Neighbourhood Centres

Initiative Guideline, Specifications and Requirements

July 2025 V2.0

Queensland Government

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SECTION A – GUIDELINES

1. Introduction

Funding for the Neighbourhood Centres initiative is provided as part of the Queensland Government's ongoing commitment to enabling economic participation, supporting healthy communities, and reducing social isolation for Queenslanders. The Department of Families, Seniors, Disability Services and Child Safety (the department) administers the Neighbourhood Centres initiative.

The *Neighbourhood Centres Initiative Guideline, Specifications and Requirements* (the Guideline) details the intent of the Neighbourhood Centres initiative, the funded activities and reporting requirements.

The Guideline is a reference tool for funded organisations, outlining the department's requirements for implementing the initiative. The Guideline aims to ensure consistent implementation across the sector.

It should be read alongside the *Service Agreement – Funding and Service Details* (the Service Agreement), which details the business relationship between the department and the funded organisation. The Guideline does not replace an organisation's own operational guidelines or procedures.

The Neighbourhood Centres initiative contributes to the Queensland Government's *Communities 2032* vision "Queensland's communities support and empower every person to connect, participate, contribute and thrive". Neighbourhood Centres - Our shared vision for a vibrant Neighbourhood Centre system in Queensland (Our Shared Vision) is a foundational document setting out a commitment between Neighbourhood Centres and the Queensland Government.

1.1. Our Shared Vision

Our Shared Vision is a strategic framework for Neighbourhood Centres developed in co-design with the Neighbourhood Centre sector and the Queensland Government. This Guideline has been designed to reflect Our Shared Vision.

Below is a summary of strategic framework elements: Purpose, Guiding Principles and Key Activity Dimensions. These are set out in greater detail in Our Shared Vision.

Purpose	Neighbourhood Centres are a diverse Network of community-led and place-based organisations that build vibrant, inclusive, and cohesive communities. Neighbourhood Centres integrate knowledge, investment, and action to build community inclusion and cohesion, and advocate for locally led response to community issues. As trusted public spaces, Neighbourhood Centres provide inclusive and respectful places for people to connect, belong, participate and be supported.		
Guiding Principles	Responding locally	Service access	Systems partnerships
Key Activity Dimensions	Link people with formal and informal support	Create social connections and inclusion	Integrate local community action

2. About the Neighbourhood Centres Initiative

2.1. Investment

Funding for the Neighbourhood Centres initiative is **Community Services Funding** declared under the *Community Services Act 2007*.

2.1.1. Base operational funding

The department provides funding to enable Neighbourhood Centres to operate, including to deliver the activities detailed in this Guideline.

2.1.2. Capital and infrastructure funding

In addition to base operational funding, the department provides capital and infrastructure funding for:

1. the supply and maintenance of state government owned buildings used to deliver services funded under the Neighbourhood Centres initiative.
2. the provision of a supplement provided as a contribution to rent, and property related costs for the Neighbourhood Centres Initiative funded services that do not operate from state government owned buildings.

2.1.3. Funding for other initiatives and programs

Neighbourhood Centres funding is not intended to support overhead costs or delivery of services, initiatives or programs funded through other sources. It is, however, acknowledged that the social infrastructure created through initiative funding from the department allows for a foundational base for Neighbourhood Centres to attract investment through other funding sources. Other funding sources will have their own requirements for delivery and reporting that sit outside this Guideline.

2.2. Initiative investment logic

Neighbourhood Centres play a critical role in Queensland communities, and the department seeks to work in partnership with Centres to achieve a range of community outcomes. The Neighbourhood Centres investment logic shows the activities funded under the initiative and the intended impacts and outcomes for their communities.

2.3. Initiative activity descriptions

Neighbourhood Centres are unique to the communities they work within, tailoring their activities to the needs and priorities of their communities.

Three Key Activity Dimensions underpin the activities that funded Neighbourhood Centres are required to deliver as part of their service agreements with the Queensland Government:

1. Link people with formal and informal support.
2. Create social connections and inclusion.
3. Integrate local community action.

2.3.1 Link people with formal and informal support

Purpose

The intent of this activity is for Neighbourhood Centres to offer a point of contact, assistance and information provision to link community members with support to meet their needs.

Neighbourhood Centres funding is not intended to fund specialist services, such as counselling, case management or financial literacy and resilience services.

Description

Opportunities:

- Community members can seek assistance by contacting the Neighbourhood Centre.
- Community members are not required to meet specific eligibility criteria to get support.

Actions:

- Neighbourhood Centres are trusted local places with an understanding of services and pathways.
- Neighbourhood Centres work with the community members to provide support, practical help, information, referral to specialist services, and connections to community resources.

Outcomes:

- Community members are linked to support.
- Community members are empowered to use the information to access the services they need.

General Examples

- Information provision.
- Connection to groups, events and activities.
- Support with access to digital services.
- Referral to specialist support services.
- Assistance to understand and access the social service system.

Skills for the Activity

- Working with people from diverse backgrounds and cultures.
- Problem solving.
- Knowledge of local community resources and broader social service system.
- Building and maintaining local relationships, partnerships and networks.

2.3.2 Create social connections and inclusion

Purpose

The intent of this activity is for Neighbourhood Centres to create and foster opportunities for inclusion and cohesion in their communities by promoting connection and belonging through participation, contribution and volunteering.

Neighbourhood Centres may deliver activities at the Centre, in other community spaces, or in partnership with other organisations where the Centre is actively involved.

Description

Opportunities:

- Community members seek connection and inclusion and to participate and volunteer.
- Community members have strengths and skills to offer.
- Neighbourhood Centres identify needs and opportunities for connection and inclusion.

Actions:

- Neighbourhood Centres create opportunities for people from all backgrounds to be included, connect, and contribute to their communities.
- Neighbourhood Centres offer activities for social connection, learning, skill-sharing, and volunteering which are accessible to all community members and are free or low-cost, with no eligibility criteria. Some activities may focus on specific groups, like a parent group that welcomes all parents in the community.

Outcomes:

- Community members have a sense of belonging, connection to others and are engaged in their community.
- Neighbourhood Centres are a trusted place that fosters social connection and inclusion, either directly or indirectly, through the activities offered.

General Examples

- A community event for participation, connection, and volunteering.
- A group or activity for social connection and inclusion.
- A group or activity for learning skills or sharing interests, promoting social connection.

Skills for the Activity

- Knowledge of the profile of their community.
- Building relationships with local community groups, services and businesses.
- Building relationships with local First Nations peoples.
- Valuing, identifying and enabling strengths of community members.
- Tailoring opportunities and activities to community members' needs and strengths.
- Reviewing offerings to meet emerging needs.

2.3.3 Integrate local community action

Purpose

The intent of this activity is for Neighbourhood Centres to engage in place-based community-led actions to bring people together, identify issues, and create local solutions.

A Community Development approach may guide these activities and projects.

Description

Opportunities:

- An issue or concern is identified by community members and/or Neighbourhood Centres and there is shared interest in working together to explore and develop a solution.

Actions:

- Neighbourhood Centres take a facilitation role, and the projects are designed *with* rather than *for* community members for the benefit of the whole community or a group within the community.
- Community members take lead roles throughout planning and implementation.
- Projects involve planning, goal setting, analysis of evidence such as research, data, and local knowledge. The projects may aim to benefit the entire community or specific groups within the community.

