast clubs | <input type="checkbox"/> Therapeutic Groups |
| <input type="checkbox"/> CALD Social Groups | <input type="checkbox"/> Playgroups |
| <input type="checkbox"/> Childcare: Back-up, Creche, Unlicensed | <input type="checkbox"/> Public computer/internet access |
| <input type="checkbox"/> Childcare: Licensed | <input type="checkbox"/> Recreation/Leisure activities |
| <input type="checkbox"/> Community Development Projects | <input type="checkbox"/> Seniors Groups |
| <input type="checkbox"/> Community Garden | <input type="checkbox"/> Social Inclusion Groups |
| <input type="checkbox"/> Community lunches/social eating groups | <input type="checkbox"/> Social Enterprise |
| <input type="checkbox"/> Disability Services (NDIS) | <input type="checkbox"/> Tax help |
| <input type="checkbox"/> Events | <input type="checkbox"/> Toy libraries |
| <input type="checkbox"/> Emergency Relief (DSS) | <input type="checkbox"/> Vocational training courses |
| <input type="checkbox"/> Employment support/programs/services | <input type="checkbox"/> Volunteer Program |
| <input type="checkbox"/> Environmental sustainability projects/groups | <input type="checkbox"/> Youth programs |
| <input type="checkbox"/> Family Support Programs | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Festivals | <input type="checkbox"/> Other: |
- Financial Counselling
-
- | |
|--|
| <input type="checkbox"/> Food Security projects |
| <input type="checkbox"/> Gambling Counselling |
| <input type="checkbox"/> Health and wellbeing programs/activities |
| <input type="checkbox"/> Indigenous Groups/Services (Specific) |
| <input type="checkbox"/> Information and Referral/Assisted Referrals |
| <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Life Skills Programs (including resilience) |
| <input type="checkbox"/> Literacy & numeracy projects |
| <input type="checkbox"/> Markets |
| <input type="checkbox"/> Material Aid (including food, EPA Vouchers) |
| <input type="checkbox"/> Men's Shed/Community Shed |
| <input type="checkbox"/> Mutual obligation placements |

12

Thinking about everything your organisation did in the last financial year (2024-2025), including your funded services, your unfunded projects, your auspices, and your social enterprises.

Using your own judgement, and thinking about the difference your organisation has made in your community, please tell us how much impact your organisation has had in the following areas?

Please choose the appropriate response for each item:

	High impact	Some impact	Low impact	Not applicable
Promoting positive relationships between different groups in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening the capacity of a community to advocate for its needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening leadership within a community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocating with (or for) the rights of a group within the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving access to services for a group within the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attracting, creating, protecting or improving local services or infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13

Here is another list that assesses your organisational impact. Please tell us how much impact your organisation has had in the following areas?

Please choose the appropriate response for each item:

	High impact	Some impact	Low impact	Not applicable
Increasing community participation in decision-making at the community, local, state or federal level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing understanding of issues affecting a community group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving safety for the community or a cohort within the community (e.g. bushfire preparedness, crime prevention, 'reclaim the night')	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing community self-reliance (e.g. grow your own food project, energy reduction)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening the local economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strengthening community resilience (e.g. post disaster, loss of a major local employer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducing social isolation and loneliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14

To better understand your organisation's impact on the local community, could you please share with us a story - or a highlight - that demonstrates your community development role and the difference it has made to the community?

NB: You can write some original words (300 words max) or share a link to an existing story.

Please write your answer here:

15

Which demographic groups does your organisation work with?

Select all that apply:

- Children below school age (0-5 years)
- Primary school aged children (6-12 years)
- Secondary school aged young people (13-18 years)
- Young people post school age (19-24 years)
- Men aged 25-44 years
- Men aged 45-64 years
- Men over 65 years
- Women aged 25-44 years
- Women aged 45-64 years
- Women over 65 years
- People with low income
- Families and children (including single parents)
- Parents under 18 years
- People from Culturally and Linguistically Diverse backgrounds
- Refugees
- People looking for employment
- People at risk of social isolation
- People living with disability
- People identifying as LGBTQIA+
- People identifying as First Nations/Aboriginal Torres Strait Islander Peoples
- People living with mental illness
- Social housing tenants
- Veterans
- Carers
- None of these

16

Thinking now about each of the groups you chose in the previous question.

