NEIGHBOURHOOD CENTRES QUEENSLAND

FULL REPORT

Neighbourhood Centres Queensland 2025 Sector Impact Report



Key data and insights from the largest Queensland-wide census of the Neighbourhood 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.

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

Abstract
Key data and insights from the largest Queensland-wide census of the Neighbourhood Centre sector.

Data Collection and Analysis
Chris Mundy

Edited by
Cate Akaveka and Melanie Maher

Designed by
Melanie Maher

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Foreword

It is with great pride that I present the 2025 Sector Impact Report on behalf of Neighbourhood Centres Queensland.

Over the past year, communities across Queensland have continued to face significant and sustained challenges. The ongoing cost-of-living pressures are being felt deeply, with more individuals and families turning to Neighbourhood Centres for support than ever before.

In this environment, our sector has remained steadfast. Neighbourhood Centres across the state continue to demonstrate resilience, adaptability, and an unwavering commitment to strengthening community connection and wellbeing.

I extend my sincere thanks to every Centre that contributed to this year's report. Your openness, insights, and willingness to share your work enable us to tell a powerful, collective story. The data and experiences captured here reflect not only the scale of the sector's impact, but also the depth of care, trust, and local leadership that defines neighbourhood centres.

Neighbourhood Centres are responding to increasing financial stress within communities, with many significantly expanding their food relief efforts to meet rising need. Alongside critical services, Centres continue to provide safe and welcoming spaces, and trusted connections for people navigating complex challenges.

This report is a testament to the strength and value of our sector. Neighbourhood Centres remain at the heart of their communities - offering not just assistance, but dignity, inclusion, and a sense of belonging. It also underscores the need for sustained investment, stronger partnerships, and shared responsibility if we are to build a more equitable, connected, and resilient future.

Thank you to the staff and volunteers who contribute so much to our sector. Your dedication, compassion, and leadership are the foundation of this work and the reason Neighbourhood Centres continue to make a meaningful and lasting difference.

Warm Regards,



Cate Akaveka
Chief Executive Officer
Neighbourhood Centres Queensland

SUMMARY OF THE 2025 FINANCIAL YEAR

Together, Neighbourhood Centres in Queensland supported over

2.6 Million Visitors

in one year alone.

This was achieved through:

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

2,126
Staff Members
Working a total of 2,598,544 hours over the year

2,541
Volunteers each week
Working a total of 655,300 hours over the year. Worth over $33.8 million

$284,098
Median Funding Per Centre*
Calculation based only on the *128 Centres who receive NC Program funding

922
Funding Applications
to maintain operations. Worth over $16.27 million

1,637
Community Projects Run
Over the year, and supported 919 Community Projects run by others

Making an Impact

For every **$1** invested by the Queensland Government, the sector produced **$5.46** in Community Value.

Food Relief
1,721tne
Equating to $74.37 million in Community Value

Community Meals
232,956
Equating to $2.33 million in Community Value

Non-Food Emergency Relief
$5.72m
Equating to $5.72 million in Community Value

Programmed Activity Participants
1,471,900
Equating to $53.95 million in Community Value

Referrals to Other Services
250,550
In one year alone

Social Enterprises
$3.84m
Worth of income, as well as $10.17 million income from fee-for-service activities

Reference: Neighbourhood Centres Queensland 2025 Sector Impact Report. Neighbourhood Centres Queensland. To download the full report, visit ncq.org.au.

Introduction

Background and purpose of research into Neighbourhood Centres

Research into the impact of Neighbourhood Centres in local communities has played a key role throughout their history. Originating in the Settlement House movement of the late 1800s, the earliest Centres were referred to as 'university settlements'. In the early days of the movement , students from universities such as Oxford and Cambridge based themselves in disadvantaged areas of London during the Industrial Revolution (a time of rapid industrialisation) in order to better understand the challenges faced by local people, conduct research, and work towards social change and fairer working conditions. Data gathered from communities and insights from first-hand observations was used to advocate for labour protections, fairer working conditions, education access, public health reforms and improved housing standards. The research generated knowledge that informed social policy and led to social change.

Today, the research conducted by Neighbourhood Centres Queensland and compiled into the annual Sector Impact Report has several purposes, including gathering data and insights to understand social challenges, inform social policy decisions, advocate for evidence-based funding investments, and quantify the impact of the Neighbourhood Centre sector in Queensland.

The importance of data collection, analysis, evaluation, and impact measurement is a valuable and expected component of government funded human services work. As the Queensland Government co-designed a new framework for Neighbourhood Centres with the sector from May 2021 to May 2023, the importance of evaluation was emphasised and is included in *Our Shared Vision for a Vibrant Neighbourhood Centre system in Queensland*[1]. Data collection and reporting were particularly noted as being vital after several years of NCQ's Sector Impact Census gaining momentum as the most comprehensive research into Neighbourhood Centres in the state.

Demonstrating the sector's impact was a key consideration when the first survey was conducted in 2019 and released as an overall report in 2020. Very little useful data had been collected on the sector prior to the first survey resulting in lack of recognition and resourcing for Neighbourhood Centres. With the support of Neighbourhood Houses Victoria (NHVic) through the national peak body Australian Neighbourhood Houses and Centres Association (ANHCA), the Queensland Families and Communities Association (now known as Neighbourhood Centres Queensland) embarked on implementing an annual survey of the sector to increase knowledge about the scope and impact of Neighbourhood Centres.

Now in its sixth year of implementation, the Sector Impact Census has gathered extensive data that provides a detailed picture of the impact of Neighbourhood Centres as crucial place-based social infrastructure. Additionally, this data has been gathered throughout many challenges and changes in the sector, including disasters and other traumatic events, the COVID-19 pandemic, cost-of-living and housing pressures, as well as increased funding for the Neighbourhood Centre sector. Each year, the Sector Impact Report gathers data from the annual census and highlights the depth and diversity of Neighbourhood Centres' work, their reach into communities and the benefits of local, place-based approaches for individuals and neighbourhoods.

The *Neighbourhood Centres Queensland 2025 Sector Impact Report* indicates that Neighbourhood Centres are continuing to grow in reach, capacity, and scope. As the recognition of our sector increases, NCQ has been approached by numerous stakeholders and funding bodies seeking to work in partnership with the sector to address cost-of-living pressures, domestic and family violence, physical and mental health concerns, housing issues, disaster recovery and other issues that communities are facing. Increasingly, government agencies and organisations are recognising the important role that Neighbourhood Centres play in delivering place-based responses within their local Communities.

New data captured in this year's report

In addition to the standardised data collected each year, the Census includes new questions to respond to emerging issues in the sector and communities. Due to the current review of the SCHADS awards by Fair Work Commission, this report explores award pay levels in Neighbourhood Centres to build on the previous workforce recruitment and retention issues explored in 2024. A new metric capturing the number of hours of digital support Neighbourhood Centres offer to community members was also introduced, highlighting the scale of work being undertaken in this area. Additional data, not included in this overall report, was collected to inform the 2026-2031 strategic plan for NCQ, as well as detailed data about types of activities Neighbourhood Centres deliver to specific cohorts. This data is expected to support the development of new initiatives through Neighbourhood Centres, and will be used in submissions, communications, position papers and other sector materials.

The impact of Neighbourhood Centres nationally

As NCQ continues to develop the Sector Impact Report and expand its evaluation work, the broader national implications are becoming evident. Over the past year, researchers in South Australia and New South Wales have approached NCQ about conducting similar census and impact reporting projects to demonstrate sector value. Through NCQ's participation in the national peak body, the Australian Neighbourhood Houses and Centres Association (ANHCA), our respective methods are being shared with more than 1000 Neighbourhood Centres across Australia to support efforts to demonstrate the sector's impact at a national level.

Key Terms in this Report

ANHCA The national peak body for the sector, Australian Neighbourhood Houses and Centres Association

Centres refers to Neighbourhood Centres

DCHDE refers to Department of Communities, Housing and the Digital Economy

DFSDSCS refers to Department of Families, Seniors, Disability Services and Child Safety

DTATSIPCA refers to Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

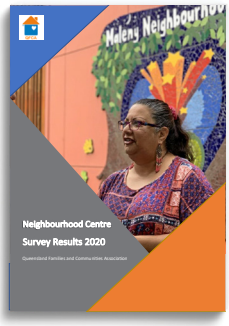
Funded Centres refers to Neighbourhood Centres who receive Neighbourhood Centre Initiative funding from the Queensland Government

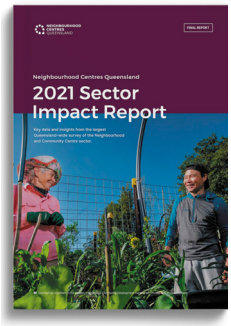
NCs refers to Neighbourhood Centres

NCQ refers to Neighbourhood Centres Queensland, the peak body for Queensland's Neighbourhood Centres

NHVic refers to Neighbourhood Houses Victoria, the peak body for Victorian Neighbourhood Houses

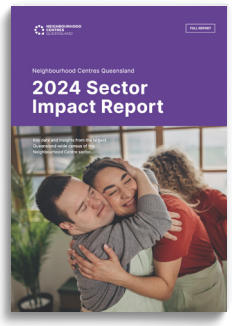
Unfunded Centres refers to Neighbourhood Centres who do not receive Neighbourhood Centre Initiative funding from the Queensland Government











ii. Methodology

The data period for this sixth annual census in Queensland was the 2025 financial year. Most data was collected from the May-June quarter of 2025. This particular period was selected as it is consistent with the same time period that data was collected over the past 5 years enabling accurate data comparison each year. Weekly and monthly statistics were gathered from Neighbourhood Centres depending on activity type.

The census consisted of 36 questions about the core characteristics of Centres, such as board size, breadth of services, participant numbers, funding streams, emergency relief (ER), community partnerships, projects, workforce size, student placements and volunteering. The census was distributed to the primary contact email address of each Centre on NCQ's database via Salesforce and SurveyVista integrated IT platforms.

Data was gathered through the census as well as the Queensland Government's Open Data Portal, directly from the Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS) and the Australian Charities and Non-Profits Commission (ACNC) website.

'Community values' are calculated using data obtained through the census. The term 'community value' is used 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[2] 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.

Census participants are also issued an individual community value report based on their Centre's data for FY 2025.

Totals throughout this report are typically rounded when referring to relevant datasets.

FIGURE 1

Number of Neighbourhood Centres who completed the Annual Sector Impact Census each year, FY 2020 to FY 2025

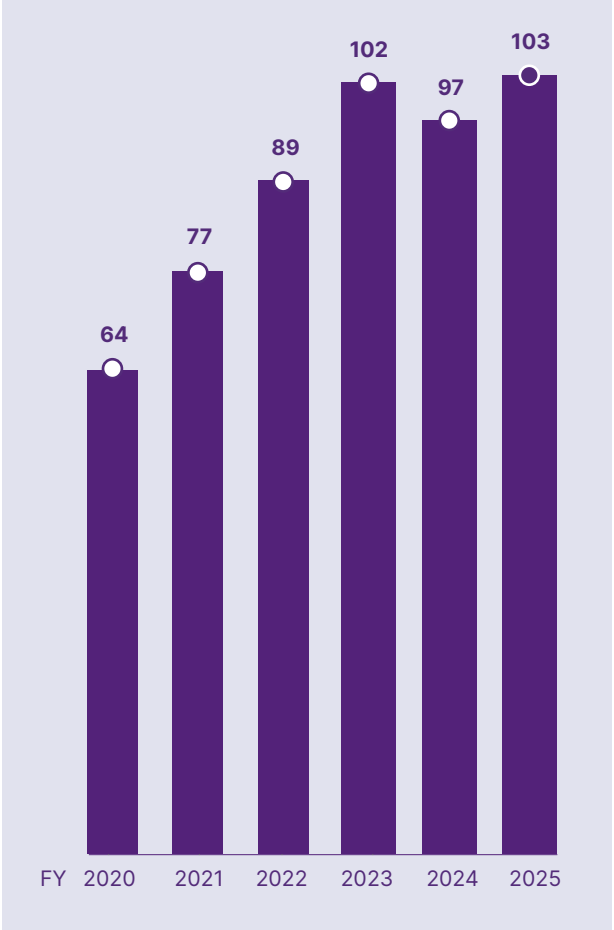


FIGURE 2

% of Neighbourhood Centres who completed the annual sector impact census in FY 2025



1. Scope and Reach

1.1 Number of Centres

NCQ has identified 155 Neighbourhood Centres in Queensland, consistent with the number identified in 2024. Two unfunded Centres from the last census are no longer identified as a Neighbourhood Centre (Balmoral Uniting Community Centre and Kin Kin Neighbourhood Group), however two further sites were identified. These are Caddies Community Centre and Roma Neighbourhood Centre. The Centres identified as Neighbourhood Centres for census participation include those that provide a community focal point, and a range of community development and social inclusion opportunities, activities, and services.

During the FY 2025 period, 128 Centres received Neighbourhood Centre Program funding from the Department of Families, Seniors, Disability Services and Child Safety (DFSDSCS) while 27 other Centres operated without this funding. From July 2025, the number of funded Centres increased to 130 to include the new Rockhampton Neighbourhood Centre and a special election commitment contract for Wynnum Community Place.

Of the funded Neighbourhood Centres, 21 operate a second, third or fourth site within their general catchment area. While further sites are not funded by DFSDSCS, they are supported using DFSDSCS operational funds from the primary site and have not been counted as additional Centres. This is explained in further detail later in this report.

Unfunded Neighbourhood Centres known to NCQ comprise of 17% of the Neighbourhood Centre sector. NCQ is also aware of several locations where the community is actively working towards establishing their own Neighbourhood Centre. In addition to these community-led initiatives, there are community centres that have been established in greenfield developments which receive some funding from other sources. While these community centres are limited to community activities, there is potential for them to develop into Neighbourhood Centres and may be included in future censuses.

TABLE 1

Names of the 27 Unfunded Neighbourhood Centres Identified in FY 2025

Althea Community Hub

Babinda Task force

Bethania Community Centre

Bulimba Community Centre

Burrum Heads Neighbourhood Centre

Caddies Community Centre*

Camira Springfield Community Centre

Clermont Community Housing and other Service

Dalby Family Support

Dimbulah Community Centre

Donald Simpson Community Centre Ltd

Eagleby Community Association

Flagstone Community Centre

Glasshouse Mountains Neighbourhood Centre

Jeays Street Community Centre

Logan Village & Districts Community Centre

Loganlea Community Centre

Mooloolah Community Centre

Morris House Neighbourhood Centre

North Shore Community Centre

Open Hands Community Care

Oxenford & Coomera Community Youth Centre

Rainbow Beach Community Centre

Redbank Plains Community Centre

Roma Neighbourhood Centre Inc.*

Springfield Central Community Centre

Springfield Lakes Community Centre

**Newly counted this FY*

A mapping project of unfunded Neighbourhood Centres across Queensland would yield more accurate information on the size of the unfunded sector and identify sites for future funding and development.

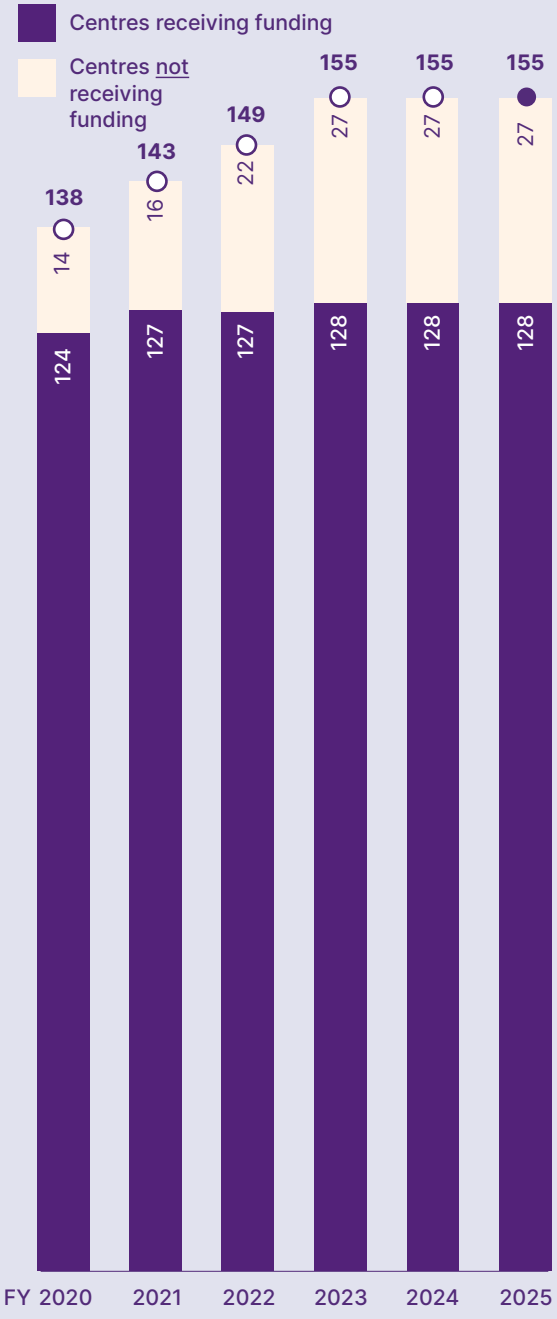
A total of 103 Centres provided data in the FY 2025 census, representing 67% of the entire sector. This included 72% of DFSDSCS funded Neighbourhood Centres (93 participants) and 10 unfunded Centres. Six more funded Centres and one more unfunded Centre participated in the 2025 census compared to 2024 results, demonstrating a substantial sample size of the sector. Neighbourhood Centre participant numbers based on community type and associated data extrapolation techniques are expanded upon in Appendix A.

