



CityServe
Evaluation report
2015



Prepared by CityServe

Designed by the Communications Unit
of Newcastle City Council

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CityServe
transforming our city
through service



A note from the Chairman

It's been a great joy over the last month or so to visit 60 CityServe projects and to see 1500 plus volunteers mobilised throughout the Newcastle and Lake Macquarie Regions!

A few things I've observed...

- The significant contribution going into the community
- The amazing gratitude by everyone on the receiving end of a CityServe project
- The positive attitude and endless energy of every volunteer

The greatest thrill however is to see how shared values, partnership and collaboration between churches, council, businesses, schools and community groups can result in people making a difference as they move together to serve the city and region!

CityServe thanks our major partners Newcastle City Council, Lake Macquarie City Council and sponsor Port of Newcastle along with all those who have volunteered or contributed towards the outstanding success and outcomes of CityServe 2015. Over 100 different organisations participated as volunteer groups, project recipients and sponsors. Special thanks go to the Churches and Christian Organisations of the region who spearheaded the establishment of CityServe and continue to represent over two thirds of the volunteers.

We look forward to CityServe 2016 as we continue our mission: **'transforming our city through service'**.

Rick Prosser

CityServe Chairman



32 Newcastle projects

28 Council and **4** Non Council Projects were completed, these included:

- 6 Town Centres
- 18 Park and Sporting Facilities
- 3 Plant Regeneration Projects
- 3 Community Facility / School Projects
- 2 Backyard Blitz Projects for the homes of the needy

50 Newcastle participating organisations

800 Volunteers mobilised

Projects

Adamstown bollards

James St Plaza Hamilton

Adamstown Seniors

King Edward Park seats painted

Arcadia Park mulching and planting

Lambton Public School

Athletics Track National Park

Lambton Park planting

Backyard Blitz 1. and 2.

Mayfield re potting planters

Beaumont Street clean up

Mayfield Street cleaning

Beresfield Apex Park

Nesca Petanque Club

Beresfield Town Centre

Newcastle Ocean Baths railings

Beresfield Vera Wilson Park

Nobbys Break Wall clean up

Blackbutt Town Centre

Stockton Projects Zone 1

Centennial Park, Newcastle

Stockton Projects Zone 2

Connolly Park Carrington

Stockton Projects Zone 3

Hamilton South Community Centre

Stockton Projects Zone 4

Hamilton South Darling St Oval

Stockton Projects Zone 5

Hudson Park Kotara

Stockton Projects Zone 6

Hunter Street Mall clean up

Wallsend Park Pavilion



Newcastle City Council Building Trades Services, and Bushland Services Report

In a great partnership between CityServe volunteers, Council and community organisations, the delivery of 24 projects was achieved this October. While there were initially some cancellations due to inclement weather at Newcastle Ocean Baths and Beaumont St Hamilton, in the spirit of the project, work was rescheduled and completed at a later date.

Some interesting statistics include;

- Council invested \$265,585 into project support, pre-works and materials for the project
- \$23,585 spent on landscaping supplies
- 9350 plants planted at Arcadia Park and Lambton Park
- With approx. 750 Volunteers participating for an average six hours each, at commercial rates for labour, the value to the community of the volunteer work done is approximately \$279,895
- Total Council expenditure \$265,585
- Total value of work delivered \$545,480

Many of the community will be directly touched by the benefits of this work, which was only possible through the generous efforts of volunteers with the support of Council staff.

Once again it has been a privilege for Council staff to work with such a positive - can do group - as the volunteers from CityServe!

Jason Cleare | Manager Building Trades Services
Facilities And Recreation | Infrastructure
Newcastle City Council



30 Lake Macquarie projects

These projects included:

- 3 Aged Care Facilities
- 3 Backyard Blitz Projects in the homes of the needy
- 9 Sporting Facilities
- 3 Childcare Centres
- 8 School Projects
- 2 Community Centres

