

Requirements & suggestions	Methods/evidence	Current situation	Intended actions & date for completion
Is the organisation meeting its performance measure targets as outlined in the NHCP Guidelines?			
The Survey link should arrive via email in February each year. You are given approximately 3 weeks to complete this	1. Completion of Annual Neighbourhood House Survey online through survey link by the stipulated date		
Information about when this needs to be completed will be sent via email	2. Completion of the Annual Neighbourhood House Census in either of the stipulated weeks.		
Read- Program Aims section of NHCP Guidelines- pages 2-3	3. be open for at least as many hours as the Neighbourhood House Coordination Program provides coordination funding		
Count the number of hours the Neighbourhood House delivers and ensure that there are activities for twice as many hours as the House is funded for e.g. 20 hours funding = 40 hours of programs per week if open in the school holidays. If not open in the school holidays then you must provide 52 hours per week to make up for those weeks you are not delivering	4. provide at least twice as many activity hours as the number of coordination hours funded by the NHCP. Activities may be provided concurrently.		

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Ensure program activities are suited to a range of people in your communities in terms of ages, cultural diversity and needs	5. promote participation in the neighbourhood house program and activities by diverse community groups and individuals		
Ensure program is balanced so that it offers different courses and activities depending on demographics identified	6. provide a balanced mix of community development planning and activities that achieve each of the program aims		
Complete and share Annual Plan on request	7. It is expected that the planning, development and delivery of these program requirements will be based on a documented annual plan.		
Participation can include: <ul style="list-style-type: none"> • representation on the committee of management • attendance at network events and professional development opportunities • engagement with the network for management and governance support, program development & strengthening regional linkages. 	8. All neighbourhood houses funded through the Neighbourhood House Coordination Program should participate in the governance, management and activities of their neighbourhood house network.		
Have Data reports been provided to the Department in a timely manner?			

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(funded organisations are legally required to provide this information)	9. Annual statements give true and fair view of financial position of the incorporated association at the Annual general meeting		
	10. Ensure any major organisational changes are contained within in the Annual report and (e.g. If there are changes to or from auspice or legal status the Department must be notified within 5 working days)		
	11. Upload of Annual report on Funded Agency Channel within 7 days of Annual General Meeting		
	12. Financial Accountability Report (FAR) uploaded online through Funded Agency Channel within 7 days of the Annual general Meeting		
	13. Risk Attestation completed online through Funded Agency Channel within 7 days of AGM		
	14. Annual Report to be sent to Regional Office Contact after the AGM		
Governance			

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Provide clear documented roles, responsibilities and accountabilities	15. Ensure all Committee or Board members are provided with a role description which clearly outlines their role and responsibilities		
	16. Ensure all staff members and volunteers are provided with clear role descriptions which outline their roles and responsibilities		
	17. Provide induction to new COM members		
	18. Provide induction to new staff or Volunteers		
	19. Where possible, provide professional development to COM members and Volunteers		
	20. Ensure Staff members are provided with opportunities to develop their skills through professional development		
How does the organisation respond to a serious incident(s)?			
	21. Ensure appropriate policy procedures and incident reporting are in place and are managed to minimise risk and to record incidents appropriately		
Handling complaints			

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Does the organisation have an accessible complaints management process?	22. Ensure the complaints policy is easy to find on the website/in the program/available to the public	Copy of Complements & complaints Policy-	
Does the complaints management process allow for and inform improvements?	23. Ensure feedback from complaints is listened to and improvements made at the operational level		
Does the process include informing the complainant of the result of the process?	24. Ensure an appropriate response is given back to the person making the complaint		
Risk Management			
Physical risks need to be managed with the appropriate policies and procedures	25. Ensure a fire risk management strategy is in place/emergency action plan	Complete Risk Attestation on Funded Agency Channel	
Financial risks need to be identified and managed at the operational and governance levels with efficient and effective responses made to minimise these risks. Complete Risk Attestation on Funded Agency Channel Maintain current records, discuss and maintain understanding of financial situation at each governance meeting with COM formally acknowledging the report	26. Maintain effective financial management to ensure organisation remains financially viable and able to meet its debts and liabilities. Have policies and procedures that manage this. 27. Ensure that an independent financial audit of financials is completed for the Annual report if income exceeds \$200,000 per year		
General risk management - Policies should be kept up to date and adhered to	28. Good management practices should be in place to record decisions and ensure the		

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	<p>processes are followed through to minimise risks.</p> <p>29. Receive, manage and store information in accordance with the Privacy and Data protection Act 2014</p>		
<p>Strategic Planning</p> <ul style="list-style-type: none"> - Annual and Strategic Plans provide a vision that promotes safety and wellbeing as well as the ongoing provision of quality services and sustainability 	<p>30. Develop a Strategic Plan</p> <p>31. Develop an Annual or Business plan from the Strategic Plan for the current year</p>		
<p>Legal Status</p>	<p>32. Maintain requirements as an incorporated Association</p>		
<p>Safety Screening</p>	<p>33. Ensure safety screening and review processes are in place to monitor personnel having contact with more vulnerable members of the community at your Neighbourhood House or Learning Centre</p>	<p>Working with Children-</p> <p>Police record checks-</p> <p>Referee checks for staff-</p> <p>Referee checks for Committee-</p>	
<p>Quality of services</p>	<p>34. Activities of the organisation, both operational & governance</p>		

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	<p>must comply with the Service Agreement (pages 9-10) & the NHCP Guidelines in general to ensure transparency, accountability and levels of quality delivery are achieved.</p>		