NEIGHBOURHOOD CENTRES QUEENSLAND

FINAL REPORT

Neighbourhood Centres Queensland

2021 Sector Impact Report

Key data and insights from the largest Queensland-wide survey of the Neighbourhood and Community Centre sector.

Community members in the garden in Benarrawa Community Development Association. Photograph: Dr Dean Holland.

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.

© All rights reserved Neighbourhood Centres Queensland 2022. This resource can be used and shared for personal and professional use with due acknowledgement given. This resource cannot be reproduced on mass or for commercial purposes without the express permission of Neighbourhood Centres Queensland.

info@ncq.org.au
www.ncq.org.au

Abstract
This Sector Impact Report provides an overview of data collected through Neighbourhood Centres Queensland's Annual Survey on Neighbourhood and Community Centres for the period of the 2020/2021 financial year in addition to several other data sources for this time-period.

Data Collection and Analysis
Chris Mundy with the support of David Perry, Neighbourhood Houses Victoria.

This report should be cited as
Mundy, C., James, E., Bast, T. and Maher, M. (2022) *Neighbourhood Centres Queensland 2021 Sector Impact Report*. Neighbourhood Centres Queensland.

Front cover photograph
Community members in the garden in Benarrawa Community Development Association. Photograph by: Dr Dean Holland.

Version 2. Last updated: 13.05.2022

Contents

Foreword	**04**
Introduction	**06**
i Background and Purpose	06
ii Methodology	07
Survey Results in 2020 / 2021	**08**
1. Scope & Reach	**08**
1.1 Number of Neighbourhood Centres	08
1.2 Geographic Spread	09
1.3 Community Reach and Participation	12
2. Individual Impact of Neighbourhood Centres	**14**
2.1 Services Provided by Centres	14
2.2 COVID-19 Support to Communities	16
2.3 Emergency Relief	18
3. Community Impact of Neighbourhood Centres	**20**
3.1 Volunteering	20
3.2 Community Facilities	21
3.3 Digital Inclusion and Literacy	22
3.4 Supporting Community Groups and Projects	23
4. Neighbourhood Centres Resourcing	**24**
4.1 Funding	24
4.2 Governance	26
4.3 Workforce	27
4.4 Main Premises	28
5. Calculable Community Value Of Sector 2020/2021	**30**
Appendix	**32**
Thank you	**38**

Foreword

Neighbourhood and Community Centres are increasingly recognised for their ability to connect, include, support and develop individuals and communities throughout the state of Queensland.

In 2020, Neighbourhood Centres Queensland (formerly the Queensland Families and Communities Association) undertook the first comprehensive survey of Neighbourhood Centre services, operations, infrastructure and reach. These statistics demonstrated overwhelmingly that Neighbourhood Centres not only impact millions of people each year, but their limited funding produces significant community value and return in local communities. Since the survey was launched, the work of centres has been further highlighted throughout the COVID-19 pandemic, Parliamentary Inquiry into Loneliness and Social Isolation and natural disasters.

We know that shock events like disasters and pandemics expose and can exacerbate the gaps in social cohesion, and particularly impact on marginalized people in our communities[1]. The adaptation of our sector to the challenges of COVID-19 and the 2022 Floods is both admirable and key to their ability to continue to provide support and connection for individuals and communities.

We again note the incredible overall impact of Neighbourhood Centres when responding to community issues throughout the 2020/2021 FY.

The recent Queensland Parliamentary Inquiry into Loneliness and Social Isolation reinforced the importance of the NCC network throughout the state. Every day, loneliness and social isolation are widespread and significantly impact the health, mental health and wellbeing of Queenslanders. Yet in the context of events like COVID-19 and natural disasters, social connection and participation provides an even more significant outcome for communities facing crisis. Research from across the globe tells us that social cohesion is a key indicator of a community's ability to prepare for, adapt to and recover from disasters. This is Neighbourhood Centres' core business, aggregating the community's individual resources, harnessing cooperation, and creating the context, space and opportunities for social connectedness.

Yet despite this incredible work in local communities, Neighbourhood Centres funding framework remain unchanged and undervalued. This Report demonstrates that despite a median co-contribution of just $ $124,600 per funded centre from the State Government, centres contribute to outcomes across all areas of government; from Domestic and Family Violence support, to training and employment, legal services, family support, digital inclusion, disability support and housing and homelessness services.

Funding for basic operations, network expansion, disaster intervention, reporting & evaluation and sector support are all items strongly recommended by Neighbourhood Centres Queensland over the course of upcoming state budget cycle to ensure that all Queenslanders are fully connected and supported through the challenges they are facing.

Warm Regards,

Em James
Chief Executive Officer
Neighbourhood Centres Queensland

1. Jewett, R. Mah, S., 2021. Social Cohesion and Community Resilience During COVID-19 and Pandemics: A Rapid Scoping Review to Inform the United Nations Research Roadmap for COVID-19 Recovery.

SUMMARY OF THE 2020/2021 FINANCIAL YEAR

Together, Neighbourhood and Community Centres in Queensland supported over

1.6 Million People

who attended centres over the 2020/2021 Financial Year

This was achieved through:

143
Neighourhood Centres
Of which 127 are partially-funded by Qld Gov, and at least 16 are un-funded

1,624
Staff Members
Working a total of 1.4million hours over the year

2,745
Volunteers each week
Working a total of 703,750 hours over the year. Worth over $36.3m.

$124,603
Median Funding Per Centre*
*127 centres partially-funded by Qld Gov

1,081
Funding Applications
to maintain operations

1,353
Community Projects Run
over the year, and supported 512 Community Projects run by others.

Making an Impact

For every $1 invested by the Queensland Government, the sector produced $4.81 in community value.

Food Relief
680tne
Equating to $13.6 million in Community Value

Frozen Meals
137,962
Equating to $1.4 million in Community Value

Non-Food Emergency Relief
$2.3m
Equating to $2.3 million in Community Value

Programmed Activity Participants
956,100
Equating to $31.9 million in Community Value

Referrals to Other Services
289,900

Overall Interactions
2.34m

Reference: Mundy, C., James, E., Bast, T. and Maher, M. (2022) *Neighbourhood Centres Queensland 2021 Sector Impact Report*. Neighbourhood Centres Queensland. For more information go to ncq.org.au.

Introduction

i. Background and Purpose

Each day, hundreds of supportive spaces across Queensland open their doors to welcome and empower community members to connect, learn and grow. Standing out from amongst them are 143+ Neighbourhood and Community Centres (NCCs), the beating heart of communities. As community-based, non-profit organisations, NCCs leverage local resources, strengths and knowledge to create stronger communities. They provide tangible support and assistance to thousands of Queenslanders and contribute to improvements in community development, public health, social connection, disaster preparedness and resilience. NCCs do this by fostering opportunities for participation, contribution, inclusion and belonging.

This report seeks to understand and communicate the extent and impact of NCCs across Queensland. It outlines the findings of the annual Queensland Neighbourhood Centre Survey for 2020/2021. This is the second year the survey has been conducted since the inaugural survey by Neighbourhood Centres Queensland (formerly the Queensland Families and Communities Association) in 2020. Capturing prominently 2019 results, the first survey detailed the core work of NCCs prior to the COVID-19 pandemic. This document contains results for the second Annual Survey conducted in October 2021, when NCCs and their communities were impacted by COVID-19 restrictions.

The survey's purpose is to capture and articulate the value of NCCs sector wide around the state. This data is essential for demonstrating accountability of public expenditure, value for funding bodies, mapping social service ecosystems, creating social policy and embarking on new initiatives through the Neighbourhood Centre network.

In the absence of an effective evaluation and measurement framework for NCCs, NCQ recognised the need for developing the annual survey of Queensland's NCCs. This complements the proposed new reporting and performance framework developed by NCQ with the NCC sector and the Department of Communities, Housing and the Digital Economy (DCHDE) in 2020. The new framework is being considered as part of co-design work occurring through the NCC Strategic Repositioning Committee, making the data contained in this document all the more vital for understanding the sector's impact.

The 2020 Neighbourhood Centre Survey was developed using internal resources and the external support of Neighbourhood Houses Victoria, which has been using comprehensive Annual Surveys of their 400 centres since 2012.

ii. Methodology

The data period for the second annual survey was the financial year of 2020/2021, with the majority of data collected from the May-June quarter of 2021. This particular time period was selected as it contained less radical statistical variation due to relatively stable COVID-19 restrictions. While this survey does not provide a snapshot of data during Queensland's highest Lockdown and Stage 1 restrictions, it is acknowledged that all data gathered in this survey has been impacted in some way by restrictions during the COVID-19 pandemic. Both weekly and monthly statistics were gathered from NCCs depending on activity type.

The survey consisted of 50 questions about core sector characteristics such as location, infrastructure, services, participants, resourcing, emergency relief, partnerships, workforce and volunteers. The survey was distributed to the primary contact email address of each Neighbourhood Centre on NCQ's database via Salesforce and SurveyVista integrated IT platforms. User testing was also undertaken with five Queensland NCCs prior to finalising survey questions.

Some financial year data for 2020/2021 was gathered through the survey. Additional data was obtained from the Queensland Government's Open Data Portal and directly from DCHDE.

Community values are calculated using data obtained through the survey. We use the term 'community value' because the valuations incorporate a range of methods depending on the available evidence. These include methods such as social return on investment (SROI), return on investment (ROI) and replacement cost. All valuations are conservative and based on existing research by reputable organisations using widely used and/or well documented methods together with benchmarked market values for replacement cost valuations. Community Value calculation and extrapolation methods are outlined in the Appendix A and B. As well as an overall community value of the sector, individual Neighbourhood Centre survey participants are also issued individual community value reports based on centre's data for 2020/2021.

Rounding of total values is typically used throughout report when commenting on relevant datasets.

1.0 Scope and Reach

1.1 Number of Centres

NCQ have identified 143 NCCs in Queensland. 127 centres received funding from the DCHDE, Housing and Digital Economy in the 2020/2021 Financial Year and 17 centres operated without any core-Neighbourhood Centre funding. For the purposes of data quality, 126 funded centres were used in extrapolation techniques.

