

# Back 2 School & First Feet Project



## EVALUATION REPORT 2018

A Natural Disaster Recovery Initiative  
resourcing affected student's with  
shoes and stationary packs.



Whitsunday Neighbourhood Centre

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## About the Whitsunday Neighbourhood Centre

Since its beginnings 29 years ago, Whitsunday Community Services Inc has grown into an organisation that operates direct service delivery and community capacity building programs and services, provides for volunteerism and acts as an outreach service for several organisations.

The Neighbourhood centre has become a place where people can come together and tap into their community, creating a strong neighbourhood and hub of community activity.

Residents can access opportunities to enhance their health, social, educational and economic well-being. The neighbourhood centre supports local people to become more active, confident and resilient, and forms an integral part of the social fabric of the Whitsunday community.

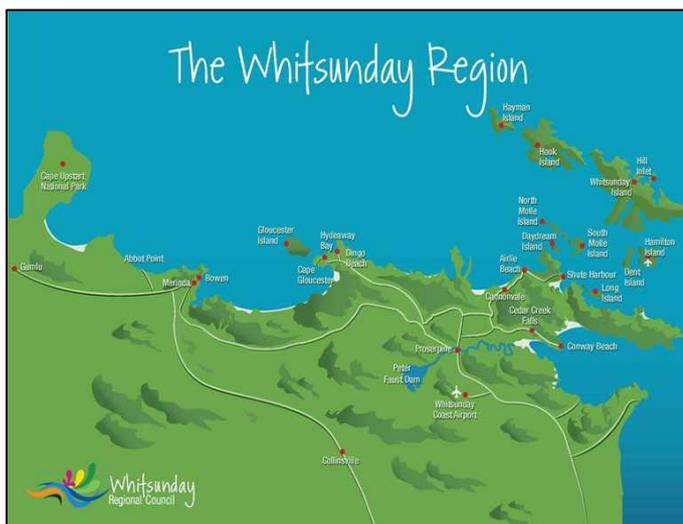
Our programs and services include: Family Support Program, Community Development Program, Emergency Relief Assistance, No Interest Loan Scheme (NILS), Scallywags Child Care (0-5 years), Justice of the Peace, Broadband for Seniors (IT educational support), Free Bread Scheme, My Time Parent Support Group, Legal Aid Outreach Centre, Alcoholics Anonymous (AA) Group, Narcotics Anonymous, Furniture Shed and Op Shop, Form Fill and Resume Writing Assistance (Numeracy & Literacy Support Program), Senior Bingo, Secondbite food relief, Centacare NQ Counselling Outreach Service.

Our multi-purpose rooms are hired by special interest groups like: Pilates, Mah-jong Social Group, Airlie Beach Bridge Club, Line Dancing, Sewing & Quilting Groups and Church Groups (Several Denominations).

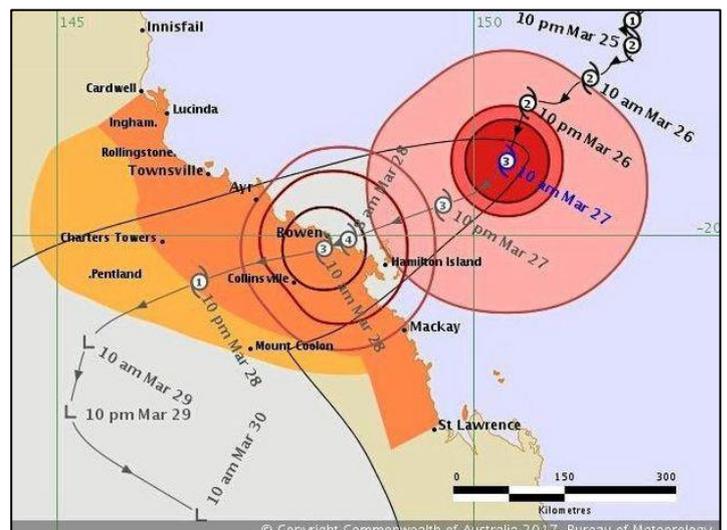
## The Natural Disaster Event

The Whitsunday Neighbourhood Centre is funded by Department of Communities, Child Safety and Disability Services to deliver the Community Development Program to a catchment area spanning the Proserpine, Cannonvale, Airlie Beach and Hamilton Island townships. Similarly, the Whitsunday Neighbourhood Centre Emergency Relief program funded by Department of Social Services serves the region from Proserpine, Cannonvale, Airlie Beach and across to Hayman and Hamilton Islands.

This catchment area experienced a major natural disaster in the form of Severe Tropical Cyclone Debbie which crossed the coast of the Whitsundays as a Category 4 system on 28 March 2017 bringing damaging winds and rains across the region, before unleashing flooding rains as it decreased intensity into a tropical low in the days following.<sup>i</sup>



Map of the Whitsunday Local Government Area covering 23,862 square kilometres



Forecast Track Map of the path Tropical Cyclone Debbie took crossing the Queensland coast. 2017 Bureau of Meteorology

## The Impact to the Community

The landscape changed dramatically, buildings were destroyed, boats sunk, trees sported leafless limbs and iconic landmarks like Shute Harbour jetty were lost to the region. Along with debris and damage to schools, business premises and residential homes; Abel Point Marina, Daydream Island, South Molle Island, Hamilton Island and Hayman Island resorts were ravaged. Sporting Clubs like Proserpine District Lawn Tennis Association, Whitsunday Netball Club, PCYC that hosted gymnastics, roller derby, basketball and more; Proserpine Whitsunday Junior Rugby League Club and; Proserpine Pony Club were smashed by Debbie too. Many of the locals worked in and lived in damaged buildings in an effort to resume everyday life. Sporting clubs trained where they could and schools restricted access to certain areas.



