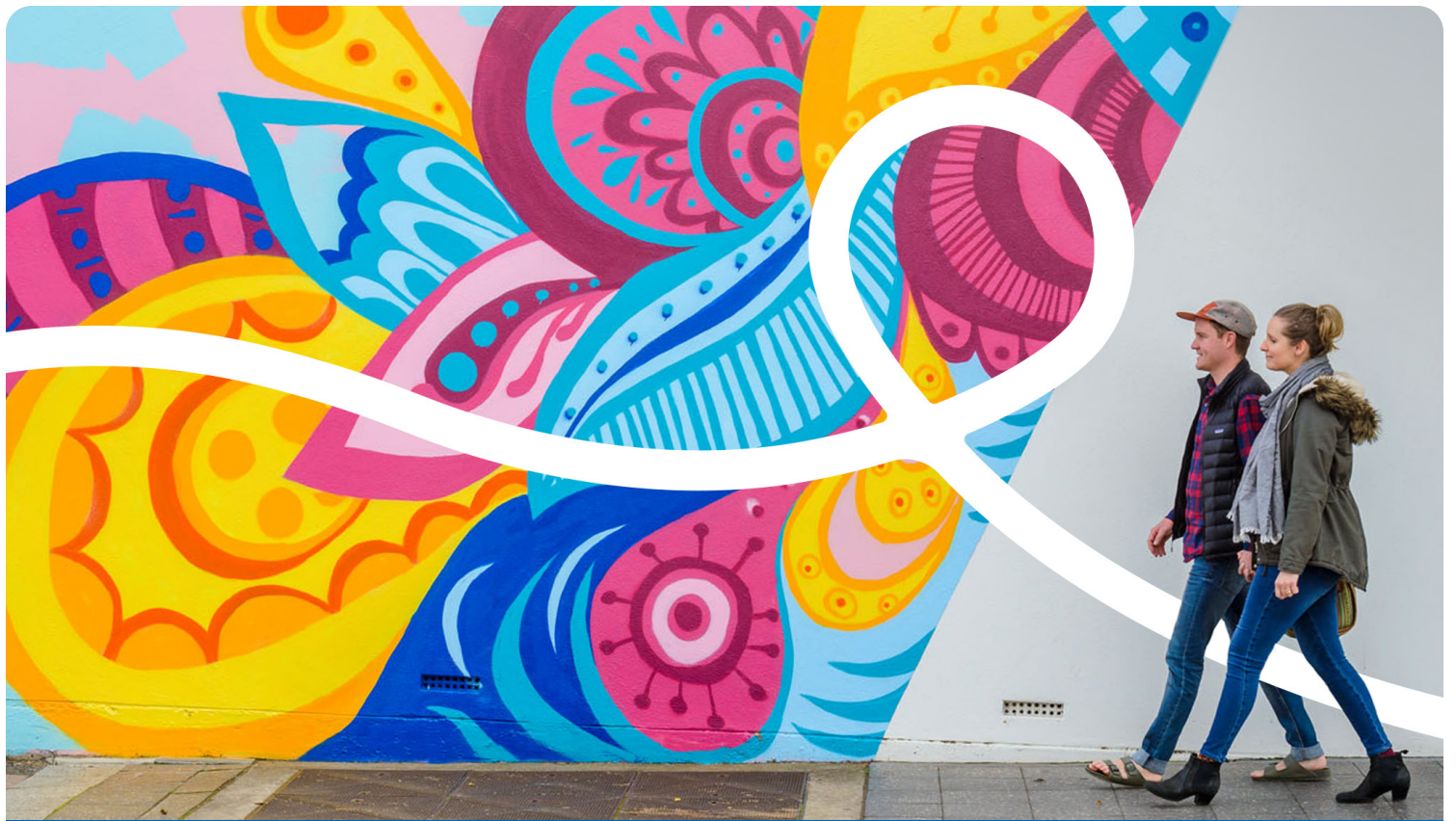




## Wellbeing Hub Implementation Resource Guide

- A resource for Councils to support the establishment of a Wellbeing Hub.





## Acknowledgment

Preventive Health SA acknowledge and respect Aboriginal peoples as South Australia's First Peoples and recognise Aboriginal people as the Traditional Owners and occupiers of South Australian lands and waters. We recognise that their connection to the land and waters is integral to identity and cultures and should be honoured and celebrated. We give respect to Aboriginal Elders who have sustained culture, in days past, present and the emerging generation that will carry it into the future.

Preventive Health SA recognise and thank the Councils, communities and partners involved in the development of the Wellbeing Hub concept and pilot sites including the City of Playford, Naracoorte Lucindale Council and the Rural City of Murray Bridge, and those who have contributed to the development of this resource.

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The Wellbeing Hub model is flexible and is one way Councils can take action to support the health and wellbeing of their local communities.



# 01

## Introduction

Wellbeing Hubs aim to improve the physical, social and mental wellbeing of communities through the implementation of a range of plans, policies and initiatives, targeted at priority population groups.

The Wellbeing Hub model is flexible and is one way that Councils can take action to support the health and wellbeing of their local communities. A Wellbeing Hub can be a single physical 'hub' site, or it can be a suite of initiatives offered at various facilities throughout the Council area.

This resource provides local governments in South Australia with a guide on how to implement the Wellbeing Hub model. It shares learnings and resources from the development of the Hub concept and from existing Wellbeing Hub sites including Playford, Naracoorte Lucindale and Murray Bridge. The Wellbeing Hub model recognises that Councils are at different stages in the planning and delivery of community wellbeing focussed plans, policies and initiatives. It is a model that may be useful to Councils who are planning a renewed focus on community wellbeing and may also be useful to Councils who have an established wellbeing agenda and are looking to complement and build upon work already being undertaken.



## Background

The Wellbeing Hub model is underpinned by a community development and strengths-based approach, with key features including collaboration, co-design and co-investment.

The model represents a cohesive and robust approach of working collaboratively to respond to the wellbeing needs of local communities. Many Councils already work in partnership to support community wellbeing. The Wellbeing Hub model supports partnership development between state and local government and with local partners, enhancing communication and the ability to leverage existing resources and knowledge, whilst progressing multiple priorities and strategies at once. Implementation of this model has supported positive community health and wellbeing outcomes, capability and capacity development and a renewed focus and action on wellbeing.

The systems and processes used in the Wellbeing Hub model enable the sharing of consistent information with partners about population health data, community needs, views and preferences related to health and wellbeing and supports the rapid response to addressing these needs and the trialling of new ideas.





# Partnership Approach

## Preventive Health SA

Preventive Health is a state government agency leading a renewed focus and action on prevention to support improved physical, mental and social wellbeing for all South Australians. As the lead agency for the coordination of the Wellbeing Hub model, Preventive Health SA provides support to South Australian Councils who are interested in establishing a Wellbeing Hub.

### Preventive Health SA can provide support through:

- the provision of local government area data from the South Australian Population Health Survey. This data contributes to understanding the health and wellbeing needs of local communities and can be used to support identification of Wellbeing Hub priority population groups and focus areas
- the provision of public health expertise and the sharing of experience in the implementation of a suite of evidence-based health and wellbeing initiatives and engagement opportunities in local communities
- supporting liaison and points of connection across other state government agencies and with Public Health Partner Authorities
- sharing resources and expertise in relation to the Wellbeing Hubs Evaluation Framework and measuring the quantitative and qualitative impacts of the initiatives implemented
- access to the Wellbeing Index for South Australia which enables the monitoring of indicators of physical, mental, social/ community and Aboriginal cultural wellbeing outcomes for South Australians
- supporting linkages to Preventive Health SA campaigns and grant opportunities
- coordination and facilitation of the Wellbeing Hubs Network. The Network provides an opportunity for Councils implementing the Wellbeing Hub model to share resources, celebrate successes and brainstorm solutions to challenges.



'The Wellbeing Hub model can guide a partnership approach through co-design and co-investment to support the sustainability of wellbeing initiatives.'

## Local government

As the tier of government closest to the community, local government is ideally positioned to support community wellbeing. Local governments provide a range of services, infrastructure and facilities which support community wellbeing and understand the needs of local communities. Councils can contribute to the establishment of Wellbeing Hubs to complement existing community wellbeing support through:

- the provision of Council owned facilities and resources to support the delivery of Wellbeing Hub initiatives
- supporting connections, engagement and partnership development at a local level between individuals, groups and organisations



- expertise and experience in understanding the health and wellbeing needs of local communities
- the provision of data including demographic data, early years, education, health, wellbeing and safety
- the provision of project officer resources to coordinate and deliver initiatives
- public liability insurance covering programs and activities.

The *South Australian Public Health Act 2011* requires each local Council to prepare, maintain and report on a Regional Public Health Plan that is consistent with the State Public Health Plan 2019-2024 and responds to public health challenges within their local area or region. The establishment of a Wellbeing Hub can align to initiatives identified in Regional Public Health Plans.

Preventive Health SA recognises the diversity among local government areas in South Australia and acknowledges that capacity to implement the Wellbeing Hub model will vary based on the location and size of the Council, availability of resources, the focus areas of Council and the unique settings and challenges faced by individual Councils. This diversity will influence and shape the design, implementation and evaluation of each Wellbeing Hub. This resource is not prescriptive, and Councils can tailor the implementation of a Wellbeing Hub to suit their specific operating environment.