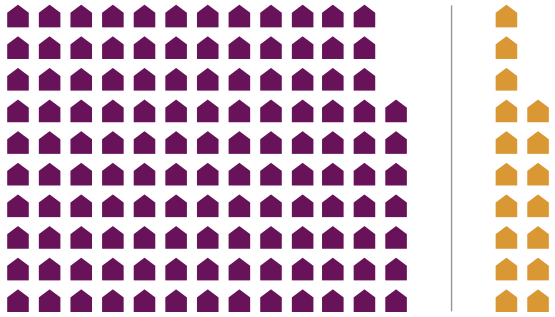
Unfunded organisations comprise 12% of the NCC sector that NCQ is aware of. However, there are numerous other unfunded community centre organisations operating independently in Queensland with no current relationship with NCQ.

76 centres fully completed the survey, representing 53% of the entire sector.

A further 7 centres partially completed the survey. 64% (80) of DCHDE funded NCCs participated. Neighbourhood Centre participant numbers based on community type and associated data extrapolation techniques are expanded upon in Appendix A.

FIGURE 1.1

Number of Centres Partially-Funded and Unfunded Centres



127
Centres receive SOME core funding from QLD Government

17
Centres receive NO core funding from QLD Government

TABLE 1.1

Unfunded Neighbourhood and Community Centres in Queensland

The 17 unfunded centres identified are:

ADRA Community Centre

Baringa Community Centre

Bethania Community Centre

Camira Springfield Community Centre

Dalby Family Support

Dimbulah Community Centre

Donald Simpson Centre

Glasshouse Mountains Neighbourhood Centre

Jeays Street Community Centre

Logan Village Community Centre

Loganlea Community Centre

Mooloolah Community Centre

Morris House, Landsborough

Northshore Community Centre

Oxenford & Coomera Community Youth Centre

St Paul's Community Hub

YMCA Springfield Lakes Community Centre

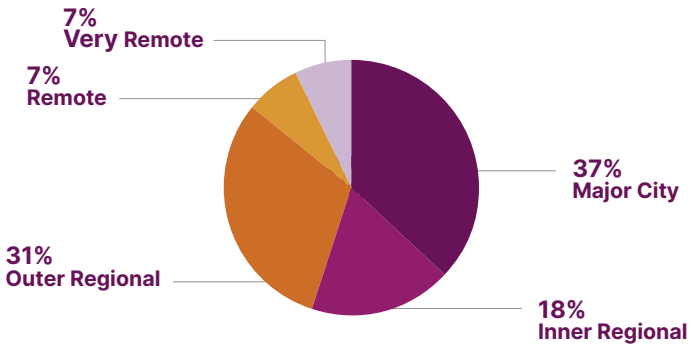
1.2 Geographic Spread

Neighbourhood Centres are located across the entire state's geographics, including the recent construction of a NCC on Thursday Island and many others located in remote and very remote areas of the state.

However it is noted that there are large population centres in Queensland that have no Neighbourhood Centre, the most notable being Rockhampton and Warwick. As further housing developments occur across the state and population growth continues to rise at 0.9%[2], the need to consider new NCCs for existing and new townships is emerging as a critical issue in the light of the state's population boom. Close relationships between the Queensland Government, Local Government, Housing Developers and NCQ must consider the need to establish this vital piece of social infrastructure in communities. Furthermore, as Queensland experiences the highest number of natural disasters in the country, consideration needs to incorporate how to build resilient communities from the 'ground up' in new localities through NCCs.

FIGURE 1.2

Geographic Spread of Neighbourhood and Community Centres in Queensland



NOTE: Remoteness index of Australia is an index of the accessibility of places to service centres, not population size.

FIGURE 1.3

% Centres Outside of Major Cities

63%
of centres are located outside of major cities

2 https://www.qgso.qld.gov.au/statistics/theme/population/population-projections/state

FIGURE 1.4

Map of Queensland with Neighbourhood and Commnity Centres Identified

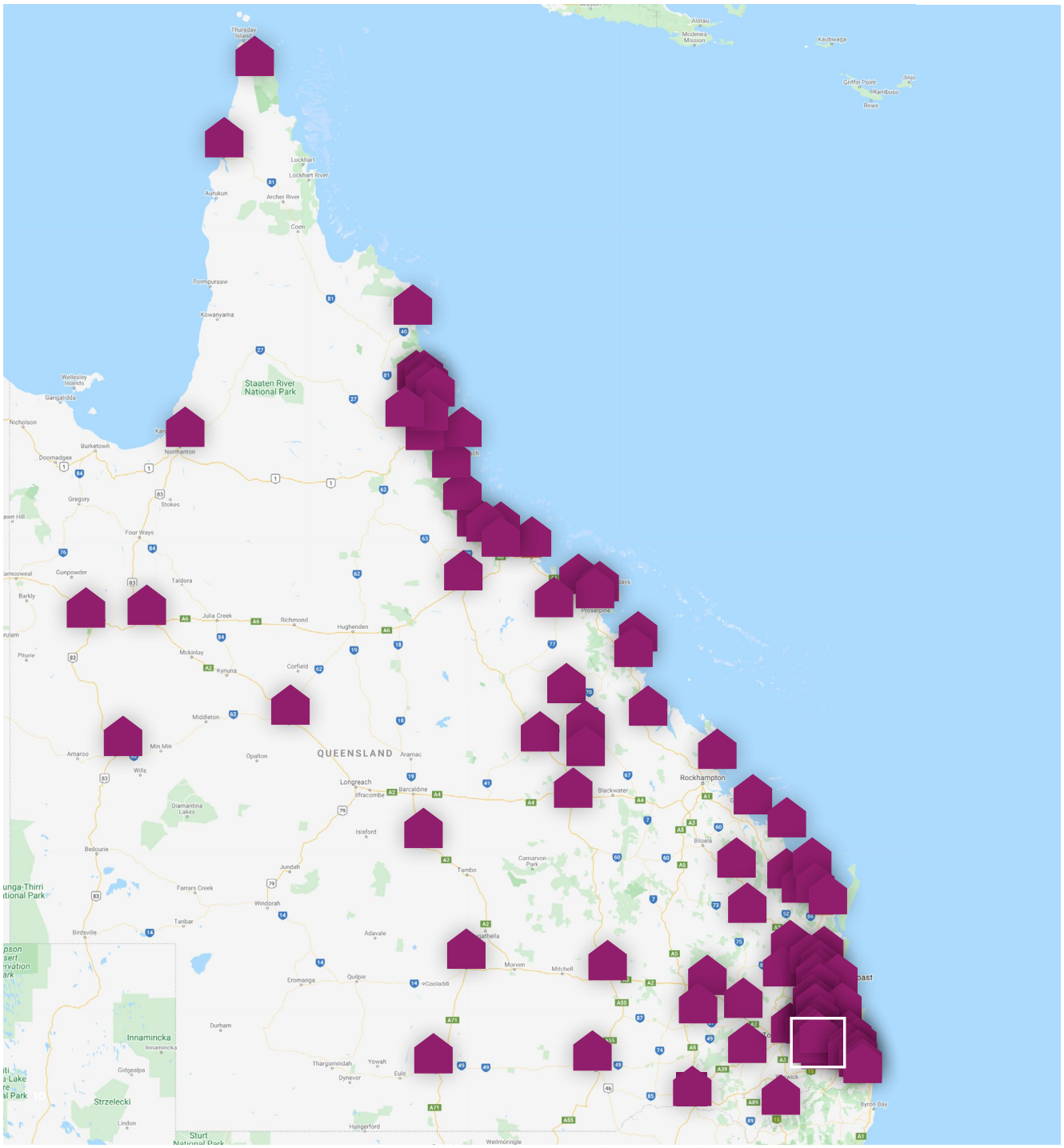
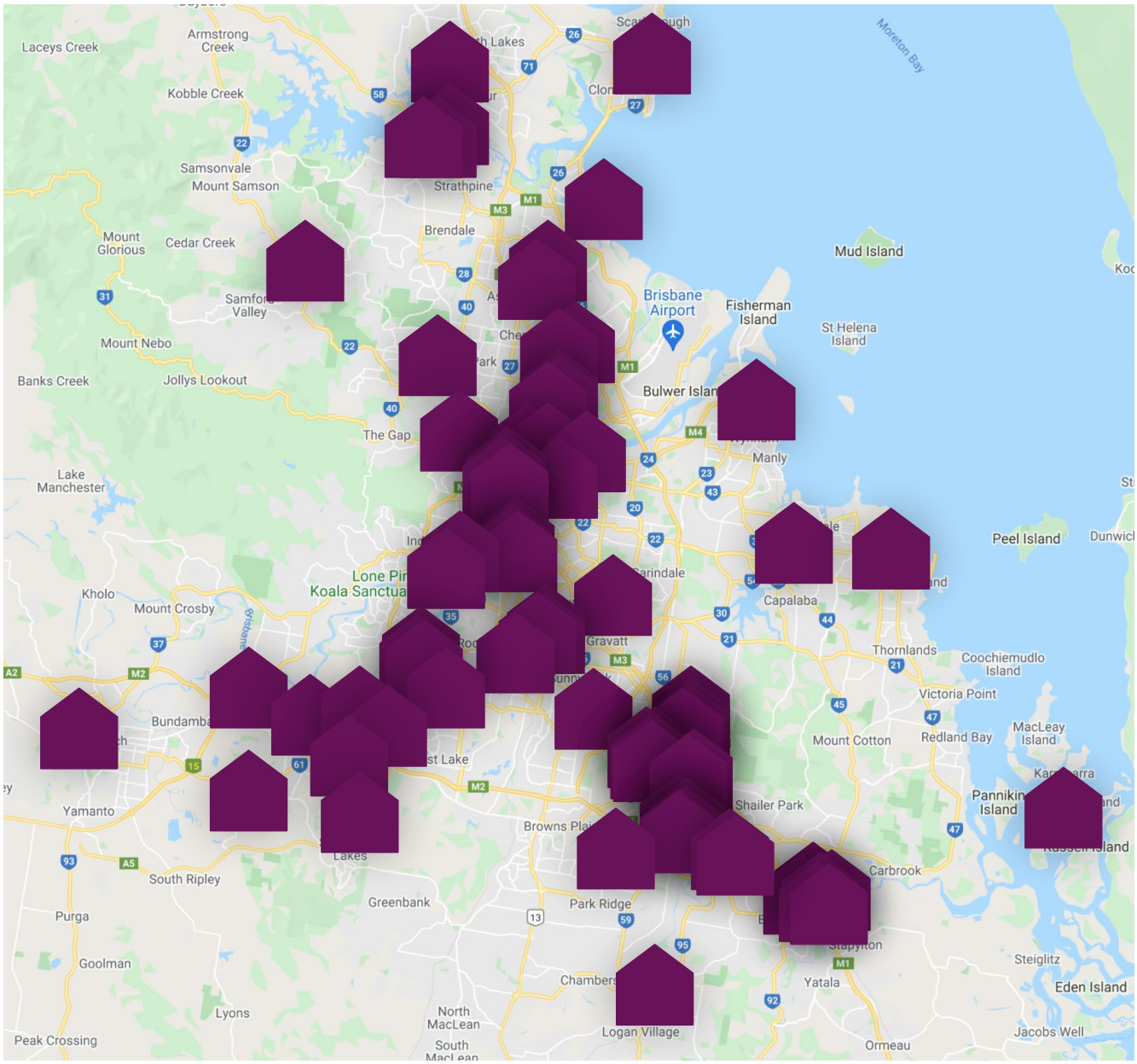