**Shute Harbour Jetty Terminal Before**



**Shute Harbour Jetty Terminal after TC Debbie**

The Queensland Reconstruction Authority reported that TC Debbie severely impacted industry and infrastructure exceeding a bill of \$1billion.<sup>ii</sup> Likewise the tourism industry, among other industries, were subject to major destruction with Hamilton Island being the only Island resort operational, albeit partially; following the event, whereas Daydream, South Molle, Hayman and Long Island remain closed 12 months following the event.<sup>iii</sup>

Suncorp Insurance, the major shareholder of policies in the region, reported 20,000 claims were received in the Whitsunday local government area following the event, from a region that has 11255 total households.<sup>iv</sup> These figures relate to the residential claims received by the Insurer within the first 3 months following the event, a further 4000 claims were reported in November and to-date claims continue to contribute to the total cost of the cyclone elevating Debbie to the second-most costly cyclone in Australia's recorded history.

TC Debbie event was recognised as a Natural Disaster with eight local councils activated across Queensland and New South Wales. The region lost power and water for weeks in the initial days after the crossing. Rivers and creeks swelled isolating communities throughout the Electorate. Road access into Proserpine and the coastal communities of Cannonvale and Airlie Beach took three days to open following the event. Displaced residents took shelter in damaged buildings as the roads to the cyclone shelter were cut by flood waters. Townships like Midge Point, Cape Gloucester, Dingo Beach, Shute Harbour, Conway Beach and Wilsons Beach were cut off for longer in the wake of Debbie.

Aside from the physical discomforts of no power or water, the aftermath posed other complications such as; inability to get money from banks, limited fuel as outlets rationed resources, lack of medications with pharmacies unable to open for business.

Living through a Natural Disaster of this magnitude is an expensive exercise. Firstly, there is the loss of wages during the event and aftermath, the extra cost of ice, water, fuel for generators and buying essentials necessary during the 14+ days without power and 5 days without water.

Some of this burden is recouped through grants offered by State Government. The Queensland Reconstruction Authority implemented the Natural Disaster Recovery Relief and Recovery Assistance issuing grants to affected communities. Additionally, the Federal Government offered assistance to affected residents in Natural Disaster zones that regularly receive benefits. The grants available to the community included:

- ⑥ Essential Services Grant
- ⑥ Financial Hardship Grant
- ⑥ Natural Disaster Recovery Payment
- ⑥ Natural Disaster Recovery Allowance

Other grants were also available for eligible uninsured persons to replace contents and repair damage property, known as Structural Assistance Grants.

However, in many instances the financial setback of living through a Natural Disaster of this enormity, is further compounded by payments of insurance excesses, or the cost of replacing lost personal effects. Savings that acted as a buffer were suddenly allocated to supporting the recovery and people were left without the security that a rainy day fund would provide. In many instances families in the middle class demographic where both parents work miss out on many additional supports because their combined income exceeds the threshold applicable to eligibility requirements.

Then there are the businesses that are too damaged to open, the subsequent decline in tourism and retail economy and lack of employment offered in the hospitality and retail industry. This resulted in some residents losing their jobs, struggling to regain fiscally in a diminished economy and the desertion of many tourists that had previously booked holidays. Families feel this burden as they live in damaged homes or have to live in a caravan whilst their home is repaired. The damage is evident in every aspect of day-to-day life from the local shopping centre where you buy your groceries, to the impacted buildings where your sporting club meets, to the parks where your children play without shade structures and bare limbed trees and; the home where you reside, Debbie marred all facades of the region. Families are under considerable stress and try their hardest to retain a semblance of normalcy that is constantly beyond their grasp.



**Top Left:** Jayme Whitney from Proserpine Machinery Service inside the damaged building of their business. Picture: Tony Martin



**Top Right:** Whitsunday Regional Council building is closed to the public while the negotiations continue with Insurance claims.



**Bottom Left:** Hamilton Island roofs were ripped from apartments.



**Bottom Right:** The Department of Transport and Main Roads has been closed in Proserpine since TC Debbie.

Trying to maintain normal is important for their children. From attending school camp, wearing the right uniforms, having the necessary stationary, equipped with school books and other extra-curricular expenses in attending school is difficult for families as the cost of education increases, however it is even more so when following a Natural Disaster event.

With over 5200 Insurance claims outstanding in November 2017 (Appendix 1) and by admission of the Insurance Council of Australia in a media release dated September 28, 2017; that the industry triaged claims so that counted in those 5200 claims, were the severe structural damaged homes causing the occupants to be displaced in temporary accommodation, it was clear that many in our community were experiencing stress and poor mental health in the recovery process.

It was evident that residents were still feeling the financial impact of Cyclone Debbie as the year progressed there didn't appear to be any relief with Christmas looming proceeding the new year and Back to School expenses for families.

### Mapping Post Disaster Community Vulnerability

Of those that demonstrated decreased financial capacity, families were identified as the most vulnerable. These were the residents who household income surpassed the thresholds of \$80K per annum that opened the door to ongoing financial supports. Combined with the probability of living in temporary accommodation and the additional burdens placed on those families with school expenses, it became clear that this demographic would benefit from support. The environment, social well-being and economic circumstances all diminished the capacity for families to achieve recovery.

The region continued to demonstrate financial instability as the year progressed. Our community was already dealing with:

- ⊗ Loss of wages during the Natural Disaster with no access to water and electricity;
- ⊗ Added expenditure living without access to water and electricity;
- ⊗ Loss/ lack of employment in tourism and retail industries as a result of business closures
- ⊗ Living in temporary accommodation where material items aid physical ease and well-being, such as good food and comforts for dressing, washing, bathing and sleeping and;
- ⊗ reduced financial security having spent savings to replenish/ seek to replenish household contents and commence repairs.

Other issues that emerged in 2017 contributed to the instability including the rental market, increases energy tariffs, insurance premium increases resulted in the reliance on charity welfare to make ends meet.

"Without the help of the feet first shoe vouchers I would not have been able to afford to get my kids new school shoes this year...I'm very thankful"

This dependence on charity was evident in rental and owner-occupied demographics. The arrival of tradespersons and low stock levels left from Debbie's destruction, leaving many rental properties unliveable, inevitably what was available on the rental market was soon taken up. This led to an increase in demand and limited capacity to stock inflating the prices. Rental Market Levels reportedly reached an all-time low of 1.4%.

Investors struggling with their own financial concerns, sought to recoup some income through increased rental returns. However, this presented a problem for tenants that were also experiencing this same financial worries with the expectation that they would now meet the increase or vacating the property for applicants willing to meet the costs.