Outcomes:

- Local solutions are developed that create positive social change.
- Community members are empowered and feel ownership of the project and the outcomes.

General Examples

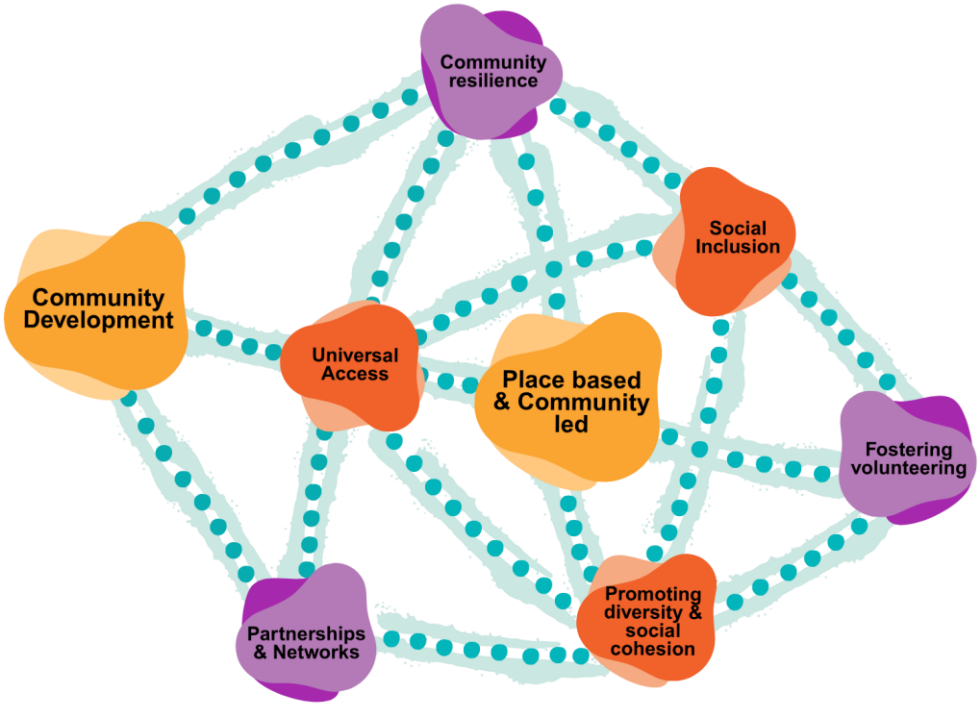
- A project that commences following a concern raised by community members who are interested in exploring a solution.
- A project that is community-led in design and implementation.
- A project facilitated by the Neighbourhood Centre, with community members taking on key roles and ownership.
- A project that addresses a social issue, aims to benefit community members and possibly the broader community.

Skills for the Activity

- Community Development practice.
- Community strengths and needs identification.
- Community engagement with diverse groups of community members.
- Formation of working groups.
- Project planning and co-design.
- Building and mobilising partnerships and networks.
- Reflection and evaluation of project outcomes and impact.

2.4 Neighbourhood Centres initiative model

The Neighbourhood Centres initiative model has key features which, in conjunction with Neighbourhood Centre activities, help shape our understanding of the Neighbourhood Centre model.



Descriptions of key features are below:

Community Development	Community Development refers to a range of processes led by members of a community who have identified a concern or aspiration for their community. The community may be place-based in a geographical area or a community of people that have a shared identity or association. Community members are seen as experts in their own lives and locality, and the process values their knowledge and wisdom. While professional knowledge and expertise supports the process, the direction is determined by community members. They are enabled to take a leadership role, from deciding on issues they want to address, to planning and implementing actions, through to evaluation. By working together, communities experience increased empowerment, capacity, skills, civic participation and self-determination. The outcomes of community Development can be varied depending on the identified issue and range from improved social justice or human rights outcomes to increased employment and economic opportunities, to improved community infrastructure and disaster resilience. Community Development is often conducted by an agency, such as a Neighbourhood Centre, that supports the community group to identify the issue and take collective action. Community Development projects often have many stages over a long period of time as they move towards the desired social change. Projects normally start with identifying community issues, through community listening or analysis, then forming groups of people who want to take local action on a specific issue. Project workers assist this process of development with facilitation skills, group planning, information gathering and enabling project actions. A goal of Community Development projects is sustainability, so the work has a chance to continue long-term without the direct input of a worker.

Place-based	A place-based approach is a way of designing responses and services to meet the unique needs of a local community. Place-based approaches have strong emphasis on engagement with community members, partnerships, and shared responsibility for actions and outcomes within a defined geographic location. Place-based responses value local knowledge, leadership and decision-making, build on community strengths and have a long-term focus.
Community-led	Neighbourhood Centres facilitate and promote community-led activities and projects that are owned and designed *by* community members rather than *for* them. Community-led approaches promote local leadership, value the local expertise and the input and knowledge of community members. Evidence, data and research used to develop and design projects should be specific to the community and based on local information wherever possible.
Universal access	Neighbourhood Centres aim to be open and welcoming to everyone, with activities that have minimal or no eligibility requirements or limited to a period of engagement. This is often referred to as universal access which is about all community members having access to Neighbourhood Centres. Alongside this concept of universal access is an understanding of equity of access. Neighbourhood Centres seek to ensure that community members who are disadvantaged, marginalised or have specific needs or abilities are provided with the same opportunities of access as all members of the community.
Promoting diversity and social cohesion	Neighbourhood Centres are trusted spaces that are safe, respectful, and inclusive. They promote inclusion and cohesion by engaging with all community members, fostering connection and understanding among different groups. Neighbourhood Centres welcome diversity and aim to build understanding between people of all backgrounds, ages, genders, and abilities. Their activities focus on increasing awareness and understanding of diverse identities within communities, aiming to strengthen community bonds and trust.
Social inclusion	Neighbourhood Centres play a key role in preventing and addressing social isolation and loneliness. These issues can affect anyone, but some people are more vulnerable, such as people experiencing mental illness, older people, people with disabilities, young people, First Nations people and people from culturally and linguistically diverse backgrounds. The core activities of Neighbourhood Centres aim to build community connections, engagement, and participation. These activities can be offered in various ways, including at the Centre, through outreach, or online.
Fostering volunteering	Many Neighbourhood Centres engage and support volunteers to assist with the running of the Centre and/or delivery of programs and activities. The benefits of volunteering are many for the Neighbourhood Centre, the individual and the community. Volunteering increases employment opportunities~~,~~ through improved skills and experience, development of networks, exposure to employment opportunities, and improved self-confidence and self-esteem. The contribution of volunteers on management committees, supporting administrative tasks or delivering projects and activities, is essential for many Neighbourhood Centres. Neighbourhood Centres foster volunteering by promoting opportunities, encouraging and supporting community members to contribute through volunteering.

Partnerships and Networks	Neighbourhood Centres build and sustain partnerships and networks, creating connections with a wide variety of partners such as organisations delivering human services, broader social service system agencies, local businesses, local community groups and government agencies (local, state or federal). Neighbourhood Centres are encouraged to establish local human services networks and to form partnerships to enable their work. All Neighbourhood Centres are encouraged to be part of a Neighbourhood Centre Regional Network and to take an active role in building and sustaining their network. Neighbourhood Centres and their regional networks work in partnership with the peak body, Neighbourhood Centres Queensland, to support connection with Neighbourhood Centres across the state and to develop and share common resources.
Community resilience	Neighbourhood Centres play an important role in strengthening their communities by fostering collaboration, promoting social cohesion, and serving as trusted places for accessing information. These functions are essential for building and supporting community resilience. While Neighbourhood Centres are not required to undertake community recovery roles in the event of natural disasters and emergencies, they may be approached by community members or government agencies to assist. It is up to each Neighbourhood Centre to determine if they have the capacity and how they respond to the needs of the community.

