NEIGHBOURHOOD CENTRES QUEENSLAND

Neighbourhood Centres Queensland Annual Report 2025



A year of connection



Neighbourhood Centres Queensland acknowledge 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.

About Neighbourhood Centres Queensland (NCQ)

NCQ is the peak body for Neighbourhood and Community Centres in Queensland.

With over 150 Neighbourhood and Community Centres (NCCs) across the state, our sector represents the largest community-led infrastructure in Queensland. NCQ is here to grow our collective impact by increasing the resourcing, recognition, and relationships of Neighbourhood and Community Centres at the local, state, and national level. We collaborate with our members, partners and government to measure impact and build sector capacity for long-term community and social resilience.

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Front cover photograph features Care Balonne staff connecting with NCQ team members Chris Mundy and Sally Foreman, during a Neighbourhood Centre visit. Photo by Leah Sanderson.

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Contents

About Neighbourhood Centres Queensland 4

NCQ's 2025 Year in Numbers FY 2025 5

Chair's Report 6 - 7

CEO's Report 8 - 9

Treasurer's Report FY 2025 10

Financial Snapshot FY 2025 12 - 13

Strategic Plan 2023—2025 14 - 15

Project Highlights FY 2025 16 -26

- 2024 Sector Impact Report 16 - 17
- 2024 NCQ's State Election Policy Platform 18
- 2025 NCQ's Federal Election Policy Platform 19
- Community Development Micro-Credentials 20
- Community Food Program 21
- Charge Up! Energy Literacy Project 22
- Resilience Readiness Scorecard 23
- Women and Girls* Health Project 24
- Government Submissions 25
- Strategy for Disaster Resilience Implementation 26
- Community-Led Practice Disaster Recovery Project 27
- NCQ's ISO9001 Certification 28
- Branding the National Peak Body and the Sector 29
- Neighbourhood Centre Week 2025 30
- Communications and Media 31
- Members' Resources, Learning and Development 32
- Neighbourhood Centres' Regional Networks 33

Our People 34

- Our Board in FY 2025 34
- Our Team in FY 2025 35

Words from NC Regional Networks 36 - 38

Thank you to our Supporters 39

Audited FY 2025 Annual Financial Accounts here

About Neighbourhood Centres Queensland

NCQ is the peak body for place-based Neighbourhood and Community Centres in Queensland.

With over 150 Neighbourhood Centres across the state, our sector represents the largest community-led infrastructure in Queensland. NCQ is here to grow our collective impact by increasing the resourcing, recognition, and relationships of Neighbourhood and Community Centres at the local, state, and national level. We collaborate with our members, partners and government to measure impact and build sector capacity for long-term community and social resilience.

Our work in FY 2025 was focused on five key areas:

Communicating Sector Value

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

Demonstrating Sector Impact

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

Growing Sector Capacity

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

Partnering for Community Outcomes

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

Influencing Policy for Systems Change

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

Neighbourhood Centres Queensland's Year in Numbers for FY 2025

As the the peak body for Neighbourhood Centres in Queensland, delivered for our sector.

5.8

Staff Members Median (FTE)

5.8 Median FTE (Full Time Equivalent) staff in FY 2025, with 9 people in the team as of June 2025

7

Board Members

As of June 2025

Funding

$2,039,146

Total Income

Including $591,199 in peak body funding, $1,303,925 in project funding, and $12,304 in membership fees.

$1,032,858

Funds directed to Neighbourhood Centres

Through projects lead by NCQ

Projects and initiatives delivered

7

Funded statewide projects delivered by NCQ

On top of projects delivered as part of peak body funding

17

Statewide projects & initiatives lead by NCQ

These were unfunded

27

Statewide projects & initiatives supported

These were unfunded

Membership connection

155

Neighbourhood Centres

Of which 128 receive Neighbourhood Centre Program funding and 27 do not

63

Centres visited by staff

Including 30 Federal MPs and 12 Senators based in Queensland

11

Regional networks operating

With NCQ staff attending 39 network meetings

Political connection

93

State MPs contacted

With 8 State MPs met with

42

30 Qld-based Federal MPs & 12 Senators Contacted

135

Politicians viewed Sector Impact Summaries

Government connection

7

Submissions to Government

39

Meetings with Department of Families, Seniors, Disability Services and Child Safety

5

Government agencies collaborated with

As well as 8 agencies connected with.



Chair's Report

Neighbourhood Centres are at the heart of every community. Never have I seen this more evident than in 2025; a year where our state has been challenged by multiple disasters from the Far North to the West and the South East corner. We mark the significant contribution of our network in supporting their communities, with 50% of recovery efforts occurring in partnership with Neighbourhood Centres.

This year's Annual Report is themed 'A Year of Connection' to aptly reflect the critical role our Centres play in tackling the growing issue of social isolation and loneliness. I acknowledge the support from the Queensland Government, ensuring more of our members are now adequately resourced to address this ongoing challenge.

Under the collaborative leadership of incoming CEO Cate Akaveka, Neighbourhood Centres Queensland (NCQ) has achieved significant sector wide projects across workforce development, policy reform, cost of living support, direct funding opportunities for members and disaster recovery.

Cate and I have visited many Far North Queensland Centres together and the NCQ team have prioritised Centre visits to ensure our members voices are heard from every corner of our beautiful state. I would also like to commend Chris Mundy, for stepping in as Interim CEO in 2024 and working effectively with the board to ensure a smooth transition.

As we move towards our next strategic planning phase, we've invested in our Board development via the Better Boards Conference 2025. Our dedicated Board members have been working hard behind the scenes to provide good governance, a CEO recruitment, ISO accreditation and guidance navigating the natural ebbs and flows that come with organisational transitions. Planned succession within the Board has been smooth, and we thank outgoing Treasurer Alana Wahl for her years of service on the NCQ Board.



Pictured: Sandra Elton with the Governor-General of the Commonwealth of Australia, Her Excellency the Honourable Ms Sam Mostyn AC. Sandra received an award for her service.

I am grateful to lead a seasoned Board, whose cohesive engagement has supported my transition into the role of Chair, whilst retaining the depth of experience that can only come from a deep understanding of Neighbourhood Centre work.

Our dynamic and talented staff team are a perfect reflection of many of our Neighbourhood Centres, with a small team of just 5.8 FTE punching well above their weight and delivering significant impact for the sector. I thank all our people for their passionate service and for supporting Cate and I in our roles.

An increase in projects this period has led to internal growth and the effective delivery of statewide projects. The impact of being well resourced in FY25 is evidenced in the outputs captured on page 10-11 'NCQ's Impact in Numbers'. In a year of record income levels, noting a doubling of income from FY24 our team have directly delivered 7 funded projects (on top of projects delivered as part of peak body funding), led another 17 unfunded projects and initiatives, supported a further 27 and empowered sector collaboration via 12 regional networks.

It's an exciting time of significant growth and opportunity for NCQ and our sector. Neighbourhood Centres are now recognised as the critical social infrastructure that they are and the integral link to place based knowledge that will empower positive change for our communities.

I look forward to investing my energy into building our peak body and connecting with as many members as I can. This will ensure our strategic direction aligns with the needs of our membership base and delivers the sector support required for the challenges of tomorrow.

Warm Regards,



Sandra Elton
Chair, Neighbourhood Centres Queensland

CEO's Report

This past year has been one of significant growth and impact for Neighbourhood Centres Queensland (NCQ), marked by strong advocacy, innovative projects, and deeper connections across the state.

It is a privilege to lead an organisation that not only amplifies the voices of our sector but also demonstrates, every day, the transformative role Neighbourhood Centres play in building stronger and more resilient communities.

A core part of our work this year has been representing Neighbourhood Centres to government, ensuring the unique value of our sector is recognised in policy and investment decisions. NCQ has contributed to consultations, prepared submissions, and held direct meetings with Ministers, departmental leaders, and Members of Parliament. We have consistently made the case that Neighbourhood Centres are at the heart of local solutions — places where prevention, early intervention, and community connection converge.

As part of this advocacy, NCQ is proud to be a member of the Preventative Peaks Alliance. This partnership brings together key organisations to advise the Queensland Government on place-based prevention and early intervention initiatives. Through this work, we have emphasised that Neighbourhood Centres are uniquely positioned as trusted, community-led hubs where people access support early, build social connections, and create pathways to better futures.

Our project work this year has been both diverse and impactful, reflecting the breadth of what Neighbourhood Centres deliver every day.
Key funded projects have included:

- Micro-credentials: Developing two new micro-credentials to strengthen the skills and recognition of the Neighbourhood Centre workforce. These provide professional development opportunities tailored to the realities of community work, ensuring our sector is well-equipped for the future.

- Resilient Readiness Scorecard: Supporting communities to assess and strengthen their preparedness for disaster events, recognising the vital role Neighbourhood Centres play in local disaster response and recovery.

- Charge Up: Partnering with QCOSS to improve energy literacy and resilience, empowering communities to reduce costs and increase sustainability.

- Women and Girls* Project: Working alongside Queensland Health to deliver initiatives that support the health, safety, and empowerment of women and girls in our communities.

- Community Food Project: Strengthening food security and local responses to hunger by supporting centres to innovate and share best practice in community-led food initiatives.

Each of these projects has not only delivered outcomes on the ground but has also showcased the flexibility and creativity of our sector in responding to emerging community needs.

One of the most rewarding aspects of my role has been visiting Neighbourhood Centres across Queensland. Each visit is a powerful reminder of the unique ways centres reflect and respond to the needs of their communities. These conversations and relationships inform NCQ's advocacy and project design, keeping us grounded in the lived realities of communities from regional towns to metropolitan suburbs.

NCQ itself has grown this year, with new staff bringing skills, passion, and fresh perspectives. This expansion has strengthened our capacity to deliver projects, support members, and represent the sector at a state-wide level. A stronger team means we are better able

to serve the sector and ensure Neighbourhood Centres have the support they need to continue their vital work. From leading complex projects to providing day-to-day support for members, the NCQ team consistently goes above and beyond. I am proud to work alongside such talented colleagues whose passion for community strengthens everything we do.

As we look to the year ahead, NCQ remains steadfast in our mission to strengthen and champion Queensland's Neighbourhood Centres. Our focus will continue to be on advocacy, capacity building, and collaboration — ensuring centres are resourced, recognised, and ready to meet the challenges and opportunities facing our communities.

Thank you

I want to extend my sincere thanks to our member Centres for their tireless dedication, to our partners for their collaboration, and to our staff and Board for their commitment and leadership. Together, we are demonstrating the power of Neighbourhood Centres as trusted, local, and essential places of connection and support.

Warm Regards,

Cate Akaveka
Chief Executive Officer
Neighbourhood Centres Queensland



Cate Akaveka
CEO, Neighbourhood Centres Queensland

"A special thank you to the many Neighbourhood Centres who have welcomed me and spent the time to share your stories. I've visited as many of you as possible - to hear your stories, understand your work, and deliver on a statewide vision that everyone is a part of. I welcome all staff and board members of Neighbourhood Centres to connect with me and share your thoughts."

Treasurer's Report FY 2025

Neighbourhood Centres Queensland is grateful for the support and funding received in FY 2025.

Income

Income for Neighbourhood Centres Queensland for the financial year 2025 was $2,039,146, representing the most income in the history of the organisation, and more than double the revenue of the previous year. The increase is thanks to the increased project-based funding received. This was the fourth year NCQ received funding as the peak body. Project funding grew to 63% of total revenue for FY25, illustrating the increase in place-based projects being delivered with the sector.

Expenditure

Total expenditure for the financial year ended June 2025 was $2,039,146. Significantly, $1,034,858.16 was directed to Neighbourhood Centres this year. Employment costs increased to $669,390, reflecting the rapid growth of NCQ staffing required to deliver on projects and meet the strategic objectives of the organisation and needs of the sector. Expenses increased by 57% across the whole of the organisation, illustrating the high proportion of funding distributed to Neighbourhood Centres through projects, the investment in NCQ to deliver for the sector, as well as the rising cost of doing business more broadly.

