


# Neighbourhood Centres Queensland

## Annual Report 2021



 Rachel Hunt is a volunteer for playgroup & community garden in Caloundra. Photograph: Juanita Wilson

A Year of Growth



## Acknowledgement

NCQ acknowledges the Aboriginal and Torres Strait Islander peoples as the traditional custodians of Country; we pay our respects to their elders, ancestors, land and seas.



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# We are Neighbourhood Centres Queensland

We are the peak body for place-based  
Neighbourhood and Community Centres  
in Queensland.

With 130+ members, our network is the largest community-led infrastructure in Queensland. We're here to grow our collective impact by increasing the resourcing, recognition, and relationships of Neighbourhood and Community Centres at the local, state, and national level. We collaborate with our members, partners and government to measure impact and build sector capacity for long-term community and social resilience. We promote the vital role our members play in delivering place-based responses to build healthy, connected, and thriving communities.



## Our Vision

Neighbourhoods transformed  
into thriving communities that  
are self-directed, connected  
and resourceful.



## Our Purpose

To grow the collective impact  
of the Neighbourhood and  
Community Centre sector by  
increasing resourcing, recognition  
and relationships at the local,  
state and national level.

## Our Approach

- + We are collaborative, inclusive, and relational
- + We value place-based leadership, local-level funding, and community-led change
- + We amplify the voice and expertise of our members and their communities









# Welcome

## Welcome from Tomas Passegi (Chair) & Em James (General Manager)

We are grateful for the resilience of our members, team and supporters that have enabled Neighbourhood Centres Queensland to grow our impact significantly in 2021, despite the unprecedented challenges of Covid-19 and natural disasters.

### New Name and Brand

In October 2021, members formally voted to change the name of the organisation from

Queensland Families & Communities Association (QFCA) to Neighbourhood Centres Queensland (NCQ). This change reflects our growing organisation and focus. Our new name better represents who we are, the work we do, and our connection to the broader Neighbourhood Centre movement and values.

Together with our new visual identity and website, our new name reflects our growing organisation and focus. It also supports members' identified goal of building the recognition of our sector. The new name, brand and website are key steps in growing our sectors' visibility and highlighting our impact.

We are also working to better support our members' communications needs and look forward to working on this further in 2022.

### Growing our Team

NCQ began receiving DCDHE grant funding for one Sector Development Officer in 2018. In the last two years, we have leveraged this funding through a variety of grants on topics including Disaster Resilience. In 2020, for the first time, NCQ hired a General Manager. In 2021 we have further expanded on our capability with a Communications & Digital Engagement Lead and a Disaster Resilience Lead. Welcome to Melanie and Laurelle!

This has increased our staffing capacity from 2.4FTE in 2020 to 3.4FTE (6 staff total) in 2021. We are so grateful for the commitment, creativity, and collaboration of our incredible

staff team. The leaps and bounds of the past 12 months – as evidenced throughout this Annual Report – are a testament to their work.

### Digital Transformation

We've grown our capacity to support our sector through significant investment in our infrastructure as a state-wide network. This includes a sophisticated member and stakeholder management system (Salesforce CRM), member survey technology, website, improved e-news, online collaboration tools and soon-to-be launched learning management system. The learning management system is specifically designed to support members with tools & templates, online training, and opportunities to contribute and receive support.

### Organisational development

In 2021, significant work has been undertaken by NCQ staff and Committee task groups to review and develop the resources needed to be relevant and sustainable in the current sector environment. This includes clarifying and improving some of the objects, goals and processes of the organisation. One of these pieces of work has been a review of the Constitution. We believe that these changes are necessary to be able to better govern and deliver the work that is expected of NCQ by Neighborhood & Community Centers across QLD. The success of this work is clear in the incredible output and steady growth of NCQ in 2021.

### Governance

There is an old saying in sport: without offence you cannot win, but without defense you cannot



play! We would like to thank the committee for all the “defense” work that has been done this year. From a major constitutional review to an organisational restructure, strategic workshops, and participation on subcommittees; to regular meetings with senior bureaucrats in Brisbane and the extra workload of participating in Minister Enoch’s Strategic Repositioning Committee. Alana, Tanya, Mel, Caroline, Val, Louise and Fiona, it’s been such a pleasure to work with you this year and have your input, care, expertise and fearlessness. The sector is all the better for it.

## Neighbourhood and Community Centres Strategic Repositioning Committee

Earlier this year, Minister for the Department of Communities, Housing and Digital Economy the Honorable Leeanne Enoch convened the NCC Repositioning Committee to “create and facilitate a contemporary NCC strategic framework to support the work of over 125 department-funded NCCs in Queensland and the broader NCC system”.

The committee is comprised by a cross-section of Community Centre representatives as well as other stakeholders including Griffith University, the Community Services Industry Alliance and Volunteering Queensland.