2.5 Evaluation and review

In partnership with the sector, the department is committed to the continuous improvement and evaluation of the Neighbourhood Centres initiative.

The department is committed to building a learning culture based on ongoing reflection, education, shared monitoring, evaluation and review. The purpose of this approach is to build the capacity of the sector as well as demonstrate achievements and value of Neighbourhood Centres. Evaluation and review will also inform and enable the Neighbourhood Centres initiative to adapt and change to meet emerging and evolving needs over time.

Neighbourhood Centres initiative performance reporting will be used to inform the evaluation and review process.

2.6 Neighbourhood Centres peak body

Neighbourhood Centres Queensland (NCQ) is the Queensland Government funded peak body for the Neighbourhood Centre sector in Queensland.

NCQ works alongside Neighbourhood Centres to develop resourcing for learning and development and to elevate the profile and recognition of Neighbourhood Centres at the local, state and national level. They collaborate with members, partners and government to measure impact and build sector capacity for long term community and social resilience.

NCQ undertake an annual survey and develop a report on the value and impact of Neighbourhood Centres in Queensland. The department is committed to supporting the survey and the development of a report that analyses Neighbourhood Centre activity data in relation to the community value and impact contributed by Neighbourhood Centres.

It is strongly encouraged that all Neighbourhood Centres engage in the activities of NCQ.

3. Delivery requirements

The requirements of services funded under the Neighbourhood Centres initiative are set out in the funded organisation's Service Agreement and are described in more detail in this Guideline.

3.1 Initiative activities

As described in 2.3, there are three initiative activities that are required to be delivered by Neighbourhood Centres as part of their Service Agreement:

1. Link people with formal and informal support.
2. Create social connections and inclusion.
3. Integrate local community action.

Funding is provided for the delivery of the three initiative activities under the Service Type of *Community Development, Coordination, and Support (T710)*. The Service Type provides an overarching description, encompassing the three initiative activities, that connects funding to Outputs required.

3.2 Service types

Each Neighbourhood Centre's Service Agreement sets out the funding provided by the department, under Service Types listed in the *Community Services Investment Specification V1.0*. Community Services Investment Specification.

3.2.1 Service types for initiative funding

Service Type Description

Community Development, Coordination, and Support (T710) services develop and/or coordinate groups and activities that focus on:

- enhancing both personal and community support; and
- the development of community capacity of people living within a defined geographical and/or cultural community.

The amount of the Service Type to be delivered under the Service Agreement is quantified as an Output and measured in Hours. More detailed information is provided in *Section B – Reporting Guide*.

Service Type Requirements

Funded organisations must:

- support communities to identify important concerns and issues impacting on the social wellbeing of their local community, and to plan and implement strategies to mitigate their concerns and solve their issues.
- respond to the identified and emergent needs of the local community with a priority on vulnerable individuals and families within the community.
- be flexible and culturally inclusive, provide a range of community activities.
- provide universal access for the community with a focus on vulnerable individuals, families, and populations.
- support access to more targeted services.
- provide integrated and coordinated responses as part of the local human services system.
- provide a mixed balance of programs, services, and activities.
- promote community engagement and connectedness.

Considerations

Funded activities may encourage the exchange of information and experiences to meet common needs, and/or provide social, therapeutic and practical support.

3.2.2 Service types for supplement funding

Supplement funding is provided to Neighbourhood Centres that operate from premises not owned by State government. The funds are intended as a contribution towards premise related costs.

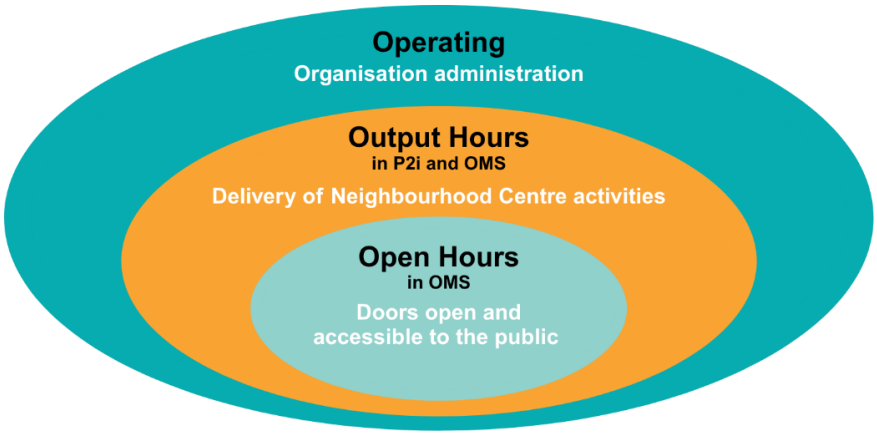
The Service Type used for the supplement funding is *Other (Toth).* This Service Type does not have any specific service description, requirement or output measure that applies.

The supplement is not allocated to Neighbourhood Centres that operate from state government owned premises where the lease arrangements have a 'peppercorn' or a token minimal rent payment. If a Neighbourhood Centre moves from a privately rented or service owned premise to a state government owned premise the supplement funding will cease. Similarly, if a Neighbourhood Centre moves from a state government owned premise to a privately rented or service owned premise the supplement funding will be allocated.

3.2.3 Service types and service user codes

Funding	Service User	Service Type	Output Measure
Initiative output funding	Community members (U1060)	Community Development, Coordination, and Support (T710)	Hours (M101)
Supplement funding	Community members (U1060)	Other (Toth)	Not applicable

3.3 Operating, Output Hours and Open Hours



Neighbourhood Centres initiative funding is provided to support the operation of the Neighbourhood Centre, which includes organisation administration and the delivery of the Neighbourhood Centre activities. While the funding provided supports the operation of the Neighbourhood Centre, the reporting required only seeks specific components rather than all the work that may be undertaken to operate the Neighbourhood Centre.

It is acknowledged that the hours spent on organisation administration are critical for the effective operation of Neighbourhood Centres. However, for reporting purposes, a distinction is made between operating hours and the reporting measures of 'Output hours' and ‘Open hours’.

The hours measures reported as, 'Output hours' and ‘Open hours’, do not reflect the whole picture of what may be included in operating hours. Instead, Output hours refer to the delivery of the Neighbourhood Centres initiative activities, while Open hours refer to the time the Neighbourhood Centre is accessible to all community members. The information below provides descriptions to help clarify the distinction between these terms.

3.3.1 Operating hours

Operating hours are stipulated in Service Agreements in *Funding Schedule section 6.1 - Services*, to be a minimum of 30 hours a week. Operating hours includes time spent in organisation administration and encompasses the activities of the Neighbourhood Centre including Open hours and Output hours. This is not a reportable number.

3.3.2 Output hours

Output hours refers to the hours spent, by **paid workers** only, delivering the Neighbourhood Centres initiative funded activities and reported against service type *Community Development, Coordination, and Support (T710).* Output hours are stipulated in Service Agreement in *Funding Schedule section 6.2 – Deliverables,* with annual minimum targets.

