



Communities 2032

Action Plan 2022-2025



A plan to strengthen the fabric
of Queensland's communities

Communities 2032

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Interpreter



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this document, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to communicate the report to you. www.qld.gov.au/languages

Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

We acknowledge those of the past, the ancestors whose strength has nurtured this land and its people, and who have passed on their wisdom.

We acknowledge those of the present for their leadership and ongoing efforts to protect and promote Aboriginal and Torres Strait Islander peoples and cultures.

We acknowledge those of the future, the Elders not yet born, who will inherit the legacy of our efforts.

We recognise it is our collective efforts, and responsibility as individuals, communities and governments, to ensure equality, recognition and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.

This publication may contain images or references to Aboriginal and Torres Strait Islander peoples who are deceased. The Queensland Government does not wish to cause distress to any Aboriginal or Torres Strait Islander community members.

Our Path

The artworks below are visual representations of the department's commitment to reframe our relationship with First Nations peoples through truth telling and healing. Both artworks speak to a Path to Treaty from the unique perspective and lived experience of each artist.



Aboriginal artwork by Chern'ee Sutton, Kalkadoon woman.

Chern'ee graphically depicts the department's commitment to a shared journey with First Nations peoples. This journey involves building long lasting relationships that embed truth telling, healing and self-determination at the heart of our systems and services.



Torres Strait Islander artwork by Laurie Nona, Badhulayg, Maluyligal, Guda Maluyligal and Meriam Nation man.

Laurie's artwork is an analogy for the department and its work – the 'Urgabaw Guwa' (Oo[r] Ga Baw Goo wah) or sweet potato garden . The garden needs to be nurtured by all members of the community, including service providers, if it is to produce a yield that can satisfy everyone.





Foreword

Our communities are at the heart of our ability to live safe, happy, fulfilled, and prosperous lives. They are our homes, our places of study and work but also where we play, create, and connect with the people and activities that bring us happiness and improve our health and well-being.

Through this action plan we will celebrate and strengthen communities with targeted effort and investment. Over the next ten years, we will build on the important and inclusive values we already share, to demonstrate to a global audience, as part of the 2032 Brisbane Olympics and Paralympics, that Queensland is quite simply, the best place in the world to live.

This is the first of multiple action plans designed to bring the vision of Communities 2032 to life. It will provide the foundations from which we will transform our connectedness, enhance inclusion and increase our communities' resilience. It's a unifying framework that stretches across government and the community services sector to provide focussed outcomes over the next three years.

At the centre of these actions are Neighbourhood and Community Centres. Already, our network of NCCs is integral to many communities, and can be a beacon of hope for individuals and households who are doing it tough.

During the flood emergency in early 2022, these centres supported displaced residents, hosted community recovery hubs and connected people to the supports and services they needed. These actions will further elevate their accessibility and ability to service the community.

Communities 2032 and the 2022-25 Action Plan represent the Queensland Government's continued commitment to the community services sector and the volunteers whose effort is so valuable to the well-being of so many. It's our commitment to every Queenslander and our shared vision for the welcoming, inclusive, safe and vibrant Queensland communities of the future, that we will build here together.

Hon. Leanne Enoch MP

Minister for Communities and Housing
Minister for Digital Economy and
Minister for the Arts

Communities 2032

Communities 2032 is the Queensland Government's long-term plan to build communities that support all Queenslanders to live their best lives.

It's a plan to transform the social connections and security of our communities and build equity and prosperity for future generations through targeted actions.

It's an inclusive and positive vision for Queensland and provides a unifying framework to help disrupt disadvantage and improve the lives of individuals and families right across our state.

The vision and commitments of *Communities 2032* will be realised through multiple action plans over the next ten years, each designed to tackle emergent issues, drive systemic change and enable continued growth.

We've heard the clear message that some Queenslanders are struggling to find community. While many of us are connected and thriving, others feel isolated and lonely, lacking the critical connections and support they need.

Housing affordability and availability are critical issues for many people who call our state home.

We also know that issues like social isolation and loneliness are complex, impacting many aspects of our lives. They can't be solved overnight.

That's why a key focus area of this Action Plan (2022 to 2025) is working together to embed the foundations for change. It harnesses our combined efforts to address the causes and impacts of social isolation and loneliness, and provides clear investment in the vital infrastructure that builds and supports communities.

Our vision

Queensland's communities support and empower every person to connect, participate, contribute, and thrive.





Our destinations

Communities 2032 will guide the Queensland Government's actions over ten years towards our vision that *Queensland's communities support and empower every person to connect, participate, contribute and thrive.*

Like any journey, we want to begin it with the end in mind. *Communities 2032* provides the roadmap to the four destinations we aim to reach, representing themes that emerged from consultation and the aspirations people have for their communities.