The selection process for the membership of the committee was largely internal by the Department. Nonetheless, there is strong representation on the committee by both NCQ members and board members Tanya (Hervey Bay), Louise (Chinchilla) and Tomas (Caloundra). Dialogue has occurred around a purpose framework and program logic for Neighbourhood and Community Centres. At the time of writing, good dialogue has occurred around a purpose framework and program logic for Neighbourhood and Community Centres. The outputs synthesise the work of the sector over the last 7+ years with regards to Results-Based Accountability, Investment Management Standards and Program Logic. This process continues to apply pressure to

the various departments and treasury of the value and need for NCCs. Minister Enoch is certainly engaged and an ally for our sector.

The Department is preparing for wider sector consultation at the tail end of 2021 and beginning of 2022.

## Growing Our Collective Voice

The Parliamentary Inquiry into Social Isolation and Loneliness this year provided a unique opportunity to highlight and showcase the work of Neighbourhood and Community Centres as core social infrastructure in our communities’.

Each provides opportunities for connection, belonging, participation and contribution – making NCCs the antidote to loneliness and isolation.

Historically, our sector has often discussed the differences between centres, but what the 53+ submissions from centres demonstrated is that we are linked by common principles and share a commitment to community-led, place-based work.

## Thank you

We would like to thank our members, board, team and collaborators for their work in 2021. We look forward to working with you in 2022 as we continue to grow the recognition, resourcing, and impact of our sector.

**Please enjoy our Annual Report.**

Warm Regards,



**Tomas Passegi**, Chair



**Em James**, General Manager



# Financial Snapshot FY 2020-2021

Neighbourhood Centres Queensland is grateful for the support and funding received in 2020-2021.

## **Income**

Income for Neighbourhood Centres Queensland for the financial year 2020 – 2021 was \$549,684.79, with project specific grant income increasing by 64% during the financial year.

## **Expenditure**

Total expenditure for the financial year ended June 2021 was \$499,841.02. Our most significant expenses related to employment costs, which increased 53% to \$353,754.40, reflective of our increased project work.

## **Overall result**

The Board has continued to invest member's funds into the work of NCQ, funding staff roles which have strengthened the viability of our organisation and enabled us to advocate for our membership, investigate further sector supports, and successfully apply for additional funding. After these investments, NCQ had a net surplus of \$49,843 and invested funds of \$286,833. Part of our financial strategy is to leverage our funds to maximise support for our sector.

## **Financial Stability**

Neighbourhood Centres Queensland has ended the 2020 – 2021 financial year in a strong and sustainable financial position.

## **Financial Report 2020-2021**

The Financial Report 2020-2021 is provided as an appendix to this Annual Report.

Warm Regards,

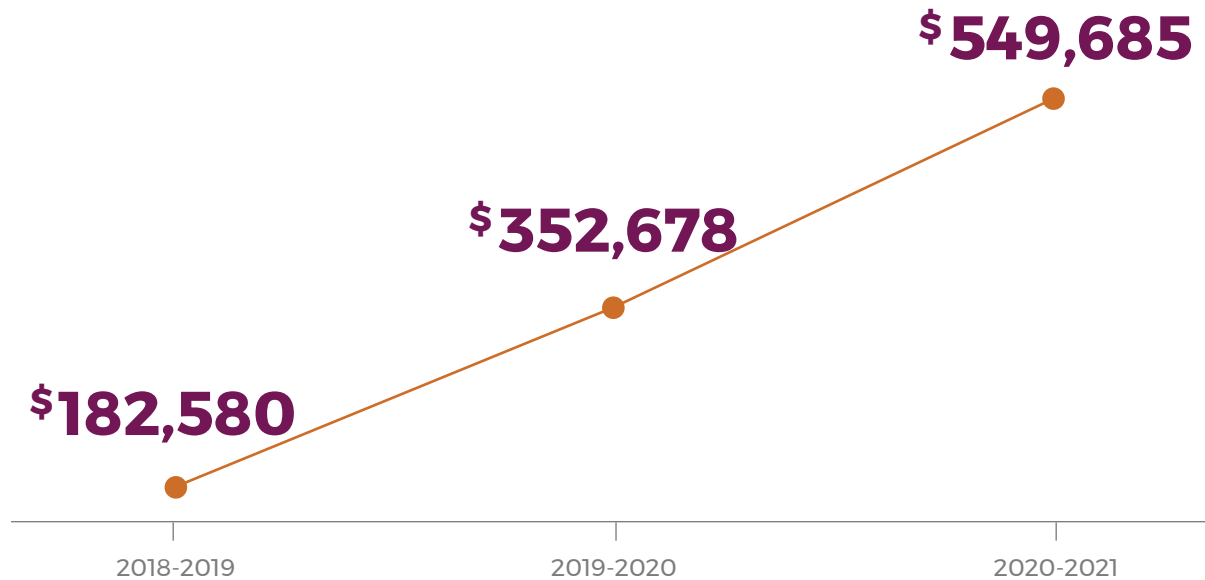


**Louise Judge**, Treasurer



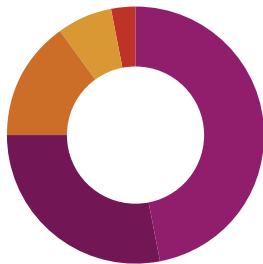
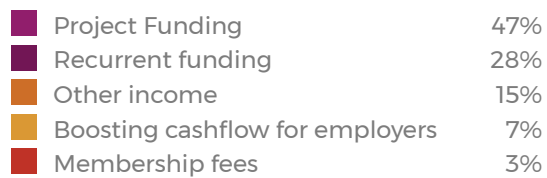
## STEADY INCOME GROWTH