50 Lake Macquarie participating organisations

750 volunteers mobilised

Projects

- St Francis Aged Care Facility Visit
- Coorangbong Equestrian & Recreation Reserve
- Opal Hillside Aged Care Facility Visit
- Edgeworth Athletics Club
- Bupa Aged Care Facility Visit
- Westlakes Archers Fassifern Oval
- Argenton United Junior Soccer Club
- Croft Oval, Fennell Bay
- Awaba Oval
- Glendale Childcare
- Backyard Blitz 1
- Kahibah Public School 1
- Backyard Blitz 2
- Kahibah Public School 2
- Backyard Blitz 3
- Mount Hutton Tennis Club
- Belmont Childcare
- Swansea High School
- Belmont High School
- Valentine Public School
- Belmont Senior Citizens
- Whitebridge High School Project 1
- Cardiff Childcare
- Whitebridge High School Project 2
- Cardiff Netball Club
- Windale Community Centre Project 1
- Caves Beach Tennis Club
- Windale Community Centre Project 2
- Charlestown East Public School
- Windale Community Centre Project 3



Lake Macquarie City Council Report

Another good year has been partnered between Council, CityServe and the community. Lake Macquarie City Council outcomes have included:

- Three Childcare Projects with a commercial value of \$21,000
- Nine Sporting facility projects with a commercial value of \$39,000
- Two Community Hall projects with a value of \$2,000
- Total commercial value of \$62,000

Cost to council:

- Works in kind (overall project management) \$10,000
- Materials purchased \$13,000

Materials used:

- Around 800 litres of paint applied
- 30 cubic meters of mulch spread
- 10 cubic meters of soil spread
- 50 cubic meters of green waste removed
- In addition to these works there were additional non council projects that brought the number of projects benefiting the Lake Macquarie area to 30

Lake Macquarie City Council continues to support the work of all community volunteers and thanks CityServe for another good year.

Brad Smith | Community Planning Officer
Lake Macquarie City Council

Total CityServe outcomes 2015

62 projects

1500+ volunteers mobilised

100+ participating organisations

9000 volunteer hours (4.3 man years)

\$630,000 estimated commercial value for Council projects

1 million estimated commercial value for all projects



Participating organisations

ANew Church	Charlestown Seventh Day Adventists	Lake Macquarie City Council	Rhema 99.7 Fm Newcastle
Argentton United Soccer Club	Cloudjitsu Media	Lambton High School	Rotary
Australia Post	Coates Hire Boolaroo	Lambton Local	Rush Youth Mentoring Service
Awaba Oval Clubs	Coles Belmont	Lambton Public School P & C	Singos Meats
Belair Baptist	Coles Jewellstown	Landcare Obelisk Park Group	St Andrews Presbyterian
Belmont Child Care Centre	Cooranbong Equestrian & Recreation Reserve	Landcare Nobbys Group	St Francis Aged Care Eleebana
Belmont High School	Edgeworth Little Athletics Club	Life Church Caves Beach	St John's Anglican
Belmont Senior Citizens	Fassifern Oval Clubs	Life Church Newcastle	Surfside Presbyterian
Beresfield Anglican	Formation Signs	Lift Church	Swansea District Baptist
Beresfield Family Butcher	Gateway Church	Macquarie Life Church	Swansea High School
Blackalls Park CC&C	Generation City Church	Maitland Church Of Christ	The Grainery Church
Bupa Aged Care Cardiff Heights	Glendale Early Education Centre	Mayfield Baptist	Thrive Church
C3 Church Hope	Globe Church	Mayfield Business Association	Christ the King Church Toronto Anglican
C3 Church Newcastle	Glue Digital	Mount Hutton Tennis Club	Toronto Baptist
C3 Church North West	Green Helping Hands	NBN News	Toronto Seventh Day Adventists
C3 Church Southern Beaches	Hamilton Chamber Of Commerce	New Hope Community Church	Uniting Church Caves Beach
C3 Church Victory	Hamilton Olympic Football Club	New Vine Lakes Baptist	Valentine Public School
Cardiff Childcare Centre	Salvation Army - Newcastle Worship & Community Centre	Newcastle City Council	Victory OOSH
Cardiff Heights Baptist	Hillsong Newcastle	Newcastle Herald	Vivid Life Church
Cardiff Netball Club	Hunter Bible Church	Newcastle Permanent	Wallsend Football Club
Caves Beach Tennis Club	Hunter Christian School	North Lakes Salvation Army	Warners Bay Public School
Cazador	Jesus Church	Opal Hillside Aged Care	Whitebridge High
Central Church	Juicehead Organics Belmont	Ozzie Care	Windale Community Centre
Charlestown Church Of Christ	Kahibah Public School	Petanque Club	Woolworths Belmont
Charlestown East Public School	Kingdomworks	Port Of Newcastle	Youth With A Mission



