

# National Community Hubs Program: Hub Census 2025 – Frequently Asked Questions (FAQs)

*Have a question that's not here? We'll make sure to capture it on Hub Toolbox. Simply email Maurice at Community Hubs Australia at [mauricesyber@communityhubs.org.au](mailto:mauricesyber@communityhubs.org.au).*

## **What is a census?**

A census is a method of collecting data such as gender, age, and education levels to help describe a population or a group. Hub Census 2025 asks adult participants to complete a survey to collect this information.

## **Why are hubs being asked to participate in a census?**

Hub Census 2025 will help us understand who is visiting hubs and why, as well as helping us to make informed decisions about the hubs program. It's also a great way to share insights with you specific to your hub - some of the things you may already know, and others may be new to you.

## **My hub families would like to know that their privacy is protected, what can I tell them?**

Hub Census 2025 doesn't collect any personal data, and we won't report any data in a way that someone could be identified. All individual data will remain confidential and will only be reported in aggregated form. Paper surveys will be destroyed by Bespoke PDM, the specialists Community Hubs Australia (CHA) has engaged to support Hub Census 2025.

## **What happens if someone doesn't want to participate in Hub Census 2025?**

If someone doesn't want to participate, that's okay - it is not a requirement and will not affect their ability to continue to access programs in the hub.

## **How will the data be used?**

By the end of Term 3, we will provide you with a snapshot reflecting who comes to your hub and why. The information will support you with things like program planning, reporting, and grant applications as well as helping CHA to meet government reporting requirements and contribute to the sustainability of the hubs program.

If the number of surveys completed for your hub is fewer than 10, we won't send you a snapshot due to the chance of individual identification.

## **When and for how long is Hub Census 2025 being run?**

Hub Census 2025 is being run over one week, from 4 August – 8 August, 2025. If, for any reason, your hub participants cannot complete the survey during this week, please contact your support coordinator.

**What is the format of Hub Census 2025?**

Each hub will receive 50 printed copies of the survey from CHA the week before Hub Census Week. The survey is a 4-page printed document. All questions are in simplified English, all answers are multiple choice and all responses are anonymous. Each hub's surveys include a unique code that identifies the hub. If you need additional copies, please copy only the survey for your hub.

**What if I need more than 50 copies of the survey?**

Photocopy one of the surveys provided for your hub. Please make sure each copy of the survey is four pages in length. If using A4 paper, please staple the pages together so that the full survey is intact.

**Is the survey available in languages other than English?**

No, the survey has been written in English only. We've provided translations in the past, but hub leaders told us it was not useful, and the preference was for the survey to be in English only.

**Can I translate the survey to help hub participants complete it?**

Yes, or you may use an interpreter or a bicultural worker from your school to help. Many hubs ask other hub participants, volunteers, school staff or English teachers to help those with little or no English to complete the survey.

**Is it one survey per family or one per adult?**

It is one survey per adult. If three adult members from one family attend the hub, then three surveys should be completed (one survey for each of the three adults).

**Who should complete the survey?**

All hub participants aged 18 years or older as well as adult volunteers. This means anyone who is choosing to spend time in the hub. Hub leaders, program facilitators, service providers, interpreters, and teachers do not need to complete the survey.

**Do I need to ask children to complete the survey?**

No, it is one survey per adult aged 18 or older. No children need to be surveyed.

**Is the survey also for non-migrant adults who attend the hub?**

Yes, it is important that every adult who visits the hub in Hub Census Week completes the survey, once.

**I have many adults coming to my hub, how will I make sure that everyone can participate?**

We recommend that you tell hub participants about it in advance and meet with your parent/student volunteers and school bicultural workers the week before to make sure they can support you in running Hub Census Week.

They can help explain the survey to your hub attendees so every adult can participate. Some hub leaders ask their English facilitator to help participants complete the survey as part of their English classes being run that week. Talk to your support coordinator or other hub leaders for more ideas or post your questions on Teams.

**Do you want me to ask adults to complete the survey when the hub activity is held offsite?**

If it's not too difficult for you then yes, please. Alternatively, if any participants are attending the hub at another time in that week, they can complete it then. Each adult attending the hub (or an offsite hub activity including parks and playgrounds) in Hub Census Week only needs to complete the survey once.

**If a hub participant is away in Hub Census Week, and I have their information, do I fill in the survey on their behalf?**

No. The survey should only be completed by adults attending in Hub Census Week.

**I am not in the hub all week and families attend when I'm not there. Do they complete the survey?**

If hub activity is being run while you're away from the hub, you could co-ordinate for someone else to assist hub participants to complete the survey. Talk to your support coordinator if you need help.

**Can we complete the surveys on just one day of Hub Census Week?**

No, we want to survey every adult who comes into the hub during that week as it will give us a more accurate reflection of who spends time in hubs. Please have it available every day during Hub Census Week.

**How many people should complete the survey?**

Please ask every adult that comes to your hub in Hub Census Week to complete the survey, once.

**Do we need to ask everyone who has been to the hub to come into the hub especially for Hub Census 2025?**

No, please only survey all adults who come to your hub in Hub Census Week.

**Is there an online version of the survey?**

No, all surveys are printed.

**Can hub participants take the survey home to complete in their own time?**

No, please ask participants to complete the survey while they are visiting the hub. This ensures they have the support they need to understand and complete the survey.

**Is the survey only for adults attending English class?**

No, the survey is for every adult who attends the hub in Hub Census Week. They could be attending playgroup, job skills training, Zumba, conversational English, or just popping in to say hello.

**Do we need to report the reasons why adults choose not to participate in Hub Census 2025?**

You are not required to report the reasons why adults choose not to participate, but if you want to collect that information, we would be pleased to have your feedback. Don't send it to Bespoke PDM, send it to Maurice at [mauricesyber@communityhubs.org.au](mailto:mauricesyber@communityhubs.org.au).

**My hub is new, I don't have many families attending yet - what happens if I only receive a few completed surveys?**

Don't worry if the number of completed surveys is low. We will count all responses – but we won't share a snapshot with you if fewer than 10 surveys are completed (just to make sure no one can be identified).

**I'm a school Principal, do I need to be involved in rolling out Hub Census 2025?**

We'd love you to support your hub in any way you can!

**How should the surveys be sent back?**

Place all completed surveys in the Express Post bag supplied, noting the bag has already been addressed to Bespoke PDM, the specialists CHA has engaged to support this year's census. Once you've popped it into the letterbox, let us know that you've sent it by emailing Maurice at [mauricesyber@communityhubs.org.au](mailto:mauricesyber@communityhubs.org.au).

And, if you can't find the return envelope, let us know.

**If I have a question about Hub Census 2025 (or Hub Census Week), who do I contact?**

Your first point of contact is your support coordinator. All information regarding Hub Census Week is also available on Hub Toolbox (link) or email Maurice at [mauricesyber@communityhubs.org.au](mailto:mauricesyber@communityhubs.org.au). If it's easier, ping Maurice over on Teams.

**How grateful are you for our participation?**

Very! We couldn't do this work without you as hub leaders which, in turn, means we wouldn't gain the insights around who comes to hubs and why.

18 July 2025