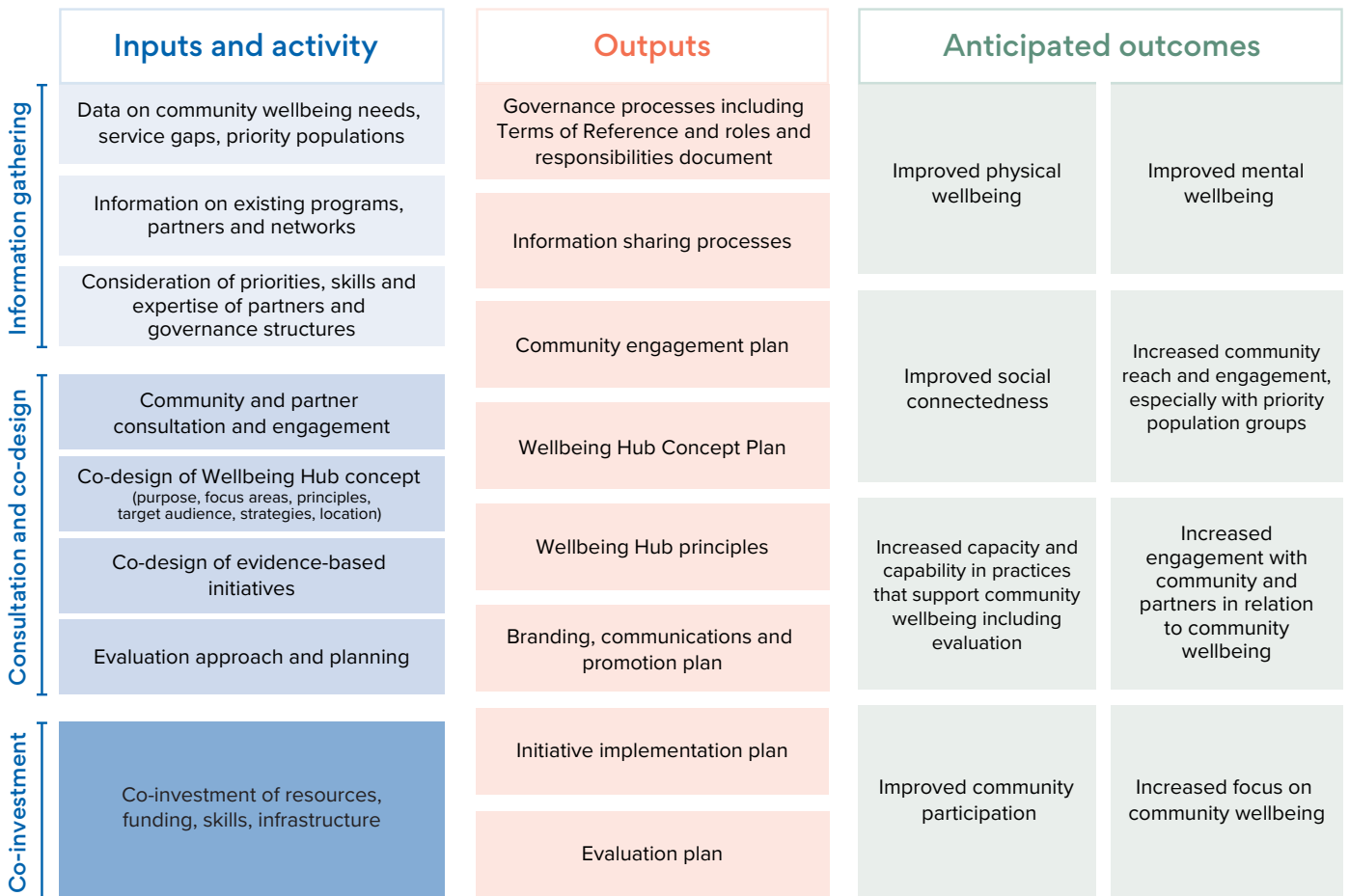
## Other partners

Councils work in partnership to deliver a range of community health and wellbeing initiatives. Partners may include other state government agencies, non-government organisations, for profit business and local community groups. The Wellbeing Hub model can guide this partnership approach through co-design and co-investment to support the sustainability of wellbeing initiatives.

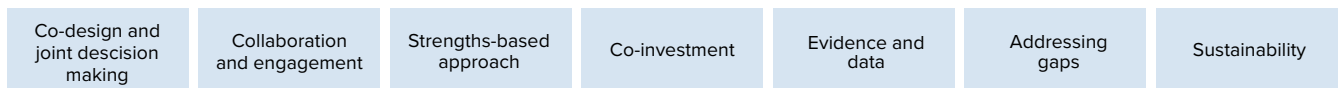




# Wellbeing Hub Model



## Principles





# Guiding Principles

The guiding principles underpinning the Wellbeing Hub model are described below.

These principles can be adopted by new Wellbeing Hubs, however there is also flexibility to amend these principles based on local need and in response to the planning process.

Principle	How this looks in practice
<b>Co-design and joint decision making</b>	Collaboration and shared decision making between key partners in the design, planning, implementation and evaluation of the Wellbeing Hub.
<b>Collaboration and engagement</b>	The Wellbeing Hub is informed by community engagement processes, deliberately working in partnership with the local community, including local stakeholders.
<b>Strengths-based approach</b>	The Wellbeing Hub is underpinned by a strengths-based approach, a way of working that focuses on abilities, knowledge and capabilities and is geared towards supporting the wellbeing of identified priority population groups. It also recognises the unique and diverse strengths of partners through drawing on pre-existing knowledge about the local community and sharing this knowledge and expertise.
<b>Co-investment</b>	<p>There is ownership for supporting implementation including through co-investment of time and designated resources.</p> <p>Partners endeavour to create a plan that is realistic and achievable within capacity and shared resources. Partners commit to supporting the Wellbeing Hub and to achieving the plan.</p>
<b>Underpinned by evidence and data</b>	<p>Decisions about the key strategies, priority population groups and wellbeing focus areas are underpinned by available evidence and data.</p> <p>There is a willingness and preparedness to collect information and evaluate the effectiveness of initiatives to inform the delivery of future initiatives.</p>
<b>Build on existing foundations, addressing gaps and avoiding duplication</b>	New initiatives build on existing services and programs, address identified health and wellbeing needs in communities and avoid duplication.
<b>Sustainability</b>	The model allows for rapid and shorter-term responses to address immediate community needs, whilst seeking to embed successful initiatives to ensure long term sustainability.



## Existing Wellbeing Hubs and key achievements

In response to, and in the recovery from COVID-19, the South Australian Government funded the Statewide Wellbeing Strategy to build community resilience and support physical, social, mental and community wellbeing. The Strategy included a partnership between state government agencies and local government to pilot two Wellbeing Hubs in the City of Playford and Naracoorte Lucindale Council.

The locations, interventions and initiatives for the Wellbeing Hub pilots were determined by utilising available data and evidence and agencies pre-existing knowledge of local communities and priority population groups. The Wellbeing Hub pilots were established to enable the rapid activation of wellbeing initiatives, co-designed and delivered in partnership with local communities.



Across these two pilot sites, the Wellbeing Hub model has:

- enabled significant community reach, engagement and supported positive wellbeing outcomes
- resulted in an increased focus on community wellbeing at the local level
- enabled capacity and capability development in relation to practices that support community wellbeing and evaluation approaches
- generated significant positive interest from community and other stakeholders, and
- enabled engagement with priority population groups.

*“I’ve been here  
20 minutes and  
I’ve already  
learned a few  
things I can  
use when I  
get home”*

(Family Meal Prep Program participant)

Whilst the purpose of the Wellbeing Hubs is the same, differences exist across the Wellbeing Hub pilot sites which reflects the Hubs being informed by local data and being tailored to the local context.





## Playford Wellbeing Hub and Naracoorte Lucindale Wellbeing Program

Hub	Purpose	Priority population groups	Focus areas
<b>Playford Wellbeing Hub</b>	To support physical, mental and community wellbeing through the implementation of a range of wellbeing initiatives	Children, young people and families with a focus on Aboriginal people, people from culturally and linguistically diverse backgrounds and people with a disability	<ul style="list-style-type: none"> <li>• Creating opportunities to be active</li> <li>• Supporting wellbeing through food</li> <li>• Strengthening social connectedness to foster wellbeing</li> <li>• Encouraging community capacity building and connection to the Wellbeing Hub</li> </ul>
<b>Naracoorte Lucindale Wellbeing Program</b>	To support physical, mental and community wellbeing through the implementation of a range of wellbeing initiatives	Children, young people, and their families  People from culturally and linguistically diverse communities  Older people	<ul style="list-style-type: none"> <li>• Increasing opportunities to be active</li> <li>• Improving wellbeing through food</li> <li>• Strengthening community engagement and social connectedness</li> <li>• Supporting positive mental health and wellbeing</li> </ul>

## Murray Bridge Wellbeing Hub

Following the success of the pilot sites, the Rural City of Murray Bridge commenced a partnership with Preventive Health SA.

Hub	Purpose	Priority population groups	Focus areas
<b>Murray Bridge Wellbeing Hub</b>	To work in partnership to support wellbeing through enabling opportunities to connect, learn, share and grow	Children, young people and their families  Older people  People living with disability  Culturally and linguistically diverse communities  Aboriginal and Torres Strait Islander communities	<ul style="list-style-type: none"> <li>• Creating opportunities for social connection</li> <li>• Prompting physical activity</li> <li>• Encouraging wellbeing through healthy eating</li> <li>• Improving mental wellbeing and resilience</li> </ul>

All three Wellbeing Hubs address the focus areas by implementing a range of strategies including, but not limited to, delivery of programs, education and training, communications, policies and engagement and evaluation.



Consultation and co-design with the community and partners is a central element to the planning phase for a Wellbeing Hub.



## 02

### Planning and implementing a Wellbeing Hub

Allocating time to the planning phase is important to determine the feasibility of the Wellbeing Hub model for the local community and to ensure that if implemented the Wellbeing Hub is successful and sustainable.

#### Wellbeing Hub success factors

The following success factors are important to consider in the planning phase of establishing a Wellbeing Hub:

- demonstrated alignment between Council's strategic priorities and the Wellbeing Hub model
- Council and community leadership support
- community need and interest
- interest and commitment from partners for collaboration, co-design, co-investment and information sharing
- potential for support from community groups, non-government organisations and other partners including but not limited to the education and business sectors



- an environment that supports trialling, testing, learning and exploring sustainability through a partnership approach
- potential site(s) for activation
- readiness and willingness to collect information and evaluate effectiveness
- staff capacity and resourcing.

Reflecting on these factors as planning commences will ensure there is the capacity and capability required to establish a Wellbeing Hub. Taking action to increase readiness may be required before embarking on the Wellbeing Hub journey.



### Data on community wellbeing needs and priority population groups

Identifying and analysing local demographic, health, and wellbeing indicators is useful for identifying the purpose, focus areas and location for the Wellbeing Hub. The analysis of demographic data can assist with the identification of priority population groups where increased investment and engagement may be required.

#### Examples of data sets and tools to explore include:

- The South Australian Population Health Survey for adults and children, through Preventive Health SA
- Australian Bureau of Statistics
- Community demographic resources which are available to all Councils
- Public Health Information Development Unit (PHIDU) data
- Key Council Plans, strategic documents, and reports of community consultation processes.

This information can also inform the development of the stakeholder consultation survey to gauge the level of interest from the community in different focus areas, and to promote feedback from stakeholders on the types of initiatives they would like to see delivered through the Wellbeing Hub.

*“Fantastic initiative  
by Council to  
provide a service  
like this to the  
community”*

(Yoga in the Hall participant)





## Community and partner engagement and consultation

Consultation and co-design with the community and partners is a central element to the planning phase for a Wellbeing Hub and an area where Councils have significant expertise and experience. The consultation process can assist in identifying wellbeing priorities for local communities and stakeholders who may want to work in partnership on a Wellbeing Hub. A range of consultation approaches can be used to gather information. The consultation can also cover the types of initiatives the community is interested in, preferred location or design of a Wellbeing Hub and other suggestions from community.

Template 1 Wellbeing Hub Consultation Questions provides a list of questions that can form part of a consultation process.

The consultation process also provides a mechanism for identifying and establishing relationships with partner agencies who may be involved in working collaboratively on the Wellbeing Hub.

## Governance

The Wellbeing Hub model works most effectively when there is a governance structure in place (recognising that the governance structure will look different for each Hub). This could include establishing steering groups such as a 'Wellbeing Hub Operational Group' with executive sponsorship to oversee planning and consultation. Alternatively, the decision making regarding the Wellbeing Hub may be embedded into an existing structure or leadership committee. A different governance structure may be needed during the planning phase compared with implementation.