In the 2024-2025 financial year, please indicate the level of engagement that your organisation had with each of these groups on design and delivery of activities relevant to them?

	High engagement	Some engagement	Low or no engagement	Not applicable (N/ A)
Children below school age (0-5 years)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primary school aged children (6-12 years)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secondary school aged young people (13-18 years)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people post school age (19-24 years)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Men aged 25-44 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social housing tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	High engagement	Some engagement	Low or no engagement	Not applicable (N/ A)
Men aged 45-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Men over 65 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women aged 25-44 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women aged 45-64 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women over 65 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People with low income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Families and children (including single parents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parents under 18 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People from Culturally and Linguistically Diverse backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refugees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People looking for employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People at risk of social isolation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People living with disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People identifying as LGBTQIA+	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People identifying as First Nations/Aboriginal Torres Strait Islander Peoples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People living with mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17

Thinking now about people requiring assistance. In an average week in April-June 2025, how many referrals to other agencies or services were provided?

Please choose only one of the following:

- 0-9 people
- 10-19 people
- 20-29 people
- 30-49 people
- 50-99 people
- 100-199 people
- 200 or more

18

At your Centre, what percentage of people participating in general services/programs/activities identify as having a disability?

Please choose only one of the following:

- 0-10%
- 11-25%
- 26-50%
- 51-75%
- 76-100%
- Not sure

19

At your Centre, what percentage of people participating in general services/programs/activities identify as First Nations?

Please choose only one of the following:

- 0-5%
- 6-10%
- 11-25%
- 26-50%
- 51-75%
- 76-100%
- Not sure

20

Which of the following types of groups are auspiced by your organisation?

NB: 'Auspice' or 'auspiced' means to take on the legal and financial liability for a group and its actions. Include only those groups where your organisation accepts legal liability for the group.

Select all that apply:

- We do not offer auspicing
- Community Action Group(s)
- Men's Shed(s)
- CALD group(s)
- First Nations group(s)
- Self-help group(s)
- Disability group(s)

- Mental health group(s)
- Health/physical activity group(s)
- Childcare
- Playgroup or other children's activities
- Recreation or leisure group(s) including art, craft etc
- U3A/senior
- Other:

21

In the 2024-2025 financial year, how many community members did your organisation assist into a volunteer role, education or a paid job?

Only numbers may be entered in these fields.

Please write your answer(s) here:

Volunteering role (total)

Education (total)

Employment/paid job (total)

22

In an average week in April-June 2025, how many days was your main outlet generally open to the public? And, on an average day, how many hours was it open?

NB: For this question, please input data about your main outlet. If you have several main outlets, please just choose one.

Only numbers may be entered in these fields.

Please write your answer(s) here:

Average DAYS per week open...

Average HOURS per day open...

23

In the 2024-2025 financial year, how many outside service providers have used your facilities or premises to provide a service?

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total number of outside service providers in 2024/2025

24

Are there any services/programs/activities that the organisation considers vital but remain unfunded?

Please tell us more...

Please write your answer here:

Community Value

25

A quick note to you:

Questions in this section are important, as we will use them to make an overall assessment of the economic and social contribution of the sector in NSW, forming what we term the 'Community Value' of NCCs. This will greatly assist LCSA and members to advocate for funding and policy changes.

Compelling Community Value figures already exist in [Queensland](#) (\$3.98 for every \$1 value invested in 2024) and [Victoria](#) (\$7.49 for every \$1 invested in 2023).

For some of the questions, you may need to consult records (and maybe other people) and make some calculations. We really appreciate your efforts and the sector will be better informed as a result!

26

In an average week in April-June 2025, how many people participated in programmed activities at your organisation?

NB: What to include:

For row 1: Please include only the total number of people participating in programmed activities run by the organisation. Do not include online participants.

For row 2: Please include the total number of people participating in programmed activities from other organisations who meet at your premises. Please do not include online participants. If you don't know this number, leave this row blank.

Only numbers may be entered in these fields. A response to the first row is mandatory.

We encourage you to also fill out the second row if you can. Please write your answer(s) here:

1. Total number of participants in programmed activities in a WEEK (run by your organisation)

2. Total number of participants in programmed activities in a WEEK (outside organisations)

27

In an average week between April-June 2025, how many people volunteered at your organisation?