In FY 2025, Queensland had significantly less funded Centres per capita than South Australia, Western Australia, Victoria, and Tasmania. (NSW has different funding arrangements). Each state has the following number of funded Centres compared to population:

- **Queensland** 2.29 Centres per 100,000 people
- **South Australia** 3.89 Centres per 100,000 people
- **Western Australia** 4.67 Centres per 100,000 people
- **Victoria** 5.73 Centres per 100,000 people
- **Tasmania** 6.09 Centres per 100,000 people

FIGURE 3

Number of Neighbourhood Centres in Queensland from FY 2020 to FY 2025



1.2 Geographic Spread

Neighbourhood Centres are located across Queensland, from Thursday Island to Stanthorpe spanning over 2250kms. Queensland is the only state in Australia located adjacent to the Torres Strait Islands and because of such, has a unique connection with Torres Strait Islander traditional custodians.

While 155 Neighbourhood Centres (Figure 4) have been identified as fitting the criteria for the census, 21 Centres indicated they operate from more than one location at either pop up hubs or permanent locations. These 'hub and spoke' models utilise Neighbourhood Centre Initiative 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 three hub sites in neighbouring small communities.

Considering these extra sites, it is estimated that Neighbourhood Centres are operating in 181 sites around the state. This figure does not include the many halls that Neighbourhood Centres are often contracted to hire to external groups on behalf of local councils, or further outreach to external locations.

NCQ and its networks provide support to community-based initiatives seeking to establish a Neighbourhood Centre using participatory development approaches. In some cases, community organisations are ready to open a centre immediately with additional financial resources, while in other areas key community leaders are identified to form an initial steering committee. The establishment of new centre sites, with or without Queensland Government funding, requires community readiness, along with developmental work to ensure the centre is embedded within the local community and promotes community ownership.

FIGURE 4

Geographic Spread of the 155 Neighbourhood Centres across Queensland in FY 2025

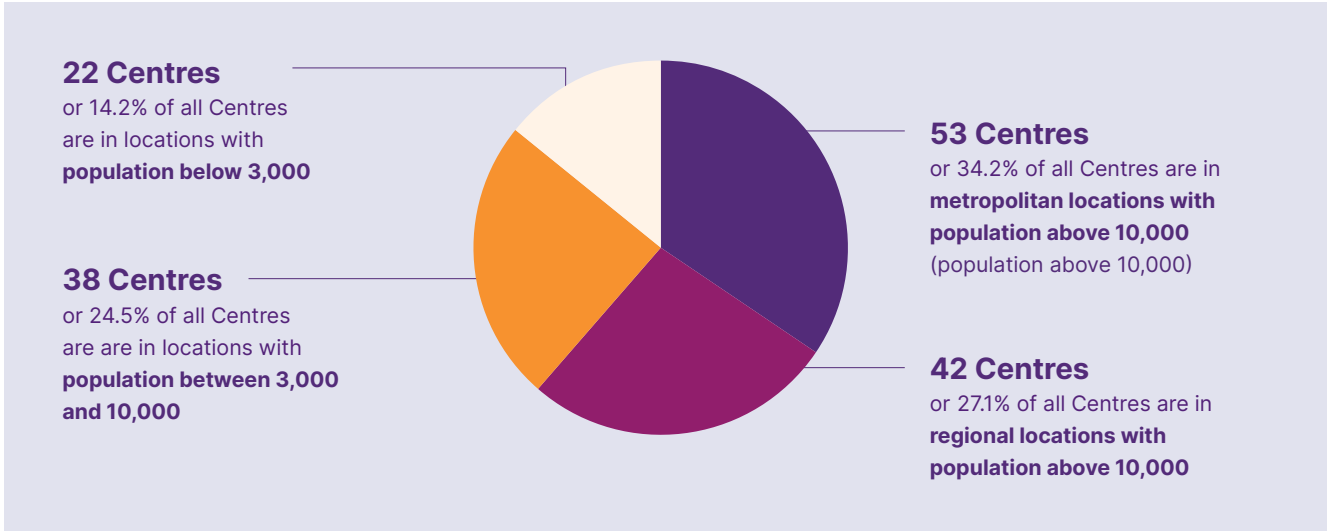


FIGURE 5

Map of Queensland with location of 155 Neighbourhood Centres Identified in FY 2025

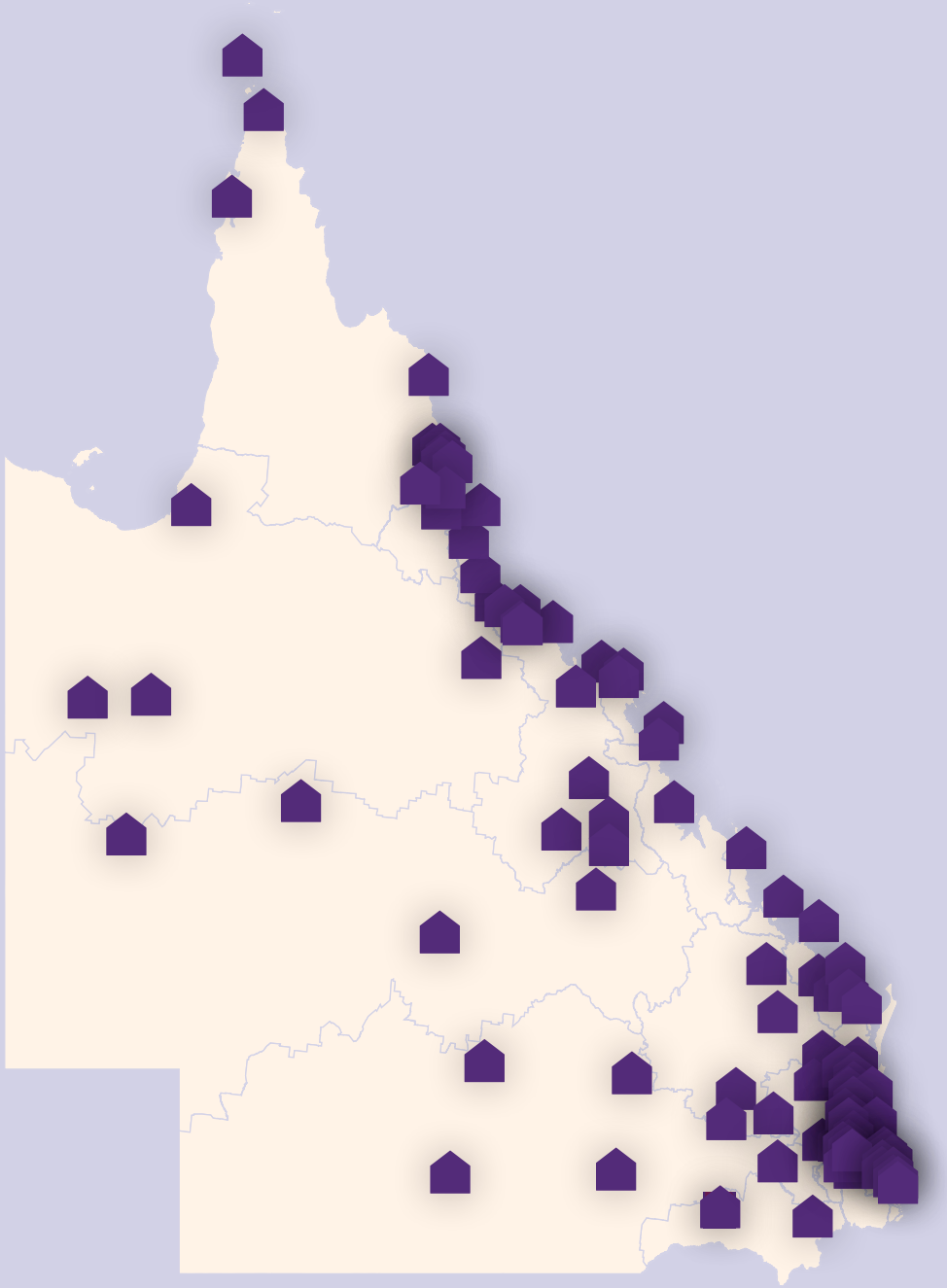
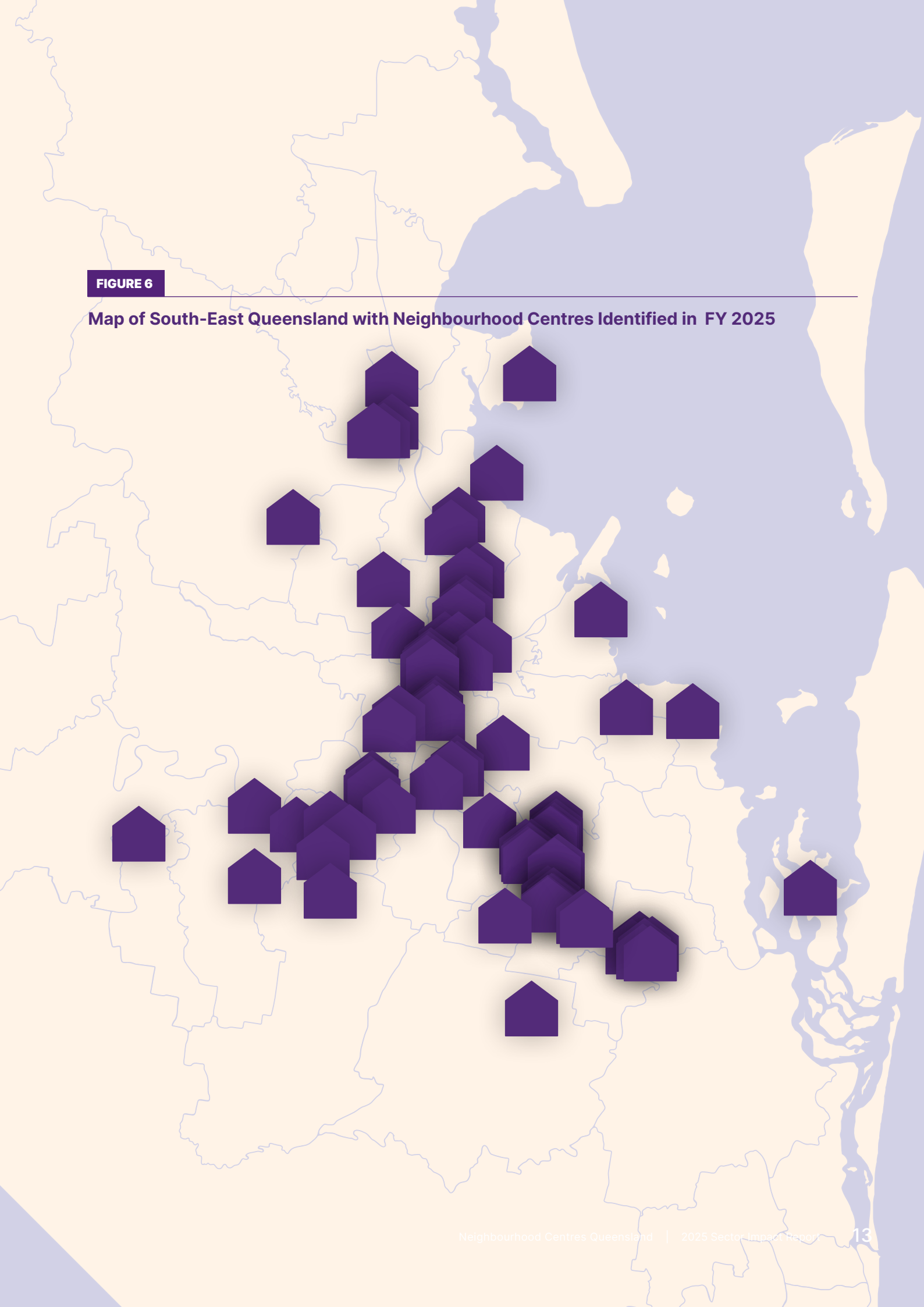


FIGURE 6

Map of South-East Queensland with Neighbourhood Centres Identified in FY 2025



1.3 Community Reach, Participation and Social Value

Neighbourhood Centres have experienced a 51% increase in people using Centres from the first census in FY 2019 to the latest in FY 2025.

Neighbourhood Centres were asked to provide weekly average figures of people using the Centre in the second quarter of 2025, including programmed activity participation and referrals. Medians were calculated for each population demographic and extrapolated to the entire sector of 155 Centres weekly and annually. Using data obtained from previous censuses, NCQ have been able to provide a six-year snapshot of community participation with Neighbourhood Centres in the state. The results are recorded in Table 2 below.

The 103 Neighbourhood Centres that participated in the survey recorded a total of 40,489 community members using the Centre per week and when extrapolated to all 155 Centres based on local population size, this equates to an estimated 53,230 Neighbourhood Centre users per week or 2,661,500 visitors per year. It is highlighted that this yearly figure may include both once off and repeat visitors to Neighbourhood Centres, hence the use of the broad term 'visitors'.

In some census datasets, the total can increase while the average and median decrease. This happens when many Centres report slightly lower numbers, while a smaller number report very high figures. This pattern is seen in Neighbourhood Centre users. Overall, total user numbers increased across all responses, but the average number of users per Centre decreased slightly to 393 per week (median 237), compared to 401 (median 277) in 2024.

When broken down into local population sizes defined in Appendix A, metropolitan sites are responding to a median of 320 people per week (285 in 2024), 270 in large regional locations (300 in 2024), 165 in medium populations (280 in 2024) and 145 in small populations under 3,000 people (110 in 2024). This indicates a yearly increase in metropolitan and small population areas and decrease in large regional and medium sized locations – the reverse trend from last census.

Numbers of community members participating in activities has grown consistently since from 10,316 people per week in 2021 to an estimated 29,438 people per week in 2025. Extrapolated to a yearly amount, 1.47million participants attended activities for the 2025 financial year.

An average of 225 people participated in programmed activities per week in each Centre (median number 110).

TABLE 2

Extrapolated Weekly Community Participation in Neighbourhood Centres from FY 2019 to FY 2025

	2019	2021	2022	2023	2024	2025
Participants attending Centres	35,245	32,157	41,676	48,462	53,041	53,230
Participants in Programmed Activities	19, 616	19,122	19,343	23,855	27,177	29,438
Participant Referrals to Other Services	Not Collected	5,798	5,203	5,996	5,964	5,011

There has been an increase in medians across all demographics sizes compared with FY 2024, including small populations under 3,000 people from 25 in 2024 to 48 in 2025. This is still well below the average of 100 people per Centre that was calculated in 2023.

Referrals to other services by the sector in FY 2025 have seen a drop to the lowest level across all years with an estimated 5,011 referrals per week (250,550 per year). Centres conduct an average of 37 referrals per Centre per week (Median 20).

Overall, these datasets highlight that the number of people using Neighbourhood Centres have plateaued over the past 2 years. Whilst the number of people visiting Centres demonstrate a level of consistency, the proportion of these that attend programmed activities is continuing to increase. This may indicate that those attending Neighbourhood Centres to drop in or access emergency relief, may be finding themselves involved in other Centre activities that provide opportunities to participate in community life. It has also been discussed in Neighbourhood Centre regional network meetings that many Centres used the funding uplift in FY 2023 to employ community engagement and development workers. Extra staffing in Neighbourhood Centres has led to increased community activities and therefore further community participation.

The decrease in referrals may be due to a number of factors. One suggestion made by members of the network is that the sector was undertaking a high number of emergency relief referrals before the sector received emergency relief funding. Since the introduction of State emergency relief funding, referred to later in this report, referrals to external agencies for emergency relief has declined.

This would also correlate with the increase in large amounts of food relief that Neighbourhood Centres are distributing also discussed in the following section. Another factor discussed with members is the strain on the wider services system, in relation to housing, domestic violence, mental health and substance use issues.

If other services are at capacity or cannot respond in a timely manner to community members referrals, referrals will become less frequent. In these cases, Neighbourhood Centres 'hold' the community members facing issues, doing what they can to support until an opportunity in the system becomes available. Unfortunately, due to low affordable housing stock, Neighbourhood Centres may provide community members food, a charging space, tent and other essentials indefinitely.

Using the same methodology employed by Deloitte Access Economics in its Social Return of Investment Study of Morwell Neighbourhood House in Victoria[3], the estimated social value of participation in Neighbourhood Centre programmed activities across Queensland in FY 2025 is **$53,953,334**.

See Appendix B for these social value calculations.