Data from the Rental Tenancies Authority reveals the median rental price for the 4802 post code has increased by \$100 per week for a four-bedroom house in the April to June quarter of 2017 compared to that quarter in 2016 adding further pressure to the household budget with tenants obligated to accepting higher rent prices over homelessness.

Add to that an increase in general electricity tariffs particularly for those families living in alternate accommodation where utilities are not included. These people are required to pay for their service fees associated with their electricity supply at their damaged property and usage at their alternative temporary property.

Tariffs increased on 1 July 2017 from 22.238 cents per kw to 28.479 cents per kw<sup>v</sup> placing more pressure on families weekly expenditure.

At the same time insurance premiums increased also. As residents lodged claims for damage following the event, insurance premiums continued to rise with a reported increase of 12% from 2016 to 2017 adding to the already pressed household budget.<sup>vi</sup> In some cases the premiums increased by \$1200 per annum.

As a result of these issues contributing to the financially burdened locals of the Whitsunday region, residents sought assistance from charity organisations. There was also a large number of families that wouldn't seek assistance from charity and went without in order to make ends meet.

This is further demonstrated by Emergency Relief data confirmed that 185 occasions clients accessed the program from January 1, 2017 through to March 23, 2017. In comparison to 433 occasions that clients accessed the program for relief from March 24, 2017 through to June 16, 2017 representing a 234% increase in welfare relief requests during the post recovery phase.

Along with the physical destruction of Debbie, the community was impacted by the financial burden of living through a natural disaster and; families in particular presented as most vulnerable. It is feasible to conclude that families and children could be missing opportunities to be a part of the community, engage in extra-curricular activities, sports, hobbies and other social well-being tasks.

### Project Aims

This project will ease the pressure that could lead to inappropriate stress outlets like: gambling, alcohol and illicit drugs and; domestic and family violence as families succumb to the stress and anxiety of the recovery process. Many families expressed that they were impeded from accessing supports due to the stigma associated with charity and presumption that others were in worse circumstances than themselves to warrant such a drastic measure.

Parents will feel more in control of what they can do to get their children ready to attend school in 2018. It is important to recognise the impact of control in the recovery process. It is control that helps them feel empowered to deal with other issues in their lives.

By targeting families with education resources to support their children, the stigma associated with accessing charity became insignificant. Providing students with shoes and stationary is more acceptable than providing families with food relief and more effective than cash payments.

The project aimed to:

- ⑥ Relieve financial burden on families associated with out-fitting and equipping students for the new school year
- ⑥ Provide support to the community for the most basic of human rights, that of an education
- ⑥ Increase inclusion of all Whitsunday students
- ⑥ Reduce social and fiscal vulnerability
- ⑥ Stimulate economic growth by supporting local business
- ⑥ Increase opportunity to reduce employment instability and in effect invigorate job growth

## Project Description

### Back 2 School Packs

The Whitsunday Neighbourhood Centre identified that families would be burdened with the expenses of beginning the school year in 2018, following an already financially stressful nine months following TC Debbie. The Back 2 School project which has been delivered at the beginning of each school year for a couple of years previously; generally catered for 30 students that were specifically identified as children experiencing poverty. However, we expected that the demand on this project would be far greater in 2018.

In anticipation of reaching a large target demographic with this project, several agencies collaborated to contribute from funding that had become available in the recovery of TC Debbie in a coordinated approach. Packs would be supplied by local business to further stimulate the economy and support struggling commerce.

Two local business were approached to assist in supplying the packs. Analysing book lists from different schools and class level (Appendix 2) these items seemed the most common: Each pack was stocked with:

- ✎ 1x 8 gb USB stick
- ✎ 1x Pack of coloured texta's
- ✎ 1x Pack of coloured pencils
- ✎ 1x Scissors
- ✎ 1x Ruler
- ✎ 4x A4 ruled 96-page exercise book
- ✎ 2x glue sticks
- ✎ 1x sharpener
- ✎ 2x white gum eraser
- ✎ 5x HB lead pencils
- ✎ 2x black, blue and red biro each
- ✎ 1x document wallet

Together we raised \$9,000 and purchased 180 packs valued at \$50 each from two local suppliers.



### First Feet Project

In the meantime, the Whitsunday Neighbourhood Centre was a successful applicant in the Westpac Group Natural Disaster Recovery Grant of \$10,000. This project provided vouchers valued at \$50 to purchase school shoes. The project was delivered in July 2017 directly following TC Debbie when it became evident that many students lost their shoes in the cyclone, either through flood or inability to visit their family home due to damage, to collect shoes needed. At that time, 180 vouchers were supplied by local shoe stores.

Two local suppliers were approached to supply the vouchers to stimulate the economy and support struggling commerce. The grant funding allocated 220 shoe vouchers available to students in the region. As the schools in Cannonvale furnished students with the use of communal stationary, paid for through school fees, these students would benefit from the First Feet project where they wouldn't have made use of the Back 2 School stationary packs.

Therefore, we were able to provide either a stationary pack or shoe voucher to every applicant attending Proserpine State High School, Proserpine State School, Bloomsbury State School, Hamilton Island State School, St Catherine's Catholic College, Whitsunday Christian College and Cannonvale State School.

Upon learning of the project the Whitsunday Lions Club funded a further \$3,000 to each project allowing another 60 stationary packs and 60 shoe vouchers to be given out. In total the Whitsunday Neighbourhood Centre along with Proserpine Community Centre helped 520 students in the region.

### Application process

Application was open to anyone who was living in the region when the Natural Disaster occurred, it was not limited to healthcare card holders, family tax benefit recipients or any other means-related eligibility requirements. Advertising was conducted through school newsletters, social media, newspaper articles and the centre directly. Both of these approaches minimised the stigma that families felt when accessing charity and the project was viewed less critically.

Parents and care givers could apply by attending the Whitsunday Neighbourhood Centre, Hazelwood Crescent, Cannonvale or Proserpine Community Centre, Gardenia St, Proserpine. Proserpine Community Centre held the forms for collection by the coordinating centre. Each form had a tick box for parents and care givers to tick their preference to Back 2 School Pack or First Feet Project.