FIGURE 1.5

Map of South-East Queensland with Neighbourhood and Commnity Centres Identified



1.3 Community Reach and Participation

The recent Parliamentary Inquiry Report into Loneliness and Social Isolation highlighted the role of NCCs as key social infrastructure which provide hybrid opportunities for social connection, belonging and participation throughout the COVID-19 pandemic[3]. This was apparent throughout the data. NCCs were asked to provide weekly figures of individuals, interactions, programmed activity participation and referrals for an average week at the Neighbourhood Centre in the second quarter of 2021. Medians were calculated for each population demographic and extrapolated to the entire sector of 143 centres weekly and annually. The results are recorded in **Table 1.2** below.

TABLE 1.2

2021 Neighbourhood Centre Community Participation

	Metropolitan Median (Weekly)	**Regional/ Rural Median** (Weekly)	**Rural 3000-10000 Median** (Weekly)	**Rural Under 3000 Median** (Weekly)	**Extrapolated to Sector** (Weekly)	**Extrapolated to Sector** (Yearly)
Participants attending centres	230	196	150	113	32,157	**1,607,850**
Overall Interactions	325	375	201	152	46,826	**2,341,300**
Participants in Programmed Activities	120	119	40	83	19,122	**956,100**
Participant Referrals to other services	25	51	15	11	5,798	**289,900**

3 https://www.parliament.qld.gov.au/Work-of-Committees/Committees/Committee-Details?cid=165&id=2866

The data indicates that NCCs adapted their programmed activities in response to COVID-19 restrictions. Data on participants in programmed activities included online as well as in-person activities in the 2021 survey, revealing that an estimated overall 19,122 people per week engaged in NCCs activities either in person or through digital means. Across all centres, the median number of people engaging in programmed activities grew slightly from 107 people per centre per week in 2019 to 110 in 2021. In the light of physical distancing restrictions implemented throughout the state, this slight increase in participant numbers during the pandemic is highly significant.

The estimated overall number of people attending Queensland's centres fell marginally from 1.8 million in 2019 to 1.6 million per year in 2021. This is to be expected given the COVID-19 pandemic and restrictions that were still in place during the survey period, which impacted on the number of people physically visiting centres. Overall, the sector saw average number of visitors per centre drop from 262 people per week to 231 people per week, a fall of only 12%. The median number of people physically attending centres per week dropped in metropolitan areas (-45), Regional and Rural Areas above 10,000 people (-46) and Rural Areas below 3000 people (-23) however Rural Areas between 3000-10000 people saw an increase of 8 people per week.

This fall in physical participant numbers needs to be interpreted in the light of emerging digital connections and engagements NCCs are making with their local communities. Together, centres reported an estimated of 46,826 interactions per week (370 per centre) with Queenslanders. Qualitative conversations with centres indicate that large numbers of Queenslanders were interacting with centres through non-physical means, such as interactions over the phone or online. The annual estimated rate of these interactions across the sector is 2,341,300 per year.

One of the core activities of NCCs is service navigation. NCCs act as 'community gateways' to assist people to navigate the complex social services system when they are experiencing a variety of issues[4]. This warm and welcoming entry point for people in crisis means that NCCs across the state refer community members to specialised services at an estimated rate of 5,798 per week (289,900 annually). The soft entry point provided by NCCs via programmed activities means that NCCs are often able to identify domestic and family violence, financial hardship and mental health issues in community members early for internal or external referrals for assistance. Referrals are made in person, online and by phone.

Using the same methodology employed by Deloitte Access Economics in its Social Return of Investment Study of Morwell Neighbourhood House in Victoria[5], **the estimated social value of participation in Neighbourhood Centre activities across Queensland is $31,856,824**. See Appendix B for these social value calculations.

4 https://logantogether.org.au/wp-content/uploads/2020/11/200227_CommunityGateways_OperatingFramework_Final-1.pdf

5 http://www.morwellnh.org.au/wp-content/uploads/2018/05/MNH_Social-Impact-Analysis_May-2018_.pdf

2. Individual Impact

2.1 Services provided by Centres

Building on baseline data obtained in 2020, NCCs were again asked what services they provided to the local community in the 2021 survey. The results are outlined in **Figure 2.1**.

Responses to these questions about services did not differ greatly from the baseline data gathered in 2020 (0-10% change). However, there was a significant rise in two service areas: domestic and family violence (DFV) and long-term food security. DFV has risen from 26.5% to 38% and food security from 6% to 34% since the last annual survey. We are interpreting this as NCCs responding to the social impacts of COVID-19, and these Items will be discussed further in the following section.

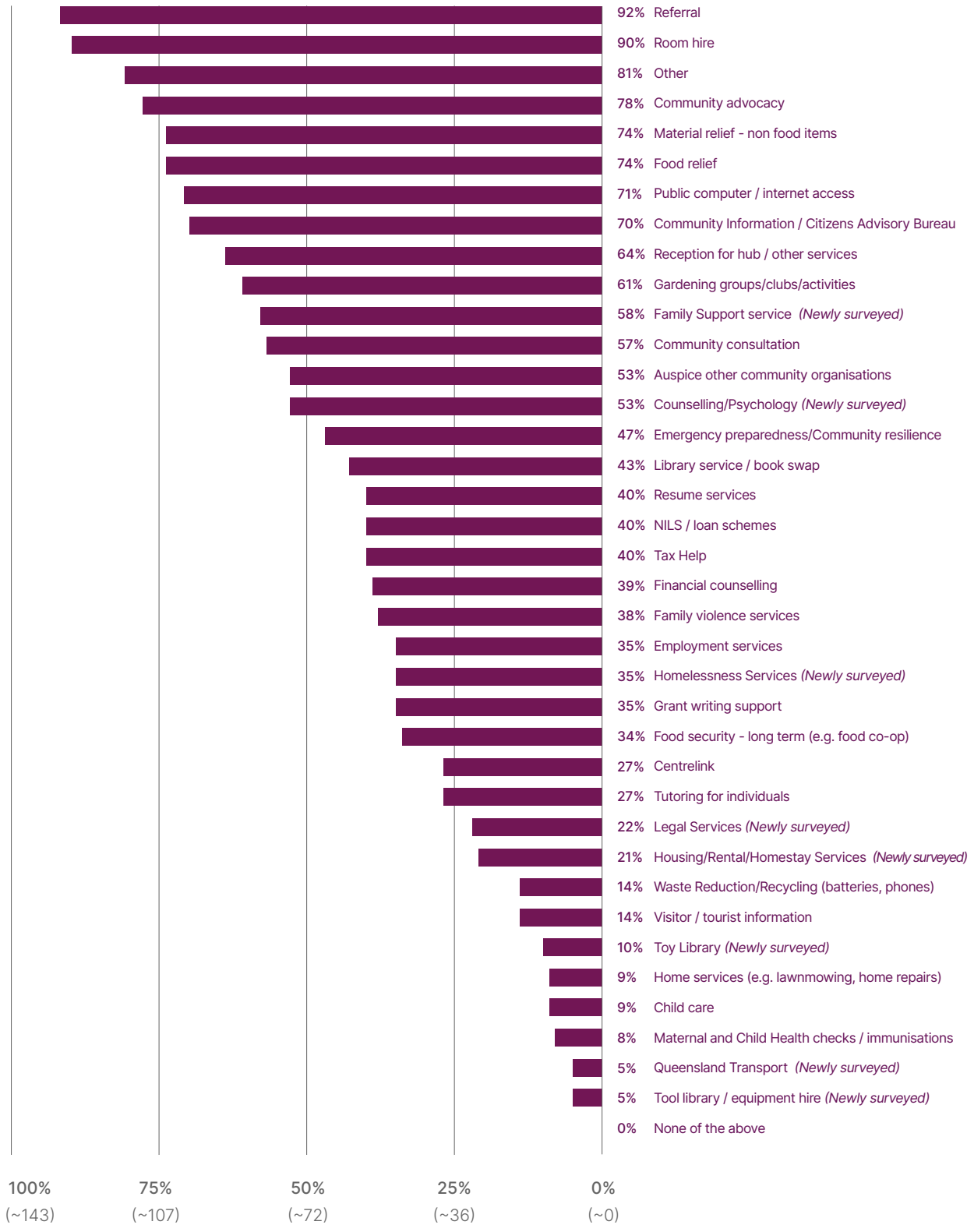
Several new service areas were offered as responses in the 2021 survey, presenting new baseline data on the work of NCCs. Of particular note were Family Suport services (58%), Counselling/Psychology (53%), Homelessness Services (35%), Legal Services (22%) and Housing/Rental/Homestay Services (21%). These services evidence the growing need for local community organisations to respond to gaps in services for Queenslanders. The Parliamentary Inquiry into Loneliness and Social Isolation noted the mental health effects of loneliness in Queensland Communities[6]. As submissions to the Inquiry illustrated, NCCs provide opportunities for social connection, community development and individualised counselling and psychology services. Given the current housing crisis in Queensland, the homelessness and housing services offered by NCCs are also critical activities.