More details on how to count this measurable output is provided in this document in *Section B - Reporting Guide.*

3.3.3 Open hours

Open hours refers to the hours that the Neighbourhood Centre has its doors open and is accessible to all community members seeking support and assistance, including ‘walk-ins’ and unscheduled presentations. These hours are usually publicised by Neighbourhood Centres, including on websites or signage at the centre.

There will be times when the Neighbourhood Centre is closed, for example public holidays, or planned closures such as staff training days or unplanned closures such as for severe weather events or sorry business.

More detail on how to count this measurable output is provided in this document in *Section B - Reporting Guide.*

3.4 Geographic catchment areas

Neighbourhood Centres are funded to operate from a geographic catchment area, referred to as Statistical Areas Level 2 (SA2s). The SA2s that Neighbourhood Centres operate in are based on the location of the Centre and are listed in your Service Agreement in *Funding Schedule section 6.1 - Services*. Changes to centre locations are to be negotiated between the Neighbourhood Centre and the department.

While Neighbourhood Centres have a geographic catchment based on their location, there is no requirement that the people accessing the Neighbourhood Centre must have a residential address within the geographic catchment area.

3.5 Human Services Quality Framework

The Human Services Quality Framework (HSQF) is the quality assurance framework for assessing and promoting improvement in the quality of human services. HSQF applies to Neighbourhood Centres through their Service Agreement with the department. It is the Neighbourhood Centres' responsibility to undertake the requirements of HSQF in accordance with the quality pathway (or demonstration method) relevant to them, for example certification or self-assessment. More information about HSQF can be found at Human Services Quality Framework .

3.6 Cultural capability

Cultural capability refers to the skills, knowledge, behaviours, and systems that plan, support, improve, and deliver services in a culturally respectful and appropriate manner.

Funded organisations must:

- ensure services are culturally inclusive of Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) service users.
- develop strategies to increase engagement with Aboriginal and Torres Strait Islander and CALD service users regarding services and needs.
- develop strong links with Aboriginal and Torres Strait Islander and CALD organisations, and/or key community representatives.
- where possible, recruit staff of Aboriginal and Torres Strait Islander background when providing services targeting engagement with Aboriginal and Torres Strait Islander peoples.

3.6.1 Interpreter services

Translating and Interpreting Service (TIS National) is the provider of interpreter services. The department has a Standing Offer Arrangement with TIS, and non-government service providers funded by the department are eligible to access TIS services paid for by the Queensland Government.

For further information regarding this process, please contact your departmental contract officer and refer to TIS website at: Translating and Interpreting Service (TIS National) or Queensland Government website Find a translator or interpreter | For government | Queensland Government

3.7 Service accessibility

Service accessibility refers to a commitment and actions to ensure that people with a disability have the same opportunity to access services, facilities, and systems as other Queenslanders.

Accessibility extends to place, information, and inclusion in activities. Funded organisations are required to plan, support, improve and deliver services in a way that promotes engagement and participation of people with a disability.

Funded organisations must:

- ensure services are inclusive for service users with a disability.
- develop strategies to increase engagement with people with a disability regarding services and needs to support access.
- where possible, recruit staff members who are people with a disability.

3.8 Staff support

Neighbourhood Centres must provide appropriate support and have relevant policies and procedures for managing staff. Funded organisations must:

- ensure the recruitment of appropriately qualified staff, and the provision of appropriate induction, training, and professional supervision of these staff.
- ensure staff have access to information on a range of services to support the active referral of service users to appropriate holistic supports.
- ensure service delivery staff are competent in risk assessment and safety planning.
- ensure staff are appropriately trained and culturally and professionally diverse, where possible, and have the appropriate skills to meet the diverse and sometimes complex needs of service users.
- ensure staff delivering services to persons who are under 18 years of age are suitably screened (for example Blue Card).
- have a risk management approach in place to manage and support service users where their actions or behaviours create risk to staff, volunteers or others.

3.9 Volunteer support

Neighbourhood Centres that engage volunteers in delivery of activities, programs and services must:

- provide volunteers with support and, wherever possible, training for the role they perform.
- provide information and support volunteers to understand ethical and appropriate behaviour for working as part of the Neighbourhood Centre.
- seek to ensure that volunteers do not incur any out-of-pocket expenses without prior approval and if expenses are incurred reimburse them.
- develop and implement procedures for supporting and supervising volunteers.
- where relevant, ensure volunteers who are delivering services to persons who are under 18 years of age are suitably screened (for example Blue Card).

Volunteering Queensland (VQ) provides helpful resources for organisations engaging volunteers, these resources can be found on VQ's website Resources – Volunteering.

3.10 Business continuity planning

Neighbourhood Centres must develop and maintain Business Continuity Plans to ensure that they are prepared for emergency situations in which business functions may be disrupted.

The Queensland Government provides a template to assist with developing a plan Business continuity planning template - Dataset - Publications | Queensland Government

4. Reporting requirements

Neighbourhood Centres initiative reporting requirements are set out in the funded organisation's Service Agreement. The information provided in this section provides more detail to explain these requirements and should be read alongside the requirements specified in the Service Agreement.

4.1 Continuous improvement and performance measurement development

During the term of your Service Agreement reporting requirements will be reviewed and may be changed to reflect findings from analysis of data captured and evaluation of the initiative. The development and improvement of performance reporting for Neighbourhood Centres will be linked with evaluation and review and will be undertaken with Neighbourhood Centres as part of the department's commitment to continuous improvement.

4.2 Purpose of data collection

The Queensland Government is accountable for the use of public funds. This includes accountability for the effectiveness and appropriate targeting of investment.

The Neighbourhood Centres initiative requires service providers to collect and report reliable quantitative and qualitative data to enable contract level and program level management and development.

The data collected will be used by the department for understanding:

- demand and capacity to assist with determining trends and service gaps.
- outputs and outcomes to analyse effectiveness of investment and program design.
- evidence to support future investment decisions.
- areas for improvement to keep up with sector needs and contemporary policy and practice.

4.3 Non-identifying service user information

The performance reporting for the Neighbourhood Centres initiative does not require any identifying service user information to be provided.

Quantitative measures are to be provided as numeric whole numbers without any service user information. Qualitative information provided for performance measurement, such as case studies, must be fully de-identified and not include information specific to an individual that can be identifying.

4.4 Quarterly reporting

Funded organisations are required to report to the department about funding and service delivery, these requirements are set out in your organisation's Service Agreement and are submitted quarterly or annually via the department's online reporting systems.

Neighbourhood Centres online reporting systems include:

- Procure to Invest (P2i) to submit financial reporting and Output M101.
- Outcome Measurement System (OMS) for performance reporting.

This Guideline sets out the performance reporting in more detail, it does not include guidance for financial reporting. For guidance on financial reporting refer to your Service Agreement.

The information below summarises the quarterly performance reporting items.

Service Type - Service User	Description
T710-U1060	Community Development, Coordination, and Support (T710) – Community members (U1060)
Output Measure Code	**Measure Description**
M101	Hours This measure is reported in P2i and OMS. *Description*: Output hours description is provided in *Section B – Reporting Guide*. This measure has a **minimum target quantity** stated in your Service Agreement in *Funding Schedule section 6.2 – Deliverables*.
Other Performance Measure Code	**Measure Description**
M301	Report This measure is reported in OMS. Description: The Report includes quantitative measures and qualitative information through Practice Examples. Neighbourhood Centres are required to complete the Report as part of quarterly reporting. Full detail of how to complete the Report is provided in *Section B – Reporting Guide*.