Annual income has steadily increased over the past three years, with Year-Over-Year growth of 156% in 2020-21.



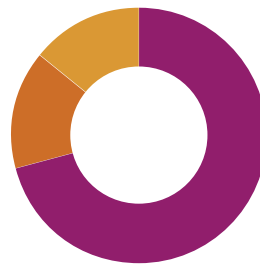
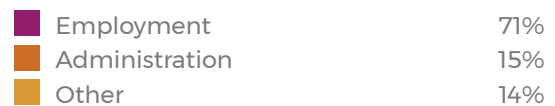
## TOTAL UNDERLYING INCOME

**\$549,685**



## TOTAL UNDERLYING EXPENSES

**\$499,841**





# Celebrating Our Impact for Members




2021 has been a huge year for Neighbourhood Centres Queensland and the Neighbourhood and Community Centres we work alongside.

Our successful grant projects combined with the board's investment in increasing our staffing capacity – plus a lot of hard work! – has led to a visibly different organisation at the end of 2021. Some of these wins are outlined below.

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## Digital Transformation




NCQ has listened to our members on the need for improved visibility of our sector. Our digital investments are raising the profile, understanding and accessibility of NCQ and our members amongst the public, stakeholders and funding bodies.

-  **New name, branding and website**
-  **Online public resource library**
-  **Find a Centre: Connecting Queenslanders to their local NCC**

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## Members Resources & Professional Development

The increasing familiarity with online technology, combined with members' appetite to connect and learn as a sector, has led to new opportunities for workforce development.




-  **Members Online Learning Platform (launching early 2022)**
-  **Monthly Lunchtime Learning Sessions**
-  **Regional Network Development Meetings**



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## Sector Advocacy & Collective Voice




We proactively engage with a variety of stakeholders and the Department of Communities, Housing and Digital Economy to raise awareness of the challenges and opportunities facing our sector.

-  **Led NCC input into Parliamentary Inquiry (53+ submissions)**
-  **Publically advocating for funding in Pre-Budget Submissions**
-  **Bringing NCC voice to government decision makers (regular meetings)**

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## Organisational Capability and Capacity




In 2021 Neighbourhood Centres Queensland has built the organisational infrastructure to launch into a new level of sector support and engagement in 2022.

-  **Investment in communications staff member to grow impact & visibility of sector**
-  **5+ successful grants and significant inkind support**
-  **New Membership Management Software**

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## Sector Research

With over 11 submissions and research articles published by our staff team, combined with collaborations with universities and stakeholders, we are focussed on demonstrating the impact of our sector.

-  **2021 Neighbourhood & Community Centre Survey**
-  **Enhancing Community Development in Neighbourhood Centres**
-  **Disaster Resilience Strategies for Monsoon, Drought and Bushfires**



# Strategic Plan 2019-2022



## Our Vision

Neighbourhoods transformed into thriving communities that are self-directed, thriving and resourceful.



## Our Purpose

To grow the collective impact of the Neighbourhood and Community Centre sector by increasing resourcing, recognition and relationships at the local, state and national level.

	If we:	By:
<b>THE CHALLENGE</b> To become an effective leader of Neighbourhood and Community Centres so their value will be increased.	Build relationships that deliver deep insights about Neighbourhood Centres	Forming strategic cross sector and government partnerships
	Highlight citizen led place-based community development work	Engaging strategies to share stories
	Focus on developing a strong evidence base	Fostering research into Neighbourhood Centre work
	Encourage active leadership across Neighbourhood Centres	Creating forums for leadership and training





# Our Work

We're here to grow the impact of the sector.

We grow sector resourcing, recognition and relationships at the local, state and national level. We collaborate with our members, partners and government to measure impact and build sector capacity for long-term community and social resilience across Queensland. We promote the vital role our members play in delivering place-based responses to build healthy, connected, and thriving communities.



## Communicating Sector Value

Highlighting the role and importance of Centres and advocating for additional resourcing.



## Demonstrating Sector Impact

Encouraging and supporting research on Centres to demonstrate their impact in communities.



## Growing Sector Capacity

Supporting our workforce through professional development, resource sharing, coordinated actions & more.



## Partnering for Community Outcomes

Building strategic partnerships across sectors to create better outcomes for Queensland communities.