Overall Result

Overall, Neighbourhood Centres Queensland, delivered a net profit of $14,813 for the financial year. Invested funds remain strong at $226,320. The NCQ Board continued to drive a strategic growth focus for FY 2025, investing in programs, personnel and systems to better support the sector. FY 2025 represented a period of strong delivery and investment in programs and initiatives for the sector, capitalising on the organisational uplift from peaks investment from FY 2023. The NCQ Board accepted a small profit for the financial year as a means to maintain service delivery and impact for the sector, even as funding arrangements concluded. The hard work and continued service delivery has positioned NCQ to operate from a strong position in the next financial year.

Financial Stability

Neighbourhood Centres Queensland has ended the 2024–25 financial year in a strong financial position.

Audited Financial Report

The Audited Financial Report for the 2024-25 financial year is provided here.

Warm Regards,

Louise Judge

Louise Judge
Treasurer
Neighbourhood Centres Queensland

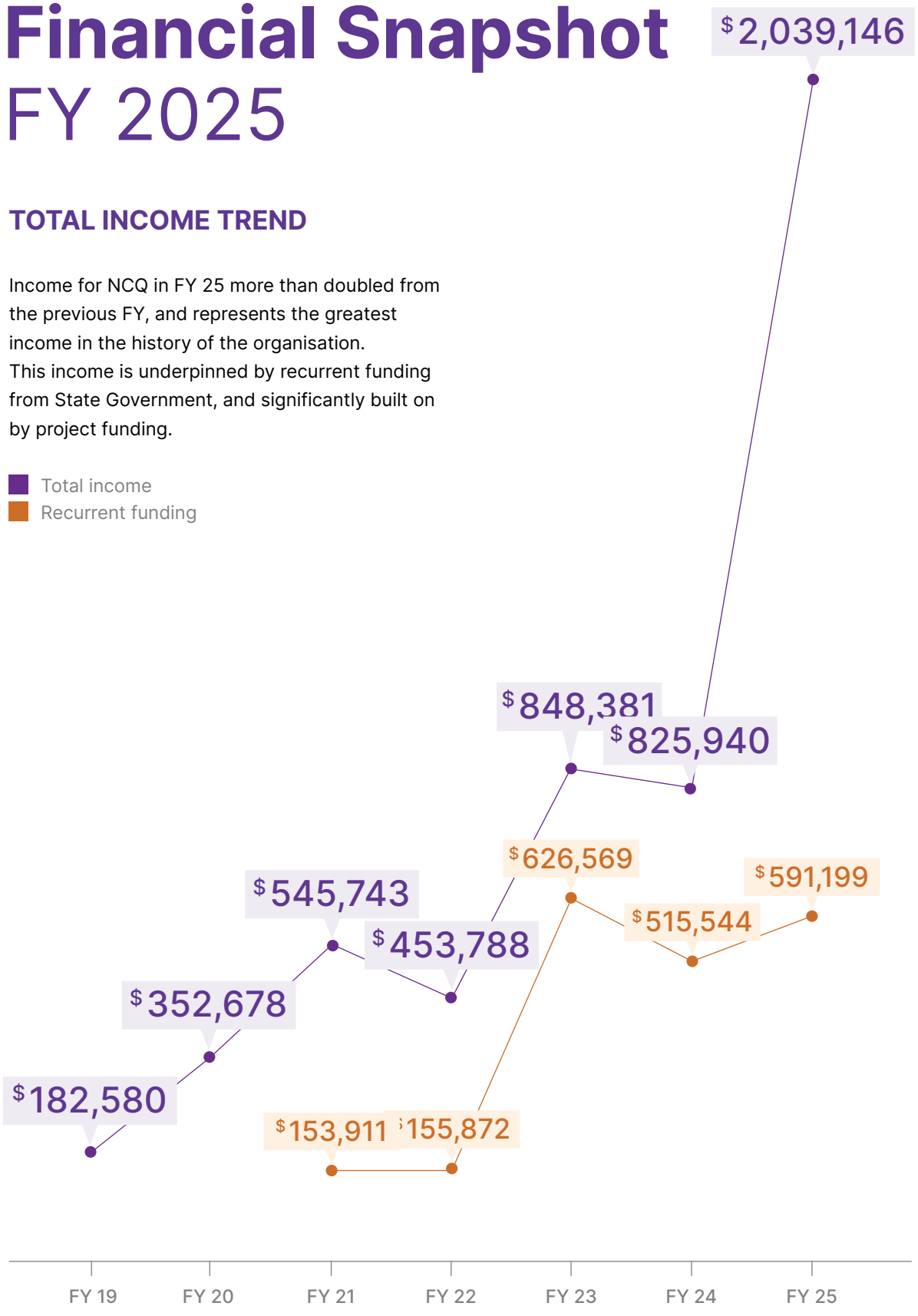




Financial Snapshot FY 2025

TOTAL INCOME TREND

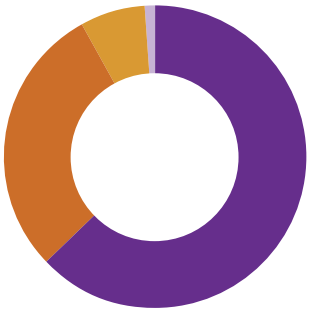
Income for NCQ in FY 25 more than doubled from the previous FY, and represents the greatest income in the history of the organisation.
This income is underpinned by recurrent funding from State Government, and significantly built on by project funding.



TOTAL UNDERLYING INCOME

$2,039,146

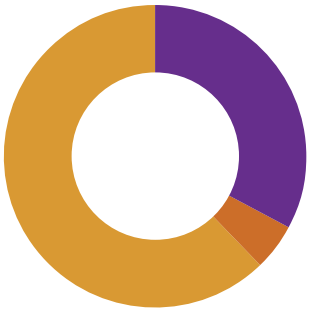
Project funding	($1,303,925)	63%
Recurrent funding	($591,199)	29%
Other income	($131,717)	7%
Membership fees	($12,304)	1%



TOTAL UNDERLYING EXPENSES

$2,024,332

Employment	($669,390)	33%
Administration	($100,195)	5%
Other	($1,254,748)	62%



Our Strategic Plan 2023-2025

OUR VISION

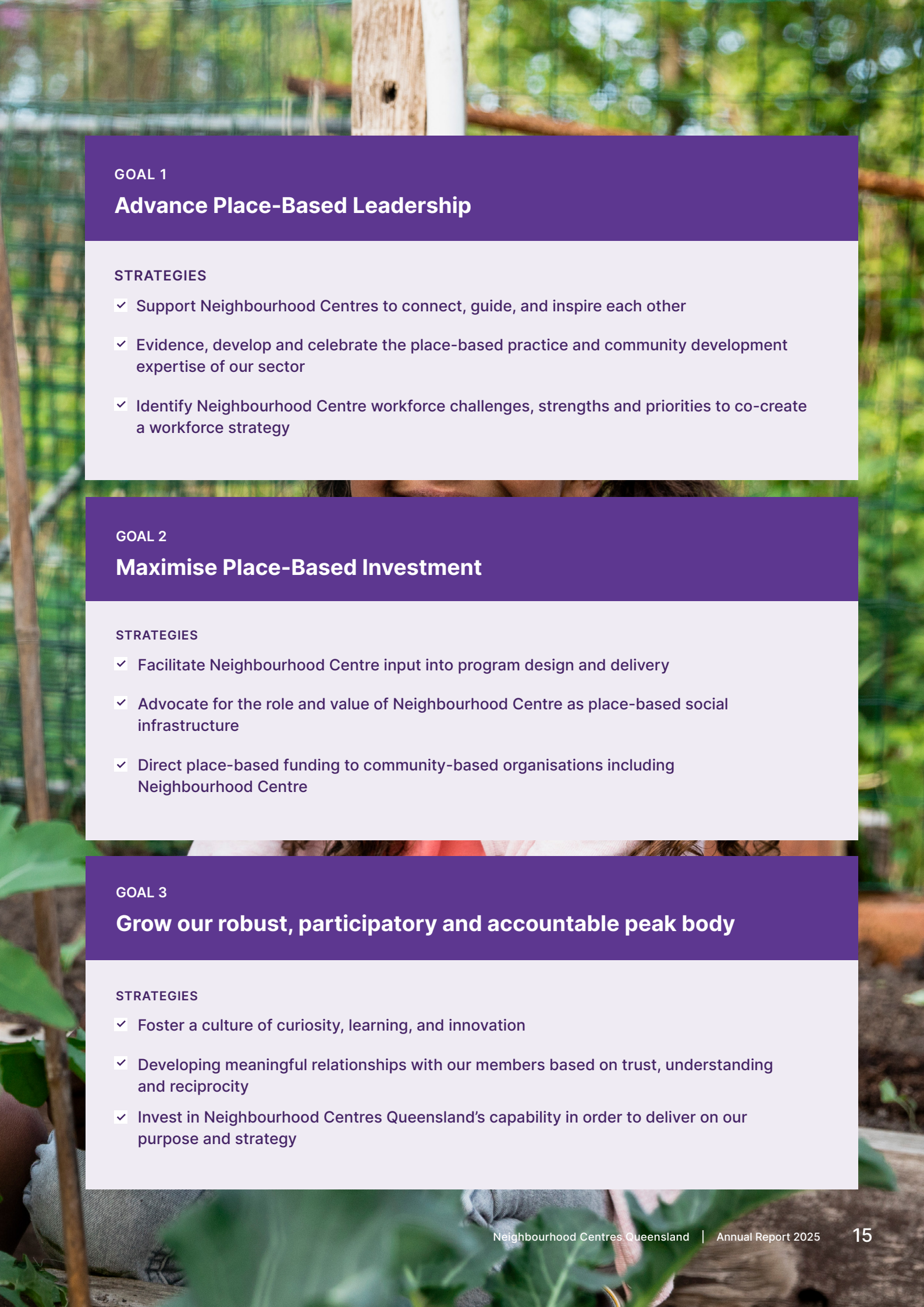
Place-based leadership for regenerative, equitable and inclusive communities

OUR PURPOSE

Neighbourhood Centres Queensland grows the collective impact of Neighbourhood Centres by increasing the recognition, resourcing and relationships of our sector at the regional, state and national level

OUR VALUES-DRIVEN APPROACH

Collaborative, courageous leadership



GOAL 1

Advance Place-Based Leadership

STRATEGIES

- Support Neighbourhood Centres to connect, guide, and inspire each other
- Evidence, develop and celebrate the place-based practice and community development expertise of our sector
- Identify Neighbourhood Centre workforce challenges, strengths and priorities to co-create a workforce strategy

GOAL 2

Maximise Place-Based Investment

STRATEGIES

- Facilitate Neighbourhood Centre input into program design and delivery
- Advocate for the role and value of Neighbourhood Centre as place-based social infrastructure
- Direct place-based funding to community-based organisations including Neighbourhood Centre

GOAL 3

Grow our robust, participatory and accountable peak body

STRATEGIES

- Foster a culture of curiosity, learning, and innovation
- Developing meaningful relationships with our members based on trust, understanding and reciprocity
- Invest in Neighbourhood Centres Queensland's capability in order to deliver on our purpose and strategy

Together, Neighbourhood Centres in Queensland supported over

2.6 Million Visitors

in one year alone.

This was achieved through:

155
Neighourhood Centres
Of which 128 receive NC Program funding from Qld Gov, and 27 do not receive this funding

1,803
Staff Members
Working a total of 2.14million hours over the year

2,811
Volunteers each week
Working a total of 558,950 hours over the year. Worth over $28.9m

$273,245
Median Funding Per Centre*
Calculation based only on the *128 Centres who receive NC Program funding

957
Funding Applications
to maintain operations. Worth over $18m

1,387
Community Projects Run
Over the year, and supported 852 Community Projects run by others

Making an Impact

For every **$1** invested by the Queensland Government, the sector produced **$3.98** in Community Value.

