Hub Portal dictionary

July 2023

Community Hubs Australia created the Hub Portal for schools across the National Community Hubs Program to record data using one system.

The Hub Portal enables hub leaders to record programs and activities run in the community hub each term. In addition, demographic data and service referral information can also be captured.

This dictionary assists hub leaders to record data accurately in the portal. This is a guide only and we trust all hub leaders will record activities regularly throughout the school term.

The data reported in the portal is used to communicate to schools and stakeholders including government funders, Scanlon Foundation and 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

When you create an activity in the Hub Portal, it must be assigned to one of eight programs.
A program can have multiple activities that occur regularly on a set day and time.
An activity contains a series of sessions that occur on a single day or may be a 'one off'.
Figure 1 shows the relationship between programs, activities, and sessions.
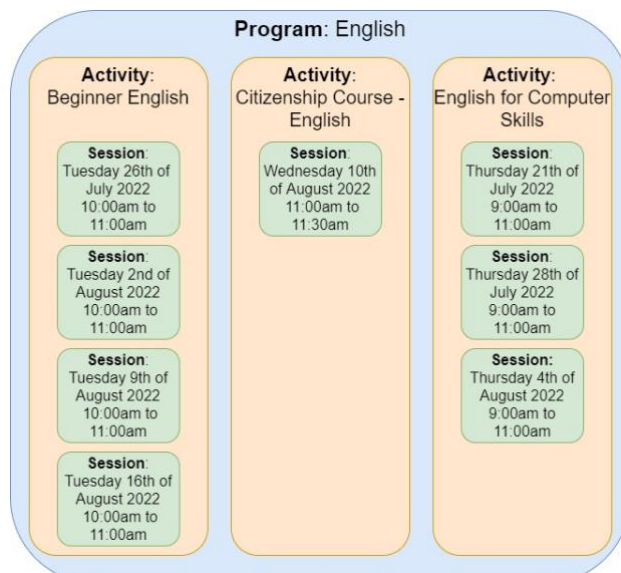

Figure 1 Example program: activity - session hierarchy

At each session, the hub leader records how many attendances occurred, broken down by:

- Adults
- Children
- Hub volunteers - past or current hub participants
- School volunteers - families from the school, , student teachers or teachers (who are not hub participants)
- External volunteers - student placements or individuals from the community

A single participant can attend an activity on multiple sessions.

Figure 2 shows an example of four adult participants attending an activity 13 times.

Attendance can be counted for programs, activities, sessions or even across larger groups. For instance, in 2021 there were 262,685 child attendances across the whole network.
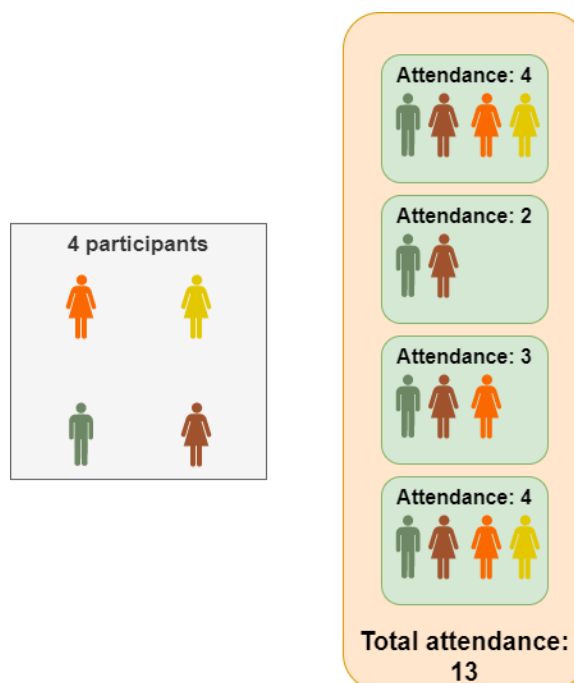

Figure 2: Example of 13 adult attendances by four adult participants

Read below to understand some of the terminology and functions of Hub Portal. A brief description is provided to help you understand how the portal works.

Overview tab

This section displays a high-level summary of the activities that have been entered for the selected school term.

Calendar tab

Hub Portal collects a number of data fields. Below is a brief description of each field to assist when recording data each term.

