



# CARE GOONDIWINDI

111 Callandoon Street GOONDIWINDI QLD 4390 P: 07 46700700 F: 07 46714132

Dear Secretary,

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

Care Goondiwindi Ltd 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:

- Rural Family Services
- Community Support Services
- Senior Services
- Youth Access Service
- No Interest Loan Scheme—NILS
- Emergency Relief
- Indigenous Parenting Support
- Community Justice Group
- Medico Transport Service
- NDIS Provider—Disability Services

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,

Tracy MacDonald

Chief Executive Officer

18/08/2021