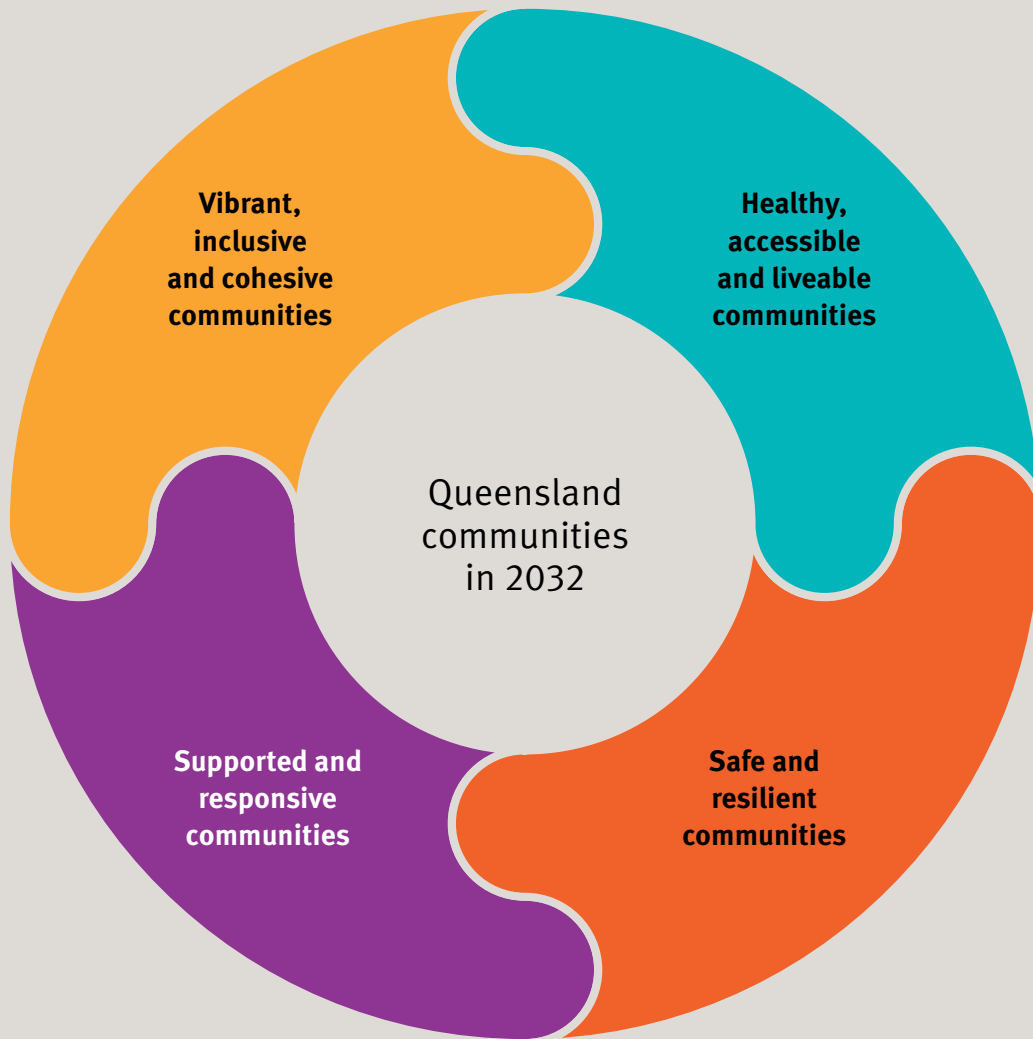
These destinations do not stand alone. They can only be reached together, with actions designed to meet the needs of communities as a whole.

The Queensland Government has a broad set of responsibilities to communities and individuals and reaching our destinations will require joint action, genuine partnership and collaboration with our non-government partners, communities and people.

Our **destinations** are:

- **vibrant, inclusive and cohesive communities** in which we celebrate arts, culture and diversity, and ensure that Queensland communities are welcoming and have a place for everyone
- **healthy, accessible and liveable communities** that support health and wellbeing, through accessibility and liveability, promoting active lifestyles, and supporting mental health outcomes
- **safe and resilient communities** where community members feel safe to connect, participate, contribute and thrive, and our communities have the social cohesion and resilience to come together in the face of disasters and other adverse events
- **supported and responsive communities** that benefit from innovative government services and community-led initiatives, including a well resourced and capable community and social services sector.





Each destination is underpinned by the key principles that inform our approach to policy, program design and service delivery



Vibrant, inclusive and cohesive communities

Celebrating diversity

Diversity of age, culture and heritage, gender, sexuality and abilities helps make our communities vibrant and engaging places. Through these actions, we will support the celebration of diversity in our communities and inclusion for all. This includes promoting acceptance and the celebration of diversity in the workforce through initiatives that encourage employers to increase workforce participation of under-represented groups and improve employment outcomes for First Nations peoples.

1

Deliver projects, activities and initiatives that promote and celebrate Queensland's multicultural character and support social inclusion, including through:

- initiatives to address local barriers to economic and social inclusion and build sustainable opportunities for inclusion in local employment, services, networks and industries through the Community Action for Multicultural Society program
- partnering with Welcoming Australia to implement place-based strategies and programs that strengthen inclusion for people from migrant and refugee backgrounds
- partnering with the Migration Council of Australia to deliver a cultural diversity and social cohesion pilot program in Logan with a focus on social isolation and loneliness
- working with neighbourhood and community centres to support and coordinate services for their culturally and linguistically diverse communities.

Department of Children, Youth Justice and Multicultural Affairs; Department of Communities, Housing and Digital Economy

2

Support diversity in the workforce through targeted initiatives that promote acceptance and celebration of diversity and support inclusion. This will include opportunities through the *Queensland Workforce Strategy 2022-2032* and the Queensland Government's Aboriginal and Torres Strait Islander Economic Strategy, as well as the Queensland Government acting as a model employer of diversity under the *Queensland Public Sector Inclusion and Diversity Strategy 2021-25*.

Department of Employment, Small Business and Training; Public Service Commission; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

3

Deliver initiatives that support the Path to Treaty which will include government, First Nations peoples and non-Indigenous peoples coming together to tell the truth and heal from past injustices, learn about our state's shared history, and celebrate the strengths, resilience and cultures of First Nations peoples.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships; whole of government.

4

Implement Australia's Disability Strategy 2021-2031 through Queensland actions specified in Targeted Action Plans, the release of a new State Disability Plan (with a focus on employment opportunities for people with disability) and the development, implementation and review of departmental Disability Service Plans.

Whole of government



A voice for everyone

Regardless of age, abilities, gender, sexual identity, religion or cultural background, it's vital that the voices of all Queenslanders are heard and reflected in government policy-making.

5

Develop a Queensland Indigenous voice model informed by the views and voices of Aboriginal peoples and Torres Strait Islander peoples.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

6

Establish a community-led Lesbian, Gay, Bi-sexual, Transgender, Intersex and Queer (LGBTIQ+) Alliance and convene the Queensland LGBTIQ+ Roundtable, including with First Nations representation, to ensure representation and consideration of distinct and diverse voices.