Food Relief
1,512tne
Equating to $30.3 million in Community Value

Frozen Meals
140,448
Equating to $1.4 million in Community Value

Non-Food Emergency Relief
$4.87m
Equating to $4.87 million in Community Value

Programmed Activity Participants
1,358,850
Equating to $48.7 million in Community Value

Referrals to Other Services
298,200
In one year alone

Social Enterprises
$3.31m
Worth of income, as well as $11.9 million income from fee-for-service activities

Reference: Neighbourhood Centres Queensland 2024 Sector Impact Report. Neighbourhood Centres Queensland. To download the full report, visit ncq.org.au.

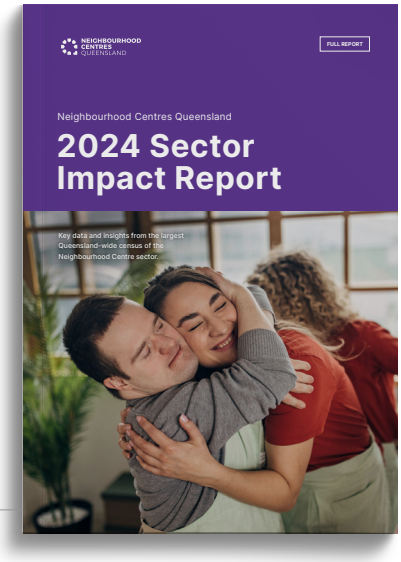
2024 Sector Impact Report

NCQ's Sector Impact Census Report is Queensland's most comprehensive source of information about Neighbourhood Centres. The 2024 Sector Impact Report found that Neighbourhood Centres in Queensland supported over 2.6 million visitors in the year, and Centres also delivered $3.98 in community value for every $1 of investment by the Queensland Government.

Each year, the Sector Impact Report captures the key data and insights from the largest Queensland-wide census of the Neighbourhood and Community Centre sector and summarises the community value and impact of Centres for the financial year.

The 2024 Sector Impact Report was published in 2025, and compiled data from 97 Centres who participated in the 2024 Sector Impact Census, as well as other data sources. Along with a state-wide report, each Centre that participated in the census received their own '2024 Centre Impact Snapshot' report about their individual Centre's impact, which Centres can use for communications to funding bodies, grant applications, annual reports, reporting, AGMs, and advocacy.

The 2024 Sector Impact Report was shared with key government stakeholders including Department of Premier and Cabinet, 93 elected Members of State Government, 12 Federal Senators and 30 Federal Representatives. The Report continues to inform and influence government funding, social policy and research.



Funded by the Queensland Government Department of Families, Seniors, Disability Services and Child Safety, as a component of NCQ's peak body funding



Chris Mundy
NCQ Sector Lead, Research and Policy

"This is our fifth Sector Impact Report, providing us with a powerful evidence base to advocate for the sector. We know that governments use the report to argue for the position of Neighbourhood Centres, and we also find it's quoted in other pieces of research to talk about place-based, community-led work."

2024 Queensland Election Policy Platform

In the lead up to the 2024 state election (held on 26 October 2024), NCQ listened to Neighbourhood Centres needs and delivered the first state election policy platform with six key priorities to government. NCQ and Neighbourhood Centres socialised and publicised the platform, seeking commitments for the recommendations from elected state members and candidates from all parties.

NCQ's political advocacy work starts and ends with the voice and participation of Neighbourhood Centres. The development of the state election platform began through consultation with regional networks of Centres. This resulted in a variety of suggestions, including the need for more workers to distribute emergency relief, to advance organisational development, implementation of new guidelines, funding for unfunded Centres, enhancements to physical infrastructure, and concerns regarding potential changes in government and the funding uplift.

Our six key priorities for the 2024 Queensland election included:

1. Build more vibrant, inclusive and supported communities by continuing implementation of the Shared Vision for Neighbourhood Centres and current funding agreements

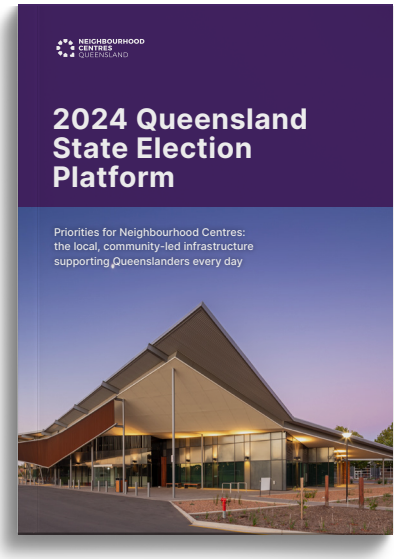
2. Deliver a Neighbourhood Centre for every Queenslander by funding a minimum of 20 additional Neighbourhood Centres across the state

3. Support community members with complex cost of living issues, housing pressures, domestic violence and mental health issues by expanding the Community Connect Worker program from 32 Neighbourhood Centres to 129 Centres

4. Support adaptation and growth of existing Neighbourhood Centres by providing a once-off grant to Neighbourhood Centres to adopt the recent changes arising from the Shared Vision for Neighbourhood Centres

5. Ensure relief is available to people in crisis facing cost-of-living emergencies by making State Flexible Emergency Relief funding permanently available for funded Neighbourhood Centres to distribute

6. Develop the workforce and sector to respond to increasing community and government demand by investing in the peak body, Neighbourhood Centres Queensland (NCQ), to support sector development.



2025 Australian Federal Election Policy Platform

In the lead up to the 2025 federal election (held on 3 May 2025), NCQ listened to Neighbourhood Centres needs to deliver the first federal election policy platform with six key priorities to Government. NCQ and Neighbourhood Centres shared the platform, seeking commitments for the recommendations from all Queensland-based elected federal representatives and senators from all parties.

NCQ's political advocacy work starts and ends with the voice and participation of Neighbourhood Centres. The Federal Election Platform built on the insights and consultation work from the State Election Policy Platform, adapting it to the Federal context alongside discussions with the national peak body ANHCA.

Our six key priorities for the 2025 federal election included:

1. Improve national social policy outcomes with community data and insights from over 1,000 Neighbourhood Centres by resourcing ANHCA to lead coordinated research and impact reporting nationwide.

2. Deliver a Neighbourhood Centre for every Queenslander by investing in community infrastructure and building on state government investment

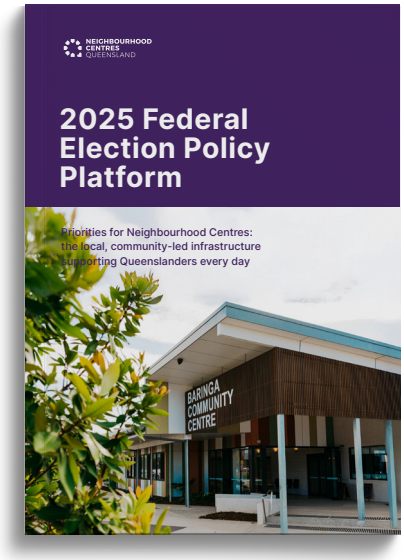
3. Ensure Queensland communities can recover faster from disasters by reforming Commonwealth and State Disaster arrangements to support place-based and community-led disaster preparedness, response and recovery through Neighbourhood Centres

4. Revitalise volunteering in local communities by funding Neighbourhood Centres for volunteer coordination

5. Ensure face-to-face Emergency Relief is available to people in crisis facing cost-of-living emergencies by increasing targeted federal Emergency Relief and funding wages for delivery through Neighbourhood Centres

6. Support rural and remote access to critical Commonwealth services by providing adequate support to Neighbourhood Centres

The election policy platform was shared with all twelve Senators from Queensland and all 30 Federal Representatives from Queensland.



Community Development Micro-Credentials

NCQ, in collaboration with sector representatives, senior community development practitioners, and academic partners, are developing two free, online and accessible short courses tailored to the needs of the Neighbourhood Centre workforce. *Introduction to Neighbourhood Centres* and an *Overview of Community Development in Neighbourhood Centres* will launch in 2025.

There are over 1,500 staff working in Neighbourhood Centres each week, and another 2,500 volunteers. But with no tertiary institution in Queensland offering qualifications in community development, a need for up to date, relevant and accessible training exists.

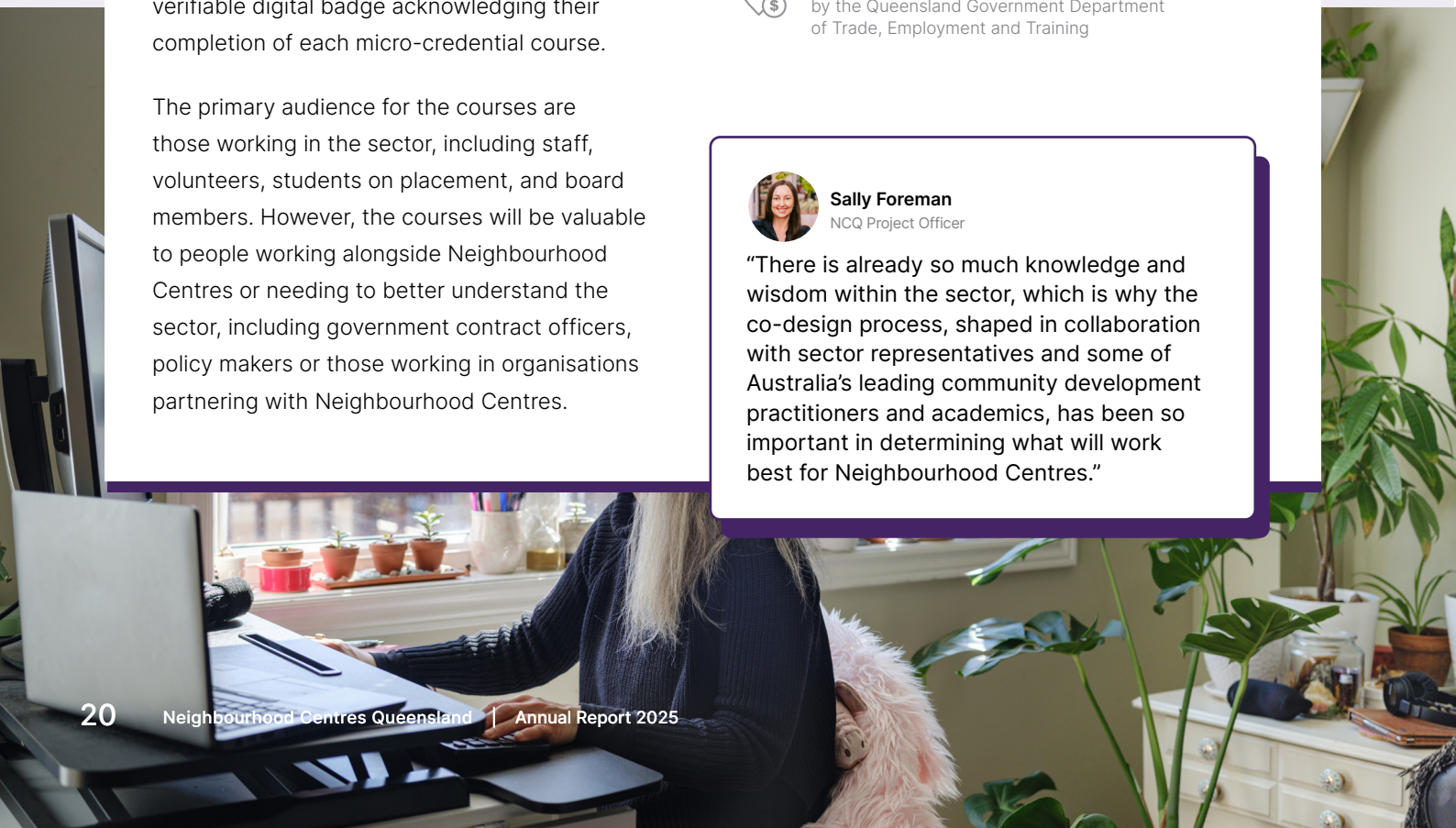
In response to the growing need, NCQ is developing a two-hour course on an Introduction to Neighbourhood Centres, and a four-hour course on an Overview of Community Development in Neighbourhood Centres. Launching in July 2025, these free, online and self-paced courses will be hosted by Central Queensland University (CQU). Participants will receive a verifiable digital badge acknowledging their completion of each micro-credential course.

