# Queensland Neighbourhood Centres

## 2017 Investment Management Standards Consultation

### Key Messages

The following is a summary of the key themes of the Neighbourhood Centre (NHC) Consultation and Investment Management Standard (IMS) workshops of 2017. It provides useful points and information for stakeholders to use when discussing the future of Queensland NHCs with their local representatives.

NHCs are essential, place-based social infrastructure delivering essential social services in Queensland communities and should be recognised for this key role they play.

* NHCs are the brain bank of their communities and hubs for community connection and capacity building.
* NHCs are universal catch all services providing front-line early intervention, crisis and post-crisis support.
* NHCs are responding to increasingly complex issues and people in crisis.
* NHCs need to be included in Queensland Government place-based planning.
* Pressures on NHCs are exacerbated in rural and remote areas due to limited community resources and poor access to specialist services
* Current base funding model of $110,000 per annum is inadequate and unsafe for workers and service users.

Three recommendations have come from this work :

* 1. Review program model and increase annual statewide funding to NHCs from $15 million to $30 million (over three years).
  2. Expand the Community Connect Worker trial to add capacity to NHCs.
  3. Address infrastructure inequities across premises, building maintenance arrangements and information technology

Implementation of the first recommendation is critical with two and three allowing neighbourhood centres get on the front foot in their communities.

NHCs want to continue to respond from a flexible, universal, community development framework. To do this, they require adequate funding and infrastructure. Centres are ‘stretched to the limit’ and want to have the capacity to do more with their communities; operate safe working environments; to support their volunteers; and, to be recognised for their role in the community.