4.5 Format and submission

The output measure and report are to be submitted, via the department's online reporting systems, P2i and OMS, on a quarterly basis, as set out in your Service Agreement. Quarterly reporting periods and reporting due dates are as follows:

Quarter	Period	Due Date
Quarter 1	1 July – 30 September	28 October
Quarter 2	1 October – 31 December	28 January
Quarter 3	1 January – 31 March	28 April
Quarter 4	1 April – 30 June	28 July

The OMS reporting system was developed by the department and has a specific environment tailored for Neighbourhood Centres. In addition to OMS the department developed a tool to assist Neighbourhood Centres with collecting reporting information. The OMS and P2i systems must be used for quarterly reporting, however the reporting information collection tool is optional. Neighbourhood Centres who wish to use the reporting tool can contact their departmental contract officer for more information.

4.6 Other data collection requirements

Other data collection may be required by the department during the term of your Service Agreement.

The department may request data, from time to time, to demonstrate the impact of Neighbourhood Centres within Queensland communities. For example, surveys may be requested to assist with information about Neighbourhood Centre participants. The department may consult with the sector to develop mechanisms for collecting data.

4.7 Data sharing with peak body NCQ

The department is committed to reducing administrative and reporting burden. As part of this commitment, the department may share data with NCQ for the purpose of understanding the delivery model for initiative evaluation and analysing social value and impact.

The basis for this information sharing is a special condition clause in the Service Agreement in *Funding Schedule section 9 - Special Conditions*. The clause allows the department to share data from service providers with NCQ (or any successor or superseding organisation or other peak body) for the purposes of preparation and publication of annual reports, conducting and publishing research, conducting evaluations, reviews, reporting or to assist with any other peak body functions.

5. Other information

5.1 Supporting documents

- Human Services Quality Framework.
- Service Agreement - Standard Terms (forgov.qld.gov.au).
- Your organisation's Service Agreement with the department – Funding and Service Details and associated Funding Schedules.
- The department's Community Services Investment Specification V1.0 - Community Services Investment Specification.
- Neighbourhood Centres – Our shared vision for a vibrant Neighbourhood Centre system in Queensland.
- Web link to this guideline and OMS 'how to guides - Neighbourhood centres – resources for providers | Business Queensland.

5.2 Feedback and enquiries

Please contact your departmental contract officer if you have questions about your Service Agreement or this document.

SECTION B – REPORTING GUIDE

1. Introduction

This guide focuses specifically on reporting activities funded under the Neighbourhood Centres initiative. It does not cover services funded through other programs or funding sources.

While it's recognised that Neighbourhood Centres use additional resources to deliver a wide range of services, this performance reporting framework is designed to measure the services delivered using the initiative funding provided by the department. The framework is not intended to cover all funding sources comprehensively.

The Queensland Government is responsible for ensuring public funds are used effectively and appropriately. As part of this accountability, the Neighbourhood Centres initiative requires service providers to collect and report accurate quantitative and qualitative data. This data supports both contract-level and program-level management and development.

The department will use the collected data to:

- Understand demand and capacity, help to identify trends and service gaps.
- Analyse outputs and outcomes to assess the effectiveness of funding and program design.
- Provide evidence to guide future funding decisions.
- Identify areas for improvement to align with sector needs and current policies and practices.

By focusing only on activities funded under the Neighbourhood Centres initiative and following the reporting guide below, this enables the collection of standardised and consistent data across the sector. This approach helps establish a baseline for service delivery and ensures comparability across all Neighbourhood Centres, regardless of their size, location, or other funding sources. This alignment is critical for facilitating accurate analysis and informed extrapolation of the sector's impact.

This document serves as a guide, outlining what information to record and how to report it in the online systems, OMS (Outcome Measurement System) and P2i (Procure to Invest). Additional technical guides for OMS and templates can be found at Neighbourhood Centres – resources for providers on the Business Queensland website. P2i technical guides can be found here Welcome to P2i's Help Centre.

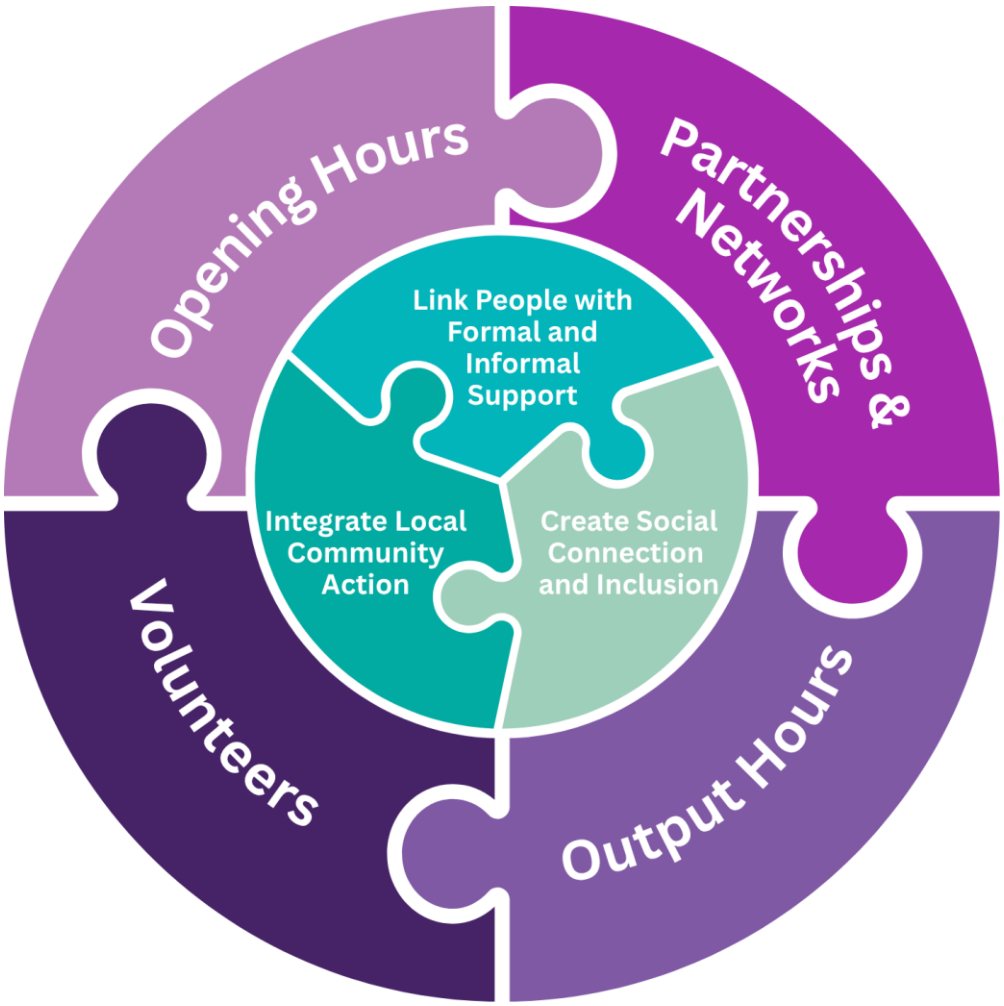
2. Reporting Framework

2.1 How do the measures work together

Each measure in the Reporting Framework has a role and they all work together to present a picture of the work carried out by Neighbourhood Centres within the initiative funding.