Applications were open from November 10, 2017 – November 24, 2017 and again from January 10, 2018 – February 2, 2018. We had additional applications come through directly from schools where students failed to present as they were not properly equipped. These requests had been anticipated and provisioned for, in the distribution phase.

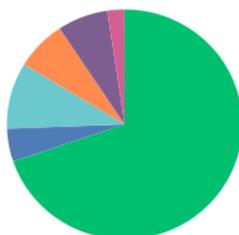
### Evaluation

The evaluation will come from a variety of media. An analysis from an online survey for parent/ caregiver feedback, letters of support from schools and the project staff involved. The project will be assessed for relevance and level of achievement of the project objectives, efficiency and impact.

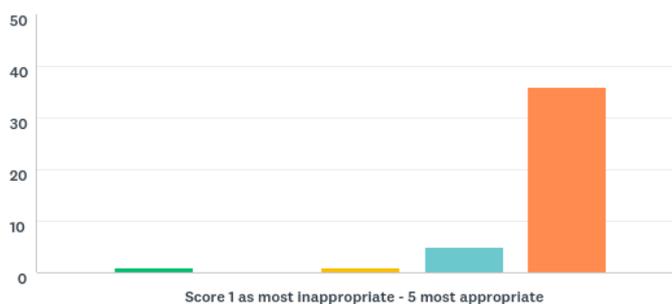
**Results of the online survey**

**Feet First Project**

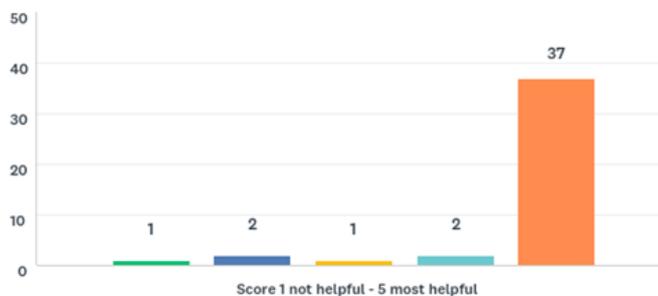
Q1 Where did you hear about the Feet First project supplying shoe vouchers?



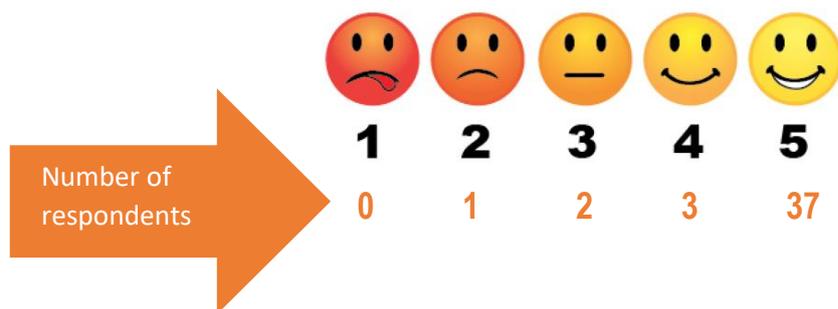
Q2 How appropriate was the voucher/s for your child/ren?



Q3 The cost of getting children back to school can quickly become expensive. How would you rate the Feet First Project helping you with the costs associated with the start of school?



**Q4 The Shoe Vouchers were sourced from local suppliers to further assist the community. How important is buying local to you?**



**Q5 If given the opportunity would you apply for First Feet Project Packs again?**

Number of respondents	Answer choices
1	No, I didn't benefit from the vouchers. I won't apply again.
6	If I was in a better financial position, next time, I wouldn't need to apply.
35	Yes, I would apply, the voucher helped me cover some of the cost of starting the school year.
5	Previously I have not been able to get new shoes for the school year, or I haven't been able to afford to purchase correct school shoes. I would apply again.

**Q6 Would you like to add any comments about your experience with the Feet First 2018 Project?**

Wonderful Love Community Appreciated Shoes  
 Local Vouchers Say Thankyou School Took  
 Great  
 Debbie Fantastic Idea

Our First Feet Suppliers:



"10 months in and we are still not home. when I applied for the voucher I was unsure about it. My husband and I work and there was probably people worse off than us. we have temp accommodation but expenses increase. we are paying for services at our house and then services at our rental for example 65 for NVM at our house and 65 at our rental. The show voucher made it one less thing I needed to worry about. Rebecca Woods, bless you, bless you, bless you. I have never met you but your relentless assistance in all matters Debbie is the only thing keeping me moving. I know if I hit rock bottom I can turn to you, your staff and your organisation."

"Amazing help took away alot of worry"

I think these vouchers are a great idea, would love to see school uniform vouchers too. At least with vouchers the money is spent on the children, unlike cash payments

"Great idea and was very helpful especially just after a natural disaster".

"It took a bit of pressure off me as I'm now a single mum who is still working on getting my home sorted from the cyclone still."

"Firstly, thank you so much. We lost our home in Debbie but even prior to that, we live fortnight to fortnight. I would say that we go through financial ups and downs where some fortnight are leaner than others, but I would say that we do better financially than others. The vouchers will be a big help to us this year, but I would like to mention that it would be better if the vouchers could be handed out straight after new year. Two of my children (out of 4) required new shoes, however, I had already purchased new shoes for them before I received the vouchers. I am presuming that I will need to buy new shoes for my other two children before the end of the year, so hopefully won't go to waste. Thanks again."

"Vouchers came at a great time allowing me to get my kids new shoes".

"I love how it is not a requirement to have a healthcare pension card as those who don't have one still struggle to pay for everything and always miss out on a helping hand so this is awesome."

"Thank you so much for the assistance, unfortunately due to TC Debbie it was much needed for our family this year!"

"Would just like to say Thankyou from our family x".

"I would just like to say Thankyou to all involved. It has helped us immensely after a very difficult year."

