

Statewide network of



funded
**neighbourhood
and community
centres**

Financial literacy
and **resilience** services
accessed by



14,686
people



place-based initiatives to improve
social, economic and
physical wellbeing
(Logan Together, Rockhampton,
Gladstone, North West Minerals
Province)



Community Services

Community Services delivers strategies, programs and initiatives that support thriving Queensland communities.

This includes targeting investment to create positive outcomes for Queenslanders and improve their social and economic wellbeing.

Top 4 achievements

1

» Place-based approaches

We developed a Framework for Place-Based Approaches as a key resource to assist in solving complex community issues. Logan Together (which commenced in 2015) is a significant place-based initiative and one of the most advanced in Australia. It is focused on 0–8 year olds. We have seen improvements in kindy enrolments for some groups of children and improved engagement for ‘at risk’ groups of people such as women accessing the Aboriginal and Torres Strait Islander Child and Family Centre in Waterford West.

2

» Neighbourhood and community centres

Neighbourhood and community centres are fundamental social services infrastructure that support healthy and thriving communities. They offer many programs and services to assist a wide range of people and the community. The department invested \$12.7 million to commission four new centres located at Moranbah, Kallangur, Yarrabilba and Thursday Island and updated six existing neighbourhood centres at Inala, East Murgon, Bowen, Wilsonton, New Farm and Gatton. The Moranbah Youth and Community Centre was opened in May 2019. Upgrades at the Inala Community Centre and East Murgon Neighbourhood Centre were completed in July 2019.

3

» Thriving Communities Leadership Group

The department established the Thriving Communities Leadership Group (which replaced the Community Services Partnership Forum) as the premier point of engagement with the community services industry. This group provides a forum for peak services (such as QCOSS) and key networks to partner with the department on actions to help communities to thrive. This group met for the first time on 22 May 2019. Members proposed a range of key issues and work has progressed to identify practical, collaborative and targeted activities to address these issues. The group meets quarterly and a communique of discussion is available on the department’s website.

4

» Financial literacy and resilience services

During 2018–19, 14,686 people accessed a financial literacy and resilience service. These people were shown how to improve their financial management skills, which helped them build resilience and better manage their money to prioritise essential living needs. Good Money Stores assisted 5683 people. 968 people were issued with loans under the No Interest Loan Scheme to a total value of \$999,435. Loans of up to \$1500 were offered for household items such as furniture, fridges, washing machines, stoves, freezers, heaters, medical or dental expenses, car repairs and tyres, and essential education goods such as laptops and textbooks.

Delivered objectives

Create jobs in a strong economy

- » Assisted eligible Queenslanders to receive cost of living aid through the available concessions and the Carer Business Discount Card and Companion Card discounts.
- » Provided targeted quality services for people during times of need, such as wellbeing support, emergency relief, generalist counselling, gambling support and concessions.
- » Invested in quality responsive services and supports:
 - › Engaged with industry networks and alliances.
 - › Partnered with peak organisations that supported industry to respond to reforms.

Keep communities safe

- » Helped communities prepare and recover from natural disasters.
- » Supported the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) roundtable.
- » Strengthened local communities and helped them thrive:
 - › Invested in neighbourhood centres that provided a central access and focal point that supported individual and community inclusion.
 - › Delivered preparedness planning and resilience support across disaster events.

Give our children a great start

- » Supported the school breakfast program.
- » Supported carers through programs such as the Carers Business Discount Card scheme.
- » Partnered with other Queensland Government agencies and stakeholders that supported communities to deliver place-based and local solutions.
- » Funded a network of more than 100 neighbourhood centres and community hubs, providing a central access point for diverse services.
- » Delivered the *Aboriginal and Torres Strait Islander Cultural Capability Action Plan*.

Keep Queenslanders healthy

- » Delivered the *Queensland Financial Inclusion Plan* actions, including Good Money Stores and financial counselling services.
- » Implemented the Human Services Quality Framework for community organisations.
- » Improved the wellbeing of individuals requiring community services:
 - › Carers accessed services that supported their wellbeing, safety and quality of life.
 - › Provided programs and services that supported financial resilience of individuals.

Be a responsive government

- » Provided data to communities to help them understand local needs, strengths and challenges.
- » Supported volunteers to continue playing a key role by delivering vital services in thriving communities.
- » Supported community service organisations to manage Fair Work Australia 2012 Equal Remuneration Order wage increases.
- » Partnered with industry and government to deliver the *Partnering for the Future: advancing Queensland's community services industry 2017–2025* strategy.
- » Encouraged our staff to engage in innovative community programs that built capacity.
- » Delivered leading and responsive approaches in our management and governance:
 - › Improved workforce inclusion and diversity.
 - › Improved staff capability, including cultural capability.



Community Recovery Forum

The 2018 Community Recovery Forum focused on ‘enabling community resilience’, with a strong focus on the resilience strategies developed by three local governments in the rebuilding of their communities with partial sponsorship by the Australian Institute for Disaster Resilience, and a discussion on the National Principles for Disaster Recovery.

National and international experts shared their experiences and knowledge, with breakout workshops providing an opportunity for participants to engage in conversation with insurers, volunteering peak groups and digital providers.

Almost 300 participants from state agencies, local governments, business, non-government and community agencies came together to consider the challenges of moving from a culture of coping with disaster to developing a culture of resilience. For the first time, the impact of climate change on resilience, including how communities need to be prepared for this ongoing impact, was discussed.

Future directions

Improve the wellbeing of individuals requiring community services

- » Promote opportunities that enable community participation for Queenslanders regardless of age, background or ability.
- » Provide community care services to vulnerable Queenslanders not eligible for the NDIS.
- » Support Queenslanders to be financially resilient through access to financial literacy and resilience programs and nil to low interest loans at Good Money Stores.

Strengthen communities and help them thrive

- » Enhance the effectiveness of neighbourhood and community centres through coordinated delivery of responses to local issues.
- » Implement the *Social Cohesion Action Plan* and small grants program aimed at enhancing social cohesion in our communities.
- » Continue to partner with all levels of government and industry to develop new tools and resources to increase human and social resilience in local communities.
- » Implement a Whole-of-Government model for disaster recovery and increased community resilience through working with local councils.
- » Support Foodbank Queensland's food rescue service and school breakfast program.
- » Facilitate LGBTIQ+ roundtables to influence policy and legislation across government to address specific needs and areas of discrimination.

Invest in quality responsive services and supports

- » Lead and coordinate quality services for people during times of need such as emergency relief, counselling and wellbeing supports.
- » Support and facilitate place-based approaches to support communities to deliver local solutions.
- » Support Volunteering Queensland to build capacity, raise awareness, and promote and support volunteering activities and organisations in Queensland.
- » Engage and partner with industry networks, alliances and peak associations.
- » Make communities across the state welcoming and inclusive in terms of building infrastructure and enabling social connectedness and acceptance.



Panama banana disease

The presence of the Panama banana disease in three farms around Tully in far north Queensland has generated significant concern and uncertainty in the community since its discovery. Although impacted businesses successfully changed their work practices and fiscal profitability forecasts, there was significant anxiety around the future of the banana industry, particularly among farm workers and their families.

The department partnered with the Tully Support Centre to provide counselling and community development support within the local community impacted by the outbreak. This helped during the crisis by way of individual and family counselling, emergency financial assistance and material aid. Overall, 365 adults and children received direct support within the Tully community.

On top of this, grassroots development work with the local leaders and other stakeholders enabled a community guided resilience initiative that led to a shared community vision, strategies and action plan to support mental health and wellbeing, social connectedness and increased community resilience in the future.