



PO Box 1042, Nambour Qld 4560
2 Shearer Street, Nambour Qld 4560

Ph: 07 5441 4724 Web: nambourcc.org.au Email: reception@nambourcc.org

Dear Secretary,

Re: Neighborhood Centre's and the Parliamentary Inquiry into Loneliness and Social Isolation

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

Neighborhood Centre's 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:

Thriving Families Secondary Family Support Program – Community based family support that is committed to capacity building, fostering social connections, and supporting the agency of families to enact change and wellness in their own lives.

Community development and support - Identifying community needs and the aspirations of individuals and groups within the local area and working with these people to progress these ideas.

Information & Referral – Providing information and referral about a wide range community organisations, programs/support, and activities; responding to enquires; providing volunteer opportunities; supporting community access to basic resources (computers/WIFI, shower, washing machine); developing and maintaining local knowledge around need and concerns.

Community Action for a Multicultural Society (CAMS) - Working with individuals and groups on the Sunshine Coast from Culturally & Linguistically Diverse Backgrounds.

Settlement, Engagement and Transition Program – The SETS program is all about supporting new migrants to access Australian services such as health, employment, education, and transport, can provide free confidential information to support permanent residents who have arrived in the last 5 years as refugees, humanitarian entrants or family stream migrants who live on the Sunshine Coast.

In considering how to reduce loneliness and social isolation in Queensland, the Queensland Government needs to adequately resource Neighborhood Centre's 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 Neighborhood Centre's in Queensland and recommend:



**NAMBOUR
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- Increase Neighborhood 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 centers as hubs of connection for social isolated individuals
- Enhance Neighborhood 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 Neighborhood 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,

Angela Rondo
Nambour Community Centre

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