NB. Please include online volunteers, but do not include Committee of Management members in governance roles.

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total number of volunteers in an average WEEK

28

In an average week in April-June 2025, what was the estimated total number of volunteer hours?

NB. Please include online volunteer hours but do not include volunteer hours associated with Committee of Management governance.

Only numbers may be entered in these fields.

Please write your answer(s) here:

Estimated total number of volunteer hours in an average WEEK

29

Does your organisation regularly provide material relief to members of the community? For example: bill payments, cash or gift cards, linen or public transport cards?

Please choose only one of the following:

Yes

No

30

In an average month between April and June 2025, please estimate the dollar value of the material relief provided by your organisation?

NB: With items like clothing and linen, you can estimate the retail value (if provided new). For used items, estimate resale value if they were sold at second-hand shops.

Just enter 0 ('zero') if your organisation does not provide material relief under any of the categories below.

Only answer this question if the following conditions are met: Answer was 'Yes' at question ' [RELIEF1]' (Does your organisation regularly provide material relief to members of the community? For example: bill payments, cash or gift cards, linen or public transport cards?)

Only numbers may be entered in these fields.

Please write your answer(s) here:

Bill payments (including EAPA)

Cash/prepaid or gift cards

Food vouchers

Fuel vouchers

Public transport cards

Clothing and linen (sale or estimated resale value)

Personal care and hygiene items (retail value)

Tents, swags or sleeping bags value (sale or resale value)

31

In the financial year 2024/2025, what was the total value of fee for service activities?

NB: 'Fee for service' activities are those where your organisation collects a fee from participants. Please do not include any grant income to cover all or part of the cost of providing the activity. Please do not include room hire or social enterprise income captured elsewhere in this survey.

Enter 0 ('zero') if you do not collect fees for service.

Please write your answer(s) here:

Total value of fee for service activities (\$) in financial year 2024/2025

32

Does your organisation regularly provide fresh food or pantry items to members of your community?

Please choose only one of the following:

- Yes - we provide regular food relief
- No - but we do provide sporadic or seasonal food relief
- No - we do not provide any food relief

33

In an average month in the financial year 2024/2025, how many kilograms of fresh food and/or pantry items did you give out?

NB: this data is used to calculate the social value of food using Foodbank's SROI method. Some guidance to make this quick:

HOW TO COUNT KILOS OF FOOD

- please estimate a simple **overall total for an average month** but count things only once. For example, if you receive food from food relief organisations, and you use some of that food for a community lunch, then only count that as a community lunch (asked about later in this Survey), not as kilos of food given out.
- count **litres as kilos** - so a litre of milk would be a kilo of milk

WHAT TO COUNT

- if you have a **food relief agency supplier**, please use the invoices from these providers to work out a total weight of food supplied for the month
- if you hand out **bags, boxes, or hampers** - estimate the total weight (or weigh) one of these that's typical and multiply the total number by the average kilos of a bag or box. For seasonal provisions, like Xmas hampers, divide the total weight of distributed hampers by twelve to include it as part of your monthly average
- if you receive **donated food** from local businesses or individuals (i.e. tinned goods), just estimate the total in kilos for the month
- if you give away **produce from a community garden**, just an estimate in kilos of the total produce per month
- if you provide **Other** food services such as take home meal packs, including frozen meals, or community pantry items, just an estimate of the total kilos per month.

Only answer this question if the following conditions are met: Answer was 'Yes - we provide regular food relief' or 'No - but we do provide sporadic or seasonal food relief' at question '[FOOD1]' (Does your organisation regularly provide fresh food or pantry items to members of your community?)

Please fill in at least one answer

Only numbers may be entered in these fields.

Please write your answer(s) here:

Food relief agency supplier/s (KILOS per MONTH)

Total food in bags, boxes, and hampers (KILOS per MONTH)

Donated food from individuals or local businesses (KILOS per MONTH)

Produce from community gardens (KILOS per MONTH)

Other: for e.g. take home meal packs or pantry items (KILOS per MONTH)

34

In an average month, how many breakfasts, community lunches and/or dinners did your organisation provide?