The primary audience for the courses are those working in the sector, including staff, volunteers, students on placement, and board members. However, the courses will be valuable to people working alongside Neighbourhood Centres or needing to better understand the sector, including government contract officers, policy makers or those working in organisations partnering with Neighbourhood Centres.

As a follow-up to the micro-credentials, NCQ will be facilitating Managers' Conversations across each of the regional networks. These will be focused, in-person sessions exclusively for Centre leads—a dedicated space for honest and meaningful discussion about how we can create the right environment for stronger community development practice in Neighbourhood Centres.

The micro-credentials will contribute to growing a shared understanding of Neighbourhood Centres and the thriving of community development practice in Queensland.

This program is proudly funded and supported by the Queensland Government Department of Trade, Employment and Training



Sally Foreman
NCQ Project Officer

"There is already so much knowledge and wisdom within the sector, which is why the co-design process, shaped in collaboration with sector representatives and some of Australia's leading community development practitioners and academics, has been so important in determining what will work best for Neighbourhood Centres."

Community Food Program

NCQ's Community Food Program encourages Neighbourhood and Community Centres to address local food, health and cost-of-living challenges in creative, collaborative and sustainable ways.

Utilising funding from the Department of Families, Seniors, Disability Services and Child Safety, the Community Food Program focuses on enhancing food literacy, supporting personal health and community wellbeing, creating opportunities for employment and volunteering, and encouraging collaboration through food-based projects and social enterprises.

A total of 55 Neighbourhood Centres shared in $1.1 million of funding, each bringing creative ideas to life in their communities. The funded projects span a wide variety of initiatives, including community gardens, recipe books, cooking classes, food pantries, and community dinners. Spanning across all regions of Queensland, the projects are a delicious smorgasbord of local innovation and acknowledgement of existing community energy and expertise which highlight the necessity of food and its role as a connector.

In the initial funding round (April 2025) 45 projects were awarded a total of $1,031,875.71. Of these, 28 received their full funding request, two received slightly less due to specific program considerations, and 15 were offered additional financial support to ensure regional equity.

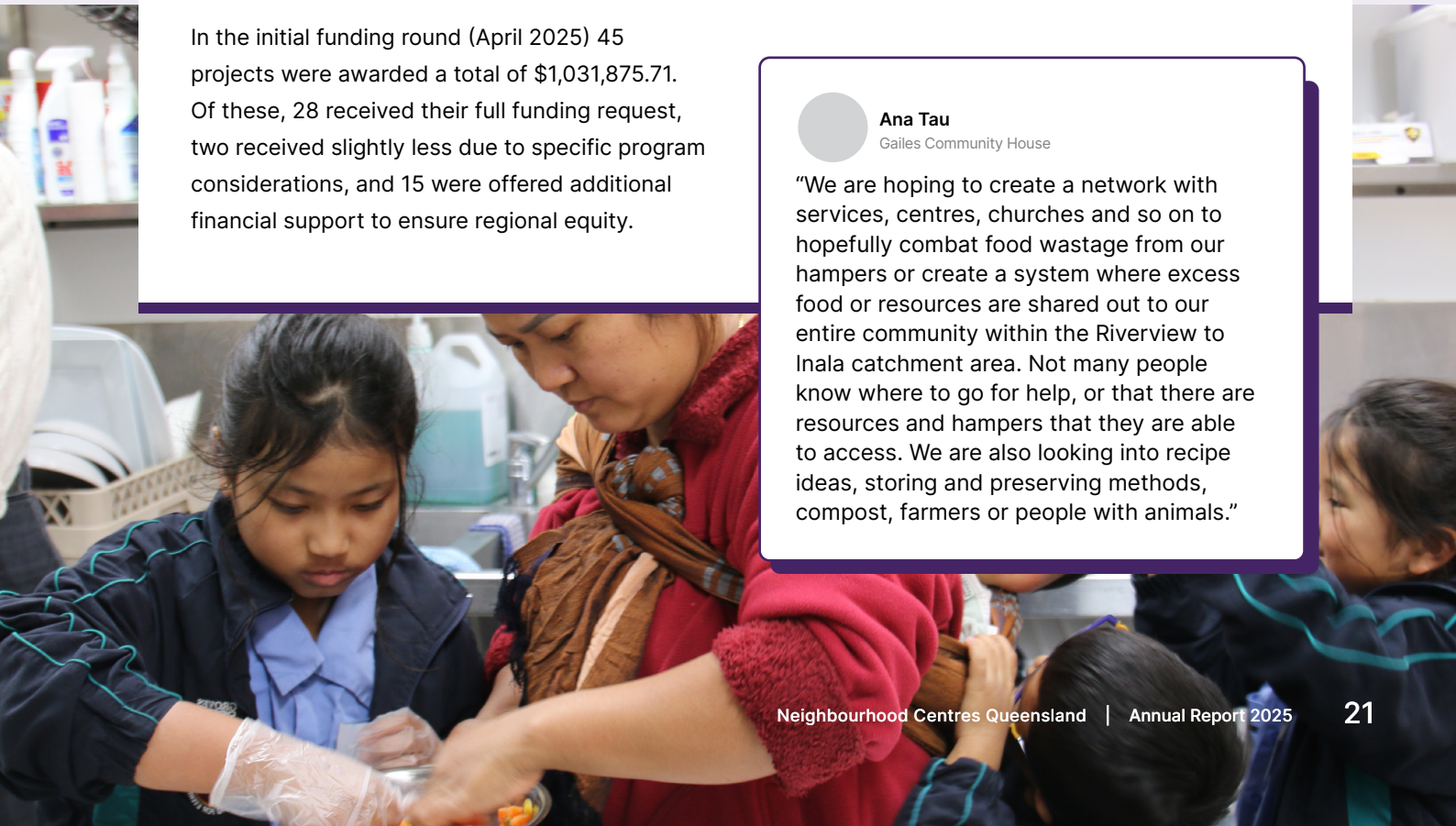
As NCQ's first large-scale distribution of this kind, finance processes were refined to ensure timely payments and accurate remittance. By the end of June 2025, there was a remainder of $82,624.29 available to distribute, with plans made to reopen applications in July to provide Neighbourhood Centres who had not applied an additional opportunity to access funding.

In addition to the locally funded projects, NCQ is strengthening the Community Food Program by connecting with relevant local partners (Feeding Queensland Kids and the University of Southern Queensland), through narrative storytelling (video, photography, social media), and in regular communication with Centres (visits, emails, webinars and phone calls).

Funded by the Department of Families, Seniors, Disability Services and Child Safety

Ana Tau
Gailes Community House

"We are hoping to create a network with services, centres, churches and so on to hopefully combat food wastage from our hampers or create a system where excess food or resources are shared out to our entire community within the Riverview to Inala catchment area. Not many people know where to go for help, or that there are resources and hampers that they are able to access. We are also looking into recipe ideas, storing and preserving methods, compost, farmers or people with animals."



Charge Up! Energy Literacy Project

While access to energy services is a basic human need, many households are struggling to afford the cost of energy, understand their energy use and navigate energy matters. In response to growing community need, NCQ partnered with QCOSS and Energetic Communities Assocation (ECA) to coordinate the Charge Up! Project, an energy education initiative delivered by 20 Neighbourhood Centres across Queensland.

With many households, especially low income and vulnerable families, facing challenges in affording the cost of energy, understanding energy usage and navigating energy matters, Charge Up! focuses on making essential information accessible and empowering communities with practical energy solutions.

With over 2.6 million visitors through Neighbourhood Centres last year, Centres have proven to be powerful hubs of engagement, where people connect with support face to face in a safe, non judgemental environment.

By equipping Neighbourhood Centres with resources to guide their communities, the project engages community members in conversations about their power bills, bridging gaps in knowledge and ensuring essential energy information reaches Queensland's most vulnerable households.

In FY 2025, NCQ worked with QCOSS and ECA to engage Centres in the participating in the project and act as a point of contact throughout the project. NCQ helped gauge current energy issues and knowledge in the Centres and communities, organise focus groups for co-design of resources for households, and consider Neighbourhood Centre contexts.

NCQ delivered a series of online communications and engagement workshops to participating Centres and participated in train-the-trainer energy literacy training facilitated by ECA in-person.

NCQ developed and delivered an online platform for the project, collating and making accessible all resources, training, upcoming events and reporting information for Energy Educators, as well as making resources easily available to all 150 Neighbourhood Centres across the state.

The Charge Up! project receives grant funding from the Queensland Government as part of the Enable Grants Program.



Natalie Saroglia
Coordinator, The Burderkin Neighbourhood Centre

"Being a part of this project is energising, engaging and inspiring, to be honest. The training is empowering us with knowledge that we will take back to our community and apply help make people's lives better."

PROJECT HIGHLIGHT

Resilience Readiness Scorecard

Disasters are impacting our communities with more intensity and frequency. We know community groups, organisations and services play important roles in supporting their communities before, during and after a disaster event. That's why it's important these organisations are resilient. The Disaster Resilience Scorecard is a free online tool to help organisations identify how disaster resilient and disaster ready their organisation is, and where they can improve.

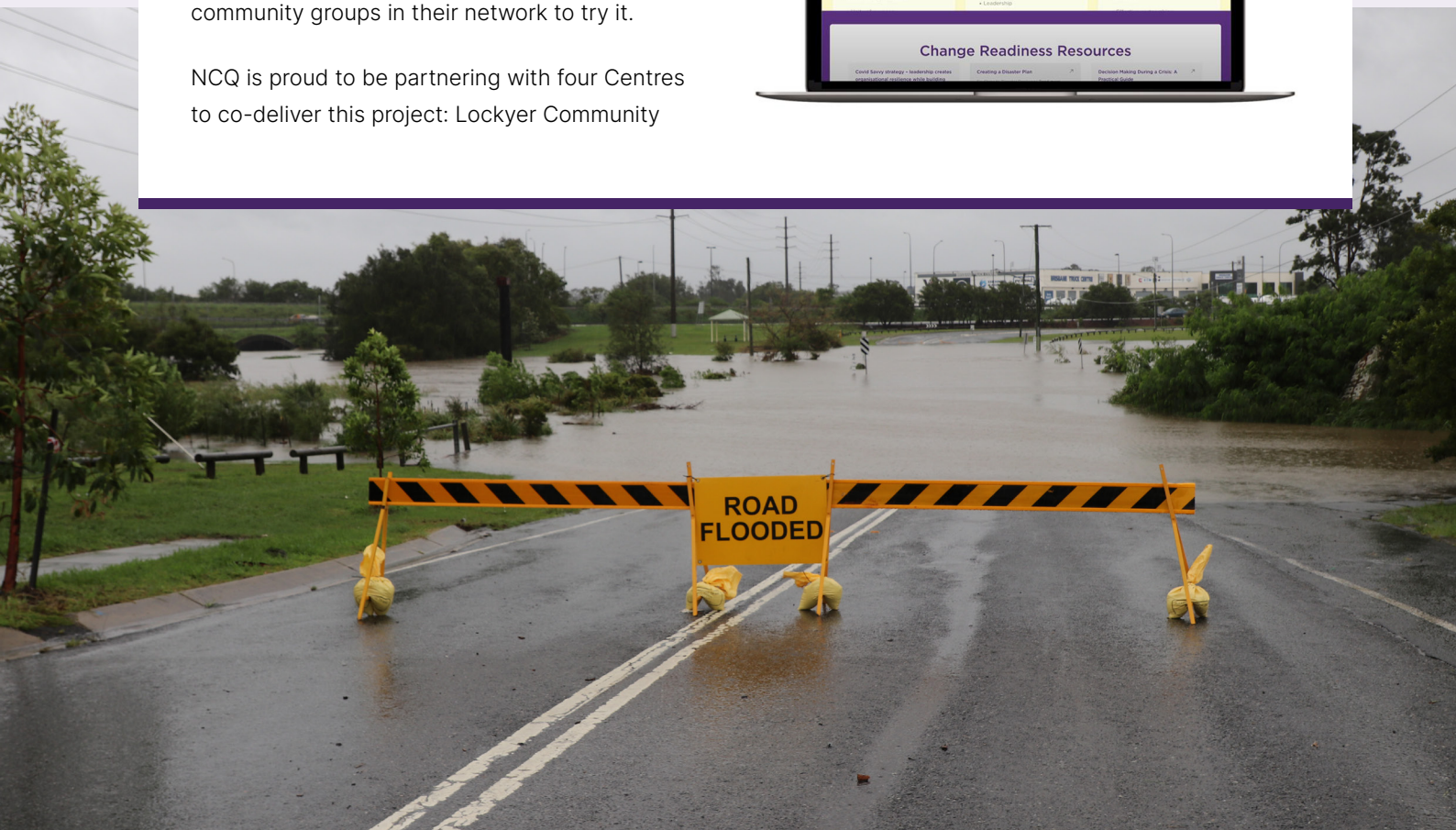
Based on federally funded research, the Scorecard invites participants to answer a number of questions and upon completion provides a report on the resliience level of the organisation (based on the thirteen indicators of a resilient organisation), as well as links to resources to support taking action to strengthen the organisations resilience.