## Influencing Policy for Systems Change

Advancing policy and place-based program design through collaborative processes and advocacy.





# Parliamentary Inquiry into Loneliness & Social Isolation

NCQ mobilised the state's Neighbourhood Centres to participate in the Parliamentary Inquiry into Loneliness and Social Isolation.

In 2021, the Queensland Government called for a Parliamentary Inquiry into Loneliness and Social Isolation. As Neighbourhood Centres are core social infrastructure designed to be places of belonging, inclusion, participation and connection, NCQ encouraged the sector to participate in the submission process to highlight their place-based responses to social isolation and loneliness.

NCQ and 53 Neighbourhood Centres lodged written submissions and 17 centres participated in Public Briefings in Brisbane, Toowoomba, Mt Gravatt, Mt Isa, Townsville and Cairns. NCQ and State Peak bodies also lodged submissions arguing for the strategic placement of centres to respond to the loneliness epidemic.

## **NCQ's submission included four recommendations:**

- 1 Increase Neighbourhood Centre Investment
- 2 Strength Based Awareness Campaign emphasising the key role of NCC's
- 3 Enhance Neighbourhood Centre Digital and Physical Infrastructure
- 4 Resource NCQ to deliver new NCC reporting framework and sector support



### **Participatory policy development**

We held 4 online workshops with NCCs to develop submissions and recommendations



### **53 Neighbourhood Centre Submissions**

53 Centres lodged written submissions to the inquiry with 17 Centres involved in public briefings state-wide







# Queensland Disaster Resilience Strategies

NCQ developed the Drought, Monsoon and Bushfire Resilience Strategies with Neighbourhood Centres and continue our work to implement them. We are also developing a Queensland-wide disaster resilience strategy that expands on and synthesises the individual strategies.

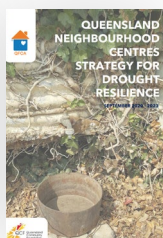
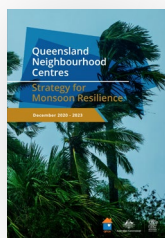
Queensland is the most natural disaster affected state in Australia. Neighbourhood and Community Centres are playing an increasing role in preparing communities for disasters, responding directly to disasters (by providing emergency relief, coordinating evacuation, providing reliable information and opening centres to other services) and in community recovery (giving access to no interest loans, school items, low-cost food and community rebuilding activities).

The Disaster Resilience Strategies have developed from drawing Neighbourhood Centres together across various parts of the state to collectively discuss and plan for disaster resilience for the first time last year, to now being embedded in putting the Qld Neighbourhood Centres Strategies for Drought, Monsoon and Bushfire into action.

## Contributors

NCQ would like to thank the representatives from all participating centres for their generous contribution of time and insights. Participating centres are named on our website. These projects were led and contributed to by Natasha Odgers, Laurelle Muir, Chris Mundy, Em James, Geoff Roberson, Mengting Lin, Tobi Leggans and Roslyn Wade.

## Publications



Learn more about the projects and download the strategies from our website: [ncq.org.au](https://ncq.org.au)

## 2021 Project Achievements for Disaster Resilience Strategies

### Raising the profile of NCCs role in Disaster Resilience

- International and national audience: Presented at the International Federation of Settlement Houses (IFS) Conference 2021 and the Australia and New Zealand Emergency and Disaster Management Conference 2021
- Strategic relationship development & partnerships in the disaster management & government sectors

### Launched Bushfire Resilience strategy

- Collaborated with 21 NCCs across QLD
- NCCs launched the strategy with Minister Enoch
- Complements Monsoon and Drought Resilience Strategies

### Phase 1 strategy implementation

- **Monsoon:** Outcomes ranged from increased awareness raising, preparedness information, resource sharing, events and advocacy
- **Bushfire:** Successful funding and commenced first stage of implementation
- **Drought:** Ongoing advocacy & stakeholder engagement

### Queensland-wide strategy & implementation

- Funded project for 2021-2022
- Advocating for increased resourcing & collaboration
- Attracting funds, training & opportunities for NCCs

### Funding Partners

This project has been jointly funded under the Commonwealth/State Disaster Recovery Funding Arrangements.



### 67 Centres Participated

Active participation of 67 Neighbourhood and Community Centres in the project



### Confirmed funding for 2022

Funding confirmed through to December 2022





© Tomas Passeggi at Community Development workshop. Photograph: Juanita Wilson



# Enhancing Community Development in Neighbourhood Centres

NCQ and Griffith University joined forces to explore the role of Community Development in Queensland's Neighbourhood Centres.