27% of respondent NCCs also stated they provided Centrelink services. Feedback from Neighbourhood Centre network meetings in 2020 and 2021 indicated that additional payments released by the Australian Government throughout the pandemic, and subsequent withdrawal of payments, have increased pressure on these Neighbourhood Centre services. This burden on NCCs was particularly evident in areas with populations below 10 000 people, where no Centrelink offices exist locally. Acting as the local Centrelink agent, these NCCs are paid less than $50 per hour by the Federal Government to deliver these services.

6 https://documents.parliament.qld.gov.au/tp/2021/5721T2070.pdf

FIGURE 2.1

% of Neighbourhood Centre respondents providing these service to community



2.2 COVID-19 support to communities

COVID-19 presented an increasing number of complex challenges for Queensland communities. In response to qualitative questions posed in the survey, NCCs reported that many vulnerable community members stated increasing feelings of social isolation, anxiety, fear and loneliness as they no longer had safe access to sites of social connection. Many community centres reported increased levels of unemployment, homelessness, food insecurity and lack of access to health and allied services. Throughout this time, NCCs reported experiencing their own struggles as they lost the support of many at-risk and elderly volunteers as well as losing independent funding avenues from event space hire and hosting activities. NCCs were asked how they responded to local communities during COVID-19 lockdowns and this is detailed in **Table 2.1**.

Despite many challenges, NCCs adapted quickly to the growing concerns of their local communities, most switching to online and virtual platforms to engage and connect with community members. 58% of NCCs offered programmed activities in an online format including exercise classes, playgroup activities and other support groups. These platforms were also regularly used to host once off events and to update community members with information on the COVID-19 pandemic. Social media was also utilised by 79% of respondent organisations.

Centres also reported high levels of check-in calls and contact with isolated members of the community (83%). Many centres adapted and increased their emergency relief and food provision while linking together with likeminded services to further connect community members needing food relief (78%). During times of significant lockdowns, 52% of centres provided shopping collection services for vulnerable community members while 25% delivered Emergency Relief in a virtual manner.

83% of NCCs also provided COVID-19 official Information and advice. During the pandemic, NCCs reported that they provided vaccination hubs, directed community members to local hubs and testing services and provided check-in and vaccination link assistance. Vulnerable Queenslanders with digital literacy challenges also found challenges accessing the internet during the pandemic, with almost 50% of centres offering phone, internet and computer services to local communities. The 2016 census notes that 13% of Queenslanders do not have access to the internet.[3]

As mentioned in the previous section, the number of **NCCs offering domestic and family violence services in Queensland has grown considerably since pre-COVID-19 figures, from 26.5% to 38% (See Figure 2.2).** This trend is consistent with research from the Queensland University of Technology which identified a significant increase in domestic violence during the COVID-19 pandemic[7], including an increase in clients across services and in the severity of domestic violence. Many NCCs "hold" domestic violence clients for extended periods of time when referral is not possible due to external DFV services becoming overwhelmed or being non-existent in some geographical locations. DFV services through NCC's may take the form of short (or even extended) intervention by NCC staff, funded DFV activities, support groups for those affected by DFV or developing community-based responses to DFV.

FIGURE 2.2

% of Neighbourhood Centres providing DFV Services

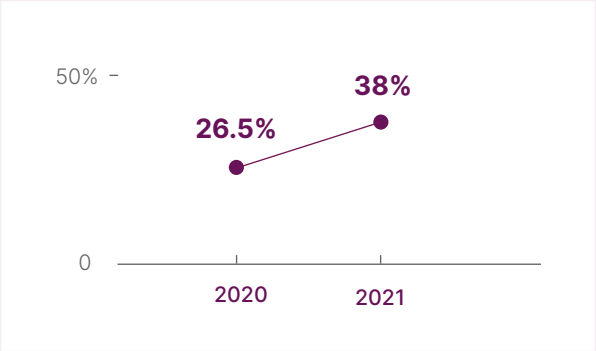


TABLE 2.1

Neighbourhood Centre responses during COVID-19 Lockdowns

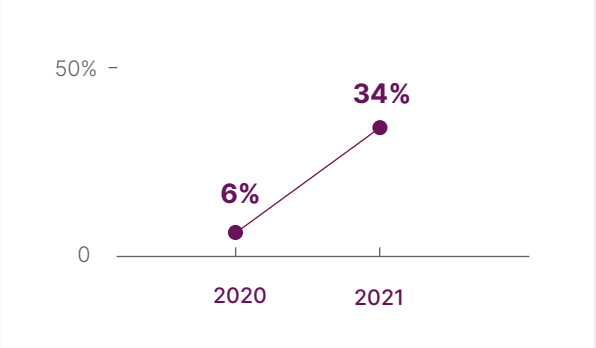
Activity Provided During Lockdown	% Centres Providing Activity
Providing or linking people to official COVID-19 information and advice	83%
Making phone calls and contacting vulnerable community members	83%
Connection via social media	79%
Food Relief	78%
Providing online content, examples are exercise classes or craft activities online	58%
Providing shopping/food collection services for vulnerable community members	52%
Access to Phone/Internet/Computer	47%
Hosting group catch ups via audio/video linking platforms	43%
Pickup/delivery of medications/pharmaceuticals	32%
Virtual Emergency Relief Vouchers	25%
Other	12%
Nil	1%

Long Term Food Security also saw a significant increase from 6% to 34%, as shown in Figure 2.3. Panic buying throughout the COVID-19 pandemic resulted in logistical challenges for supermarkets and other food outlets. Foodbank Australia noted significant changes in the types of people experiencing food insecurity with more than one in three food insecure Australians (38%) not experiencing food insecurity prior to COVID-19[8]. The Queensland Government launched the "Care Army" initiative in April 2020[9] to respond to rising levels of vulnerability, including food security in at-risk demographics.

In addition to the above, Centres noted a significant increase in frozen meals being distributed to community members from the onset of the pandemic. Survey participants recorded the distribution of 11,496 frozen meals per month equating to **137,962 meals distributed by the entire sector annually.**

FIGURE 2.3

% of Neighbourhood Centres providing Long Term Food Security



7 https://eprints.qut.edu.au/206624/

8 https://reports.foodbank.org.au/wp-content/uploads/documents/2021-Foodbank-Hunger-Report-PDF.pdf

9 https://www.chde.qld.gov.au/about/initiatives/care-army

2.3 Emergency Relief

Noting the COVID-19 responses outlined above, 74% of NCC survey respondents reported that they were involved in the ongoing delivery of emergency relief (ER) as part of their usual operations. This was a slight increase from 70% of centres in 2019. This included both food relief and non-food material relief (clothing, cash, bill payments, public transport cards, fuel cards, food vouchers etc).

The data clearly showed that NCCs are distributing significantly more ER per month in 2021 compared to pe-COVID-19 amounts in 2019. Amongst survey participants there was a 200% increase in the median amount of food being distributed per centre - from 100kg per month to 200 kg per month. One centre recorded the distribution of 3.8 tonnes of food per month. Extrapolated to the entire sector, it is estimated that NCCs in Queensland distribute 680,184kgs of food per year. Using Social Return on Investment (SROI) calculations developed by Foodbank Australia[10], the social value of this food distribution across the sector in 2020/2021 is estimated to be $13,637,689. A further explanation of social value calculations used in this report is found in Appendix B.

Surveyed participants also distributed large amounts of non-food related material relief, including bill payments, cash/prepaid gift cards, food vouchers, fuel vouchers and public transport cards. This totalled $1,641,324 and when extrapolated to 143 centres equated to $2,305,631 across the sector. When combined with food relief, the total amount of ER value being distributed by NCCs on a yearly basis is over $15.9 million.

NCCs were also asked to indicate how ER was being resourced with the results detailed in **Figure 2.5**.

Only 27% of survey respondents that delivered ER were funded to do so by State or Federal Governments. NCCs are incredibly resourceful when responding to local communities in need. 43% of NCC survey respondents stated that ER was sourced from local communities or business. NCCs are often heavily involved in food drives or negotiate voucher agreements with local food stores, service stations and chemists. Local businesses regularly donate bakery items and other merchandise on a daily or weekly basis. These community-based ER responses are especially important during immediate natural disaster responses. In the first week of flood or cyclone events, transport routes are cut to external providers meaning that NCC's are the first to activate emergency food distribution using their existing local community networks until further external recovery support can be provided.

36% of survey respondents also indicated they received food deliveries from OzHarvest – a food rescue charity with agreements with major supermarkets.

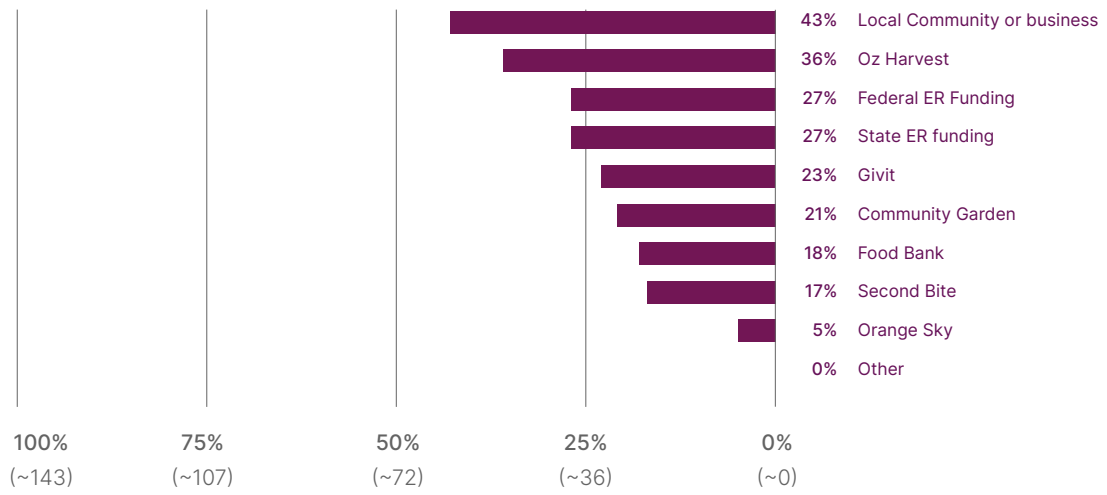
21% of NCCs also reported that community gardens were a source of ER. Community Gardens serve multiple purposes in local communities. They provide community development opportunities for people experiencing food security issues or other social issues[11]. Community gardens are hubs of community connection and belonging with a wide range of volunteers and local businesses involved in their development. Additionally, Community Gardens provide education opportunities for sustainable living and environmental issues. 55% of all NCCs feature community gardens as part of their infrastructure for local communities (**Figure 3.2**).

