

**BURDEKIN COMMUNITY ASSOCIATION INC.**

The Support Centre  
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18 August 2021

The Secretary  
Community Support and Services Committee  
Queensland Parliament  
Cnr of George and Alice Streets  
BRISBANE QLD 4000

Dear Sir/Madam

**Re: Neighbourhood Centres and the Parliamentary Inquiry into Loneliness and Social Isolation**

The Burdekin Community Association Inc. is one of 140 Neighbourhood and Community Centres (NCC's) around Queensland responding to loneliness and social isolation in our local communities. Neighbourhood Centres are place-based social infrastructure that foster connection, belonging, participation and inclusion.

Neighbourhood Centres welcome everyone, regardless of race, gender, sexuality, religion, age or social status and by their very nature build connections between individuals and organisations, particularly those who are isolated, vulnerable and disenfranchised.

Our centre offers a wide range of services and activities including, but not limited to:

- Information Hub, Community Recovery Centre, Burdekin Community Information Directory, Support Groups & Network Groups, Office & meeting room hire for visiting Community Services & community groups.
- Housing and Community Support Service – Community Support Services Program, Crisis Accommodation Program, Dignity Program, Domestic & Family Violence Support Service, Older People's Action Program, Safe Connections Program, SecondBite Community Connect Program, Specialist Homelessness Service, State Emergency Relief Program.
- Home Care Service – Commonwealth Home Support Program, Home Care Packages Program, National Disability Insurance Scheme, Qld Community Care Program, Qld Community Support Scheme, Qld Country Care Navigation Program, Wellways Carer Gateway Service, Brokered Services (i.e. Veterans' Home Care Program)
- Volunteer Service – Be Connected Program, Community Visitors Scheme, Volunteer Program, Work for the Dole Hosting Program.

In considering how to reduce loneliness and social isolation in Queensland, the Queensland Government needs to adequately resource Neighbourhood Centres as the key pieces of social infrastructure they are.

The Burdekin Community Association Inc. supports the Queensland Families and Communities Association (QFCA) submission to this inquiry. QFCA is the peak body of Neighbourhood Centres in Queensland and recommend the following:

- Increase Neighbourhood Centre Investment to a minimum of 2.5 workers plus overheads per centre to ensure adequate resourcing of place-based pro-connection responses
- Strength Based Awareness Campaign emphasising the key role of NCC's, creating increased awareness of centres as hubs of connection for social isolated individuals
- Enhance Neighbourhood Centre Digital and Physical Infrastructure to connect isolated individuals in communities using hybrid online and in-person methods
- Resource QFCA to deliver additional NCC sector support including implementing a NCC Reporting Framework which measures social isolation and loneliness.

Additional resourcing by the Queensland Government can further enhance the Neighbourhood Centre sector's capacity to invest in community-led, place-based solutions to the problem of loneliness and social isolation in our state.

Please contact me on Ph: [REDACTED] or [REDACTED] if you have any queries.

Yours sincerely



Debra Cochran  
**Chief Executive Officer**  
**Burdekin Community Association Inc.**