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100%
100%
100%

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Newcastle feedback

“Twenty volunteers from St Johns including some people from the local community met to complete some much needed tasks in Centennial Park, Cooks Hill. The team achieved four tasks set by NCC including – painting picnic benches, toilets and parts of the toilet block. A highlight was the painting of the exterior of the Newcastle Tennis Club which the club members appreciated greatly as they arrived for their regular Saturday afternoon game. The team did the work with a great spirit and enjoyed a BBQ lunch thanks to the CityServe sausage donor. Great snags!!”

Grant Robinson, St John’s Anglican

“Special thanks for organising the ‘working bee’, the members are very happy with the result.”

Grant Threadgate, Petanque Club Nesca Park

“On behalf of Hamilton Olympic Football Club, a huge thanks to all the volunteers from CityServe who completed the painting of the Grandstand at Darling Street Oval today. The co-ordinator David, did a fantastic job in allocating painting tasks to all the young volunteers. It was most encouraging to see so many young adults throw themselves into the job at hand. The grandstand was badly in need of some TLC, which was provided by these young role models. Once again, our sincere thanks.”

Con Gounis, Secretary HOFC

“It was an excellent event, there was a good turn up of volunteers and the Hamilton Chamber of Commerce thanks all the volunteers who contributed to sprucing up our street. What a great thing that CityServe does to serve our city.”

Nathan Errington, President Hamilton Chamber of Commerce

“On behalf of the Landcare groups that have been involved in restoring native vegetation to Obelisk Hill and Arcadia parks, I wish to express our sincere thanks to the 20 or so enthusiastic volunteers from Merewether C3 Church (CityServe) who transformed the southern entrance to Arcadia Park. It was a delight to see this young group and their families enjoying themselves while performing service to our city. Over 500 native plants were planted, weeds cleared, mulch spread, and over in King Edward Park, park furniture repainted.”

Bob Clifton, Obelisk Hill / Arcadia Park Landcare Groups

“Its great fun serving with enthusiastic people and making a difference in your home town. A team of 30 volunteers sanded and painted 90+ seats, tables and park structures. A great effort by all, it was a pleasure working with all involved and thanks for the great support of the team from Newcastle City Council.”

Jon Nuttall, Stockton Project Coordinator

“Had a wonderful day CityServing today with volunteers from Life Church and volunteers from the general public who jumped on board to serve the city. We painted 60 seats and tree guards in Hunter Street Mall plus seats tables change rooms and fences at the Ocean Baths. Many passers-by enquired as to who we were and why we were doing this as volunteers and thanked us for making such a wonderful difference in the city. One lady told us that “the Ocean Baths were like her second home and we made it look so fresh and wonderful”. She couldn’t thank us enough. What a great opportunity it was to do something for others in our community without expecting anything in return other than to personally know we were making a difference to our city.”

Howard Mole – Hunter St and Newcastle Ocean Baths Project Leader

“The day was a great success, in that we completed a difficult re-potting project, but also in the fact that we brought together business & community groups Green Helping Hand, AusPost, MBA, YWAM, Rotary and CityServe (50+ volunteers). A truly collaborative day. The project went off without a hitch. I hope the MBA can work on future projects together with CityServe again soon.”

**Rita Dixon Coordinator
Mayfield Business Association**

“We absolutely love the ‘new look’ of our facilities.”

Lee Hobbs, Wallsend Football Club

“Our CityServe project was a great success. We had a great time getting to know each other over heritage green paint and snags! It’s amazing what a coat of paint does to brighten the place up. We left with a sense of pride for the work we had done and excitement that others would enjoy it too!”

Clare Thomson, volunteer

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City Council


Port of
Newcastle



Lake Macquarie feedback

"I believe the City serve project was a huge success at our Cooranbong Recreation & Equestrian Reserve. What a great day, so much was accomplished in such a short period of time. It certainly proves that many hands make light work, the painted fences look amazing. A huge thank you to you and the team (CityServe) behind the scenes that have made this project happen. Along with our appreciation for the many volunteers and support from the Toronto Seventh Day Adventist Church, Thrive Church, Watagan Mountain Camp Draft Club and Cooranbong Pony Club."