In 2019, NCQ received funding from the Queensland Government to support Neighbourhood Centres to attend the Biannual Community Development Conference. This flowed on from QFCA's 2019-22 strategic plan. Two relevant pillars of this plan include (1) highlighting the citizen-led, place-based community development work of Neighbourhood and Community Centres, and (2) encouraging active leadership across Queensland NCCs, through creating opportunities for forums and training. At the conference over 40 Neighbourhood Centres attended a workshop where they agreed to explore the role of Community Development in the NCC sector. In 2020, NCQ formed a Community Development subcommittee who embarked on a partnership with Griffith University to unpack this subject using conversational research methods.

## Participatory Research Team

Many thanks to Helen Betts, Dr Ann Ingamells, Natasha Odgers, Maria Tennent, Carmel Daveson AM, Bea Rogan and Anthony Kelly.



Download the report from our website:  
[ncq.org.au](https://ncq.org.au)



## 180 Participants

9 Webinar sessions were held with 180 participants across Queensland. 10 Pieces of video content were produced



## Report Published

The Enhancing Community Development in Neighbourhood Centres 2021 Report was published and launched in October 2021

# Performance and Reporting Framework

NCQ worked together with Department of Communities and Queensland Neighbourhood Centres to design a new reporting and performance framework for our sector.

## Co-developed measurement tool to demonstrate Neighbourhood Centre impact

33 consultations occurred to design a new reporting framework for Neighbourhood Centres. Consultations included research bodies, peak bodies and 20 Neighbourhood Centres from across the state. The new framework is consistent with national and international social indicators while allowing for case studies and community development activities. It aims to streamline reporting while increasing the ability to demonstrate impact and consistency of reporting across the sector.

## Want to know more?

Visit our website to download and read the Project Synopsis.

## Contributors

Project Lead: Lorna McGinnis with Chris Mundy

Special thanks to the Neighbourhood Centres and stakeholders who participated in consultations.

## Funding

Funding for this project was provided by the Queensland Government - Department of Communities, Disability Services and Seniors.



### New Co-designed Framework

Developed with input from 52 individuals from 20 NCCs, 6 Peak Bodies and 4 research bodies



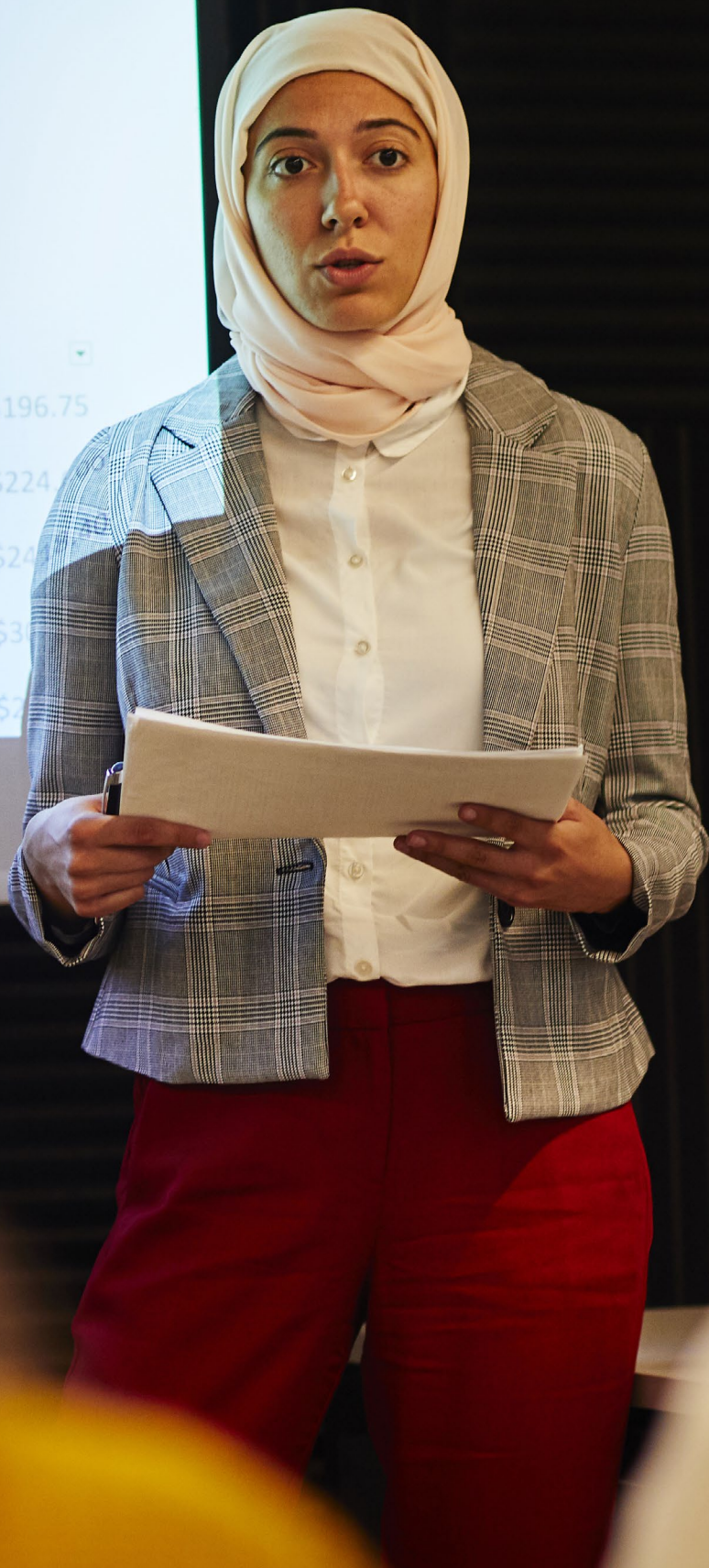
### Meaningful Reporting Outputs

Gathers quantitative and qualitative data to communicate the effectiveness of Neighbourhood and Community Centres' work