FIGURE 7

Total number of Visitors to Neighbourhood Centres in Qld each year, from FY 2021 to FY 2025

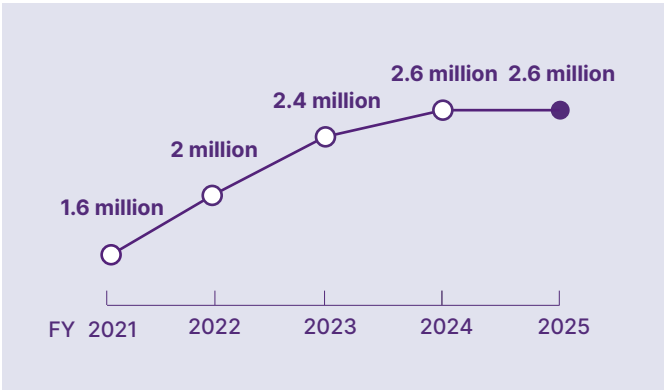


FIGURE 8

Median Number of people visiting each Neighbourhood Centre per week in FY 2025, grouped by local population size

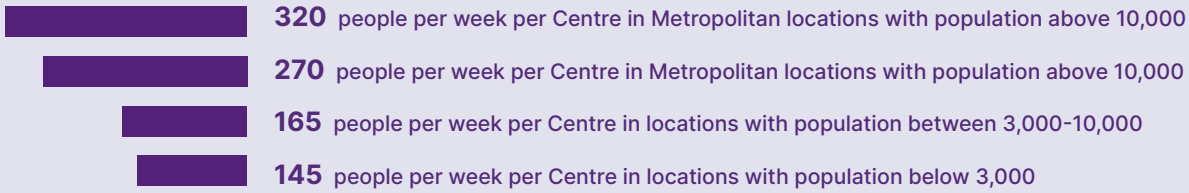


FIGURE 9

Number of Participants in Formal Programmed Activities at Neighbourhood Centres in Qld each week, from FY 2021 to FY 2025



Key Terms in this Report

Visitors refers to those using or visiting the Neighbourhood Centre, including ad hoc drop ins and incidental users of the space. This may include both once off and repeat visitors to Neighbourhood Centres, hence the use of the broad term "visitors"

Centre users refers to those using or visiting the Neighbourhood Centre, including ad hoc drop ins and incidental users of the space

Participant refers only to those engaged in formal programmed activities

2. Individual Impact

2.1 Services Provided by Centres

Building on baseline data in previous years, Neighbourhood Centres were again asked what services they provided to the local community in the 2025 census. The results are outlined in Table 3. The number of Neighbourhood Centres delivering services have remained generally consistent with multiyear averages (0-10%) allowing for variability in Neighbourhood Centre participants from year to year.

The number of Centres delivering emergency relief continues to rise. 87% of the sector is now delivering food relief to community members. While this is only a 5% increase from 82% in 2024, this number has increased significantly from the first census in 2019 at 68%. Additionally, it is noted that 83% of Centres are delivering non-food related emergency relief. Similarly, this is only a 5% increase from 78% in 2024, but the number has increased significantly from the first census in 2019 at 69%. Emergency relief will be discussed in more detail in the following section.

Centres delivering financial resilience programs have also increased from 44% in 2024 to 59% in 2025. Registered financial counselling has also experienced a marginal increase from 25% to 29% in 2025. Through a formal partnership between NCQ and Good Shepherd Australia, Financial Resilience workers have been placed in Neighbourhood Centres under the Queensland Financial Resilience Program (QFRP).

These roles offer a multitude of options to support the financial wellbeing of community members, from budgeting, support to access concessions, negotiation of hardship and access to financial counselling support. Using a model in which Centres could choose to subcontract the program or place a Good Shepherd employee, the program has been implemented in 42 Neighbourhood Centres around the state in 27 geographic areas. From April 2022 to December 2025, QFRP has delivered 29,515 tailored incidences of support to community members. 77,139 hours of direct services were provided; focusing on financial wellbeing for vulnerable community members from early intervention to long-term resilience building for communities. In 2025, the program has pivoted to offer further Financial Wellbeing and Recovery to 20 Local Government areas affected long term by the 2022 flood events.

Emergency preparedness/disaster resilience has also experienced a noticeable 10% increase from 56% in 2024 to 66% in 2025. This will be explored in further detail in a later section, however it is acknowledged here that Neighbourhood Centres have been increasingly recognised as sites which provide disaster preparation, response and recovery in locations that respond to disasters such as floods, severe storms, bushfires and cyclones. South East Queensland was particularly impacted by Cyclone Jasper in March 2025.

FIGURE 10

% of Neighbourhood Centres offering Financial Resilience Programs in FY 2025



FIGURE 11

% of Neighbourhood Centres offering Registered Financial Counselling in FY 2025



Social Prescribing programs have increased from 7% of the sector in 2024 to 16% in 2025. Social prescribing is a way for medical and mental health professionals to refer people to community groups and other activities that can improve their wellbeing beyond medical treatment. Prescriptions are normally made to a link worker who will connect the individual to the activity or assist in forming an activity or group where there is an identified gap for that activity. Neighbourhood Centres Queensland is aware of 14 formal social prescribing programs throughout the state. 10 of these sites were selected for a social prescribing trial with a focus on families with children aged 0-18, and include Inala Community Hub, Deception Bay Neighbourhood Centre, Lockyer Community Centre, Mareeba Community Centre, Crestmead Community Centre (PCYC), Yeppoon Community Centre (Livingstone Shire Council), Blackall Tambo Neighbourhood Centre (Blackall Tambo Shire Council), Studio Village Community Centre, Wilsonton Heights Neighbourhood Centre and Nambour Community Centre. Mount Gravatt Community Centre has been operating a 'Ways to Wellness' social prescribing program from 2019 while Hervey Bay Neighbourhood Centre and North Townsville Community Hub (NOTCH) have been funded for social prescribing trials under the Queensland Government's Community Innovation Fund from 2023.

A further program at Pomona and District Community House has been established as a partnership with University of Sunshine Coast and Permaculture Noosa. It specialises in 'green' social prescribing, linking individuals to gardening and outdoor activities based at the Neighbourhood Centre and at Cooroy Community Garden.

49% of NC respondents selected 'other' services they provide to the community. Examples provided include State Penalties Enforcement Registry (SPER) work orders, English and citizenship classes, CALD community connection activities, immigration advice, aged care and NDIS-related assistance. Centres also identified a variety of community-building and wellbeing activities such as social groups, choirs, music, art and men's groups, gyms, art spaces, sewing spaces, and broader activities promoting social connection and wellbeing.

TABLE 3

% of Neighbourhood Centre respondents providing these services to community in FY 2025

	Estimate # NC's	% of NC's
Referral (both formal & informal)	140	90%
Room hire	137	88%
Food relief (e.g. food parcels, breakfast clubs, food bank, etc.)	135	87%
Material relief - non food items (e.g. clothing, cash, bill payments, public transport cards, fuel cards, food vouchers, etc)	129	83%
Community advocacy	123	79%
Digital Assistance (Mobile phone help, MyGov, online services & forms)	106	69%
Public computer, internet access	103	67%
Emergency preparedness/Disaster resilience	102	66%
Financial Resilience (budgeting, bill saving, energy efficiency, etc)	91	59%
Gardening groups/clubs/activities	90	58%

	Estimate # NC's	% of NC's
Community Information / Citizens Advisory Bureau	85	55%
Justice of the Peace	81	52%
Counselling/Psychology	79	51%
Playgroups	78	50%
Auspice other community organisations	76	49%
Community consultation	76	49%
Library service / book swap (including street libraries)	76	49%
Other	76	49%
NILS, loan schemes	74	48%
Food security - long term (e.g. food co-op)	59	38%
Resume services	58	37%
Homelessness Services	53	34%
Centrelink agency or access point	50	32%
Tax help	50	32%
Grant writing support	49	31%
Youth services - NEW	49	31%
Family Support service (DFSDSC Funded)	47	30%
Self help groups (Alcoholics Anonymous, Narcotics Anonymous, etc)	47	30%
Financial counselling (Registered)	46	29%
Family violence services	44	28%
Training, Employment Pathway Support (New)	43	27%
Employment services	41	26%
Legal services	40	25%
Visitor / tourist information	38	25%
Housing/Rental/Homestay Services	35	23%
Home Services & Support (e.g. home visits, lawnmowing, home repairs, gardening)	26	17%
Social prescribing program	24	16%
Waste reduction/recycling (batteries, phones)	24	16%
Tutoring for individuals	20	13%
Community Transport Scheme	17	11%
Maternal and Child Health checks, immunisations	15	10%
Childcare	12	8%
Repair cafe	11	7%
Queensland transport	6	4%
Toy library	5	3%
Tool library, equipment hire	3	2%

FIGURE 12

% of Neighbourhood Centres offering Self-Help groups in FY 25

30%
of Centres offer self-help groups, such as alcohol and other drugs anonymous, cancer support, LGBTQI+ support, DFV survivors

≈47 Centres

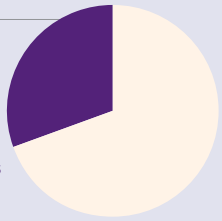


FIGURE 13

% of Neighbourhood Centres offering Referrals in FY 25

90%
of Centres offer Referrals (formal and informal)

≈ 140 Centres

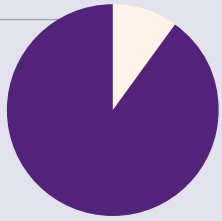


FIGURE 13

% of Neighbourhood Centres offering Gardening Groups/Clubs/Activities in FY 25

58%
of Centres offer Gardening Groups/ Clubs/Activities

≈ 90 Centres

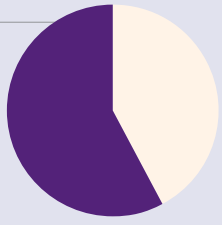


FIGURE 15

% of Neighbourhood Centres offering Counselling & Psychology in FY 25

51%
of Centres offer Counselling and Psychology

≈ 79 Centres

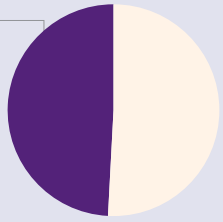


FIGURE 16

% of Neighbourhood Centres offering Community Advocacy in FY 25

79%
of Centres offer Community Advocacy

≈ 123 Centres

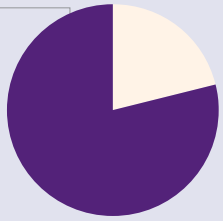


FIGURE 17

% of Neighbourhood Centres offering Library Service/Book Swap in FY 2025

49%
of Centres offer Library Service/Book Swap (including street libraries)

≈ 76 Centres

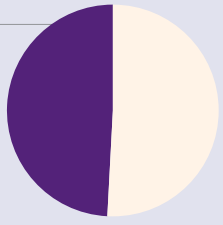
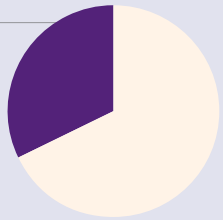


FIGURE 18

% of Neighbourhood Centres offering Centrelink Agency or Access Point in FY 25

32%
of Centres offered Centrelink Agency or Access Point

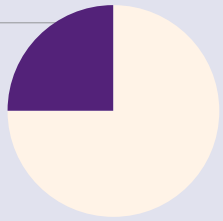


≈ 50 Centres

FIGURE 19

% of Neighbourhood Centres offering Legal services in FY 25

25%
of Centres offer Legal Services

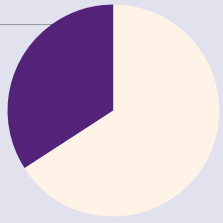


≈ 40 Centres

FIGURE 20

% of Neighbourhood Centres offering Homelessness services in FY 25

34%
of Centres offered Homelessness servcies

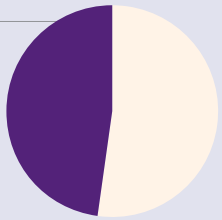


≈ 53 Centres

FIGURE 21

% of Neighbourhood Centres offering NILS/Loan Schemes in FY 25

48%
of Centres offer NILS (No Interest Loans) and/or other Loan Schemes

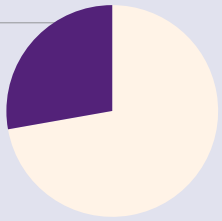


≈ 74 Centres

FIGURE 22

% of Neighbourhood Centres offering Domestic & Family Violence services in FY 25

28%
of Centres offered Domestic and Family Violence services

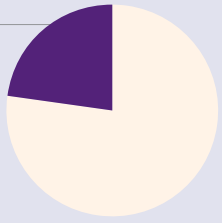


≈ 44 Centres

FIGURE 23

% of Neighbourhood Centres offering Housing, Rental or Homestay services in FY 25

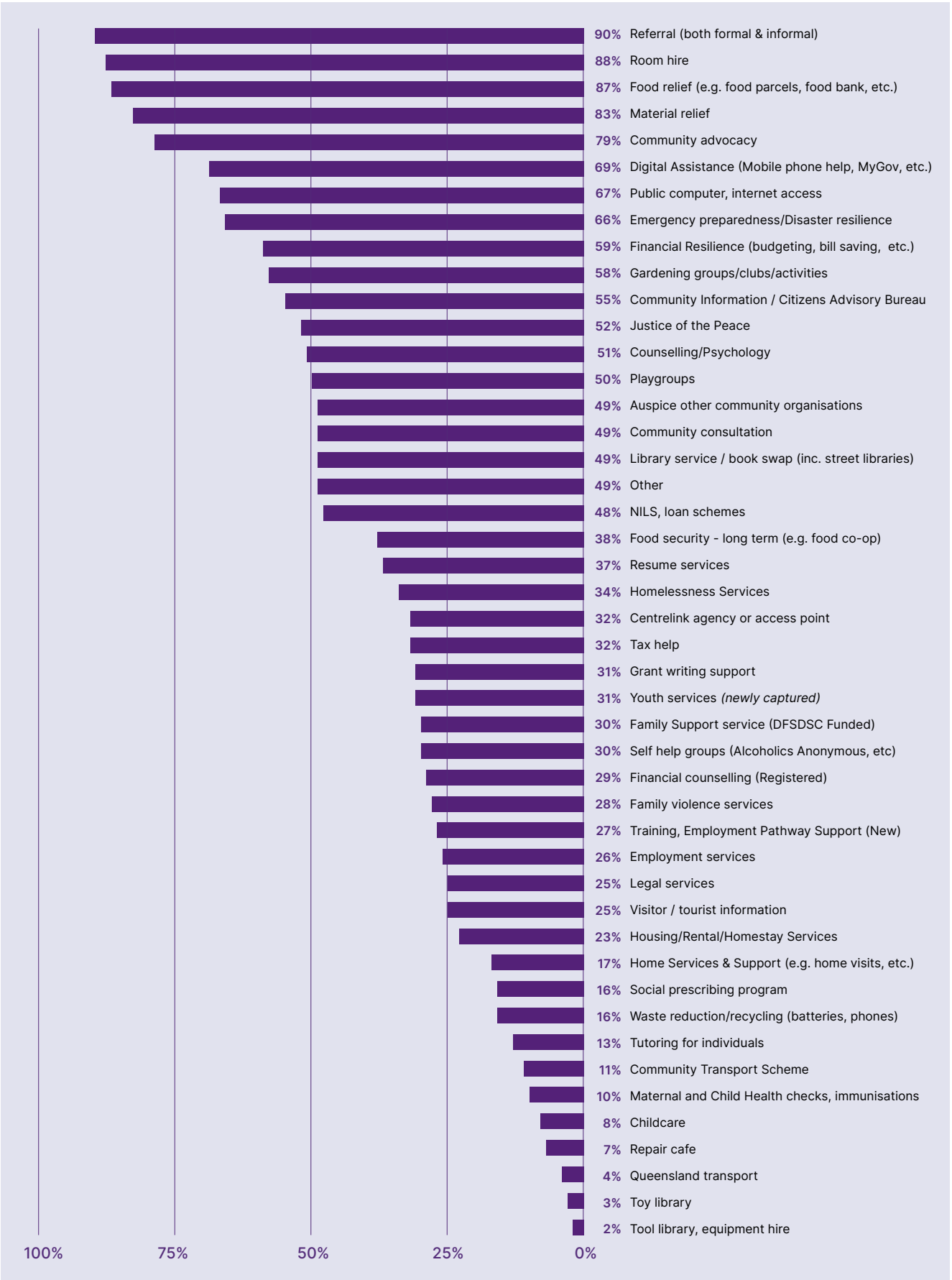
23%
of Centres offere Housing, Rental or Homestay services



≈ 35 Centres

FIGURE 24

% of Neighbourhood Centre respondents providing these services to community in FY 2025



2.2 Emergency Relief

The number of Centres providing food relief, as demonstrated in Figure 26, has grown considerably over the six years of data collection from 68% of Centres in 2019 to 87% in 2025. Additionally, other forms of material relief have grown from 69% of Centres in 2019 to 83% in 2025. This highlights the changing nature of Queensland's Neighbourhood Centres in the midst of the cost-of-living crisis, having an increasing emphasis on emergency relief provision to local communities. The increases in emergency relief were particularly noticed during COVID-19 lockdowns and the resulting effects since due to rising interest rates, rental costs, grocery costs and other inflationary pressures.

