



Rollingstone & District Community Association Inc

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Community Centre Manager

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16 August 2021

Parliamentary Inquiry into Loneliness and Social Isolation

Dear Secretary,

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

The Rollingstone Community Centre 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 Events and Activities open to all in our community and beyond, such as Indoor Bowls, Linedancing, Fitness classes, Administration, Advice and Referral; Support Groups such as Grief and Loss Peer Support, Welcoming new Residents to the community and other services such as Centrelink Access Point, Internet Café, Admin Services, Justice of the Peace Services; outreach services such as Playgroup and Food Relief in collaboration with North of Townsville Community Hub (NoTCH). When approached by an individual with a concern out of the ordinary we work with the person in order to achieve the best outcome possible to meet the individual's needs.

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.

Our centre supports the Queensland Families and Communities Association (QFCA) submission to this inquiry. QFCA is the peak body of Neighbourhood Centres in Queensland and recommend:

- **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.

Kind regards,

Christine Martin
Centre Manager
Rollingstone Community Centre
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A handwritten signature in black ink, appearing to read "A. Martin". The signature is written in a cursive style with a large, stylized initial "A" and a period at the end.