NB. Breakfast or breakfast clubs are breakfasts your organisation provides to members of your community, at your premises or elsewhere. For example, this could include school breakfast programs where you provide the food. If you provide 10 children a breakfast at a local school once a week, then that is counted as 40 (10 x 4) breakfasts per month. Please do not include food provided for breakfasts at home.

Community lunch/dinners (e.g. a lunch prepared at a Neighbourhood Centre) refer to individual meals provided. For example, if 100 people come to each of the fortnightly lunches, then that is counted as 200 meals (100 x 2) for that month.

Just enter 0 ('zero') if you do not provide any breakfasts or community lunches/dinners.

Please fill in at least one answer

Please write your answer(s) here:

Total breakfasts provided per MONTH

Total community lunch and/or dinner meals provided per MONTH

35

Does your organisation facilitate room use and/or room hire for external groups and/or organisations?

Please choose only one of the following:

Yes

No

36

In an average week, how many hours of room use and/or room hire do you provide to external groups and/or organisations?

NB: You can include both free provision and provision of rooms for an hourly rate. If you have more than one room, add up the total hours across all rooms.

Only answer this question if the following conditions are met: Answer was 'Yes' at question '[ROOMSA]' (Does your organisation facilitate room use and/or room hire for external groups and/or organisations?)

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total hours of room use/hire

37

What is the approximate local monetary value (in total) of that room hire if the hirers had to hire the space/s elsewhere?

NB: This question aims to calculate the local monetary value of room hire centres are providing. Use \$30 an hour as a benchmark if you are not certain what the local rate is.

Only answer this question if the following conditions are met: Answer was 'Yes' at question ' [ROOMSA]' (Does your organisation facilitate room use and/or room hire for external groups and/or organisations?)

Only numbers may be entered in these fields.

Please write your answer(s) here:

Estimated local monetary value of room hire per hour (\$)

Infrastructure

38

Thanks for helping us with community value. Now some questions on infrastructure.

What kind of resources or infrastructure do you have available to support community services, programs and activities in the organisation?

Select all that apply. Please choose all that apply:

- Men's shed/Community Shed
- Community Kitchen
- Public computer/internet access/kiosk
- Playground
- Community bus/car
- Community/social enterprise - a cafe, catering, OP shop, etc
- Information and communication technology training rooms/computer lab
- Community garden
- Childcare rooms/facilities
- Photocopier/printer/fax
- Public telephone access

- Small meeting/activity rooms (for 20 people or less)
- Large meeting/activity rooms (for more than 20 people)
- Informal space to hang out and meet people
- Hall
- BBQ area
- Skatepark/basketball court/other sporting facilities
- OP or charity shop
- Toy library
- None of the above

- Other:

39

Which of the following best describes the tenure of your main premises?

Choose one of the following answers:

If you choose 'Other:' please also specify your choice in the accompanying text field.

- Own building/mortgage
- Renting from Local Government
- Renting from Federal or State Government
- Renting from a private landlord
- Other

40

Does your organisation currently pay rent at the commercial market rate?

Only answer this question if the following conditions are met: Answer was 'Renting from Local Government' or 'Renting from Federal or State Government' or 'Renting from a private landlord' or 'Other' at question '[TENURE]' (Which of the following best describes the tenure of your main premises?)

Please choose only one of the following:

- Yes
- No

41

What percentage of your organisation's income goes toward rent?

Only answer this question if the following conditions are met: Answer was 'Renting from Local Government' or 'Renting from Federal or State Government' or 'Renting from a private landlord' at question '[TENURE]' (Which of the following best describes the tenure of your main premises?)

Please choose only one of the following:

- 0-10%
- 11-20%
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- Above 60%
- Not sure

Staffing and governance

42

We'd like to ask you some questions about staffing in particular. In the financial year 2024-2025, how many paid staff were classified as full time, part-time, or casual...

NB: Just enter data for each of the following as full-time equivalent (or FTE).

Only numbers may be entered in these fields. Please write your answer(s) here:

Full-time

Part-time (permanent or fixed term)

Casual (sessional / fixed term)

43

In an average week, how many paid staff have disclosed that they identify as one of the following?

NB: If employees identify with multiple identity groups then include them in each group. For example, if a staff member identifies as LGBTQIA+ and as living with a disability, add '1' to both these categories.

Only numbers may be entered in these fields.