"It was a great help especially when I have two children at school. Plus the staff are wonderful and very helpful"

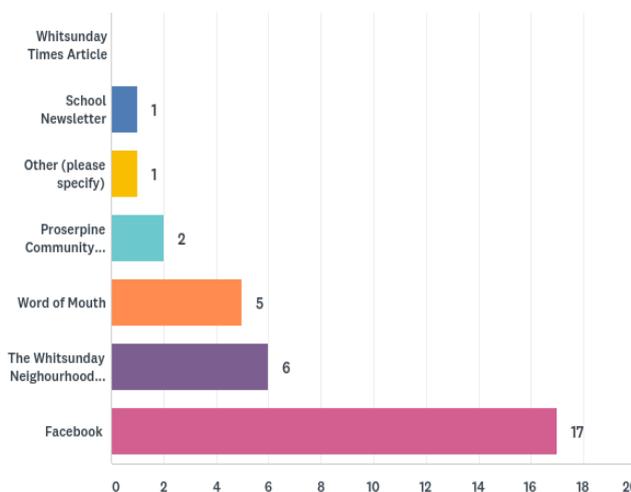
Why can't we have both the shoe voucher and the stationary pack?"

"I could've shopped at Big W and got twice as much for my money."

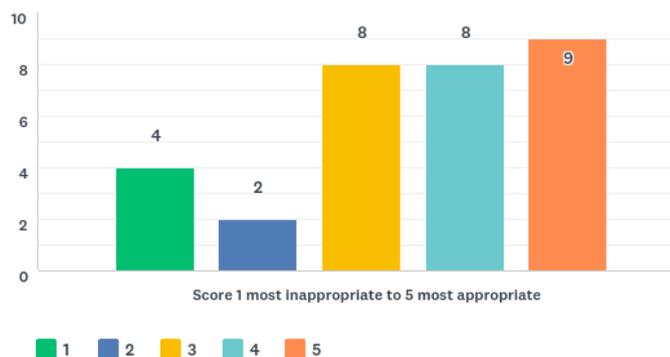
People who earn over \$90K shouldn't be allowed to apply

**Back 2 School Survey**

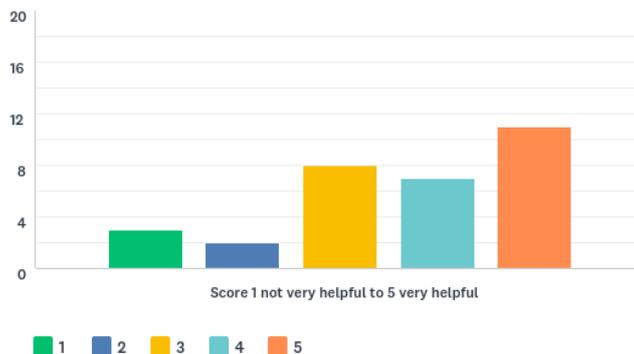
Q1 Where did you hear about the Back 2 School packs?



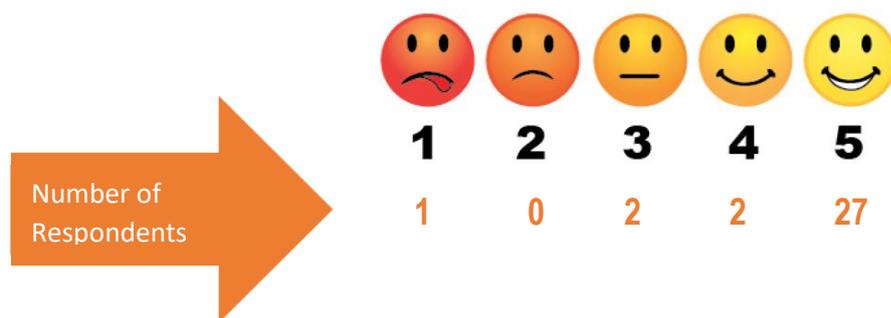
Q2 How appropriate was the stationary in the packs for your child/ren?



Q3 The cost of getting children back to school can quickly become expensive. How would you rate the Back 2 School Pack helping you with the costs associated with the start of school?



Q4 The Back 2 School Packs were sourced from local suppliers to further assist the community. How important is buying local to you?



Q5 If given the opportunity, would you apply for Back 2 School packs again?

Number of respondents	Answer choices
7	No, I didn't benefit from the packs. I won't apply again.
8	If I was in a better financial position, next time, I wouldn't need to apply.
15	Yes, I would apply, the packs help me cover some of the cost of starting the school year.
5	Previously I have not been able to get new stationary for the school year, or I haven't been able to afford to purchase all the items on the book list. I would apply again.

Q6 Would you like to add any comments about your experience with the Back 2 School Packs?

Exercise Books Massive Kids Alot Books Able  
Packs Community Blue Lined say Child Cost

Our Back 2 School suppliers:



"Just a suggestion on the application form you ask for the child's grade maybe put that grade level exercise books in for that grade instead of just blue lined exercise books."  
"Otherwise the packs are very help."

"The books were not the right books so I had to purchase correct books."

"It was a massive help that's all I can say".

"With 8 kids 6 of which are in school these packs helped out immensely."

*"School packs helped me so much I don't know how I would have been able to afford everything without that help".*

"I feel they were a massive waste of the governments' money. Nothing in the pack was beneficial to my child and I had to order the usual school pack anyway. The shoe voucher would have been better offered to both schools".

"The packs where great and the donation is amazing but the packs are really not suitable for the younger grades like all they could really use out of the packs would of been the lead pencils & glue sticks, I think if this was to be offered again once the form is complete as it asks for what grade the child is in maybe select something off the actually book like from the school and match it up with the packs provided.... other then that it's such a great help for families."

"Thank you with gratitude!"

*"I would like to say thank you and it's very much appreciated as every little bit helps especially for the kids."*

"I was so surprised by how much stuff were in the packs and am so grateful for them as it saved me alot of money, having two kids in school. Next time it would be even most cost effective for me if the books were grade related as I had a year 2 and year 3 booklist, one grade didn't use plain blue lined books, but there were only blue lined books in the pack. The other grade only used one of the blue lined books. I will definitely use them when the kids are in higher grades, and am still so grateful for the packs, I just think it will be more cost effective for the books to be relevant to the grade, or the books be substituted for something else perhaps. I am certainly not complaining because it really helped out financially."

"We were humbled and quite relieved to be able to access this important part of a childs life. No one wants their child/ren to feel different because of circumstances beyond their control."

