



Report card 2019

Partnering for the future

Advancing Queensland's community services industry 2017–25



Minister's message

A strong and sustainable community services industry supports vulnerable Queenslanders to thrive by providing the services they need and plays a critical role in reducing income inequality, creating jobs and growing the Queensland economy.

The community services industry is a fast-growing and dynamic industry that needs a strategic approach that provides flexible responses and supports an agile approach that keeps pace with industry changes.

Since the release of *Partnering for the future: advancing Queensland's community service industry* in September 2017, there have been a number of key changes that the industry, consumers and government have needed to navigate and respond to. In particular, a new service delivery environment under the National Disability Insurance Scheme (NDIS) and more emphasis on supporting and empowering local responses to improving community outcomes are transforming the way the industry operates and responds to community need.

I am pleased to be working alongside key industry stakeholders, via the Thriving Communities Leadership Group, to develop a new way forward that will support the industry in the best way possible.

This report card highlights key work progressed by government and industry partners under the 2018–19 action plan.

Coralee O'Rourke

Minister for Communities and
Minister for Disability Services and Seniors

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Highlights

Improving outcomes for individuals, families and communities



- ✓ Successfully negotiated for Rockhampton and Gladstone, in addition to Logan, to be included under the Australian Government's Stronger Places, Stronger People place-based initiative.
- ✓ Partnered with Griffith University to build the evidence base for future investment in neighbourhood and community centres across Queensland.
- ✓ Commenced development of the Procuring to Invest (P2I) social procurement system to progress the redesign of how the Queensland Government commissions human services and procures goods.
- ✓ Queensland Council of Social Service, Queenslanders with Disability Network and Queensland Human Rights Commission delivered 12 Changing Lives, Changing Communities workshops across Queensland in Capricornia, Fraser Coast, Townsville, Toowoomba, Mackay, Cairns, Mount Isa, Caboolture, Brisbane, Gold Coast, Gladstone and Normanton. These events are creating new ways for people — citizens, community organisations, the private sector and government representatives — to come together, envision and ask: 'What will it take to create communities where everyone contributes, matters and belongs?'

Growing jobs and skills



- ✓ Continued government's commitment to strengthening the disability services workforce to support the National Disability Insurance Scheme (NDIS) through initiatives delivered under WorkAbility Queensland. Initiatives included:
 - roll-out of the Careers in Disability promotional campaign to attract workers to the sector
 - representation at six job roadshows and employer connection events in key NDIS regions including Far North Queensland, Bundaberg–Wide Bay and South East Queensland
 - collaboration with the NDIS Training and Skills Support Strategy network in Far North Queensland to canvass training options for direct care workers in remote Aboriginal and Torres Strait Islander communities
 - development of a targeted recruitment and training strategy under the Workforce Action Plan for Far North Queensland 2018–20 to connect Aboriginal and Torres Strait Islander people with employers and jobs in the disability sector
 - development of five place-based, local workforce action plans in Far North Queensland, Hervey Bay and Greater South East Queensland regions.
- ✓ Delivered the Thriving Queensland Communities grants for neighbourhood and community centres, which included a focus on professional development activities and skill building, through provision of over \$800,000 in funding to 72 neighbourhood centres. Community and neighbourhood centres across the state — from Weipa to Boulia, Gin Gin, Logan and many communities in between — have been supported to be vital places where people come together, and where people go when they need support.



Positioning the industry for success



✓ Provided \$999,995 in seed funding to 17 projects under Advancing Queensland: An Age-Friendly Community Grants Program across the domains of community support and health services, civic participation and employment, and respect and social inclusion. Projects have been delivered across Queensland, for example:

- the Palm Island Aboriginal Shire Council received funding to deliver digital literacy training for seniors on Palm Island
- the Pharmacy Guild of Queensland were funded to deliver training to pharmacy staff across Queensland to ensure dementia-friendly pharmacy environments
- an arts project in Dalby was funded through the Dalby Welcoming Committee to assist in intergenerational linking.

✓ Released the *Framework for place-based approaches*, outlining the importance of community, industry and all levels of government working closely together to improve community wellbeing via place-based approaches.

✓ Applied the *Place-based evaluation framework* to Logan Together and developed an independent progress report.

✓ Queensland Council of Social Service published *Place-based approaches for community change: a guide and toolkit* to support place-based approaches across Queensland, coupled with a Community of Practice which is providing a platform for sharing knowledge and experience and building expertise.

✓ Supported NDIS market expansion by funding product development of a mobile application and data platform to match people needing disability support, their carers and support coordinators with disability workers.

✓ Through the *NDIS training and skills support strategy*, invested \$5 million over three to four

years for training pathways and projects to develop management and workforce capability within NDIS service providers.

✓ Under the *Moving ahead* strategy, continued to deliver actions that focus on cultural capability, increasing public sector representation, and increasing government spend with Aboriginal and Torres Strait Islander businesses.

Enabling system-wide transformation



✓ Committed \$12.7 million in 2018–19 for planned capital works to upgrade and build multipurpose neighbourhood and community centres to respond to the needs and priorities of Queensland communities. This included a commitment to build an additional four centres at Moranbah, Kallangur, Yarrabilba and Thursday Island and replace or refurbish a further six centres at Inala, East Murgon, Bowen, Wilsonton, New Farm and Gatton.

✓ Connected with the social enterprise sector through Social Enterprise Roundtables to explore ways the Queensland Government can work with the sector to support the development of social enterprise in Queensland.

✓ Engaged with community services stakeholders to support industry input into the *Queensland Government's social enterprise strategy*.

✓ Contributed to social infrastructure planning to deliver liveable communities incorporating good neighbourhood design and appropriate land use to support the needs and lifestyles of the community.

✓ Prioritised vulnerable cohorts such as older people and people with disability as part of the Queensland Government's rolling five-year capital development program.

✓ Continued roll-out and monitoring of the Social Benefit Bonds (New Parent Infant Network SBB, Youth Choices SBB and Youth CONNECT SBB).