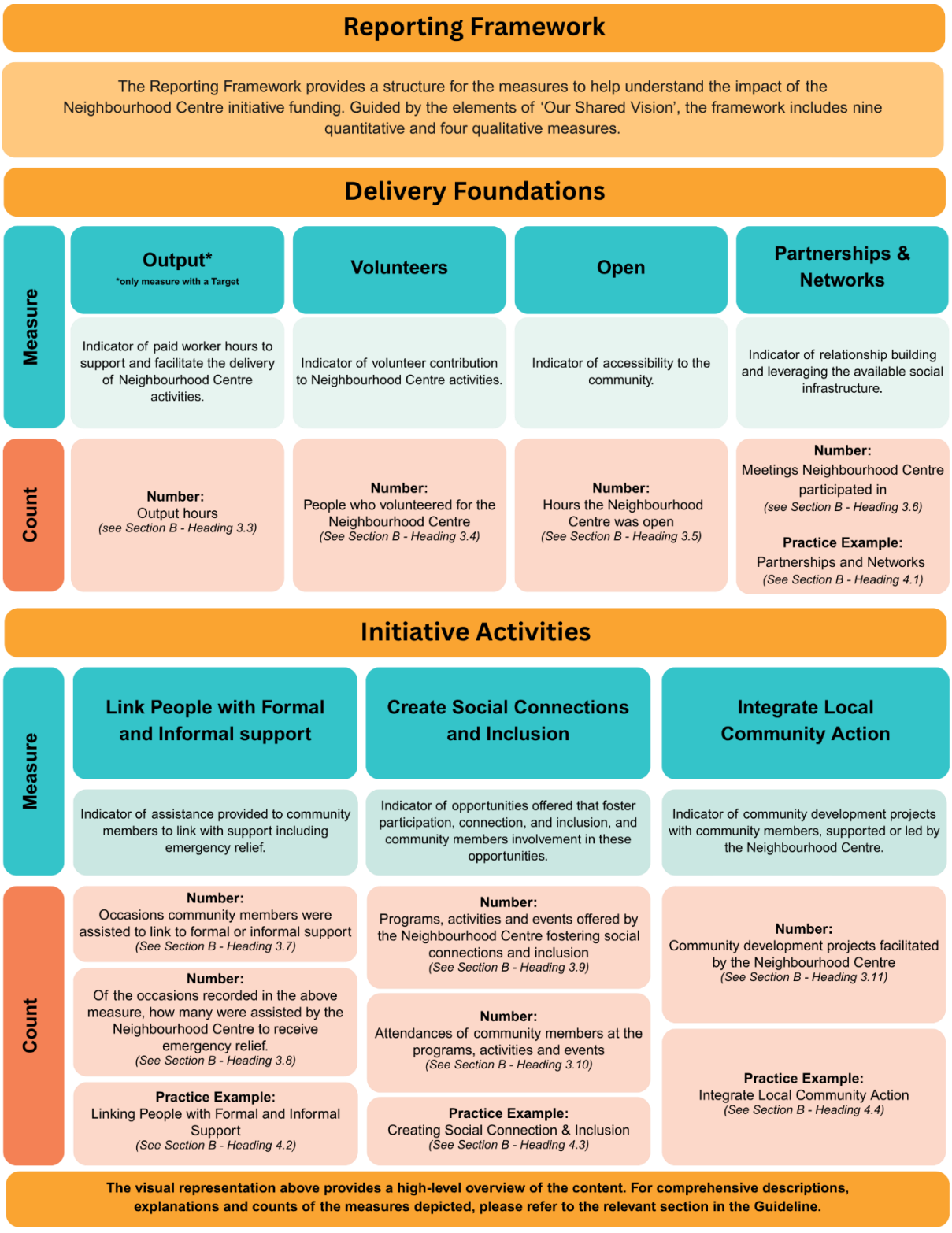
The measures for Output hours, Volunteers, Open hours, and Partnerships & Networks represent key elements that are foundational to support the delivery of the Neighborhood Centres initiative. For the purpose of the Reporting Framework, we have called these the "**Delivery Foundations**".

The measures relating to the three **Initiative Activities**, Link people with formal and informal support; Create social connections and inclusion; and Integrate local community action, are representative of the delivery of these activities.



2.2 Reporting Framework

The Reporting Framework below is an overview of the reporting measures. Further descriptions and counting guidance for each of the measures are provided in the next section - 3. How to complete the report.



3. How to complete the Report

3.1 Service Outlet Name and Service Outlet Number

Description:

Service Outlet name and number is the unique identifier linked to the Service Outlet. The Service Outlet name and number is identified in the funded organisation's Service Agreement.

Reporting this measure:

Select the *Service Outlet name and number* from the dropdown in OMS.

3.2 Reporting Period

Description:

Reporting Period identifies the year and quarter that the data relates to.

Reporting this measure:

Select the Reporting *Period* from the dropdown in OMS report as a combination of the Year and the Quarter, i.e., Year/QX.

For example:
Jul-Sep 2025 – reported as 2025-26/Q1
Oct-Dec 2025 – reported as 2025-26/Q2
Jan-Mar 2026 – reported as 2025-26/Q3
Apr-Jun 2026 – reported as 2025-26/Q4

Delivery foundations

3.3 Number of Output hours

Description:

This measure seeks to understand the hours spent by paid workers to support and facilitate the delivery of Neighbourhood Centres initiative activities.

Output hours are hours spent by paid workers to either directly or indirectly support the development and delivery of activities funded under the Neighbourhood Centres initiative, service type *Community Development, Coordination, and Support (T710)*. This includes the three initiative activities of Link people with formal and informal support; Create social connections and inclusion; and Integrate local community action.

Output hours are required to be reported and have a minimum target quantity in your Service Agreement with the department.

Report this measure as the total number of Output hours for the reporting period, in P2i against M101 Achieved Value and in OMS.

Counting Guide:

<table>
<tr><th colspan="2">OUTPUT HOURS</th></tr>
<tr><th>Included</th><th>Excluded</th></tr>
<tr><td>Hours spent delivering activities that are funded by Neighbourhood Centres initiative funding.

Count all hours spent by paid workers to, either directly or indirectly, support the development and delivery of activities funded under the Neighbourhood Centres initiative.
Including hours spent by a paid worker directly:
Delivering Neighbourhood Centres initiative activities, programs, events and projects.
Designing, planning and administering Neighbourhood Centres initiative activities, programs, events and projects.
Delivering Neighbourhood Centres initiative activities from other local community spaces away from the Centre.
Attending network or community meetings.
Undertaking Community Development work.
Travel and team meetings that can be attributed to the development and/ or delivery of Neighbourhood Centres initiative activities, programs, events and projects.
Including hours spent by paid workers indirectly:
Supporting, mentoring, training and supervising volunteers or students to deliver Neighbourhood Centres initiative activities, programs, events and projects.
Special notes:
Where two or more Neighbourhood Centre paid workers are working together, count all workers' hours, for example two Neighbourhood Centre paid workers meet for <u>one hour</u> to plan and design a Neighbourhood Centre activity, count as <u>two hours</u>.
Include activities that receive grant funding that do not include funds for wages and/or administration. These activities therefore rely on Neighbourhood Centres initiative funding for paid workers. For example:
Grant funding for activities or events that do not allow expenditure for a project worker, wages or administration costs. These activities or events are usually one-off or short term.
Emergency Relief grants that cover only service user support and no administration costs.</td><td>Hours spent delivering programs that are funded through other funding sources, such as other government departments.