Template 2 Wellbeing Hub Operational Group Terms of Reference provides an example and can be adapted if establishing a new steering group. Additionally, a 'Wellbeing Hub Community Reference Group' where selected community members provide information, advice and views to Council, is one way to empower the community to play a leadership role and support community input into the design, implementation and evaluation of the Wellbeing Hub.





## Co-design and concept development

Informed by key strategic documents, data and information from consultation, the concept for the Wellbeing Hub is developed through a co-design process with partners and community.

**The co-design process establishes the shared purpose of the Wellbeing Hub as well as components such as:**



### Focus areas

The areas of health and wellbeing that will be the focus for the Wellbeing Hub e.g., physical activity, social connection, healthy eating.



### Priority population groups

The population groups that initiatives will target e.g., older people, younger people, children, Aboriginal and Torres Strait Islander communities.



### Strategies

The strategies which will help achieve the purpose of the Wellbeing Hub e.g., programs and services, education and training, communications and engagement, policy development, evaluation.



### Principles

The core values that guide decision making and inform how the Wellbeing Hub operates e.g., co-investment, collaboration, underpinned by evidence and data, strengths based.

The co-design process will result in the development of a concept plan that sets the foundation on which the Wellbeing Hub will be implemented and informs the selection of initiatives for implementation.

[Appendix 1 Murray Bridge Wellbeing Hub Concept Plan](#) provides an example of a concept plan.

[Template 3 Wellbeing Hub Concept Plan](#) can be used to develop a concept plan.

During the co-design process consideration should also be given to the location of the Wellbeing Hub. The Wellbeing Hub may operate from a single site, initiatives may be delivered across multiple sites and locations within the municipality, or the Wellbeing Hub may adopt a combination of both.



## Planning initiatives

After deciding on the Wellbeing Hub purpose, focus areas and priority population groups, planning the evidence-based initiatives that will be delivered can begin.

[Appendix 2 Wellbeing Hub Initiatives](#) provides a list of example initiatives that can be considered for the Wellbeing Hub but is not intended to be exhaustive.

[Template 4 Initiatives Planning Template](#) can be used to document initiative ideas, the estimated allocated budget and contributions (both financial and in-kind) from partners for each initiative.

Drawing on the Wellbeing Hub principles to inform the selection of initiatives may be useful to ensure the initiatives delivered through the Hub build on existing foundations and partnerships to address gaps and avoid duplication.

## Resources

The establishment of a Wellbeing Hub requires resources in relation to staff time and budget, however Councils can commence the Wellbeing Hub process in a phased approach appropriate to the level of resourcing available.

Existing Wellbeing Hubs have identified the importance of a co-ordinating role. This may be shared across several positions responsible for leading the development, implementation and evaluation of the Wellbeing Hub and associated initiatives.

[Template 5 Wellbeing Hub Project Officer Position Description](#) can be adapted if recruiting to a Project Officer position.

Council owned facilities, infrastructure and public space can provide the physical location from which a Wellbeing Hub site is located, and initiatives delivered.

Exploring grant, philanthropic and partnership opportunities is another potential mechanism for increasing the resourcing available to the Wellbeing Hub.

## Communications and promotion

A communications plan will assist with determining how the Wellbeing Hub and the initiatives will be promoted by all stakeholders and in line with existing communication plans of Council.

- ✓ Posters, a Wellbeing Hub timetable, website content and social media posts are just some of the ways Wellbeing Hub initiatives can be promoted. Depending on the nature of the initiative radio or newspaper promotions may be appropriate.

- **Tip:** Select initiatives across a range of strategies, for example programs and services like fitness classes, through to policy and capacity building strategies like the development of a local Wellbeing Plan or the establishment of a Wellbeing Hub community reference group.

This approach supports the sustainability of the Wellbeing Hub and promotes the adoption of a longer-term model to support community wellbeing.



- ✓ [Appendix 3 Playford Wellbeing Hub Timetable](#) provides an example of how Wellbeing Hub initiatives have been promoted. A timetable such as this one can be shared online, via direct email to partners and printed.
- ✓ Creating a logo or graphic device that represents the Wellbeing Hub can support identity creation, engagement and enable partners, including community members to recognise the Wellbeing Hub and associated initiatives. The logo can be used across a range of platforms including on promotional materials and reports.
- ✓ A launch event is one opportunity to promote the establishment of the Wellbeing Hub and planned initiatives. Once the Wellbeing Hub commences, digital communications like a short video may be suitable to promote the Wellbeing Hub. The [Playford Wellbeing Hub video](#) is an example of using storytelling to promote the Wellbeing Hub and demonstrate impact.

## Planning the evaluation approach

Considering how the Wellbeing Hub will be evaluated in the planning phase ensures the evaluation approach is confirmed prior to the implementation of initiatives. Refer to section 3 of this resource for information on the Wellbeing Hub evaluation approach.

## Reviewing and monitoring

Ongoing review and monitoring of initiatives provides an opportunity to adapt initiatives to ensure they remain appropriate and relevant to the target audience. Factors such as poor attendance, a lack of diversity in participants, not reaching the target audience and feedback from community and delivery partners, can all prompt the review of an initiative.





## Planning and implementation checklist:

The following checklist can be used to support the planning and implementation phase:

- Success factors have been considered
- Information and data on community wellbeing needs has been considered
- Governance structure established
- Partners mapped and engaged
- Community and partner consultation and engagement has been completed
- Co-design and concept development process completed
- Concept plan developed
- Initiatives selected and documented
- Resources allocated
- Communications and promotion planned
- Launch event considered and planned
- Evaluation approach planned and documented



The Wellbeing Hub model adopts a participatory evaluation approach which involves all stakeholders in the evaluation process.



## 03

### Evaluating a Wellbeing Hub

It is acknowledged that Councils utilise a range of approaches to evaluate their initiatives. The Wellbeing Hub model adopts a participatory evaluation approach which involves all stakeholders in the evaluation process.

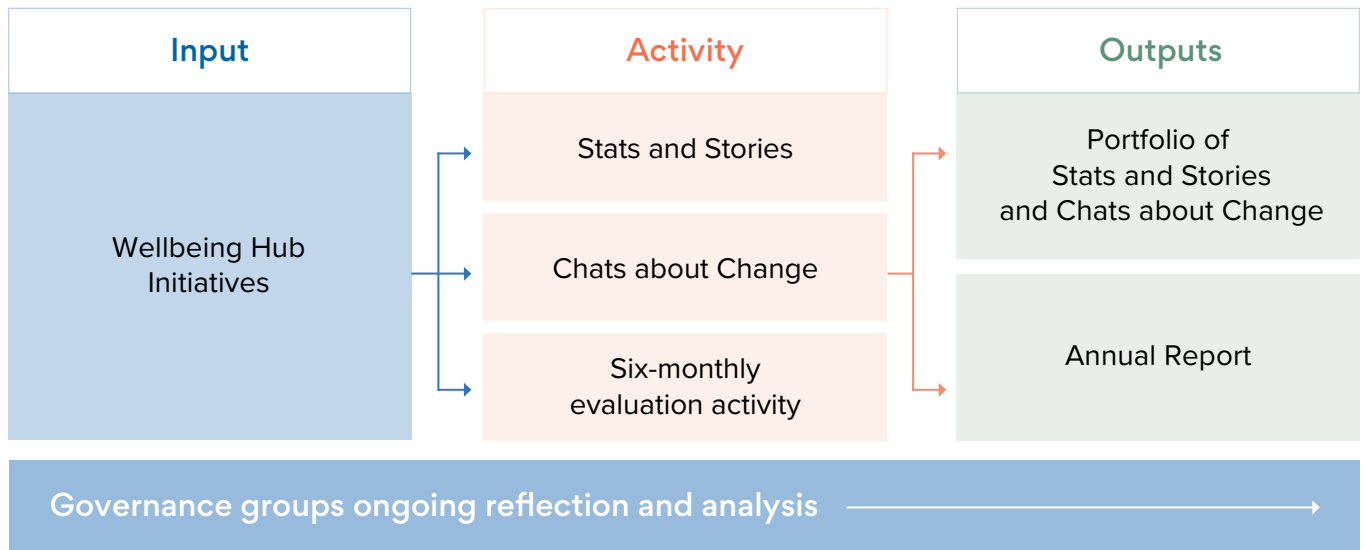
**Evaluation stakeholders may include:**

- participants of Wellbeing Hub initiatives
- staff and delivery partners involved in the delivery of initiatives
- governance groups or Community Reference Group (if one is established).

This involvement can occur at any stage of the evaluation process, from the evaluation design to the data collection, analysis and reporting. This evaluation approach is crucial to understanding how the initiatives of the Wellbeing Hub are interpreted and responded to by communities. Evaluating the Wellbeing Hub also assists in measuring if the Wellbeing Hub has achieved its desired outcomes.



## Participatory Evaluation Approach



## Evaluation components

Four components make up the Wellbeing Hub evaluation approach. These are:

- **Stats and Stories**  
Summary of each initiative or program of activities covering process and short-term impact evaluation.
- **Chats about Change**  
Evaluation summary of initiatives that have a focus on policy changes, creating supportive environments and/or capacity building.
- **Six-monthly medium-term impact evaluation**  
Conducted in various ways, for example as participatory drop in events, or community reference group meetings.
- **Annual Report**  
Summary and analysis of the annual portfolio of Stats and Stories and Chats about Change.



## Guiding evaluation questions

The evaluation approach aims to identify what initiatives succeeded in meeting the purpose and focus areas of the Wellbeing Hub.

It is important to acknowledge that one initiative will not necessarily result in significant long-term changes to community wellbeing outcomes. The outcomes are built over time and the evaluation approach for the Wellbeing Hub model recognises this and builds a portfolio of sustained evaluation activity.

The evaluation is outlined in the table below:

Evaluation focus	Guiding evaluation questions <sup>#</sup>	Possible data collection methods
<p><b>Process</b></p> <p>Measures activities and outputs of the initiatives</p>	<p><b>Effectiveness:</b> Did the initiative achieve what it planned to achieve?</p> <p><b>Efficiency:</b> Was the initiative a good use of resources?</p> <p><b>Acceptability:</b> What worked well and what could be improved next time?</p> <p><b>Equity:</b> Did the initiative reach the population groups with the greatest need?</p>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Observational</li> <li>• Registration details</li> <li>• Focus groups</li> <li>• Case studies</li> </ul>
<p><b>Impacts</b></p> <p>Measures short to medium-term effects, such as increased knowledge or shifts in awareness and attitudes</p>	<p><b>Appropriateness:</b></p> <ul style="list-style-type: none"> <li>• How much did attending the initiative contribute to participants' wellbeing? (Scale of 1-5) and why? (Asked of participants directly after the initiative).</li> <li>• How did being involved in the Wellbeing Hub inspire participants to do something different for their wellbeing? (6-monthly medium-term impact).</li> </ul> <p><b>Equity:</b></p> <ul style="list-style-type: none"> <li>• How did the initiative engage with the priority population groups?</li> <li>• Did the initiative reach people who had not participated in a similar initiative before?</li> </ul>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Focus group</li> <li>• Reflective practice</li> <li>• Formal conversations</li> <li>• Informal conversations/ drop-in events</li> </ul>
<p><b>Outcomes</b></p> <p>Measures longer term effects, such as changes in behaviours</p>	<p><b>Effectiveness:</b> What difference did it make in the longer term?</p> <p>Note: Outcome evaluation is complex and longer term in nature hence feedback about potential changes is captured through community member feedback and staff reflections.</p>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Focus group</li> <li>• Reflective practice</li> </ul>

<sup>#</sup>Refer to [Template 7 Evaluation Spreadsheet](#) for detailed information on the process and impact indicators and the data collection required to answer the evaluation questions.

