



TOWN OF
VICTORIA PARK

Community Outreach Service

Social Impact Storyboard and Scorecard

2023-24



WE'RE OPEN
VIC PARK

Outreach Service Storyboard



We invested **\$75,410** in providing an outreach service



...that resulted in **14** cases of crisis assistance



28 cases of Return to Country assistance



42 police call outs



...and a total of **394** engagements with staff and community



...and contributed to helping people feel safe in our community.

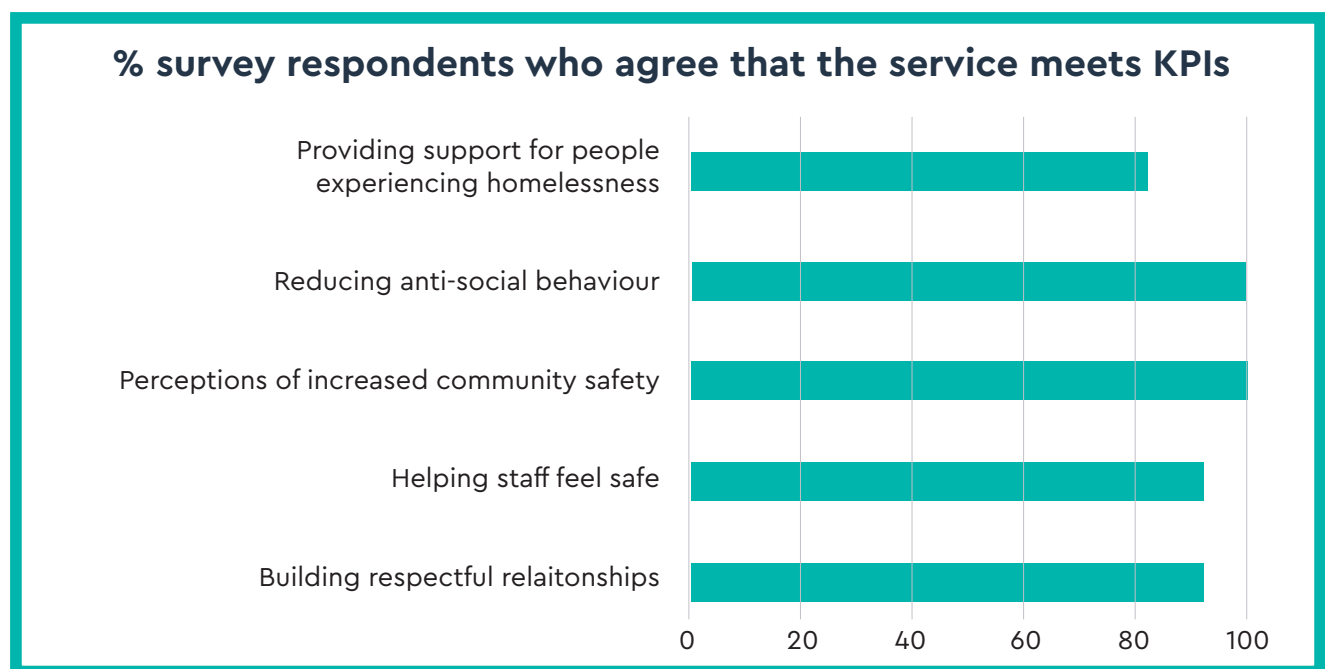
Outreach Service Scorecard

By engaging a community outreach service to patrol hotspot areas for anti-social behaviour and homelessness within the Town of Victoria Park, we address safety concerns in the community and contribute to helping people feel safe (\$1).

How much did we do?

- 139 patrols
- 557 hours of patrol
- 28 successful Return to Country applications supported
- 14 cases of crisis assistance
- 42 Police calls
- 394 total engagements

How well did we do?



Between January and April 2024, the outreach service successfully resolved:

- An assault case in John Macmillan Park
- A case of rough sleeping in John Macmillan Park
- An emergency case in Read Park
- A break-in at Parnham Park
- Misuse of amenities in Carlisle Reserve

Outreach Service Scorecard

Who benefited?

- Town of Victoria Park community
- People experiencing homelessness in the Town of Victoria Park
- Town of Victoria Park staff, especially Library and Leisure staff
- Department of Communities
- WA Police



Aggressive, shouting/swearing outside of the library has been diffused by outreach service at the library.



The team has regularly liaised with the staff and has shared information about what is happening in the park.



I believe using i24s is beneficial to the persons affected by these issues [anti-social behaviour and rough sleeping] and the wider community.



Both HEART and i24s were instrumental in finding a young homeless woman and her three children when she left the safety of the library, and library staff helping her with finding suitable services.



Theory of Change

By engaging a community outreach service to patrol hotspot areas for anti-social behaviour and homelessness within the Town of Victoria Park, we address safety concerns in the community and contribute to helping people feel safe (\$1).

INPUTS	<p>Town of Victoria Park's staff</p> <ul style="list-style-type: none">• Safer Neighbourhoods Officer• Coordinator Community Development• Manager Community• Chief Community Planner• Comms Advisor• Rangers• Library staff• Leisure staff <p>Budget: \$75,000</p> <p>Resources:</p> <p>Systems Communications portals</p> <p>I24s</p> <p>2 x Outreach Workers</p>
WHO BENEFITS?	<p>General Community</p> <ul style="list-style-type: none">• Those experiencing hardship.• Local businesses• Those feeling unsafe <p>Town Staff</p> <ul style="list-style-type: none">• Library staff• Leisure staff• Ranger staff <p>Department of Communities</p> <ul style="list-style-type: none">• through opportunities to connect with at-risk groups <p>Western Australian Police</p>
ACTIVITIES / DELIVERABLES	<ul style="list-style-type: none">• Community Outreach Patrols (2-4 patrols per week at 4 hours per patrol)• Weekly Macmillan Precinct Multi Agency Response meetings• Reports to ToVP• Reports to WAPol• Referrals to services• Assistance with RTC applications

Theory of Change

OUTPUTS	<ul style="list-style-type: none">• 557 Patrol hours• 394 people engaged with• 4 hotspots visited Immediate crisis assistance: <ul style="list-style-type: none">• 14 people assisted• 42 phone calls to emergency services• 5 Case studies <ul style="list-style-type: none">• 139 Patrol reports• 28 referrals/instances of providing assistance with RTC applications
OUTCOMES (CHANGES)	<ul style="list-style-type: none">• Increased awareness of support services• Reduction in anti-social behaviours and public drinking• Increased feelings of safety
IMPACT	A safer community
STRATEGIC ALIGNMENT	(S1) Helping People feel safe

Degree of alignment with Theory of Change: 90%*



* Based on 14 survey responses from
ToVP Library and Leisure staff