Unlike other tools available, this tool is specifically designed for community groups, organisations and services who support communities through times of disasters. The Scorecard had been co-designed with Neighbourhood Centres, and any Centre can use the tool or encourage community groups in their network to try it.

NCQ is proud to be partnering with four Centres to co-deliver this project: Lockyer Community Centre, Manoora Neighbourhood Centre (CentaCare FNQ), Hervey Bay Neighbourhood Centre and Redland Community Centre.

Assistance provided by the Australian Government under the Disaster Ready Fund.





Women and Girls* Health Project

The Women and Girls Health Promotion Project supports 25 Neighbourhood Centres to deliver their own unique initiatives promoting the health and wellbeing of women and girls - each designed with and for their local community. Funded by Queensland Health and facilitated by NCQ, the project uses a flexible model that empowers Centres to shape their programs based on the specific needs and aspirations of their communities.

The Queensland Women and Girls' Health Strategy 2032 aim to empower women and girls* from all walks of life across Queensland to achieve their fullest potential for health and wellbeing. This includes those from diverse backgrounds who may face additional barriers to accessing healthcare.

Through ongoing conversations between Queensland Health and NCQ, Neighbourhood Centres were recognised as valuable partners in delivering statewide health initiatives, thanks to their deep knowledge of, and connection to, their local communities.

In response, Queensland Health, in partnership with NCQ, is providing $200,000 in one-off funding grants, ranging from $2,000 to $20,000, to 25 Neighbourhood Centres. These grants support small, community-led projects that promote the health and wellbeing of women and girls. Centres were encouraged to respond to local needs and build on their community's strengths and interests.

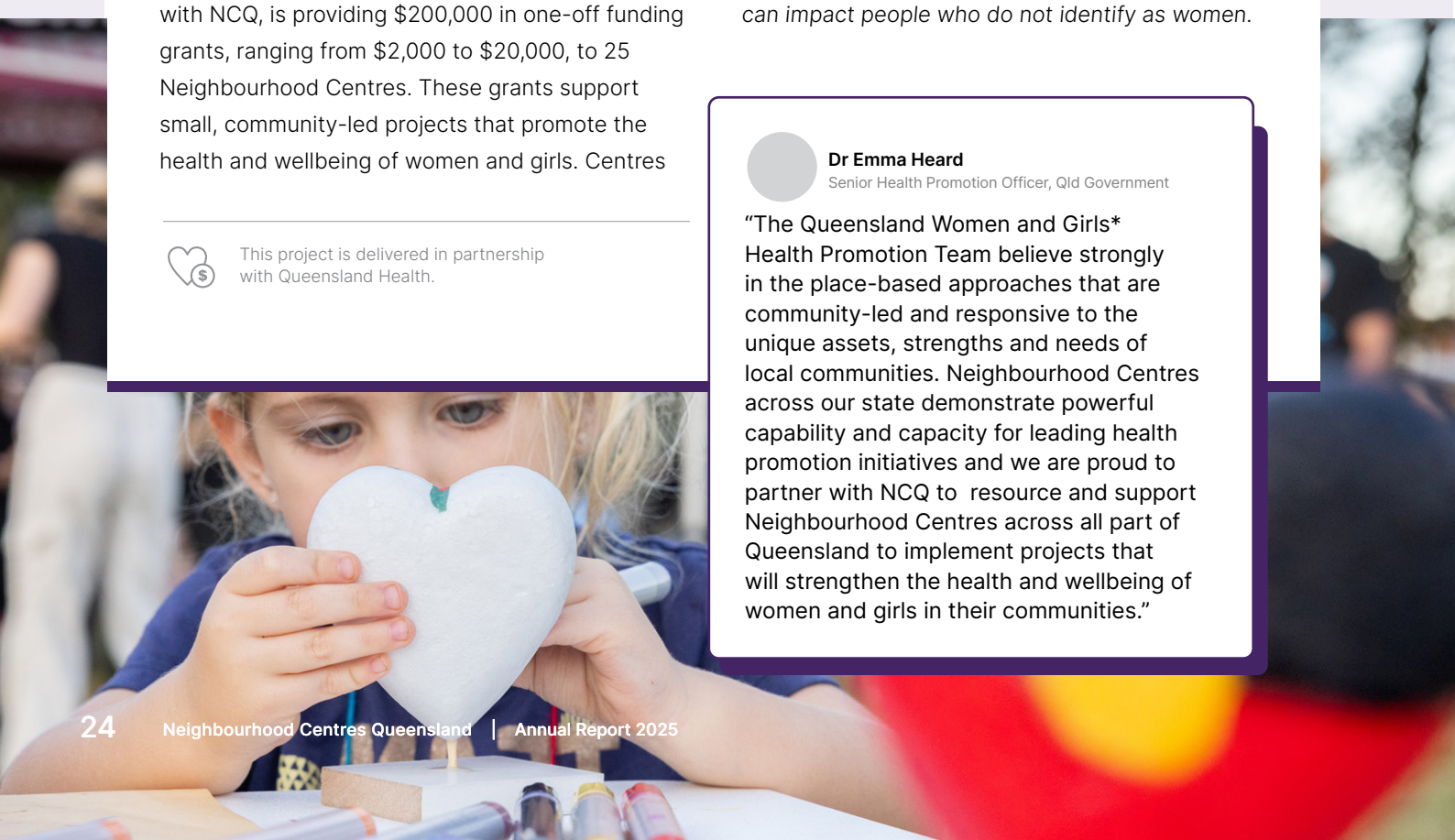
Projects were not required to address a specific health issue but were encouraged to take a broad view of health and wellbeing as a resource for everyday life. Activities might focus on empowerment, skill-building, social connection, cultural celebration, or other approaches that strengthen the conditions for wellbeing.

**When we use the terms 'women' and 'girls', we mean any person, regardless of their physical traits or characteristics, who identifies as a woman or girl. We also recognise that women's health issues can impact people who do not identify as women.*

This project is delivered in partnership with Queensland Health.

Dr Emma Heard
Senior Health Promotion Officer, Qld Government

"The Queensland Women and Girls* Health Promotion Team believe strongly in the place-based approaches that are community-led and responsive to the unique assets, strengths and needs of local communities. Neighbourhood Centres across our state demonstrate powerful capability and capacity for leading health promotion initiatives and we are proud to partner with NCQ to resource and support Neighbourhood Centres across all part of Queensland to implement projects that will strengthen the health and wellbeing of women and girls in their communities."



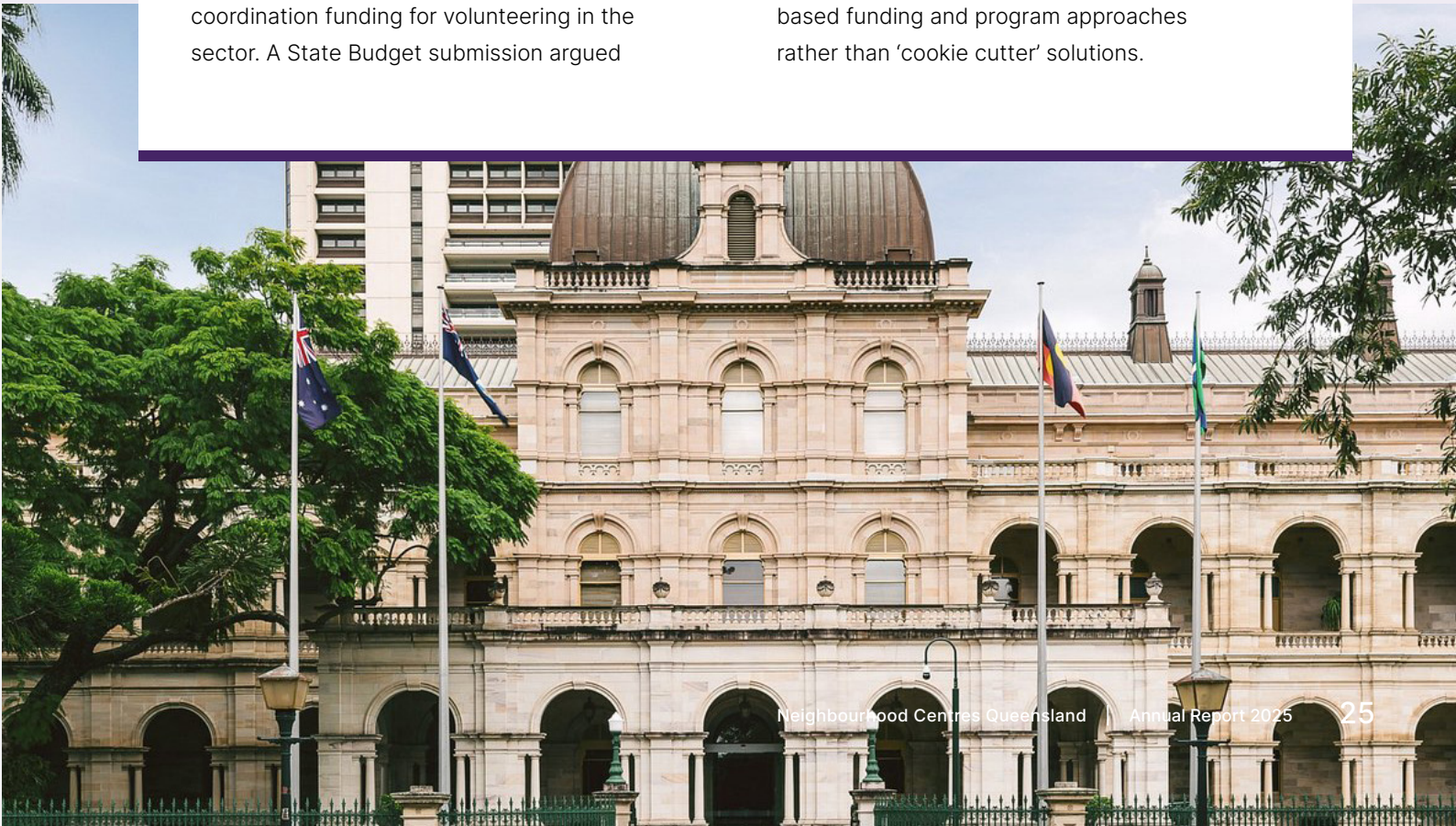
Government Submissions

In FY 2025, NCQ made six submissions to government to influence policy, including the submission to the Parliamentary Inquiry into Volunteering in Queensland, the State Budget FY 2025-2026 submission, a contribution to the Office of Social Impact (OSI)'s *Strengthening social impact in Queensland* consultation, and a Place-Based Position Paper.