FIGURE 2.4

% of Centres Delivering Emergency Relief

FIGURE 2.5

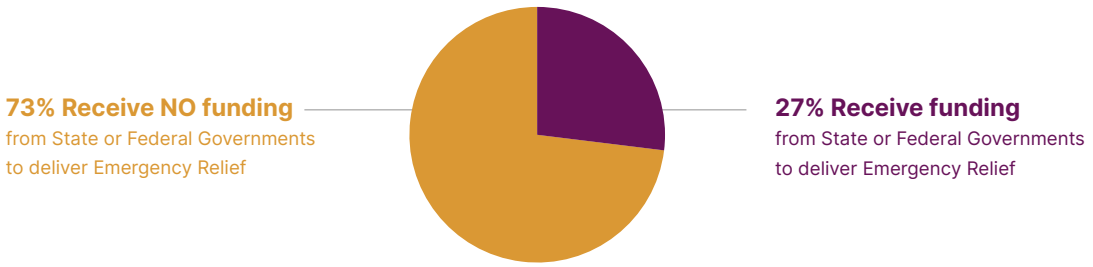
% of Neighbourhood Centres sourcing Emergency Relief from these partners



NOTE: Some centres source ER from multiple partners.

FIGURE 2.6

% of Neighbourhood Centres Receiving Emergency Relief Resourcing from Government



NOTE: Total based on centres surveyed delivering emergency relief.

10 https://www.foodbank.org.au/wp-content/uploads/2019/06/Foodbank-Hunger-Report-2014.pdf

11 http://soac.fbe.unsw.edu.au/2007/SOAC/theroleofcommunitygardens.pdf

3. Community Impact

3.1 Volunteering

NCCs could not operate at the capacity they do without volunteers from the local community contributing their time to assist others. Volunteering also demonstrates further ways NCCs reduce loneliness and social isolation in communities by creating opportunities for participation and connection.

While centres expressed concern about a drop in numbers of older volunteers, an average of 19 people volunteered per week at each Neighbourhood Centre equalling the average during pre-COVID conditions.

Extrapolated to 143 NCCs, **the total number of people volunteering at NCCs across the state per week is 2,745**. NCCs indicated that their volunteers contributed an average total of 99 hours per week to the organisation (not including governance and management committee hours). This equates to 703,750 hours of volunteer contributions to the overall sector per year. NCCs in Rural Areas below 3,000 people have the highest number of median volunteer numbers per week (21) while centres in Regional/Remote areas with populations above 10,000 have the highest median volunteer hours per week (106).

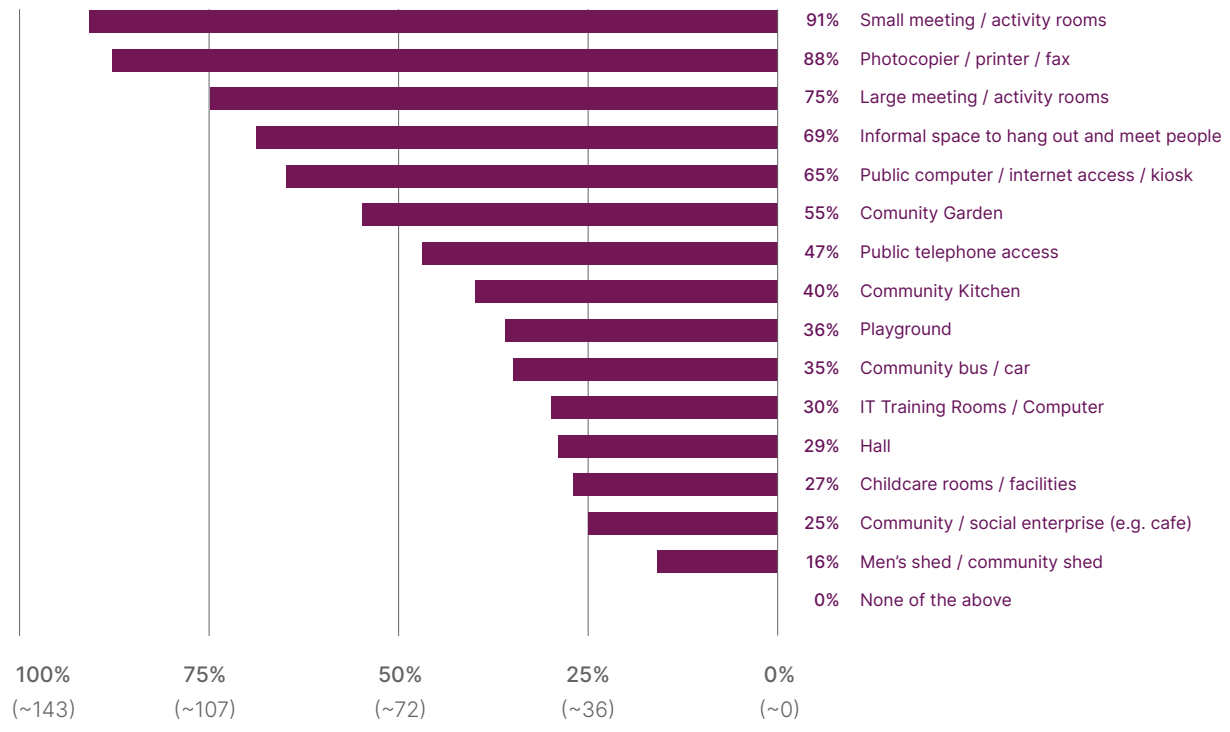
The estimated annual economic value of volunteers to Neighbourhood Centre operations in Queensland is $36,346,154 per year. See Appendix B for volunteer labour replacement cost methods.

3.2 Community Facilities

NCCs offer a range of community facilities, projects and supports vital to local communities as indicated in **Figure 3.1**.

FIGURE 3.1

Community facilities offered by Neighbourhood Centres



3.3 Digital Inclusion and Literacy

65% of surveyed NCCs stated they provided Public Computer/internet access/kiosks to the general public at a total of 4,142 hours of individual computer/internet per month. **This has an estimated value of $99,408 per year.** See Appendix B for community value calculations. As well as providing this digital access, 54% of survey respondents stated that their centre offered computer training and digital literacy to numerous demographics including the General Public, Seniors 60+, People with a disability and culturally diverse groups.

NCCs in Rural Areas provide a median of 90 hours of Internet/Computer usage per month, more than double of all other demographics. The Parliamentary Inquiry into Loneliness and Social Isolation recommendations included identifying opportunities for improved digital access for communities in regional, remote, and very remote communities[12]. These large medians experienced by NCCs in rural communities demonstrate that these organisations are becoming hubs of digital inclusion in remote areas.

FIGURE 3.2

% of Centres Providing Public Computers

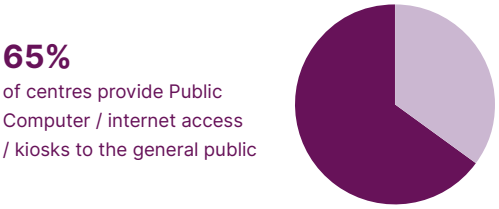


FIGURE 3.3

% of Centres Providing Digital Training

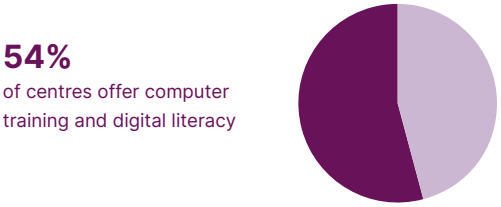


TABLE 3.1

Neighbourhood Centre support for Community Groups and Projects

	2019 - 2020 FY	2020 - 2021 FY	Difference
Community Groups using NCC facilties	1522	1341	**-181**
Community Groups supported externally	134	171	**+37**
Number of hours facilities used	59 hrs	48 hrs	**- 11 hrs**
Community Projects run	1131	1353	**+ 222**

NOTE: 2019 was pre-COVID-19, whilst 2020-2021 FY included COVID-19 and lockdowns.

12 Recommendation 14d. https://documents.parliament.qld.gov.au/tp/2021/5721T2070.pdf

13 https://documents.parliament.qld.gov.au/tp/2021/5721T2070.pdf

3.4 Supporting Community Groups and Projects

NCCs provide important meeting spaces for local communities particularly in rural communities where this type of infrastructure does not exist. 91% of NCCs offered small meeting rooms to local businesses, community groups, social services and 75% offered large meeting spaces.

In 2020/2021, NCCs continued to make their building facilities available to local communities, however COVID-19 restrictions have impacted on the number of groups and opening times. The reduced amount of room hire to community and private groups has financially impacted Neighbourhood Centre Income throughout the pandemic. On average, Neighbourhood Centre facilities were used 11 hours less per week than the previous survey (48 hours per week in 2021). **The extrapolated number of community groups using Neighbourhood Centre facilities Queensland wide has dropped from 1,522 to 1,341 groups per month.** This drop however indicates that NCCs are still accommodating large numbers of Community Groups despite some COVID-19 restrictions being in place during the survey period. 65 NCCs indicated they provided room hire to community groups free of charge, totalling 3,697 hours per month. **Based on each Neighbourhood Centre's estimated market value for room hire, this value to the community totals $1,426,392**.

Despite less internal room use by community groups, NCCs found new ways to increase support for local community groups outside of their on-site facilities. Respondents reported an increase in the numbers of community organisations they supported externally in 2021 – from 134 in 2019 to 171 per month in 2020/2021.

In addition to this external support, NCCs also auspiced a large number of community groups including men's sheds, CALD groups, First Nations groups, self-help groups, health / physical activities, recreation, senior citizens groups, play groups and childcare. Auspicing involves the Neighbourhood Centre receiving the funds on behalf of the community group and providing Public Liability Insurance for the group. Such groups further leverage community connections and increase the capacity of many other local community-based organisations that lack formal governance structures and highlight that NCCs are often the "social incubators" of new programs in communities. In addition to auspicing, the data revealed that, per month, another 779 community groups were supported by the Queensland Neighbourhood Centres through a variety of other means.