Trish Ayoub, Secretary Cooranbong Equestrian & Recreation Reserve

"The Principal commented that after the project when the kids came to school they flocked to the "new painted games on the ground" usually "They don't normally notice them" she said. They were very excited and there were lots of smiles. The Principal and Chairman of the P&C was very happy with all the things done."

Honi Faasisil, Principal Kahibah PS

"Thank you so much for organising today. The guys did a great job and the yard looks amazing. Very humbled by people giving up their time to serve us. What a blessing. Been a long time since we've experienced such kindness. Thank you to everyone involved. Means a lot."

Home owners

"I would like to thank all the volunteers who helped out today at the Mt Hutton Tennis Club, we achieved so much, the club house looks really fresh, we could not of done it without you"

Susan Ashman, Secretary Tennis Club Committee

"The Argenton Football Club wants to thank everyone here today and CityServe who have painted our facilities in our club colours. It has been a really great day."

Michael Bagwell, Club President Argenton Football Club

"The Church groups in the Swansea area have supported Swansea High for many years; we have a great relationship with them and thank them and CityServe for all that they contribute to our school."

Robyn Leggatt, Principal Swansea High

"Thanks to your church for doing a fabulous job with CityServe once again. I took time at our weekly school assembly yesterday to explain to the students who your group is and the work they have done over the years to help our school at no charge at all, just for the good of the community. I reminded them that jobs in the past have been mulching in the bushland areas, washing down the external library walls ready for repainting, renewing and repainting the canteen mural and various garden enclosure repair and renewal jobs. Yesterday I told them to have a look at the brightly coloured water tank, the painting and refreshing of parts of the walkway ceilings outside the senior toilets and the new garden bed next to the COLA concrete area in front of the hall. I reminded them that volunteering is a very noble thing to do and they need to appreciate there are people in our wider community who assist us in so many ways such as this."

Neil Sneddon, Principal Charlestown East PS

"I just wanted to express my sincere gratitude to the two teams of C3 Victory CityServe Volunteers who cleaned off graffiti, painted over graffiti on the walls at the back of the BaptistCare Centre at Windale and gurnied the footpath and scraped off gum in front of the shops from one fish and chip shop to the other. They were a tremendous team, worked consistently together with some of the locals and achieved a great result. One of the benefits to the project was the fact that the locals with your assistance were able to recapture their pride in their neighbourhood and take ownership in how their shopping village looks, thus building community. It was great too that your young people were able to have a look through the centre in the afternoon and gain a better understanding as to what BaptistCare does do in the Windale Community. Please thank everyone who participated and especially thank those who supplied the bricks and rebricked the broken loading dock. In my mind it was a huge success, and the result speaks for itself."

Howard Mole, Manager BaptistCare Windale Community Centre

“Our team and a number of friends from the community helped paint a couple of rooms at the Cardiff Early Education and Care Centre. A group of 15 from our Church and around 10 parents and staff from the centre joined in to paint two of the centres rooms. It was awesome to see the groups work together to complete the tasks and brighten up the learning environment for the children.”






Warren Moore, Associate Pastor, Cardiff Heights Baptist

“I just wanted to provide some wonderful feedback for Adam, Pastor Greg, and the many volunteers from CityServe who attended our centre yesterday. From the lead up all the way through to the end of the day, Adam and his crew were professional, efficient and a pleasure to deal with. We are extremely grateful for the wonderful job that they did here and the selfless act of volunteering not only themselves but also their many children from Lift Church who contributed to this large project. As a not for profit community based centre, we recognise that without these wonderful volunteers this project would have been extremely costly and time consuming (est over \$10,000), had we had professional painters/gardeners complete the job. Thankfully having someone as competent as Adam (head of the project) take control and be so well organised, along with the generosity of volunteers and a number of local businesses, the day ran smoothly and was completed on time. This morning when the educators, children and families arrived at the centre they were all pleasantly surprised by what they saw and genuinely thankful for the massive support the centre has received. We believe any group who has the opportunity to engage with CityServe will be fortunate and impressed by their organisation, efficiency and generosity.”

Kirsty Powell, Belmont Childcare Director



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