Department of Communities, Housing and Digital Economy

7

Support the inclusion of seniors in the community, including through:

- funding a seniors peak body to support older Queenslanders with advice, information and referral services, as well as systemic advocacy about the needs of older Queenslanders
- development of the new senior direction statement to support older Queenslanders to have a say in the matters that affect them.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

8

Develop a new youth strategy for Queensland, including establishment of a Youth Strategy Engagement Group, to ensure young people are genuinely and meaningfully engaged in development of the strategy.

Department of Environment and Science

9

Support the inclusion of people with disability in the community, including through:

- providing a voice to government through the Queensland Disability Advisory Council
- funding the Queensland Disability Peak and Representative Bodies to support people with disability with advice, information and referral services, as well as systemic advocacy about the needs of people with disability
- collaborating with the Commonwealth and other jurisdictions to ensure sufficient advocacy about the needs of people with a disability
- the release and implementation of a new co-designed State Disability Plan to complement *Australia's Disability Strategy*.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

10

Elevate regional voices by providing greater access and better opportunities to influence government decision-making through the Regional Community Forums.

Department of the Premier and Cabinet; Department of Regional Development, Manufacturing and Water; Department of Agriculture and Fisheries

11

Ensure our carers have a say in matters that affect them, including by:

- driving better understanding and awareness of the important role and contribution of carers to our community and the people for whom they care
- funding and partnering with a peak body for carers to support them with advice, information and referral services, as well as systemic advocacy about the needs of carers
- ensuring that government consultation occurs with the carers peak body when making strategic policy or planning decisions relevant to carers and the persons for whom they care.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

12

Strengthen recognition of, and services to, Australian South Sea Islander peoples in Queensland to address disadvantage, by supporting a range of projects and activities including in partnership with the Queensland United Australian South Sea Islander Council.

Department of Children, Youth Justice and Multicultural Affairs



Arts and culture

Arts and cultural expression are important ways for communities to connect, foster inclusion, and support unity and cohesion. These actions will support communities to embrace the social and economic benefits of arts and culture by delivering initiatives that bring communities together and showcase the cultural vibrancy and creative talent of Queenslanders.

13

Support a range of arts and cultural initiatives that enliven communities and deliver positive outcomes for Queenslanders, including:

- fostering partnerships between the arts, cultural and creative sector and other sectors that respond to community priorities
- growing local participation in engaging arts and cultural experiences
- enabling community access to, and activation of, inclusive creative spaces.

Department of Communities, Housing and Digital Economy

14

Support the implementation of the *Cultural Engagement Framework: Working with Aboriginal and Torres Strait Islander arts and cultures in Queensland* to guide respectful government and arts sector engagement.

Department of Communities, Housing and Digital Economy

Building community connections through arts and cultures

Arts and cultural festivals play a key role in promoting opportunities for inclusion and creativity in Queensland communities, connecting people with each other, with artists and with Queensland stories.

The Queensland Government's *Creative Together 2020-2030: A 10-Year Roadmap for arts, culture and creativity in Queensland* recognises the important role of arts and cultural engagement in communities in delivering social outcomes for Queenslanders. This strategy focusses on driving social change and strengthening communities through impactful arts and cultural initiatives that address local challenges and priorities.

The Queensland Government is a significant supporter of arts and cultural festivals as a way to build community connections. Investment in the Brisbane Festival 2021 – *Street Serenades at Our Place* program connected eight local communities with services in their area through a program of 60 workshops including hip-hop, dance, ukulele, singing, circus and ballet. Similarly, investment in First Nations festivals including the Cairns Indigenous Art Fair, Laura Aboriginal Dance Festival and Wings of Zenadth Cultural Festival (Torres Strait) foster connection through the celebration of First Nations arts and cultures.

Creative Together supports the vision of Communities 2032 by helping to build Queensland communities that support and empower every person to connect, participate, contribute and thrive.





Digitally connected

Digital infrastructure and systems enable people to connect in times of disruption, to access critical information in emergencies, and to build and maintain social networks that prevent and address social isolation and loneliness. Building digital literacy and better understanding of cyber safety helps to improve digital inclusion in the community. These actions help to break down barriers that create digital exclusion by increasing capability and encouraging connection.

15

Work with neighbourhood and community centres to uplift digital literacy and access in their communities, including through the Community Digital Mentoring Program and State Library of Queensland's Regional Digital Development Officers.

Department of Communities Housing and Digital Economy; State Library of Queensland

16

Explore options to enhance digital accessibility and literacy in First Nations communities, including through neighbourhood and community centres and Indigenous Knowledge Centres.

Department of Communities, Housing and Digital Economy; State Library of Queensland; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships; Department of Tourism, Innovation and Sport



Healthy, accessible and liveable communities

Healthy, active lifestyles

The physical dimension of our communities can encourage the social and economic connections people need to thrive, helping to support healthy and well communities and to reduce social isolation and loneliness. These actions encourage accessible communities, free from the barriers that can restrict access or enjoyment of local places and spaces.

17

Enhance liveability, mobility, and accessibility of community spaces by:

- delivering public infrastructure that promotes liveability, mobility and accessibility and supports social inclusion
- continuing to support opportunities in the planning framework to achieve liveability and promote community outcomes including equitable access and responsiveness to climate change
- working with local government to improve integrated land use and infrastructure planning to increase access to green space, parks, transport and meeting places such as libraries and other social infrastructure.

Department of State Development, Infrastructure, Local Government and Planning; Department of Transport and Main Roads; Department of Environment and Science

18

Deliver a single integrated transport network that is accessible, promotes active lifestyles and brings communities together by:

- delivering the *Queensland Walking Strategy 2019-2029* and the *Queensland Cycling Strategy 2017-2027* and their action plans to improve accessibility and liveability in Queensland's communities, enable healthy lifestyle choices and improve access to recreation for Queenslanders of all abilities
- making public transport an attractive option through focused investment and ensuring transport is inclusive and accessible to everyone through the *Accessibility and Inclusion Strategy*
- designing a contemporary approach to delivering community transport assistance.