## Data collection and developing reports

### ➤ Stats and Stories

Wellbeing Hub initiatives focused on program delivery or events e.g., Active Playgroups have been evaluated using [Template 6 Stats and Stories](#). The Stats and Stories are prepared by Wellbeing Hub staff with input from other team members, delivery partners and participants. The Stats and Stories include:

- process and impact evaluation
- quantitative measures (e.g., numbers of attendees and ranking of impact on wellbeing)
- qualitative observational data.

The data used to prepare the Stats and Stories report is collected before, during and after a program or event and is entered into [Template 7 Evaluation Spreadsheet](#).

[Appendix 4 Creative Evaluation Tools and Techniques](#) provides ideas for how to capture evaluation data from participants immediately after the program or event.

At the conclusion of an initiative (either one off event or program of activities), data from [Template 7 Evaluation Spreadsheet](#) is used to prepare the Stats and Stories report ([Template 6 Stats and Stories](#)). [Appendix 5 Playground Detectives Stats and Stories](#) provides an example of a completed Stats and Stories.

The Stats and Stories create an impressive portfolio of evaluation summaries that will be appealing to all stakeholders with an interest in the Wellbeing Hub. They can be used as a basis for observations and reflective practice by the governance groups, the Community Reference Group (where established) and Wellbeing Hub team members (staff and delivery partners).

### ➤ Chats about Change

Wellbeing Hub initiatives focused on policy change, creating supportive environments and capacity building have been evaluated using [Template 8 Chats about Change](#). The Chats about Change reports are a single page report card. The word ‘Chat’ is used to highlight a qualitative reporting style and informal team observations. The word ‘Change’ represents the likely impact of the policy change or capacity building that will occur as part of the initiative.

The Chats about Change have been prepared by Wellbeing Hub staff with input from other team members, delivery partners and community members. The report is prepared at least 3-6 months after commencement of the intended change process, or longer as supportive environment or policy development changes take some time to implement (this occurs at the team’s discretion). Qualitative observational data is included to demonstrate the impact the work has had/or is likely to have on local community members’ wellbeing and how many people are likely to be impacted by the change. The evaluation data can be captured in [Template 7 Evaluation Spreadsheet](#) before being transferred to [Template 8 Chats about Change](#). [Appendix 6 Playford JMC Front Entrance Placemaking Chats about Change](#) provides an example of a completed report.



*“Good to socialise the kids as I’m a stay-at-home mum and we can’t afford childcare so this is the only opportunity to socialise”*

(Wiggle & Giggle participant)



## ➤ Additional considerations

The number of participants attending each individual event or session should be recorded in the evaluation spreadsheet, as this will contribute to the Stats and Stories.

Where an initiative runs as a series or on a weekly basis throughout the term it may not be necessary to ask the 'impact on wellbeing' question of participants at every session. Evaluation can be undertaken at the mid-way point and/or at the final session. This approach avoids 'evaluation or survey fatigue'.

Feedback from participants and/or delivery partners throughout the delivery of a series of activities is important as this enables adaptation of future sessions. This information can be captured in the evaluation spreadsheet.

It will not be possible to achieve a 100% evaluation response rate. The type of initiative and the evaluation technique will influence how engaged participants are in the evaluation process.



## Evaluating the medium-term impact

The six-monthly medium-term impact component of the evaluation involves inviting participants to reflect on the overall program. This aims to identify if participation in Wellbeing Hub initiatives has had any medium-term impacts on the participants' wellbeing and/or the wellbeing of others in the community. The six-monthly medium-term impact evaluation may be conducted in several ways including:

- Drop in events where past participants from Wellbeing Hub initiatives are invited to drop in and share their reflections with Wellbeing Hub staff
- Community Reference Group meetings, if one has been established, where reference group members reflect on the changes they have witnessed in the community because of Wellbeing Hub initiatives
- Formal conversations with past participants
- Follow up text messages to past participants.

The format of the six-monthly medium-term impact evaluation will influence what questions are covered. Some questions could include:

- Basic demographic data – gender, age group, suburb



- What initiatives did you participate in?
- What impact has the Wellbeing Hub had on your lifestyle?
- What impact has the Wellbeing Hub had on your wellbeing, and the wellbeing of others in your community?

The medium-term impact evaluation results can be collated on the evaluation spreadsheet and reflected in the Annual Report.

## Collating and communicating evaluation findings

The Annual Report provides an analysis of the collated data for all initiatives delivered as part the Wellbeing Hub. It aligns with the evaluation criteria and provides insights into the effectiveness of the Wellbeing Hub by demonstrating the reach and impact of initiatives, outcomes, and key barriers and learnings.

Communicating the evaluation findings to stakeholders showcases achievements of the Wellbeing Hub, promotes learning for organisations delivering similar initiatives and can influence future planning and funding decisions. Stakeholders may include colleagues, elected members, partners, the wider community and different communication methods may be necessary for different audiences. The Annual Report is a useful tool for communicating evaluation findings however infographics, social media posts and media releases are other examples of how the evaluation findings can be communicated.



*"I wasn't aware  
there are so  
many parks in  
the area.  
Top job!"*

(Playground Detectives  
participant)

## Evaluation checklist

The following checklist can be used to support the evaluation phase:

- Evaluation approach developed
- Evaluation spreadsheet (to collect raw data) developed
- Relevant evaluation tools and techniques for each initiative considered
- Timing and approach for six-monthly medium-term impact evaluation considered
- Timing and approach for communication of evaluation findings considered



[↗ Back to the Contents page](#)

The Wellbeing Hub model has enabled significant community reach, engagement and supported positive wellbeing outcomes.



# 04

## Appendices and Templates

The following templates can be downloaded via a dedicated Wellbeing Hub Dropbox location. Please contact the Preventive Health SA Strategy and Partnerships Team for access:

**Email:** [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au)




# Template 1

## Wellbeing Hub Consultation Questions

[ Reference screenshot of Template 1 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all templates.



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Wellbeing Hub Consultation Questions

## Wellbeing Hub Consultation Questions

- These questions are provided as a sample of those that can be used in a Wellbeing Hub consultation process. This list is not exhaustive and will change depending on the consultation formats used.

*[Insert organisation name]* is expanding our focus on supporting and promoting wellbeing in our community. We are currently seeking feedback from community members, community organisations, groups and businesses, regarding the establishment of a Wellbeing Hub that will provide a range of initiatives to support physical, social and mental wellbeing. Your input into this project will provide us with valuable information to shape a future Wellbeing Hub.

You can contribute to the consultation by *[insert details, survey, email, attend a consultation session.]*

Consultation closes on *[insert date.]*

1. **Name:**
2. **Email address:**
3. **Please provide details:**
  - a. Community member
  - b. Organisation
  - c. Community Group
  - d. Other (please state):
4. **Please select from the following age groups:**
  - a. Under 18 years
  - b. 18 – 24 years
  - c. 25 – 34 years
  - d. 35 – 44 years
  - e. 45 – 54 years
  - f. 55 – 64 years
  - g. 65 years and over
  - h. Prefer not to say
5. **Gender:**
  - a. Male
  - b. Female
  - c. Non-binary
  - d. Prefer not to say
6. **Country of Birth**
  - a. Please list:
7. **Language Spoken at home**
  - a. Please list:
8. **Do you identify as Aboriginal or Torres Strait Islander?**
  - a. Yes
  - b. No
  - c. Prefer not to say

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# Template 2

## Wellbeing Hub Operational Group - Terms of Reference

[ Reference screenshot of Template 2 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all templates.



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Wellbeing Hub Operational Group - Terms of Reference

### Wellbeing Hub Operational Group - Terms of Reference

<b>Background</b>	<p><i>[Insert Council name]</i> is working to scope, plan and develop a Wellbeing Hub concept to be implemented in the <i>[insert community name]</i> community.</p> <p>Broadly, the Wellbeing Hub will support the physical, social and/or mental wellbeing of the local community through the implementation of a range of wellbeing initiatives, targeting priority populations groups.</p> <p>The Wellbeing Hub progresses the Council's <i>[detail key plans, strategies, and objectives the Wellbeing Hub aligns with and progresses action from.]</i></p>
<b>Purpose / Role</b>	The Wellbeing Hub Operational Group (the Operational Group) provides oversight to the development of the Wellbeing Hub concept.
<b>Objectives</b>	<ul style="list-style-type: none"> <li>Support the scoping, planning and community consultation processes in the development of the Wellbeing Hub concept.</li> <li>Ensure the Wellbeing Hub concept fits within the strategic directions of <i>[insert Council name.]</i></li> <li>Strategic engagement with State Government and local partners, non-government organisations and service providers to attract and seek their involvement in the development of the Wellbeing Hub concept.</li> <li>Consider and take action aimed at developing the long-term vision of the Hub.</li> <li>Source, share and analyse data and information relevant to strategic planning for the Hub.</li> </ul> <p><i>[Note that the objectives of the Operational Group will vary depending on the stage of the project i.e., consultation and planning or implementation and evaluation]</i></p>
<b>Decision Making</b>	The Operational Group will make decisions by consensus.
<b>Governance &amp; Reporting</b>	The <i>[insert Council name]</i> is responsible to the <i>[insert Council name]</i> Chief Executive and will provide regular progress reports. The <i>[insert Council name]</i> members will provide progress reports to Council as required.
<b>Membership</b>	<p><i>[List position and organisation of members]</i></p> <p>Members are requested to bring their individual expertise, experience, and knowledge to contribute to the Wellbeing Hub concept development.</p> <p><b>Chairperson</b></p> <p>The <i>[insert position]</i> will Chair the meetings.</p> <p><b>Other attendees</b></p> <p>Other attendees may be invited to attend meetings, relevant to the topics and issues scheduled for consideration and with approval of the Chair.</p>