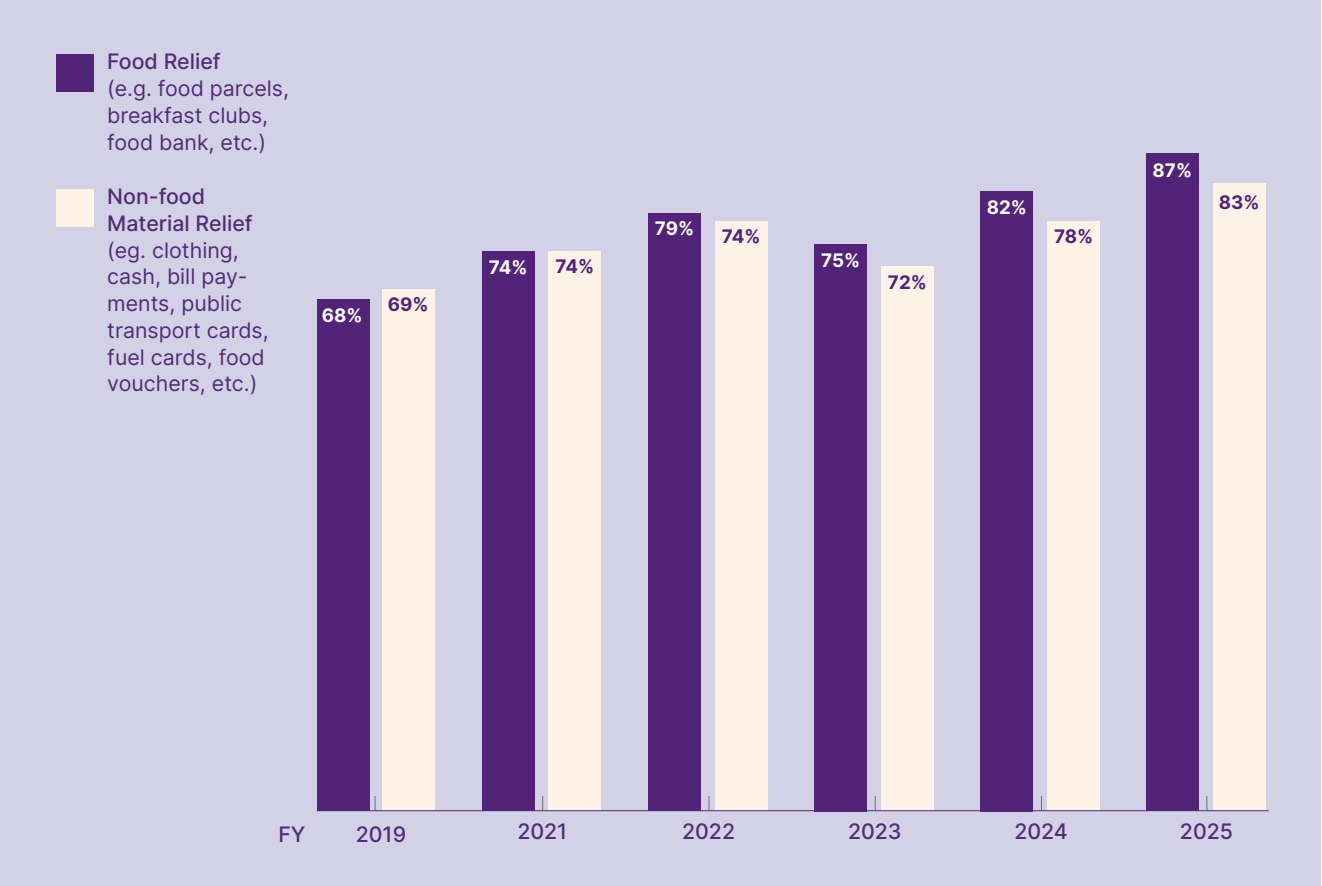
In addition to the number of Neighbourhood Centres providing food relief, the amounts of food being distributed by these Neighbourhood Centres have also dramatically increased across the sector.

The 103 census recipients reported a monthly distribution total of 116,461 kg (1,397,532 kg per year), compared with the 2024 figure of 110,356 kg (1,324,272 kg per year).

The median amount of food delivered per Centre overall

FIGURE 26

Percentage of all Neighbourhood Centres providing Emergency Food Relief and Non-Food Material Relief in FY 2019 to FY 2025



has decreased slightly from 2024 from 480kg to 476kg despite a greater amount of food being distributed. This is due to skewed data obtained from the sector. The median is the middle value in a set of results. In 2025, a larger number of Centres provided food relief at lower levels, while a small number of Centres distributed food in very high quantities. This skewed distribution brought down the median values across demographics, despite the increase in total food distributed. The same effect was observed in 2024 results compared to 2023. Averages per Centre per month were calculated with the following being observed (Figure 27):

Extrapolated to the entire sector, it is estimated that together, Neighbourhood Centres in Queensland are distributing 1,720,944kg of food per year. In 2024, Food Bank Australia released their *Foodbank – It's About More Than Food* report which contains a revised Social Return on Investment amount for food distribution per kilogram. This has raised the value from $20.05 per kg in 2014[4] to $43 in 2024[5]. Using this new calculation the social value of this food distribution across the sector in FY 2025 is estimated to be **$74,372,112**. A further explanation of

FIGURE 27

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

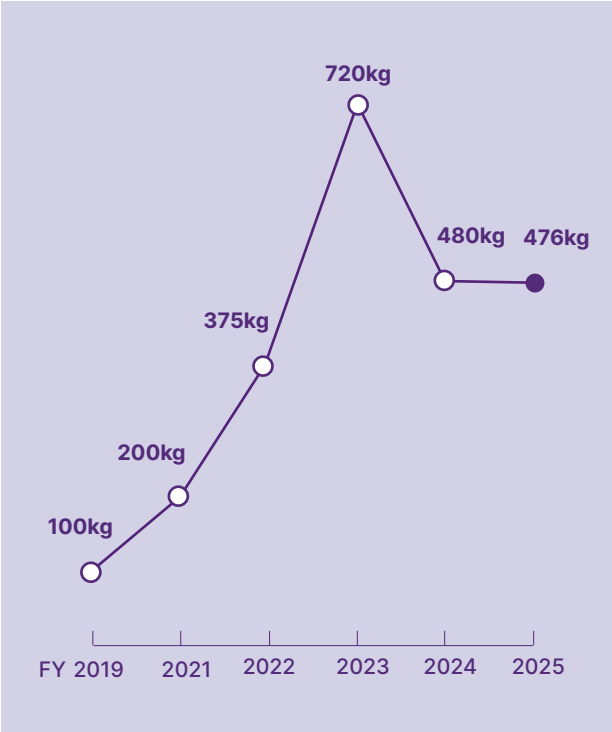
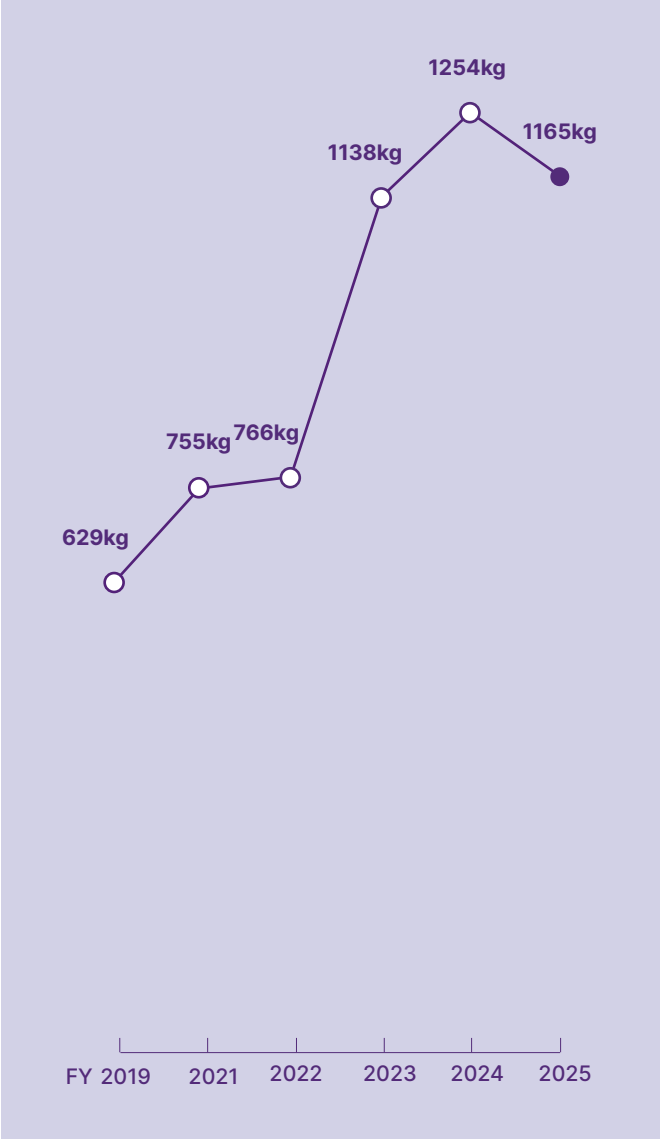


FIGURE 28

Average Amount (in kg) of Emergency Food Relief Distributed per Centre per Month



social value calculations used in this report is found in Appendix B.

Consistent with previous years, data was also gathered on the monetary value of non-food material relief per month, including bill payments, cash/prepaid gift cards, food vouchers, fuel vouchers and public transport cards being distributed to community members. Extrapolated amounts saw an increase in these values from 2024, with the exception of bill payments and fuel vouchers. The most noticeable increase was the value of clothing distributed, which grew from an extrapolated amount of $43117 in 2024 to $71,172 in 2025.

An additional emergency relief value was added to the 2024 census demonstrating increased support to people experiencing homelessness. Participants were asked to provide the dollar value of tents, swags or sleeping bags distributed to community members in 2025. 38% of survey respondents provided values totalling $13,419 per month, an increase from $11,220 in 2024, however it is noted that some responses demonstrated signs of undervaluing goods distributed, as values were below $10. Extrapolated to the entire sector, the total value for this new dataset equates to **$201,672** annually, $39,312 greater than 2024.

When all non-food related material relief was extrapolated to 155 Centres, the total amount was valued at **$5,724,480** across the sector. When combined with food relief, the total amount of ER value being distributed by Neighbourhood Centres on a yearly basis is over **$80 million**.

In addition to the above, the total number of frozen meals being distributed to community members was recorded by census participants as 11,620 per month equating to 179,028 frozen meals distributed by the entire sector annually, an increase from 140,448 frozen meals in 2024. Significant increases are also noted in both the number of school breakfasts and community meals being offered by the sector.

School breakfasts have risen to an estimated total of 9,739 per month (5,271 in 2024), and an annual estimate of 97,390 breakfast servings. Many Neighbourhood Centres are also hosting community meals. These meals are not necessarily offered for the purposes of emergency relief as they may be provided to create community connection, belonging and cultural celebrations. Yet cost of living issues are not limited to those explicitly seeking relief, as volunteers and other community members gather to enjoy food with one another regardless of their financial situation. Census participants recorded 15,629 meals being served per month at community lunches or dinners. Extrapolated to the entire sector, this equates to 232,956 meals being distributed per year (up from 175,320 in 2024) and the highest ever recorded number across census results over six years.

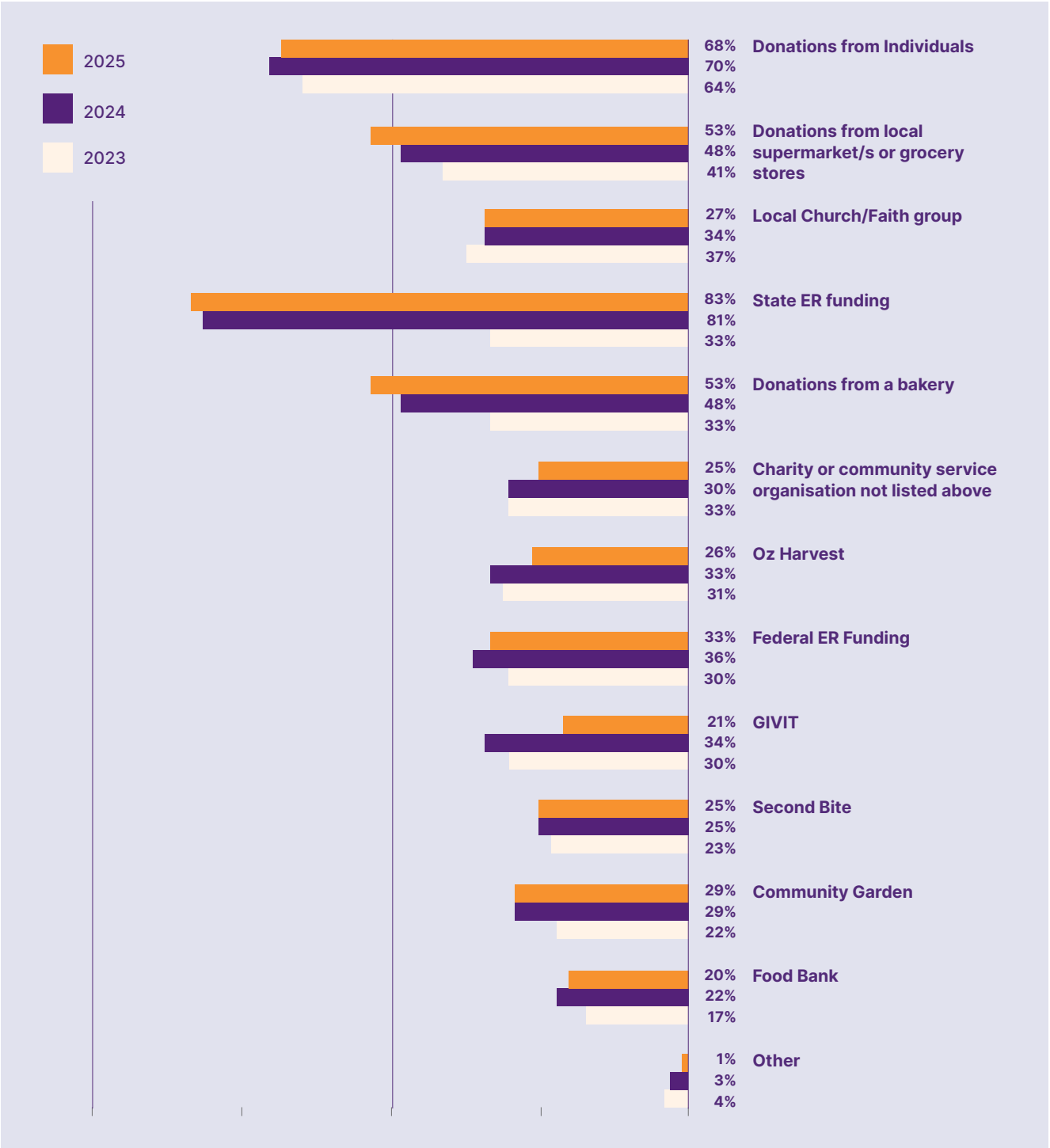
In recognition of the role Neighbourhood Centres were playing in food related activities, Neighbourhood Centres Queensland implemented a $1.3million Community Food Initiative funded by the Queensland Government in 2025. This initiative was co-designed with the sector, ensuring that the funding and activities are place-based for each local Neighbourhood Centre. 48 Neighbourhood Centres participated in the initiative and received funding of between $1,369 and $110,000. Projects included food distribution initiatives, food rescue programs, community pantries, low-cost supermarkets, cooking classes, communal meals, community gardens, waste reduction, and cultural initiatives.

These high levels of ER indicate that Neighbourhood Centres are on the front line of the cost-of-living crisis. Consultation with the sector across the state over several years now indicates they have seen considerable increases in not only low-income families accessing food, but middle-income families needing to access ER due to inflationary grocery prices and living costs. While Centres are responding daily to food requests, they do not receive funding for staff to deliver these ER services and often utilise funding from other programs for staff or recruit ER volunteers where appropriate.

These staff often provide additional referral options for assistance which can take a considerable amount of time depending on the complexity of individual need. ER interactions also create the opportunity for wrap-

FIGURE 29

Percentage of Neighbourhood Centres sourcing Emergency Relief from these organisations in FY 2023 to FY 2025



around financial assistance in the form of budgeting and financial resilience measures, NILS loans, advocacy and financial counselling.

Neighbourhood Centres were also asked to indicate how ER products were being resourced with the results detailed in Figure 29.

The most significant percentage in emergency relief resourcing to the sector came from the Queensland Government. In August 2023, the Queensland Government announced a once off expansion of their emergency relief program to all funded Neighbourhood Centres as part of cost-of-living measures. Centres received an amount of $5,000 per six months to distribute at their discretion. The funding does not support wages for emergency relief distribution and excludes unfunded Centres and funded Centres that chose to opt out of the program. Centres have indicated that this emergency relief is useful due to its flexibility, being able to support community members struggling with the costs of medication, bills, food and other expenses. However, the unfunded distribution costs (staffing) of this relief can take staff away from other program areas to ensure a proper triage process is undertaken to understand the community member's circumstances, refer them to additional services and monitor the amounts being distributed. Neighbourhood Centres that have opted out of the state emergency relief funding have indicated it is highly resource intensive and takes them away from performing community development activities. While the FY 2026 state budget supported an extension of the ER program to June 2026, it is unclear whether this state emergency relief will be extended or made permanent for the sector beyond this date.

In regard to other methods of ER resourcing, donations from individuals in the community remains strong at 68% of the sector. Now the second most common form of emergency relief resourcing, donations from individuals often supply food pantries based at Neighbourhood Centres or assist with the production of food hampers to give to community members, particularly over the Christmas period.