Each funded initiative or program has its own requirements and reporting. Activities and/or outputs funded by other initiatives or programs are to be <u>excluded</u> from Neighbourhood Centres initiative reporting.

For example, if a homelessness program or child and family service is funded separately, the hours worked by the support worker of these programs should not be counted in Neighbourhood Centre reporting.

Hours spent undertaking administrative tasks are excluded.
Such as:
Administration of the organisation.
Human resources tasks.
Management committee support and management committee meetings.
Volunteer hours:
We recognise and acknowledge the critical role that volunteers play in the delivery of Neighbourhood Centre activities. There is a separate measure for reporting volunteer contribution (see section 3.4). Therefore, volunteer hours are <u>excluded</u> from the Output hours performance measure.

Student hours:
We recognise and acknowledge the value and contribution that students on placement provide in the delivery of Neighbourhood Centre activities. However, this measure seeks to focus on the hours of paid workers and student hours are <u>excluded</u> from the Output hours performance measure.</td></tr>
</table>

3.4 Number of people who volunteered for the Neighbourhood Centre

Description

This measure seeks to understand the contribution made by volunteers to support the delivery of Neighbourhood Centres initiative activities.

Report this measure as the total number of individuals who have volunteered in the reporting period in OMS.

Counting Guide:

<table>
<tr><th colspan="2">VOLUNTEERS</th></tr>
<tr><th>Included</th><th>Excluded</th></tr>
<tr><td rowspan="3">Number of individuals who have offered their time for free to assist with the delivery of Neighbourhood Centres initiative activities and operations.

This measure counts the number of individuals, not the hours or occasions that the volunteer has contributed.

We recognise and acknowledge the critical role that volunteers play in the delivery of Neighbourhood Centre activities. This measure includes regular volunteers of the Neighbourhood Centre and volunteers who have provided one-off assistance during the reporting period.

Special note:
There may be situations in which the volunteer management committee members assist with the delivery of activities of the Neighbourhood Centre, outside of their administrative role. In these situations, the individual can be included in the count of volunteers. For example, a management committee member comes in for a day to assist at reception.</td><td>Volunteers who are engaged to support the delivery of initiatives or programs that are funded through other funding sources.

For example, volunteers supporting other funded programs such as homelessness programs, child and family programs, NDIS or aged care.

Volunteers who support programs funded by other sources should get their training and support from those funds, not from Neighbourhood Centre funding.

For example, if a Neighbourhood Centre receives funding for community transport services, volunteer drivers are trained and supported with that funding and are not to be counted in Neighbourhood Centre reports.</td></tr>
<tr><td>Students on placement or work experience

We acknowledge that students on placement and work experience support the work of the Neighbourhood Centre, for reporting purposes do not include them in this measure.</td></tr>
<tr><td>Volunteers in their role of management committee members.

The work of volunteer management committee members is highly valued and acknowledged as critical for the operation of Neighbourhood Centres, however for the purpose of this measure they are excluded because their role is to undertake administrative work for the organisation.</td></tr>
</table>

3.5 Number of hours the Neighbourhood Centre was open

Description

This measure seeks to understand the number of hours the Neighbourhood Centre was open and accessible to all community members.

This measure relates directly to the hours that the Neighbourhood Centre advertises publicly, including on websites or signage at the Centre.

Report this measure as the total number of Open hours for the reporting period in OMS.

Counting Guide:

<table>
<tr><th colspan="2">OPEN HOURS</th></tr>
<tr><th>Included</th><th>Excluded</th></tr>
<tr><td rowspan="2">Hours that the Neighbourhood Centre was open and accessible to all community members.

Includes all the hours where the Neighbourhood Centre had its doors open and was accessible to all community members to seek support and assistance, including ‘walk-ins’ and unscheduled presentations.

Use publicly advertised open hours to count this measure.</td><td>Hours that the Neighbourhood Centre was closed.

Exclude hours in the reporting period when the Neighbourhood Centre was closed for public holidays, planned closures such as staff training days or unplanned closures such as for severe weather events or sorry business.</td></tr>
<tr><td>Hours by appointment only when the Neighbourhood Centre is closed for ‘walk-ins’

Exclude hours when the Neighbourhood Centre offers appointment only time or has activities and groups meeting at the Centre, but the doors are closed for ‘walk-ins’ or unscheduled visits.

For example, if a group meets at the Centre in the evenings but only people participating in the meeting can access the Centre, do not count these as Open hours.</td></tr>
</table>

3.6 Number of network and interagency meetings the Neighbourhood Centre participated in

Description

This measure seeks to understand the number of network and interagency meetings the Neighbourhood Centre has participated in.

Network and interagency meetings may be described as formal and scheduled with the purpose of networking, maintaining system partnerships and/or coordinating responses to local needs and effecting positive change for community members. For example, the Neighbourhood Centre Regional Networks have the purpose of sharing resources and providing support to each other to assist or enhance the work of each Neighbourhood Centre in the network.

Report this measure as the total number of meetings for the reporting period in OMS.

Counting Guide:

NETWORK AND INTERAGENCY MEETINGS	
Included	**Excluded**
Meetings that Neighbourhood Centre paid workers have participated in for the purpose of networking, partnerships or developing coordinated responses. This measure counts the number of meetings. Meeting examples: • An interagency meeting with other local human services providers. • Neighbourhood Centre Regional Network meetings. • Local government meeting that brings community stakeholders together.	**Meetings attended by workers delivering services funded through sources other than Neighbourhood Centre funding.** For example, if the Neighbourhood Centre receives funding for and manages a homelessness service and the worker funded through the homelessness service initiative attends a housing and homelessness services state-wide network meeting relevant to that initiative, do not count this meeting.

Link people with formal and informal support

3.7 Number of occasions that community members were assisted to link to formal and informal support

Description:

This measure seeks to understand assistance provided to community members to link with support.

Report this measure as the total number of occasions community members were assisted in the reporting period in OMS.

Counting Guide:

<table>
<tr><th colspan="2">OCCASIONS OF ASSISTANCE TO LINK PEOPLE WITH SUPPORT</th></tr>
<tr><th>Included</th><th>Excluded</th></tr>
<tr><td rowspan="3">Occasions of assistance provided to community members by paid staff or volunteers or students under the Neighbourhood Centre initiative funding.

Occasions of assistance involve interaction with community members, face to face, over the phone or over email. Interactions could vary in intensity from one-off occasions to community members that return regularly to seek assistance.

This includes:
• Information provision.
• Support to access groups, events and activities.
• Support with access to digital services.
• Referrals to specialist support services.
• Assistance to understand and access the social service systems.

This measure counts each occasion (visit) for assistance:
• The measure counts each occasion of service rather than <u>each individual person</u>. For example, if the same person comes to the centre multiple times in a reporting period, each visit is counted separately as one “occasion”.
• The count is <u>not of instances or transactions</u>, for example if a person visits on one occasion and receives multiple referrals and emergency relief this is counted as one occasion.</td><td>Occasions of assistance provided to community members by paid staff or volunteers under programs that are funded through other funding sources.</td></tr>
<tr><td>A community member presenting for a scheduled appointment with a program funded through other funding sources.

