

# NORTH SHORE COMMUNITY CENTRE

*Be Involved, Be Inspired, Be Connected*



17/08/2021

Dear Secretary,

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

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

Community 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.

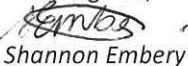
Our centre offers; Free digital mentoring & loan devices to help disadvantaged persons and seniors connect with others online, 3 x Weekly Playgroups including specialised Playgroup for kids with ASD, Free WIFI, Book Exchange, Printing, Photocopying, Use of Telephones, Coffee and Chat area, over 40 classes, groups, activities per week free or low cost in areas of health and wellbeing, exercise, education, hobbies, support, social connections and referrals to local community support services.

In considering how to reduce loneliness and social isolation in Queensland, the Queensland Government needs to adequately resource Community & 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 Community & 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 Community & 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,

  
Shannon Embery

Manager

North Shore Community Centre