There has also been a steady increase in the number of Neighbourhood Centres accessing food donated from local bakeries and supermarkets from 33% in 2023, to 48% in 2024 and 53% in 2025. Neighbourhood Centres hold relationships with vast networks of local businesses that are willing to partner with Centres to support vulnerable community members. There has been a slight decline in the percentage of Centres using OzHarvest and other charity structures. The number of Centres receiving ER from Churches and faith groups has seen a decline across 2 years, and goods from GIVIT has seen a 13% decline from 2024.

FIGURE 30

% of Neighbourhood Centres delivering ongoing Emergency Food Relief in FY 2025



FIGURE 31

% of Neighbourhood Centres offering Non-Food Material Relief in FY 2025



2.3 Digital Inclusion and Literacy

After a spike in the number of hours of individual internet/computer use at Centres in 2024, the number has dropped in the 2025 census. It has been noted in prior censuses that 63% of Neighbourhood Centres feature public computers/internet access/kiosks as a permanent part of their infrastructure.

Recent consultation with the sector revealed that Centres are responding to extensive digital exclusion, especially in rural locations. Large mobile phone black spots exist in rural areas and along with the discontinuation of 3G networks in October 2024, there has been increased need for community members to upgrade mobile phone devices and plans at a time of increased cost-of-living pressures. It has also been noted that disasters have affected digital and telecommunication connectivity, leaving community members vulnerable without any mobile phone or internet services.

In 2025, 103 Census participants recorded 4,908 hours of internet access by community members per month and when extrapolated to the sector this equates to 6,282 hours per month (8,879 in 2024). It is estimated that together, Neighbourhood Centres across Queensland provided 75,384 hours of community access to internet in FY 2025, at an estimated community value of **$150,768 for the year**. See Appendix B for community value calculations.

Despite this drop in public computer internet access, a new question was asked in the most recent census in relation to the number of hours of digital support Neighbourhood Centres are providing to community members. Neighbourhood Centres have indicated that significant amounts of time are spent assisting community members with navigating online portals. Almost all State and Commonwealth Government Departments, banking institutions, mobile phone, medical services and utility companies use web and app-based technology to interact with customers. Most community members experience challenges with this technology from time to time, however this is especially the case for older Australians, people from culturally and linguistically diverse backgrounds, and those experiencing mental health issues or low literacy levels. Neighbourhood Centres are assisting many community members with social housing and rental applications during the current housing crisis, as well as Department of Social Service applications. They are also increasingly assisting and educating community members to navigate online scams.

FIGURE 32

% of Neighbourhood Centres Providing Public Computers in FY 2025

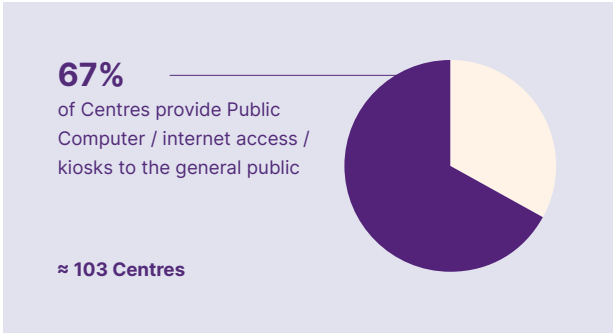


FIGURE 33

% of Neighbourhood Centres offering Digital Assistance in FY 2025



TABLE 4

Percentage of Neighbourhood Centres offering digital inclusion type opportunities in FY 2024

	%	≈ Centres
Printing, copying and scanning	92%	143
Wifi	82%	127
Basic digital skills program (eg. getting online, computers 101, getting on social media, etc)	51%	79
Computer learning lab	23%	36
Advanced digital skills (eg. using Office 365, work skills, etc)	16%	25
Other	13%	20

Census respondents stated they were providing 2,819 hours per month in digital support. The highest median was recorded from locations with populations less than 3,000 people at 50 hours per month, followed by 20 hours per month for populations between 3,000 and 10,000 people.

The lowest median was in metropolitan areas at just 10 hours per month. It is estimated that together, Neighbourhood Centres across Queensland provided **46,392 hours** of digital support in FY 2025, this is equivalent to an estimate **24 full time staff members**. Neighbourhood Centres do not receive funding to offer digital support to community members to access these basic services.

Some of this digital support includes assisting community members in lodging tax returns where they cannot afford a tax agent. The Australian Taxation Office (ATO) Tax Help program trains volunteers to assist community members to lodge tax returns if they earn under $70,000 per year. This program operates in many Neighbourhood Centres around the state, as well as informal assistance provided to community members to access MyGov to lodge a tax return to the ATO. The number of tax returns supported by Tax Help through Queensland Neighbourhood Centres is gathered each year in the Sector Impact Census. 1,346 tax returns were completed providing the community with **$134,700 of community value**.

See Appendix B for community value calculations.

2.4 Responses to Disasters and other Traumatic Events

The Queensland Neighbourhood Centres Strategy for Disaster Resilience 2023-2026[6] released by NCQ in June 2023 highlighted the increasing role Neighbourhood Centres are playing in community-led disaster resilience. 66% of Neighbourhood Centres in this census indicated they were involved in emergency preparedness/community resilience – an increase from 56% in 2024. Such work takes a variety of forms and may include disaster preparedness initiatives, such as representation on Local Disaster Management Groups (LDMG/s), community-led disaster preparedness, providing disaster information, and distribution of emergency kits. When a disaster event occurs, the work can be more intensive and, depending on the capacity of the Centre, may include:

- Being stood up as a recovery hub, hosting staff from Community Recovery, Red Cross, Lifeline, Department of Social Services, Department of Housing or other personnel.
- Assisting community members to access grants, emergency relief, psychosocial support, information and referral, and legal and insurance advice. At times, funding for a dedicated community recovery connect worker based at the Centre will support this work.
- Supporting with community-led recovery initiatives and social/emotional support groups
- Participating in Council-led local disaster management arrangements
- Disseminating critical, locally relevant information at the time of the event

Recovery in communities after an event can be long term with initial phases in the first six months followed by several years of community re-building and renewal.

During the FY 2025 season, Community Recovery (Queensland Government) recorded 17 activation events across Queensland. These activations affected 73 of the state's 77 Local Government Areas (LGAs). Events included North Queensland and Dirranbandi bushfires, North and Southwest Queensland flooding and the effects of Tropical Cyclone Alfred in South-East Queensland in March 2025.

Of the 30 agencies engaged to support impacted communities, for the first time, over 50% were Neighbourhood Centres. Neighbourhood Centres have consistently provided critical assistance during times of crisis, often operating without formal recognition or visibility. The increased inclusion of Neighbourhood Centres in official disaster response partnerships marks an important shift in how their role is understood and valued at a state level and reinforces what has been evident to communities for many years: Neighbourhood Centres are essential contributors to community recovery, response efforts and resilience building.

During 2025, NCQ introduced the Resilience Readiness Scorecard, a free online self-assessment tool designed to help community organisations assess their resilience position and identify practical steps to enhance their ability to respond to future challenges. Four Centres have partnered with NCQ to deliver workshops and general support to organisations within their regions, including Hervey Bay Neighbourhood Centre, Redland Community Centre, Manoora Neighbourhood Centre and Lockyer Community Centre. NCQ provides support across the remaining regions in Queensland.

It is also noted that staff from Gin Gin Neighbourhood Centre provided enormous support to their local community due to the death of a young woman in tragic circumstances in June 2025.

3. Community Impact

3.1 Supporting Community Groups and Projects

Neighbourhood Centres provide important meeting spaces for local communities particularly in rural communities where this type of infrastructure does not exist. Data collected in previous years indicates that 88% of Neighbourhood Centres offered small meeting rooms and 77% offered large meeting spaces. Neighbourhood Centres provide these spaces to local businesses, training organisations, community groups and social services. These not only build connection, support and opportunities for locals but can also be transformed into community recovery hubs during a disaster. During such events, Neighbourhood Centres may host various services such as Community Recovery officers, Red Cross and Lifeline as well as Centre staff providing specialised local knowledge.

The number of community groups using Neighbourhood Centres per month have slightly increased to an extrapolated 1,499 groups (1,423 groups in 2024 and 1,644 in 2023). The median number of community groups using Centres has increased from seven per month in 2022, to 10 in 2023 and dropped to 8 in 2024 and 2025. It is noted later in this report that the sector has experienced a considerable increase in staff numbers and staff hours. While the increase in numbers of community groups across the sector and decrease in medians seems like a contradiction, this same effect has been referred to elsewhere in this report. Larger numbers of Neighbourhood Centres producing lower levels decrease the median number as this is the middle number in a range, however small numbers of Neighbourhood Centres producing large amounts increase the overall sum. As additional programs are funded in Neighbourhood Centres, there is increasing need for internal room space. As internal programs and staffing increase, the capacity to accommodate external groups in using those spaces are diminished.

The sector has experienced an increase in the value of room hire. Neighbourhood Centres often provide room hire for free or low cost to these community groups and other hirers depending on the capacity of the group, community need and strategic vision of the Centre. From the census in 2022, Centres have been asked to record the full value of room hire being provided to the community. Together, Neighbourhood Centres across Queensland provided an estimated 28,562 hours of room hire per month (342,744 hours per year) in FY 2025, valued at **$10,420,464 annually**. This is an increase from 256,332 hours of room hire per year in 2024 (21,361 hours per month) and value of $8,628,168, however consistent with 2022 levels which was valued at $10,703,448. The 2025 census has also seen the average number of hours of building use drop slightly again to 50 hours per week (51 hours per week in 2024)

Neighbourhood Centres auspiced 152 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. This is a significant decrease from an estimated 219 in 2024. Auspicing involves the Neighbourhood Centre receiving funds on behalf of an unincorporated 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 Neighbourhood Centres are often the 'social incubators' of new programs in communities. Based on the value of providing public liability insurance to these organisations, this has an estimated value of **$97,067 per year in 2025**, a decrease from $138,193 in 2024

In addition to auspicing, the data revealed that, per month, another 689 community groups were supported by Queensland Neighbourhood Centres through a variety of other means, an increase from 661 in 2024. Such support may include advice regarding governance, communications and design support, photocopying or other practical measures.

Statewide, the sector has seen an increase in the number of community projects managed by Centres per year from 1,387 in 2024 to 1,637 in 2025. Likewise, the average number of projects per Centre has increased from 10 to 12. The sector also saw an increase of involvement in projects managed by external organisations to an estimated 919 in 2025 compared with 852 in 2024.

The number of partnerships in an average month has been requested from census participants across the six years of data. These partnerships are exclusive to situations where there is more than one engagement per month between parties.

The partnership may be funded and governed by a written agreement, for example between the Centre and local government to deliver social inclusion activities. It may also be an unfunded collaboration based on a shared vision, such as the Centre working with the local school to identify young people who could benefit from homework clubs. The average number of partnerships per Centre per month has increased by 1 partnership per year since 2023 to 14 in 2025, however remains just short of the highest level of 15 in 2022. Overall, the number of partnerships estimated in the sector is 1,856 in 2025, reflecting an increase of over 300 from 2023.

FIGURE 34

Overall Estimated Number of Volunteers per week in all Queensland Neighbourhood Centres combined



3.2 Volunteering

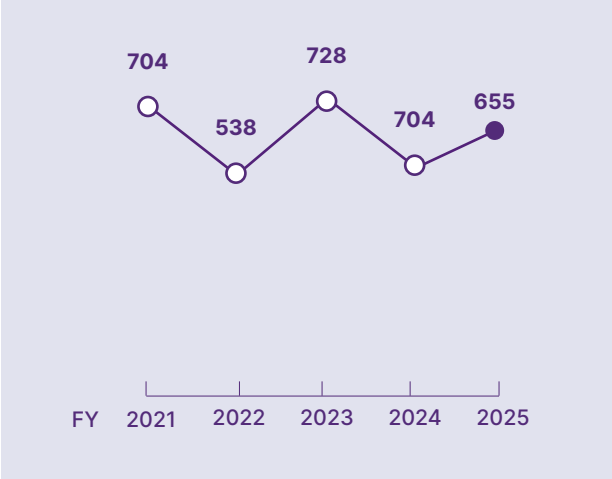
Neighbourhood Centres could not operate at the capacity they do without volunteers from the local community contributing their time to assist others. Volunteering also demonstrates further ways Neighbourhood Centres reduce loneliness and social isolation in communities by creating opportunities for participation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

In 2025, the Queensland Government conducted a Parliamentary Inquiry into Volunteering[7]. 13 written submissions to the inquiry were submitted from Neighbourhood Centre organisations. The recommendations of the Inquiry present significant opportunities for Neighbourhood Centres to strengthen their role as local volunteering hubs. The proposed investment in regional volunteering connection points, improved training, volunteer passports, and reduced regulatory barriers create opportunities for the sector to recruit, retain and support volunteers.

There is an estimated total of 2,541 people volunteering across all Neighbourhood Centres in Queensland in

FIGURE 35

Overall Estimated Number of Volunteer Hours in all Queensland Neighbourhood Centres combined (thousands of hours)



2025 and while this is less than 2,811 people in 2024, it is slightly above 2022 levels (2,459 volunteers) and 2023 levels (2,454 volunteers). This trend is shown in Figure 34.

Median volunteer numbers have seen a marked decline in communities with populations under 3,000 since 2023. In 2022, Centres in this demographic reported a median of 20 volunteers, but this figure dropped sharply to 7.5 in 2023, its lowest to 6 in 2024 and raised slightly to 7 in 2025. This trend is illustrated in Figure 36. A similar pattern is evident in volunteer hours: the median number of hours contributed by volunteers in these small communities fell from 91 in 2022 to only three in 2024, however has shown signs of recovery at 45 in 2025, as shown in Figure 37.

Feedback from Neighbourhood Centre networks suggests that this sharp decline is linked to the limited pool of potential volunteers in small population areas. These communities often rely on older residents who may face health or mobility challenges, limiting both the number of individuals available to volunteer and their capacity to commit substantial time. Current housing and rental challenges are also impacting townships with smaller populations as some households relocate to areas with larger amounts of housing stock.

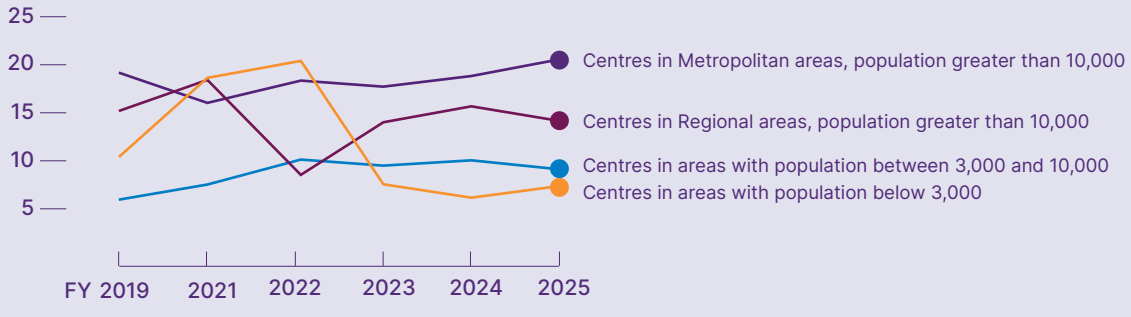
The Sector Impact Census indicates that volunteer hours in the sector fluctuate in a saw effect. Overall volunteer hours per Centre decreased from a median of 64 in 2023, 55.5 in 2024, and then 63 in 2025.

The average number of volunteer hours also decreased from 112 per week in 2023, to 88 per week in 2024, and 98 per week in 2025. Overall extrapolated hours follow the same trend with dips in 2019, 2022, 2024 and an increase in 2025 (Figure 35). Unfortunately, this correlates with a slight dip in numbers of volunteers in 2025 as previously indicated, meaning that fewer volunteers are contributing more hours of volunteer time. Despite these fluctuations, volunteering remains strong in the sector and when extrapolated, it is estimated that 13106 hours of volunteering per week occurs equating to 655,300 hours for the entire year. The estimated annual economic value of these volunteer hours is **$33,843,886** for 2025. See Appendix B for volunteer labour replacement cost methods.

Volunteer numbers for once off events have also been gathered through the census. These numbers fell considerably in 2021 during COVID 19 restrictions (2,751 volunteers) but have demonstrated considerable increases since. The sector had an estimated 6,631 volunteers at

FIGURE 36

Median number of Volunteers per Centre per Month from FY 2019 to FY 2025, grouped by local population type



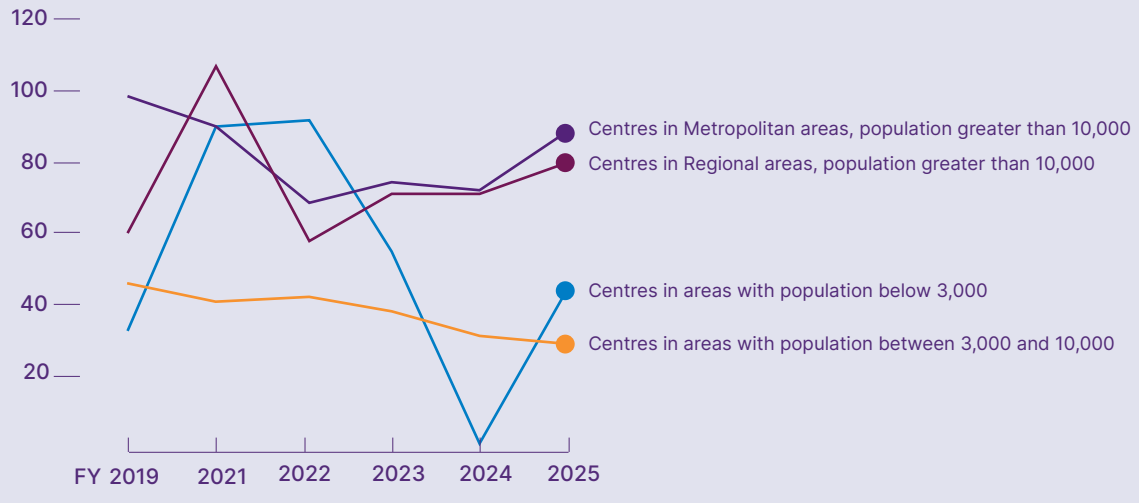
once off events in 2025, an increase of 930 from the year prior. A 300 person volunteer increase was also observed in the last Sector Impact Report.