Neighbourhood Centres are core place-based, community-led infrastructure in Queensland but still lack significant recognition within government and other institutions. To centrally position Neighbourhood Centres in matters that affect them and their communities, social policy designed by overarching bodies needs to recognise the vital role they play across the state.

NCQ was actively involved in contributing to the design of social policy by writing six responses to submission processes, inquiries, and other platforms to shift systems towards Neighbourhood Centres. The submission to the Parliamentary Inquiry into Volunteering was informed by consultation with our regional networks and argued strongly for changes to enable more place-based approaches and coordination funding for volunteering in the sector. A State Budget submission argued for funding for unfunded centres, Community Connect workers and organisational infrastructure, while a Federal Funding submission targeted physical infrastructure, disaster resilience workers, and volunteering support. Additionally, a submission to the Office of Social Impact argued for the position of Neighbourhood Centres in forwarding social enterprise across the state.

As place-based initiatives are becoming more recognised in social policy, NCQ has recognised that definitions of what constitutes 'place-based' have become a necessary issue, both in Queensland and across Australia. A position paper, outlining a more localised community development approach, was written by NCQ to argue for the unique position of Neighbourhood Centres and the need for bespoke place-based funding and program approaches rather than 'cookie cutter' solutions.



Strategy for Disaster Resilience 2023-2026 Implementation

In FY 2025, Queensland faced 17 disaster events, including a heatwave, Ex-Tropical Cyclone Kirrily, North Queensland floods, Ex-Tropical Cyclone Alfred and Western Queensland flooding. The implementation of the Queensland Neighbourhood Centres Strategy for Disaster Resilience 2023–2026 has become increasingly important as more disasters impact communities.

Co-developed with Neighbourhood Centres, the Queensland Neighbourhood Centres Strategy for Disaster Resilience 2023–2026 was published in 2023. This strategy recommends actions prioritising four strategic pillars: 1) Raise Awareness & Recognition, 2) Strengthen Relationships & Collaboration, 3) Influence Policy & Shape Funding, and 4) Learning & Development.

NCQ continued to implement the strategy throughout FY 2025, through the Community-Led Disaster Recovery Project, the Resilience Readiness Scorecard Project and a range of other activities.

The essential role of Neighbourhood Centres in disaster-affected communities is gaining increased recognition by all levels of government. With 73 of the state's 77 LGAs activated for disaster recovery this year, 30 partner agencies were formally activated and funded by Community Recovery as either Recovery Hubs or support service providers. Fifty percent of Community Recovery Hubs were Neighbourhood Centres. This marks a notable shift in the disaster management landscape, reflecting increased awareness and recognition that effective disaster response and long-term recovery are best achieved through locally-led approaches.

When disasters hit, NCQ staff connected with activated or impacted Centres to check in, share information and debrief. This inclided voicing Centres' concerns and recommendations to state government and key stakeholders. NCQ worked closely with Community Recovery (Queensland Government) to strengthen activation processes and relationships with Neighbourhood Centres. Commuity Recovery and NCQ co-hosted online workshops for Centres statewide, which strengthened disaster learning, development and relationships across the state.



Elli Gardner
CEO, Varsity Lakes Community Resource Centre

"The workshop empowered VLCRC, strengthening disaster response coordination, clarifying roles, and increasing government support. This collaboration is vital in ensuring our community is prepared and resilient in future crises."

Community-led Practice Disaster Recovery Project

The Community-led Practice Disaster Recovery Project saw NCQ and Neighbourhood Centres come together to develop a shared understanding of community-led practice to support communities impacted by disasters, and the delivery of a collection of resources designed for Centres, including definitions, case studies, workshops and expert talks.

The project aimed to strengthen the Neighbourhood Centre sector, local communities and the broader disaster management sector in flood recovery and resilience through enhanced community-led practices.

Over the duration of just 5 months (April – August), this peer-led initiative achieved significant outcomes, driven by the experience and knowledge of Neighbourhood Centres involved.

This project has led to an improved understanding of best practice in supporting disaster impacted communities. Key outcomes included:

- Peer-learning opportunities, including presentations on current Neighbourhood Centre projects, leading to in-depth discussions on community-led practices in disaster settings.
- Online sessions with leading disaster recovery specialists.
- A mental health and wellbeing session for Centre workers with Dr Rob Gordon, clinical psychologist and disaster recovery pioneer.
- Development of a resource collection showcasing disaster recovery and resilience initiatives by Neighbourhood Centres, designed to inspire and connect others in disaster-related work.
- Presentations on Neighbourhood Centres' community-led approaches by NCQ, Community Plus and Benarrawa Community Development Association at the 2024 Australia and New Zealand Disaster and Emergency Management Conference.



Tomoe Shimoyukawa
Community Action for Multicultural Society Project Worker

"This amazing project has deepened my knowledge, sparked inspiration, and empowered me to apply disaster resilience practices for multicultural communities. I'm truly grateful for Tash, Sally, and the peers involved."

NCQ's ISO:9001 Certification

In FY 2025, NCQ achieved ISO:9001 certification, a significant milestone in the organisation's commitment to quality and excellence. This achievement reflects NCQ's dedication to improving internal capabilities and better supporting the needs of Neighbourhood Centres across Queensland.

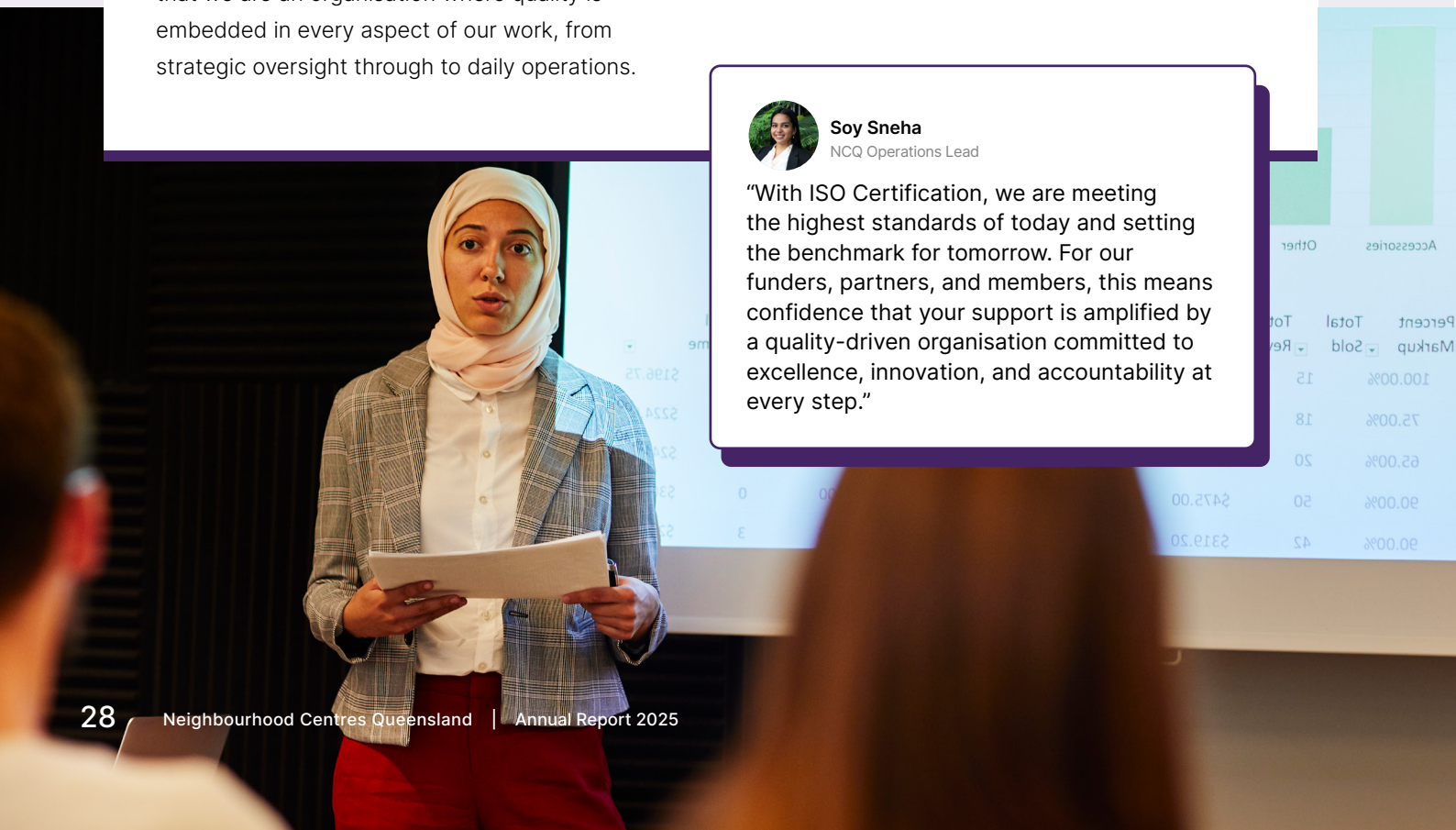
Achieving ISO:9001 with no non-conformities positions NCQ alongside organisations around the world recognised for meeting the highest standards of quality management. For an organisation of NCQ's size, to be assessed against these rigorous international benchmarks and excel in every area is a reflection of the calibre of our team, our leadership, and our systems.

The assessment evaluated our processes and standards across a broad range of areas, including leadership, governance, planning, risk management, stakeholder engagement, service delivery, evidence-based decision making, and our culture of continuous improvement. Achieving this certification demonstrates that we are an organisation where quality is embedded in every aspect of our work, from strategic oversight through to daily operations.

Every part of NCQ has contributed to building the systems and culture that made this result possible, demonstrating that when we work together, we can achieve world-class standards that strengthen our capacity and credibility.

Importantly, ISO:9001 is not a destination, but a framework for ongoing improvement. This certification equips us with a powerful tool to continually lift our standards and adapt to new challenges and opportunities.

Looking forward, our Governance Working Group will continue to play a key role in sustaining and enhancing these standards. This forward focus ensures that quality management remains a living, evolving practice at NCQ.



Soy Sneha
NCQ Operations Lead

"With ISO Certification, we are meeting the highest standards of today and setting the benchmark for tomorrow. For our funders, partners, and members, this means confidence that your support is amplified by a quality-driven organisation committed to excellence, innovation, and accountability at every step."

PROJECT HIGHLIGHT

Branding the National Peak Body and Sector

There are over 1000 Neighbourhood Houses and Community Centres across Australia. In FY 2025, NCQ worked with the national peak body and state peak bodies to design and deliver a new brandmark and visual identity to increase visibility, recognition and connection of the sector nationwide.

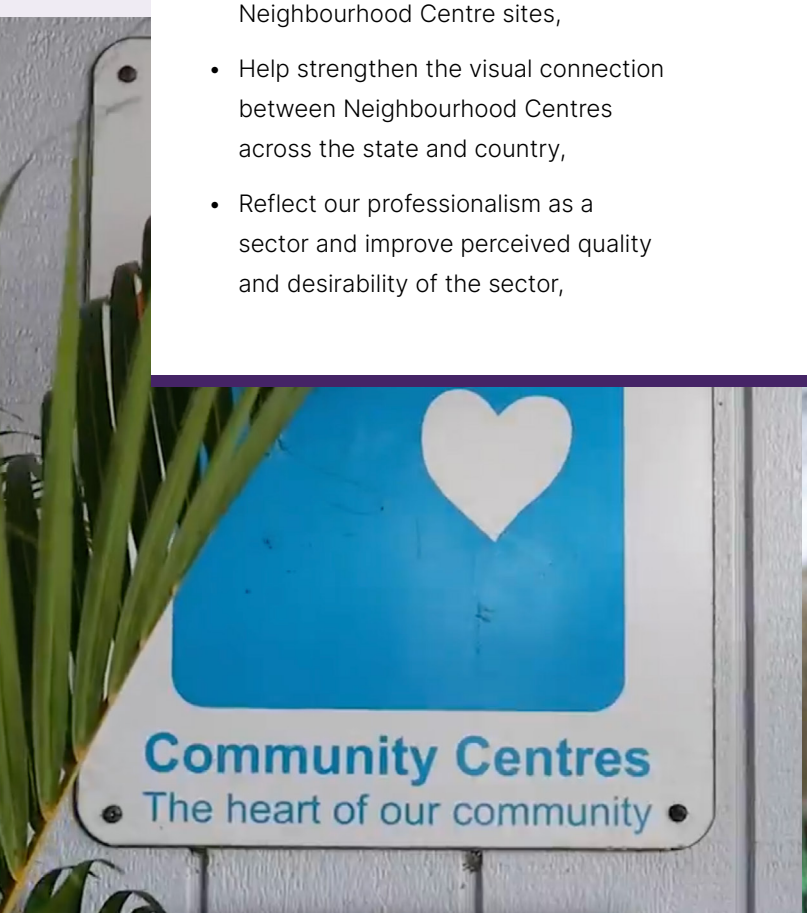
With each of the 1000+ Neighbourhood Houses and Centres having their own name and brand, the connection and strength of the sector is not always obvious or visible.