The sector was also involved in more community projects per year compared to 2019 figures. **NCCs conducted an estimated 1,353 projects per year** (1,131 in 2019), an average of 10 per centre. NCCs have maintained an average of 12 partnerships with external organisations per month from 2019 to the current survey. In addition to operating projects, NCCs in Queensland participate in 513 projects per month managed by external organisations.

The recent Queensland Parliamentary Inquiry into Loneliness and Social Isolation highlighted the important role that NCCs play in connecting together communities. Social prescribing was one of the methods proposed[13] which has been adopted by several NCCs in Queensland and others in Victoria. It is noted here that as a natural part of their operations, all NCCs act as a connection point with a wide range of local community groups in their area. In addition to this NCCs act as 'social incubators', creating new community groups based on local interests and community need where no current group exists. It is this flexible and versatile nature of NCCs that make them the most ideal infrastructure to direct individuals experiencing loneliness and social isolation leading to poor mental, physical and economic health outcomes.

4. Neighbourhood Centre Resourcing

4.0 Overview

The impact of NCC's in local communities relies on appropriate resourcing. This resourcing includes adequate funding, effective community governance structures, qualified and experienced staffing, and a centre/building that is conducive to conducting Neighbourhood Centre activities.

While Neighbourhood Centres use community development methods to leverage local community resources and assets, the availability of these resources differ from community to community, depending on location, remoteness, community demographics and economic environment.

In addition to this disparity, Neighbourhood Centre funding amounts from the Queensland Government vary, as do types of physical infrastructure as our data demonstrates.

In 2021, DCHDE formed a NCC Sector Repositioning Committee, with a key activity being the development of an investment framework for both recurrent and capital funding that is robust, fair and equitable[14].

TABLE 4.1

Neighbourhood Centre Two Year Funding Data

	2019 - 2020 FY	2020 - 2021 FY	Difference
Number of funded centres	124	127	**+3**
Average funding per centre	$134,369	$137,531	**+$3,162**
Median funding per centre	$121,737	$124,603	**+$2,866**
Funding range	$115,000 - $474,255	$120,123 - $485,435	N/A
Total NCC funding by DCHDE	$16,661,841	$17,191,440	**+529,599**
State CPI increase on funding	2.81%	2.38%	**-0.43%**

NOTE: 'Funding' here refers to core funding from The Department of Communities, Housing and the Digital Economy (DCHDE). There are 17 centres in Queensland that receive no core funding from DCHDE.

14 https://www.chde.qld.gov.au/about/initiatives/strategic-repositioning-committee

4.1 Funding

DCHDE NCC program funding amounts for NCCs were obtained from DCHDE for analysis and compared with CPI index increases for funding over the past 2 financial years. The results are outlined in **Table 4.1**.

As **Table 4.1** indicates, Neighbourhood Centres have received only marginal funding increases from the DCHDE over the past two financial years. The base funding amount for NCC's was raised to $110,000 in the 2016/2017 state budget, benefiting 43 centres in the sector. Since 2016/17 there have been no other notable increases in NCC program funding, outside of the standard state CPI increase. Neighbourhood Centres were not included in the Queensland Government's 2017/18-2020/2021 supplementation funding packages to the Community Services sector for the Equal Remuneration Order.

Data from the Australian Charities and Non-Profits Commission (ACNC)[15] indicates that most NCCs have income streams[16] outside of the DCHDE highlighting the versatile and resourceful nature of the sector. According to 2021 Queensland Neighbourhood Centre survey results, **an estimated 1081 funding applications are made by the sector every year**.

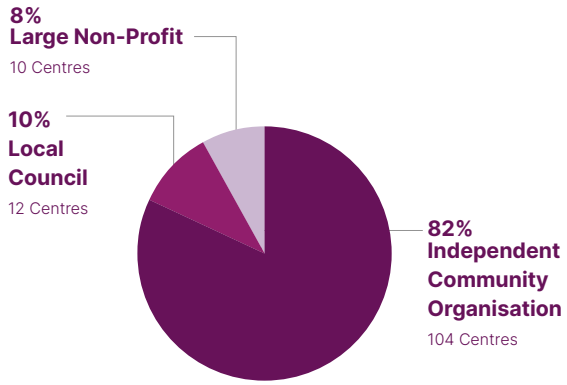
8% of NCCs funded by the Department are operated by non-profit organisations such as Centacare, Wesley Mission, Carinity, YMCA, PCYC or Red Cross. These centres are generally managed by the overarching organisation and not overseen by a local community committee of governance. 8 NCCs in Queensland are managed by an organisation that has a gross annual income of over $100million.

Excluded from the ACNC data are NCCs operated by Local Councils which make up 10% of the 127 programs funded by Queensland Government in 2020/2021. Councils are often funded to deliver NCC activities in rural and remote areas where social infrastructure is lacking and few community organisations exist.

71% of survey respondent organisations had DGR status, with all members of NCQ also having access to the national peak body ANHCA's DGR status[17].

FIGURE 4.1

Organisations Operating Funded Neighbourhood Centres



NOTE: 'Funded Centres' here refers to centres who receive some core funding from The Department of Communities, Housing and the Digital Economy (DCHDE). There are 17 centres in Queensland that receive no core funding from DCHDE.

15 https://www.acnc.gov.au/for-charities/annual-information-statement. ACNC figures accessed 15th November 2021.

16 https://www.acnc.gov.au/for-charities/annual-information-statement. ACNC figures accessed 15th November 2021.

17 https://www.anhca.org/public-fund

4.2 Governance

Different types of Governance structures of NCCs play a significant role in the focus and direction of centre operations. As noted in the Enhancing Community Development in NCCs report[18], a distinctive feature of the Neighbourhood/Settlement House movement in Queensland includes an emphasis on local place based, citizen-led community development methodology and practice. A recommendation of this report was a greater emphasis on structurally embedding community development in Neighbourhood Centre governance and operations.

In the spirit of being community-led organisations, 81% of survey participants stated that their NCCs were governed by a local Incorporated Association. Incorporated Associations are registered with the Queensland Department of Fair Trading and are overseen by a management committee. 72% of survey respondents stated their committees were comprised of members of their local community, making use of local leadership, knowledge and expertise. A further 9% stated their centres were overseen by a management committee which included members outside of their local area.

11% of survey respondents stated their Neighbourhood Centre was governed by a Company Limited by Guarantee. This is a company structure registered under the Federal Corporations Act 2001 and often used for not-for-profit and charitable organisations that reinvest any profit towards the organisation's purposes. The company structure is overseen by a board of directors which may or may not constitute members of the local area.

NCCs were also asked how many board members were on their committee and the total number of committee hours contributed in June 2021, the median results documented in **Table 4.2**.

Whilst the median number of board members volunteering in NCCs is generally consistent across demographics, board members of populations between 3,000 and 10,000 donate the highest median number of hours per month at 31 hours – 6 hours more than other locations. Surveyed participants recorded a total 2510 hours per month equating to 30,120 hours per year.

TABLE 4.2

Median number of board members and hours in June 2021 by demographic type

Location	Median Board Members	Median Hours per Month
Rural (population below 3,000)	7	25
Rural (population between 3,000 and 10,000)	7	31
Regional/Rural (population greater than 10,000)	6	24.5
Metropolitan	8	24

18 https://ncq.org.au/resources/enhancing-community-development-in-neighbourhood-centres/

4.3 Workforce

Neighbourhood Centre respondents employed a total of 877 staff members. Of these 20% were fulltime employees, 53% part time and 17% casual. 6% were casual tutors and 4% contactors. Significant variation occurred in the number of staff NCCs employed, from only 1 staff member (Part time) to 199 staff members.

As these survey respondents made up 54% of the sector, the estimated overall workforce of 143 NCCs is 1,624 employees working an extrapolated total of 28,092 hours per week (1,460,784 hours per year).

Baseline data obtained in NCQ's 2020 Annual Survey indicates that 79% of managerial positions in NCCs are held by women[19]. NCQ's submission to Queensland Women's Strategy in 2021 noted a shortfall between the CPI increase for Neighbourhood Centre funding and SCHADS wage increases for the past 5 years as outlined in **Table 4.3**.

FIGURE 4.2

Workforce makeup of Neighbourhood Centres

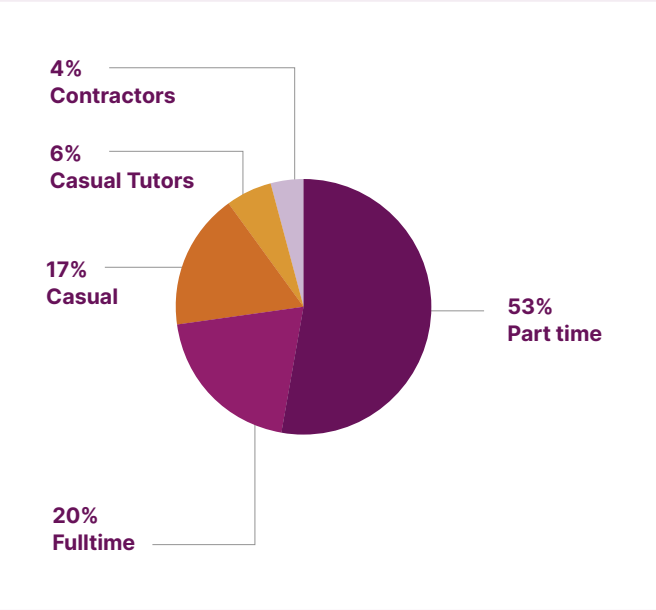


TABLE 4.3

CPI Wage and Neighbourhood Centre funding increases from 1st July 2017

	Wage CPI % Increase	State CPI % Increases on Neighbourhood Centre Funding	Difference
From 1st July 2017	3.3%	2.63%	-0.67%
From 1st July 2018	3.5%	2.63%	-0.87%
From 1st July 2019	3%	2.81%	-0.19%
From 1st July 2020	1.75%	2.38%	0.63%
From 1st July 2021	2.5%	1.5%	-1%
		5 Year Funding Shortfall	**- 2.1%**

19 https://ncq.org.au/resources/neighbourhood-centre-survey-report-2020/

4.4 Main Premises

NCCs operate out of a wide range of building types including purpose-built centres, converted residential housing, shopfronts, converted church halls and government owned buildings. Traditionally known as "Settlement Houses", the Neighbourhood Centre movement worldwide concentrates on creating a non-clinical "homely" feel to its infrastructure to complement their welcoming and warm approach to local communities.

