

# Impact Statement 2017/2018

## 'Building Human & Social Capital'



palm beach  
neighbourhood centre

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### **PBNC offers:**

Programs for individuals & families

Community education

Volunteering opportunities

Community development

### **Reportable Service Outputs 2017/2018**

**1,579**

people were  
provided with  
information and  
referral

**2,518**

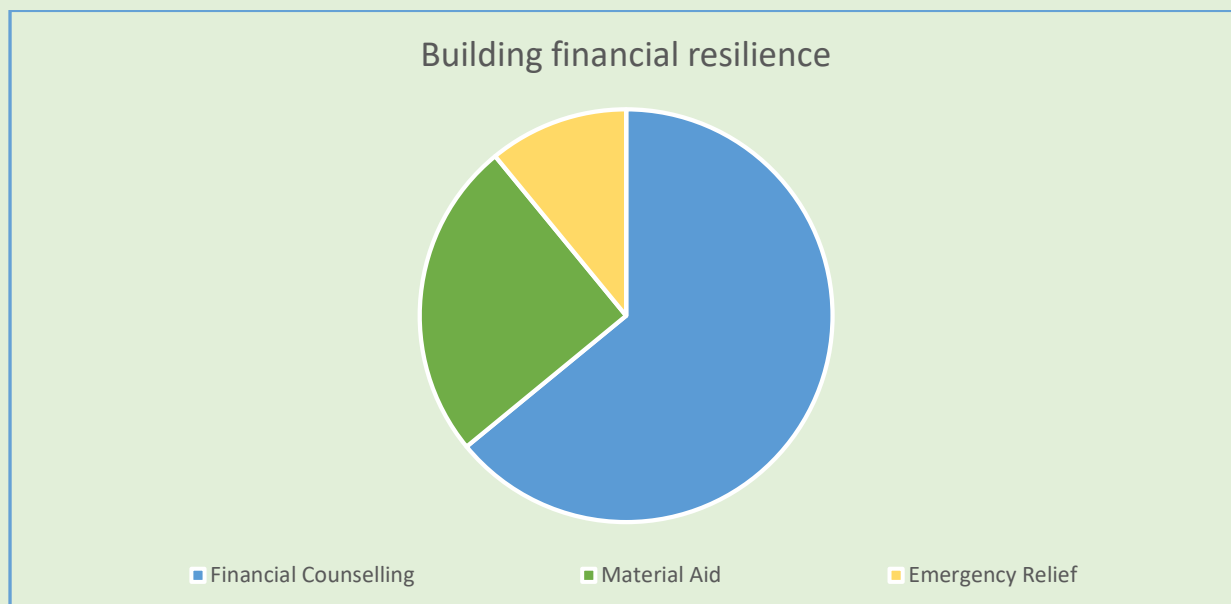
people benefitted  
from improved  
ability to access  
services

**1,118**

people benefitted  
from improved  
social  
connectedness

## People with improved financial inclusion 2017/2018

Through provision of financial counselling, material aid and emergency relief we assisted a further 671 people.



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## Participant Feedback

Upon exiting the service all participants are encouraged to provide PBNC with feedback of their experience. Below are the results of those who completed feedback forms. Feedback is then incorporated into our continuous improvement plan.

### Child & family counselling

**95%**

reported gaining strategies to assist them resolve their immediate issues

### Financial counselling

**100%**

reported gaining strategies to assist them resolve their immediate issues

### Material aid & community support

**100%**

reported gaining strategies to assist them resolve their immediate issues