Department of Transport and Main Roads; Department of Communities, Housing and Digital Economy

19

Support industry to deliver a range of sports and active recreation programs and initiatives that promote inclusive, safe and accessible community physical activity participation, including tailored approaches in Aboriginal and Torres Strait Islander communities.

Department of Tourism, Innovation and Sport

20

Deliver coordinated initiatives through the *Queensland Housing Strategy 2017-2027* and its action plans to grow the supply of social and affordable housing and enhance supports for people experiencing homelessness.

Department of Communities, Housing and Digital Economy



Supporting healthy, well communities

Good community health and wellbeing relies on access to services and supports, along with community and social infrastructure.

Social isolation and loneliness are increasingly acknowledged as significant contributors to poor physical and mental health and overall community wellbeing. Through these actions we will tackle the causes of social isolation and loneliness using initiatives that encourage connection and support innovative place-based responses, particularly for vulnerable Queenslanders.

21 **Develop a Queensland equity framework** to support Queensland Government and non-government structures, policies, practices and services to address the causes of inequity and enable individuals and communities to flourish by receiving the right support at the right time.

Health and Wellbeing Queensland

22 **Develop and deliver a Queensland obesity prevention strategy and action plan** to drive intersectoral action that creates supportive and sustainable food and physical activity systems and settings for our communities.

Health and Wellbeing Queensland

23 **Establish the Queensland Healthy Places Network**, supported by a dedicated digital platform, to connect government and community stakeholders for the development of creative, collaborative and community-led approaches to health and wellbeing.

Health and Wellbeing Queensland

24 **Improve the outcomes of Queenslanders experiencing mental health, alcohol and other drug issues and suicide risk** through the *Better Care Together* plan for transforming, optimising and growing state-funded treatment, care and support services and enhancing coordination of these services in partnership across the broader health system and other sectors.

Queensland Health

25 **Work collaboratively with key partners** to fulfil the Queensland Government's response to the recommendations of the Mental Health Select Committee *Inquiry into opportunities to improve the mental health outcomes of Queenslanders*.

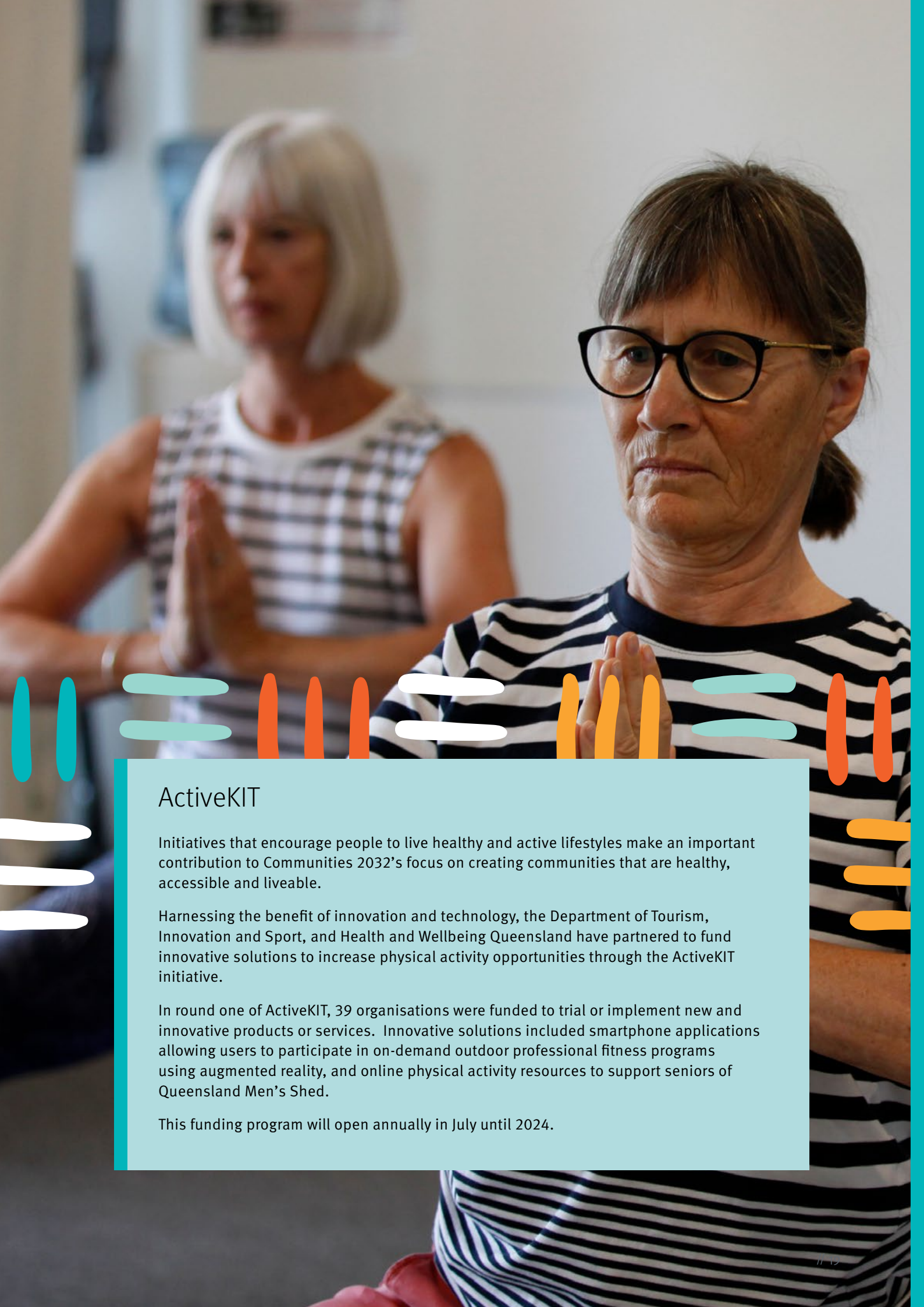
Queensland Health

26 **Co-design initiatives with local communities to improve mental health, respond to problematic substance use, and reduce rates of suicide in Aboriginal and Torres Strait Islander communities**, through the Social and Emotional Wellbeing program.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

27 **Support the mental health and wellbeing of students and families through partnerships with schools and education providers** including through the Student Wellbeing Package, Wellbeing Workforce Initiative, which will employ up to 464 full-time equivalent additional psychologists and other wellbeing professionals to support students in Queensland state schools over three years.

