

CoPP Funded Programs

PROGRAM	FUNDING	DETAILS	LIAISON / COPP DEPARTMENT
Get Out Of Town	\$ 36,000.00	<p>Holiday activity program for vulnerable, at risk and isolated Port Phillip families. Provides support and engagement to over 500 participants a year. Partnership approach in linking families into other formal support services as needed. Has been running for 15 years.</p> <p>COVID19: Currently operating as phone & videoconferencing welfare support for all participants for past 3 weeks, with online activities and workshops via social media and private chat groups. More than 95% participants still engaged with a waiting list of new participants.</p>	Astrid Ajzensztat Child & Family Services
Recreation Access and City Of Voices	\$ 86,800.00	<p>Provides 6 support & engagement groups to over 85 isolated, vulnerable participants with disabilities and/or mental health issues per month. Includes Monday Drop In, Women's Activity group, City of Voices disability inclusive theatre group (25 years old), and a range of exercise & wellbeing programs for older isolated residents with health issues who are not linked into NDIS.</p> <p>COVID19: Currently operating as regular weekly one on one phone welfare support for all vulnerable participants for past 3 weeks, with online activities & weekly online live workshops & activities via Zoom. More than 95% participants still engaged with a waiting list of new participants.</p>	Laura Cattapan Disability & Ageing
Community Engagement/ ARCS Customer Service Training	\$ 12,825.00	<p>Provides 8 hours per week of community engagement and reception support at SPCC, delivering over 2000 community contacts, support & advice per year to vulnerable residents. Provides customer service and employment training to long term unemployed and vulnerable participants equivalent to 40 students per year (At SPCC and ESNLC). 91% of graduates transition into employment, skilled volunteering or further study.</p> <p>COVID19: For past 3 weeks currently operating a virtual SPCC reception with main phone, email and social media still in operation. Transition to online training for all students with 85% still engaged.</p>	Formerly: Emma Blackford Currently: Not yet formally advised by CoPP (may be Laura Cattapan)
Waterfront Welcomers	\$ 24,000.00	<p>Provides volunteering opportunities, training and support for over 50 older isolated residents, who in turn deliver over 800 volunteer hours inclusive of a greeting service to over 30,000 cruise ship passengers at Station Pier each season.</p> <p>COVID19: Plan ready to redeploy volunteers to a phone social support program for vulnerable, older residents who are self-isolating. Currently awaiting confirmation from COPP.</p>	Formerly: Tim Booth Currently: Not yet formally advised by CoPP (may be Carine Bouchier)



28/4/2020

Tony Keenan
Manager, Community and Economic Development
City of Port Phillip

Dear Tony,

RE: Proposal for minor variation to Waterfront Welcomers funding agreement

I am writing to provide the additional information that you have requested to support our recent request (dated 8th April, attached email) for Council approval to vary the 2019-20 Waterfront Welcomers funding agreement for the last 11 weeks of the programs' operation.

Over the first 37 weeks of operation the Waterfront Welcomers program has met or significantly exceeded most KPIs in the funding agreement and targets met in the previous year, as can be seen in the table below:

	2018/19 (Full Year)	2019-2020 (to 15 March)
Passengers & Crew greeted (Station Pier & Crew club):	15,030	15,054
Passengers and Crew to Bay Street:	1,450	2,647
Volunteer Numbers (Station Pier & Crew club):	312	476
Volunteer Hours (Station Pier & Crew club):	936	1592
Number of Volunteers Recruited:	36	56
No of Cruise Ships met (met 99.9 % of all non-turnaround ships docked during season)	72	84
Coordination hours	208	420
Delivery of 2 months training program to all volunteers		completed

Due to the COVID19 pandemic and early closure of the cruise ship season on 15 March, the Waterfront Welcomers program has not been able to complete all activities as scheduled. The only deliverables that have not been met to date are:

- Waterfront Welcomers passenger greetings, recruitment & training program operated for 37 weeks instead of 48 weeks
- We have not been able to complete the provision of pop-up information stalls and roaming welcomers at key tourist sites, markets & events in Port & South Melbourne that were planned for mid-April and May.

