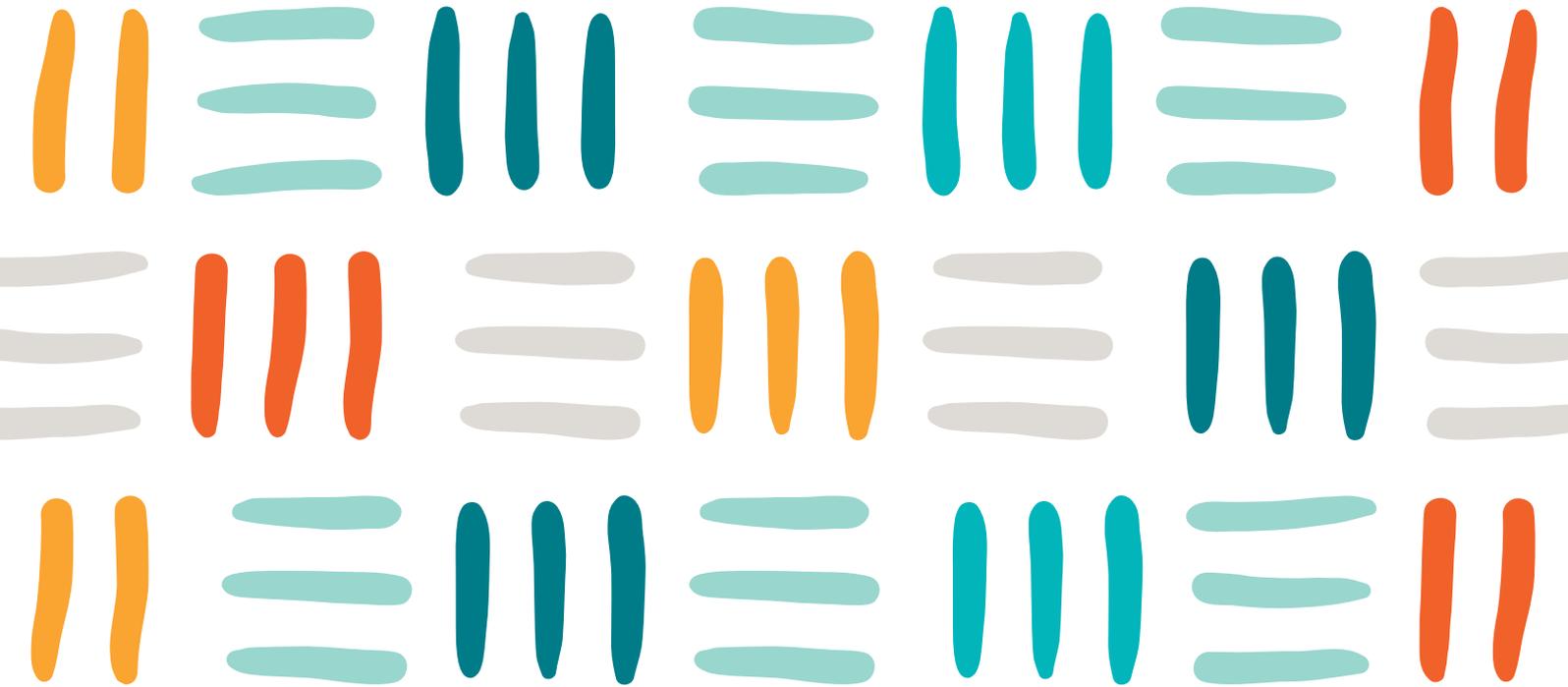




# Communities 2032



A plan to strengthen the fabric  
of Queensland's communities

## Communities 2032

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### Interpreter



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to communicate the report to you. [www.qld.gov.au/languages](http://www.qld.gov.au/languages)

# Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

We acknowledge those of the past, the ancestors whose strength has nurtured this land and its people, and who have passed on their wisdom.

We acknowledge those of the present for their leadership and ongoing efforts to protect and promote Aboriginal and Torres Strait Islander peoples and cultures.

We acknowledge those of the future, the Elders not yet born, who will inherit the legacy of our efforts.

We recognise it is our collective efforts, and responsibility as individuals, communities and governments, to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

This publication may contain images or references to Aboriginal and Torres Strait Islander peoples who are deceased. The Queensland Government does not wish to cause distress to any Aboriginal or Torres Strait Islander community members.

## Our Path

The artworks below are visual representations of the department's commitment to reframe our relationship with First Nations peoples through truth telling and healing. Both artworks speak to a Path to Treaty from the unique perspective and lived experience of each artist.



### **Aboriginal artwork by Chern'ee Sutton, Kalkadoon woman.**

Chern'ee graphically depicts the department's commitment to a shared journey with First Nations peoples. This journey involves building long lasting relationships that embed truth telling, healing and self-determination at the heart of our systems and services.



### **Torres Strait Islander artwork by Laurie Nona, Badhulayg, Maluyligal, Guda Maluyligal and Meriam Nation man.**

Laurie's artwork is an analogy for the department and its work – the 'Urgabaw Guwa' (Oo[r] Ga Baw Goo wah) or sweet potato garden . The garden needs to be nurtured by all members of the community, including service providers, if it is to produce a yield that can satisfy everyone.



## Foreword

### **More than 5.2 million people live in Queensland.**

Unlike other parts of Australia, most Queenslanders live outside our capital city, spread across vast distances many times larger than even some nations.

But no matter how far apart Queenslanders live, we're in everything together, during good times and bad.

We share the joy when things go well. And when they don't, the worst brings out our best.

Perhaps it is because we face so many droughts, floods, cyclones and bushfires, that we have learned to rely on each other.

We saw this vividly during the COVID pandemic.

Our care for each other was clear. Everyone who got vaccinated, wore a mask and practised physical distancing did it out of a sense of community.

We saw it again after the floods. Queenslanders opened their homes to neighbours and strangers, offered meals and comfort, and when the threat eased, arrived with cleaning supplies, trailers and generators.

All this because we are a community, and we look to even brighter days ahead.

In 2032, Queensland will host the Olympic and Paralympic Games – the largest international event ever staged in our State. So the decade leading up to the Games is a once-in-a-lifetime opportunity.