*"Excellent initiative. Definitely helped with the cost".*

"Great idea and thank you".

## Data Analysis

### Feet First Project

Facebook played a major role in informing residents of the initiative Feet First Project. Followed closely by the Whitsunday Neighbourhood Centre and Word of Mouth. The school newsletter barely reached the intended audience and the Whitsunday Times newspaper article wasn't noted at all.

The Feet First Project was considered to be very appropriate in assisting families to get their children equipped for school. This is evident in the 90% that scored the vouchers as most helpful in mitigating the costs outlaid.

Buying local is definitely important to residents in our region as made clear by their collective response to question four. Whilst question five displayed more varied results.

The question was geared toward the possibility in delivering the project in the future and their view to reapply; six participants said that if they were in a better financial position they wouldn't need to apply again, showing that their financial fortitude is generally stronger and anticipated to be more resilient in future.

35 said that they would apply again because of the impact that the project has on the costs associated with getting to school. Five respondents admitted that their child/ren would not have the benefit of new shoes if it weren't for this project and it is those students that we feel this project effects the most.

Finally, the recipients of the shoe vouchers were given the opportunity to comment on the project. Many displayed gratitude and some praised the projects openness to a broader target audience than that of health care card holders or low-income earners.

Whereas the odd comment suggested that they shouldn't have been allowed access. This was in direct opposition to our project aims of targeting families. It is judgemental for people to assume that the person income of \$90K per year places them in a better position following a natural disaster than that of a person that experiences the natural disaster but earns less. Many residents lost their belongings, vehicles, employment and even their homes yet may earn \$90K per annum. Add to that the contributing issues of rental price rises, electricity tariffs increasing and escalating insurance premiums; to suggest that they were any less devastated by the natural disaster is naïve.

There was feedback around enabling the recipients to choose their preferred retailer. The concept behind providing vouchers to one or the other store in a single use voucher was to ensure that each store received the same amount of funding so as to remain unbiased in our support. Some parents felt that this limited their use of the voucher and as a result influenced the overall appropriateness of the project.

Another comment suggested that by shopping at a national retailer like Big W, they could have benefited more. This concept is against one of our project aims to stimulate the economy and support local retailers through this period.

### Back 2 School Packs

As with the First Feet Project, Facebook was the primary media that parents and Caregivers were advised of the Back 2 School Project. Word of Mouth, Whitsunday Neighbourhood Centre staff and Proserpine Community Centre staff equally notified residents of the project, whilst the school newsletter and the Whitsunday Times newspaper article missed the intended audience.

The Back 2 School packs received nine responses to the most appropriate in assisting families; yet eight scored the packs as neither appropriate nor inappropriate while four respondents felt that the packs were very inappropriate in aiding parents and caregivers. Given that 70% of participants surveyed scored below “most appropriate”, it is fair to state that the packs were not what recipients considered appropriate.

Although considered to be inappropriate the score for being helpful or unhelpful towards assisting in the expenses accrued in getting children ready for school still demonstrated that over half (58%) of respondents felt there was some fiscal benefit from the project.

Residents place a lot of important on shopping locally and this was represented in question four. As with the Feet First project, question five related to the possibility in delivering the project in the future and their view to reapply; there were several respondents that indicated should they be in a better financial position in future, there will be no need to reapply, showing that they would ordinarily be more financially stable and envisage their finances will be restored.

However, several recipients said that they would not reapply again as there was no value to be gained from the project, despite more than half of the respondents stating that the project was helpful and of financial benefit. Further a majority of the responses indicated that they would reapply again if the project was available and another five stated that their child/ren would not receive the new stationary if the project wasn't delivered in future.

## Conclusion

The project delivered the objectives it was designed to do. The project provided relief from financial burden on families associated with out-fitting and equipping students for the new school year, delivered a project to support the community for the most basic of human rights, that of an education with the necessary gear; increased the social inclusion of students that would otherwise go without and possibly miss out on an education; stimulated the economy locally boosting business turnover and ensuring employment stability.

Feedback indicates that the shoe vouchers are better received than the stationary packs. An alternative solution to the stationary packs would be to issue vouchers for stationary from the suppliers, rather than create the pack from common items.