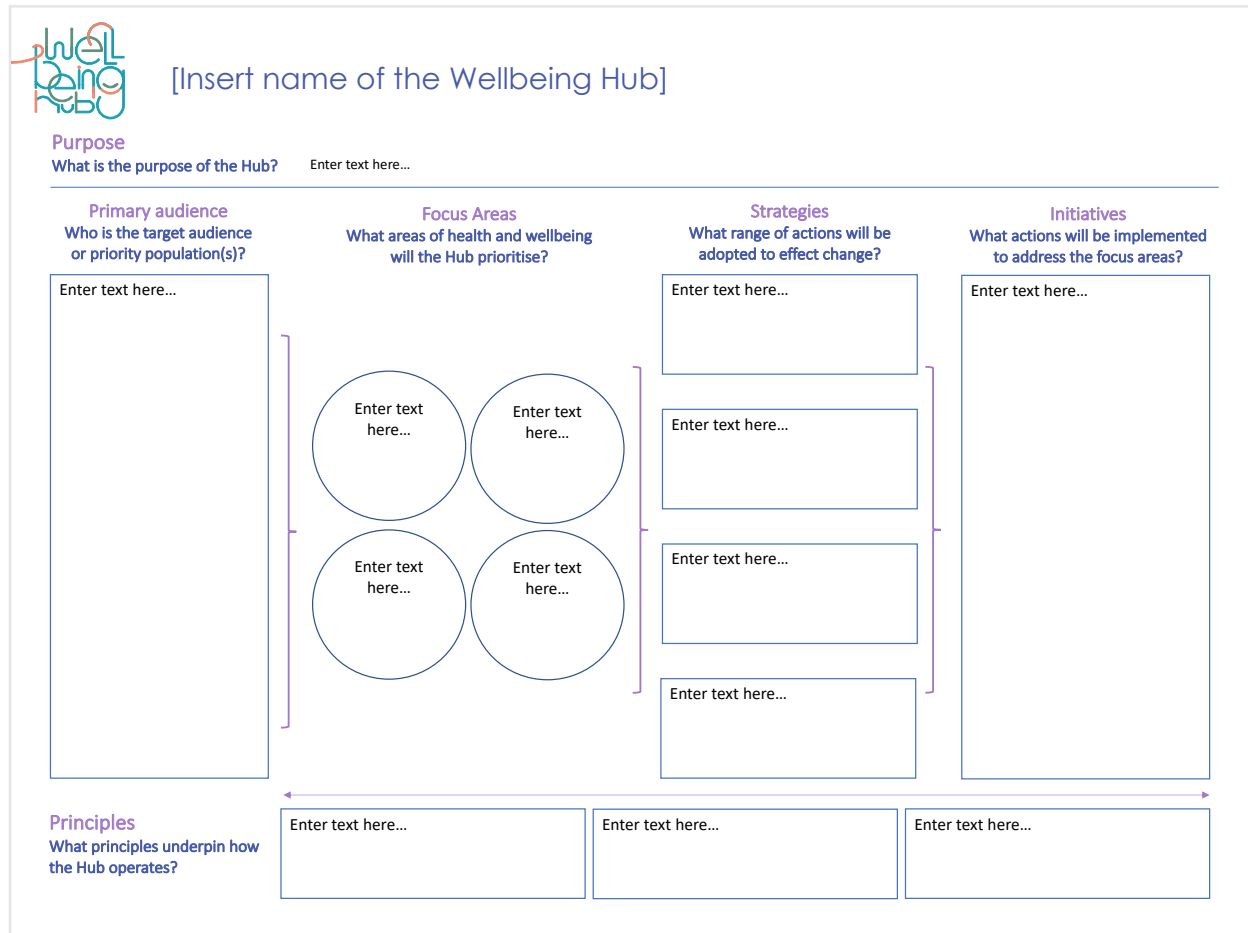
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# Template 3

## Wellbeing Hub Concept Plan

[ Reference screenshot of Template 3 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all templates.



The screenshot shows a form titled "Wellbeing Hub Concept Plan" with a logo on the top left and a placeholder "[Insert name of the Wellbeing Hub]" at the top right. The form is divided into several sections:

- Purpose:** A text box asking "What is the purpose of the Hub?" with a placeholder "Enter text here...".
- Primary audience:** A text box asking "Who is the target audience or priority population(s)?" with a placeholder "Enter text here...".
- Focus Areas:** A section asking "What areas of health and wellbeing will the Hub prioritise?" containing four circular boxes, each with a placeholder "Enter text here...".
- Strategies:** A section asking "What range of actions will be adopted to effect change?" containing three rectangular boxes, each with a placeholder "Enter text here...".
- Initiatives:** A text box asking "What actions will be implemented to address the focus areas?" with a placeholder "Enter text here...".
- Principles:** A section asking "What principles underpin how the Hub operates?" containing three rectangular boxes, each with a placeholder "Enter text here...".

Brackets and arrows indicate relationships between sections: a bracket groups the Primary audience and Focus Areas sections; another bracket groups the Focus Areas, Strategies, and Initiatives sections; and a double-headed arrow spans across the three Principles boxes.

# Template 4

## Initiatives Planning Template

[ Reference screenshot of Template 4 below ]

Email [PreventiveHealthSA.Strategy@sa.gov.au](mailto:PreventiveHealthSA.Strategy@sa.gov.au) to request the Dropbox link to access all templates.

Priority population group(s)		[insert name] Wellbeing Hub [insert timeframe initiatives are planned for e.g. June - Dec]											
e.g. Adults (18 plus years)													
<b>Budget Summary [insert FY]</b>													
Staffing													
Community Consultation and Engagement													
Project Communications													
Project Delivery													
<b>Total</b>												<b>\$25,000</b>	
Focus Area	Alignment with Regional Public Health Plan	Name	Short description	Target priority population group(s)	Who delivers?	How and when is it delivered and duration?	Delivery location	Budget (FY)	Partner co-investment (\$)	Partner co-investment (\$)	Notes	Status	
Increasing opportunities to be active	Action 6.2.1 Increasing physical activity  Action 6.1.5 Increased social connectedness, volunteering, community participation	Running Group	Weekly running group with local running coach. 1 hour sessions every week to improve running technique and connect local runners.	Adults	Sarah's Run Coaching	Starting September or October on an evening.	Oval	\$ 1,800.00	\$ 250.00	House Printing + Media Team Time	Changing to an evening session based on previous feedback.		
Program Implementation		Evaluation	Evaluation - Annual Report										
		Staffing	Wellbeing Program Officer Level x at x FTE										
		Community Consultation and Engagement											
		Project Communications											
								<b>Total</b>	<b>\$ 1,800.00</b>	<b>\$250</b>			
								<b>Left over</b>	<b>\$ 23,200.00</b>				



# Template 5

## Wellbeing Hub Project Officer Position Description

[ Reference screenshot of Template 5 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all templates.



OFFICIAL  
Wellbeing Hub Project Officer - Position Description

### Wellbeing Hub Project Officer Position Description

*[The information provided below is relevant to the Wellbeing Hub Project Officer position and can be adapted. Position description items specific to individual organisations for example Occupational Health and Safety requirements have not been included.]*

**Position Details**

<b>Position Title:</b>	Wellbeing Hub Project Officer
<b>Department:</b>	XXXXXXXXXXXXX
<b>Award:</b>	XXXXXXXXXXXXX
<b>Enterprise Agreement:</b>	XXXXXXXXXXXXX
<b>Classification:</b>	XXXXXXXXXXXXX
<b>Additional Hours:</b>	May require additional hours from time to time and may involve work outside normal business hours.
<b>Location:</b>	XXXXXXXXXXXXX

**Position objectives and responsibilities**

<b>Objective:</b>	Plan, implement and evaluate the Wellbeing Hub, in partnership with key stakeholders and the community.
<b>Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Plan, implement and evaluate community wellbeing initiatives that address health and wellbeing priorities using an evidence-based approach.</li> <li>2. Consult and engage with key stakeholders and the community in the planning and implementation of community wellbeing initiatives.</li> <li>3. Oversee data collection and evaluation of the Wellbeing Hub.</li> <li>4. Develop funding submissions to aid in the improvement of community health and wellbeing.</li> <li>5. Build capacity within the local government area to promote and celebrate diversity and wellbeing.</li> <li>6. Play a key role in engaging the community in the Wellbeing Hub and welcoming the community at project activities.</li> <li>7. Develop quarterly reports as required in relation to project activities.</li> <li>8. Be accountable for financial and budgetary considerations in Wellbeing Hub development and implementation.</li> <li>9. Be accountable for ensuring administrative duties are completed in accordance with direction of management and Council policies and procedure.</li> </ol>


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# Template 6

## Stats and Stories

[ Reference screenshot of Template 6 below ]

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OFFICIAL  
WELLBEING HUB PROCESS & IMPACT EVALUATION

## Stats & Stories

---

NAME OF INITIATIVE

DATE OF COMMENCEMENT

SHORT DESCRIPTION OF THE INITIATIVE:

**Effectiveness:** Which focus area did this initiative aim to address?  
(Hub to define focus areas below)

Delivery partners:

Were there any additional aims?

Team score **out of 5** on how effectively aims were met:

Why was this score given?

**Equity:** Who is accessing services at the hub?

Total number of participants/attendances:

% of participants who have not participated in a Wellbeing Hub activity before:


Which priority population group is this initiative targeting?

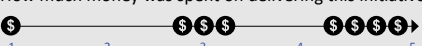
Children (0-12 years)	Young people (13-18 years)
Parents/Caregivers	Families (as one)
General population	People with a disability
Aboriginal and/or Torres Strait Islander People	Culturally and Linguistically Diverse Communities
Other (please state): <input style="width: 100%;" type="text"/>	

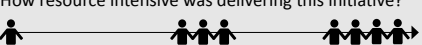
Team score **out of 5** for whether the initiative reached the targeted priority population group:

Why was this score given?

**Efficiency:** The outputs - time, money and resources spent on initiative

How much time was spent on organising this initiative?  


How much money was spent on delivering this initiative?  


How resource intensive was delivering this initiative?  




# Template 7

## Evaluation Spreadsheet

[ Reference screenshot of Template 7 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all templates.