Please write your answer(s) here:

First Nations

Culturally and Linguistically Diverse (CALD)

Living with disability

LGBTQIA+

44

How much staff turnover has your Centre experienced in the 2024-2025 financial year?

Please choose only one of the following:

- A lot of staff turnover
- Some staff turnover
- Not much staff turnover
- No staff turnover

45

If so, how many permanent employees left your Centre in the 2024-25 financial year?

NB: Please exclude employees who left because temporary project funding ended

Only answer this question if the following conditions are met: Answer was 'Not much staff turnover ' or 'Some staff turnover' or 'A lot of staff turnover' at question ' [TURNOVER]' (How much staff turnover has your Centre experienced in the 2024-2025 financial year?)

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total number of permanent staff departing in 2024-25

46

What kind of cultural safety and competency training was provided to staff and volunteers in the 2024-25 financial year?

Select all that apply:

First Nations/Aboriginal and Torres Straight Islander peoples

Culturally and Linguistically Diverse (CALD)

Disability

LGBTQIA+

None

Other:

47

When it comes to your Board or Committee of Management, how easy or hard is it to find suitable members with the right skillset?

Please choose the appropriate response for each item:

Very easy	Easy	Neither easy nor hard	Hard	Very hard
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Contractors

48

We'd like to ask you some questions about the contractors you used in the 2024-2025 financial year. Just answer to the best of your knowledge.

For which of the following purposes were contractors engaged?

Select all that apply:

- Bookkeeping
- Cleaning
- IT
- Maintenance
- Trainers
- Facilitators
- Research/report writing
- Special projects
- None

Other:

49

In an average week, how many regular contractors are engaged in the organisation? Just a total number will do.

NB: Regular contractors may include a bookkeeper or accountant, cleaning, IT, maintenance, etc.

Only numbers may be entered in these fields. Please write your answer(s) here:

Total contractors in an average week

50

In an average week, how many hours do all regular contractors contribute to the organisation?

Only numbers may be entered in these fields. Please write your answer(s) here:

Total hours for ALL contractors in an average week

51

How many one-off contractors or consultants were engaged by the organisation?

Note: please include trainers, facilitators, contractors for research/report writing or special projects

Only numbers may be entered in these fields. Please write your answer(s) here:

Total ONE-OFF contractors in 2024-2025

Finances

52

Turning now to finances and the funding environment. What is the total annual income of the organisation in the 2024-25 financial year?

NB: this figure includes government grants, self-generated income, donations, member fees and any income from philanthropic foundations

* Only numbers may be entered in this field. Please write your answer here:

53

Please indicate all income sources for your organisation in the 2024-2025 financial year.

Select all that apply:

- Federal Government (for example: NDIS, Aged Care, ER, and NILS)
- State Government (for example: CAFS/TEI, or Staying Home, Leaving Violence)
- Local Government
- Private or Charitable Foundations
- Self-generated income (for example: room hire or fees)
- Donations and Fundraising
- Social Enterprises
- Club Grants
- Other

54

What is this other source of funding for your organisation in the 2024/2025 financial year?

Only answer this question if the following conditions are met: Answer was at question '[INCOME2]' (Please indicate all income sources for your organisation in the 2024-2025 financial year.)

Please write your answer here:

55

What percentage of total income came from each of the following sources during the 2024-2025 financial year?

Please ensure the total adds up to 100%.

NB: For the percentage (%) going to *social enterprises: please include the following in your calculation of the %: income from catering, mowing/gardening, hairdressing, laundry, bookshop or op-shop or arts/crafts shop, transport, plants/ nursery, cafe, cleaning, human resources training, repairs, gym, etc. Please don't include room hire (we'll ask you separately).

Only numbers may be entered in these fields. The sum must equal 100. Please fill in at least one answer Please write your answer(s) here:

Federal Government

State Government

Local Government

Private or Charitable Foundations

Self-generated income -- room hire, fees, etc

Donations and Fundraising

Social Enterprises (* see note above about calculating this %)

Clubs Grants

Other:

56

Does your organisation do any of the following to cross-subsidise funded activities where there are funding shortfalls or where demand exceeds capacity or contracted KPIs?