Department of Education



ActiveKIT

Initiatives that encourage people to live healthy and active lifestyles make an important contribution to Communities 2032's focus on creating communities that are healthy, accessible and liveable.

Harnessing the benefit of innovation and technology, the Department of Tourism, Innovation and Sport, and Health and Wellbeing Queensland have partnered to fund innovative solutions to increase physical activity opportunities through the ActiveKIT initiative.

In round one of ActiveKIT, 39 organisations were funded to trial or implement new and innovative products or services. Innovative solutions included smartphone applications allowing users to participate in on-demand outdoor professional fitness programs using augmented reality, and online physical activity resources to support seniors of Queensland Men's Shed.

This funding program will open annually in July until 2024.



Extended Post Care Support

From 1 July 2023, the Palaszczuk Government will extend support to young people transitioning from out-of-home care to age 21, giving them the opportunity for a better future.

This program will focus on the ongoing needs of young people leaving care, including supporting young people to secure a safe place to live, supplementary financial support and providing additional case-work support so young people have someone to guide and mentor them post care.

To deliver this important reform, the government will:

- Extend the availability of the foster care allowance by two years for carers of young people who remain living with them, up to the age of 21.
- Fund culturally-appropriate non-government case-worker support and financial support of up to \$16,000 for young people leaving residential care.

Extended post care support for young people has been shown to promote positive life outcomes, including greater opportunities for education and training, employment and economic social participation. These outcomes will contribute to broad benefits for the Queensland community, including improved housing stability and lower long-term reliance on public housing, improved physical and mental health outcomes, reduced incidence of alcohol and drug dependency and improved levels of community participation.

28

Support the mental health and wellbeing of Queensland's valued veterans by investing in a new Veterans' Health and Wellbeing Research Grants Program to identify new and better ways to strengthen and foster veterans' health and wellbeing.

Department of the Premier and Cabinet

29

Develop a model for a social prescribing trial in Queensland, informed by the evaluation of the Ways to Wellness program, and supported by key health professionals and systems.

Department of Communities, Housing and Digital Economy; Queensland Health

30

Establish an Innovation Fund to support new, community-led, innovative responses to social isolation and loneliness.

Department of Communities, Housing and Digital Economy

31

Review the program design for the Queensland Community Support Scheme to ensure it best supports service users to connect with their community and complements the specialised services they need for their wellbeing.

Department of Communities Housing and Digital Economy; Queensland Health; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

32

Embed person-centred responses to addressing social isolation and loneliness as part of Queensland Government's wide range of services, including:

- tailored approaches as part of housing and homelessness services for older Queenslanders, (including through the Housing for Older Women initiative), vulnerable young people and veterans
- deliver seniors social isolation support and services tailored to the needs of older people in their local community
- supporting social connections for young people transitioning from out-of-home care to independence, including through the Extended Post Care Support initiative and the Transition and Post Care Support program for young people with complex needs
- develop and implement a suicide prevention action plan for children and young people who are in out-of-home care or in contact with the child protection system
- connecting people with external support providers when mental health and wellbeing concerns are identified through contact with police, particularly for young people
- positive policing practices that enhance the safety of people experiencing or impacted by mental health issues by developing a Mental Health Response Strategy.

Department of Communities, Housing and Digital Economy, Department of Children, Youth Justice and Multicultural Affairs; Queensland Police Service; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

33

Support Queenslanders with disability to access the National Disability Insurance Scheme (NDIS) and build the capacity of Queensland Government agencies to support clients to access the NDIS through 2022-23.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

Food security

All Queensland communities should have access to affordable, healthy and nutritious food. The Queensland Government is working with communities and providers to improve food security.

34

Investigate opportunities to support food security in remote First Nations communities in collaboration with First Nations leaders, communities, government and industry bodies.

Health and Wellbeing Queensland; Department of Agriculture and Fisheries; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships; Department of Tourism, Innovation and Sport

35

Develop a coordinated approach to food security and food distribution activities to support vulnerable Queenslanders to have access to adequate and nutritional food.

Department of Communities Housing and Digital Economy; Health and Wellbeing Queensland; Department of Agriculture and Fisheries





Safe and resilient communities

Safer in our homes and safer on our streets

Every Queenslander has the right to feel and be safe in their community. When we are safe, we are more likely to interact with others and enjoy the world around us. Through these actions we will promote safety in our communities and encourage stronger social and community connections.

36

Strengthen the prevention of and response to domestic, family and sexual violence in Queensland, including through responses to the Women’s Safety and Justice Taskforce and the Domestic and Family Violence Death Review and Advisory Board reports and recommendations.

Department of Justice and Attorney-General

37

Strengthen respectful relationships education in Queensland state schools, including education on consent and reporting of sexual assault, to support students with building positive, safe and respectful relationships.

Department of Education

38

Deliver family support services to help families earlier and moderate the number of children entering the child protection system through continued implementation of the *Supporting Families Changing Futures* child protection reforms. This includes a priority focus on eliminating the disproportionate representation of Aboriginal and Torres Strait Islander families, children and young people in the child protection system through the implementation of *Our Way: a generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2031*.

Department of Children, Youth Justice and Multicultural Affairs

39

Strengthen supports for young people in the youth justice system in order to reduce risk factors for offending and increasing community connections through the next stage of *Working Together Changing the Story: Youth Justice Strategy*, including through creative, community-led approaches to enhance community connection for at-risk young people.

Department of Children, Youth Justice and Multicultural Affairs

40

Deliver targeted and culturally appropriate services to respond to and reduce harmful alcohol use through partnerships across government to support happier and healthier lives and promote community wellbeing. Through local leadership and community engagement, we will also support communities to develop community safety plans and service enhancements for alcohol management in the 15 Local Government Areas with Alcohol Management Plans.