Activity Name (mandatory)

Hub leaders can name the activity to suit the program. The activity name should explain the purpose of the program. For example: playgroup in the 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, the target audience or any additional comments that you, as the hub leader, find useful.

Program (mandatory)

There are eight main program categories. This field must be selected and accurate at all times. Some activities could be considered under multiple program categories. It is up to you, the hub leader, to decide the best option.

Programs fall under two main types: programmed activities, and education and training, with examples listed below.

1. **Programmed activities:**
   - **Children's language and literacy -** Transition to school/school readiness, Let's Read, HIPPY, Sing&Grow, bilingual story time, toddlers reading group, Ready Run, Littles in the Library, peer reading support group, visiting the local library, book exchange.
   - **English -** English classes, ESL conversation class and childminding, mother & child English, English for employment or citizenship. Please record child attendances for English program sessions if there where children attending during the session.
   - **Healthy lifestyle -** Physical and mental health activity programs including Zumba, fitness and walking groups, healthy eating/cooking groups, child and family health programs.
   - **Parent engagement -** Coffee & chat sessions, parent morning/afternoon teas, hub drop in, art/ craft/ knitting groups, gardening groups.
   - **Playgroups and early years -** Preschool aged playgroup programs, Kinda Kinder, Early Steps, three-year-old activity and transition to mainstream activity groups, parent and child music program, and play and learn programs.
   - **Co facilitated@ school event -** Activities run at the school involving the community hub for school children or school families. For example: homework clubs, breakfast clubs, excursions, and assemblies.

2. **Education and Training:**
   - **Formal training -** Delivered by a trained/qualified facilitator 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 training -** Parent workshops, information sessions and non-accredited programs.

Location (mandatory)

The location of the activity is important to capture. You must select one or more of the following three options:

- **Place-based-** In person activities that take place in the hub or in a space at the school that the hub uses regularly.
- **Offsite** – In person activities that take place outside of the hub or school.
- **Online**. – Activities that are not in person that use an online tool such as Zoom or WhatsApp.

Partner

Hub leaders can now record up to six partners against a program in the hub.

If your partner is not in the drop-down list provided, please email Maurice Syber at CHA – mauricesyber@communityhubs.org.au. Please note CHA will add new partners to the drop down list each term.

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

Referrals tab

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

All data entered is collected for a single term. Update the data throughout the term.

For instance, if the number of referrals to preschools for the current term is five, and you made two new referrals, update the number from five to seven and click 'Update referrals'.

In addition to the breakdown per term, there is also a Year to Date (YTD) total provided.

Across the year, cumulative totals are accumulated to provide an accurate number of:

- Families attending the hub in a year
- Individual volunteers supporting the hub in a year
- Jobs that were gained because of a connection with the hub in a year.

Demographic information

Number of families participating in the hub

Record 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.
- A family who only attends 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 is, "Have I seen this family yet 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 and you record each family only once across the school year.

The table below shows an example of the number of new families attending the hub per week compared to the cumulative total.

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 individual people who volunteer in the hub.

The hub 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 a one-off session – only count this person once.

Across the whole year, you may want to report the number of individual volunteers and the total number of volunteering opportunities provided. For example:

"St John's community hub had the support of 25 individual volunteers who contributed to over 205 volunteering opportunities across the year".

Gained employment

Gained employment counts the number of jobs secured by individuals 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 finding work. Employment may be within the hub, school or an external organisation andmay be on a casual, part time or full-time basis.

Service referrals

Service referrals 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, 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 e.g., dentist, occupational or speech therapist.
- **Domestic and Family Violence** – connecting a family with a support service, counselling or 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. Often made in times of crisis.
- **External Volunteering** – Supporting an individual to access external volunteering opportunities such as a volunteering role in an aged care facility or an opportunity store.
- **Family Support** – counselling, therapy, grievance support.
- **Financial Counselling** – Centrelink, Parents Next etc.
- **GP/Doctors** – medical support and assistance.
- **Maternal and 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** – supporting families with their preschool-aged children to gain access to preschool, kindergarten, Montessori etc.

One Off Events

One Off Events is a way for hub leaders to record activities which happen in a week which are not activities in the hub or co-facilitated by 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.

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 – school 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 or 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 Calendar as a 'One Off Event'. For example, a Mother's Day Morning Tea held in the hub.