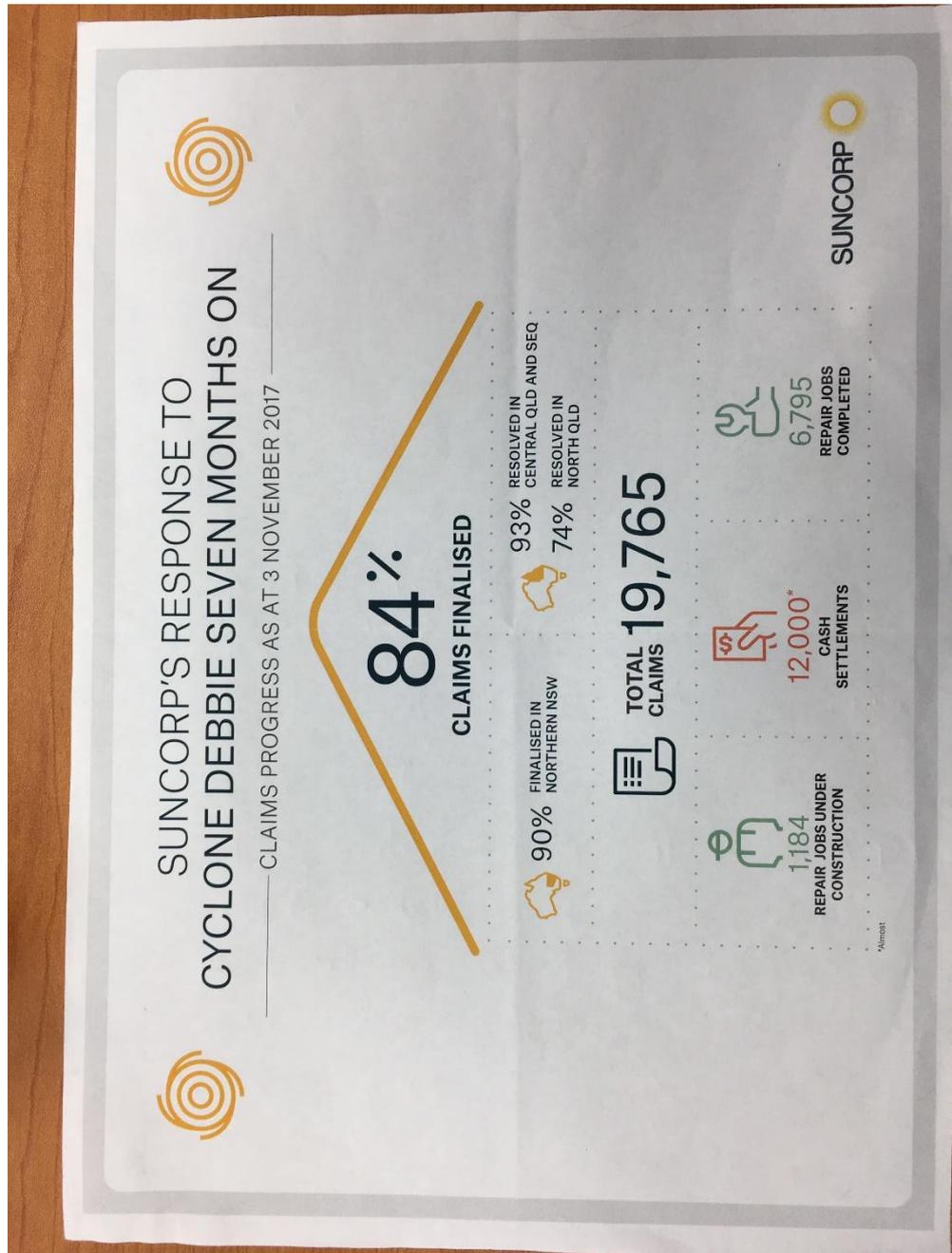
Feedback indicated that parents and caregivers would prefer to choose their own shoe supplier. The way the project is delivered allow the local suppliers to provide 10% of value in vouchers in addition to the divided amount. EG \$10,000 funding is shared between Intersport and Shoe biz at \$5000 each. Each store provides \$5500 worth of vouchers. Clients tick a box that indicates their preference however in fairness cannot guarantee receipt of their preference.

Similarly, with the Back 2 School Stationary packs, comments suggested that vouchers would be more beneficial to assist parents in selecting the items they require rather than a generic pack.

In summation the project was successful and provided the community support where they need it the most. Students of the region benefited, and the project is anticipated to be delivered in the future where practicable.

Appendix 1

Statistics provided Suncorp in November 2017



## Appendix 2:

### PROSERPINE STATE SCHOOL STUDENT RESOURCES LISTS – 2018

School Booklists from various private and public schools and various class groups

Year 2		Year 3	
3	Pkts 12 HB lead pencils	2	Pkts 12 HB lead pencils
2	Pkts long colouring pencils	2	Pkts long colouring pencils
1	Pkt coloured felt pens	1	Pkt coloured felt pens
6	Glue stick 35g/40g	4	Glue stick 35g/40g
8	Whiteboard markers (blue, black or green preferred)	4	Whiteboard markers
1	Ream A4 white photocopy paper 80gsm	1	Ream A4 white photocopy paper 80gsm
1	Box tissues	1	Box tissues
1	Waterproof library bag	1	Waterproof library bag
2	Plastic document wallet foolscap sized	1	Plastic document wallet foolscap sized
5			A4 Year 3 red and blue lined books 48 pg.
1	Mini- Scrapbook 168mmx240mm 64 pg.	1	Mini- Scrapbook 168mmx240mm 64 pg.
12	A4 Year 2 lined exercise books 48 pg (red & blue lines) <b>NO BOTANY BOOKS</b>	3	A4 Year 3/4 red and blue lined <b>BOTANY</b> books 48 pg.
3	A4 Blue lined exercise book 96 pg.	1	A4 feint ruled book 128 pg.
4	Highlighters (pink, green, blue, yellow)	4	Highlighters (pink, green, blue, yellow)
1	Headphones USB NOT 3.5mm	1	Headphones USB NOT 3.5mm
1	My Useful Word Book (from previous year)	1	My Useful Word Book (from previous year)
1	A4 Quad ruled exercise book 48 pg. 1 cm/10mm square only	1	A4 Quad ruled exercise book 48 pg. 1 cm/10mm square only
1	Painting shirt	1	Painting shirt
1	A4 plastic display folder ( Music)	2	A4 plastic display folder ( one is for Music)
1	Pencil case (will hold 30cm ruler)	1	Pencil case (will hold 30cm ruler)
1	Pair metal scissors	1	Pair metal scissors
6	Large soft erasers	4	Large soft erasers
2	Sharpener – recommend Maped, Staedtler	2	Sharpener – recommend Maped, Staedtler
1	30cm Wooden ruler cms on front	1	30cm Wooden ruler cms on front
1			Protex A3 Zippered Mesh Pockets

### 2018 SUBJECT REQUIREMENTS

#### YEAR 10

Proserpine SHS will supply a student homework diary/organiser to all students.

##### GENERAL REQUIREMENTS

Standard items are to be kept in a clearly labelled durable pencil case:

- Pens- blue/black and red
- Pencil- can be mechanical (2B for Art/Music, 4B for Art, 2H for Graphics, HB Metal/Wood Technology)
- Coloured pencils/felt pens
- Eraser and sharpener
- Highlighter/s
- Ruler- 300mm minimum
- Glue Stick
- Scissors, stapler and staples are also desirable
- Scientific calculator: (eLearning students will have a calculator on their computer, but a separate calculator will be needed for tests. Sharp scientific calculators are available from the school office @ \$25)
- USB storage device for transfer of computer data files/data backup. (Named in case of loss)

##### CORE SUBJECTS

###### English

- A4 note book (writing journal)
- 1 cardboard document wallet (store assessment)
- Plastic document wallet (for handouts and task sheets)

###### Mathematics / Extension

- 1 exercise book or exercise book with feint-ruled 5mm squares
- Protractor

###### Biology/Chemistry/Physics/SIP - covered footwear essential

- 1 x 128 page exercise book (covered with contact)

###### Humanities and Social Sciences

- History, Geography, Economics & Business, Legal Studies, Social & Community Studies
- A4 note book

###### Health and Physical Education Compulsory Core Subject

- A4 note book
- Sports uniform, joggers, school hat
- Swimming togs and towel, sunscreen



ST CATHERINE'S CATHOLIC COLLEGE  
THE WHITSUNDAYS  
STRENGTH IN FAITH

### Requirements for Year 5 2018

STUDENT'S NAME .....

