

Standard Performance Measures: Community Services

The City's **Community Services Grant** program contains the below sets of standard performance measures that align with the program's outcomes. This data demonstrates the impact the City's investments are having towards achieving its social goals.

The most appropriate measures for supported projects will be included in the funding agreement and applicants will be required to report on these when acquitting.

Applicants will not be required to report on the all performance measures, only those most relevant to their project.

Program wide performance measures

All applications should use these performance measures.

Performance measures	Types of evidence
Number of sessions/events/programs Number of audience members, participants, attendees (receptive participants) Number of paid staff, volunteers (active participants) Percentage of intended community beneficiaries and/or contributors reached Percentage of accessible sessions/events/programs Number of partnering or collaborating organisations	<ul style="list-style-type: none">• Activity summary• Participation register• Participant survey• Case studies and testimonials• Program literature and outlines• Photos and video (where appropriate)• Inclusion and access plan and accessible communications• Evidence of other partners, such as confirmation letters

Outcome specific performance measures

Outcome 1: Increased engagement in healthy, active living (including mental health)

Project outcomes	Performance measures	Types of evidence
<p>People improve their physical health</p> <p>People increase physical activity</p>	<p>Number and percentage of participants who reported that their physical health and wellbeing has improved as a result of this project</p> <p>Number and percentage of participants who reported that they are more physically active as a result of this project</p>	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)
<p>People improve their mental health</p>	<p>Number and percentage of participants who reported that their mental health and wellbeing has improved as a result of this project</p>	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)

Outcome 2: Increased participation in community and civic life and local decision making

Project outcomes	Performance measures	Types of evidence
<p>People increase their participation in the community</p>	<p>Number and percentage of participants who report they have increased their participation in the community as a result of this project</p> <p>Number and percentage of participants who report they have joined other community activities as a result of this project</p>	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)
<p>People increase their capacity to participate in local / government decision making</p>	<p>Number and percentage of participants who report they have increased their understanding of how local / government decision making works as a result of this project</p> <p>Number and percentage of participants who have increased their knowledge, skills and capacity to advocate for the needs of their community as a result of this project</p> <p>Number and percentage of people who report they are, or are more likely to be, active in decision making in the future</p>	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)

Outcome 3: Increased community capacity to address local needs and opportunities

Project outcomes	Performance measures	Types of evidence
<p>People increase their capacity to address local needs/opportunities</p>	<p>Number and percentage of participants have reported an increase in their skills and knowledge on how to identify and address local community needs/ opportunities as a result of this project</p> <p>Number and percentage of participants who report being more informed about the relevant “local issue” of the activity in their life as a result of this project</p>	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)
<p>People increase their ability to advocate for local needs/opportunities</p>	<p>Number and percentage of participants who report that they know where to go to / who to approach to identify and address needs in their local community as a result of this project</p> <p>Number and percentage of participants who report that they know how to build partnerships to identify and address needs / opportunities in their local community as a result of this project</p>	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)

Outcome 4: Strengthened social cohesion, sense of belonging and connection to place

Project outcomes	Performance measures	Types of evidence
People increase their sense of inclusion and belonging	<ul style="list-style-type: none"> • Number and percentage of participants who report that they feel welcome and accepted in their community as a result of this project 	<ul style="list-style-type: none"> • Activity summary • Participation register • Participant survey • Program literature and outlines • Case studies and testimonials • Photos and video (where appropriate)
People increase their connectedness to the community	<ul style="list-style-type: none"> • Number and percentage of participants who report that they feel more a part of their community as a result of this project 	<ul style="list-style-type: none"> • Activity summary • Participation register • Participant survey • Program literature and outlines • Case studies and testimonials • Photos and video (where appropriate)
People increase their understanding and acceptance of diversity and difference	<ul style="list-style-type: none"> • Number and percentage of participants who report that their understanding and acceptance of diversity and difference has increased as a result of this project 	<ul style="list-style-type: none"> • Activity summary • Participation register • Participant survey • Program literature and outlines • Case studies and testimonials • Photos and video (where appropriate)

Project outcomes	Performance measures	Types of evidence
<p>People increase their connection to the place</p>	<ul style="list-style-type: none"> • Number and percentage of participants who report that their connection to the relevant 'local area' has increased as a result of this project 	<ul style="list-style-type: none"> • Activity summary • Participation register • Participant survey • Program literature and outlines • Case studies and testimonials • Photos and video (where appropriate)

Outcome 5: Reducing disadvantage and increasing access to opportunities

Project Outcomes	Performance Measures	Types of evidence
<p>Barriers are reduced for people to access employment and job opportunities</p>	<ul style="list-style-type: none"> • Number and percentage of participants who report they have increase in skills and confidence to access to paid work or other economic opportunities as a result of this project • Number and percentage of participants who report that they have identified more opportunities for education and / or training open to them as a result of this project • Number and percentage of participants who report they know how to access education and training opportunities 	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)
<p>People improve their opportunity to access education and training</p>	<ul style="list-style-type: none"> • Number and percentage of participants who report that they plan to, or have enrolled in further education or training as a result of this project • Number and percentage of participants who report that they now have greater opportunity to access education / training / paid work as a result of this project 	<ul style="list-style-type: none"> • Participation register • Participant survey • Program literature and outlines • Activity summary • Case studies and testimonials • Photos and video (where appropriate)