The decline in regular volunteer numbers and increase in event related volunteering indicates that the nature of volunteering may be shifting in the sector towards episodic involvement. Episodic volunteering is short-term, flexible volunteering where people contribute for a once-off event or limited period rather than committing ongoing time.

Volunteer numbers and hours are often impacted by the capacity of the organisation to implement volunteer recruitment and retention strategies and are often dependent on whether or not the Centre employs a paid Volunteer Coordinator. In 2024, 32% of census respondents had a designated role for volunteer coordination and management however 68% indicated they had no volunteer coordinator position and many noted the responsibilities were 'tacked on' to other roles, including the CEO/Manager, Community Development workers or program leads. Many indicated that this led to overburdened staff or struggles in areas of recruitment and retention. Centres with a specific Volunteer Coordinator role experienced more streamlined recruitment processes, the provision of training and development, and consistent oversight to help volunteers stay engaged and supported.

FIGURE 37

Median number of Volunteer Hours per Centre per Month from FY 2019 to FY 2025, grouped by local population type



3.3 Student Placements

Student placements provide education opportunities for community members seeking employment in the human services sector, create relationships between educational institutions and Neighbourhood Centres, and are important workforce pipelines for the sector.

Census participants recorded 445 student placements in the financial year, 100 more than 2024. However, there has again been a significant shift in the types of student placements compared with prior years as detailed in Table 5.

High school student placements have remained consistent with 2024 figures at 13%, however, as was noted in the 2024 Sector Impact Report this was a considerable drop from 2023. Numerous factors may have played a role in the placement of students from high schools, including the level of risk that escalated community members may pose to minors. All student placements also require suitable supervision from Neighbourhood Centre staff and is dependent on staff capacity.

There has been a considerable increase in the number of students being placed from Registered Training Organisations which have doubled since 2024 to 31%. This may be due to a number of Neighbourhood Centres offering Skilling Queenslanders for Work (SQW) programs. This is a Queensland Government-funded initiative designed to help disadvantaged Queenslanders, including unemployed or underemployed people, to develop skills, gain qualifications and find sustainable work. Under these programs, Neighbourhood Centres form relationships with Registered Training Organisations to enable community members to undertake a course of study with a work placement component. Some of these placements can be short term and fall within the data capture period of the census.

After experiencing a considerable increase in university placements in 2024 to 60% of all placements, the percentage of students has dropped to levels consistent with 2023 and 2022. Spikes in placements can also be due to timing of snapshot data from the census,

TABLE 5

Percentage of total student placements in Queensland Neighbourhood Centres statewide in FY 2022 to FY 2025

Source of Placement	2022	2023	2024	2025	≈ Students
High School	25%	30%	14%	13%	81
Registered Training Organisation	17%	14%	15%	31%	153
TAFE	14%	9%	11%	10%	56
University	43%	47%	60%	47%	220
TOTAL STUDENTS					**510**

concerted university placement programs, and capacity of the sector to supervise student placements. In some cases, universities can supply external supervision to supplement Neighbourhood Centre supervision, enabling increased opportunities in degrees such as Social Work.

Extrapolated to the entire sector, Neighbourhood Centres undertook an estimated 510 student placements in 2025, a moderate increase from 480 in 2024, providing significant mentoring and training to potential new staff members.

Recognising the gap in education that exists for the specialised skills and knowledge that are needed in the Neighbourhood Centre sector, NCQ launched two micro credentials in 2025.

These free, self-paced online courses, hosted by Central Queensland University, were developed by NCQ in collaboration with sector representatives, senior community development practitioners, and academic partners. They were offered to students, job seekers, volunteers, staff members, board members and others working closely with the sector. The two courses offered were:

- Introduction to Neighbourhood Centres
- Overview of Community Development in Neighbourhood Centres

At the time of writing, 299 participants have completed the Introduction to Neighbourhood Centres course while 187 people have completed the Overview of Community Development course. Each participant receives a digital badge from Credly, certifying they have gained competency.

FIGURE 38

Source of Neighbourhood Centre Student Placements in FY 2024

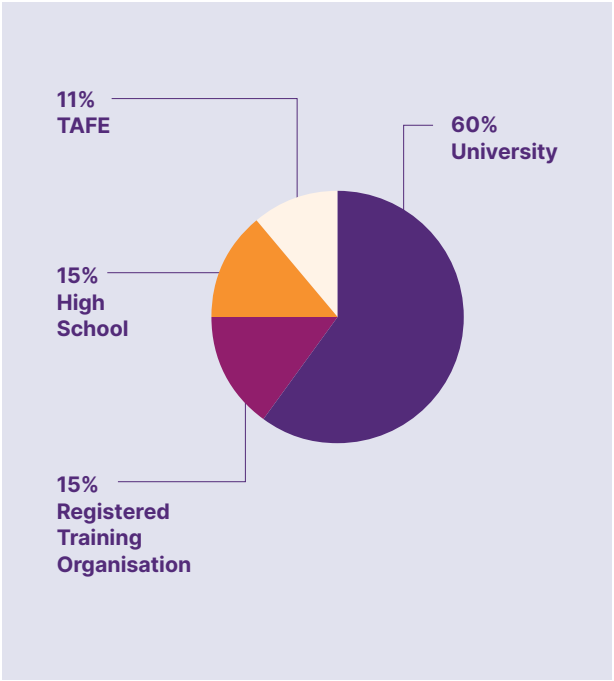


FIGURE 39

Source of Neighbourhood Centre Student Placements in FY 2025

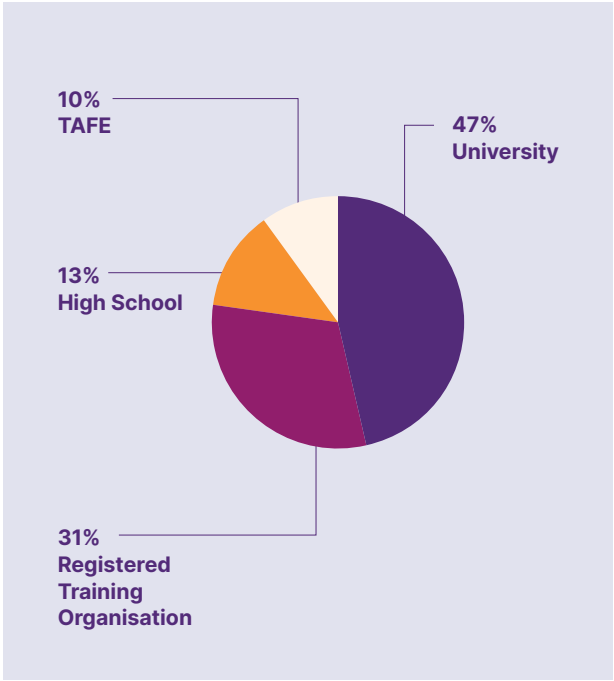


TABLE 6

Percentage of Neighbourhood Centres undertaking student placement recruitment from the following tertiary institutions in FY 2024

Tertiary Institution	% of Centres
TAFE Queensland	32%
Griffith University	25%
N/A	24%
Queensland University of Technology (QUT)	18%
University of Queensland (UQ)	13%
University of Southern Queensland (UniSQ)	12%
University of the Sunshine Coast (UniSC)	11%
James Cook University (JCU)	9%
Registered Training Organisation (Various)	7%
Southern Cross University	5%
Central Queensland University (CQU)	5%
Australian Catholic University (ACU)	5%
Other	4%
Bond University	1%
Torrens University	1%

TABLE 7

Percentage of Neighbourhood Centres placing students from the following qualification fields in FY 2024

Tertiary Institution	% of Centres
Community Services	51%
Social Work	43%
Human Services	32%
Social and Human Services	23%
N/A	21%
Child , Youth and Family Intervention	20%
Community Welfare	18%
Counselling	15%
Psychology	13%
Youth Work	9%
Social Science	7%
Individual Support	7%
Mental Health	7%
International and Community Development	2%
Other	2%
Social Housing	1%
Leisure and Health	1%
Developmental Practice	0%

4. Resourcing

4.0 Overview

The impact of Neighbourhood Centres in local communities relies on appropriate resourcing. This resourcing includes adequate funding, effective community governance structures, qualified and experienced staffing, and a centre/building infrastructure 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.

Key Terms in this Report

Funded Centres refers to Neighbourhood Centres who receive Neighbourhood Centre Initiative funding from the Queensland Government

Unfunded Centres refers to Neighbourhood Centres who do not receive Neighbourhood Centre Initiative funding from the Queensland Government

4.1 Governance

Different types of governance structures feature in the sector and play a significant role in the focus and direction of Centre operations. In order to explore the different types of governance structures in the sector, participants were asked about the type of governance structures their organisations had. Participants could select more than one response. Both funded and unfunded Centres participated in this question.

It is noted that four indigenous controlled organisations that operate five Neighbourhood Centres in the state did not participate in the 2025 census. One of these organisations is a cooperative.

76% of respondents indicated that their Neighbourhood Centre had a local community board, advisory group or steering committee. Local boards or management committees are voted from members of the organisation at the Annual General Meeting. For Neighbourhood Centre structures, these members are typically local citizens with an interest in the Neighbourhood Centres activities. Neighbourhood Centre boards comprising of local people are place-based community-led in nature and seek to represent communities in the organisation's strategic direction. They ideally co-design the organisation's values, mission, and strategic plan with staff, volunteers and

TABLE 8

Governance Structures of Queensland Neighbourhood Centre Census Participants in FY 2025

Governance Structure	Number of Centres	&
We have a local community board, advisory group or steering committee	78	76%
Incorporated Association	72	71%
We have no local community board, advisory group or steering committee	24	24%
Large NFP or Charity Organisation	14	14%
Faith based organisation	10	10%
Companies Limited by Guarantee	10	10%
Local Council	9	9%
Other	1	1%

community members to ensure the community is genuinely involved in the Neighbourhood Centre's direction.

Most organisations that stated they have a local board also indicated they are an incorporated organisation. 71% of respondents selected incorporated associations however several companies limited by guarantee also indicated they had a local community board. Companies limited by guarantee are structures 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 include members from the local area.

Almost a quarter of respondents (24%) indicated they did not have a local board, advisory group or steering committee. These organisations were commonly large Not for Profits or Charity organisations (14%), Faith based Organisations (10%) and Local Councils (9%). 12 Local councils are currently contracted to operate Neighbourhood Centres around the state. While larger organisations provide increased financial and organisational infrastructure, it has been noted by NCQ that some staff working in Centres within these structures experience some internal challenges regarding a shared of understanding of Neighbourhood Centres, auspicing external community organisations, Centre communications, branding and flexibility in program design. Furthermore, large NGOs that operate Neighbourhood Centres are usually governed by a board from a metropolitan central office, and may strategically plan for statewide or national operations rather than local place-based responses. DFSDSCS's Shared Vision for Neighbourhood Centres emphasises the key role of Neighbourhood Centres in delivering place-based community-led initiatives[8]. **Essential to this success is Neighbourhood Centre funding that supports local community governance structures that guide the vision, mission and direction of each Centre.**

Neighbourhood Centres were also asked how many board members were on their committee and the total number of committee hours contributed in June 2025, the median results documented in Table 9.

Median numbers of board members have remained relatively consistent in the sector. However there has been a further increase in the number of hours committee members volunteer in populations lower than 3,000 people. This is followed by a lesser increase in Metropolitan areas. Neighbourhood Centres in large regional areas have seen a decline in volunteer governance hours with the most significant being regional populations above 10,000 people dropping from a median of 27 hours to 15 hours per month. This isn't to suggest that a drop in hours leads to a drop in quality of governance. It will be later observed that the sector has experienced a notable increase in staffing which may mean absorbing various administrative tasks for the board to allow them to focus on governance matters.

TABLE 9

Median Number of Board Members and Board Hours contributed per Centre per Month in FY 2025, grouped by Local Population type of Centre

Location	Median No. Board Members	Median Hours per Month
Metropolitan	6	25
Regional with population above 10,000	7	15
Location with population between 3,000 – 10,000	6	23
Location with population below 3,000	7	23

4.2 Premises

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

According to Qld Government datasets, the ownership of 129 Neighbourhood Centres funded by the DFSDSCS is outlined in Table 10.

38% of Neighbourhood Centres that receive Qld Government funding are located in buildings owned by the Qld Government. The organisations that lease these buildings have access to subsidised “peppercorn” rents. Leasing arrangements with local councils (41%) also generally have access to heavily subsidised rental arrangements. 21% of NC infrastructure are not owned by local or state government. 11% are owned by the organisation and 9% pay private rent. One private rental is provided by Rio Tinto. Buildings underneath each of the categories range in type and age, with some being new purpose built structures, others in residential houses, and historical buildings.

Buildings owned by the department are part of annual property audits, which review the condition and suitability of buildings for the delivery of Neighbourhood Centre activities. Buildings may be recommended for major upgrades or replacement pending the availability of funds. In 2024-25 the Manunda Neighbourhood Centre building was replaced and in 2025-26 replacement buildings for Bribie Neighbourhood Centre and Manoora Neighbourhood Centre were also delivered. Structures not owned by the Queensland Government are subject to private arrangements or Local Council audits.

The funding uplift for Neighbourhood Centres in late 2022 included a $20,000 subsidy for those organisations based in non-state government buildings. This has greatly supported Neighbourhood Centres that are required to cover costs for private rental or building ownership including repairs and maintenance. Additionally, it has been of benefit to Centres based in local council facilities that attract additional costs not covered by state government infrastructure arrangements.

As Centres are being increasingly utilised as Community Recovery Hubs during disasters, consideration will need to be made to equip Centres with infrastructure to respond during power and network outages, clean water supply, cooling systems and rooms for disaster recovery stakeholders. Some Centres have been able to secure generators, solar batteries and internet services that can operate while being off grid. The suitability of expanding these programs is dependant on a number of factors including location, size, existing electrical systems and building ownership or leasing arrangements.

TABLE 10

Building Ownership in FY 2025 of Funded Neighbourhood Centres

	Number of Centres	%
Queensland Government – Department of Communities	53	41%
Local Council	49	38%
Owned by service	14	11%
Private Rental	12	9%
Mobile	1	1%

4.3 Funding

In FY 2022-23, the Queensland Government announced a significant investment into Neighbourhood Centres with a funding uplift that saw baseline operational funding double for most of the sector.

This funding pre-empted widespread sector reforms implemented in all Neighbourhood Centre program contracts from October 2023 featuring an increase in indexation rates aligning more closely to the consumer and wage price indices. Through the new strategic reforms, a clear program logic was co-designed with the sector featuring a framework[9] of the three common activities that Neighbourhood Centres deliver:

1. Linking people with formal and informal support
2. Creating social connections and inclusion
3. Integrating local community action

Several machinery of government changes have occurred since the funding uplift and sector reforms, and Neighbourhood Centre funding has been placed within the Community Services commissioning division within each department change. From November 2024, the change of Government resulted in Community Services Commissioning being placed in the Department of Families, Seniors, Disability Services and Child Safety. As the following data was gathered during the period to June 2025, the department is referred to DFSDSCS.

DFSDSCS Neighbourhood Centre program funding amounts for FY 2022, FY 2023, FY 2024, and FY 2025 were obtained and are outlined in Table 11.

Due to a 2024 election commitment, Wynnum Community Place was added as a funded Centre in June 2025 for the term of the political cycle. This amount was omitted from the above annual amounts and will be reported in the 2026 Sector Impact Report. Additionally, Rockhampton Neighbourhood Centre was funded from July 2025, making the total number of funded Centres 130 for FY 2026.

As Table 11 indicates, prior to the funding uplift, the median amount of funding per Centre was $126,502 and an average of $138,133 per Centre. This created significant challenges for the sector in attracting and retaining skilled employees, and safety issues due to the employment of only one base full time equivalent staff member. Since the funding uplift, median and average base levels have increased to $284,098, and $279,044

TABLE 11

Queensland Neighbourhood Centre Program Funding Data in FY 2022 to FY 2025

	FY 2022	FY 2023	FY 2024	FY 2025
Number of funded Neighbourhood Centres	127	128	128	128
Average funding per Centre	$138,133	$253,549	$266,393	$279,044
Median funding per Centre	$126,501	$258,720	$273,245	$284,098
Yearly funding range	$121,952 to $492,827	$238,680 to $537,813	$252,117 to $568,095	$262,048 to $590,474
CPI increase	1.5%	5.07%	3.88%	3.81%
Total Neighbourhood Centre Initiative funding	**$17,681,035**	**$32,454,267**	**$34,364,728**	**35,768,959**

respectively in 2025. The total amount the Queensland Government funds the sector for base operations has doubled since 2022 and totalled $35,768,959 in the 2025 financial year.