Department of Communities, Housing and Digital Economy; Queensland Police Service; Queensland Health; Department of Justice and Attorney-General; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

41

Support vibrant, cohesive and safe spaces in Queensland's late-night entertainment precincts by strengthening cross government collaboration mechanisms and local responses in line with the Tackling Alcohol-Fuelled Violence initiative.

Department of Justice and Attorney-General; Department of Communities, Housing and Digital Economy, Queensland Police Service; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships.

42

Support and grow positive road use behaviours by responding to community needs at the local level, developing and supporting community-led initiatives and road safety education, and leveraging new technologies and digital enablers through the *Queensland Road Safety Strategy 2022-2031*.

Department of Transport and Main Roads



Ready and resilient

When extreme weather events and other natural disasters occur, it's important that Queensland communities are well prepared for the disruption and have the resources they need to respond and recover. These actions encourage stronger more resilient communities.

43

Develop, expand and support disaster preparedness, response and recovery through sports, arts and culture including creative and community-led approaches.

Department of Communities, Housing and Digital Economy; Department of Tourism, Innovation and Sport

44

Support people from culturally and linguistically diverse backgrounds in disaster preparedness, response, and recovery through the Community Connector Advisor initiative.

Department of Children, Youth Justice and Multicultural Affairs

45

Deliver a range of support programs to help communities recover and rebuild from recent flooding and cyclone events, and build resilience for the future, including through:

- psychosocial and mental health services and financial wellbeing assistance for individuals
- service navigation, case management and capacity building initiatives to assist individuals to access the local services they need, manage their repairs, and build the capacity of community organisations to better respond to the needs of their communities
- flexible funding grants to support community-led local recovery and resilience building activities
- a community development program to support communities to plan for their needs and aspirations, engage in the recovery and resilience planning processes, deliver community-led initiatives, and build disaster resilience
- helping communities better understand and prepare for impacts from their local disaster risks through broader community awareness activities.

Department of Communities, Housing and Digital Economy; Queensland Fire and Emergency Services; Queensland Reconstruction Authority

46

Partner with peak and industry bodies to build the business continuity and disaster disruption capacity of the community and social services sector and to develop shared approaches to community recovery that best support communities in need. This will include investigating how to best resource and partner with neighbourhood and community centres to support disaster preparedness and responses.

Department of Communities, Housing and Digital Economy; Department of Agriculture and Fisheries



**Community
Recovery**

Queensland
Government



Northside Connect

Neighbourhood and community centres

The Queensland Government has a proud history of supporting local communities through the funding it provides to 127 neighbourhood and community centres across Queensland.

Neighbourhood and community centres are many things to many people. They're a place to connect, try new things or learn new skills and they're a welcoming place where you can come for a chat, or to find support, services or advice.

They're run by the community, for the community, which means that they understand what the community wants and needs. When issues arise, they can adapt quickly and respond with targeted support and services which are appropriate for the situation.

Through fires, floods, cyclones and the COVID-19 pandemic, neighbourhood and community centres are on the frontline, providing everything from emergency relief to a shoulder to cry on. They're there when times are tough, but even more importantly, they offer a place of connection where everyone can feel welcome and included at any time.

Through the 2022 floods that affected a large part of our state, neighbourhood and community centres were vital to providing immediate assistance to their communities, supporting community recovery efforts, and helping to organise and coordinate a wide range of services. Neighbourhood and community centres are uniquely positioned to both respond quickly in disasters and support communities as they rebuild.

The value of Queensland's neighbourhood and community centres is acknowledged through Communities 2032, with record new investment reflecting the continuous role they play in strengthening the fabric of our communities.



Supported and responsive communities

Building capacity to respond

The community and social services sector continues to provide vital services to communities across the state through a period of unparalleled disruption and increasing challenges. These actions will strengthen the capacity and capability of the sector for the benefit of all Queenslanders.

47

Promote stability in the community and social services sector and build workforce capability and capacity to address growing demand and complexity, including by:

- providing greater funding certainty through longer-term (5 year) contracts where possible
- supporting community-controlled organisations to strengthen services for Aboriginal and Torres Strait Islander peoples and communities
- strengthening the community services workforce through Queensland's Workforce Strategy.

Department of Communities, Housing and Digital Economy; Department of Employment, Small Business and Training; Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

48

Develop and implement a Queensland volunteering strategy, in partnership with volunteering leaders and volunteering involving organisations, to:

- ensure the right settings are in place for healthy volunteering in Queensland and to maximise the benefits of the anticipated uplift in volunteerism that will arise in response to the 2032 Brisbane Olympic and Paralympic Games
- promote the benefits of volunteering to improve health, wellbeing and social connection across Queensland communities
- promote opportunities for youth volunteering
- establish a framework for measuring volunteering participation and impacts
- enhance the role that volunteering plays in addressing the causes and impacts of social isolation and loneliness.