<b>Stats and Stories Data Collection</b>	
Initiative Name	<i>Example initiative</i>
<b>EFFECTIVENESS - WHICH FOCUS AREA DID YOU AIM TO ADDRESS?</b>	
Date range of initiative	<i>5/7-19/7</i>
Brief description	<i>3 week beginners running program designed to increase physical activity</i>
<b>Which focus area did this initiative aim to achieve (select as many that apply - 1 per row)</b>	
Focus area 1	<i>Increasing opportunities to be active</i>
Focus area 2	<i>Strengthening community engagement and social connectedness</i>
Focus area 3	
Focus area 4	
Delivery partners	<i>Fitness r Us</i>
Any additional aims?	<i>Providing opportunity for participants to meet new people</i>
Team score out of 5 on how effectively aims were met (drop-down - select one)	<i>Score 5: There was activity, all objectives were delivered and there were unanticipated positive outcomes</i>
Staff observations/why was this score given?	<i>Great engagement!</i>
<b>EQUITY - WHO IS ACCESSING SERVICES?</b>	
Participant attendance details (e.g. wk. 1 x participants, wk. 2 x participants)	<i>wk1 - 20 wk2 - 17 wk3 - 15</i>
Total attendances (only single number in this field - include all attendances listed above)	<i>52</i>
Percentage of participants who have not participated in a similar initiative before at the Wellbeing Hub	<i>75%</i>
Percentage of participants from target postcodes (insert target postcodes)	<i>1</i>
<b>Which priority population groups did the initiative reach? (drop - down - select as many that apply)</b>	
Primary population group	<i>Young people (13-18 years)</i>
Population group 2	<i>Parent/caregivers</i>
Population group 3	
Population group 4	
Population group 5	
If other, please specify	<i>Grandparents</i>
Team score out of 5 for how effectively the priority population groups were reached? (select one)	<i>Score 4: Effective in reaching key population groups, but still room for improvement</i>
Staff observations/why was score given?	<i>Initiative had good reach however some groups remain underrepresented</i>
<b>EFFICIENCY - TIME, MONEY AND RESOURCE OUTPUTS</b>	
How much time was spent organising, delivering and evaluating? (drop-down - select one)	<i>Score 2: 10-16 hours</i>
How much money was spent on the initiative? (drop-down - select one)	<i>Score 1: Less than \$500</i>
How resource intensive was organising, delivering and evaluating? (drop-down - select one)	<i>Score 2: Somewhat easy to set up</i>
Comments on outputs	<i>Running coach did most of the work including set up and facilitating</i>

<b>ACCEPTABILITY - WAS THE INITIATIVE CARRIED OUT IN A SENSITIVE WAY?</b>	
What worked well? (Team observations)	<i>All participants were well engaged throughout all sessions</i>
What could be improved? (Team observations)	<i>A timetable and social media post could assist in reminding people about the sessions on a weekly basis</i>
<b>APPROPRIATENESS - HOW DID PARTICIPANT'S INVOLVEMENT IN THIS INITIATIVE CONTRIBUTE TO ACHIEVING YOUR LONG TERM GOAL?</b>	
DIRECTLY AFTER initiative (within 24 hours) - how many people were invited to participate in evaluation?	52
DIRECTLY AFTER initiative (within 24 hours) - how many people participated in evaluation?	20
Response rate (total who participated/total who were invited to participate x 100)	38
DIRECTLY AFTER initiative - how much did attending this program contribute to meeting aims/goal (e.g. contribute to wellbeing)? (average score out of 5 will calculate after entering scores below)	4.4
Number that scored 5	15
Number that scored 4	2
Number that scored 3	
Number that scored 2	1
Number that scored 1	2
Standardised question used and rating scale	Tell us how you feel! How much did you enjoy learning to run? 1 - Not at all, 2 - Not much, 3 - Not sure, 4 - a little bit, 5 - a lot. Why?
DIRECTLY AFTER initiative - Participant's comment on how it achieved the goal (e.g. contributed to wellbeing/why they scored that way)	<i>I didn't want to leave!</i>
<b>GENERAL TEAM OBSERVATIONS</b>	<i>This was a really positive 'learn to run' group as there was so much connection between participants that they decided to go to the café afterwards for a coffee</i>
<b>OUTPUTS VS RESULTS MATRIX</b>	
<b>Results</b>	
Team score out of 5 on how effectively aims were met (AUTOFILL FROM ABOVE)	5
Team score out of 5 for how effectively initiative engaged with priority populations (AUTOFILL FROM ABOVE)	3
<b>RESULTS: Score provided by Effectiveness/Equity/Appropriateness questions</b>	<b>4.1</b>
<b>Outputs</b>	
How much time was spent on organising and delivering this initiative? (AUTOFILL FROM ABOVE)	2
How much money was spent on organising and delivering this initiative? (AUTOFILL FROM ABOVE)	1
How resource intensive was organising and delivering this initiative? (AUTOFILL FROM ABOVE)	2
<b>OUTPUTS: Score provided by time, money and resources spent delivering questions</b>	<b>1.7</b>




# Template 8

## Chats about Change

[ Reference screenshot of Template 7 below ]

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OFFICIAL  
WELLBEING HUB PROCESS & IMPACT EVALUATION

## Chats about Change

NAME OF INITIATIVE

DATE OF COMMENCEMENT

SHORT DESCRIPTION OF THE INITIATIVE:

**Which focus area did this initiative aim to address?**  
(Hub to define focus areas below)

**Which priority population group is this initiative targeting?**

Children (0-12 years)	Young people (13-18 years)
Parents/Caregivers	Families (as one)
General population	People with a disability
Aboriginal and/or Torres Strait Islander People	Culturally and Linguistically Diverse Communities
Other (please state): <input style="width: 200px;" type="text"/>	

**Background**  
What issue is this work attempting to address?

**Objectives**  
What specific activities will occur as part of this piece of work that will directly impact local people's wellbeing?

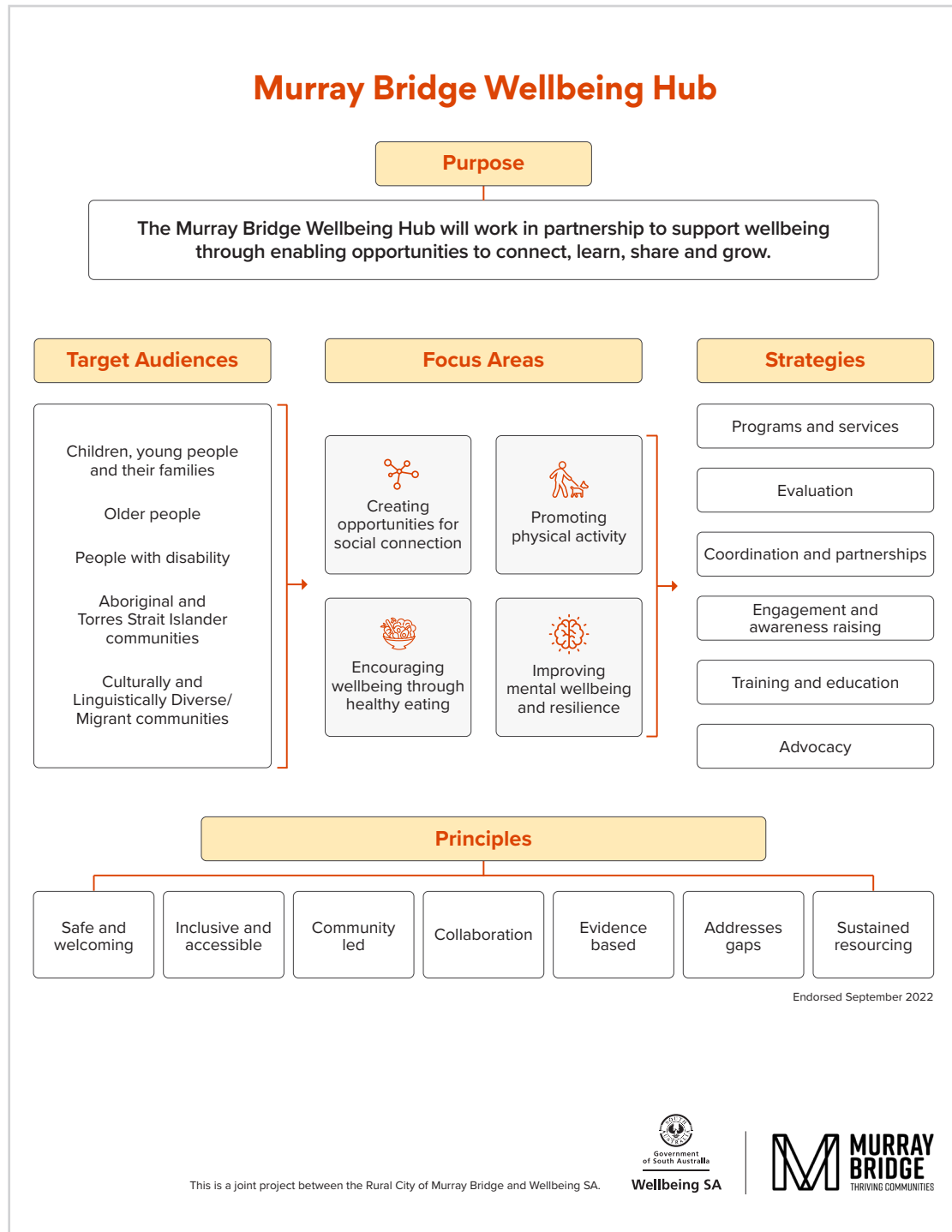
**People & Partners**  
Who was involved in this initiative? Include local partners, volunteers or participants. Provide as much detail as possible.

# Appendix 1

## Murray Bridge Wellbeing Hub Concept Plan

[ Reference screenshot of Appendix 1 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all appendices.



# Appendix 2

## Wellbeing Hub Initiatives

[ Reference screenshot of Appendix 2 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all appendices.

Physical activity	Social Connection	Healthy Eating	Mental Wellbeing
<ul style="list-style-type: none"> <li>Group fitness programs and skill development (i.e. yoga, running groups) with a focus on different population groups such as young parents, older adults</li> <li>Walking groups</li> <li>10,000 Steps and <u>Billion Steps Challenge</u></li> <li>Development of parks and playground brochure and interactive map</li> <li>Development of walking and riding trails map</li> <li>Active school holiday programs</li> <li>0-5yr old Active Storytime library groups</li> <li>Active playgroups</li> <li>Come and try sports days/ workshops</li> <li>Organised nature walks</li> <li>Bike maintenance programs</li> <li><u>Play Streets</u></li> <li>After school sports programs</li> <li><u>Strength for Life</u> program</li> <li><u>Easy Moves</u></li> <li>Promote campaigns such as <u>'A Walk Can Work Wonders'</u></li> </ul>	<ul style="list-style-type: none"> <li>Learning and sharing skills workshops (art, craft, chess, singing, culture)</li> <li>Get to know your neighbour initiatives</li> <li>Age specific groups such as parents group, kids club, youth activities</li> <li>Yarn circles</li> <li>Social groups for those with disabilities</li> <li>Cultural initiatives</li> <li>English as second language classes</li> <li>Art and mural projects</li> <li>Whole of community movie screening and discussion events</li> <li>Youth gaming and virtual reality event</li> <li>Family fun nights</li> <li>Community activation initiatives – pop up activities in public spaces</li> <li>Youth leadership programs</li> <li>Promote and celebrate volunteering</li> <li>Strategies to address loneliness</li> <li>Provide opportunities for interaction with pets/animals.</li> </ul>	<ul style="list-style-type: none"> <li>Gardening workshops</li> <li>Establish a community garden</li> <li>Healthy eating/cooking programs (i.e. Kids in the Kitchen)</li> <li><u>Eat a Rainbow</u> program</li> <li>Compost workshops</li> <li>Come and try cooking day</li> <li>Healthy family meal preparation program</li> <li><u>Magic Harvest</u> program</li> <li>Supermarket tours</li> <li>Food co-operatives and healthy meal packs</li> <li>Farmers market or produce swaps</li> <li>Healthy food and catering policy</li> <li>Edible plantings in public spaces</li> <li>Open table community feasts</li> <li>Audit of drinking water fountains across Council</li> <li>Support sports clubs to have 'sugar free' and healthy eating options</li> <li>National Nutrition Week activities</li> <li>Ensure healthy food provision in council facilities and council-run activities</li> <li>Create opportunities to celebrate and share the cuisines of different cultures within the community</li> <li>Programs that allow for community collection and distribution of excess produce.</li> </ul>	<ul style="list-style-type: none"> <li>Mental wellbeing training for non-government organisations and business e.g. Mental Health First Aid training, Accidental Counsellor</li> <li>Work in partnership with local <u>Suicide Prevention Networks</u></li> <li><u>R U OK?</u> Day</li> <li>Promote Mental Health Awareness Month and associated activities</li> <li>Promote the Wellbeing Hub as a safe space</li> <li>Deliver programs/activities e.g.:             <ul style="list-style-type: none"> <li>- Mindfulness</li> <li>- Art therapy</li> <li>- Improving sleep</li> <li>- Resilience</li> <li>- Self-care</li> <li>- Journaling</li> <li>- Peer support across topics</li> <li>- Drawing/art for wellbeing</li> </ul> </li> </ul>