At Council's request, the Waterfront Welcomers program has also completed significant additional duties outside of the funding agreement to assist the 'Council Crew Club' project between November and March. This has enabled us to meet or exceed all deliverables within the shorter 37 week timeframe.

However, SPCC are eager to continue to support and engage our Waterfront Welcomers volunteers and provide community support for the remaining 11 weeks of our funding agreement. As such, I am writing to you to propose the *Port Phillip Welcomers* interim program.

In this model the Waterfront Welcomers Coordinator will form an alliance with Star Health SHIP, Port Melbourne Rotary, and engage with referring agencies and coordinate and match existing Waterfront Welcomers volunteers to vulnerable residents isolated due to COVID19 by providing regular phone response, emotional support and engagement, and general information and referrals.



The Why:

- We are aware that there are a number of crisis and mainstream welfare providers in Port Phillip who are able to manage more complex welfare provision and emergency relief logistics, but these services often do not have the capacity to meet the demand of isolated residents who need general social support and connection during this challenging time.
- Port Phillip has some of the highest proportions of older people living alone in Victoria and many of these residents who are self-isolating due to pre-existing health issues are facing significant challenges.

The What:

- The main role of the program is to provide regular social support and connections via phone/video conferencing to older isolated residents during COVID19 isolation.
- We would target older isolated residents who don't already have community or welfare support and match them with an existing Waterfront Welcomers volunteer.
- The Waterfront Welcomers volunteers will:
 - Help residents get online and connected with their community
 - Provide a supportive weekly (or as needed) phone/video catch up
 - Provide general advice and support around how to manage daily life in isolation
 - Help set up grocery deliveries, pharmacy deliveries and other 'life admin' needs
 - Give info and referrals to welfare, health or social work services as needed.

The How:

- SPCC reception is still accessible via phone, email and social media and we have an easy to use and recognised central contact point. All enquiries would be referred to the Waterfront Welcomers Coordinator.
- The Waterfront Welcomers Coordinator who would screen the resident and match them to the appropriate Waterfront Welcomers volunteer who would stay in regular contact and provide ongoing support.
- SPCC to liaise with and promote the service to Daylinks, Linking Neighbours, SHIP and other service providers.
- All Waterfront Welcomers have been trained as volunteers, security screened, have had OHS training, and are trained in community engagement and how to provide general community information.
- SPCC has a management team with experience in welfare provision and crisis response to ensure we are operating this program in a way that is safe to volunteers and the wider community.
- SPCC has comprehensive volunteer and PL insurance, OHS systems and a strong administrative base to support this program. Many similar programs are being rolled out by Neighbourhood houses across Victoria.
- The *Port Phillip Welcomers* would sit alongside mainstream welfare providers, and complement their provision, not replacing it, and would have the capacity to refer residents to welfare programs as appropriate. Welfare providers also would be very welcome to refer residents who are merely in need of social connection to our service.

We are confident that the proposed **Port Phillip Welcomers** model will provide considerable community benefit in these challenging times and use the existing excellent volunteer and program resources we have developed. This will keep the Waterfront Welcomers volunteers engaged for the full 48 weeks and deliver considerable community benefit to isolated residents during the pandemic. We would also make sure to acknowledge the role that Council plays in enabling this interim model and its impact.

I would also like to note that the Waterfront Welcomers program has been without a formal Council liaison since the resignation of Tim Booth late last year and we look forward to formalising the process with you in the future. Carine Bouchier has been great in assisting our enquiries in the interim.

If you have any questions related to our proposal please feel free to contact me via email on my mobile 0408 318 815. We look forward to hearing from you soon.

Sincerely,

Kate Kelly
Manager