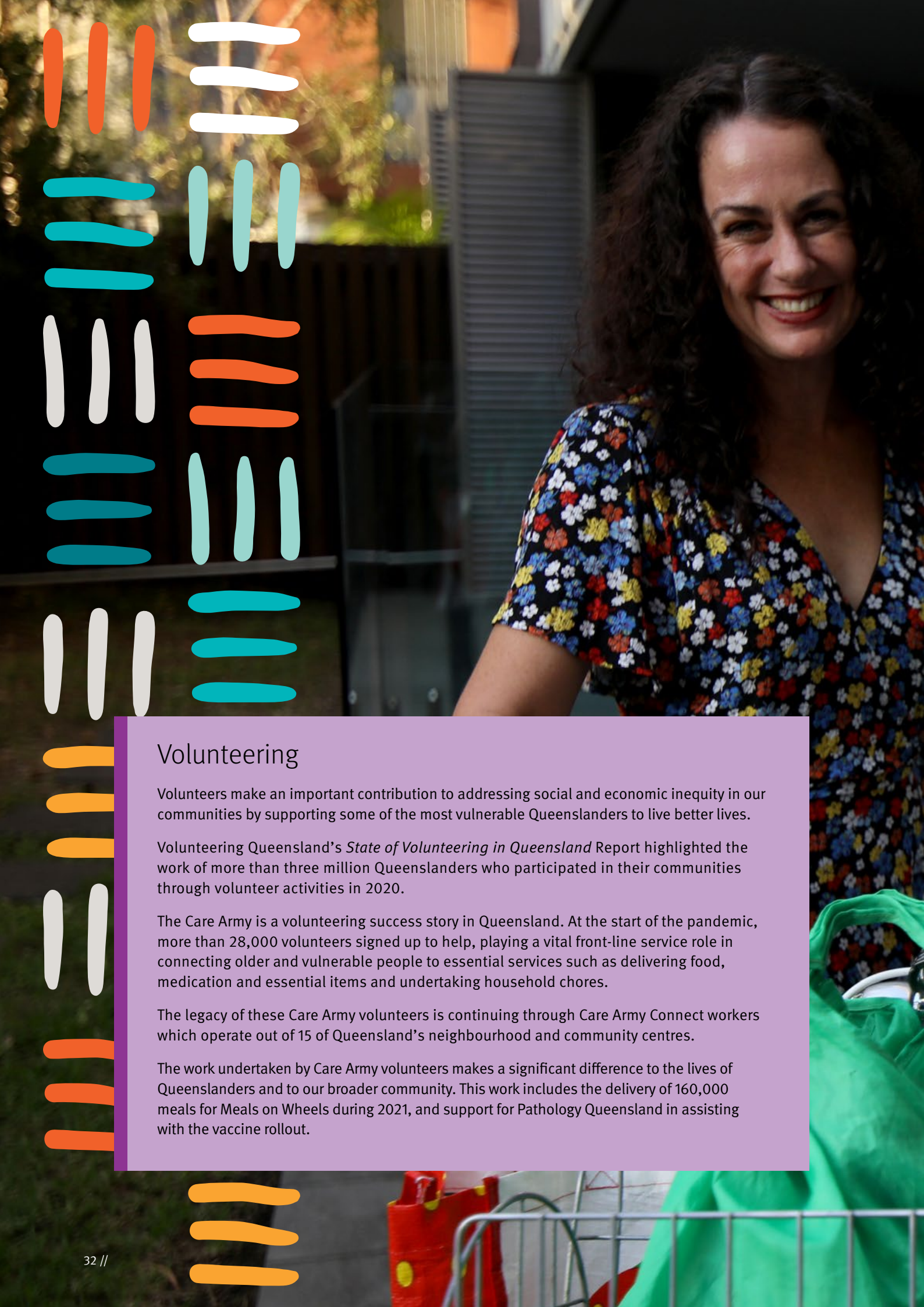
Department of Communities, Housing and Digital Economy

49

Partner with the community and social services sector to co-design the tools and resources for frontline staff and volunteers to recognise and respond to social isolation and loneliness.

Department of Communities, Housing and Digital Economy





Volunteering

Volunteers make an important contribution to addressing social and economic inequity in our communities by supporting some of the most vulnerable Queenslanders to live better lives.

Volunteering Queensland's *State of Volunteering in Queensland* Report highlighted the work of more than three million Queenslanders who participated in their communities through volunteer activities in 2020.

The Care Army is a volunteering success story in Queensland. At the start of the pandemic, more than 28,000 volunteers signed up to help, playing a vital front-line service role in connecting older and vulnerable people to essential services such as delivering food, medication and essential items and undertaking household chores.

The legacy of these Care Army volunteers is continuing through Care Army Connect workers which operate out of 15 of Queensland's neighbourhood and community centres.

The work undertaken by Care Army volunteers makes a significant difference to the lives of Queenslanders and to our broader community. This work includes the delivery of 160,000 meals for Meals on Wheels during 2021, and support for Pathology Queensland in assisting with the vaccine rollout.



Neighbourhood and community centres

Neighbourhood and community centres offer a physical space that welcomes and empowers people to connect with each other as well as access the services and supports they need to thrive. Through these actions we recognise the valuable role neighbourhood and community centres play and build their capacity to support local communities.

50

Support the vital role of neighbourhood and community centres in responding to the needs of the community by:

- co-designing an investment strategy that will support the financial vitality of neighbourhood and community centres and support greater coordination across Queensland Government funding areas for maximum value to our communities
- co-designing a performance framework for the neighbourhood and community centre system
- boosting base funding for neighbourhood and community centres to enable additional staffing and ensure viability of the system
- funding a peak body for neighbourhood and community centres.

Department of Communities, Housing and Digital Economy

51

Expand the Neighbourhood Community Connect program with 20 workers in areas of high disadvantage to provide assessment, brief intervention and referrals.

Department of Communities, Housing and Digital Economy

52

Enhance the properties of neighbourhood and community centres to ensure safety and align with service user needs through:

- a repair and upgrade program for neighbourhood and community centres over three years to protect the safety and wellbeing of staff, volunteers and services users
- the Community Infrastructure Investment Partnership, which supports not-for-profit organisations to expand, upgrade or rebuild existing facilities that deliver vital social services.

Department of Communities, Housing and Digital Economy; Department of State Development, Infrastructure, Local Government and Planning

53

Deliver new neighbourhood and community centres and significant redevelopments in areas of high need, to provide communities with genuine place-based service delivery and responses to community identified needs. This will include consideration of possible synergies with Indigenous Knowledge Centres, including co-location and mixed models where appropriate.

Department of Communities, Housing and Digital Economy

MARYBOROUGH NEIGHBOURHOOD CENTRE



Place-based and community-led responses

Communities are experts in their own needs and interests. These actions recognise that place-based approaches ensure unique local conditions, needs and experiences are considered. They are vital to sustaining responses to complex issues and supporting community aspirations.

The Queensland Government is committed to a reframed relationship with Aboriginal and Torres Strait Islander peoples, including working with communities to support local decision-making, shared accountability and locally-led service delivery outcomes.