According to Queensland Government datasets, the ownership of NCCs funded by the DCHDE is outlined in **Figure 4.3**.

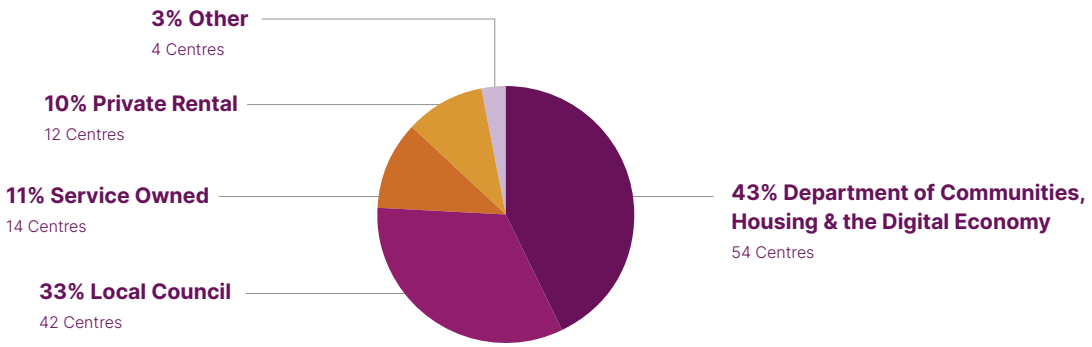
43% of NCCs that receive Queensland Government funding are located in buildings owned by the Queensland Government. The organisations that lease these buildings have access to heavily subsidised "peppercorn" rents. 35% of survey respondents in our survey stated their main premises was a purpose-built Neighbourhood Centre building. Leasing arrangements with local councils (33%) also generally have access to heavily subsidised rental arrangements.

24% of Neighbourhood Centre infrastructure (almost one quarter) are not owned by local or state Government. 10% are paying commercial rental rates, 11% own their own building and 3% have other building arrangements.

It is important to note that access to Government based rental subsidies are not reflected in Neighbourhood Centre funding amounts. NCCs located in privately rented or service owned premises need to raise additional funds from outside of Queensland Government funding to cover increased infrastructure costs. Furthermore, NCCs located in rural and remote areas of Queensland often experience increased costs due to transport and other factors. After consultation with the sector, it is NCQ's position that any new funding structure for Queensland's NCCs should include equitable subsidies for increased infrastructure costs and rural/remote locations.

FIGURE 4.3

Ownership of Main Premises of Funded Neighbourhood Centres



NOTE: 'Funded Neighbourhood Centres' here refers to centres who receive some core funding from The Department of Communities, Housing and the Digital Economy (DCHDE). There are 17 centres in Queensland that receive no core funding from DCHDE.

5. Calculable Community Value Of Sector

5.0 Summary

Before attempting a community value calculation on the sector, it must be acknowledged that the most important aspect of NCCs and their Impact on individuals and communities is immeasurable. This survey cannot fully measure a warm welcome and community pride, nor can it capture a sense of belonging or local leadership development. It cannot measure an otherwise silent community voice that is heard through advocacy. It does not scale increased personal independence. The importance of local governance, community resources, being embedded in neighbourhoods and fostering community resilience cannot be numbered or costed. The power of human connection and neighbourhoods implementing resident-led action is impossible to realistically quantify. The immediate help offered during a natural or personal disaster has meaning beyond the dollar value of emergency relief.

With this in mind, Community Value from Participation, Volunteering, ER and community services were combined and extrapolated to 143 funded and unfunded NCCs in accordance with calculations developed by Neighbourhood Houses Victoria and listed in Appendix B.

The overall community value produced by the Queensland Neighbourhood Centre Sector annually is estimated to be over $90 million.

A breakdown of overall community values are outlined in **Table 5.1**.

These calculations are conservative estimates on the overall work of NCCs In Queensland and do not reflect all Neighbourhood Centre activities or their flow on economic or social benefits.

Survey respondent community values that received funding from the DCHDE, Housing and Digital Economy were then measured against their Queensland Government funding amounts for the 2020/2021 financial year.

For every $1 of investment in Neighbourhood Centre program funding, NCCs produced $4.81 in community value. This is an increase in value from $4.08 in 2019.

Despite challenges throughout the COVID-19 pandemic throughout 2020/2021, NCCs have increased community value in their communities.

HIGHLIGHT

Overall Community Value: $90million

The overall community value produced by the Queensland Neighbourhood Centre Sector annually is estimated to be over $90 million.

For every $1 invested, $4.81 produced

For every $1 of investment in Neighbourhood Centre program funding, NCCs produced $4.81 in community value.

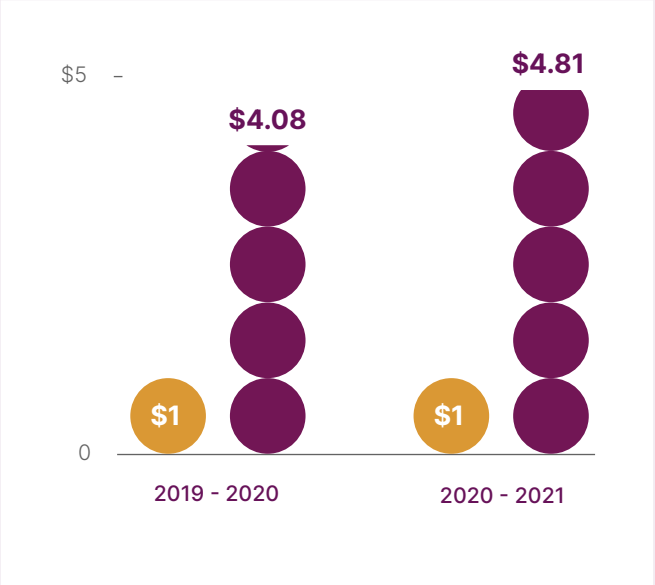
TABLE 5.1

A breakdown of overall community values

	Value
Participant Activities	$31,856,824
Volunteer Replacement Value	$36,346,154
Food Value	$13,637,689
Non-food Emergency Relief Value	$2,305,632
Other services (IT, resumes, lunches, frozen foods)	$4,267,102
Free Room Hire	$1,426,392
Tax Help Services	$134,200
Auspicing Value	$108,151
TOTAL	**$90,081,944**

FIGURE 5.1

Community Value ($) delivered per $1 invested into the Neighbourhood Centre Program by the Queensland Government



Appendix

Appendix A: Survey Participant types and Extrapolation Techniques

In order to obtain an estimate of the entire Neighbourhood Centre Sector across Queensland, survey data was extrapolated to the total number of NCCs using medians. Medians for survey results were calculated in the following four categories and expanded to centres that did not participate in the survey.

TABLE A.1

Number of Centres by Population Type

Population	Survey Responses	Missing Reponses	Total NCCs
Metropolitan	27	23	50
Regional/Rural (above 10000)	24	16	40
Rural (3000-10000)	19	2	21
Rural (Under 3000)	6	26	32
TOTAL			**143**

For the purposes of this survey, it was determined that these population categories were a preferable measure in comparison to the Remoteness Index of Australia. Volunteer and participant numbers are more accurately predicted by local community size rather than the communities' access to services by geographic location, as measured in the Remoteness Index[20].

20 https://www.qgso.qld.gov.au/about-statistics/statistical-standards-classifications/accessibility-remoteness-index-australia

Appendix B: Community Value Calculation Methods

Social Connection

In 2018, Deloitte Access Economics produced a report[21] that determined a monetary value for the community connection work of Morwell Neighbourhood House. The method, detailed in the report, uses existing research to calculate the contribution of community connection to a Quality-Adjusted-Life-Years (QALYs)[22]. Quality-Adjusted-Life-Years is the most widely used approach for estimating quality of life benefits in economic evaluations[23].

Different methods have been used to estimate the number of people who may potentially obtain social connection benefits. The 2018 report assumed that 50% of the unique visitors to the neighbourhood Centre were one off or infrequent for the purpose of their calculations. Appendix C of their report outlines the detail of their method.

The $ Values are expressed in 2021 equivalents, i.e., Quality Adjusted Life Year value of $222,000 [24], which is consistent with Deloitte's method.

The value of increased social connection is calculated using this formula:

Number of participants in activities and volunteers X 1 QALY ($222,000) X percentage of people identifying a social connection benefit (56.8%) X contribution of social connection to a QUALY (3.84%) X the extent to which contribution of social connection to a QUALY can be attributed to attending the Neighbourhood Centre (28.57%).

The use of the participants in programmed activities as the basis for the calculation is conservative as it excludes regular attendees that receive a connection benefit through drop in, food relief or other non-program activities.

Deloitte further calculate the value of increased connection through increased participation in the broader community due to participation at the Neighbourhood Centre. This was calculated using the formula above for 10% of the participants.

Emergency Relief

Food and groceries

The value to community of emergency food relief is based on work undertaken by Foodbank in Australia[25]. Their social return on investment analysis determined that food relief was valued at an average $20.05 per kilogram of food in 2014 dollars. This valuation included the value of:

- Improved physical health (children)
- Better performance at school (students)
- Better social relationships
- Increased sense of self-worth
- Improved standard of living
- Improved physical health
- Increased emotional wellbeing
- Reduced waste and greenhouse emissions

While the cost of food has increased since 2014, the change in value of the social benefits is unclear. For this reason, we have retained the $20.05 figure making this a conservative evaluation.

The formula for calculating the community value of food and groceries is:

Number of Kgs distributed for an average month X 12 (months) X $20.05

Food vouchers

Based on the dollar value of vouchers given out. This is a conservative valuation as it does not include the benefit derived from accessing food such as improved health and wellbeing, improved school performance for children etc.