Returns	Total
	Income
2	\$196.75
1	\$224.00
0	\$24.00
0	\$38.00
3	\$2.00



# Public Resource Library

In 2021, NCQ launched an online resource collection focussing on neighbourhood centres in Australia. This repository provides free access to research, training materials and tools to share the value and expertise of Neighbourhood Centre's place-based community-led approach.

## Research and Training Materials

Research has played an important role in the history of Neighbourhood Centres across the world. NCQ produces and gathers this research and makes it available to the wider public to raise awareness of social issues, approaches to community-led work and the value of Neighbourhood Centres locally and globally. Free training materials are also available for the general public on key topics so that Neighbourhood Centres can share their knowledge and expertise with those outside of their immediate sector to create systems change and community transformation.

## Do you have a resource to share?

Do you have a research paper or resource that relates to, or could benefit, Neighbourhood and Community Centres? We'd love to share it in our resource library. Please email [melaniemaher@ncq.org.au](mailto:melaniemaher@ncq.org.au).

## Contributors from Multiple Disciplines

Research and resources have been contributed by NCQ, university partners, academics, community development practitioners and world-renowned experts.

## Partnerships with Research Institutions

Neighbourhood Centres Queensland works with research institutions across Queensland, including Griffith University and the University of Queensland.



### Growing Sector Evidence Base

11 Submissions and Research Reports produced by NCQ in the past 12 months



### Showcasing role of Centres in Disasters

15+ relevant research papers showcasing role of NCCs in Disasters







# Lunchtime Learnings with Centres

Our Lunchtime Learnings are one-hour opportunities to give busy Neighbourhood Centres the opportunity to connect, upskill and share knowledge.

## **Strengthening Neighbourhood Centre networks across the state**

Prior to the COVID19 epidemic, NCQ had begun to connect Neighbourhood Centres together using online platforms by offering webinars around social enterprises and natural disasters. The Lunchtime Learning online sessions have risen in popularity as familiarity with online mediums has grown. These sessions offer centres the opportunity to learn and share skills in communications, community development, networking, disaster resilience and addressing topical issues for staff and volunteers.

## **Connecting on issues and taking shared action**

Lunchtime Learning Sessions are also an opportunity for Neighbourhood Centre staff and volunteers to talk about issues of concern for them and discuss ways of taking shared action. For example, First Nations Neighbourhood Centre volunteers and workers recently met online to yarn about the sector. Centres also gathered online during the Parliamentary Inquiry into Loneliness and Social Isolation to collaborate on writing submissions and planning public briefings.

## **Presenters: NCQ, Neighbourhood Centres and guest speakers**

Guest Speakers are a prominent feature of our lunchtime learning online sessions, drawing from expertise both outside and within the Neighbourhood Centre sector.



### **Sharing Expertise**

7 guest presenters on topics such as communications, workforce issues, grants and frontline support



### **Workforce Training**

Over 50 workers upskilled through specialised online learning sessions







# Neighbourhood Centre Survey and Social Value Report

Our Neighbourhood Centre Survey and Social Value Report is conducted each year to gather meaningful data to tell the story of Neighbourhood Centre activities and demonstrate their value.

## NCQ Annual Survey

NCQ conduct an annual Neighbourhood Centre survey with our Queensland NCC members to better understand and communicate the role and value of our sector. The first survey began in 2020 with the support of Neighbourhood Houses Victoria. Several hundred data sets are collected including participant numbers, volunteering, staffing, demographics, organisational structure and activities. A social value on investment is calculated using existing SROI methodology used across Australia with our fellow Neighbourhood Centres.

## Get Involved

Want your centre to be involved in the next NCC survey submission, or do you want to discuss the findings and demonstrated impact of Neighbourhood Centres in Queensland? Contact Chris Mundy, our sector lead in Policy and Research, at [chrismundy@ncq.org.au](mailto:chrismundy@ncq.org.au)

## Contributors

Authors: Chris Mundy with Neighbourhood Centres Queensland team

Data Support: David Perry, Neighbourhood Houses Victoria



### Over 600 Datum Points

NCC demographics, participation, activities, volunteering, emergency relief, workforce and much more



### 64 Individual Social Value Reports

64 Individual Social Value Reports featuring social values on investment for each centre







# Celebrating Our People

In 2021, our team grew from 4 to 6 part-time employees.