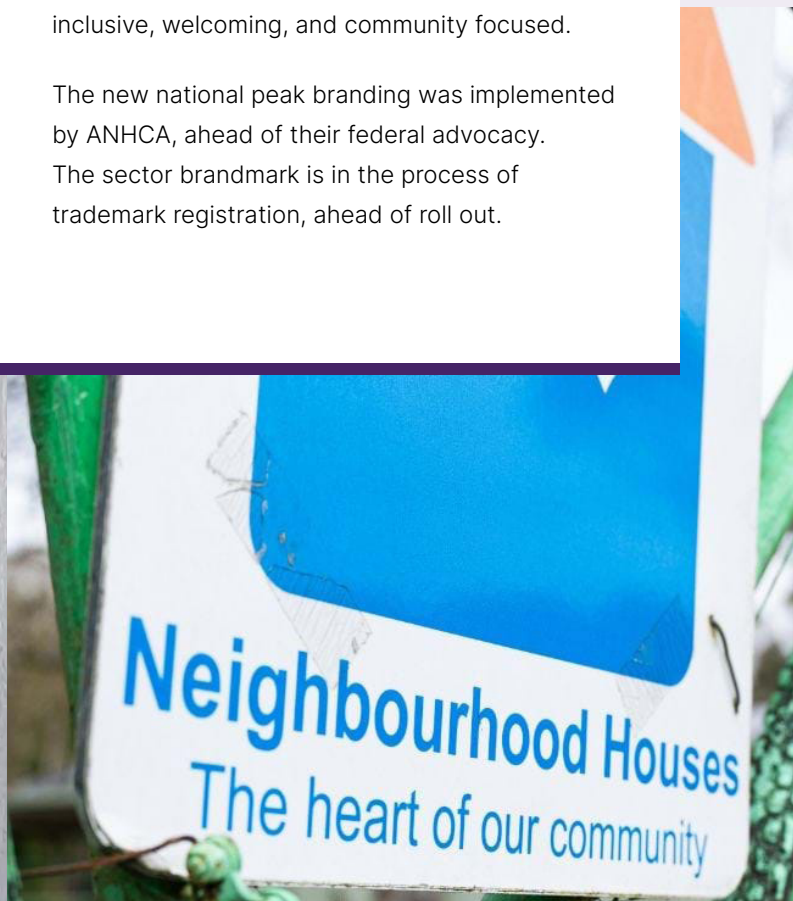
In 1996, a heart and house logomark to identify Centres and the national peak body ANHCA was developed, and is recognisable, however it is perceived as outdated and few Centres display the signage. In 2024, NCQ worked with the national and state peak bodies as well as the sector to develop a brandmark and visual idenity to:

- Help communicate the Neighbourhood Centre sector is strong, made up of hundreds of Centres, and is working together,
- Help community members identify Neighbourhood Centre sites,
- Help strengthen the visual connection between Neighbourhood Centres across the state and country,
- Reflect our professionalism as a sector and improve perceived quality and desirability of the sector,
- Grow the Neighbourhood Centre sector brand loyalty (including loyalty of volunteers, staff, funders, community), and
- Allow NCQ to provide Centres with contemporary and relevant communication materials they can use to promote the sector.

This rebrand process involved national consultation, with the NCQ communications team designing multiple concepts that each ensured the updated brandmark would reflect the evolution of the sector whilst providing a visual connection to the recognisable features of the historic mark. The new bold, contemporary design allows for versatile use, from signage to uniforms, and supports the sector's vision to be inclusive, welcoming, and community focused.

The new national peak branding was implemented by ANHCA, ahead of their federal advocacy. The sector brandmark is in the process of trademark registration, ahead of roll out.





Neighbourhood Centre Week 2025

Neighbourhood Centre Week 2025 united communities across Queensland in a statewide celebration, raising the recognition of Neighbourhood Centres and their vital role. Now in it's 20th year, the 2025 celebration saw more politicians than ever before acknowledge the vital role of Neighbourhood Centres.

Neighbourhood Centre Week 2025 invited communities across Queensland to get involved in a statewide celebration. The campaign was an opportunity to connect, say thank you and encourage Queenslanders to celebrate the amazing work of local Neighbourhood Centres and the people who help our communities to thrive.

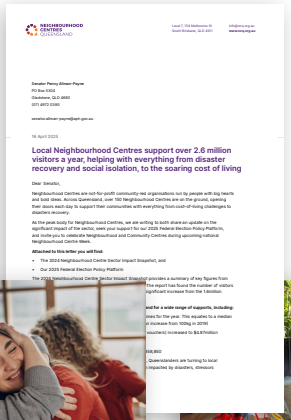
Centres celebrated with their communities, organising a variety of different activities from open days to community meals and hosting visits with politicians and stakeholders.

This year, NCQ developed a new website for the annual event, which included resources, opportunities to get involved and share messages of thanks.

NCQ also wrote to all state and federal politicians based in Queensland about the role and impact of Neighbourhood Centres, activated a social media campaign with partner organisations and engaged news media.



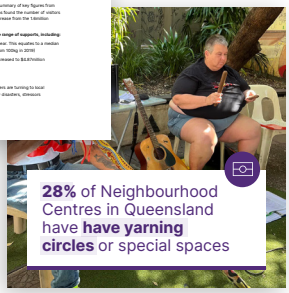



Local Neighbourhood Centres support over 2.6 million visitors a year, helping with everything from disaster recovery and social isolation, to the soaring cost of living









PROJECT HIGHLIGHT

Communications & Media

In FY 2025, NCQ focused on implementing impactful communications initiatives that celebrated the achievements and impact of Neighbourhood Centres, facilitated access to valuable resources, and strengthened visibility of the sector's important work.

In FY 2025, communications projects included:

• Media engagement: NCQ engaged the media through press releases and radio interviews, showcasing the essential role Neighbourhood Centres play in their communities including in disaster recovery, reducing social isolation, and addressing challenges like the rising cost of living. Thank you to Chris Mundy, Melinda McInturff, Tomas Passeggi, Sandra Elton and Leeanne Harris who spoke up for the sector, reaching thousands of listeners and readers.

• NCQ Sector News: A monthly e-newsletter distributed to partner organisations, government departments, and sector stakeholders. The newsletters feature statewide sector news, updates on NCQ's work, resources, case studies, highlights of relevant campaigns including how Centres engaged with them, feature stories on innovative Centre projects, the latest relevant research and career opportunities from the sector.

• NCQ Members News: A monthly e-newsletter tailored for NCQ members, including Neighbourhood Centre staff and board members. It provides regional network meeting details, important sector updates, opportunities for feedback, relevant resources and materials, details of upcoming campaigns including how to get involved, training and workshop announcements, grant opportunities, and more.

• Social media: NCQ utilised social media platforms to highlight Neighbourhood Centres and their diverse activities and projects, showcase NCQ visits to Centres, celebrate how Centres marked significant campaigns and awareness weeks, promote election priorities, and share valuable resources and case studies.

• NCQ Members Facebook group: A dedicated private group for NCQ members to seek advice, share experiences, connect with peers, celebrate successes, and collaborate on solutions to shared challenges.







Members Resources, Learning & Development

In FY 2025, NCQ worked to understand members' priority development needs and strengths, and focused on the co-design and development of a bank of resources tailored to the Queensland Neighbourhood Centre context. These resources have been made available for access and use by members from anywhere at any time, at no cost.

Whilst NCQ has long curated and shared relevant existing learning and development opportunities and hosted live events, in FY 2025 NCQ increased the creation, co-design and development of a growing bank of tailored resources, including content on the topics of:

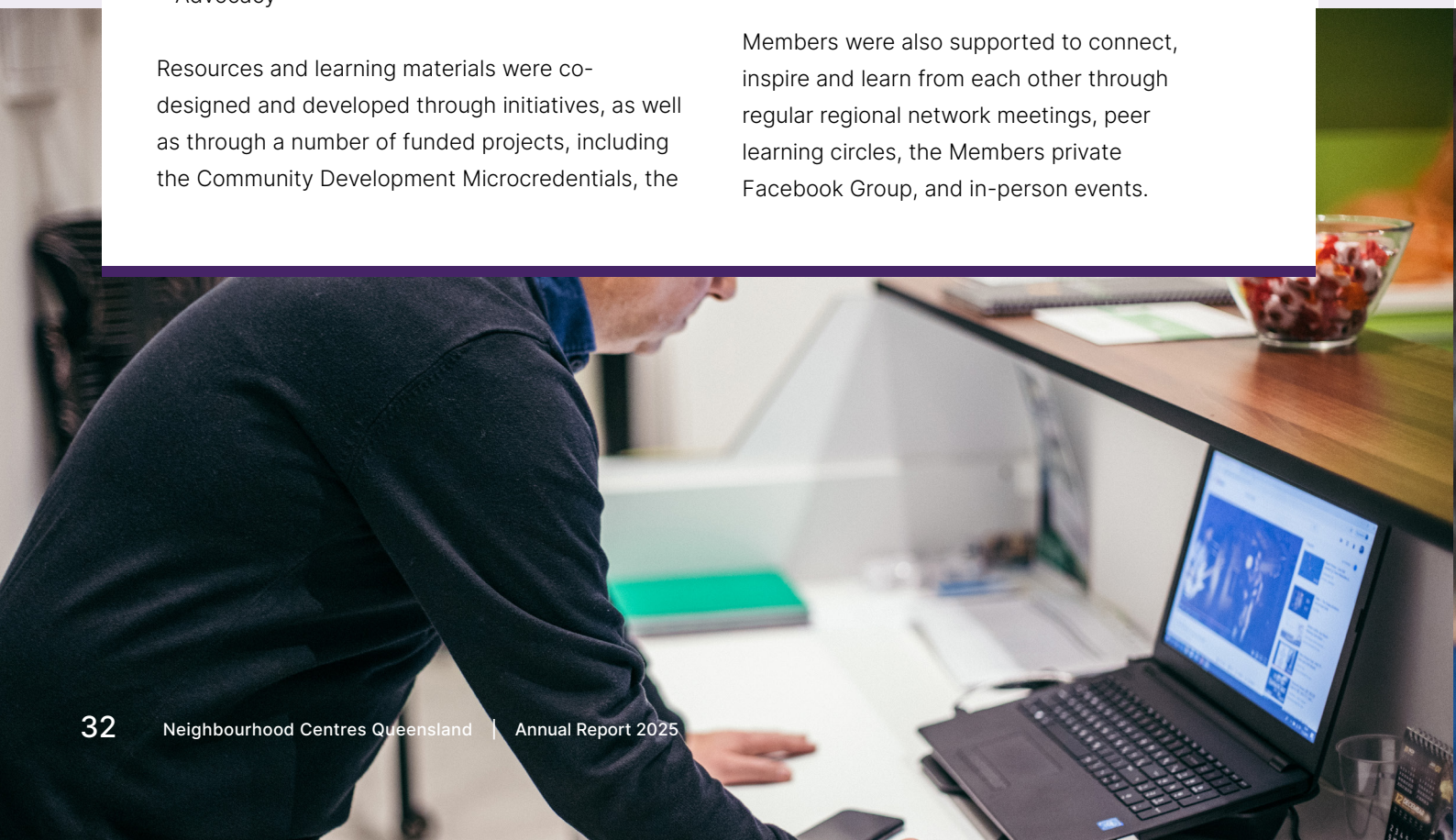
- Community Engagement
- Communications
- Social Media
- Policies and Procedures
- Disaster Resilience, Response and Recovery
- Housing and homelessness
- Social Enterprises
- Wellbeing
- Advocacy

Resources and learning materials were co-designed and developed through initiatives, as well as through a number of funded projects, including the Community Development Microcredentials, the Charge Up! energy literacy project, the Community Food Project, the Women and Girls' Health Project, the Community-Led Disaster project, and others.