The formula for calculating the community value of food vouchers is:

Total $ value of food vouchers distributed in an average month X 12 (months)

Cash/prepaid or gift cards

Based on the dollar value of cash or gift cards given out. This is a conservative valuation as it does not include the benefit derived from items purchased such as improved health and wellbeing, improved school performance for children, added value to the economy etc.

The formula used for calculating the community value of cash/prepaid or gift cards is:

Total $ value of cash/prepaid or gift cards distributed in an average month X 12 (months)

Fuel Vouchers

Based on the dollar value of vouchers given out. This is a conservative valuation as it does not include the benefit derived from increased access to transport or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc. It also does not include benefits to the local economy.

The formula used for calculating the community value of fuel vouchers is:

Total $ value of fuel vouchers distributed in an average month X 12 (months)

Bill payments

Based on the dollar value of bills paid by the Neighbourhood Centre for individuals in need. This is a conservative valuation as it does not include the benefit derived from increased access to services for which bills were paid or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc. It also does not include benefits to the broader economy.

The formula used for calculating the community value of bill payments is:

Total $ value of participants' bills paid in an average month X 12 (months)

Public transport cards

Based on the dollar value of public transport cards given out. This is a conservative valuation as it does not include the benefit derived from increased access to transport or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc.

The formula used for calculating the community value of public transport cards is:

Total $ value of public transport cards distributed in an average month X 12 (months)

Community lunch, frozen or other meals

The community value of offering community lunch, frozen or other meals is based on the cost of purchasing a meal commercially, this has been benchmarked at $10 per meal. This is benchmarked based on the prices quoted by ING, and numbeo.com[26] ranging from $13 to $25. It is discounted to $10 per meal to account for regional price variation.

While many meals provided at community lunches are likely to be a form of emergency relief, participants may attend community lunches for other reasons such as for company or a lack of cooking skills. Because we are unable to distinguish between the two, meals provided are not valued as emergency relief.

The formula used for calculating the community value of community lunches, frozen or other meals is:

Total number of individual meals served/provided in an average month x 12 months x $10

School aged breakfast clubs

The value to community of food provided through school breakfast clubs is based on work undertaken by Foodbank in Australia[27]. Their social return on investment analysis determined that school breakfast clubs were valued at an average $110 per kilogram of food in 2014 dollars. This valuation included the value of:

- Improved physical health (children)
- Better performance at school (students)

Based on data from their report, the average breakfast is valued at $31.40 in 2014 dollars. While the cost of food has increased since 2014, the change in value of the social benefits is unclear. For this reason, we have retained the $31.40 figure making this a conservative evaluation.

The formula used for calculating the community value of school aged breakfast programs is:

Total number of individual breakfasts served/provided in an average month x 10 months x $31.40

Volunteering

Volunteering value is based on the replacement cost of volunteers' labour. This is valued from the "Volunteer Replacement Cost Calculator" for volunteers aged 55 -64[28]. According to Volunteering Queensland's calculator, 1 hour of volunteering per week extrapolates to $2582.32 annually.

The formula for calculating the community value of volunteering is:

Number of volunteer hours undertaken per week X $2582.32

The valuation does not include the value of the services provided as a result of volunteering or the contribution to the economy and taxation from participating in volunteering, e.g. cost of travel to the place of volunteering.

Services

Except for school breakfast clubs, service valuations in this section do not include additional benefits from the service such as improved health, job prospects or employment nor the auspiced community groups' outcomes. This is due to the absence of appropriate research that quantifies these benefits.

Facilities Usage

The community value of facilities usage is based on the number of hours of room use by external groups and organisations per month and the cost of hiring an equivalent space locally as determined by each Neighbourhood Centre. This figure reflects value provided to the community rather than income received as rooms and facilities are often made available to community groups at heavily discounted rates or gratis. The value also does not include the benefits to community of the room use activity e.g., improved health, improved access to information or services, reduced cost of services, increased economic activity etc relative to the activity type provided.

The formula used for calculating the community value of room hire is:

Total number of hours of room hire X 12months X cost per hour of local equivalent (either supplied or $30).

Internet/computer usage

The community value of internet/ computer usage is based on the number of hours of internet or computer use by individuals in an average month. This is benchmarked to the cost of a commercially available equivalent i.e., internet kiosk regardless of whether a commercial alternative is available. Note that free Wi-Fi is not an equivalent as there is no support or equipment made available. Commercial rates from $3-$5[29] have been benchmarked. The lower rate is used to account for the variation in the equipment and software provided. The rate does not include non-market benefits such as family connection, benefits from accessing or managing government services, etc.

The formula used for calculating the community value of internet/computer use is:

Total number of hours of internet/computer in average month x 12 months X $2

Resume assistance

Based on the cost of a resume service for a fee. The fee was benchmarked at the median price of $50 on airtasker.com[30]. The value was discounted to $30 to account for the fact that NCCs may provide a participant with assistance in developing a resume rather than creating a full resume as a service.

The formula used for calculating the community value of resume assistance is:

Total number of resumes assisted with in an average month X 12 (months) x $30

Auspicing other organisations

The community value of auspicing other organisations is based on the cost of purchasing public liability cover which groups would have to take out if they were not covered by the Neighbourhood Centre under auspicing arrangements. The price is benchmarked at over $632.46 for annual cover provided by Local Community Insurance Services for a unincorporated community association.[31]

The formula used for calculating the community value of auspicing other organisations is:

Total number of organisations auspiced x $632.46

Community value relative to inputs

Community value for every $1 of Neighbourhood Centre Funding

Shows the total calculable community value from the organisation for each dollar of Neighbourhood Centre funding received. The NHCP provides the platform to develop and attract funding for the various activities the organisation undertakes.

The formula used for calculating the community value for each dollar of DCHDE Funding is:

Total community value/ total Neighbourhood Centre funding for 2021

Community value for every $1 of income

Shows the total calculable community value from the organisation for each dollar of income received.

The formula used for calculating the community value for each dollar of Neighbourhood Centre Funding is:

Total community value/ total annual funding for 2020/2021

21 http://www.morwellnh.org.au/wp-content/uploads/2018/05/MNH_Social-Impact-Analysis_May-2018_.pdf

22 https://www.pmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf

23 https://www1.health.gov.au/internet/publications/publishing.nsf/Content/illicit-pubs-needle-return-1-rep-toc~illicit-pubs-needle-return-1-rep-5~illicit-pubs-needle-return-1-rep-5-2

24 https://obpr.pmc.gov.au/resources/guidance-assessing-impacts/value-statistical-life

25 https://www.foodbank.org.au/wp-content/uploads/2019/06/Foodbank-Hunger-Report-2014.pdf

26 https://www.numbeo.com/cost-of-living/in/Melbourne , https://blog.ing.com.au/money-matters/saving/dust-off-your-lunch-boxes/#article-1811,

27 https://www.foodbank.org.au/wp-content/uploads/2019/05/Foodbank-Hunger-in-the-Classroom-Report-May-2015.pdf

28 https://volunteeringqld.org.au/calculator

29 https://www.facebook.com/dsinternet512/?rf=710935435612179 https://www.facebook.com/galaxysonicgaming

30 https://www.airtasker.com/writing/resume-writing/

31 https://www.localcommunityinsurance.com.au/

Thank you

Neighbourhood Centres Queensland would like to thank the people and centres who participated in the survey, without whom this report would not have been possible.

Participating Centres

Baringa Community Centre (Caloundra Community Centre)
Beaudesert Community Centre
Beenleigh Neighbourhood Centre
Benarrawa Community Development Association
Bowen Neighbourhood Centre
Bundaberg and District Neighbourhood Centre
Caloundra Community Centre
Care Balonne Community Support Service
Fassifern Community Centre (Carinity)
Granite Belt Neighbourhood Centre
Chinchilla Community Support Service
CO.AS.IT. Community Services Inc
Collinsville Community Association
Upper Ross Community Centre
Yeronga Community Centre
Annerley Community Service
Community Support Centre Innisfail
Cooktown District Community Centre
Crestmead Community Centre
Deception Bay Neighbourhood Centre
Discovery Coast Community Development Service (UnitingCare)
Donald Simpson Community Centre Ltd
East Creek Neighbourhood Centre
ECHO Malanda Empowering Services
Kallangur Community Centre
Gailes Community House
Townsville West Community Centre
The Neighbourhood Hub (George Street)
Gympie Community Place
Hambledon House Community Centre (Mission Australia)
Harlaxton Neighbourhood Centre
Hervey Bay Neighbourhood Centre
Hinchinbrook Community Support Centre
HUB Neighbourhood Centre
Kingston East Neighbourhood Group
Kuranda Neighbourhood Centre
Kyabra Community Centre
Laidley Community Centre
Leichhardt One Mile Community Centre
Livingstone Community Centre
Lockyer Community Centre
Logan East Community Neighbourhood Centre
Mareeba Community Centre
Marlin Coast Neighbourhood Centre
Maroochy Neighbourhood Centre - Urban Initiative
Monto Neighbourhood Centre
Mossman Community Centre
Mt Isa Neighbourhood Centre

Multilink Community Services

Murilla Community Centre

Nambour Community Centre

Caboolture Neighbourhood Centre

Nerang Neighbourhood Centre

New Farm Neighbourhood Centre (Communify)

North Burnett Community Service

NOTCH - North Townsville Community Hub

Bardon Neighbourhood Centre (Communify)

Northside Connect

Palm Beach Neighbourhood Centre

Picabeen Community Centre

Pine Rivers Neighbourhood Centre (Encircle)

Pomona and District Community House

Port Douglas Community Services Network

Ravenshoe Community Centre

Redcliffe Neighbourhood Centre

Riverview Community Centre

Rollingstone and District Community Association

Rosewood and District Support Centre

SANDBAG

Sarina Neighbourhood Centre (Mackay Regional Council)

Sherwood Neighbourhood Centre

Somerset Region Neighbourhood Centre

St David's Neighbourhood Centre

Village Community Development Program

Tara Neighbourhood Centre

The Community Place

Cannon Hill Neighbourhood Centre

Tully Support Centre

Weipa Community Care Association

West End Community House

Heights Community Centre

Winton Neighbourhood Centre (Winton Shire Council)

Springfield Lakes Community Centre

NEIGHBOURHOOD CENTRES QUEENSLAND

info@ncq.org.au
ncq.org.au