It's a big state, and although we have different backgrounds and experiences, we are all enriched by our natural treasures, First Nations storytelling, a vibrant cultural scene, and our multicultural character.

Communities 2032 integrates what we need, and shows what we can do, to prosper and thrive in the next ten years – socially and culturally, for individuals and families, for every community:

First Nations peoples and non-Indigenous peoples will come together for truth-telling, recognition, and healing from past injustices, supporting the Path to Treaty.

Public and social infrastructure will be delivered for better lifestyles and social inclusion, so everyone can be healthy and active.

There will be programs across Government for safety, readiness and resilience, so everyone can be secure and comfortable in their homes and on our streets.

And we will see more Queenslanders get involved in volunteering and supporting our network of Neighbourhood and Community Centres.

Co-ordinating these plans and activities over the next 10 years will build harmonious relationships, address inequity, and deliver on our potential, to benefit our communities.

And to show our best to a global audience.

Communities 2032 is our roadmap to success, and a vision for a more inclusive, more respectful, and more connected State.

**Hon. Anastacia Palaszczuk MP**  
Premier and Minister for the Olympic  
and Paralympic Games



**Our communities, and the community spirit that binds us together define who we are as Queenslanders.**

Queensland is home to people from all walks of life and diverse backgrounds. Queensland is a warm, welcoming and inclusive state but there's more that we can do to find new and better ways to connect in our communities and help people to live better lives.

I'm proud to be a part of a government that supports communities and people, and Communities 2032 is an opportunity to transform Queensland like never before.

Communities 2032 is Queensland's first holistic strategy for our communities. It's a plan that will leverage the decade of unprecedented growth and development that is ahead of us and make a difference to the lives of all Queenslanders.

It will take meaningful action on issues such as social isolation and loneliness and support us to seize opportunities to digitally enable the way we live, work and play in our communities. It will also support vibrant and inclusive communities that celebrate the arts, culture and diversity and ensure there's a place for everyone.

Now is the time to plan how we will enhance all the things we love about living in Queensland and to strengthen the fabric of our communities so they can better support the aspirations of every person.

Communities 2032 sets out a positive vision for Queensland communities. It will drive action over the next ten years to support them to be their best, and to encourage all of us to connect, participate, contribute, and thrive.

**Hon. Leeanne Enoch MP**  
Minister for Communities and Housing  
Minister for Digital Economy and  
Minister for the Arts

# Communities 2032

Communities 2032 is the Queensland Government’s long-term plan to build the communities that will support all Queenslanders to live their best lives.

It’s an inclusive and positive vision for Queensland and provides a unifying framework to help disrupt disadvantage and improve the lives of individuals and families across our state’s diverse communities.

Queensland is home to more than a quarter of Australia’s First Nations peoples and over 150 Indigenous language groups.

Our population is growing and changing, with a more diverse range of abilities, family structures, cultural backgrounds and social identities than ever before. Whether you’re a younger Queenslanders or an older Queenslanders, there’s never been a more exciting time to call Queensland home.

While it’s not possible to fully predict what Queensland will be like in 2032, we know that now is the time to create the systems, structures and enablers for the communities that we all want to live in now and into the future.

It’s time to forge shared paths built on mutual respect, recognition and truth-telling, particularly through the Path to Treaty’s genuine journey of healing and reconciliation.

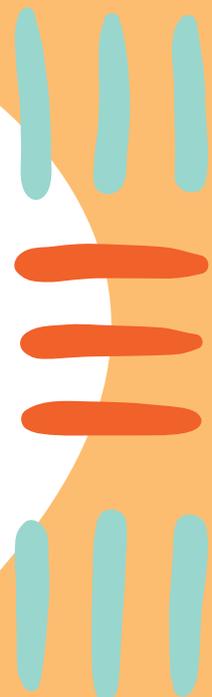
It’s time to afford every individual the opportunity to thrive and fully participate in the life of our state and contribute to our common wellbeing and economic prosperity.

We know that the next decade is a significant opportunity to accelerate change. We’ve heard clearly that some Queenslanders are struggling to find community. While many are connected and thriving, others feel isolated and lonely, lacking the critical connections and support they need. Communities 2032 harnesses our combined efforts to address the causes and impacts of social isolation and loneliness, and will drive concrete actions that build and support communities.

Communities 2032 is our roadmap for building the communities we all want to live in, that we want to show to the world through the Brisbane 2032 Olympic and Paralympic Games, and want our future generations to enjoy.

## Our vision

Queensland’s communities support and empower every person to connect, participate, contribute, and thrive.



# Our changing state

## Today



Population around

**5.2 million**

**19%**

of Queenslanders are living with a disability



**4.6%**

of the population are First Nations peoples

More than

**one in five**

Queenslanders were born overseas



**42.5%**

of families are couples with children



**16.5%**

of families are single parent families

**18.8%**

of Queenslanders volunteered for an organisation or group in the last 12 months

**58.7%**  
of Queenslanders are meeting daily physical activity guidelines



**16%**  
of Queenslanders are aged 65 years and over



## In 2032



Population will be around

**6.3 million**

Queenslanders



Around **4.9%**

of the population will be First Nations peoples



**39.5%**

of families will be couples with children



**17.1%**

of families will be single parent families



**19.1%**

of Queenslanders will be aged 65 years and over

2032 projections based on data from the Australian Bureau of Statistics and the Queensland Government Statistician's Office

# Our destinations

Communities 2032 will guide the Queensland Government's actions over ten years, towards our vision for communities that support and empower every person to connect, participate, contribute and thrive.

Like any journey, we want to begin it with the end in mind. Communities 2032 provides the roadmap to the four destinations we aim to reach, representing themes that emerged from consultation and the aspirations people have for their communities.

These destinations do not stand alone. They can only be reached together, with actions designed to meet the needs of communities as a whole.

The Queensland Government has a broad set of responsibilities to communities and individuals, and reaching our destinations will require joint action, genuine partnership and collaboration with our non-government partners, communities and people.