### Initiatives with a broad health and wellbeing focus

- Develop a Council Wellbeing Plan or Strategy
- Establish a Community Wellbeing Reference Group
- Develop a Young Wellbeing Leaders program
- Get Healthy Coaching Service – A free telephone service
- Wellbeing wallet
- 5 Ways to Wellbeing
- Healthy Workplaces Service



# Appendix 3

## Playford Wellbeing Hub Timetable

[ Reference screenshot of Appendix 3 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all appendices.

### NOVEMBER 2022

The Playford Wellbeing Hub offers a range of programs and services to support community physical, social and mental health and wellbeing.  
 For more information contact JMC on 8480 0100 or email [jmc@playford.sa.gov.au](mailto:jmc@playford.sa.gov.au)

**John McVeity Centre ~ 182 Peachey Road, Smithfield Plains**  
**The Precinct ~ 112 Coventry Road, Smithfield Plains**



PLAYFORD  
**WELLBEING  
HUB**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
<p><b>FREE</b> Community Garden Catch Up</p> <p>9.30am-11.30am</p> <p>All community welcome Contact Nat on 82560372 for more info</p> <p>THE PRECINCT</p>	<p>Anglicare Community Group</p> <p>9.30am-11.30am</p> <p>For parents—meet new people, guest speakers, fun activities. Contact Leonie 0407977351 or Melissa 0409755973</p> <p>THE PRECINCT</p>	<p>Green It Yourself Playford!</p> <p>9.30am-11.30am</p> <p>A fun monthly program about living sustainably &amp; taking care of the environment. Booking via Eventbrite.</p> <p>THE PRECINCT</p>	<p><b>FREE</b> Tree Tots</p> <p>10.30am-11.30am</p> <p>Storytime in the garden! Reading and nature play presented by Playford library for kids aged 2 to 5 years. Register via Eventbrite</p> <p>THE PRECINCT</p>	<p>Play Gym</p> <p>9.30am-10.30am</p> <p>For ages 6mths to 6yrs A parent supervised play session for pre-schoolers. Cost per session/per family Call 8480 0100 for more info</p> <p>JOHN MCV EITY CENTRE</p>	
<p><b>FREE</b> Maggie Moo Playgroup</p> <p>9.30am-10.30am</p> <p>Interactive music and singing session to develop memory, language while having fun! Bookings via Eventbrite</p> <p>JOHN MCV EITY CENTRE</p>	<p>Church Basketball SA</p> <p>Juniors 4.15pm-6.30pm Seniors 6.30pm onwards</p> <p>Basketball Competition Fees apply call 0476262011 for more info</p> <p>JOHN MCV EITY CENTRE</p>	<p>Come N Try Badminton</p> <p>4-4.45pm (5-8yrs) 4.45-5.30pm (9-12yrs)</p> <p>Come n Try badminton! Bookings via Eventbrite Fees apply</p> <p>JOHN MCV EITY CENTRE</p>	<p>Immunisation Clinic</p> <p>1.30pm-4.30pm 5.30pm-7.30pm</p> <p>Walk in clinic. No appointment needed. Call 82560118 for more info.</p> <p>JOHN MCV EITY CENTRE</p>	<p><b>FREE</b> Community Garden Catch Up</p> <p>9.30am-11.30am</p> <p>All community welcome Contact Nat on 82560372 for more info</p> <p>THE PRECINCT</p>	
<p>Anglicare Baby Love</p> <p>9.30am-11.30am</p> <p>A place for people caring for young babies to come together. Contact Leonie 0407977351 or Melissa 0409755973</p> <p>THE PRECINCT</p>	<p>After School Craft Party</p> <p>4pm-5.30pm</p> <p>Join us for a range of fun craft activities after school. Bookings via Eventbrite.</p> <p>THE PRECINCT</p>	<p>Senior Social Futsal (16+)</p> <p>6.30pm-9.30pm</p> <p>Registrations are now FULL To go onto the waitlist contact Andrew on 84800100</p> <p>JOHN MCV EITY CENTRE</p>	<p>Cirkidz Satellite</p> <p>4pm-6pm</p> <p>To book call 83465735 Circus Skills &amp; Parkour Two sessions available either 4pm or 5pm. For ages 5-12yrs Fees apply.</p> <p>JOHN MCV EITY CENTRE</p>	<p>Gentle Fitness</p> <p>10.45am-11.30am</p> <p>Join us for a fun fitness group session outside in the Precinct garden. All fitness levels welcome. Bookings via Eventbrite.</p> <p>THE PRECINCT</p>	
<p>Women's Social Netball (16+)</p> <p>Register your team now!</p>  <p>REGISTER YOUR INTEREST</p> <p>JOHN MCV EITY CENTRE</p>	<p>Fair Dinkum Yoga</p> <p>7pm-8pm</p> <p>Adults only, fees apply yogafairdinkum@gmail.com</p> <p>JOHN MCV EITY CENTRE</p>	<p>Kids Yoga with Renee</p> <p>3.45pm-4.30pm</p> <p>November 16th, 23rd, 30th Ages 4-8 years \$15 per session To book call 0435505422</p> <p>JOHN MCV EITY CENTRE</p>	<div style="border: 2px solid red; padding: 5px; text-align: center; font-weight: bold; color: white;">                 FOR HIRE             </div> <p>Spaces are available at both JMC and The Precinct for corporate &amp; private events!</p> <p>Function Rooms Sports Courts Meeting Rooms</p> <p>Call 84800100 for more info</p>	<p><b>FREE</b> STEAM Hub</p> <p>4pm-6pm</p> <p>Presented by Playford Library For ages 10+ A place to create anything! Access 3D printers, Lego, computers, VR &amp; more. Book via Eventbrite</p> <p>JOHN MCV EITY CENTRE</p>	
<p>Anglicare Kids Club</p> <p>3pm-4.30pm</p> <p>After school fun activities &amp; homework support. Contact Leonie 0407977351 or Melissa 0409755973</p> <p>THE PRECINCT</p>	<p>All bookings for sessions through Eventbrite can be found here:</p> <p><a href="http://playfordwellbeinghub.eventbrite.com.au">playfordwellbeinghub.eventbrite.com.au</a></p> 	<p>Just Kicks Taekwondo</p> <p>5.45pm-6.30pm (4-6yrs) 6.45pm-8pm (7+yrs)</p> <p>justkickstkd@hotmail.com.au Fees apply.</p> <p>JOHN MCV EITY CENTRE</p>	<p>Function Rooms Sports Courts Meeting Rooms</p> <p>Call 84800100 for more info</p>	<p><b>FREE</b> Youth Hub Fridays</p> <p>4pm-6pm</p> <p>A MONTHLY youth hang out to play a variety of sports! Ages 12-17 only No booking required</p> <p>JOHN MCV EITY CENTRE</p>	
SUNDAY					
<p>Just Kicks Taekwondo</p> <p>5.45pm-6.30pm (4-6yrs) 6.45pm-8pm (7+yrs)</p> <p>justkickstkd@hotmail.com.au Fees apply.</p> <p>JOHN MCV EITY CENTRE</p>	<p>Bridge City North Church</p> <p>10am-11.15am</p> <p>For more info 0400972763</p> <p>JOHN MCV EITY CENTRE</p>	<p>Mercy Ministry of Nations Church</p> <p>12.30pm-3.30pm</p> <p>For more info 0478584291</p> <p>JOHN MCV EITY CENTRE</p>	<p>Senior Social Futsal (16+)</p> <p>Register your team now!</p>  <p>REGISTER YOUR INTEREST</p> <p>JOHN MCV EITY CENTRE</p>	<p>Faith Alive Centre Church</p> <p>1.30pm-4pm</p> <p>For more info 0451623207</p> <p>JOHN MCV EITY CENTRE</p>	




# Appendix 4

## Creative Evaluation Tools and Techniques

[ Reference screenshot of Appendix 4 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all appendices.



OFFICIAL  
Creative Evaluation Tools and Techniques

## Creative Evaluation Tools and Techniques

Creativity and innovation form the basis for the tools and techniques used to evaluate Wellbeing Hub initiatives. The evaluation process should be engaging for both the Wellbeing Hub delivery team, partners and participants, noting requirements to accommodate different levels of literacy, including digital literacy. The examples provided below are techniques that can be used to capture information from participants 'at the event.'

More than one technique may be needed to collect responses to the following:

**How much did attending X contribute to your wellbeing?**

1. Not at all
2. Not much
3. Not sure
4. A little bit
5. A lot

Why?

**Creative ideas and techniques:**

- **iPad voting and survey on departure** – rate this initiative type or activity.
- **Human poll at end of structured event** – ask people to stand on a line to share how much impact they feel X has had on their wellbeing – and then explain why.
- **'Did we hit the target poster?'** – place your dot on the circle 1-5 and use sticky notes to write what they enjoyed/what could be improved.
- **Emoji votes** – choose an emoji that expresses how this session has made you feel.
- **The Postcard Method** – a Wellbeing Hub postcard that includes space for the participant to rank how much the event contributed to their health and wellbeing, plus space to write the 3 things that most resonated with them. The content of the postcards is used for evaluation purposes, but also mailed to participants at a later date to remind them of their learnings.
- **One-to-one speed-interviews** with participants at end of/during events.
- **Video vox-pop style interviews** with participants at end of/during events.
- **Scan a QR code with your phone camera** – use Survey Monkey or Mentimeter to ask the 4 questions - or 5 QR codes to scan (1-5).
- **Sensory surveys** – pipes with balls, pots with coloured pens.
- **Comment bins** for name badges (if worn) – ten bins – put your name badge in the bin (1-5) to tell us what you thought.

1

# Appendix 5

## Playground Detectives Stats and Stories

[ Reference screenshot of Appendix 5 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all appendices.