Our team has a deep commitment to social justice and sustainability, delivering on a diverse program of work from disaster resilience to community development. Our team is a powerhouse of experience and expertise, and welcome collaborations for the benefit of the sector and the community.

## Em James General Manager



Em leads Neighbourhood Centres Queensland and is dedicated to growing the impact, resourcing, and recognition of our sector. Having worked in and alongside NCCs for over 15 years, Em is passionate about the vital role of NCCs in place-based, community-led change. Em takes a collaborative, strengths-based and systems-level approach to working with NCCs and strategic partners.

Em has worked as coordinator of Community Plus+ across 3 sites in inner city Brisbane/ Meanjin, and has kickstarted new projects, centres and services as part of previous roles with New Farm Neighbourhood Centre, The Exchange in Kelvin Grove, and Wynnum Community Hub. Em's community development work in Annerley has led to ongoing local projects such as the Annerley History Group, Junction Fest and the Community Connection and Belonging Project. Em has also enjoyed researching and convening at universities and peak bodies to explore place-based approaches across Queensland.

Em holds an undergraduate degree in Social Science (International Development), a Masters of Community Development and is in the final stages of a Masters of Business Administration (Social Impact). They are a Deans Scholar and in 2020 was awarded the Anton Mischewski Design for Social Innovation prize.

Em's knowledge, skills and expertise covers; organisational development; facilitation; community development and codesign; partnership brokering; strategy; applied research; integrated service design and delivery; project management; systems improvement; writing and editing.

## Chris Mundy Sector Development Lead - Policy, Research & Networks



Chris has worked with NCQ in a variety of areas and now leads the sector in forwarding Neighbourhood Centre data and research, social policy influence and developing sector networks.

Chris has over 20 years of experience in community work in a wide variety of contexts including both individual support and community programs. He spent 10 years working with teenagers, community groups and stakeholders in a high school context, using Community Development methods to address issues of mental health, self-harm, social justice and youth crime. His experience in Neighbourhood Centres entailed further Community Development experience as well as Volunteer Management, Consortium Work and Financial Resilience. Chris has also supported individuals and groups affected by Past Forced Adoption practices as well as conducted research and advocacy in this area.

Chris has studied a Bachelor of Ministries from the Australian College of Theology,

Graduate Diploma of Psychology at QUT and a Master of International and Community Development (PhD Pathway) at Deakin University.

His multidisciplinary background brings a variety of research, practice and systems perspectives to his work which is ideal to demonstrate the diverse nature and value of Neighbourhood Centres across the state.

## Natasha Odgers

### Disaster Resilience Co-Lead

Natasha is co-leading the development and implementation of the Queensland Neighbourhood Centres Strategies for Disaster Resilience. This includes the pre-existing strategies for Drought, Monsoon and Bushfire Resilience.

Natasha has been with Queensland Neighbourhood Centres peak body since late 2019 working on disaster resilience. In 2020, Natasha also worked for Griffith University with esteemed colleagues in the sector on the development on the 'Enhancing Community Development in Neighbourhood Centres' research report and webinar series. Another hat Natasha wears, is Community Development Worker with Caloundra Community Centre, focused in the Glasshouse Country area. Prior to this, Natasha worked at national, state, regional and local levels in the community-based natural resource management sector.

Natasha holds a Bachelor of Social Science (Community Development) with Honours (Class 1) and completed an honours thesis on what makes community-environmental groups most effective. This led into working with Volunteering Queensland, contributing to the development of a Leadership Program for catchment managers of community organisations. Natasha has also always been deeply embedded in volunteering and supporting local communities.



## Laurelle Muir

### Disaster Resilience Co-Lead

Laurelle is coordinating the implementation of the Neighbourhood Centres Bushfire Resilience Strategy and co-developing the Qld Neighbourhood Centres Strategy for Disaster Resilience.

Laurelle has 25 years experience in community engagement, social planning and community development. As Manager of Brisbane City Council's Community Engagement team for seven years, Laurelle was involved in the design and delivery of major projects, including City Plan 2014, over 25 neighbourhood plans, and many other community projects. Coordinating a major Council evacuation centre during the 2011 flood event, and the management of community development recovery projects, inspired a strong interest in the development of community disaster resilience.

Laurelle holds a Masters Degree in Social Planning, and a Master of Philosophy researching the role of place-based community organisations, such as Neighbourhood Centres, in the operationalisation of community disaster resilience. She currently co-chairs Encircle Ltd, a multi-service not-for-profit organisation, including Neighbourhood Centres, delivering human service programs and community legal services in the Moreton Bay Region and the northern suburbs of Brisbane.



## We welcome connections

We're here to collaborate with our members, government and partners to grow the impact of the sector. We welcome connections.