These increased levels have created room for the sector to employ more than one key staff member, meet extensive compliance requirements, cover a portion of IT and building infrastructure costs, and refocus on community initiatives.

It is also noted here that, during the FY 2024 period, 18 Neighbourhood Centres were additionally funded to employ a Community Connect Worker, with two more locations to commence from July 2025 at Thursday Island Neighbourhood Centre and in Rockhampton Neighbourhood Centre. Due to an election commitment, a further Community Connect Worker location was also added to Logan East Community Centre in 2025.

Community Connect Workers operate within select Neighbourhood Centres to provide additional support to individuals and families who present with complex needs, including financial hardship, homelessness, domestic and family violence, trauma, chronic health issues and substance abuse. They help link people to community and specialist support services through referrals and tailored support. Support may also include linking people who experience loneliness and social isolation with wellbeing groups and community connections, improving their physical and mental welling.

For most Centres, Neighbourhood Centre Inititative funding from the DFSDSCS was not the only source of funding they received. Data was gathered for the 2025 Sector Impact Report to identify the variety of funding streams that organisations access to operate their Neighbourhood Centres. The results are as follows in Table 12.

Due to machinery of Government changes it has become increasingly difficult to track different forms of state funding for the Neighbourhood Centre Sector. The Department of Child Safety was previously located elsewhere and funded 18% of the sector in 2024. It is now located in DFSDSCS which also provides Neighbourhood Centre initiative funding to 92% of the sector. In our services section, 30% of the sector indicated they provided Family Support programs that were DFSDSCS

FIGURE 40

Average Funding per Centre per year from Neighbourhood Centre Program Initiative from FY 2022 to FY 2025

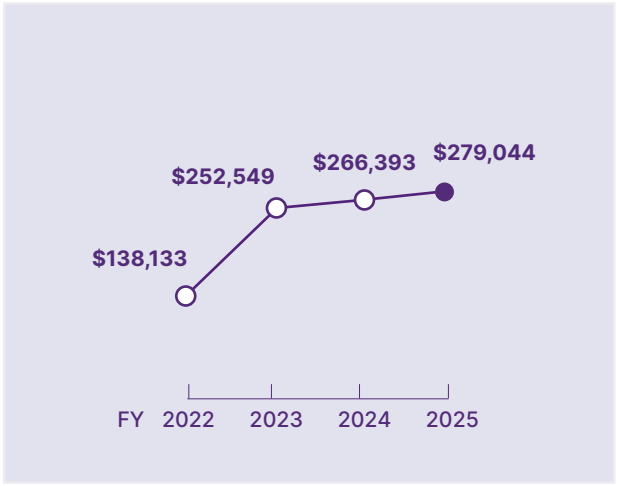


FIGURE 41

Median Funding per Centre per year from Neighbourhood Centre Program Initiative from FY 2022 to FY 2025

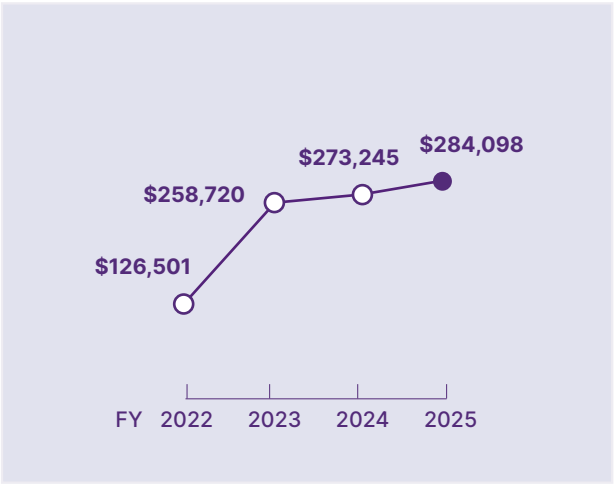


TABLE 12

Neighbourhood Centre respondents receiving resourcing from the these funding streams in FY 2025

Funding Stream	No. of NC Respondants	%
Families, Seniors, Disability Services and Child Safety (Qld Government)	94	92%
Donations & Fundraising	75	74%
Grants Programs	64	63%
Hall & Office Hire	60	59%
Local Government	41	40%
Department of Social Services (Australian Government)	37	36%
Organisation Memberships	25	25%
Social Enterprise	22	22%
Corporate Partnerships	15	15%
Housing and Public Works (Qld Government)	13	13%
Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (Qld Government)	12	12%
Philanthropic Organisations (eg Vincent Fairfax, Ian Potter, Mindaroo, Qld Gives, etc)	12	12%
Education (Queensland Government)	11	11%
Department of Health & Aged Care (Australian Government)	10	10%
Youth Justice and Victim Support (Queensland Government)	9	9%
NDIS	9	9%
Primary Health Network (PHN)	9	9%
Trade, Employment and Training (Queensland Government)	7	7%
Justice (Queensland Government)	6	6%
Health (Queensland Government)	4	4%
Local Government, Water and Volunteers (Queensland Government)	2	2%
Environment, Tourism, Science and Innovation (Queensland Government)	2	2%

which may indicate the predicted Child Safety component. Department of Housing which is more clearly identified through Department changes have increased from 2024 to 2025 from 9% to 13%. Department of Education funding has also slightly increased from 7% in 2024 to 11% in 2025, while the number of Centres funded by the Department of Trade Employment and Training has decreased from 13% in 2024 to 7% in 2025.

12% of Neighbourhood Centres received funding from the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, 9% from the Department of Youth Justice & Victim Support and 6% from the Department of Justice.

Funding from Department of Health has been maintained at 4%, however it is also mentioned here that many Neighbourhood Centres were funded for place-based Women and Girls projects through a NCQ initiative that received funding from Queensland Health. In the first round of this project, $200,000 was distributed to 25 Centres in the 24/24 FY with a further $60,000 to be distributed in the current year. 48 Centres were also beneficiaries of $1.1million in funding for the Community Food Project funded by DFSDSCS through NCQ. Across the Women's and Girls Project from Queensland Health and Community Food Project from DFSDSCS, 57 Centres (37% of the sector) were supported through NCQ grants funded by external Government partners.

40% of Neighbourhood Centres receive funding from Local Government. This is particularly the case for unfunded centres as referenced in the following section where 50% indicate they receive nominal funds where State Government does not fund Neighbourhood Centre operations. Local Government also offers a variety of grants programs for community activities and events. For the 12 Neighbourhood Centres that are run by Local Councils, resources are often leveraged within the Council for community activities.

It is also noted that Centres run a variety of revenue raising activities. 74% raise funds from donations and fundraising, 59% receive income from hall and office hire and 22% from social enterprises. These activities are often labour intensive requiring large amounts of staff and volunteer hours to leverage further funding for Centre activities. The number of Centres accessing grants programs have remained reasonably consistent over the past 3 years at around 63% in 2025 with only a slight variation from 69% 2024. Census data indicates that the sector submitted an estimated 922 funding applications in 2024/2025, only 35 less 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 geographic location and the capacity of staff to undertake time consuming application processes. Centres each apply for a median of 6 and an average of 7 funding applications per year.

A new dataset was introduced in 2024, asking participants to supply the dollar value of successful funding applications. A total of $13,398,126 was recorded in 2025 and when extrapolated to the entire sector the value was estimated to be $16,276,016. While these figures are around $2million less than 2024, the increase in staff numbers and hours demonstrates there are nuances beyond funding amounts from year to year to measure growth. Successful funding in previous years may be for multi-year projects. Additionally, centres need to manage organisational growth with organisational infrastructure, building capacity, workforce availability and internal structuring. Funding also needs to be sought for genuine identified community needs.

4.4 Unfunded Neighbourhood Centres

NCQ has become aware of an increasing number of Neighbourhood Centres operating in Qld that are not funded under the Neighbourhood Centre initiative by the Qld 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.

Unfunded Neighbourhood Centres included in the census are 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. 27 Centres are currently identified. A total of 15 unfunded Centres were included in the following consolidated data across the past two years, including 10 unfunded Centres in 2025 and five from 2024.

Unfunded Centres identified their sources of funding in Table 13.

While unfunded Centres did not receive Neighbourhood Centre initiative funding, the Department of Families, Seniors, Disability Services and Child Safety, provided funds in other formats including grants and other initiatives. Three centres indicated this funding stream. Two unfunded Centres also indicated they were funded for programs from the Department of Housing and Public Works.

A third of unfunded Centres received financial support from Local Government. In some locations this may include a limited annual amount to assist with Neighbourhood Centre operations, or take the form of small grants programs. A small number of unfunded Centres (13%) received funding from the Department of Social Services, presumably to operate as a Services Australia Agency or to deliver Federal Emergency Relief.

TABLE 13

Funding sources for Neighbourhood Centres that do not receive Neighbourhood Centre Initiative funding from the Qld Government.

Funding Stream	% of Centres
Donations & Fundraising	80%
Grants Programs	56%
Hall & Office Hire	53%
Local Government	50%
Organisation Memberships	33%
Social Enterprise	28%
Corporate Partnerships	22%
Families, Seniors, Disability Services and Child Safety (Qld Government)	20%
Housing and Public Works (Qld Government)	13%
NDIS	6%
Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (Qld Government)	6%
Department of Social Service (Australian Government)	6%
Child Safety (Qld Government)	6%
Employment, Small Business & Training (Qld Government)	6%
Justice & Attorney General (Qld Government)	0%
Primary Health Network (PHN)	0%
Department of Health & Aged Care (Australian Government)	0%
Education (Qld Government)	0%
Health (Qld Government)	0%
Trade, Employment and Training (Qld Government)	0%
Environment, Tourism, Science and Innovation (Qld Government)	0%
Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism (Qld Government)	0%

The predominant funding source for unfunded Centres is donations and fundraising (80%), followed by ad-hoc grants programs (73%). Hall and office hire also features strongly at 53% however the percentage of centres offering this has dropped from 61% in 2024. These sources of funding can often be labour intensive for Centres, requiring their volunteer base to run fundraising events, maintain community relationships and manage community spaces. Applying for grants programs can be a time consuming process with a variable success rate due to their competitive nature against other larger funded organisations. Extrapolating numbers obtained from unfunded Centres, this element of the sector submits a total of 165 funding submissions worth $3.6million.

A comparison of median outputs of funded and unfunded Neighbourhood Centres was conducted. Medians for funded Centres was calculated based on 2025 figures whilst unfunded Centres used data from two census years. The results outlined below in **Table 14**.

Median numbers of unfunded Centres activities outperform in almost all areas compared to funded Centres. As was identified in last years' census, unfunded Centres in Metropolitan areas continue to produce some of the highest usage and participation rates in the sector. These metropolitan Centres produce a median of 1910 uses and 983 activity participants per week, compared to funded metropolitan Centres at a median of 140 user and 50 activity participants per week. These high performing Centres include Bulimba Community Centre, Caddies Community Centre, Donald Simpson Centre, The Meeting Place Oxenford/Coomera, Loganlea Community Centre and YMCA Springfield Lakes and Springfield Central. Overall medians for this dataset for all demographics demonstrate even greater increases since 2024.

These results reveal the extra labour that unfunded Centres experience as they undergo Neighbourhood Centre activities with less financial resources. Weekly average volunteers and hours are higher in unfunded Centres as the Centre becomes more dependent on a volunteer workforce to operate. With a lack of operational staff, boards of unfunded Centres are often required to fill gaps in operations to keep the organisation together. It is highlighted that according to the medians, unfunded Neighbourhood Centre boards are contributing 71 hours per month, more than three times the amount of hours by boards of funded organisations (20 hours).

Unfunded Centres also have extremely high amounts of room hire hours and value (275 more hours and $8,183 more value per month). Around 53% of unfunded centres are dependent on room hire for income. Often the funding model for these locations generate enough income to employ a staff member with the proceeds, however this role enviably focuses on maintaining this income stream than being able to provide referrals, attend network meetings, facilitate community development processes or provide social service activities.

NCQ's consultation with the unfunded Centres network in Qld indicates the following additional challenges:

- Lack of funding for qualified staff to respond to complex issues in communities
- Pressure of managing and maintaining a volunteer base when there is little or no staffing
- Safety risks to volunteers when dealing with escalated community members
- Maintaining and leasing physical infrastructure including building repairs, utilities, maintaining tenancy, insurances, etc.
- Lack of access to professional development and training
- Succession planning for management committees
- Responding to increased community need during cost of living and housing crisis

Concerns around the safety of volunteers and lack of qualified personnel are reflected in the considerably lower referral rate for unfunded Centres (an average of only ten referrals per week), due to lack of funding for professional development and little opportunity to build local referral pathways with external organisations.

Unfunded Centres also distribute lower amounts of food relief. This highlights a reduced capacity to respond to community members needing specialised support, however the difference is less than 2024 (-579 Kgs). Instead, unfunded Centres generally have a focus on community participation activities to maintain basic level operations.

When extrapolated to all 27 unfunded Centres, it is estimated that this portion of the sector has 600 volunteers per week contributing 165,960 hours for 2025. These estimates are higher than the 2024 figures of 571 volunteers contributing 111,050 hours per week. Estimates for unfunded centres also include 824,100 visitors per year and 492,850 in programmed activities. Overall, the estimated community value of 27 unfunded Centres is **$47,138,961**.

TABLE 14

Median outputs of funded and unfunded Neighbourhood Centres

Datapoint (weekly)	Funded Median	Unfunded Median	Difference
Volunteers	15	17	2
Volunteer Hours	56	170	114
Event Volunteers	30	24	-6
Event Participants	840	1000	160
People Using Centre	230	1,240	1010
Activity Participants	105	750	645
Building Use hours	45	72	27
Referrals	23	10	-13
Committee Members	7	7	0
Committee Hours (Monthly)	20	71	51
Food Relief (Monthly)	500kg	112kg	-388kg
Community room hire (Monthly Hours)	100	375	275
Room hire (monthly value)	$3,317	$11,500	$8,174

4.5 Social Enterprise

A Social Enterprise is a business that operates for direct social benefit. Neighbourhood Centres are becoming increasingly involved in conducting social enterprises for a number of reasons including:

- Providing employment opportunities for community members experiencing employment barriers due to disability, disadvantage or lack of job skills
- As a complementary arm of the Skilling Queenslanders for Work program
- An income stream for the centre to conduct flexible programs that cannot be funded through grants programs
- To target a specific gap in local services
- Increasing economic participation in local community
- Building partnerships with local business and suppliers
- To create social and economic inclusion
- As a community development response to local issues

TABLE 15

Types of Social enterprises run by Neighbourhood Centres in FY 2025

Socil Enterprise Type	% of Centres
Cafe	11%
Catering Service	5%
Cleaning Services	1%
Gardening/Mowing Services	3%
Gym	0%
Hairdressing	1%
Human Services Training/ Resources	2%
Laundry Services	3%
Op Shop	16%
Book shop	**4%**
Art/Craft Shop	**1%**
Repair Services	**3%**
Transport	**4%**
Plant Nursery	2%
Other	8%

In November 2025, the Queensland Government launched its Social Enterprise and Impact Investing Roadmap.

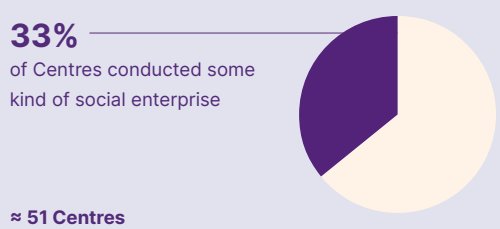
Developed by the new Office of Social Impact and a $20 million investment, this new initiative will focus on supporting social enterprises in early start up and growth phases. The program presents new opportunities for the Neighbourhood Centre sector to expand its involvement in social enterprise and increase social impact in the state.

Participants were asked what type of Social Enterprise they conducted in the 2025 financial year with the results as following in Table 15.

67% of respondents indicated they did not run a social enterprise, however this figure may be underrepresented as respondents indicated in the previous dataset that 22% of Centres identified social enterprises as a funding

FIGURE 41

% of Neighbourhood Centres conducting Social Enterprises in FY 2025



stream. A possible explanation for the 11% variation is that social enterprise initiatives can be difficult to run at profit, therefore may not be identified by Centres as a funding stream. Based on the assumption that 67% do not operate a social enterprise, a third of Neighbourhood Centres are undertaking this activity.

Op shops remain the most popular form of social enterprise in the sector at 16%. There has been an increase in the percentage of Centres running cafes after a drop to 6% in 2024, with café's now being run in 11% of the sector in 2025. Catering services, often run in connection with social enterprise cafes are also notable at 5%.

8% of the sector provided an extensive list of other types of social enterprises they conduct. These include Community Markets, Tiny Home/low cost housing rentals, childcare and retail fashion outlets.

Participants were asked to record their total sales in FY 2025, financially recording the additional community value Neighbourhood Centres are providing to their area through social enterprise goods and services. A total of $2,973,622 was calculated. When extrapolated using population medians, this equates to a total sector estimate of **$3,847,192** in social enterprise value in FY 2025, an increase from $3,310,538 in FY 2024.