NCQ Member Tanya Stevenson from Hervey Bay Neighbourhood Centre generously shared her entire comprehensive HSQF Cheat Sheet and Policies Suite, which was warmly welcomed by members. NCQ looks forward to working with more members willing to share their resources and help each other in FY 2026.

Learning and development opportunities were also made available through live training both face to face and online.

Members were also supported to connect, inspire and learn from each other through regular regional network meetings, peer learning circles, the Members private Facebook Group, and in-person events.



Neighbourhood Centres' Regional Networks

With 150 Neighbourhood Centres across the state, groups of Centres have come together over the past 40 years to now form 11 regional networks. These networks offer connection, peer support, information sharing, continued learning, opportunities to work together on complex challenges and a sense of community for those involved.

NCQ has continued to play an active role in supporting regional networks across Queensland – some of which have been operational since the 1980s.

During FY 2025, NCQ team members attended 39 meetings overall, across the 11 Neighbourhood Centre Regional Networks:

- Far North Queensland
- Far West/Remote
- North Queensland
- Wide Bay Burnett
- Sunshine Coast
- North Brisbane
- South Brisbane
- Ipswich and West Moreton
- Logan
- Southwest Area (SWAN)
- Central Queensland

NCQ's attendance at these meetings allows for ongoing listening to the needs of members. NCQ keeps up-to-date with challenges and opportunities facing Centres and their communities across Queensland, informing how NCQ negotiates and advocates with government and other stakeholders. NCQ also provides support to networks when requested and shares state-wide updates relevant to the sector.

In 2024, NCQ conducted a survey to better understand the networks, identifying areas of opportunity and whether further support from NCQ is needed, including identifying the needs of those Centres not aligned with a network and the potential to foster network leadership in the sector. A report capturing survey feedback was made available to individual networks to inform and guide the development of each Network in 2025.

Additional networks, committees and working groups to support specific activities and address sector issues are also supported by NCQ or the sector, as needed. These include groups for Community Connect Workers, Social Prescribing Link Workers and Community Development peer support.



Susan Schiotz (she/her)
Coordinator-Community Development
Pomona & District Community House

"Feeling still like a newbie, 3 years into my role, the Sunshine Coast Network has been a welcoming supportive place to land. In a sector where we never seem to have time, coming together to connect with fellow colleagues is invaluable. It allows us to build our real, local relationships and the sharing of knowledge, resources and stories strengthens us all."

Our Board in FY 2025

As a member-based incorporated association, NCQ is governed by an elected Board. We thank the Board for their time and commitment to the sector throughout the 2025 financial year.

Our Board is comprised of a minimum of seven and maximum of nine committee members. This includes three ordinary members from the Metropolitan Zone and four ordinary members from the Rural/ Regional Zone who are Neighbourhood Centre representatives. This geographical diversity supports NCQ to effectively represent, collaborate with and understand the unique perspectives of Centres and communities throughout Queensland.

A number of board member roles changed over the 2025 financial year, including Chair, Vice Chair, Secretary and Treasurer. We would like to acknowledge the contributions of outgoing long-time Board member, Alana Wahl, who previously served as Treasurer, and prior to that, as Chair of NCQ.

Please note 'Metropolitan Zone' means SEQ, specifically metropolitan Brisbane, the Sunshine Coast and the Gold Coast. 'Rural/Regional Zone' means the remaining areas in Queensland that are not part of the Metropolitan Zone.

Contact the board at: theboard@ncq.org.au



Sandra Elton
Chair
Rural/Regional QLD
North Townsville Community Hub (NOTCH)



Caroline Cuckson
Secretary
Metropolitan QLD
Deception Bay Neighbourhood Centre



Louise Judge
Treasurer
Rural/Regional QLD
Chinchilla Community Centre



Alana Wahl
Former Treasurer
Rural/Regional QLD
Laidley Community Centre



Sharon Gingell
Board Member
Metropolitan QLD
Northside Connect



Tracey Dickinson
Board Member
Rural/Regional QLD
Community Support Centre Innisfail



Paula Callaghan
Board Member
Metropolitan QLD
Benarrawa Community Development Association

Our Team in FY 2025

Our team has a deep commitment to social justice and sustainability, delivering on a diverse program of work from disaster resilience to community development.

Our team is a powerhouse of experience and expertise, and welcome collaborations for the benefit of the sector and the community.

Over FY 2025, the team grew significantly and Cate, Soy, Leah and Micah joined the NCQ team. We would also like to acknowledge the contributions of team members who were with us part of the year, including Jacob Amos and Claire Whiting.

Please note that many of our staff team work part-time, ranging from 1-4 days per week. In FY 2025 our median staffing was 5.8FTE.



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Micah Lean
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Words from Neighbourhood Centres' Regional Networks

Regional networks offer connection, peer support, information sharing, continued learning, opportunities to work with others on complex challenges and a sense of community for those involved.

NORTH BRISBANE NETWORK



Peita O'Loughlin
Northside Connect

"Delivering a Neighbourhood Centre program can come with its challenges and rewards. At Northside Connect we spend our days focused on delivery services and activities that support and connect our local community. As the Community Engagement Worker, being able to take time out of front-line engagement to meet with other Neighbourhood Centre workers is invaluable. I find these meetings supportive, informative and a reminder that we are all in this together."

WIDE BAY BURNETT NETWORK

Amanda Luani
Centre Manager, North Burnett Community Service

"The Wide Bay Burnett Neighbourhood Centres network brings us together with like-minded peers who share the same passion for community. It provides an opportunity to celebrate achievements, navigate challenges together, and exchange valuable resources and knowledge that make us stronger collectively."

SOUTH WEST AREA NETWORK



Louise Judge
CEO, Community Support Centre Innisfail Inc

"SWAN met three times during 2024-2025, gathering in different parts of our south west region. Meetings were held in Charleville in July, Harlaxton in November, and in Chinchilla in March. We extend our thanks to each of these community centres and their communities for their warm hospitality and insights into their unique communities. Each meeting provides us with the chance to share ideas, discuss challenges, and support one another in the important work we do. Together, SWAN has also spoken up on key issues, including offering to work alongside State and Federal Housing Ministers on solutions to local housing challenges. Swan has also commenced the process of reviewing and refreshing our Drought Strategy, alongside advocating for drought to be recognised as the natural disaster it is."

BRISBANE SOUTH NETWORK



Kellie Griffiths
Centre Manager, St David's Neighbourhood Centre

"Neighbourhood Centres in the Brisbane South region support a diverse community. The group has appreciated the meeting time as an opportunity to connect, share information and build participation pathways. It is an opportunity learn from each other and build our skills and knowledge in supporting the many different people we engage with. Members of the group have also used the time to problem solve and be inspired by the work of other Centres."

FAR NORTH QLD NETWORK



Tracey Dickinson
CEO, Community Support Centre Innisfail Inc

"FNQ NCQ Network has met every three months at a different regional Neighbourhood Centre to discuss local responses to wicked issues of cost of living, housing and mental health.

The Network surveyed the membership to evolve the meeting format to meet the evolving needs of Neighbourhood centres – introducing an agenda that creates new spaces for workers and leadership to share learning that is relevant for their roles. The Network provided feedback via Julie Theakston (Mareeba Community Centre CEO) to the Neighbourhood Centres Guidelines Review.

The Port Douglas Neighbourhood Centre led the successful FNQ submission to CD Qld to host the Community Development Qld Conference in Port Douglas on 16-19th October 2025. Tickets and programme are available at 2025 Conference - Community Development Queensland.

The FNQ NCQ Network congratulates and is grateful for the commitment of Julie Theakston (MCC) and Emma Travers (PDNC) in representing the FNQ NCQ Network at the strategic level on key projects this year."

FAR WEST REMOTE NETWORK



Leeanne Harris
Centre Manager, Mount Isa Neighbourhood Centre

"Neighbourhood Centres have a proud history in Queensland, emerging from the community centre movement and shaped by the belief that strong communities are built when people work together on local solutions. Each Centre is unique, reflecting the culture, priorities, and strengths of the community it serves. In the Far West Remote Network, this diversity is magnified — our region spans isolated towns, remote communities, agricultural hubs, and mining centres — and a one-size-fits-all approach has never worked here.

That's why Neighbourhood Centre Queensland's (NCQ's) role is so important. They unite our diverse voices into a collective presence, advocating for the sector and ensuring the realities of the Far West are heard in policy, funding, and public conversations. NCQ's advocacy, grounded in the sector's history of place-based, community-led action, ensures that while each Centre responds to its local needs, we remain part of a strong statewide movement.

As our peak body, NCQ is a powerful advocate for our sector, ensuring government hears and values the work we do. They are also a true brains trust — bringing together years of experience, knowledge, and practical know-how, and always willing to share it. Their leadership has helped secure increased funding, expanded grant opportunities, and provided practical training that builds capability across the network. This combination of advocacy, resources, and sector development strengthens every Centre by connecting us into a united, statewide network."

NORTH QUEENSLAND NETWORK



Anita Fry
Community Development Officer,
Prospect Community Services

“Ready NQ – Recover, Rebuild, Rise !!!!!

Throughout the year, the NQ Neighbourhood Centre Network has collaborated to share resources, cross-pollinate ideas, and engage in joint training. This has supported micro-credentialing and created space for new industry members to ask questions and build confidence.

A key highlight was meeting in Ingham with Disaster Management Queensland to discuss how we can respond more effectively to the region’s frequent severe weather events. These conversations are helping shape a more informed and coordinated disaster response.

Amid departmental changes and shifting peak bodies, these gatherings have also helped navigate transitions with contract managers and backend processes—keeping everything on track.

Our connection with Mount Isa remains vital, especially as flooding and infrastructure breakdowns continue to disrupt supply chains. With towns cut off, the NQ network has stepped up to support communities through every phase of disaster—before, during, and after—strengthening regional ties and preparedness.

At the heart of our work is community dialogue, driving practical solutions for local challenges. From social inclusion and wellness to emergency relief, the NQ Network remains a strong, compassionate presence. With a “no wrong door” approach, we continue to be an anchor for those in need.

Ingham region affected this year to the point of relocation of the Neighbourhood centre due to flooding and extensive damage to the facility has seen that region rise again to its feet, demonstrating the resilience of the people, residents, staff and community support initiatives.”

SUNSHINE COAST NETWORK



Susan Schiotz (she/her)
Coordinator-Community Development
Pomona & District Community House

“Feeling still like a newbie, 3 years into my role, the Sunshine Coast Network has been a welcoming supportive place to land. In a sector where we never seem to have time, coming together to connect with fellow colleagues is invaluable. It allows us to build our real, local relationships and the sharing of knowledge, resources and stories strengthens us all.”

Thank you to our supporters

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

Australian Neighbourhood Houses and Centres Association (ANHCA)

Central Queensland University

Community Development Queensland

Good Shepherd Australia

Queensland Council of Social Service (QCOSS)

Queensland Government Department of Families, Seniors, Disability Services and Child Safety (DFSDSC)

Disaster Recovery Funding Arrangements (DRFA) Category C

Queensland Reconstruction Authority

8Ball Media

SAS Group

Jackson Pearse Policy and Communications



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