Our **destinations** are:

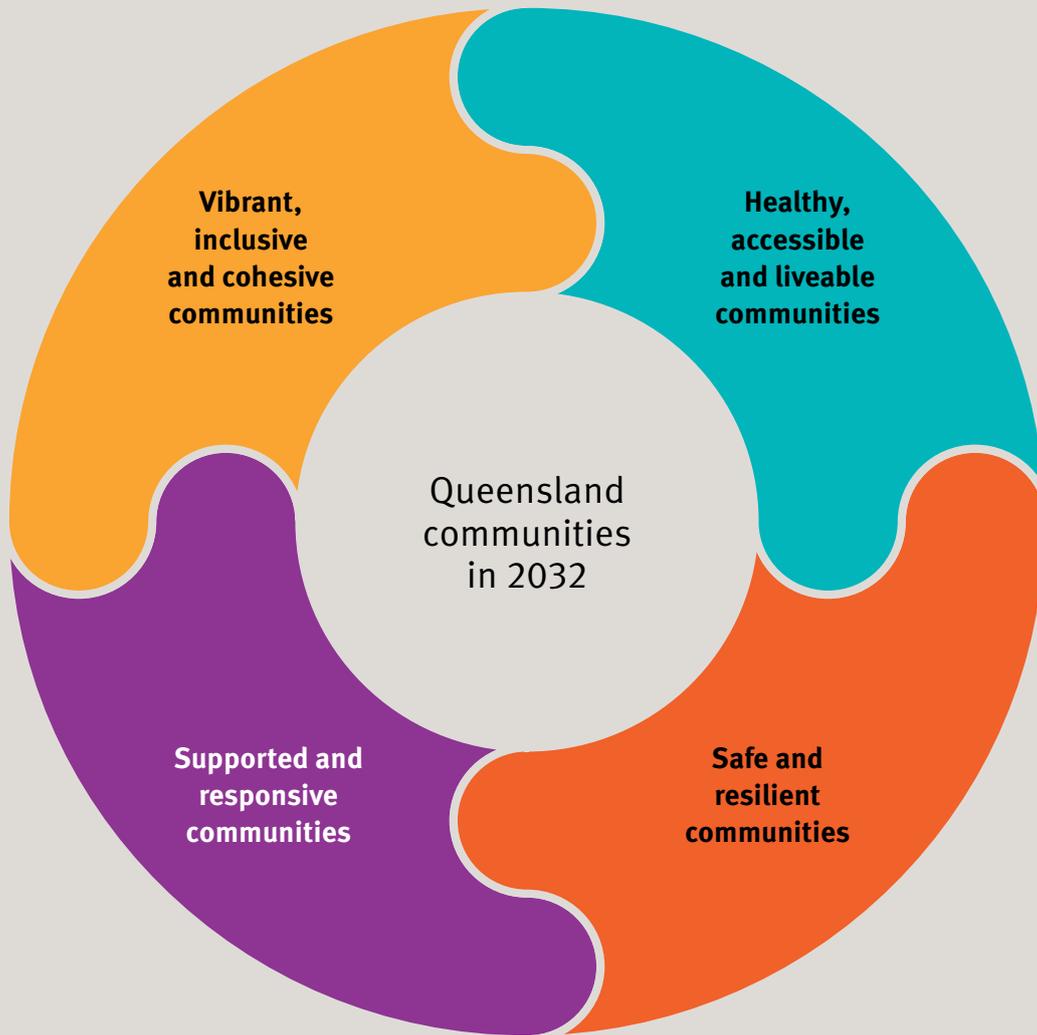
- **vibrant, inclusive and cohesive communities** in which we celebrate arts, culture and diversity, and ensure that Queensland communities are welcoming and have a place for everyone
- **healthy, accessible and liveable communities** that support health and wellbeing, through accessibility and liveability, by promoting active lifestyles, and supporting mental health outcomes
- **safe and resilient communities** where people feel safe to connect and participate, and our communities have the social cohesion and resilience to come together and thrive in the face of disasters and other adverse events
- **supported and responsive communities** that benefit from responsive, innovative government services, community-led initiatives, and a well-resourced and capable community and social services sector.

Central to each of these destinations is our priority for addressing the causes and impacts of social isolation and loneliness.

These principles guide our priorities and the actions we will take over the next ten years through Communities 2032 action plans.

Our **principles** are:

- **Equity, access and participation**  
Social justice principles underpin Communities 2032. All four destinations will support equity, access and the participation of Queenslanders in their communities.
- **Human rights and empowerment**  
Communities 2032 has been designed to support the human rights of Queenslanders, in line with the *Human Rights Act 2019*. Our work is grounded in human rights-based approaches that enable communities and individuals, and recognises our communities' existing expertise and strengths.
- **Place-based and community-led**  
Communities 2032 will be delivered in recognition that no two communities are the same, and that programs and services are most effective when designed and delivered in place. Communities 2032 supports community-led approaches to local issues – by community, for community. We uphold the principle of self-determination of Aboriginal and Torres Strait Islander peoples.



Each destination is underpinned by the key principles that inform our approach to policy, program design and service delivery



# Vibrant, inclusive and cohesive communities

All Queenslanders have the right to feel valued in our community.

Our place in our communities should not be determined by our culture, ethnicity, religion, age, gender, sexuality or abilities; or by our income, education or the street we live on. By celebrating our differences and our diversity, we can strengthen the fabric of our communities.

Queensland is a diverse state – economically, socially, and environmentally. Understanding and respecting the cultures and characteristics that differentiate and unite us is the foundation on which we can build vibrant, inclusive and cohesive communities.

We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of Queensland’s lands and seas. We commit to a collective effort to reframe our relationship together, ensuring equality, recognition and advancement of First Nations Queenslanders is reflected in every community.

Vibrant communities are enriched by the different backgrounds, cultures, languages, faiths, identities, and viewpoints that co-exist within them. Vibrant Queensland communities will enable us to celebrate and harness the arts, languages, and traditions of everyone in our communities, and create shared experiences that help connect us together.

Inclusive and cohesive communities are those where everyone works together to achieve our aspirations of greater wellbeing, shared opportunity, and a better life for the future. Social and economic inclusion is vital to helping us to realise these aspirations, by helping everyone to participate and ensure no one is left behind.

Understanding, respecting and celebrating the different things all Queenslanders contribute will help make our communities stronger, happier and more prosperous.

Queensland communities have a place for everyone.

Diversity, in all its forms, enriches and strengthens the fabric of our communities.

We recognise Aboriginal and Torres Strait Islander peoples as the First Nations of the lands and seas we call Queensland. We understand and celebrate First Nations peoples, histories and cultures as central to our identity.

Arts and culture are vital to community identity and promote participation and inclusion in our communities.

The graphic features a large orange circle on the left containing the text. To the right of the circle are decorative elements: three horizontal orange brush strokes, three vertical grey bars, three horizontal teal brush strokes, and three vertical grey bars.

This community connects through a sewing circle at their local neighbourhood and community centre in Brisbane.



## Honouring First Nations peoples and cultures

The Queensland Government is committed to reframing its relationship with First Nations Queenslanders through a shared pathway forged by respect, recognition and truth-telling and healing. We acknowledge a history that has enabled systemic and entrenched racism which has no place in our shared future.

Aboriginal and Torres Strait Islander self-determination is a human right enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples* and recognised in the *Human Rights Act 2019*. We are committed to developing strong and enduring partnerships with First Nations Queenslanders to support and embed cultural safety in our communities.

Through engagement, partnerships, and the delivery of services, we seek to strengthen our collective response to racism and discrimination and build our community's capacity to acknowledge and embrace First Nations cultures.

**Communities 2032 will support the Queensland Government's First Nations reform agenda, including reconciliation, the Path to Treaty and commitments to improving outcomes against the targets of the National Agreement on Closing the Gap.**

**This work will respond to intergenerational disadvantage, discrimination, and trauma through targeted actions that support improved outcomes for First Nations Queenslanders.**

**Over the next ten years we will amplify and honour First Nations arts, cultures, languages and histories so the stories of First Nations peoples can be told, celebrated and shared in our communities.**



Des works with the Queensland State Archives to support the First Nations Languages Program.

## Arts and cultural expression

Art and the creative industries can unite people from all walks of life, breaking down barriers, reducing social isolation and improving the health and wellbeing of people in our communities.

Art is a unifying mechanism that can create shared understanding and help us reach our destination of inclusive and connected communities.

Through art, Queenslanders create, innovate and explore their environment, process trauma and learn more about how others around them see the world. For many, community art also provides an outlet for them to tell their stories in the hope of them being heard.

We acknowledge and appreciate the work of individual artists, administrators and community members who share, and support community art. Woven together, these collective efforts help to define Queensland's needs, aspirations, identity and sense of place.

The next ten years offer many opportunities to connect community art with better community outcomes.

We have an exciting opportunity to share Queensland's creative voice with the world as we prepare for the Brisbane 2032 Olympic and Paralympic Games by integrating the art of Queenslanders into community projects.

**Communities 2032 will provide a platform to further integrate art and cultural activities in our communities and capitalise on the health and wellbeing benefits offered by the creative industries.**

Communities 2032 supports the Queensland Government's *Creative Together 2020-2030* roadmap for arts, culture and creativity in Queensland to help promote social inclusion and bring communities together.



**The Logan Youth Foyer is creating a sense of home and community for the young people living there, by celebrating their cultures through art.**

Young graduates in the Department of Communities, Housing and Digital Economy are able to connect and share their experiences through networking.



## Celebrating diversity

Our communities are enriched by the diverse experiences, backgrounds, cultures, languages, faiths, identities and viewpoints we share.

Diversity is what makes our communities vibrant, interesting and enjoyable places to live and connect with others. Accepting and celebrating the differences among us brings us all closer together.

Communities that are inclusive and welcoming have stronger social cohesion. They also support improvements in relationships with families and neighbours, increased rates of volunteerism, more positive attitudes towards each other, and optimism about the future.

There is no place for racism, sexism, bigotry or unfair discrimination of any form in Queensland.

The Queensland Government is working to promote positive community attitudes and acting strongly against discrimination when it occurs. By building a culture of inclusion in our communities, we can work to break down the barriers to community cohesion.

**The Queensland Government is committed to supporting diversity and ensuring acceptance of all people regardless of age, ability, cultural background, gender and sexuality.**

**Over the next ten years, Communities 2032 will drive actions that celebrate all forms of diversity and embed diversity as an integral part of our shared identity to ensure a voice for all Queenslanders.**

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## Giving everyone in our communities a voice

Queenslanders come from a variety of backgrounds, with many different life experiences. Our communities are richer when everyone has an opportunity for their voice to be heard. By seeking and valuing different perspectives, we can all benefit from a greater understanding of the many opportunities, priorities and needs that make our communities unique.

Many of the challenges that we face affect us all, so our shared future needs to be defined by everyone – especially minority groups and those who have traditionally been excluded from power.

We also recognise that the steps we take today will lay the foundations for future generations. It's critical that younger people have a say in the Queensland they'll inherit.

Communities are not just geographic places in which we live. Queensland is made up of many people and communities that share a common vision or set of challenges. The Queensland Government is committed to listening to the voices of minority groups, including our LGBTIQ+ communities, faith communities and ethnic communities.

**The Queensland Government is committed to hearing from, and amplifying, the voices of minority groups and those on the margins. This includes amplifying the voices of women, providing a platform for LGBTIQ+ communities to inform government decision-making, empowering people with all abilities to have a say, providing avenues for young people and older Queenslanders to contribute, and providing a voice for our First Nations peoples including through truth-telling and healing activities.**

Teal is a Care Army volunteer and helped seniors become tech savvy so they could connect during the global pandemic.



## Digitally connected

Digital connection is more important than ever before.

New modes of social interaction, education and employment are emerging all the time, with businesses, services, and agencies, including governments at all levels, increasing online interactions, transactions and communications.

Our ability to rapidly adapt to these changes played a key role in enabling Queensland communities to unite and recover from the pandemic. Digital technologies are essential enablers of productivity and support a skilled workforce, new education, training and employment opportunities, and employment diversity by removing geographical barriers.

While digital technology is increasingly present in our everyday lives, some Queenslanders lack the skills, devices, and financial capacity to access the social and economic opportunities that digital technology presents. In 2020, 17 per cent of the Australian population was digitally excluded, and this group is also more likely to experience challenges such as low educational achievement, poverty, disability, unemployment and social isolation.

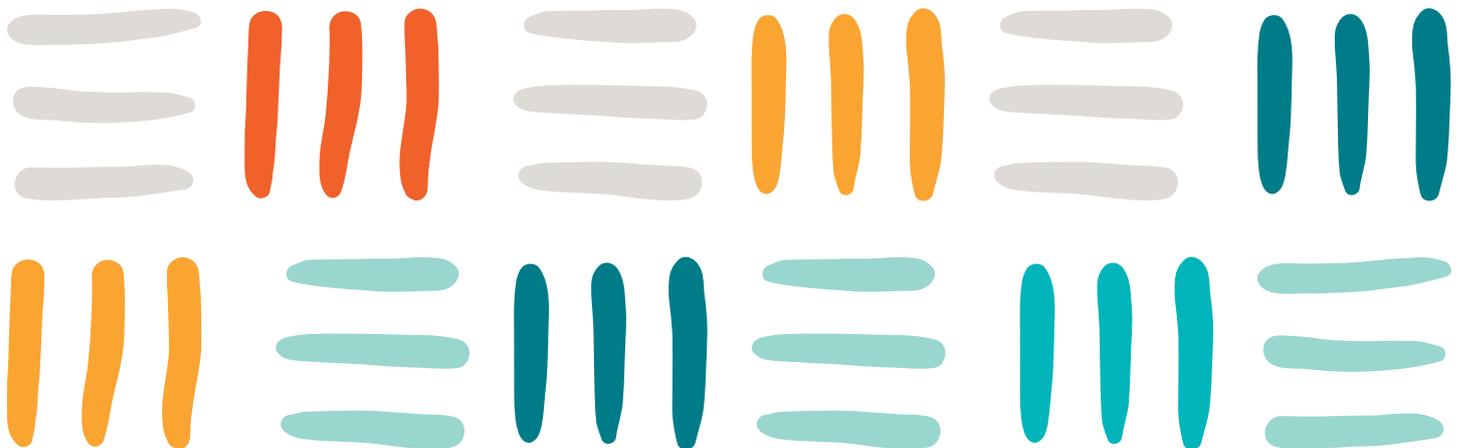
The benefits of digital inclusion in boosting participation and reducing social isolation is a significant opportunity, especially in Queensland regions which experience high unemployment rates and disproportionate disadvantage.

Better digital access and inclusion for Queenslanders, including people with disability, older people and people in rural and remote locations, encourages greater opportunities for employment and economic participation. Improving digital literacy and access to digital technologies also helps people to manage their health, access education, seek support, organise finances and participate in all the things our communities have to offer.

**Communities 2032 will champion and build more connected communities by improving access for Queenslanders to digital infrastructure and systems.**

**We will connect and empower Queenslanders in new and exciting ways to transform the way we all live, work and participate in the digital economy.**

**This will help people to connect and access critical information in times of disruption and emergency, and to build and maintain social networks to prevent and address social isolation and loneliness.**



# Healthy, accessible and liveable communities

Planning our communities to create built environments that are welcoming, safe, connected and comfortable means ensuring all Queenslanders have access to enjoyable and convenient active transport options such as walking, jogging and cycling.

As we approach the Brisbane 2032 Olympic and Paralympic Games, Queensland has a once-in-a-generation opportunity to plan, design and build communities that will better support every person, in every place.

We will work with Queenslanders to make our communities more enjoyable, accessible and liveable – directly supporting improved health and wellbeing. This opportunity for renewal can also address the systemic barriers that create inequity, such as poor health and social isolation that are often beyond an individual's ability to control.

When people are active and feel connected in their communities, they can improve their physical and mental health, which is an important part of addressing the causes and impacts of social isolation and loneliness.

Through the *Queensland Housing Strategy 2017-2027* and its action plans, we are committed to ensuring that Queenslanders have access to safe, secure and affordable housing that meets their needs and enables participation in the social and economic life of our prosperous state. Then we can better enjoy our neighbourhood and community, build connections and experience a greater sense of wellbeing. Housing that is fit for purpose and meets our needs contributes to our physical and mental health.

Queensland communities are at their best when they promote the health and wellbeing of individuals.

The physical dimension of our communities defines how we live our lives, and deliberate planning and design supports community connections and healthy, active lifestyles.

Access to adequate and nutritious food is foundational to community wellbeing.

Healthy communities are vital to economic prosperity, and happy, connected individuals are more likely to contribute to their communities.



## Social isolation and loneliness

Wellbeing is about much more than just the absence of disease or illness. It's a combination of a person's physical, mental, emotional and social factors – how people feel about themselves and their life.

Social isolation and loneliness are increasingly acknowledged as significant contributors to poor physical and mental health and wellbeing. They are also linked to challenges in relation to mental health, substance abuse, and domestic, family and sexual violence.

Social connection is essential to good mental and physical health, individual wellbeing, trust and social cooperation.

While it's usual to feel lonely from time-to-time, too many people feel disconnected, isolated, sad or distressed and lack quality connection in their everyday lives. Physical, emotional or situational isolation can occur at any age, in any place, and within any culture – even when we are surrounded by people.

By building more inclusive, accessible and connected communities we can create better social, cultural, religious, spiritual, and place-based connections to environments and people, to drive social inclusion.

Communities 2032 provides a plan for taking action on the causes and drivers of social isolation and loneliness in Queensland.

Working across government and with our community and industry partners, we will address this important issue by elevating the benefits of services and programs such as health and mental health, transport, housing, education, employment and training, sport and recreation, disability services, community services and facilities, digital inclusion, volunteering, the arts and culture, community development and planning.

We will also elevate the role that neighbourhood and community centres play locally, to build social connection and community cohesion, in ways that combat social isolation and loneliness.

**Saw is a single dad who found help managing his tenancy through his local neighbourhood and community centre. He's now able to focus on his three young kids and volunteer work.**



## Community spaces

The physical dimension of our communities – the places we meet, work and play are central to the way we connect and form community.

It's vital that we deliberately plan, design and build the physical spaces around us to encourage connection, enable inclusion, and encourage healthy, active lifestyles.

Living an active lifestyle can promote social connections and support positive health and mental health outcomes. There are many ways we can be active in our communities – by playing a team sport, attending a tai chi session in the local park, walking with neighbours, or attending or volunteering at events run by community organisations – like a local neighbourhood and community centre.

The physical dimensions of our communities are the canvas upon which our social connections, community gatherings and events, and art and cultural symbols can be created and embedded. Urban planning, transport channels and options, public spaces and green spaces, public amenities, and the location of community organisations, associations and services are all critical to supporting community.

Queensland is diverse, and our communities have unique needs and differences across urban, regional and remote areas, and new or established locations. Communities 2032 acknowledges the diversity of our physical environments and that place-based approaches can achieve positive outcomes for communities.

**The Queensland Government is committed to action that will maximise the use of our physical environment to encourage social connections, inclusion and active lifestyles. This includes building community infrastructure that embraces best practice so Queensland can be a world leader in physical accessibility by 2032.**

Through Communities 2032 we will take an holistic approach to planning and design with the health and wellbeing of communities at the centre. In the lead-up to the Brisbane 2032 Olympic and Paralympic Games, Queensland has enormous opportunities to build and design the communities we all want to live in in the future.



**The New Farm Neighbourhood and Community Centre is just one of many centres across Queensland, offering great activities and services to support health and wellbeing.**

## Food security

Access to food is a basic human right.

Australia is a significant food producing nation, yet some of our communities don't have reliable access to enough affordable and nutritious food, particularly in some remote parts of the state. This has significant impacts on physical health and social and economic participation.

For most people and communities, food insecurity is not a single, temporary issue that can be addressed through the simple provision of goods. Food insecurity can be caused by a wide range of personal, local community and broader economic factors including poverty and financial stress, disruption to supply chains, freight issues, and the challenges associated with Queensland's unique geography.

There are many ways to help address food insecurity. This can include food recovery and redistribution, soup kitchens, meal services, community food gardens, supermarket vouchers, social supermarkets, food pantries and social enterprises. We also need to work to address some of the deeper causes for food insecurity such as personal hardship and supply challenges.

This varied response recognises the complex nature of the issue and that there is no single solution to providing better outcomes for food insecure households and communities.

**The Queensland Government is committed to food security in our communities.**

**We recognise that food insecurity is a complex problem. There is no single solution. Communities 2032 will prioritise work across government, with industry partners and the wider community to examine and implement evidence-based policy and practice to ensure food security for all Queenslanders.**



**Brisbane not-for-profit organisations provide healthy meals to those at risk of homelessness.**



# Safe and resilient communities

Safety and resilience are cornerstones of community connectedness, inclusion and cohesion. When we are safe, and when we feel safe, we are more likely to connect with the world around us. And when we are more connected with people around us, we feel safer.

The recent experiences of the global pandemic, as well as devastating floods, cyclones and bushfires, have reinforced the importance of communities banding together to face adverse events. Time and again, Queenslanders unfailingly support each other in times of hardship.

Safe and resilient communities enable social participation by offering public spaces that can be enjoyed by individuals and families regardless of their background, culture or identity. They are well prepared for risks, danger or threats and are able to respond to challenges that may arise from severe weather events and other emergencies. Engaged communities are also well-placed to prepare and respond to the social, environmental and economic impacts of climate change.

A safe home is essential to our wellbeing and our community connectedness. The Queensland Government's investment in supports for people experiencing homelessness, and domestic, family and sexual violence are an important part of securing a safe future for all Queenslanders. The *Queensland Housing Strategy 2017-2027* and its action plans document the initiatives we are investing in to create safer places for people in housing need.

Through *Communities 2032*, the Queensland Government will prioritise investment and activities that promote safety in our homes and on our streets, that act to prevent or prepare for adverse events, and that build community cohesion and resilience to face the challenges that are before us.



## Safer in our homes and safer on our streets

Every Queenslander has the right to feel safe, and to be safe, in their community.

When we feel safe, we are more likely to interact with others and enjoy the world around us. Knowing our neighbours and people in our local community is a protective factor that enhances this experience of safety.

Feeling safe in our homes, in our streets, our neighbourhoods and beyond, is a priority for every Queenslander, regardless of their age, income, education or abilities.

While Queensland is a very safe part of the world, there are some challenges to the safety of our communities, including crime and violent extremism, as well as domestic, family and sexual violence.

The Queensland Government is committed to supporting Queenslanders with support that recognises trauma and the complexity of challenges like mental illness, addiction and disadvantage. Acting with empathy, ensuring that people have access to the right support at the right time and applying innovative and proactive interventions and person-centred responses are key elements of this response.

Home is a sanctuary for many people, but for many households living with the threat of violence and abuse, home is not a place of safety or comfort. Domestic, family and sexual violence affects

people of all ages, faiths, and circumstances – in our cities and regional areas and in our rural and remote communities. It's a major cause of homelessness and housing instability and can lead to childhood trauma that increases the risk of alcohol misuse, drug dependence and criminal behaviours.

Our vision for Queensland's communities is for all Queenslanders to feel safe so they can connect and participate. Realising this vision means valuing and prioritising safety at home, being free from violence and abuse, being empowered to make positive life choices and taking care of our most vulnerable people.

**The Queensland Government is committed to taking action that promotes safety in our communities, supporting strong social and community connection.**

**We are delivering vital services to prevent harm, protect children and young people, prevent domestic, sexual and family violence and other crimes, and address problematic drug and alcohol use.**

**Communities 2032 presents a plan for collaborative actions to make us all safer in our homes and safer on our streets.**



**Feeling safe in your home and community means you can do the things you love and find like-minded community members.**

## Ready and resilient together

In recent years, Queensland's communities have faced more frequent and severe natural disasters, including bushfires, cyclones, drought and flooding. At the same time, we have navigated the impacts of an unprecedented global pandemic.

These experiences and the likelihood of increasing impacts due to climate change, make it more important than ever that our communities are equipped and well-prepared for any possible situation.

Queensland's communities have responded to recent challenges with empathy, unity and generosity. Queenslanders know that during times of hardship they can count on each other to pull together to meet each other's needs.

Communities with strong connections to social infrastructure are better prepared and able to respond to the challenges of severe weather events and other emergencies. Social connection also enables better communication during natural disasters, and quicker disaster response and recovery rates. Ensuring people have access to the resources they need to respond appropriately is vital, and particularly important for the more vulnerable members of our communities.

**The Queensland Government is committed to supporting our communities to prevent, prepare for, respond to, and recover from disasters of any kind, in line with the *Queensland Strategy for Disaster Resilience*.**

**Communities 2032 will support resilience through initiatives that build trust, social capital and cohesion as well as by boosting the capacity and capability of the community services sector to respond to the needs of the community in times of trouble and recovery.**

**This includes building the capacity of our communities to face adverse events with cohesion and resilience and delivering specific responses to encourage greater security and disaster preparedness for the most vulnerable.**

**Through Communities 2032, we will continue to develop our community's ability to respond when times are tough.**



**Uncle Willie knows how important it is to be prepared for disaster events.**

People with disability are twice as likely to be injured or find themselves socially isolated during natural disasters. We partnered with Queenslanders with Disability Network (QDN), Community Services Industry Alliance (CSIA) and The University of Sydney to develop the Disability Inclusive Disaster Risk Reduction toolkit. It includes tips, resources, and tools to enable people with disability, their family, carers and people who work in the community sector to take action in becoming disaster resilient.

## Financial resilience

Financial independence and stability help people to take control of their resources and the decisions that affect their lives.

When we are economically stable, we feel included, empowered and in control of our lives. However, there may be times when Queenslanders find themselves in financial hardship for a range of reasons. Financial stress can impact a person's health, relationships, and resilience, and their ability to participate socially and economically in the wider community.

Financial literacy and resilience are important ways that individuals with identified vulnerability can be supported to avoid or manage financial crises, develop their financial skills, improve their lives, and reach their full potential.

With a focus on early intervention, financial literacy and resilience services help Queenslanders to avoid or manage financial crises and get back to being engaged in their communities.

The Queensland Government prioritises financial independence to ensure all Queenslanders can take control of their resources and decisions that impact their lives. Communities 2032 will prioritise financial wellbeing assistance and deliver financial literacy, information, education, support and resilience initiatives to support individuals experiencing financial vulnerability.



**Our services help Queenslanders connect with the financial assistance they need to sustain a home and be part of a community.**

## Climate resilient

Climate-ready communities are strongly positioned to manage the risks of climate change and harness the opportunities presented by new green technologies.

Being climate-ready means having the capacity to cope with hazardous events and respond to the social, environmental, technological and economic changes that are needed to reduce our vulnerability to the physical impacts of climate change. It also positions communities to prosper as the world's economy de-carbonises.

Delivering meaningful climate change action requires targeted, whole of government efforts to develop policies and practices that will protect our environment and support the jobs that will be needed in our low carbon economy.

Disasters, including severe weather events, have different spatial and social impacts on communities, and these impacts are expected to worsen because of climate change.

It's important to understand how communities use their available resources to rebound and recover from the challenges they face. Collective action and community capital are important factors in helping communities to withstand, or recover from, climate hazards.

All levels of government should consider the impacts of climate change on their service delivery to communities and invest in actions and policies to improve community resilience.

Queensland's commitment to deliver a sustainable and climate positive Brisbane 2032 Olympic and Paralympic Games offers an opportunity to accelerate climate action within our communities over the next decade and beyond. We can showcase our resilient, prosperous communities and future-focused economy to the world.

**The Queensland Government is committed to action on climate change.**

**Communities 2032 will promote future-focused planning and building policies and frameworks that enable communities to respond to the challenges of climate change.**

**We will minimise the risks of climate change and harness opportunities through the development and delivery of public and social infrastructure to create liveable, climate-resilient communities for future generations to enjoy.**



**We're planning for the future by making sure our buildings can respond to the challenges of climate change and Queensland's climatic conditions.**



# Supported and responsive communities

Communities are at their best when they are empowered to respond to their own unique needs.

Informal social connections, grassroots movements, and formalised systems all play a critical role in successful, thriving communities.

Through Communities 2032, we want to support communities to support themselves. We will do this by investing in community infrastructure, building on existing strengths, and supporting local leadership to lead the way.

A capable and engaged community and social services sector can deliver significant social and economic benefits to the communities they support. Interventions delivered at the right time and in the right place, can mean vulnerable people are diverted from costly crisis interventions such as hospital emergency services and the justice system, into proactive and preventative programs and services that demonstrate longer-term benefits by supporting individuals to connect, participate, contribute and thrive.

Communities build social capital through trust, inclusion and cooperation, and it's essential that these values are shared by the service systems and support networks that serve them.



**Eagleby Neighbourhood and Community Centre is one of many across Queensland that offers support and services to the local community.**

Communities are experts in their own local needs and challenges, and place-based and community-led responses deliver the best possible outcomes.

Well-coordinated services, including at the local level and across services, are essential to meeting the needs of communities.

Government investment in services has to deliver value for money and positive outcomes for Queenslanders.

The community and social services sector is crucial to the economic and social wellbeing of Queensland.

## Place-based and community-led responses

Queensland communities are the experts in their own lives, experiences and community dynamics. That's why place-based approaches are the most effective way to support communities to achieve change in their own way.

A place-based approach recognises that each place has unique local conditions and needs, and that agile, flexible approaches are needed to address community issues. This kind of approach puts the needs of the community at the centre of design by bringing communities, non-government organisations and government together.

This is vital to achieving effective and sustainable responses to complex issues. Through place-based initiatives, we can better understand the needs and aspirations of communities by harnessing local intelligence and data sharing to help inform our approach.

Self-determination is an important principle for Aboriginal and Torres Strait Islander communities, so it's essential that responses, services and activities delivered in community are designed by, or co-designed with, community.

**The Queensland Government is committed to working with communities to understand local needs and issues, support community-led approaches and deliver place-based responses.**

**Through Communities 2032, we will take action to coordinate services across government to meet the needs of communities in place, incubate community-responsive innovation, and test new ways of working.**

**In Aboriginal and Torres Strait Islander communities, this plan will support Local Thriving Communities initiatives and the development of local service plans.**

**Neighbourhood and community centres** operate across Queensland, offering a safe, welcoming environment for local community members to meet, socialise, contribute, and seek support.

They are a vital part of our social infrastructure, helping to bring us together and build community, regardless of our background or circumstances.

Community members can find support at a neighbourhood and community centre, and find the services, groups and programs that can meet their specific needs.

Neighbourhood and community centres are also places where people can participate and make connections with others through a wide range of activities and events.

Positioning neighbourhood and community centres as central to community-led activities is fundamental to achieving our Communities 2032 vision. This includes identifying local strengths and priorities, and designing, coordinating and implementing strategies and solutions that build community capacity to realise their potential.

## A strong community and social services sector

A dynamic and integrated community and social services sector is vital to community wellbeing. It provides services to people in need, empowering them to improve and get their lives on track, and participate and contribute as part of their communities.

The sector is also a major contributor to Queensland's economy. The health care and social assistance industry is the largest workforce sector in Queensland. It empowers communities by raising productivity, reducing health and welfare costs, and delivering ongoing economic impact through employment.

Queensland is fortunate to have a strong and stable network of service providers delivering vital supports to Queenslanders across the state.

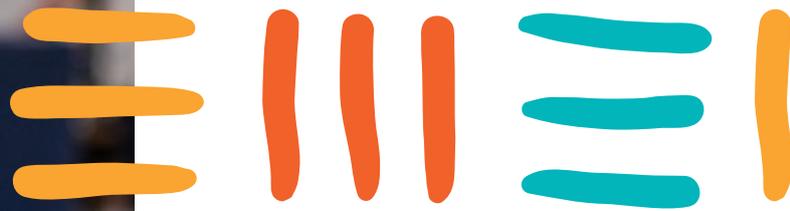
Often working one-on-one with some of our most vulnerable, this network is critical in reducing disadvantage and ensuring that everyone can access products, services and supports when they need them.

The sector is facing new challenges as a result of disruptions caused by the global pandemic, climate change and technological advancement. These challenges, combined with significant growth and diversification of services, along with an increasing demand for services, are placing pressure on community and social services.

**The Queensland Government is committed to a strong community and social services sector.**

**Communities 2032 will prioritise collaboration and partnerships with the sector and stakeholders to ensure Queensland has a strong, sustainable service network and workforce to meet our current and future service needs.**

**We will create opportunities to build capacity and capability, facilitate sustainable growth, build partnerships, and enhance coordination across government agencies and our non-government sector partners to achieve the best outcomes for Queenslanders.**



**Our department collaborates with organisations in the community and social services sector to provide Queenslanders with services that meet their needs.**

## The value of volunteering

Volunteers and organisations that involve and support volunteering are a crucial part of connected communities. Every day, thousands of Queenslanders give their time and energy to make a difference in the lives of others.

Whether it's at local sports games, community events, or supporting some of Queensland's most vulnerable in health and community settings, volunteers make our communities stronger and more cohesive.

Volunteering is a mutually beneficial experience. It's a great way to meet new people, strengthen ties to community and broaden the support networks of individual volunteers, helping people to feel more connected and included in their community.

Many not-for-profit organisations are run solely through the efforts of volunteers, and many services would be unable to operate without this vital contribution. The benefits of volunteering are broad, delivering strong economic, social, cultural and environmental outcomes and reducing the demand on public services.

**Volunteers play a valuable role in supporting Queensland communities and individuals.**

**Communities 2032 will capitalise on opportunities to strengthen volunteering in Queensland, particularly in the lead up to the Brisbane 2032 Olympic and Paralympic Games.**



**Care Army volunteers helped at COVID-19 vaccination hubs. Volunteering is a great way to make new friends and get involved in your community.**

# Towards 2032 – our commitment to collaboration and ongoing improvement

Communities 2032 is an aspirational plan that sets out a vision for Queensland’s communities, to 2032 and beyond.

Over the ten years of this strategy, we will partner with communities, including with community members, groups and leaders, and with the community and social services sector, businesses, and other levels of government. We will be responsive to the needs of communities and collaborative in designing the actions we take to reach our destinations.

Communities 2032 will be delivered through multiple action plans, with the first taking us from 2022 to 2025. Through these plans, the Queensland Government will take concrete, targeted actions to deliver on our shared priorities. As we embark on this journey, we will work in concert with our partners to determine the best way to deliver these actions, consider other steps we need to take, measure our progress, and adjust our approach as we go.

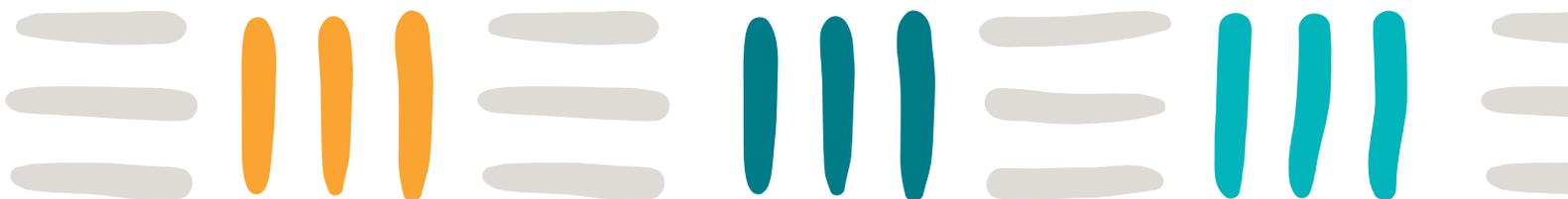
Our collaborative approach will be supported by regular reporting on our progress as we work towards our vision. Annual Communities 2032 reports will provide a snapshot of our progress and how we are actively working with communities, as well as the outcomes we achieve. Key actions to be taken over the coming year will also be highlighted.

Evaluating and reporting on each action plan will help us monitor and measure our progress in delivering actions that move us towards our four destinations.

Measuring progress towards vibrant, inclusive and cohesive; healthy, accessible and liveable; safe and resilient; supported and responsive communities is complex. It cannot be assessed with simple statistical measures. While we know that government has a key role in delivering the actions of Communities 2032, our success is dependent on partnerships, collaboration and action by everyone who has a stake in our communities. Our progress will also be influenced by other factors, like global and national economic conditions, the occurrence of disasters, and the emergence of new technologies.

The Queensland Government is committed to ongoing partnership and collaboration to advance the vision of Communities 2032, and transparency and accountability in delivering on its actions.

Our collective action will ensure that Queensland’s communities can support and empower every person to connect, participate, contribute, and thrive.











**Queensland**  
Government