Fee-for-service income was again requested from the sector in the 2025 Census. Fee for service indicates the value community members place on activities and services offered by the Centre to local people. Participants recorded a total income of $9,050,741 in fee for service activities, equating to an overall sector estimate of **$10,174,640** in 2025, a decrease from $11,866,173 in 2025. There is great variation in the amount that Neighbourhood Centres generate from fee for service activities, with the lowest amount of income for a Centre being only $230 to the highest being $4.6 million per year.

FIGURE 43

Total income generated statewide by Neighbourhood Centres from Social Enterprises and Fee-for-Service activities in FY 2024

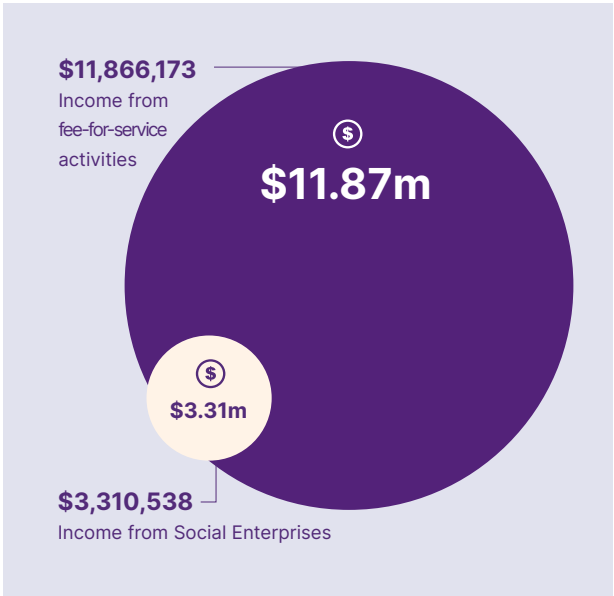


FIGURE 44

Total income generated statewide by Neighbourhood Centres from Social Enterprises and Fee-for-Service activities in FY 2025



4.6 Workforce

Neighbourhood Centre respondents employed a total of 1670 staff members in June 2025. Of these, 22% were full time employees, 42% part time and 25% casual. 1% were casual tutors and 10% contactors. There has been an increase in median staff hours per week per centre across five years of data from 94 (2019) to 145 (2024) to 150 (2025) The total staff hours provided by all respondents in 2025 was 40,293 per week.

When extrapolated to the whole sector the estimated workforce of 155 Neighbourhood Centres is 2126 employees working an estimated total of 49,982 hours per week (2,599,064 hours per year). This is a significant increase from 1,803 staff and 41,171 hours per week in 2024. It demonstrated a 37% increase in staff numbers and 58% increase in staff hours over the past 2 years. A comparison of employee types suggests that the sector decreased the number of contractors and casual tutors, and increased the number of full time, part time and casual employees (Table 15).

This increase of 300 staff members indicates healthy economic growth in the sector, particularly for women who make up 83% of the sector. Additional employment in the sector results in additional economic and employment benefits to local communities according to multipliers derived from a 2017 analysis by Deloitte ACCESS Economics on the Economic contribution of the Australian charity sector for the Australian Charities and Not-for-profits Commission[10]. For every full-time equivalent employee, a further 0.39 full-time equivalent jobs are supported elsewhere in the economy due to the economic activity created by wage spending. Based on these estimates, the sector employs 1315 FTE staff per week and creates an extra indirect 513 FTE positions for local communities.

TABLE 15

Number of Staff Working in Queensland Neighbourhood Centres in FY 2022 to FY 2025, Grouped by Employment type, Extrapolated Weekly

Employment Type	Weekly 2022	Weekly 2023	Weekly 2024	Weekly 2025
Full Time	295	330	409	472
Part Time	576	687	724	919
Tutors - Casual or Sessional	128	97	10	19
Casual/Fixed Term Project Staff	264	278	305	488
Contractors	270	166	105	228

4.7 SCHADS Award Analysis

In June 2024, The Fair Commission announced the Gender Undervaluation – Priority Awards Review leading to the identification of several awards being undervalued including the Social, Community, Home Care and Disability Services Industry Award (SCHADS Award). This is the most common pay award system used by the Neighbourhood Centre Sector. The commission aims to replace the current five-classification structure with a single, simplified structure by 2027 to address gender-based undervaluation. Current proposals aim to improve pay, recognise caring skills and lived experience, and increase wage rates.

In order to understand the impacts of the review to the award system, an additional question was asked in the 2025 Sector Impact Census about which current award levels staff were being paid at according to a number of common roles in the sector. As pay points were included in many responses, and at times Neighbourhood Centres provided several responses for each role an analysis was conducted on the most common rounded numbers in the datasets. The results are detailed in Table 16.

The majority of responses were consistent with SCHADS award guidelines. There is some variation for Manager/ Coordinator roles depending on organisation size and governance type. For governance structures that are managed by large non-profit organisations, managers are paid at lower levels due to decreased responsibilities with board involvement, compliance, and human resources while managers in smaller incorporated associations have greater responsibilities in managing the organisation.

The size of organisation also plays a significant role, with larger organisations often having a designated CEO role. Seven respondents indicated the CEO role was paid at an above award rate, a salary or special contract. Larger regional cities tend to pay CEO's/Senior managers at a Level 8, Metropolitan and Medium sized populations at a Level 7 and small populations at a Level 6.

The second role where variation was observed was the Operations/HR/Finance role. At times this role takes on more of a managerial nature within the organisation. This may be in locations where staff recruitment is more challenging, as two respondents in populations less than 3000 people paid this role at a Level 7.

The most consistent level across all demographics was for the reception/administration role which was most commonly reported as a SCHADS Level 3.

Several Neighbourhood Centres that are operated by Local Councils or Faith Based Charity organisations reported that they did not pay under the SCHADS award scheme. For some locations operated by Centacare, it was indicated staff were paid under the Diocese's award scheme. Local Councils indicated their staff were paid under the Local Government Award or a Enterprise Bargaining Agreement.

Participants were invited to offer additional roles and pay levels. Roles offered were commonly in the areas of family support, volunteer coordination, youth work, program delivery or practical roles. Most of these additional roles sit in the SCHADS 3-5 range, with admin lower and specialist roles higher. Community Connect Worker roles were reported as SCHADS level 4-5, and a minimal number at Level 6.

TABLE 16

Most common rounded SHADS Award level associated with Neighbourhood Centre role

Role	Most Common Rounded Level	Second Most Common Level
CEO / Senior Manager	7	8
Manager / Coordinator	5	6
Operations / HR / Finance	5	4
Community Development / Engagement	4	5
Project Worker	4	5
Reception / Administration	3	2

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 Neighbourhood Centres and their Impact on Individuals and communities is immeasurable. This census 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 weather-related or personal disaster has meaning beyond the dollar value of ER.

Community value from participation, volunteering, ER and community services were combined and extrapolated to 155 funded and unfunded Neighbourhood Centres 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 **$201 million**.

A breakdown of overall community values are below in Table 17. These calculations are conservative estimates on the overall work of Neighbourhood Centres In Queensland and do not reflect all NC activities or their flow on economic or social benefits.

TABLE 17

Breakdown of Overall Community Values from Queensland Neighbourhood Centres in FY 2025

	Community Value
Emergency Food Relief Value	$74,372,112
Participant Activities	$53,953,334
Volunteer Replacement Value	$33,843,886
Social Enterprise & Fee for Service Value	$14,021,832
Community Room Hire	$10,420,464
Other services (IT, resumes, lunches, frozen foods)	$9,278,222
Non-food ER Value:	$5,724,480
Tax Help Services	$134,700
Auspicing Value	$97,067
TOTAL	**$201,627,421**

HIGHLIGHT

Overall Community Value: $201 million

The overall community value produced by the Queensland Neighbourhood Centre Sector annually is estimated to be over $201 million.

For every $1 invested, $5.46 produced

For every $1 of investment in Neighbourhood Centre Initiative funding, $5.46 is produced in community value.

Centre community values that received funding from DFSDSCS were measured against their Qld Government funding amounts for the 2025 financial year.

For every $1 of investment in NC program funding, $5.46 is produced in community value.

This return on investment is significantly higher than $3.98 in FY 2024. This jump is predominately due to the updated Social Return on Investment for Food Relief calculated by Food Bank from $20.05 in 2014[11] to $43 in 2024[12], as well as updated indexation rates applied to the Value of Statistical Life Year[13] and Volunteer Labour replacement costs. Our Community Return on Investment does not include unfunded centres. The overall value of the sector including both funded and unfunded centres has increased in value from $142.4 million in FY 2024 to $201.6 million in 2025.

APPENDIX

Appendix A: Census Participant types and Extrapolation Techniques

In order to obtain an estimate of the entire NC sector across Qld, census data was extrapolated to the total number of Neighbourhood Centres using medians. Medians for census results were calculated in the following four categories and expanded to Centres that did not participate in the census. It is noted that these numbers can vary from year to year depending on which Neighbourhood Centres participate in the census.

TABLE A.1

Number of Neighbourhood Centres by Population Type in FY 2025

Population	Census Responses	Missing Reponses	Total Centres
Metropolitan above 10,000	37	16	53
Regional above 10,000	28	14	42
Population between 3,000 and 10,000	28	10	38
Population under 3,000	10	12	22
TOTAL			**155**

For the purposes of this census, 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. This also noted that some NC populations sizes have changed from 2016 figures in the 2021 ABS census data as well as slight variation in how Centres self-identify.

Appendix B: Community Value Calculation Methods

Social Connection

In 2018, Deloitte Access Economics produced a report[15] 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)[16]. Quality-Adjusted-Life-Years is the most widely used approach for estimating quality of life benefits in economic evaluations[17].

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 2025 equivalents i.e., Quality Adjusted Life Year value of $253,000[18], which is consistent with Deloitte's method. The value of your Neighbourhood Centre's increased social connection is calculated using this formula:

Number of participants in activities and volunteers X 1 QALY ($253,000) 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 QALY 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.

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 $2719.08 annually.

The formula for calculating the community value of volunteering is:

Number of volunteer hours undertaken per week X $2719.08

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.

Emergency Relief

Food and groceries

The value to community of emergency food relief is based on work undertaken by Foodbank in Australia[20]. Their social return on investment analysis determined that food relief was valued at an average $20.05 per kilogram of food in 2014 dollars[21] and this was raised to $43 in 2024[22].

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

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

Number of Kgs distributed for an average month X 12 (months) X $43

Food vouchers

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

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

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

Cash/prepaid or gift cards

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

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

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

Fuel Vouchers

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

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

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

Bill payments

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

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

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

Public transport cards

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

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

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

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 12 months 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[23] from $3-$5 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[24]. The value was discounted to $30 to account for the fact that Neighbourhood Centres 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 $638.60 for annual cover provided by Local Community Insurance Services for a unincorporated community association[25].

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

Total number of organisations auspiced x $638.60

Community lunch, frozen or other meals

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

While many meals provided at community lunches are likely to be a form of emergency relief, participants may attend community lunches for other reasons such as for company or a lack of cooking skills. Because we are unable to

distinguish between the two, meals provided are not valued as emergency relief.

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

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

School aged breakfast clubs

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

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

Based on data from their report, the average breakfast is valued at $31.40 in 2014 dollars. Analysis of the 2014 detailed report allows for adjustment to 2024 dollars for each component. Allowing for inflation and the increased value of a statistical life, we calculate the ROI is $40.85 in 2024 dollars. The formula used for calculating the community value of school aged breakfast programs is. 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 $40.85

Social enterprises

The community value of running social enterprises is based on the value of sales over 4 days from goods and services through Neighbourhood Centre 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: Total $ value of social enterprise sales in 2025 Financial Year

Fee for service activities

The value to community of fee for service activities is based on the actual fees paid for activities undertaken by community members where the activity was not subsidised by grants or third parties other than NDIS. Many Neighbourhood Centre activities are provided at low cost and therefore the value is conservative as it is likely less than the replacement value if the activity was undertaken with a commercial or for-profit provider.

The formula used for calculating the fee for service activities is:

Total value of fee for service activities from the period covered by the applicable annual report

Community value relative to inputs

Community value for every $1 of income

Shows the total calculable community value from the organisation for each dollar of Neighbourhood Centre Initiative funding received. The 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 Neighbourhood Centre funding is:

Total community value divided by total Neighbourhood Centre Initiative funding for FY 2025

Community value for every hour the Neighbourhood Centre is in use

Shows the total calculable community value as an average for each hour the Neighbourhood Centre is in use. 'In use' includes any time of the week or day when activities are occurring, regardless of whether the organisation is staffed or open to the broader public. It does not reflect concurrent usage i.e. multiple activities occurring simultaneously for one hour are counted as 1 hour of use, even if these activities occur at different sites operated by the organisation. It is essentially an expression of community value from a building utilisation perspective. The calculation assumes activities take place over 50 weeks in the year.

The formula used for calculating the community value for every hour the Neighbourhood Centre is in use is:

Total community value divided by (hours per week the building/s is in use x 50)

Employment

Employment is calculated using the total hours of paid employment response combined with multipliers derived from 2017 analysis by Deloitte ACCESS Economics on the Economic contribution of the Australian charity sector for the Australian Charities and Not-for-profits Commission[28]. The multipliers are based on employment data for the development and housing sector classification. This classification covers much of the work done by Neighbourhood Centre including community development and training (multiplier = 1.39). This means that for every full-time equivalent employee, a further 0.39 full-time equivalent jobs are supported elsewhere in the economy due to the economic activity created by wage spending. Neighbourhood Centres engage in activities that fit in other classifications e.g. emergency relief, referral etc. which fit within the social services classification (multiplier = 1.46) or recreational activities that fit within the culture and recreation (multiplier = 1.35). These classifications' multipliers are marginally higher and lower than the development and housing multiplier respectively, further supporting the use of a 1.39 employment multiplier for the sector.

The formula used for calculating the total employment effect is:

Total reported hours of paid employment divided by 38 X 1.39

End Notes

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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

Agnes Water Neighbourhood Centre

Annerley Community Centre

Atherton Neighbourhood Centre - Better Together Community Support

Beaudesert Community Centre

Beenleigh Neighbourhood Centre

Belong - Acacia Ridge Community Centre

Benarrawa Community Development Association

Bowen Community Centre

Bribie Island & District Neighbourhood Centre

Bulimba Community Centre Inc.

Bundaberg Neighbourhood Centre

Burdekin Community Association Inc.

Burdekin Neighbourhood Centre Assoc Inc

Burrum Heads Neighbourhood Centre

Caboolture Neighbourhood Centre

Caddies Community Centre

Caloundra Community Centre

Capella Tieri Middlemount Community Support Network Inc

Care Balonne Assoc Inc.

CARE GOONDIWINDI LTD

Carinity Fassifern Community Centre - Boonah

Charleville and District Community Support Association Incorporated

Childers Neighbourhood Centre

Chinchilla Community Centre

Clermont Community Housing and Other Services Inc

Cloncurry Neighbourhood Centre

Collinsville Community Association Inc

Community Support Centre Innisfail

Community Support Service - Maranoa Regional Council

Deception bay Neighbourhood Centre

Dysart Community Support Group Inc.

Eagleby Neighbourhood Centre

East Creek Community Centre

Elorac Community Centr

Gailes Community House

Garbutt Community Centre

Gin Gin Neighbourhood Centre

Gladstone Region Neighbourhood Centre

Graham House Community Centre

Granite Belt Neighbourhood Centre

Hinchinbrook Community Support Centre

Hinterland Community Development Program (Caloundra Community Centre Inc.)

HUB Neighbourhood Centre Inala

Kingaroy Neighbourhood Centre

Kingston East Neighbourhood Group

Kuranda Neighbourhood Centre

Kyabra Community Association

Leichhardt One Mile Community Centre

Livebetter Monto Neighbourhood Centre

Logan East Community Neighbourhood Association (LECNA)

Loganlea Community Centre

Lutwyche Neighbourhood Centre

Maleny Neighbourhood Centre

Mareeba Community Centre

Marlin Coast Neighbourhood Centre

Millmerran Community Support Service

Mooloolah Valley Community Association Inc

Mossman Support Services

Mount Isa Neighbourhood Centre

Mt Gravatt Community Centre

Multilink Community Services Inc

Murilla Community Centre Inc

Nambour Community Centre inc.

Nerang Neighbourhood Centre Inc

New Farm Neighbourhood Centre

North Burnett Community Service

North Townsville Community Hub Inc.

North West Community Hub

Nundah Neigbourhood Centre

Oxenford Coomera Community Youth Centre

Palm Beach Neighbourhood Centre

Picabeen Community Centre

Pomona & District Community House

Port Douglas Community Service Network

Proserpine Community Centre Association Inc.

Prospect Community Services

Ravenshoe Community Centre Inc.

Redland Community Centre

Riverview Neighbourhood House Association Incorporated

Rollingstone Neighbourhood Centre

Roma Neighbourhood Centre

Rosewood and District Support Centre Inc

Sarina Neighbourhood Centre

Sherwood Neighbourhood Centre Inc

Springfield Central Community Centre

Springfield Lakes Community Centre

St David's Neighbourhood Centre

Studio Village Community Centre

Tara Neighbourhood Centre

The Buzz

The Community Place

The Hervey Bay Neighbourhood Centre

The Neighbourhood Hub

The Y Cannon Hill Community Centre

Varsity Lakes Community Resource Centre

Weipa Community Care Association

NEIGHBOURHOOD CENTRES QUEENSLAND

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info@ncq.org.au
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