Select all that apply:

- We do not cross-subsidise funded activities
- We use other income (e.g. self-generated income) for staffing and activities
- We receive 'in kind' support (e.g. subsidised rent or access to Council room hire or discounted services)
- We provide 'in kind' support (e.g. office space, IT infrastructure)
- Other:

57

How many funding contracts did the organisation have in the 2024-2025 financial year?

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total contracts 2024-2025

58

Did your organisation receive a contract from the Targeted Earlier Intervention (TEI) program in the 2024-25 financial year (including all TEI contracts)?

Please choose only one of the following:

- Yes
- No

59

How much funding did the organisation receive from the Targeted Earlier Intervention (TEI) program in the 2024-25 financial year (including all TEI contracts and indexation)?

Only answer this question if the following conditions are met: Answer was 'Yes' at question '[FUNDING9]' (Did your organisation receive a contract from the Targeted Earlier Intervention (TEI) program in the 2024-25 financial year (including all TEI contracts)?)

Only numbers may be entered in these fields.

Please write your answer(s) here:

Total TEI funding

60

As an existing TEI service provider, did DCJ invite you to negotiate a CAFS contract?

Only answer this question if the following conditions are met: Answer was 'Yes' at question '[FUNDING9]' (Did your organisation receive a contract from the Targeted Earlier Intervention (TEI) program in the 2024-25 financial year (including all TEI contracts)?)

Please choose only one of the following:

- Yes
- No
- I chose not to participate in a CAFS contract negotiation

61

What was the outcome of your CAFS contract negotiations?

Only answer this question if the following conditions are met: Answer was 'Yes' at question '[FUNDING4]' (As an existing TEI service provider, did DCJ invite you to negotiate a CAFS contract?)

Please choose only one of the following:

- A contract was offered and accepted
- Negotiations failed and no contract was offered
- Our organisation declined the contract that was offered

62

For the contract you negotiated with DCJ could you please specify the split between the following Program Activities?

NB: please ensure the percentages add up to 100%

Only answer this question if the following conditions are met: Answer was 'A contract was offered and accepted' at question '[FUNDING4A]' (What was the outcome of your CAFS contract negotiations?)

Only numbers may be entered in these fields.

The sum must equal 100.

Please write your answer(s) here:

Program Activity 1: Community Strengthening

Program Activity 2: Family Connect and Support

Program Activity 3: Wellbeing and Safety

63

Would you like to share with us details of your experience of the DCJ re-commissioning process?

Only answer this question if the following conditions are met: Answer was 'No' at question '[FUNDING4]' (As an existing TEI service provider, did DCJ invite you to negotiate a CAFS contract?) and Answer was 'Negotiations failed and no contract was offered' or 'A contract was offered and accepted' or 'Our organisation declined the contract that was offered' at question '[FUNDING4A]' (What was the outcome of your CAFS contract negotiations?)

Please write your answer here:

Partnerships

64

Some questions about partnerships. In the 2024-2025 financial year, how many organisations did you work in partnership with?

Please choose only one of the following:

- None
- 1 to 3
- 4 to 6
- 7 to 10
- 11 to 20
- 21 to 30
- 30 or more
- Not applicable

65

Thinking now about your local area partnerships. In the 2024-25 financial year, what kinds of local organisations did you partner with?

Only answer this question if the following conditions are met: Answer was '1 to 3' or '4 to 6' or '7 to 10' or '11 to 20' or '21 to 30' or '30 or more' at question '[PARTNER1]' (Some questions about partnerships. In the 2024-2025 financial year, how many organisations did you work in partnership with?)

Select all that apply:

- Local council
- Government agencies -- for example, your Public Health Network [PHN]
- Schools
- Businesses
- Academic institutions
- Other services -- for example, youth centre, crisis services, family and children's centre

Disaster management

66

Almost there! The last section of the LCSA Census asks you questions about disaster management.

In the last two years, did your organisation provide services as part of a response to any of the following types of natural disasters?

Select all that apply:

- No, we did not
- Animal plague (e.g. a mice plague)
- Bushfires
- Coastal erosion
- Cyclone
- Drought
- Earthquake
- Floods

- Heatwave
- Landslide
- Sinkhole
- Storm/Hail
- Storm surge/Tidal
- Pandemic
- Tornado

- Other

67

Has your organisation responded to other types of emergencies, disasters or critical incidents (such as a terrorist attack)?

