



# **ARVOs: After-School Activities Community Engagement Feedback**

The Huon Valley Council's ARVOs: After-School program ran from 1 July 2020 to 30 June 2021.

The program was made up of three different activities, ARVOs Roving, Dover, and Huonville.

ARVOs Roving took place each Wednesday, with a pop-up play area being set up at different playgrounds (Cygnet, Ranelagh, Franklin and Geeveston) and skate-parks (Cygnet, Huonville, and Geeveston).

ARVOs Dover took place on a Thursday afternoon at the Dover District School, providing a pop-up play area for children and families of the Dover community.

ARVOs Huonville was held each Friday at the Huon Valley Hub, providing a space for youth come and play games (Magic, Nintendo Switch & Board Games).

A survey was put forward to the community to hear their feedback on the program. A total of 32 respondents completed online (22) and hard copy (10) surveys. The key findings are presented below.



### **Who are you?**

- Young Person - 45% (14)
- Adult with no children - 5% (2)
- Parent/Carer of children - 50% (16)

### **Which ARVOs activities did you and/or your family take part in?**

- Family Picnics (Cygnet, Geeveston & Dover) - 8.70%
- Playground Afternoon Teas (Ranelagh, Franklin & Geeveston) - 0%
- Playground pop-up activities (Ranelagh, Cygnet, Franklin & Geeveston) - 0%
- Skatepark Engagements (Cygnet, Huonville & Geeveston) - 21.74%
- After-School activities at Dover District School - 21.74%
- Huonville Youth Space (Friday Afternoons at the Huon Valley Hub) - 47.83%

The survey was administered in the last 2 weeks of the program, which did not include any of the playground afternoon teas or pop-up activities. Having an ongoing survey to gain feedback at all future events will be important for the future.

### **What did you think of the activities on offer? (outdoor games, organised activities, structured play, board games, Nintendo Switch tournaments).**

- Very Satisfied – 75%
- Satisfied – 20%
- Neither satisfied or dissatisfied – 5%

With 95% of respondents being satisfied or more with our activities, we can work towards continuing doing what worked before and refining what activities and events the community responds to the best.

### **How professional were the Youth Services Team?**

- Extremely Professional – 90%
- Somewhat Professional – 10%

### **How Friendly were the Youth Services Team?**

- Extremely Friendly – 70%
- Very Friendly – 30%

Overall, the Youth Services team was professional and friendly when running the activities and engaging with the community.



**How were the snacks and drinks on offer?**

- Very High Quality – 80%
- High Quality – 5%
- Neither High nor low Quality – 15%

**What did taking part allow you to do? (multiple answers allowed)**

- Come together as a community – 45%
- Socialise with other parents – 30%
- Allow Children/young people to play/engage – 80%
- Connect with other community members – 45%
- Learn more about the Huon Valley Council – 45%

**How did you hear about the ARVOs Program? (multiple answers allowed)**

- Huon Valley Council Facebook page – 15%
- Other Social Media – 10%
- Community Notice Boards – 5%
- Local Paper (Huon News & Channel Classifieds) – 5%
- School Newsletter/Communication – 25%
- Word of Mouth – 55%

Seeing that word of mouth and school newsletter/communication where the highest means of learning about the program is important. This will help us in becoming more effective in reaching out target audiences in the future.

**Other comments.**

“Having warm drinks was good, it was something to look forward too. “

“I like it when you are here, it makes the place nicer and more fun to be at. “

“My boys liked coming to school each week as they had this to look forward to.”

“Dover is an amazing place to live, but it feels like we miss out on a lot. This was a nice thing that Dover had for itself.”

“I think this Hub space is amazing for the kids and my son looks forward to it every week.”

“We did not have a space to play outside of school, this has been a great place to hang out with mates each week.”

“Spending time here is great, as is it a nice way to end the week.”



### **Reflections.**

Overall, the responses that we received from the Have Your Say survey indicated that the community was happy with the ARVOs program.

Being more proactive in seeking feedback at events and programs will help to increase community feedback and learn more about what does and does not work for our events.

The biggest learnings from this survey is where our community finds their information. Using the schools and community word of mouth networks will feature as key strategies moving forward. It is hoped that this will increase the reach of our communication and number of community members who hear about and access our programs and events.