NARACOORTE LUCINDALE WELLBEING PROCESS & IMPACT EVALUATION

# Stats & Stories #12

- PLAYGROUND DETECTIVES - 11/4/22 - 2/5/22 -

Families could collect their free Playground Detectives brochure from the Naracoorte Library, visit any 5 of the 8 parks listed and at each playground be a detective to find the answer to both questions and rate the park out of 5.

### EFFECTIVENESS

**Which focus area did this initiative aim to address?**

- INCREASING OPPORTUNITIES TO BE ACTIVE
- IMPROVING WELLBEING THROUGH FOOD
- STRENGTHENING COMMUNITY ENGAGEMENT AND SOCIAL CONNECTEDNESS
- SUPPORTING POSITIVE MENTAL HEALTH AND WELLBEING

**DELIVERY PARTNERS -**

Naracoorte Lucindale Council

**ANY ADDITIONAL AIMS?**

The primary aims were to increase awareness of local parks and playgrounds, and create opportunities for unstructured physical activity.  
Secondary outcome was to provide activities for children and families to participate in throughout the school holidays.

**TEAM SCORE OUT OF FIVE ON HOW EFFECTIVELY AIMS & OBJECTIVES WERE MET** A 5

**WHY WAS THIS SCORE GIVEN?**

All outcomes set for the program were achieved and this was reflected in the feedback from participants and parents/carers. There was also a positive buzz around the community in relation to this initiative.

### EQUITY

**Who is accessing services at the hub?**

**TOTAL NUMBER OF PARTICIPANTS/ATTENDANCES**

163

163 brochures were collected

**% OF PARTICIPANTS WHO HAVE NOT PARTICIPATED IN A WELLBEING HUB ACTIVITY BEFORE** 72%

**WHICH PRIMARY AUDIENCES DID THIS INITIATIVE REACH?**

- CULTURALLY & LINGUISTICALLY DIVERSE PEOPLE
- CHILDREN, YOUNG PEOPLE & THEIR FAMILIES
- OLDER ADULTS  OTHER If other, note here

**TEAM SCORE OUT OF FIVE FOR WHETHER INITIATIVE REACHED TARGETED KEY POPULATIONS** B 5


**WHY WAS THIS SCORE GIVEN?**

This initiative was effective in reaching children and families including grandparents. Participants who completed their entry form were between the age of 2 years and 13 years.


### EFFICIENCY

**The outputs - time, money and resources spent on initiative**


**HOW MUCH TIME WAS SPENT ON ORGANISING THIS INITIATIVE?**

 C 1

**HOW MUCH MONEY WAS SPENT ON DELIVERING THIS INITIATIVE?**

 D 1

**HOW RESOURCE INTENSIVE WAS DELIVERING THIS INITIATIVE?**

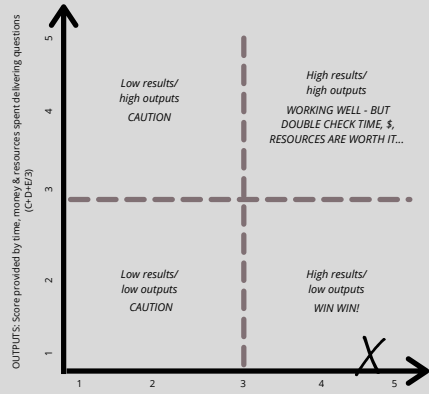
 E 1

**COMMENTS**

There was a couple hours of set up including creating the questions and designing the brochure, however once the brochure was set there was minimal input from staff throughout the program. If the program were to be run again it would take less time as only the questions and minor details will need to be changed.

### OUTPUTS VS RESULTS MATRIX

**Were the time, money and resources well spent, given the benefits?**



RESULTS: Score provided by Effectiveness/Equity/Appropriateness questions (A+B+F+G+E/4)

## ACCEPTABILITY

### Was the initiative carried out in a sensitive way?

#### WHAT WORKED WELL ABOUT THIS INITIATIVE?

The initiative was very successful, 163 brochures were distributed and we received 30 entries. It is assumed that most people who collected a form participated in the program. Completion of the entry form was for NLC evaluation purposes. Participants who completed their entry form went into the draw to receive a \$50 Sportspower Voucher.

#### WHAT COULD WE IMPROVE ON NEXT TIME?

There is nothing that needed to be improved.

However the concept could be easily adapted to other scavenger style hunts ideas could include Naracoorte Trails or healthy eating.

## APPROPRIATENESS

### How did being involved in this initiative contribute to the participants mental and/or physical wellbeing?

#### IMPACT OF INITIATIVE DIRECTLY AFTER EVENT (WITHIN 24 HOURS)

**163** people invited to participate in evaluation

**25** people participated in evaluation

**15** % response rate

#### QUESTION ASKED TO EVALUATE APPROPRIATENESS -

Has this activity encouraged you to visit your local parks more often?

1. No 2. Not much more 3. Not sure 4. A little bit more 5. A lot more

AVERAGE SCORE

F **4.4**

#### PARTICIPANT COMMENTS ON HOW THE INITIATIVE CONTRIBUTED TO THEIR IMMEDIATE WELLBEING -

"Thankyou for this initiative. It **encouraged us to visit playgrounds that I had forgotten about, including a couple within walking distance of our home** on Fourth Ave. Even the pamphlet has been designed to fit in a pocket or a handbag. Such a wonderful idea. Thankyou from a happy Mum and toddler xx" **"My Daughter had lots of fun** doing it" "Gladys McTernan Park is a massive area but have very limited play equipment" "We have just moved to Naracoorte from England! Thank you ☺" "Just moved from the UK! **Great to explore** - girls LOVED IT!!" **"I loved all the parks"** "Great activity, our kids loved doing it. Thank you" "Such an **excellent idea** - we had a great time" "I had **fun** visiting the playgrounds" **"Wasn't aware there are so many parks** in the local area. Top Job!!" "Leicester Park very good" "The parks were fun" "It was lovely having small parks around town for neighbourhoods. Gladys McTernan Park and Barclay Park would benefit from screening trees for more privacy of neighbouring houses. Lucindale was the best park and the only one that had something for older kids!" "Nice to see works happening at Gladys McTernan Park. We living in Harding Court previously but found the park not great for the kids. It will be a huge asset for the area once improvements are done ☺" "Loved spinner at Barclay Park" "The girls definitely enjoyed the Playground Detectives together, it was **a great day for best friends to go on an adventure**"

## GENERAL TEAM/EXPERT IMPACT OBSERVATIONS

Participants liked the initiative because they were able to complete the program at their own time and pace, they also liked the initiative because the brochure was pocket sized.

250 brochures were printed with 87 brochures left over, the left over brochures will still be available for people to use and complete. This was the first time running a program like this so we were unsure on the number of brochures to print.

How this program meets the outcomes of the Naracoorte Lucindale Wellbeing Plan:

- Identify ways people can be more active
- Facilities are provided and maintained to encourage and support physical activity
- People feel more connected as a community





# Appendix 6

## Playford JMC Front Entrance Placemaking Chats about Change

[ Reference screenshot of Appendix 6 below ]

Email [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au) to request the Dropbox link to access all appendices.

PLAYFORD WELLBEING HUB PROCESS & IMPACT EVALUATION

# Chats about Change # 1

- JMC Front Entrance Placemaking- October 2021 -

*Art installation at the front entrance of the John McVeity Centre (JMC) inspired by the Wellbeing Hub logo*

<b>Which focus area did this initiative aim to address?</b>	<b>Which key target audiences is this initiative targeting?</b>
<input type="checkbox"/> CREATING OPPORTUNITIES TO BE ACTIVE <input type="checkbox"/> ISUPPORTING WELLBEING THROUGH FOOD <input type="checkbox"/> STRENGTHENING SOCIAL CONNECTEDNESS TO FOSTER WELLBEING <input checked="" type="checkbox"/> ENCOURAGING COMMUNITY CAPACITY BUILDING & CONNECTION TO THE HUB	<input type="checkbox"/> CHILDREN (0-12 YEARS) <input type="checkbox"/> PARENTS/CAREGIVERS <input checked="" type="checkbox"/> GENERAL POPULATION <input type="checkbox"/> PEOPLE WHO IDENTIFY AS ATSI <input type="checkbox"/> OTHER (PLEASE NOTE) <input type="checkbox"/> YOUNG PEOPLE (13-18 YEARS) <input type="checkbox"/> FAMILIES (AS ONE) <input type="checkbox"/> PEOPLE WITH A DISABILITY <input type="checkbox"/> PEOPLE FROM CALD BACKGROUNDS
<b>Background: What issue is this work attempting to address?</b>	
<p><i>Create spaces at the Wellbeing Hub that encourage conversation, interaction and a place of welcome with an artistic flare! This was the third element of a larger placemaking project to link The Precinct and JMC as the Wellbeing Hub and create connection through colour themes. The other elements included placemaking via tree wrapping and yarn bombing along the connector road between JMC and The Precinct, and some painting of The Precinct fence to encourage pedestrian entrances.</i></p>	
<b>Objectives: What specific activities will occur as part of this piece of work that will directly impact local people's wellbeing?</b>	
<p><i>Artists were contracted to complete the work inspired by the Wellbeing Hub logo to give the Wellbeing Hub a presence at the front of the John McVeity Centre - to create a talking point to gain community interest and connection.</i></p>	
<b>People &amp; Partners: Who was involved in this initiative? Include local partners, volunteers or participants. Provide as much detail as possible.</b>	
<p><i>City of Playford and artist Monica Pritchard in conjunction with Glen Duncan Construction</i></p>	
<b>Challenges: What have been the key challenges to making this initiative a success?</b>	
<p><i>Time, weather, durability of installation to ensure it is sustainable in the outdoor space, low maintenance and weatherproof. Process has been slow due to availability of the artist, yet the results are welcomed and positive.</i></p>	
<b>Impact: What evidence have staff or community members witnessed that demonstrates the impact that this work has had/or is likely to have?</b>	
<p><i>Participants from seniors group commented that we 'have done a wonderful job on this building- it looks so lovely now' When children enter the centre, they often interact with the shadows that the artwork cast and play games with them. Many Facebook interactions after sharing the final installation- multiple page shares and positive feedback, including "Superb". "Love it, it looks so colourful". On a Facebook post responding to a video of the hail storm - "Glad to see none of the new coloured decal things were damaged! They look great :)" "Love it so colourful" "How clever, what type of roofing is this? Love the colours and shapes".</i></p>	
<b>Reach: How many community members are likely to be impacted by this change?</b>	
<p><i>Everyone that enters the John McVeity Centre would be impacted by this- it is estimated that there are on average 36,555 people that come through the entrance at JMC each year (includes repeat customers).</i></p>	





## Contact Us

For more Wellbeing Hubs information and support contact:

**Preventive Health SA,  
Strategy and Partnerships Team**

**Email:** [preventivehealthsa.strategy@sa.gov.au](mailto:preventivehealthsa.strategy@sa.gov.au)

**Website:** [www.preventivehealth.sa.gov.au](http://www.preventivehealth.sa.gov.au)

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