Reach out to us at [info@ncq.org.au](mailto:info@ncq.org.au) or on our individual emails (listed on the following page).



## Geoff Roberson

### Executive Officer



Geoff is the Executive Officer for the Association, providing support and advice to on Human Services Quality Framework (HSQF) requirements, Procure to Invest (P2i) administration, the provisions of the Incorporated Associations Act and other Acts and legislation, and maintenance of membership databases. Being based in Cairns, Geoff maintains close links with centres in the North and Far North of the State.

He has worked for the Association for over a decade, keeping in close contact with people in the sector to encourage participation, seeing the membership grow to include almost all funded centres. He was integral to the delivery of the Results-Based Accountability trial, which saw the then Department of Communities introduce the premise of actual measured outcomes for participants into statistical recording.

Geoff is midway through an MBA at Deakin University. He is currently the President of the Marlin Coast Neighbourhood Centre Management Committee and has been a relieving Centre Manager in two centres.

Geoff welcomes calls from centres on membership issues, regional contacts, Incorporated Associations Act Constution and HSQF questions.

## Melanie Maher

### Sector Development Lead - Communications & Digital Engagement



Melanie leads the design and delivery of communications and digital engagement projects to develop the impact of the peak body and our members. Projects include the strategic rebranding of NCQ, the design of a new website and members online learning platform, and the creation of the communications strategy.

Melanie has spent the last 12 years working as a communications designer, particularly focused on helping not-for-profit (NFP) and for-purpose organisations to amplify their social and environmental impact.

She has a range of skills and experience, developed from a diverse portfolio of projects that include her work in political campaigning (including leading state-wide communications in Federal Election Campaigns in Tasmania), designing fundraising campaigns (including those for poverty in Hong Kong and environmental protection in Tasmania), and collaborated with researchers to adapt communications to more effectively influence policy change.

Melanie is also a design lecturer, with 8 years experience in lecturing, course writing, workshop creation and learning facilitation of Bachelor of Design students. She teaches a range of courses such as Design Thinking and Business by Design. She has also worked with for-purpose organisations to design and implement online learning systems and experiences.

Melanie holds a Bachelor of Visual Communications Design and a Masters in Digital Design majoring in Education. Her research work has focused primarily on increasing sustainability literacy (skills, values and behaviours) with communication and design methods.

## Team Contact Details

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# Celebrating Our Board

As a for-purpose incorporated association, NCQ is governed by an elected board.

Our board is comprised of seven Neighbourhood Centre representatives - three from South-East Queensland and four from regional and rural Queensland - and 2 associate members. This geographical diversity supports NCQ to effectively represent, collaborate with and understand the unique perspectives of centres and communities throughout Queensland.

## **Tomas Passeggi**

NCQ Chair, SEQ  
Caloundra Community Centre



## **Louise Judge**

Treasurer, Regional QLD  
Chinchilla Community Centre



## **Mel Hilditch**

Board Member, SEQ  
Community Plus+



## **Tanya Stevenson**

Secretary, Regional QLD  
Hervey Bay Neighbourhood Centre



## **Caroline Cuckson**

Board Member, SEQ  
Deception Bay  
Neighbourhood Centre



## **Val Edsall**

Board Member, Regional QLD  
The Neighbourhood Hub  
Mackay



## **Alana Wahl**

Board Member, Regional QLD  
Laidley Community Centre



## **Fiona Hunt**

Associate Member



## **Board contact details**

[theboard@ncq.org.au](mailto:theboard@ncq.org.au)



# Celebrating Our Members

NCQ represents a membership of over 130 community-based organisations in Queensland.

Walk into a Neighbourhood Centre, and you'll meet committed, caring and resourceful people. Whether volunteers, staff or board members, they care about their communities and work hard to deliver extraordinary outcomes every day. We acknowledge and appreciate their contributions throughout 2021.

We are particularly grateful for the time and energy NCCs have committed – amidst their incredibly demanding local-level work – to making visible the collective impact of NCCs across Queensland. In 2021 this included participating in the NCC Sector Survey, contributing to the Parliamentary Inquiry into Social Isolation and Loneliness, and collaborating on the Disaster Resilience strategies.

📷 Jody Blackburn welcoming people at Reception of Community Centre. Photograph: Juanita Wilson









# Thanking Our Supporters

We are so grateful for the many supporters, collaborators and funders who've been part of our success over the past 12 months.

In particular, we would like to thank;

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Australian Neighbourhood Houses and Centres Association

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Community Services Industry Alliance

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Department of Communities, Housing and Digital Economy

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Griffith University

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Community Development Queensland

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Queensland Council of Social Service

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Queenslanders with Disability Network

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Members of NCQ's Community Development Sub-Committee & Working Group

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Neighbourhood Houses Victoria

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SurveyVista

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Traction on Demand

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8Ball Media

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📷 Community Development Staff (Sonya Clark, Ben Burns) at Caloundra Neighbourhood Centre. Photograph: Juanita Wilson