54

Investigate opportunities to co-locate government and non-government services to improve customer access to services and address social isolation and loneliness experienced by people seeking assistance.

Whole of government

55

Explore options for commissioning services in place, including joint commissioning between government agencies and concurrent design of complementary services. This will be informed by work to improve coordination of mental health, alcohol and drug and homelessness services in Cairns, Mount Isa and Townsville.

Department of Communities, Housing and Digital Economy

56

Work with the Australian Government and local communities to deliver the Stronger Places, Stronger People initiative, a place-based collective impact model, to improve wellbeing for children and their families and disrupt disadvantage in participating communities over time.

Department of Communities, Housing and Digital Economy

57

Support place-based community-led service design and delivery in Aboriginal and Torres Strait Islander communities that recognises self-determination of First Nations peoples, including through whole-of-government support for Local Thriving Communities and local housing plans under the *Aboriginal and Torres Strait Islander Housing Action Plan 2019-2023*.

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships; Department of Communities, Housing and Digital Economy; Department of Tourism, Innovation and Sport

58

Deliver on the State Infrastructure Strategy and develop regional infrastructure plans that support place-based approaches to local planning and development of public and social infrastructure in Queensland communities, which will consider initiatives that enhance digital connectivity, housing, arts, culture and recreation, and aged and community care services.

Department of State Development, Infrastructure, Local Government and Planning



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Next steps

Communities 2032 is an aspirational plan that sets out a vision for Queensland's communities, to 2032 and beyond.

Over the next ten years of the strategy, the Queensland Government will work in partnership with communities, including with community members, groups and leaders, and with the community and social services sector, businesses, and other levels of government. We will be responsive to the needs of communities and collaborative in designing the actions we need to take to reach our destinations.

This action plan (2022 to 2025) is the first of multiple plans that will detail how the Queensland Government will take concrete, targeted actions to deliver on our shared priorities.

As we embark on this journey, we will work in concert with our partners to determine the best way to deliver these actions, consider other steps we may need to take, measure our progress, and adjust our approach as we go.

The Communities 2032 Strategy and first action plan are a starting point for a conversation with communities about how we can work together to build the Queensland that we all want to live in.

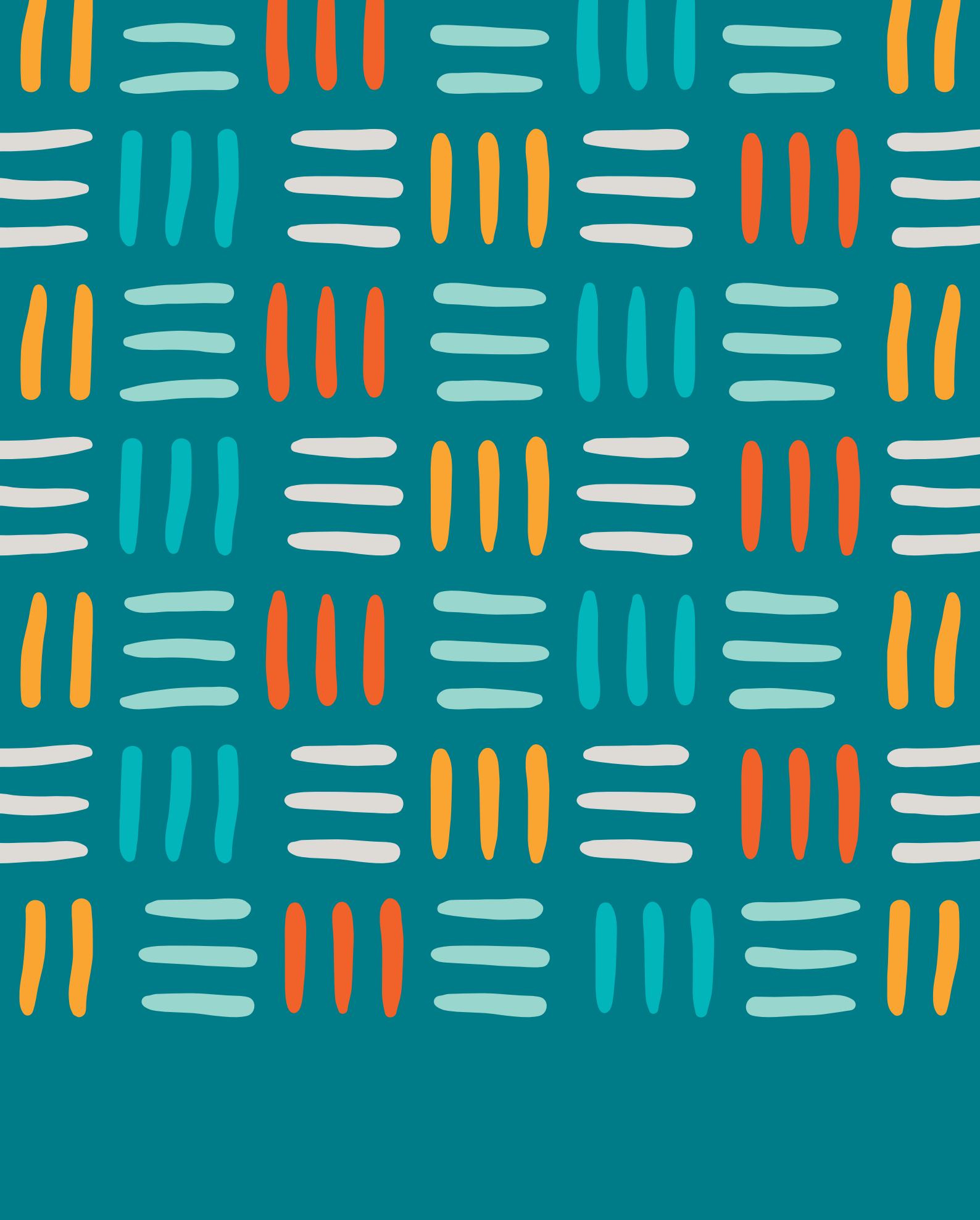
The Queensland Government is committed to listening and collaborating on this important work.











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