Please choose only one of the following:

No

Other

68

How frequently does your organisation deal with disaster-related situations or emergencies?

Please choose only one of the following:

Not applicable

Less than once every 5 years

Less than once every 2 years

Once every 2 years to so

Once every year or so

More than once every year

69

What disaster preparedness support has your organisation offered?

Only answer this question if the following conditions are met: Answer was 'Less than once every 5 years ' or 'Less than once every 2 years ' or 'Once every 2 years to so ' or 'Once every year or so ' or 'More than once every year' at question ' [EMERG2]' (How frequently does your organisation deal with disaster-related situations or emergencies?)

Select all that apply:

- Participation in LGA disaster planning exercises
- Distribution Disaster Information resources
- Disaster preparation kit
- External disaster-related training to community
- Meetings with LGA, Rural Fire Service (RFS), and/or State Emergency Services (SES) to discuss disaster preparation arrangements
- Member of community-based disaster network
- Internal disaster-related training to staff and volunteers
- Organisational resilience planning
- Not applicable
- Other:

70

What types of support did you provide as part of an immediate disaster response?

Only answer this question if the following conditions are met: Answer was 'Less than once every 5 years ' or 'Less than once every 2 years ' or 'Once every 2 years to so ' or 'Once every year or so ' or 'More than once every year' at question ' [EMERG2]' (How frequently does your organisation deal with disaster-related situations or emergencies?)

Select all that apply:

- Not applicable
- Food relief
- Use of neighbourhood/community centre as an evacuation centre
- Fundraising
- Advocacy
- Referrals
- Access to phone/internet/computer

- Feeding emergency service personnel
- Hosting relief agencies onsite
- Counselling and trauma-informed care
- Storage or distribution of clothing or other essentials
- Using Centre funds for emergency support (food, clothing etc)
- Being part of the NSW Reconstruction Authority Recovery Centres

- Other:

71

What longer-term disaster recovery support has your organisation offered?

Only answer this question if the following conditions are met: Answer was 'Less than once every 5 years ' or 'Less than once every 2 years ' or 'Once every 2 years to so ' or 'Once every year or so ' or 'More than once every year' at question '[EMERG2]' (How frequently does your organisation deal with disaster-related situations or emergencies?)

Select all that apply:

- Not applicable
- Information -- for example, insurance, support services
- Advocacy -- for example, insurance or housing
- Recovery-based counselling services
- Community groups and events -- for example, rebuilding connections or healing
- Navigating available funding options -- for example, grants, payments or schemes
- Access to phone, internet, computer
- Being part of the NSW Reconstruction Authority Recovery Centres
- Other:

72

In relation to your organisation's experience of other type/s of emergency, disaster or critical incident that you outlined in Q67: What type of support did your organisation provide, either as an immediate response or in long-term recovery? Had you participated in disaster/critical incident preparedness in advance of the incident? Please provide details.

Only answer this question if the following conditions are met: Answer was 'Other' at question ' [EMERG1A]' (Has your organisation responded to other types of emergencies, disasters or critical incidents (such as a terrorist attack)?)

Please write your answer here:

73

If you provided any disaster support - for example, preparedness, immediate response, or long-term response - did your organisation have to redirect resources away from planned activities or projects in your strategic plan?

Only answer this question if the following conditions are met: Answer was 'Less than once every 5 years ' or 'Less than once every 2 years ' or 'Once every 2 years to so ' or 'Once every year or so ' or 'More than once every year' at question ' [EMERG2]' (How frequently does your organisation deal with disaster-related situations or emergencies?)

Please choose only one of the following:

- Yes
- No
- Not applicable

Looking forward and thank you!

74

And, finally - would you like to participate in a deeper dive into how LCSA assesses community value?

We might contact you to discuss a closer analysis of your organisation's contributions as part of our ongoing efforts to assess to overall contribution of the sector in NSW.

Please choose only one of the following:

- Yes, would like more information - happy to be contacted
- No thanks

75

Before you go, would you like to add anything about the LCSA Census?

Please write your answer here:

76

NB: Once you complete the survey, you won't be able to access it again with your unique URL. Please contact admin@lcsansw.org.au if you need to reopen and change your response. Please allow at least 2 business days for a response.

Please write your answer here: