NEIGHBOURHOOD CENTRES QUEENSLAND

FINAL REPORT

Neighbourhood Centres Queensland

2022 Sector Impact Report

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





Neighbourhood Centres Queensland 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.

Sovereignty has never been ceded.

It always was and always will be, Aboriginal land.

© All rights reserved Neighbourhood Centres Queensland 2023. 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 2021/2022 financial year in addition to several other data sources for this time-period.

Data Collection and Analysis
Chris Mundy

Designed by
Melanie Maher

Edited by
Jacob Amos and Esther Joseph-Kiernan

This report should be cited as
Mundy, C. (2023) Neighbourhood Centres Queensland 2022 Sector Impact Report. Neighbourhood Centres Queensland.

Version 2. Last updated: 19.06.2023

Contents

Foreword 04

Introduction 06

i Background and Purpose 06

ii Methodology 07

Survey Results in 2021 / 2022 08

1. Scope & Reach of Neighbourhood Centres 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 Emergency Relief 16

2.3 Natural Disaster Support to Communities 18

2.4 Disaster Preparation 19

2.5 Immediate Disaster Response 20

2.6 Disaster Recovery 21

3. Community Impact of Neighbourhood Centres 22

3.1 Volunteering 22

3.2 Community Facilities 23

3.3 Digital Inclusion and Literacy 24

3.4 Supporting Community Groups and Projects 25

3.5 Community Development 26

4. Neighbourhood Centre Resourcing 28

4.1 Funding 29

4.2 Unfunded Centres 31

4.3 Social Enterprise 32

4.4 Governance 34

4.5 Workforce 36

4.6 Students 37

5. Calculable Community Value Of Sector 38

Appendix 40

A. Survey Participant Types and Extrapolation 40

B. Community Value Calculation Methods 41

Thank you 46

Foreword

It has been a time of significant change for Neighbourhood Centres and their local communities. Since the first Sector Impact survey was conducted in 2020 by Neighbourhood Centres Queensland (NCQ, formerly Queensland Families and Communities Association), Queenslanders have faced the compounding impacts of a global pandemic, flooding, bushfires and the cost of living and housing crisis.

These ongoing challenges emphasise the vital importance of the place-based, community-led work of Neighbourhood Centres.

In recognition of the vital work occurring in Neighbourhood and Community Centres (NCCs), it has also been a time of exciting changes in the sector, with the Queensland Government announcing a significant uplift in funding in the 2022/23 state budget. The Social Return on Investment generated through the 2021/22 survey was a key tool in Neighbourhood Centres Queensland's participatory advocacy work to secure this funding. We are grateful to our membership for their participation in this survey, enabling our sector to demonstrate our collective impact and breadth. The Sector Impact Report also complements the sector reform work of the Strategic Repositioning Committee, who have codeveloped a shared purpose, program logic and investment framework for NCC State Government funding.

Now in its third iteration, the Sector Impact Report 2022 again demonstrates the extensive work, value and impact of Neighbourhood Centres in local communities. It builds on data obtained over the past 3 years, evidencing the ongoing development of the sector in responding to community challenges. Furthermore, it explores emerging NCC responses in the areas of Emergency Relief, Community Development, Disaster preparedness, response and recovery. NCCs are continually adapting and responding to emerging community issues, and it is fitting that NCQ's annual survey has also adapted to these changing contexts as it seeks to evidence this evolving work.

Although the NCC funding environment depicted in the Sector Impact Report 2022 is prior to the funding uplift in late 2022, continual resourcing and recognition remain crucial issues for the sector. The Queensland Government uplift funding is 'core, base level funding' to funded NCCs. NCQ is regularly identifying new unfunded NCCs, emerging as community-led initiatives in need of resourcing, as evidenced in this report. Since the sector is community-led and place-based, NCCs always need to expand their partnerships in order to leverage both financial and non-financial resources to carry out their work. Data collection and evidence through the annual survey is an integral part of recording and demonstrating value, workforce needs, social impact and demographic reach into the future.

The social impact and efforts of Neighbourhood Centres cannot be understated. This report demonstrates another significant increase in Community Value on Investment with $5.25 returned for each dollar of investment. Across Queensland, our membership provides a vital community service, promoting inclusion, connection and community problem-solving. The 2022 report demonstrates this incredible contribution of neighbourhood centres to creating equitable, inclusive and regenerative communities.

Warm Regards,



Em James
Chief Executive Officer
Neighbourhood Centres Queensland

SUMMARY OF THE 2021/2022 FINANCIAL YEAR

Together, Neighbourhood and Community Centres in Queensland supported over

2 Million Visitors

who attended centres over the 2021/2022 Financial Year

This was achieved through:

149
Neighbourhood Centres
Of which 127 are partially-funded by Qld Gov, and 22 are un-funded

1,486
Staff Members
Working a total of 1.7million hours over the year

2,729
Volunteers each week
Working a total of 537,600 hours over the year. Worth over $27.8m.

$126,501
Median Funding Per Centre*
*127 centres partially-funded by Qld Gov

1,011
Funding Applications
to maintain operations

1,715
Community Projects Run
over the year, and supported 835 Community Projects run by others.

Making an Impact

For every **$1** invested by the Queensland Government, the sector produced **$5.25** in community value.

Food Relief
792tne
Equating to $15.8 million in Community Value

Frozen Meals
140,076
Equating to $1.4 million in Community Value

Non-Food Emergency Relief
$3.7m
Equating to $3.7 million in Community Value

Programmed Activity Participants
967,150
Equating to $31.9 million in Community Value

Referrals to Other Services
260,150

Social Enterprises
$3.2 m
Equating to $3.2 million in Community Value

Reference: Mundy, C. (2023) *Neighbourhood Centres Queensland 2022 Sector Impact Report*. Neighbourhood Centres Queensland. For more information go to ncq.org.au.

Introduction

i. Background and Purpose

Since the release of the NCQ 2021 Sector Impact Report, Neighbourhood Centres across Queensland are being widely recognised as crucial social infrastructure which provides a community-led response to social isolation, loneliness, natural disasters and financial hardship. The issues addressed by Neighbourhood and Community Centres (NCCs) are almost limitless, as each adapts and responds to the emerging needs of the local communities in which they are embedded. NCC's offer belonging, support and refuge to all cohorts, by providing universal access to support; regardless of age, ethnicity, culture, sexual orientation, gender, or circumstance.

The Sector Impact Report indicates that NCCs are growing in reach, capacity and number. NCQ has been approached by numerous individuals, organisations and communities over the past year, to raise that they are either; operating an unfunded Centre or wanting to establish a new Neighbourhood Centre. 6 additional Centres have been identified as being relevant to this survey, bringing the total number of Centres to 149. Furthermore, numerous Centres are operating multiple sites and many more Centres have been identified as being in various stages of early development.

Now in its third year of implementation, the Sector Impact Report has gathered data that has recorded the capacity and reach of NCCs before, during and after the COVID-19 pandemic. These reports highlight the depth and diversity of Neighbourhood Centres' work, their reach into communities and the benefits of place-based community-led initiatives.

This year's edition of the Sector Impact Report also highlights the important role that NCCs play in a wide range of natural disasters, in particular flooding and severe storms. This survey gathered data from the 2021/2022 financial year with a particular focus on the April-June period of 2022. This period immediately followed the early 2022 South-East Queensland Flood events. It details the prominent role that NCCs played and continue to play in long term recovery efforts.

As the work of Centres evolve to respond to local community needs and aspirations, so does the need to understand and develop this work. The Queensland Government, Department of Communities, Housing and Digital Economy (DCHDE) are in the process of finalising a new agreed purpose, program logic, investment and reporting framework for NCC funding which will include new forms of data collection from October 2023. NCQ is working with the department to ensure that this co-designed framework complements, rather than duplicates the Sector Impact Report so all stakeholders may gain a robust understanding of the work NCCs across the state undertake, including at sites that are unfunded.

Furthermore, as NCQ further develops our Sector Impact Report and conducts this evaluation work, we are conscious of its wider implications to NCCs across Australia. The Sector Impact Report was developed with the support of Neighbourhood Houses Victoria (NHVic) which has been conducting comprehensive Annual Surveys of their 400 Centres since 2012. Through NCQ and NHVic's participation in the Australian Neighbourhood Houses and Centres Network (ANHCA), our respective methods are being shared with more than 1000 NCCs across the nation as a way to demonstrate impact at a federal level. In the future, survey data consolidation will play a key role in demonstrating the reach, impact and depth of NCCs across Australia.

ii. Methodology

The data period for this third annual survey in Queensland was the financial year of 2021-22, with the majority of data collected from the May-June quarter of 2022. This particular time period was selected as it is consistent with the same time period that data was collected in 2021 enabling accurate data comparison each year. While data collected in 2021 was impacted by less severe COVID-19 restrictions, 2022 data was collected during a period after a time of general easing of any restrictions and can potentially yield a new baseline for sector activity after the pandemic. Weekly and monthly statistics were gathered from NCCs depending on activity type.

The survey consisted of 41 questions about the core characteristics of the Centres, 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 four Queensland NCCs prior to finalising survey questions.

Some financial year data for 2021/2022 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[1] 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 2021/2022.

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

In the 2022/2023 State Budget, the Queensland Government announced an increase in base funding for funded Neighbourhood Centres across the state to $230,000 per Centre. This uplift in funding was applied in late 2022. It must be highlighted that this survey and the data used within occurred prior to the commencement of the funding uplift. All data included in this report and the attached Community Value on Investment calculation reflect funding levels for the 2021/2022 financial year.

1 NCQ's method of value calculation is consistent with NHVic's Annual Survey Reports. Perry, D (2021) *Neighbourhood House Survey: 2021 Report. Neighbourhood Houses Victoria*. https://www.nhvic.org.au/Handlers/Download.ashx?IDMF=723ebecc-9cb0-431b-9406-7bbe649b2024

1. Scope and Reach

1.1 Number of Centres

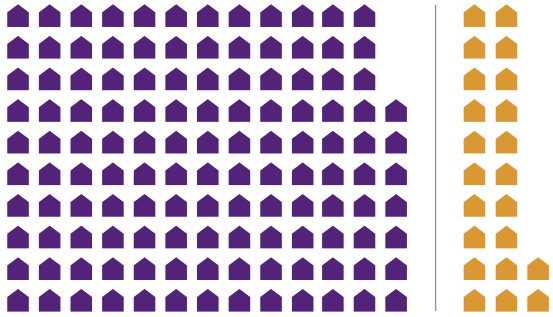
NCQ has identified 149 NCCs in Queensland, an increase of 6 from 2021. Since the last survey, NCQ identified a number of Neighbourhood Centres operating in an unfunded capacity around the state. These Centres provide a community focal point, and a range of community development and social inclusion opportunities, activities and services.

In the 2021/2022 Financial Year, 127 Centres received funding from the DCHDE, Housing and Digital Economy, while 22 other Centres operated without any core-Neighbourhood Centre funding.

Some funded NCCs operate a second, third or fourth site within in their general catchment area. While further sites are not funded by DCHDE, they are supported using DCHDE operational funds from the primary site and have not been counted as additional Centres. The actual number of NCC sites is higher than 149.

FIGURE 1.1

Number of Centres Partially-Funded and Unfunded Centres



127
Centres receive SOME core funding from Qld Government

22
Centres receive NO core funding from Qld Government

TABLE 1.1

The 22 unfunded Neighbourhood Centres identified for the purposes of calculation are:

ADRA Community Centre	Glasshouse Mountains Neighbourhood Centre
Babinda Taskforce	Jeays Street Community Centre
Balmoral Uniting Community Centre	Logan Village Community Centre
Bethania Community Centre	Loganlea Community Centre
Burrum Heads Neighbourhood Centre	Mooloolah Community Centre
Camira Springfield Community Centre	Morris House, Landsborough
Clermont Community Housing and Other Services	Northshore Community Centre
Dalby Family Support	Oxenford & Coomera Community Youth Centre
Dimbulah Community Centre	Rainbow Beach Community Centre
Donald Simpson Centre	Redbank Plains Community Centre
Flagstone Community Centre	YMCA Springfield Lakes Community Centre

1.2 Geographic Spread

Neighbourhood Centres are located across the entire state's geographics, including recent sites on Thursday Island and Yarrabilba. Many are located in remote and very remote areas of the state.

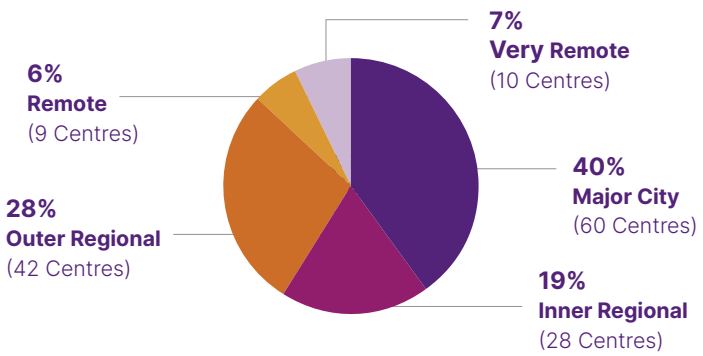
While NCQ have identified 149 Community Centres that fit the criteria for the present survey, 20 participants in the Sector Impact Report have indicated they operate from more than one location. These 'hub and spoke' models utilise core NCC funding from the Queensland Government to operate external hubs from a central organisation. In high population areas these Centres tend to operate only one external hub whereas Centres located in remote towns can operate up to 4 hub sites in neighbouring small communities. Taking into account these extra sites, it is estimated that NCCs are operating in 178 locations around the state. This figure does not include the many halls that NCCs are often contracted to hire to external groups on behalf of local councils, or further outreach to external locations.

In 2022, NCQ visited several towns without Neighbourhood Centres in response to interested parties wanting to establish a Centre, including Warwick, Longreach and Barcaldine. Ongoing support is being offered by NCQ and its networks to community-based initiatives in these areas to develop their capacity to establish a Centre using participatory development methods. In some cases, community-based organisations are ready to immediately open a Centre with additional financial resources for a staff member, whilst in other areas key community leaders were identified to form a community reference group. The establishment of new Centre sites, with or without Queensland Government funding, requires community readiness, along with developmental work to establish vital connections between the Centre and place. This process works to ensure the Centre is embedded in the locality and promotes community ownership.

In 2022, an announcement was made by the Queensland Government to build a new NCC in Rockhampton.

FIGURE 1.2

Geographic Spread of 149 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

Map of Queensland with Neighbourhood and Community Centres Identified

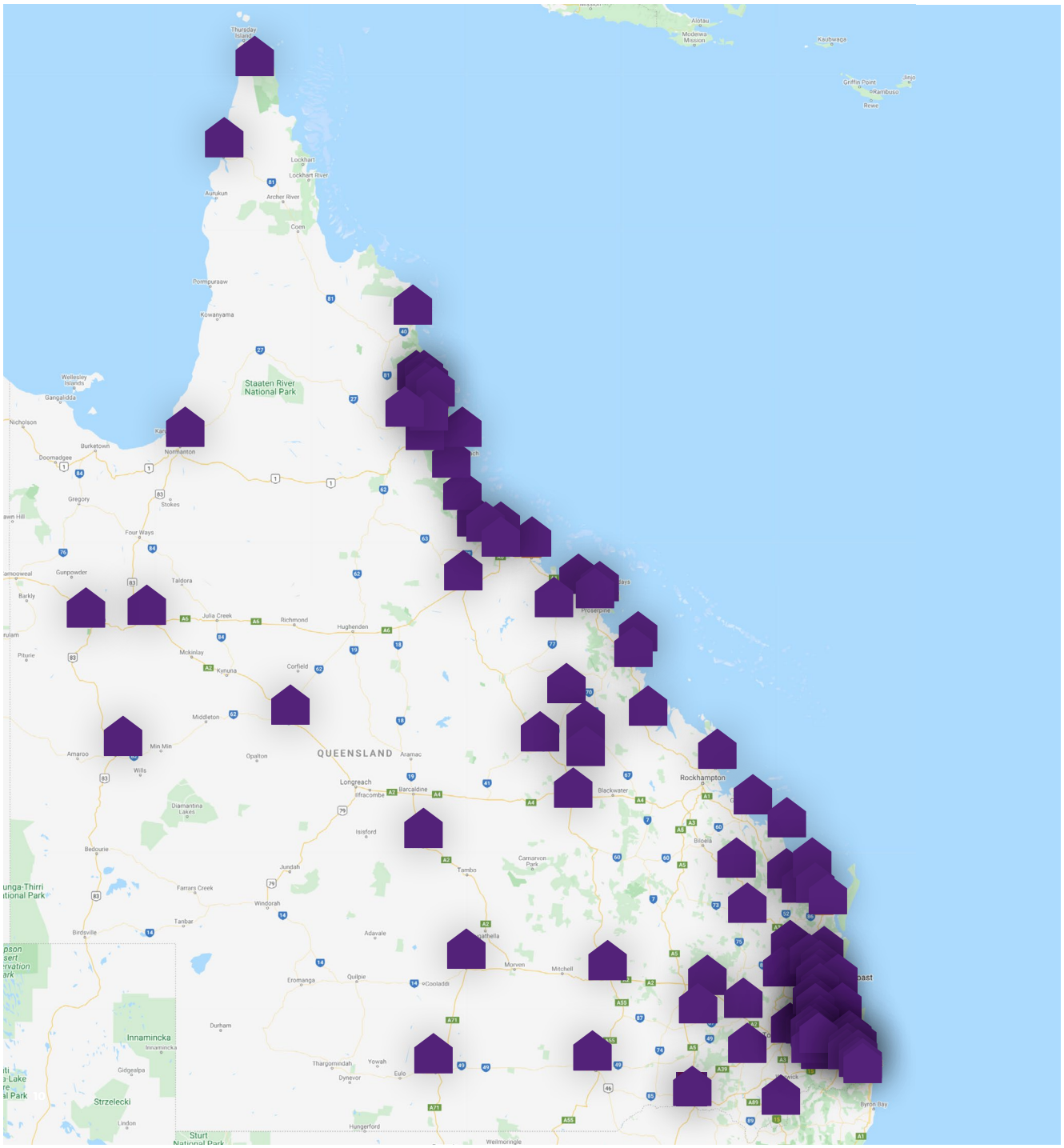
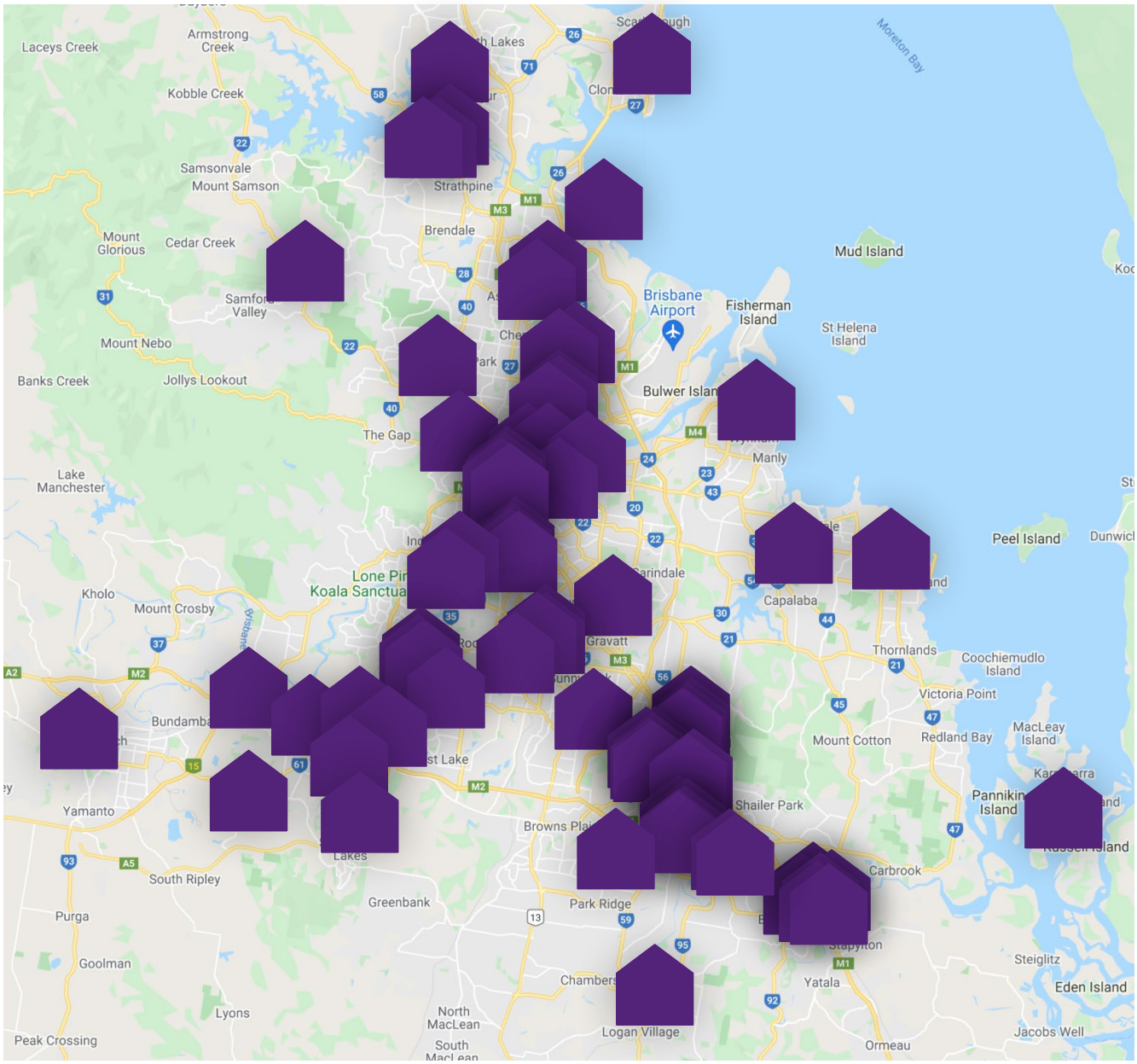


FIGURE 1.4

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



1.3 Community Reach and Participation

Neighbourhood Centres have experienced a 30% increase in people using Centres for general purposes from 2021 to 2022.

In the second quarter of 2022, NCCs were asked to provide weekly figures of: people using the Centre, programmed activity participation and referrals at the Neighbourhood Centres. Medians were calculated for each population demographic and extrapolated to the entire sector of 149 Centres weekly and annually. Using data obtained from previous surveys we have been able to provide a 3-year snapshot of community participation in NCCs in the state. The results are recorded in Table 1.3.

Extrapolated to yearly attendance, Neighbourhood Centres in Queensland saw 1.8 million users in 2019, falling to 1.6 million in 2021 and rising to 2 million users in 2022. The fall experienced in 2021 is likely due to the impact of COVID-19 restrictions. Overall, the sector saw the average number of users per Centre increase to 310 people per week (262 in 2019, 231 in 2021). The most significant increase in the median number of users per week from 2021 figures were seen in rural areas, increasing from 113 people in 2021, to 240 people in 2022. Additionally, the data showed an across-the-board increase in the median number of users per week, across all demographics, with Metropolitan sites now responding to a median of 303 people per week.

TABLE 1.2

2022 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)
Visitors attending Centres	303	250	174	240	41,675	**2,083,800**
Overall Interactions	325	375	201	152	46,826	**2,341,300**
Participants in Programmed Activities	120	99	74	100	19,343	**967,150**
Participant Referrals to other services	38	25	20	25	5,203	**260,150**

Across the 3 year period, NCCs have seen relative stability in the weekly number of people attending programmed activities, with Centres across the state seeing 19,616 participants in activities in 2019, 19,122 in 2021 and 19,343 in 2022. Extrapolated to a yearly amount, 967,150 participants attended activities for the 2021/2022 financial year. An average of 154 people participate in programmed activities per week in each Centre (Median number 105).

Referrals to other services dropped slightly in 2022 to 5208 referrals per week (260, 150 per year) from 5,798 per week (289,900 per year) in 2021 however as this data was not collected in the 2020 survey this could indicate an increase in referrals made by NCCs during the COVID-19 pandemic.

The data highlights that there has been an increase in people visiting Centres, stability in programmed activities and a slight decrease in referrals. This data could be an indicator of the issues occurring in local communities and the wider social services sector. At meetings between NCQ and NCC networks in 2022 and 2023, Centres have reported a dramatic increase in community members experiencing housing and cost of living issues. NCCs have reported that external specialist service providers are unable to respond to the level of need experienced by community members. Centres have also reported that in the circumstance of homelessness, external specialist service providers are also struggling to meet demand for housing due to the state's ongoing housing crisis. This means that Centres are experiencing an increase in traffic but lack viable options for referral. Cost of living pressures have also been linked to a rise in the demand for emergency relief (ER), detailed later in this report.

Another factor which has likely contributed to the findings, is that the survey period occurred in the final quarter of the 2021/2022 financial year, which followed widespread flooding events in Queensland. NCCs played a key role in responding to these events with some designated as community recovery hubs, resulting in increased traffic at those locations. The recovery hubs hosted external services on site to respond to those affected by flooding, which are not recorded as referrals to external organisations. NCC response to natural disasters will also be expanded upon in this report.

Using the same methodology employed by Deloitte Access Economics in its Social Return of Investment Study of Morwell Neighbourhood House in Victoria[2], the estimated social value of participation in Neighbourhood Centre programmed activities across Queensland is **$32,892,834**. See Appendix B for these social value calculations.

TABLE 1.3

Extrapolated Weekly Community Participation in Neighbourhood Centres 2019-2022

	2020 (Weekly)	**2021** (Weekly)	**2022** (Weekly)
Visitors attending Centres	35,245	32,157	41,676
Participants in Programmed Activities	19, 616	19,122	19, 343
Participant Referrals to other services	Not Collected	5,798	5,203

2 Deloitte Access Economics. (2018). *Social Impact Analysis: Morwell Nelghbourhood House Final Report*. https://ncq.org.au/wp-content/uploads/2018_DeloitteAccessEconomics_SocialImpactAnalysisMorwellNeighbourhoodHouse.pdf

2. Individual Impact

2.1 Services Provided by Centres

Building on baseline data obtained in 2020 and 2021, NCCs were again asked what services they provided to the local community in the 2022 survey. The results are outlined in **Figure 2.1** and **Figure 2.2**.

Responses to these questions about services remained consistent with the data gathered in 2021 (0-10% change). The most notable exception, however, was in the category of Emergency Preparedness and Resilience. The percentage of Centres offering services in response to these events has risen from 47% in 2021 to 63% in 2022. Neighbourhood Centres are playing an increased role in responding to natural disasters. Further data to explain the nature of this support this will be provided in the following section.

Several new service areas were offered as responses in the 2022 survey, in addition to the new areas introduced in 2021 survey (Family Support Services, Counselling/ Psychology), Homelessness Services, Legal Services and Housing/Rental/Homestay Services). New data was gathered on Financial Resilience, Community Transport Schemes, Justice of Peace Services, Repair Cafes, Playgroups and Social Prescribing Programs.

Financial Resilience is provided by 53% of NCCs. In 2022, NCQ formed a partnership with Good Shepherd Australia to enhance financial resilience activities in the sector.

Good Shepherd have worked with Queensland's NCCs for over 30 years, establishing the Nerang Neighbourhood Centre in 1987 and providing No Interest Loans Schemes (NILS) and other Financial Resilience products across the state over the following decades. During 2022, they placed Financial Resilience Workers at 20 NCC locations as part of the Queensland Financial Resilience Program.

JP Services are provided by 56% of NCCs highlighting the breadth of support that Centres offer as a central hub in their communities.

Playgroups are provided by 51% of NCCs and over one quarter (28%) offer formal Family Support Services funded through the Department of Children, Youth Justice and Multicultural Affairs. One of the defining features of Neighbourhood Centres in Queensland is their emphasis on Family Support. This feature is the result of historical funding models in the state which tied Family Support funding with Neighbourhood Centre funding. Whilst no longer a feature of the current funding model for Centres, its cultural impact remains.

It is also noted that 12% of NCCs offer Community Transport Schemes, another program offered by the DCHDE's portfolio of funding.

FIGURE 2.1

% of Neighbourhood Centre respondents providing these service to community

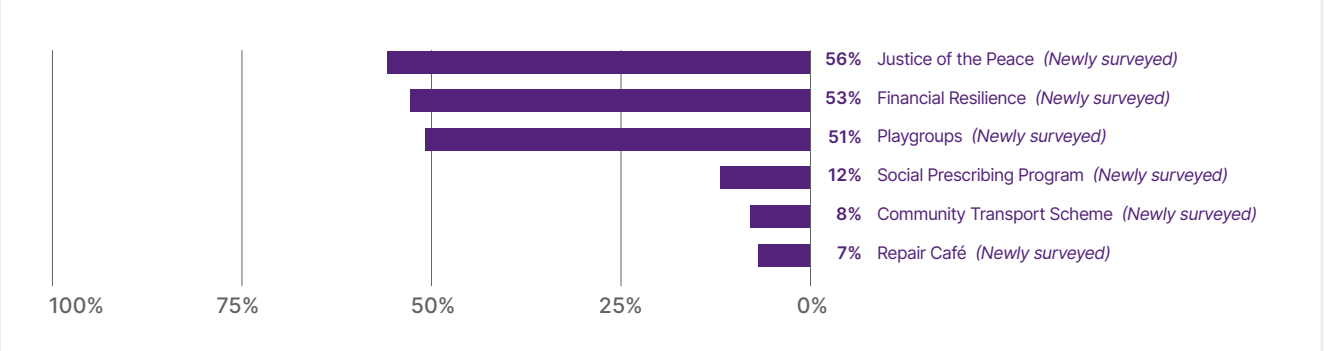
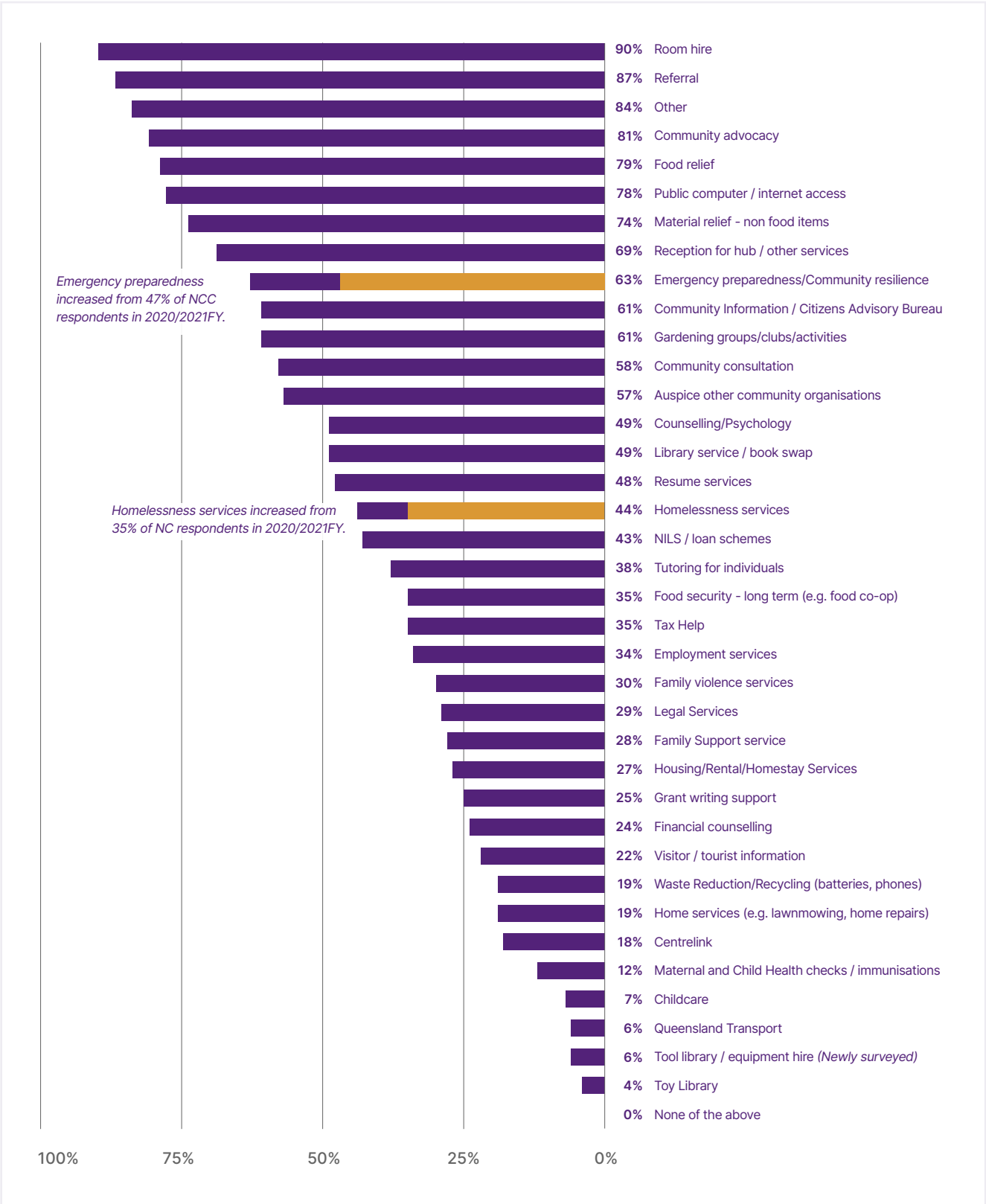


FIGURE 2.2

% of Neighbourhood Centre respondents providing these service to community



2 Deloitte Access Economics. (2018). *Social Impact Analysis: Morwell Nelghbourhood House Final Report.* https://ncq.org.au/wp-content/uploads/2018_DeloitteAccessEconomics_SocialImpactAnalysisMorwellNeighbourhoodHouse.pdf

2.3 Emergency Relief

79% of survey respondents delivered food relief and 74% delivered non-food relief (clothing, cash, bill payments, public transport cards, fuel cards, food vouchers etc). Food relief and non-food relief was reported to be 74% in 2021 and 70% in 2019 demonstrating a gradual increase in ER distribution in the sector over a 3 year period.

While the number of NCCs distributing ER has seen moderate increases, the data indicates huge increases in the amount of ER being distributed. The 89 survey recipients reported a monthly distribution total of 53,708kg of food (644,596 kg a year). The median amount of food per Centre has increased from 100Kg in 2019, to 200Kg in 2021 and then 375Kg in 2022. Extrapolated to the entire sector this equates to 792,276Kg of food distributed per year. Using Social Return on Investment (SROI) calculations developed by Foodbank Australia[3], the social value of this food distribution across the sector in 2021/2022 is estimated to be **$15,839,908**. A further explanation of social value calculations used in this report is found in **Appendix B**.

Surveyed participants also distributed increasingly larger amounts of non-food related material relief, including bill payments, cash/prepaid gift cards, food vouchers, fuel vouchers and public transport cards. This totalled $2,475,180 and when extrapolated to 149 Centres equated to $3,697,402 across the sector, an increase from $2,305,631 in 2022. When combined with food relief, the total amount of ER value being distributed by NCCs on a yearly basis is over **$19.5 million**.

In addition to the above, Centres recorded the number of frozen meals being distributed to community members. Survey participants recorded the distribution of 6,972 frozen meals per month equating to 140,076 meals distributed by the entire sector annually, a marginal increase from 137,962 meals in 2021.

NCCs were also asked to indicate how ER was being resourced with the results detailed in **Figure 2.7**.

When compared with percentages gathered in 2022, it is apparent that the local community and businesses were providing additional relief. The percentage of Centres sourcing ER resources from the community increased from 43% in 2021 to 58% in 2022. 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 acute natural disasters. In the first week of flood or cyclone events, transport routes are cut to external providers, meaning that NCCs are the first to activate emergency food distribution using their existing local community networks until further external recovery support can be provided. In addition to these events, increased cost in living in 2022 has seen many Queenslanders seek emergency relief as a form of income support as even those with employment struggle to meet household expenses.

There was also an increase in the percentage of Centres accessing GIVIT, from 23% in 2021 to 38% in 2023. Following the flooding events in late 2021/early 2022 the State Government provided funding to GIVIT to build specific partnerships with Neighbourhood Centres across the greater Brisbane Region. This data reflects the increased uptake of GIVIT goods as the result of this project.

Approximately 30% of Centres sourced their funding from formal State and Federal emergency relief programs, 37% receiving food deliveries from OZHarvest, 19% from Second Bite and 21% from community gardens. 54% of all NCCs feature community gardens as part of their infrastructure for local communities (Figure 3.1). These figures are consistent with data obtained in 2021.

3 Foodbank. (2014). *Foodbank Hunger Report 2014*. https://www.foodbank.org.au/wp-content/uploads/2019/06/Foodbank-Hunger-Report-2014.pdf

FIGURE 2.3

% of Centres Delivering Emergency Food Relief

79%
of Centres delivered ongoing Emergency Food Relief in the 2021/2022FY

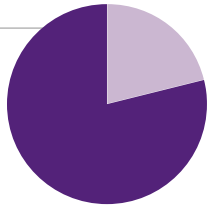


FIGURE 2.4

% of Centres Delivering Emergency Material Relief

74%
of Centres delivered ongoing Emergency Material Relief (e.g. clothing, cash, bill payments, public transport cards, fuel cards, food vouchers etc) in the 2021/2022FY

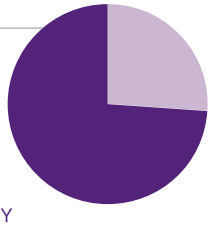


FIGURE 2.5

Median amount (in kg) of Emergency Food Relief Distributed per Centre per Month

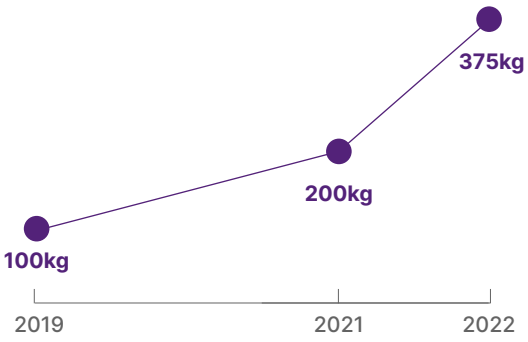
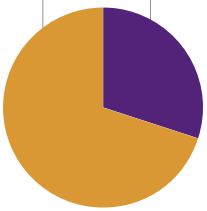


FIGURE 2.6

% of Neighbourhood Centres Receiving Emergency Relief Resourcing from Government

70% Receive NO funding
from State or Federal Governments to deliver Emergency Relief

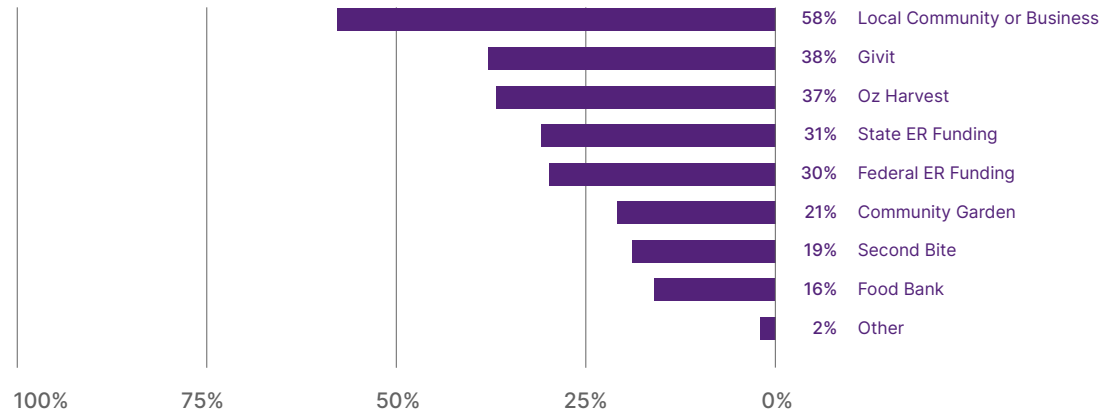


30% Receive funding
from State or Federal Governments to deliver Emergency Relief

NOTE: Total based on Centres surveyed delivering ER.

FIGURE 2.7

% of Neighbourhood Centres sourcing Emergency Relief from these partners



NOTE: Some Centres source ER from multiple partners.

2.3 Natural Disaster Support to Communities

Queensland is the most disaster active state in Australia. In addition to the impact of the COVID-19 pandemic, NCCs reported that their participants had been impacted by a wide variety of natural disasters in the 2021/2022 financial year. The results shown in **Figure 2.8**.

87% of Neighbourhood Centres reported that their community continued to be impacted by the COVID-19 pandemic. The Parliamentary Inquiry into Loneliness and Social Isolation noted a significant impact on the population across all demographics as the result of lockdowns and fewer social connections. NCCs have been highlighted as key social infrastructure to respond to the epidemic of social isolation and loneliness in the state.

In addition to the pandemic, 74% of Centres reported that their community had been impacted by flooding. Severe flooding events occurred across many LGA's in the state, particularly in South East Queensland areas in late 2021 and early 2022.

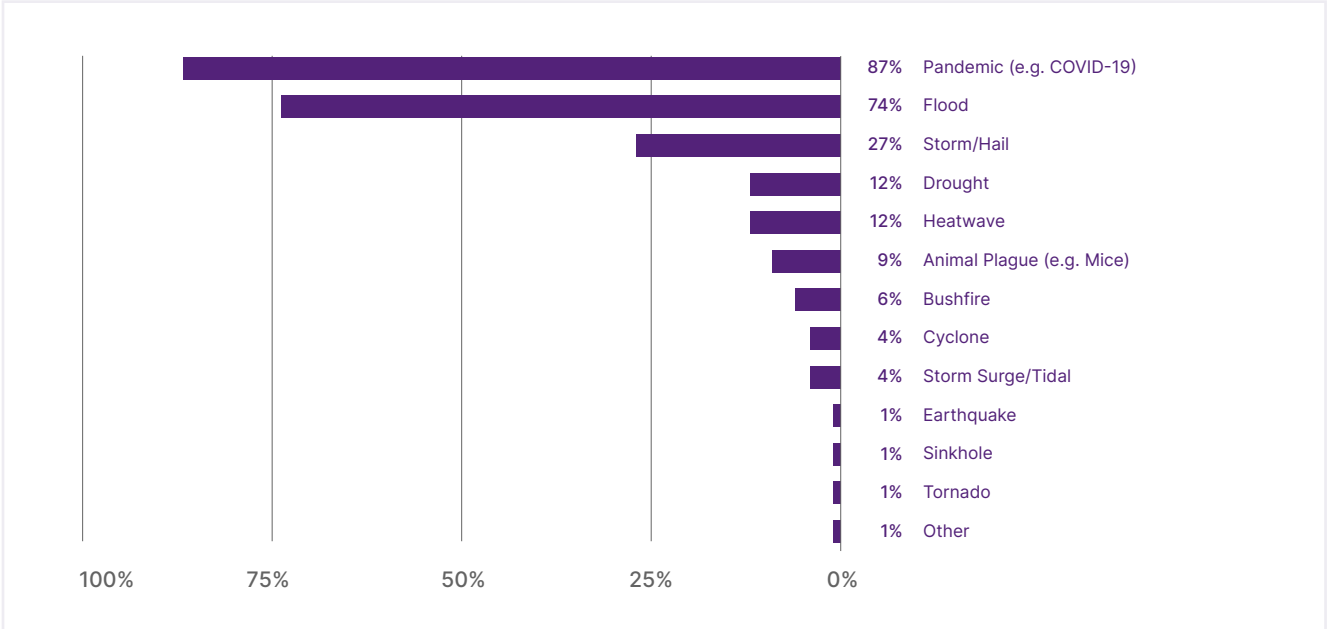
NCCs in western communities continue to respond to drought and animal plagues. Mice plagues in Southern Queensland have been more prevalent in the state since 2020 as drought began to ease, optimal weather conditions occurred for breeding and an increase occurred in crop production[4].

Specific communities are also impacted by rarer natural disasters of small or large scale such as sinkholes affecting road infrastructure, minor earthquakes, tidal events and tornados. Burrum Heads Neighbourhood Centre, an unfunded Neighbourhood Centre located on the Fraser Coast was established as a response to a Tornado that decimated the town in 2013.

In relation to the different types of disaster, NCCs provide a range of activities in disaster preparation, immediate disaster response and disaster recovery as detailed below.

FIGURE 2.8

% of Neighbourhood Centres affected by these Natural Disasters



2.4 Disaster Preparation

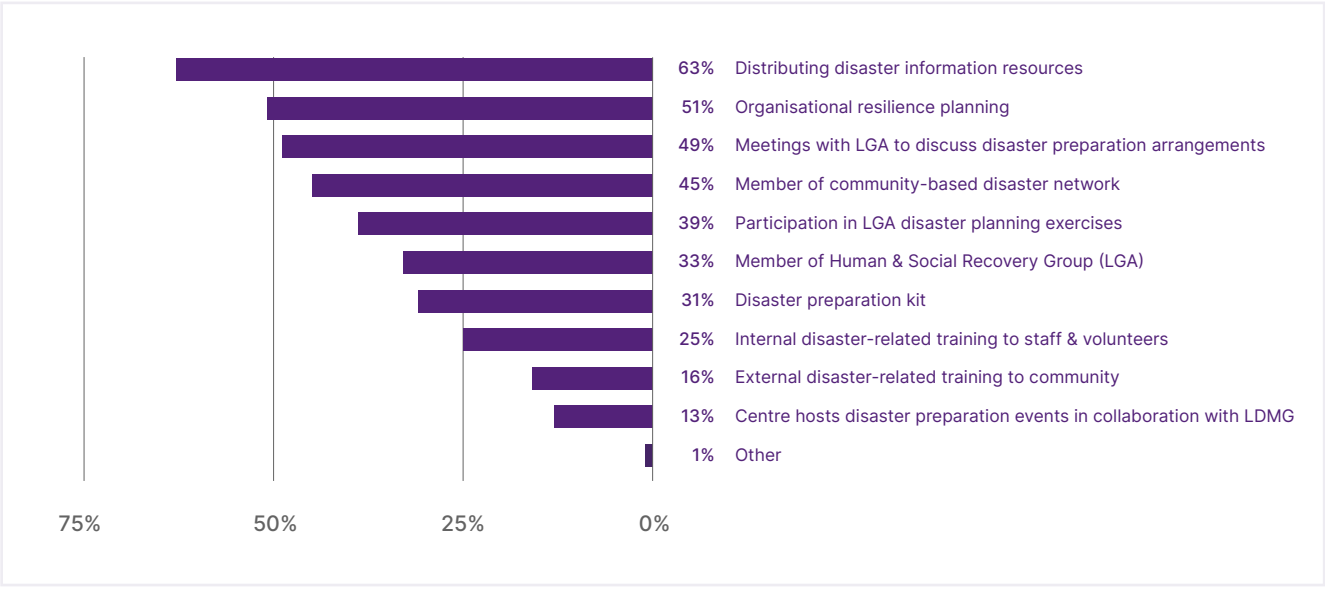
The most widespread disaster preparation activity conducted by NCCs is the distribution of disaster information (63% of NCCs). This may occur in a variety of ways including hard copy information, or the distribution of information via online platforms on websites and social media. When coupled with meetings (49%) and disaster planning (39%), NCCs can play a vital role in the dissemination of information to prepare for disaster events.

The primary responsibility of disaster preparation and response lays with Local Government through human and social recovery groups. Only one third of NCCs are members of these recovery groups demonstrating a need to build further partnerships across the state between LGA's and NCCs in disaster preparation and planning. However despite this percentage, it is in the sphere of community-led initiatives that NCCs are most active, with 45% being a member of community-based disaster networks.

51% are also involved in organisational resilience planning. This ensures that NCCs have the internal capacity to respond to disaster events when they are themselves impacted by disaster. The impacts on physical infrastructure, staff and volunteers must be considered well in advance of a disaster taking place to ensure that NCCs can continue to operate during and after significant events.

FIGURE 2.9

% of Neighbourhood Centres providing these Disaster Preparation services and supports



4 Thackray, L. (2021, June 11). *Australia is suffering from a mouse plague and there's no end in sight*. ABC News. Retrieved from https://www.abc.net.au/news/rural/2021-06-11/mouse-plague-australia-why-it-happens-and-can-it-be-stopped/100195082

2.5 Immediate Disaster Response

88% of Centres stated they offered information and referral during natural disasters. This was particularly the case during the COVID-19 pandemic which was still affecting Queenslanders during the survey period for the 2021/2022 financial year. Access to digital infrastructure was also provided (72%) to community members affected by disaster in immediate circumstances.

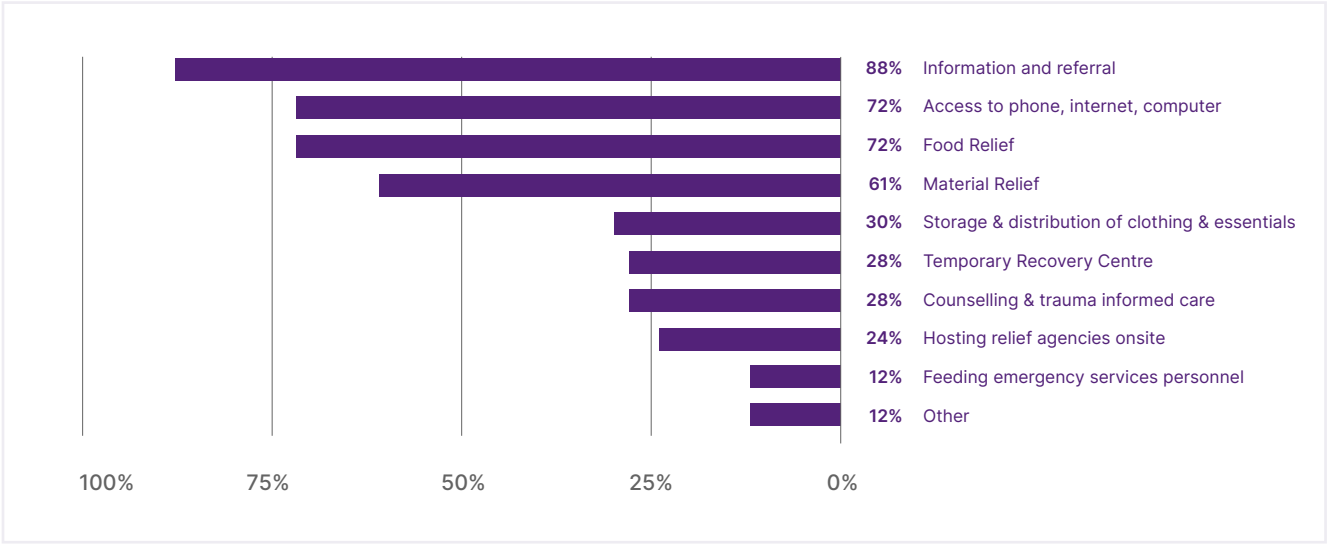
As noted in the previous section, Emergency Relief is playing an increasing role in the activities of NCCs particularly in response to natural disasters. 72% of NCCs stated they provided food relief and 61% stated they provided material relief as a direct response to disaster affected community members. Research by NCQ into disaster resilience has noted that ER distribution by NCCs is essential during the first week of acute disaster recovery as supply chains are affected by road closures. ER distribution by larger NGO's requires significant logistical considerations which can effect roll-out time frames. NCCs however, are nimble enough to instantly respond, using local resources during the initial recovery phase of major natural disasters.

28% of NCCs identified themselves as a temporary recovery Centre during natural disasters. The physical infrastructure of Centres in relevant locations make many the ideal hub to coordinate a disaster response by the state when required.

It must be noted that NCCs not only provided short term responses to disasters, but ongoing support during the recovery phase long after an event has taken place as detailed in **Figure 2.9b** below.

FIGURE 2.9b

% of Neighbourhood Centres offering these immediate Disaster Responses



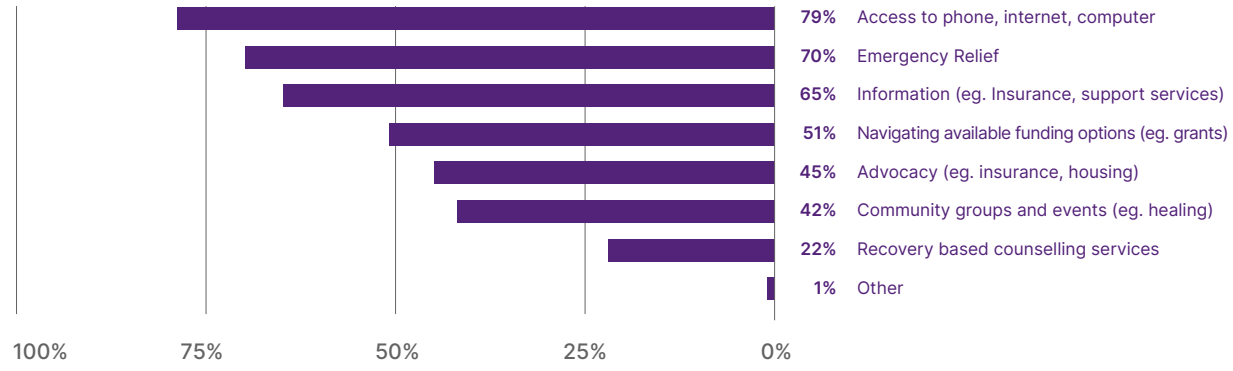
2.6 Disaster Recovery

Again, Emergency Relief is a strong feature as communities struggle with food affordability, accessibility, and financial pressures after natural disasters.

It is also noted that access to computer, internet and phone (79%) is provided by 7% more Neighbourhood Centres during the recovery phase of a disaster as compared to the initial response phase. This may be due to a focus on the amount of information (65%), funding navigation (51%) and advocacy (45%) provided by Centres in the recovery phase. During recovery, funding and grants are offered by joint Commonwealth and State disaster recovery arrangements including payments made available by the Department of Social Services. Insurance claims are also made during the recovery phase often requiring specialised advice and internet access. The extra administrative burden during this phase requires NCCs to make digital infrastructure available to assist community members with claims and applications. This includes NCC staff, volunteers and visiting services supporting community members with low English and digital literacy skills to navigate complex application processes.

FIGURE 2.9c

% of Neighbourhood Centres offering these Disaster Recovery supports and services



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. Volunteering is mentioned as a key component in DCHDE's Communities 2032 Strategy.[5]

Volunteer numbers have remained consistent for Neighbourhood Centres over the 3 year survey period, with an average of 19 volunteers per Centre in 2019 and 2021, and 20 volunteers per Centre in 2022. An estimated total of 2,729 people volunteer at NCCs throughout the state's 149 Neighbourhood Centres each week, with rural Neighbourhood Centres receiving the most volunteers and hours.

In contrast with the 2020 figure of 78 hours, NCCs reported that their volunteers contributed an average of 77 hours per week to the organisation (excluding hours spent on governance and management committees). This represents a decrease from 99 hours in 2021. Notably, this indicates that while volunteer numbers have stayed the same over the survey years, the amount of time volunteers contributed in Centres in 2021 increased significantly in the period after lockdowns, and fell again to pre-COVID levels in 2022. Extrapolated to the entire sector, it is estimated that volunteers contributed 537,600 hours over the entire year.

The estimated annual economic value of volunteers to Neighbourhood Centre operations in Queensland in 2022 is **$27,765,105** per year. See **Appendix B** for volunteer labour replacement cost methods.

TABLE 3.1

Median Weekly Volunteering per Neighbourhood Centre by demographic

Location	**Median Volunteers per Centre** (weekly)	**Median Volunteer Hours per Centre** (weekly)
Rural (population below 3,000)	20	91
Rural (population between 3,000 and 10,000)	10	41
Regional/Rural (population greater than 10,000)	9	59
Metropolitan	18	70

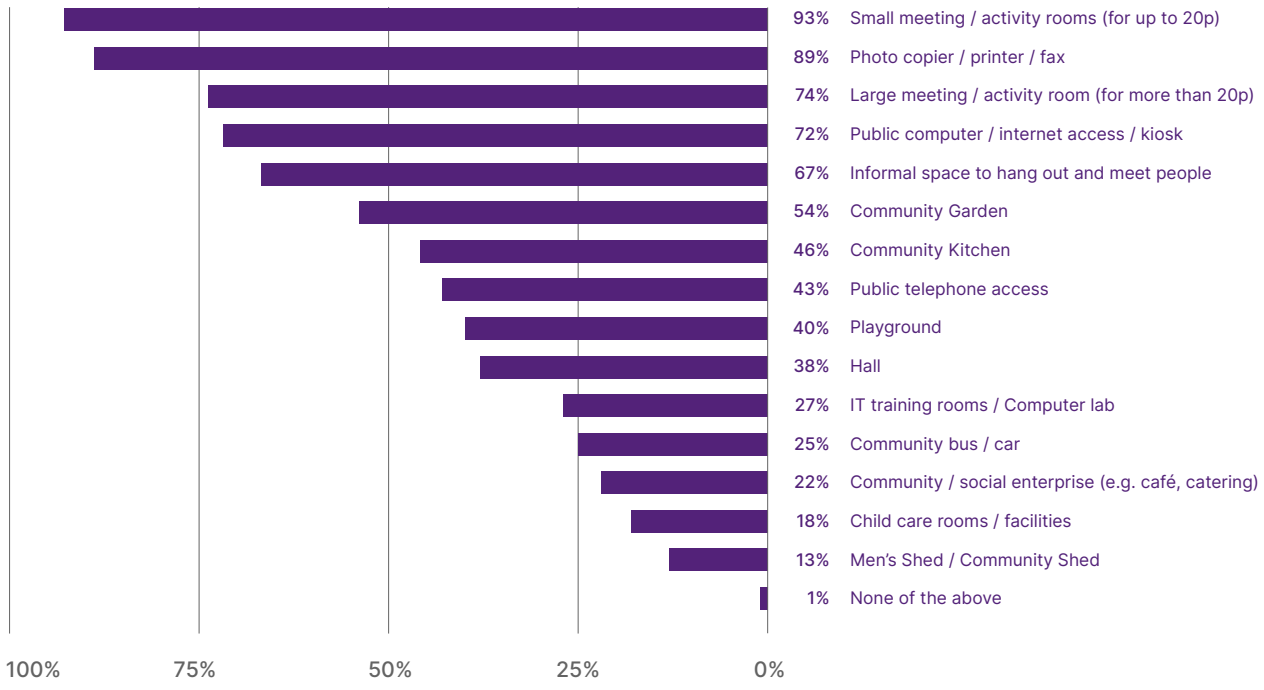
5 Department of Communities, Housing and Digital Economy. (2022). *Communities 2032 Strategy*. Queensland Government. https://www.chde.qld.gov.au/__data/assets/pdf_file/0020/33266/communities2032-strategy-report.pdf

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

% of Neighbourhood Centres offering these Community facilities



3.3 Digital Inclusion and Literacy

72% of surveyed NCCs stated they provided computer/ internet access/kiosks to the general public (an increase from 65% in 2021) at an extrapolated total of 5,731 hours of individual computer/internet use per month. This has an estimated value of **$137,544** per year. See **Appendix B** for community value calculations. Data obtained in the 2021 survey indicated that 54% of Centres offered computer training and digital literacy to numerous demographics including the General Public, Seniors 60+, People with a disability and culturally diverse groups.

The median number of hours of internet and computer usage provided by Centres per month has greatly varied according to demographic type across the three annual surveys. Centres in lower populations in rural and regional areas provided higher median levels of internet usage in the 2021 survey. The median number of hours of usage by Centres per month in the 2022 survey were 25 (Metropolitan), 32 (Regional about 10,000 people), 24 (Regional/Rural between 3000 and 10000 people and 15 (Rural under 3000).

Digital connectivity is a key component of the DCHDE Communities 2032 strategic plan by the Queensland Government.[6]

FIGURE 3.2

% of Centres Providing Public Computers

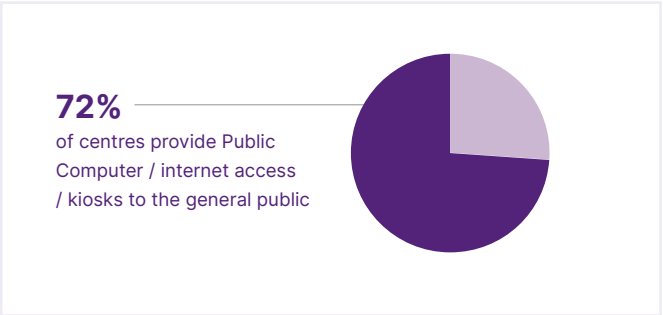


FIGURE 3.3

% of Centres Providing Digital Training

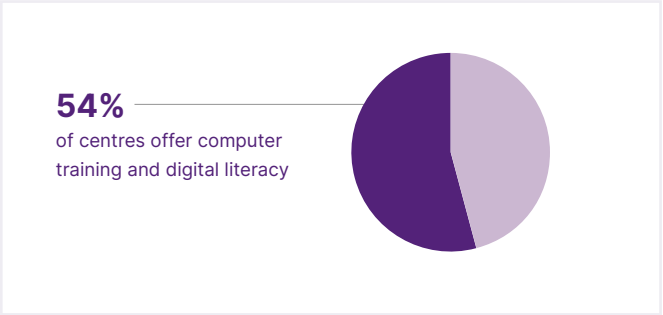


TABLE 3.2

Neighbourhood Centre support for Community Groups and Projects

	2019 - 2020 FY	2020 - 2021 FY	2021 - 2022 FY	Difference 2020/21FY to 2021/22FY
Community Groups using NCC facilties	1522	1341	1388	**+47**
Community Groups supported	661	779	873	**+94**
Number of hours facilities used	59 hrs	48 hrs	50 hrs	**+2 hrs**
Community Projects run	1131	1353	1715	**+ 362**

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

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. 93% of NCCs offered small meeting rooms to local businesses, community groups, social services and 74% offered large meeting spaces both of which are consistent with previous surveys.

Impacted by COVID-19 restrictions, Neighbourhood Centres saw an average 11 hours per week decrease in supporting community groups and projects per Centre in the 2021 survey. 2022 figures gathered from June indicate that the sector is recovering slowly, with the amount of building use for these activities increasing by an average 2 hours at all Centres to an average of 50 hours per week per Centre. Likewise the number of community groups using Neighbourhood Centres per month grew marginally to 1388 groups (1522 in 2019 and 1341 in 2021).

Rather than merely calculate free room hire provided to community groups, the 2022 survey gathered information about the full community value being provided to localities by collecting data about the extent of room hire being offered to all local groups. Extrapolated to the entire sector, NCCs offer an estimated 22,901 hours of room hire per month (274,812 hours per year) valued at $8,518,944.

NCCs also auspiced 227 unincorporated community organisations each month 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. The community value provided through auspicing is an estimated $128,389. **Appendix B** for community value calculations. In addition to auspicing, the data revealed that, per month, another 873 community groups (779 in 2021) were supported by Queensland Neighbourhood Centres through a variety of other means.

The sector was also involved in more community projects per year compared to both 2020 and 2021 figures. NCCs conducted an estimated 1,715 projects per year (1,131 in 2020, 1353 in 2021), an average of 14 per Centre (an increase from 10 in 2021).

NCCs have increased an average of 12 partnerships with external organisations per month to 15 in the current survey. In addition to operating projects, NCCs in Queensland participate in 835 projects per month managed by external organisations. This is a significant increase from 513 in 2021.

6 *Communities 2032*, p15. Department of Communities, Housing and Digital Economy. (2022). *Communities 2032 Strategy*. Queensland Government. https://www.chde.qld.gov.au/__data/assets/pdf_file/0020/33266/communities2032-strategy-report.pdf

3.4 Community Development

DCHDE's 10-year strategy "Communities 2032" places an emphasis on place-based community-led initiatives, that are delivered "by community, for community"[7]. This approach to social issues is traditionally known as Community, Participatory or People-led Development. As both a method and practice, Community Development is a process that addresses an identified mutual community concern by empowering a cohort of community members to drive change.[8] It is a way of working that is a defining feature of NCCs in Queensland, nation-wide and globally. It can be used to address a vast array of issues community members may be experiencing including discrimination, poverty, mental health, crime, transport, education, employment, infrastructure, social isolation and loneliness.

Quantitative data on Community Development activities has traditionally been difficult to collect as the outcomes can be numerous and challenging to measure. Community Development does not only produce improved community-based outcomes for people but improves skills for individuals through the process of working together.

The 2022 Sector Impact Report introduced a new set of questions to gather some broad data on the nature and extent of Community Development activities in NCCs across the state. These questions were developed by Neighbourhood Houses Victoria and tested with Community Development practitioners and evaluators in the Queensland context. As initial data collection revealed some inconsistency in the understanding of Community Development in the sector, further information was provided to participants to define the type of activities to be recorded. These definitions included:

Community Development: ***a community-led, participatory process with members of a community who have identified a mutual concern. Coordinated collaborative action by a community group to drive community or systems change.***

Community Development Project: ***a project that is co-designed with affected community members and they take an active role in the project. It involves a process over a period of time, working towards a specific goal - addressing the identified mutual community concern.***

Respondents were instructed not to not include already established ongoing general activities, service delivery or general training to community members. In **Table 3.3**, 89 participants reported the following number of Community Development projects.

Data obtained from the survey indicated that Neighbourhood Centres are conducting a wide range of Community Development projects across the state that feature community-led activity. Of particular note, surveyed Centres are predominately responding to identified concerns of social isolation and loneliness and assisting community members to co-design and conduct 442 projects per year. 274 projects were conducted to promote understanding and positive relationships between different groups within the community creating increased social cohesion. 189 Community Development projects aimed to increase community self-reliance and 175 projects were conducted to improve access to services for a group within the community facing challenges to obtaining support. Each entre conducted a median of 2 Community Development projects per year and a total of 2266 Community Development Projects were recorded across all categories.

In 2019, NCQ re-established the sector's relationship with the Queensland Community Development Biannual Conference and increased research partnerships that emphasise Community Development through Neighbourhood Centres. Due to COVID-19 restrictions, these conferences will recommence from 2023 in partnership with Community Development Queensland. 66% of Centres surveyed expressed a desire for more professional development in Community Development, a percentage greater than any other category.

TABLE 3.3

Number of Community Development projects reported by the 89 participating Centres in Queensland, organised by Project Type

Project type	Number of projects reported
Reduce Social Isolation and Loneliness in the community	442
Promote understanding and positive relationships between different groups within the community	274
Increase community self-reliance	189
Improve access to services for a group within the community	175
Increase understanding of issues affecting a community or a cohort within the community	174
Strengthen the capacity of a community to advocate for its needs	167
Attract, create, protect or improve local services or infrastructure	144
Strengthen community resilience	140
Advocate with and for the rights of a group within the community	137
Improve safety for the community or a cohort within the community	115
Increase community participation in decision making at the community, local, state, or federal level session etc.	91
Strengthen leadership within a community or cohort	88
Protect or improve the local environment	57
Strengthen the local economy	57
Other	19

NOTE: Respondents were instructed not to not include already established ongoing general activities, service delivery or general training to community members.

7 *Communities 2032*, p6. Department of Communities, Housing and Digital Economy. (2022). *Communities 2032 Strategy*. Queensland Government. https://www.chde.qld.gov.au/__data/assets/pdf_file/0020/33266/communities2032-strategy-report.pdf

8 Smart, J. (2017). *What is community development?* Australian Institute of Family Studies. https://aifs.gov.au/resources/practice-guides/what-community-development

4. Neighbourhood Centre Resourcing

4.0 Overview

The impact of NCCs 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 differs from community to community, depending on location, remoteness, community demographics and economic environment.

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[9]. This reform work will introduce an agreed purpose, program logic, reporting framework and investment framework for NCCs and will be implemented in October 2023.

In preparation for these reforms and due to the advocacy of NCQ and other stakeholders, the Queensland Government announced a significant investment into NCCs resulting in an uplift in funding for most NCCs. Whilst the focus of this section is funding provided in the 2021/2022 financial year, the funding uplift will be mentioned.

TABLE 4.1

Neighbourhood Centre Four Year Funding Data

	2019 - 2020 FY	2020 - 2021 FY	2021 - 2022 FY	Uplift Forecast 2022-2023FY
Number of funded centres	124	127	127	128
Average funding per centre	$134,369	$137,531	$138,133	$253,549
Median funding per centre	$121,737	$124,603	$126,501	$258,720
Funding range	$115,000 to $474,255	$120,123 to $485,435	$121,952 to $492,827	$238,680 to $537,813
Total NCC funding by DCHDE	$16,661,841	$17,191,440	$17,681,035	$32,454,267
CPI increase	2.81%	2.38%	1.5%	5.07%

NOTE: 'Funding' here refers to core funding from The Department of Communities, Housing and the Digital Economy (DCHDE). There are 22 centres in Queensland in 2021/2022 that receive no core funding from DCHDE.

9 Department of Communities, Housing and Digital and Economy. (2023, March 8). *Neighbourhood and Community Centres strategic repositioning*. DCHDE. https://www.chde.qld.gov.au/about/initiatives/strategic-repositioning-committee

4.1 Funding

DCHDE Neighbourhood Centre program funding amounts for both the 2021/22 and 2022/23 were obtained and are outlined in **Table 4.1**.

As Table 4.1 indicates, before the funding uplift the median amount of DCHDE funding per Centre was $126,502 and an average of $138,133 per Centre. This created significant challenges for the sector as it only allowed for a single worker model. Such funding not only created organisational risk but safety risks as staff were often located in premises by themselves to respond to community members, some of which experience the effects of severe mental illness and drug dependence. In addition to staffing issues, low levels of funding affected NCCs based in premises with private rental arrangements. CPI increases were also extremely marginal year to year, with a 5 year CPI funding deficit at -2.1% below wage CPI increases. It is in this funding context that the results of this Sector Impact Report are situated.

In June 2022, the Queensland Government announced a funding increase for the NCC sector across the state which included:

- 127 NCCs moving to a new baseline funding amount of $230,000
- An extra $20,000 a year to Centres based in non-state Government buildings
- $9 million in existing Centre upgrades
- $39 million to construct 6 new Centres
- 20 additional Community Connect Workers
- $4 million innovation fund

In addition to these announcements, the Queensland Government announced a further increase in indexation rates for funding contracts in September 2022, aligning the rate more closely to the consumer and wage price indices.

As noted in **Figure 4.1**'s uplift forecast, the new funding demonstrates more equity across the sector with a reduced range between the highest funded and lowest funded Centres. The funding baseline for Neighbourhood Centres including the CPI increase has been raised to $238,680. Standard Deviations revealed less distribution from $44,693 in 2022 to a predicted $29,716 in 2023. While most Centres are now funded between $238,680 and $277,016 depending on private rental allocations, two Centres are funded in excess of $369,000.

For many Centres, NCC funding from the Department of Communities is not the only source of funding utilised to operate. New data was gathered in the 2022 Sector Impact Report to identify the variety of funding streams that organisations access to operate their Neighbourhood Centres. The results are as follows in **Figure 4.1**.

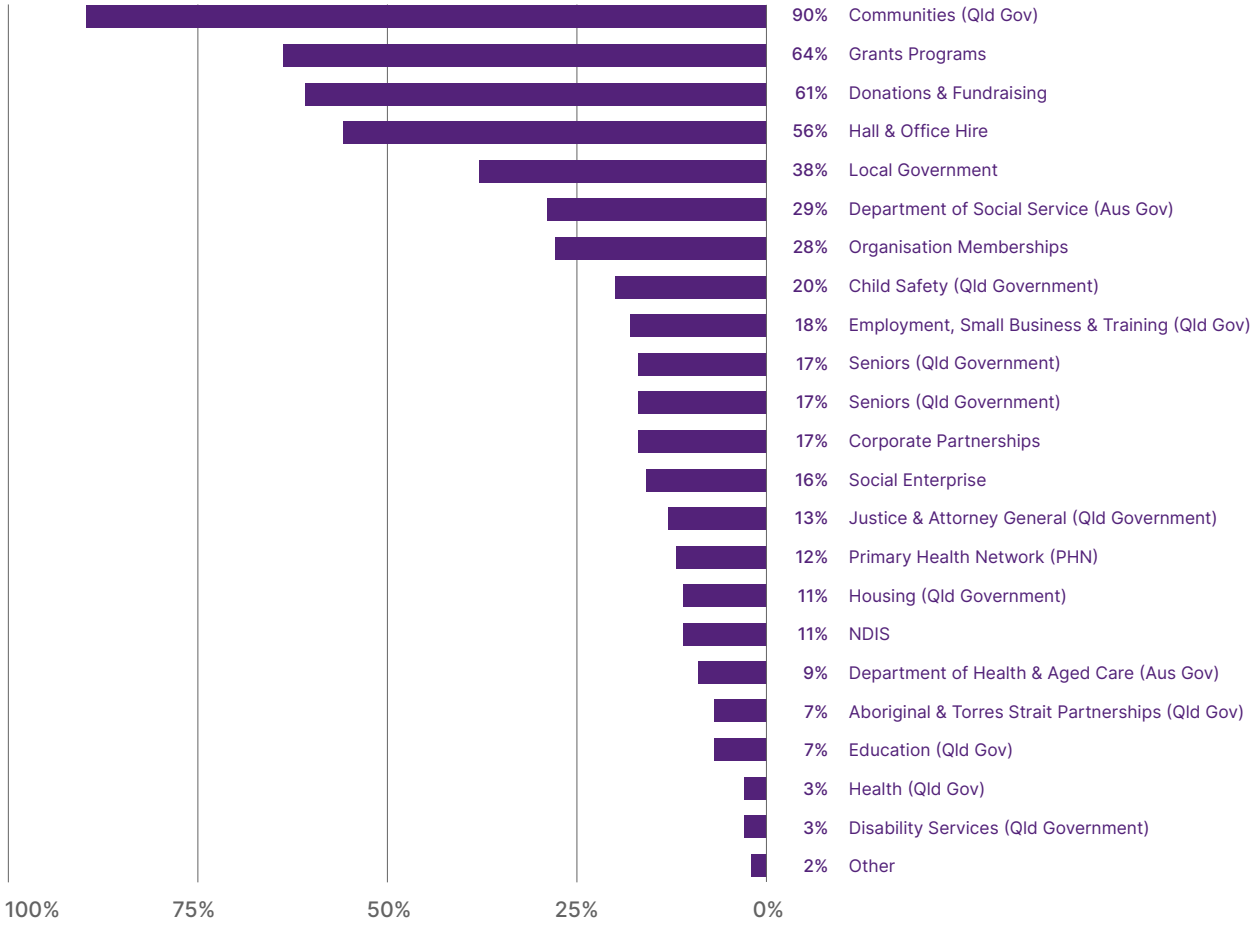
Whilst 90% of Centres surveyed obtained funds from DCHDE, a variety of NCCs receive funds from other Queensland Government Departments. The most notable of these is the 20% of NCCs that receive funding from the Department of Children/Child Safety. This figure may be underreported by survey recipients as 28% indicated they offered Family Support programs funded by CYJMA as listed in the services offered by Centres. A complicating factor may be whether these services are offered internally or by visiting services.

Other notable funding streams include Local Government (38%), Department of Social Service (29%), Grants programs (64%), Donations and Fundraising (61%) and Hall & Office Hire (56%). These figures do not indicate the values associated with these funding streams, but rather the number of Centres accessing these streams to bolster the range of activities they provide to local communities. It is significant that higher numbers of Centres leverage internal and local resources such as hall

hire, fundraising, donations and various grants programs highlighting the community-based nature of these organisations than heavily depending on more formal Government funding contracts. Survey data indicates that the sector submitted an estimated 1011 funding submissions in 2021/2022, 70 fewer than the year prior. Funding applications are dependent on the suitability of the grants on offer for identified community needs and aspirations, along with a range of other criteria including geographical location. Centres in populations between 3000 and 10000 people apply for a median of 8 grants per month while small rural areas have a median of 5. All other populations have a median of 6.

FIGURE 4.1

% of Neighbourhood Centres receiving these Funding Streams



4.2 Unfunded Neighbourhood Centres

NCQ has become aware of an increasing number of NCCs operating in Queensland that are not funded by the Queensland Government. While commonly referred to as "unfunded" Neighbourhood Centres, some of these Centres are supported by infrastructure from faith-based organisations, non-profit organisations, property developers or local councils while others operate purely as community governed organisations with an exclusive volunteer workforce. These organisations can also be supported with funds from once off Government grants, social enterprises or other State and Federal Government Departments.

Unfunded Neighbourhood Centres included in the survey were limited to Centres that provide universal access from a community focal point and a range of community development and social inclusion opportunities, activities and services from that location. 22 Centres were identified.

A comparison of median outputs of funded and unfunded NCCs was conducted. The results outlined below in **Table 4.2**.

The data reveals both the amazing capacity of Centres that operate without any Neighbourhood Centre funding, and demonstrates the added benefit of Centre funding. Whilst unfunded Centres have volunteer numbers slightly lower than funded Centres, the volunteer hours contributed by community members are much higher (+24%) in unfunded Centres as without financial resources these Centres rely on unpaid labour to operate.

A similar trend is featured in volunteer committees of unfunded Centres, where board members often take on the role of volunteer coordinators and workers in the organisations. Board members in unfunded Centres volunteer 66% more hours than funded Centres. Whilst giving more hours to maintain operations, less funding impacts the capacity to respond to community

TABLE 4.2

Median Outputs of Funded compared to Unfunded Neighbourhood Centres

Datapoint (weekly)	Funded Median	Unfunded Median	Difference
Volunteers	12	10	-2
Volunteer Hours	60	76	+16
People Using Centre	250	150	-100
Activity Participants	109	90	-19
Building Use hours	50	55	+5
Referrals	26	5	-21
Committee Members	7	6	-1
Committee Hours (Monthly)	25	50	+25
Kg Food Relief (Monthly)	400	250	-150

members with unfunded Centres having less people using Centres (-50%) and participating in activities (-19%) yet having their facility used slightly more (+9.5%). Monthly distribution of food relief is lower in unfunded Centres but still significant at a median 250kgs per month. Of particular note is the low median referral rate of unfunded Centres compared with funded Centres (-135% lower) which may be due to these Centres not having the funding for staff to develop networks and referral pathways, or having no access to professional referral training.

Extrapolated to 22 unfunded Neighbourhood Centres, this portion of the sector contributes per year estimates of 231,750 people using Centres, 128,375 people involved in programmed activities and 89,475 volunteer hours. Based on data gathered from this survey the community value of unfunded Centres is estimated to be at least **$10,339,087**.

4.3 Social Enterprise

According to the Queensland Social Enterprise Council, a social enterprise is a business that:

• Has a social mission embedded in the DNA of the business to directly address social, cultural and environmental needs; rather than indirectly through socially responsible business practices such as corporate philanthropy, equitable wages and environmentally friendly operations.

• Is an enterprise deriving a majority of their revenue through trade of socially and environmentally sustainable products and/or services; rather than through grants, donations or gifts.
• Invests the majority of expenditure and/ or profit to fulfil their mission.

Many Neighbourhood Centres in Queensland have begun conducting social enterprises as a means of expanding their funding streams whilst engaging community members in training and employment opportunities.

Participants were asked what type of Social Enterprise they conducted in the 2021/2022 financial year with the results as following in **Figure 4.2**.

44% of respondents stated that they did not run a social enterprise, indicating that 56% are involved in business for social good.

The Queensland Social Enterprise Council (QSEC) has been conducting a series of forums in 2022 with a focus on Neighbourhood Centres on the Sunshine Coast, Moreton Bay and Toowoomba Regions to begin to enhance the work of Community Enterprise Initiatives.

Participants were also asked to record their total sales in the 2021/2022 financial year, financially recording the additional community value Neighbourhood Centres are providing to area through social enterprise activity. A total of $2,155,064 was calculated. When extrapolated using demographic medians and the number of Centres conducting enterprises, this equates to a total sector estimate of **$3,176,085** in social enterprise value.

10 Queensland Social Enterprise Council, n.d. QSEC Homepage. https://www.qsec.org.au/

FIGURE 4.2

% of Neighbourhood Centres conducting these Social Enterprise Types in 2021/2022FY

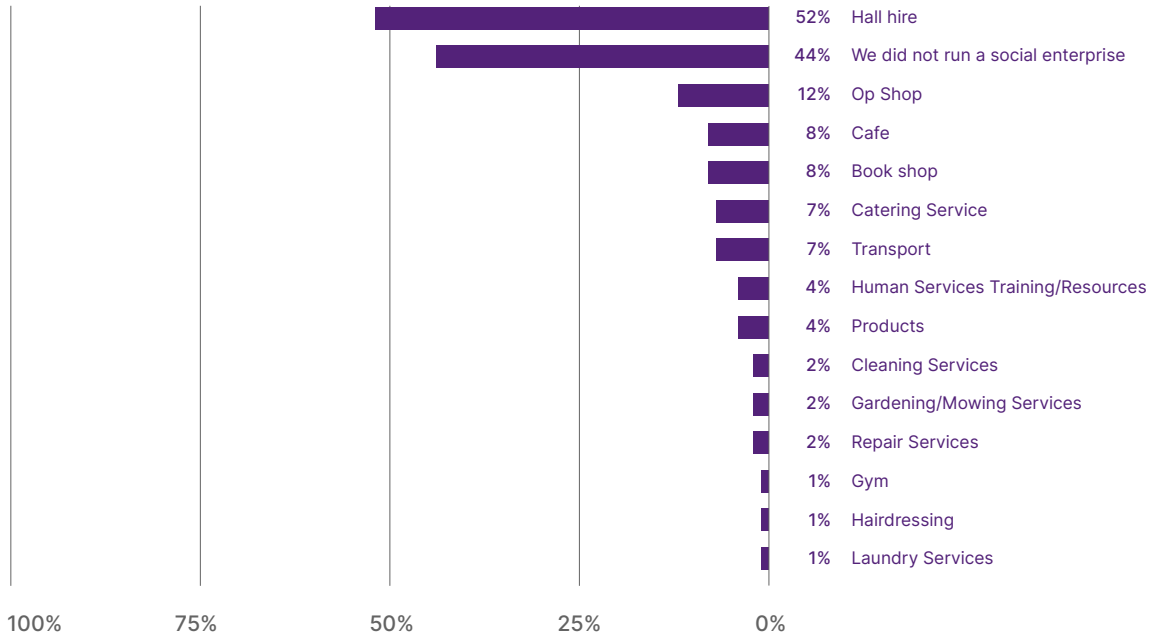
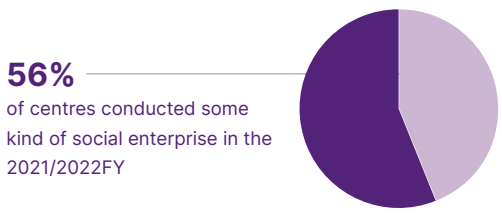


FIGURE 4.3

% of Centres conducting Social Enterprises



4.4 Governance

Different types of Governance structures feature in the sector and play a significant role in the focus and direction of Centre operations. In the 2021/2022 financial year the breakdown of types of funded NCC governance structures are as follows in **Table 4.3**.

Rather than ask how Centres to self-identify as performed in the previous survey, Centre names and organisations were obtained by DCHDE and compared with ACNC information, organisation annual reports and NCQ membership information.

70% of Centres are general incorporated associations however it is noted that other structures such as First Nations-led organisations are also registered as incorporated organisations. Incorporated Associations are registered with the Queensland Department of Fair Trading and are overseen by a management committee.

First Nations-led or focused organisations are playing an increased role in the delivery of NCCs. NCQ is aware of three Indigenous-led organisations operating Neighbourhood Centres in Injinoo, Normanton and Thursday Island. North-West Queensland Indigenous Catholic Social Services also operate Neighbourhood Centres in Boulia and Mt Isa to majority First Nations populations. Other Neighbourhood Centres with high First Nations engagement include those based in Cooktown, Kuranda, Weipa and Mossman. Over 30% of NCCs stated they offered Community Development programs determined by Aboriginal and Torres Strait Islander people, highlighting that further work needs to be performed across the sector to foster closer relationships between NCCs and First Nations People.

10% of funded NCCs continue to be operated by local councils. Local councils continue to predominately operate Centres located in regionalcentres where social infrastructure is lacking and few community organisations exist. While larger organisations provide increased financial and organisational infrastructure, it has been noted by NCQ that some staff operating Centres within these structures experience some internal challenges with a shared of understanding of NCCs, auspicing external community organisations, Centre communications and flexibility in program design. DCHDE's Communities 2032 plan emphasises the key role of NCCs in delivering place-based community-led initiatives.[10] Essential to this success is NCC funding that supports local community governance structures that

TABLE 4.3

Funded Neighbourhood Centre Governance Structures

General Incorporated Associations	88
Local Government	12
Faith Based/NGO organisations	11
Companies Limited by Guarantee	10
Indigenous Controlled	3
Red Cross	1
Other	1

guide the vision, mission and direction of each Centre.

There has been an increase in the number of NCCs contracted to large non-profit or faith-based organisations (from 8% in 2021 to 10% forecasted in 2022/23). 10 sites (8%) are also managed by companies 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.

Taking into account companies limited by guarantee, local councils, faith-based organisations and large non-profit organisations, 27% (over a quarter) of funded NCCs may not be governed by a committee made up of elected local community members. This is consistent with the 2021 Sector Impact Report in which 72% of survey respondents stated their committees were exclusively comprised of members of their local community. Centres which are governed by local government structures, professional boards based in large cities or by national organisations reduce the opportunity for local community participation, vision and capacity building through community boards.

NCCs were also asked how many board members were on their committee and the total number of committee hours contributed in June 2022, the median results documented in **Table 4.4**.

TABLE 4.4

Median Number of Board Members and hours in June 2022 by Demographic Type

Location	Median Board Members	Median Hours per Month
Rural (population below 3,000)	7	38
Rural (population between 3,000 and 10,000)	7	20
Regional/Rural (population greater than 10,000)	7	30
Metropolitan	7	25

10 Department of Communities, Housing and Digital Economy. (2022). *Communities 2032* Strategy. Queensland Government. https://www.chde.qld.gov.au/__data/assets/pdf_file/0020/33266/communities2032-strategy-report.pdf

4.5 Workforce

Neighbourhood Centre respondents employed a total of 888 staff members in June 2022. Of these 21% were fulltime employees, 45% part time and 17% casual. 5% were casual tutors and 12% contactors.

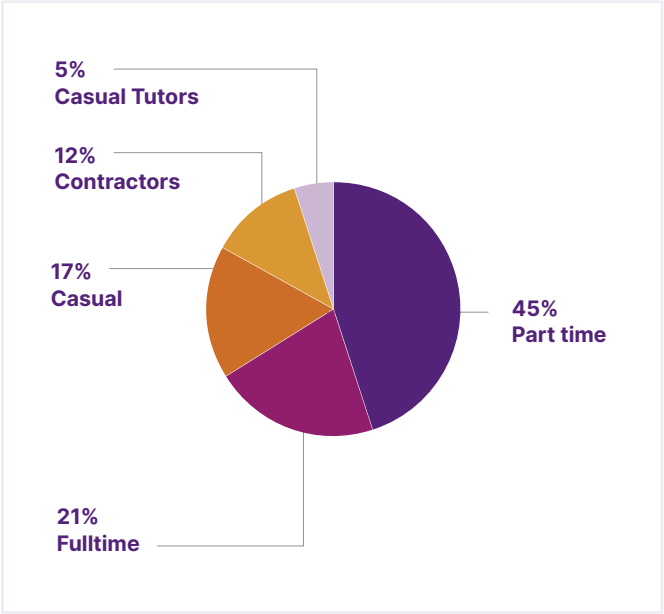
As these survey respondents made up 60% of the sector, the estimated overall workforce of 149 NCCs is 1,480 employees working an extrapolated total of 32,342 hours per week (1,681,784 hours per year). While this demonstrates some variation from figures identified in 2021 (140 less staff, more hours), it must be noted that NCC staffing and hours can vary greatly due to funding streams and availability of relevant staff. During the 2021/22 year, DCHDE NCC funding averaged enough for only one staff member per Centre. This meant that a significant number of staff (1353 employees in the sector) were funded through other funding streams. Some funding contracts are short term with a variety of commencement and completion dates.

In addition to variable funding contracts, mandatory vaccination policies were introduced in many NCCs during the survey period effectively reducing staff employment numbers from 2021 depending on the types of programs being offered by NCCs. Mandatory vaccination requirements by the Queensland Government were laxed from 1st July 2022 at the end of our survey period.

Survey participants were asked whether they experienced difficulties recruiting staff and to stipulate the roles they have trouble filling. 30% stated they has difficulty recruiting staff in a variety of roles including community development, administration, family support, cleaner and Centre coordinator positions.

FIGURE 4.4

Workforce makeup of Neighbourhood Centres



4.6 Student Placements

A new dataset was introduced in 2021/22 to capture the number of student placements that are occurring in sector. Survey participants recorded 343 student placements in the financial year with the percentage breakdown as follows:

University 44%
High School 25%
Registered Training Organisation 18%
Tafe 13%

Student placements are an essential component of developing workforce pipelines for NCCs. Extrapolated to the entire sector, NCCs undertook and estimated 572 student placements over the year, providing significant mentoring and training to potential new staff members. This includes an estimated 250 student placements at a University level with NCCs attracting many placements from degrees such as Human Services, Social Work, Social Science and Community Services.

Neighbourhood Centres in lower populations experience lower levels of student placements. NCCs in rural areas have a median of 0 students for both tafe and universities significantly affecting their ability to establish workforce pipelines for new Neighbourhood Centre staffing. While the overall sector generally records median placements of 2 students from each category of high school, RTO's, Tafes and Uni's, when isolated into demographic sizes the medians decrease.

These medians indicate the increased struggles of rural NCCs in maintaining human resources in remote communities with less infrastructure and reduced housing.

FIGURE 4.5

Source of Student Placements

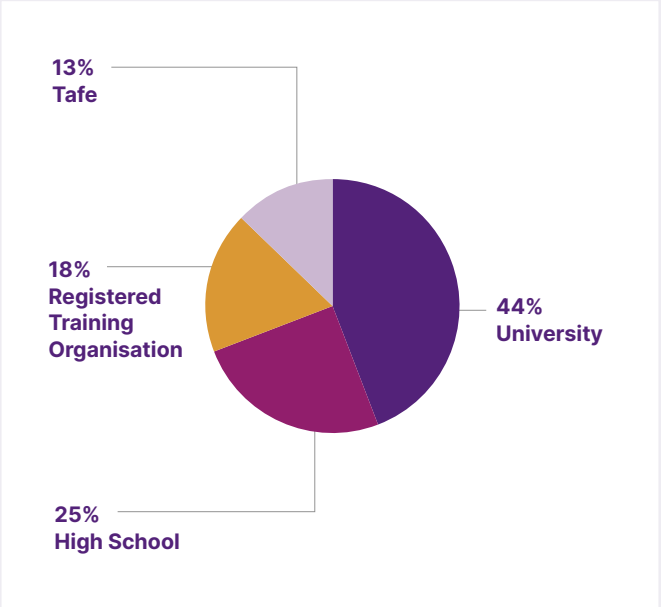


TABLE 4.5

Median student placements per Centre in 2022, by Location & Source of Student Placement

Location	High School	RTO	Tafe	University	TOTAL
Rural (population below 3,000)	1.5	2	0	0	**3.5**
Rural (population between 3,000 and 10,000)	1.5	1.5	1	1	**5**
Regional/Rural (population greater than 10,000)	2	1.5	1.5	2	**7**
Metropolitan	2.5	2	2	4	**10.5**

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 worth of human connection and neighbourhoods implementing resident-led action is quantifiably intangible. 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 149 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 **$97.5 million**.

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 2021/2022 financial year.

It must be acknowledged that this year's calculations included new added Social Enterprise values and the inclusion of all Community Room Hire value as opposed to Free Room Hire value only. This makes Queensland's value calculations consistent with Neighbourhood Houses Victoria.

For every $1 of investment in Neighbourhood Centre program funding, NCCs produced $5.25 in community value.

This is a notable increase in value from $4.81 in 2021 and $4.08 in 2020, demonstrating the incredible impact and value of Neighbourhood Centre across the state.

Community Value on Investment calculations will be impacted in future studies, due to the uplift in Queensland Government funding for Neighbourhood Centres in late 2022.

HIGHLIGHT

Overall Community Value: $97.5million

The overall community value produced by the Queensland Neighbourhood Centre Sector annually is estimated to be over $97.5 million.

For every $1 invested, $5.25 produced

For every $1 of investment in Neighbourhood Centre program funding, NCCs produced $5.25 in community value.

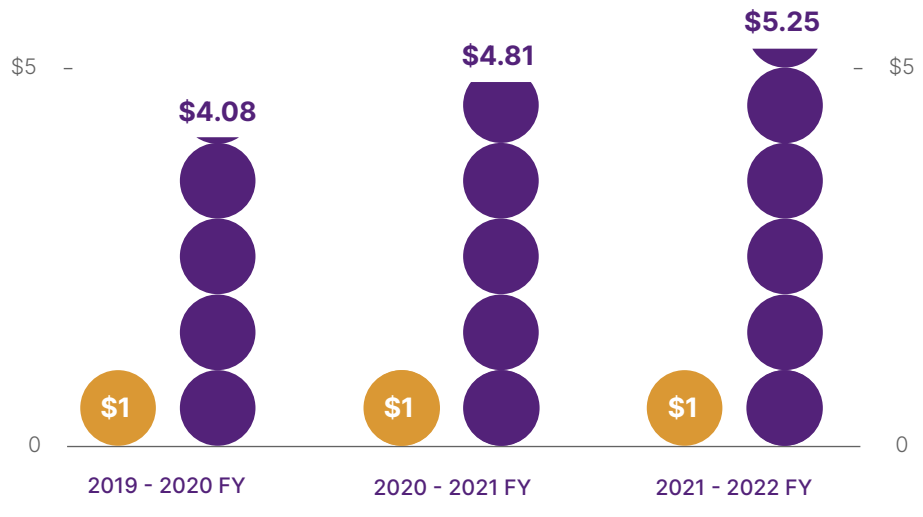
TABLE 5.1

A Breakdown of Overall Community Values

	Community Value
Participant Activities	$32,892,834
Volunteer Replacement Value	$27,765,105
Food Value	$15,839,909
Community Room Hire	$8,518,944
Other Services (IT, resumes, lunches, frozen foods)	$5,282,988
Non-food Emergency Relief Value	$3,697,420
Social Enterprise Value	$3,176,085
Tax Help Services	$182,200
Auspicing Value	$128,389
TOTAL	**$97,483,874**

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. It is noted that these numbers can vary from year to year depending on which NCCs participate in the survey. 40 Centres have participated in all 3 surveys from 2020.

TABLE A.1

Number of Neighbourhood Centres by Population Type (including both funded & unfunded Centres)

Population	Survey Responses	Missing Reponses	Total NCCs
Metropolitan	30	15	45
Regional/Rural (above 10000)	29	14	43
Rural (3000-10000)	23	17	40
Rural (Under 3000)	7	14	21
TOTAL			**149**

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[11]. This also noted that some NCC populations sizes have changed from 2016 figures in the 2021 census data as well as slight variation in how Centres self-identify.

11 Queensland Treasury. (n.d.). Accessibility/Remoteness Index of Australia. Accessibility/Remoteness Index of Australia, Queensland Treasury. 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[12] 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)[13]. Quality-Adjusted-Life-Years is the most widely used approach for estimating quality of life benefits in economic evaluations[14].

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 2022 equivalents, i.e., Quality Adjusted Life Year value of $227,000 [15], 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 ($227,000) 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[16]. 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 nutrition and overall health outcomes 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 reducing financial stress, 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 access to medical appointments, increase in socialisation 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 reduced levels of financial stress 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 access to schooling for children, improved access to medical, financial and legal appointments 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)

Tax help

Based on the cost of the cheapest commercial tax service found online at $100 per tax return. This is a conservative valuation as many tax help clients have multiple and/or complex returns which attract additional fees at commercial tax service providers. The formula used for calculating the community value of Tax Help is:

Total number of tax returns lodged in 2022 x $100

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[17] 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[18]. 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[19]. 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 $2-$5[20] 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.[21] 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.[22]

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

Total number of organisations auspiced x $632.46

Social enterprises

The community value of running social enterprises is based on the value of sales over the financial year from goods and services through Neighbourhood House run community enterprises. This reflects the market value of the goods and services provided. It does not include additional value generated such as avoided landfill, value of training and work experience, economic multipliers or the value of services or activities any profits support.

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

The formula used: Total $ value of social enterprise sales

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 Neighbourhood Centre Program Funding 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 2021/22

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 2021/2022

12 Deloitte Access Economics. (2018). Social Impact Analysis: Morwell Nelghbourhood House Final Report. https://ncq.org.au/resources/social-impact-analysis-morewell-neighbourhood-house-final-report/

13 Department of the Prime Minister and Cabinet. (2022). Best Practice Regulation Guidance Note Value of statistical life. https://www.pmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf

14 Huang, L., Frijters, P., Dalziel, K., & Clarke, P. (2018). Life satisfaction, QALYs, and the monetary value of health. Social science & medicine (1982), 211, 131–136. https://doi.org/10.1016/j.socscimed.2018.06.009

15 Department of the Prime Minister and Cabinet. (2022). Best Practice Regulation Guidance Note Value of statistical life. https://www.pmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf

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

17 NUMBEO. (n.d.). Cost of living in Melbourne. https://www.numbeo.com/cost-of-living/in/Melbourne

ING. (2019, February 13). Dust off your lunch boxes. ING's Information Space. https://blog.ing.com.au/money-matters/saving/dust-off-your-lunch-boxes/#article-1811

18 Foodbank. (2015). Hunger in the classroom: Foodbank report 2015. https://www.foodbank.org.au/wp-content/uploads/2019/05/Foodbank-Hunger-in-the-Classroom-Report-May-2015.pdf

19 Volunteering Queensland. (n.d.). Volunteer calculators. Volunteering Queensland. https://volunteeringqld.org.au/calculator/

20 DS Internet Café. (n.d.). Posts [Facebook page]. Facebook. https://www.facebook.com/dsinternet512/?rf=710935435612179

GSIC. (n.d.). Posts [Facebook page]. Facebook. https://www.facebook.com/galaxysonicgaming

21 Airtasker.(n.d.). Resume & cover letter writers near you: Airtasker AU. https://www.airtasker.com/writing/resume-writing/

22 Local Community Insurance Services. (n.d.). Local Community Insurance Services - Community Association Insurance; Voluntary Workers Insurance; volunteer personal accident insurance; risk management process; Risk Management Insurance; Community Group Risk Management. Not For Profit Local Community Insurance – LCIS Community Group Risk Management, not for profit Risk management 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

Acacia Ridge Community Centre - Belong

Annerley Community Service Community Plus

Beaudesert Community Centre

Beenleigh Neighbourhood Centre

Benarrawa Community Development Association

Boulia Community Support Service

Bundaberg & District Neighbourhood Centre

Burdekin Neighbourhood Centre Assoc Inc

Caloundra Community Centre

Care Balonne Assoc Inc.

CARE GOONDIWINDI LTD

Carinity Fassifern Community Centre

Charleville Neighbourhood Centre

Childers Neighbourhood Centre

Chinchilla Community Centre

Co.As.It. Community Services Ltd.

Community Gro Inc Upper Ross Community Centre

Community Support Centre Innisfail

Dalby Family Support Association Inc.

Deception bay neighbourhood centre

Donald Simpson Community Centreq

Eagleby Neighbourhood Centre

East Creek Community Centre Inc.

ECHO Empowering Services Neighbourhood House

Elorac Place Community Centre

Encircle Pine Rivers Neighbourhood Centre

Flagstone Community Centre

Gailes Community House

Garbutt Community Centre

Goodna Neighbourhood House

Graham House Community Centre

Granite Belt Neighbourhood Centre

Hambledon House Community Centre

Harlaxton Neighbourhood Centre Inc

Hinterland Community Development Program

HUB Community Projects

Kallangur Neighborhood Centre

Kingston East Neighbourhood Group Inc.

Kuranda Neighbourhood Centre

Kyabra Community Association

Laidley Community Centre

Leichhardt - One Mile Community Centre

Livingstone Community Centre

Lockyer Information and Neighbourhood Centre trading as Lockyer Community Centre

Logan Village Community Centre Inc

Maleny Neighbourhood Centre

Manoora Neighbourhood Centre

Mareeba Community Centre

Marlin Coast Neighbourhood Centre

Maroochy Neighbourhood Centre Inc.

Morris House Neighbourhood Centre

Mossman Support Services (Mossman Community Centre)

Mount Gravatt Community Centre

Mount Isa Neighbourhood Centre

Murilla Community Centre Incorporated

Nambour Community Centre

Nerang Neighbourhood Centre Inc

New Farm Neighbourhood Centre

North Shore Community Centre

North Townsville Community Hub Inc.

North West Community Exchange

Northside Connect: Nundah Neighbourhood Centre

Palm Beach Neighbourhood Centre

Picabeen Community Association Inc.

Pomona & District Community House

Port Douglas Neighbourhood Centre

Proserpine Community Centre

Rainbow Beach Community Centre

Redbank Plains Community Centre

Redcliffe Neighbourhood Centre

Redland Community Centre

Rollingstone Community Centre

Rosewood Community Centre

Sandgate & Bracken Ridge Action Group inc

Sherwood Neighbourhood Centre Inc

St David's Neighbourhood Centre

Tara Neighbourhood Centre

The Community Place

The Hervey Bay Neighbourhood Centre Inc.

The Neighbourhood Hub

The ones that completed the survey this year are:

The Y Cannon Hill Community Centre

Tully Support Centre Inc.

Vietnamese Community in Australia- QLD Chapter

Village Community Services Inc.

Weipa Community Care Centre

West End Community House (Community Plus)

Wilsonton Heights Neighbourhood Centre

YMCA Springfield lakes Community Centre

Zillmere Community Centre

NEIGHBOURHOOD CENTRES QUEENSLAND

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