#### TEXTS

- 1 x Macquarie Budget Dictionary (from previous year)
- 1 x Good News Bible - New & Old Testament (from previous year)

#### STATIONERY

- |  |   |
|--|---|
| <input type="checkbox"/> 10 x A4 exercise book feint ruled 96 page | <input type="checkbox"/> 2 x Red biros                              |
| <input type="checkbox"/> 2 x A4 Grid book 10 mm 48 page            | <input type="checkbox"/> Felt tip pens                              |
| <input type="checkbox"/> 1 x Small pencil case                     | <input type="checkbox"/> 1 x Sharpener (with container)             |
| <input type="checkbox"/> 2 x Large glue sticks                     | <input type="checkbox"/> 1 x Protractor (small)                     |
| <input type="checkbox"/> 1 x Whiteboard marker                     | <input type="checkbox"/> 2 x White erasers                          |
| <input type="checkbox"/> 1 x 30cm metric ruler (hard)              | <input type="checkbox"/> Pack of 4 Highlighters (different colours) |
| <input type="checkbox"/> 1 x Scissors (strong)                     | <input type="checkbox"/> 3 x Display folders                        |
| <input type="checkbox"/> 12 x HB lead pencils                      | <input type="checkbox"/> 3 x Document wallets x 1                   |
| <input type="checkbox"/> 1 x Set of 12 colouring pencils long      | <input type="checkbox"/> 1 x Spirax A5 notebook 200 page            |



ST CATHERINE'S CATHOLIC COLLEGE

### 2018 REQUIREMENTS FOR YEAR 10

ITEMS PROVIDED TO STUDENTS IN THE BOOK PACK (distributed on the first day)

- 5 x Display folders
- 11 x A4 Exercise Books
- 1 x A4 5mm Graph Book
- 1 x USB Memory Stick

Please tear off this bottom section as a reminder of what is to come FROM HOME:

Student's Name .....

#### OTHER REQUIREMENTS

- |   |   |
|---|---|
| <input type="checkbox"/> 2 x Blue/black pens          | <input type="checkbox"/> 1 x Pencil Case  |
| <input type="checkbox"/> 1 x Red Pen                  | <input type="checkbox"/> 1 x Labelled lunch box & water bottle                                    |
| <input type="checkbox"/> 2 x HB Pencils               | <input type="checkbox"/> 1 x Scientific Calculator (recommended Casio)                            |
| <input type="checkbox"/> 1 x Ruler (not metal)        | <input type="checkbox"/> 1 x Set of headphones  |
| <input type="checkbox"/> 1 x Pack of coloured pencils | <input type="checkbox"/> Compass, Protractor & Set Squares  |
| <input type="checkbox"/> 1 x Pair of scissors         | <input type="checkbox"/> Fine-tipped pens & basic set of paint brushes (Visual Art students only) |
| <input type="checkbox"/> 1 x Glue stick               |   |
| <input type="checkbox"/> 1 x Sharpener                |   |
| <input type="checkbox"/> 1 x White gum eraser         |   |

## Appendix 3

Letters of Support from local schools & Suppliers.



PO Box 117, CANNONVALE Q 4802  
 Telephone: 07 4946 2333  
 Facsimile: 07 4946 2300  
 Website: [cannonvass.eq.edu.au](http://cannonvass.eq.edu.au)  
 Email: [principal@cannonvass.eq.edu.au](mailto:principal@cannonvass.eq.edu.au)

2<sup>nd</sup> February, 2018.

To Whom It May Concern,

I want to congratulate and thank everyone at the Whitsunday Neighbourhood Centre who launched the Back 2 School project and Feet First project for 2018 school year. What an incredible initiative! Our community has been hurting so much since Cyclone Debbie hurtled her way through our beautiful patch of paradise and these projects lessened the anxiety and financial burden just a little bit for our families. Almost 80 students at Cannonvale State School accessed these services and as the principal I cannot be more grateful to all of those wonderful people involved. To all of you, thank you from the bottom of my heart.

Yours in Education



Angie Kelly



## Proserpine State School

33 Renwick Road, Proserpine Qld 4800  
 Phone: 07 4940 6333 Email: [Principal@proserpiness.eq.edu.au](mailto:Principal@proserpiness.eq.edu.au)  
[www.proserpiness.eq.edu.au](http://www.proserpiness.eq.edu.au)

Our school applauds the Neighbourhood Centre in offering The Feet First and Back to School Packs to support families who have experienced financial difficulty in providing the necessities for students to start the new school year.

When the program was offered at the end of the year we asked teachers to identify families that would benefit from this initiative but in the end of year stresses of assessing and reporting, we were not provided with any names. However, when the new year started and several of our students did not present, we made phone calls which revealed that their non- attendance was due to not having the necessary equipment or shoes. I made a phone call to Rebecca Woods in the hope that they could extend the offer, and she was extremely accommodating and helpful.

These six families and independent student have benefited from this program which has alleviated the stress for these families in what has been an extremely challenging year. We wish to extend our appreciation to the Neighbourhood Centre in facilitating this initiative.

Yours sincerely,

Ann Gardel

Behaviour Support Teacher

**SHOE BIZ**  
SHOP 4  
257 SHUTE HARBOUR RD,  
AIRLE BEACH 4802  
TEL 07 4946 7574  
ABN 63 234 918 634

To Rebecca Woods,

15/08/2017

Whitsunday Neighbourhood Centre,

Thank you for the opportunity to help the community and also give us a helping hand to get back on our feet. People have been very positive and thankful for this helping hand. We would urge a continuation of this First Feet Project in 2018 for there are still people in the community needing financial support. Every day you here of another story.

Regards,

Pam Allison

Shoe Biz

0749467574

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Whitsunday Regional Council Office Building

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