For example, co-located programs or visiting services or other funded programs such as homelessness programs, child and family programs, Centrelink, NDIS or aged care.</td></tr>
<tr><td>Web page hits and/or Facebook and Instagram likes and comments.</td></tr>
</table>

Counting examples:

- A community member presents to the Neighbourhood Centre and asks for information about joining a playgroup and parenting classes. They are provided information about the playgroup at the Centre and the local family support service that provide Positive Parenting sessions. **Count 1 occasion.**
- A community member comes to the Centre requesting support with financial concerns. The person is given assistance to make an appointment with a Financial Counsellor. **Count 1 occasion**. The same community member returns the next week seeking emergency assistance and is provided a food parcel from the Centre's Food Pantry. **Count 1 occasion.** Both occasions add up to a count of 2 occasions in the reporting period.
- A community member comes for the community meal provided by the Centre and tells a worker that they are homeless and need support. With the community member's permission, the worker contacts the local homelessness service and facilitates setting up a time for the community member to meet with the homelessness service. **Count 1 occasion.**
- A community member accesses the Centre's computer and internet to lodge a Centrelink form and receives a food hamper. **Count 1 occasion**

3.8 Does your Neighbourhood Centre provide emergency relief, material assistance, or food relief for community members?

This measure seeks to understand the impact on Neighbourhood Centres that provide emergency relief, material assistance or food relief to community members.

This information is being sought in response to the large number of Neighbourhood Centres who report providing emergency relief services funded by the department that are required to use Neighbourhood Centre funding for a paid worker to support the administration and delivery of the service as emergency relief funding does not support administration costs.

If your Neighbourhood Centre does not provide emergency relief, material assistance or food relief please complete this measure by selecting "**Do not directly provide emergency relief**" from the options fields and leaving the numeric record field blank in OMS.

Reporting this measure in two parts:

1. Selecting an option that best describes how the emergency relief, material assistance or food relief is resourced from the options fields (described below 3.8.1); and
2. Enter a numeric value as described below in 3.8.2. Note: Neighbourhood Centres that do not directly provide emergency relief this element is not required.

Important note:

This measure is not an indication of expectation that Neighbourhood Centres must provide emergency relief. Emergency relief is not a required component of the initiative activities; this measure is to understand more about the impact on Neighbourhood Centres that provide emergency relief services however are required to use initiative funding to administer.

If your Neighbourhood Centre does not deliver any emergency relief, material assistance or food relief this measure does not request to commence delivering this service.

3.8.1 Does your Neighbourhood Centre provide emergency relief, material assistance, or food relief? If so, how is it resourced? (options fields)

Description:

This measure seeks to understand if Neighbourhood Centres provide emergency relief, material assistance or food relief and if so, how is the emergency relief, material assistance or food relief sourced.

For the purpose of this measure 'food relief organisations' refers to organisations that provide food to Neighbourhood Centres, for example Foodbank, SecondBite, and Oz Harvest. 'Community donations' refer to local community members or businesses making donations for the purpose of providing emergency relief, material assistance or food relief for community members.

Report this measure by selecting from the drop-down options in the field in OMS. Select the option that best describes the Neighbourhood Centres' funding source for emergency relief.

Drop-down options below:

- Do not provide emergency relief
- Australian Government funding only
- Queensland Government funding only
- Community donations only
- Food relief organisations support only
- Both Australian and Queensland Government funding
- Combination of government funding, food relief organisations and community donations
- Both food relief organisations and community donations

3.8.2 Of the number of occasions recorded in the *link people with formal and informal support* measure (3.7 above), how many were assisted to receive emergency relief, material assistance or food relief provided by the Neighbourhood Centre.

Description:

This measure seeks to understand the occasions in which the Neighbourhood Centre administers emergency relief assistance, regardless of the funding source for emergency relief. If you have responded "Do not directly provide emergency relief" to the question above there is no need to respond to this measure.

This measure is a **sub-set** of the previous measure "*Number of occasions that community members were assisted to link to formal and informal support*", meaning that the community members counted in this measure will also have been counted in the previous measure.

The two data items can be understood through the following example:

"The number of occasions that community members were assisted to link to formal and informal support was 60. Of this total, 20 occasions of assistance were for or included emergency relief which was provided by the Neighbourhood Centre."

Report this measure as the total number of occasions community members were assisted in the reporting period in OMS.

Counting Guide:

OCCASIONS OF EMERGENCY RELIEF, MATERIAL ASSISTANCE OR FOOD RELIEF	
Included	**Excluded**
Occasions of "emergency relief, material assistance or food relief" support provided to community members by paid staff or volunteers or students under the Neighbourhood Centre initiative funding. This measure counts an occasion of emergency relief support that involves an interaction with a community member (or family). The count relates to each occasion (visit) for assistance. Occasions of emergency relief support include interactions with community members to allocate: • Material assistance such as vouchers for essential items, for example supermarket vouchers. • Food items such as pre-packaged hampers or from the Neighbourhood Centres "community food pantry". Further explanation of "occasions": • The count is <u>not of each individual</u>. For example, if the same person or a family presents to the centre multiple times in a reporting period, each visit is counted separately as one "occasion". Also, it is not a count of each individual family member, for example one visit by a family is one occasion. • The count is <u>not of instances or transactions</u>, for example if a person visits on one occasion and receives multiple items of food and material relief this is counted as one occasion. • The count is <u>not for items</u>, for example if the Neighbourhood Centre offers free bread or food that can be taken without requiring interaction with a worker, then do not count the number of items taken.	**Referral to emergency relief providers external to the Neighbourhood Centre.** For example, referral to The Salvation Army to access their emergency relief program.

Counting examples:

- A family presents at the Centre seeking assistance as they do not have enough food at home. The Neighbourhood Centre runs a community food pantry sourced by local donations. The family is provided a selection of food items. **Count 1 occasion.**
- An individual presents at the Centre seeking assistance due to financial pressures. The Neighbourhood Centre assists with providing a voucher for fuel, the funding for the fuel voucher is provided by a grant from the state government. **Count 1 occasion.**

Create social connections and inclusion

3.9 Number of programs, activities and events offered by the Neighbourhood Centre fostering social connections and inclusion

Description

This measure seeks to understand the opportunities offered by the Neighbourhood Centre that foster participation, connection, and inclusion for community members.

Report this measure as the total number times the programs, activities and events are offered in the reporting period in OMS.

Counting Guide:

<table>
<tr><th colspan="2">NUMBER OF PROGRAMS, ACTIVITIES AND EVENTS OFFERED</th></tr>
<tr><th>Included</th><th>Excluded</th></tr>
<tr><td>Programs, activities and events offered to community members by paid staff or volunteers or students under the Neighbourhood Centre initiative funding.

Programs, activities, and events include:
Scheduled groups and activities organised by Neighbourhood Centre staff or volunteers.
Activities that rely on the Neighbourhood Centre for support, promotion, access, delivery, problem-solving, and supervision.
Activities with various themes that promote social connection and inclusion, either directly or indirectly.
Programs, activities, and events provided by the Neighbourhood Centre at their location, other community locations, or in partnership with other groups. Partnerships involve joint planning, delivery, and promotion, such as the Neighbourhood Centre providing staff to engage community members or mentor another group.
Programs, activities and events are <u>counted each time they are conducted</u> within a reporting period. If the programs, activities and events run across the whole year, they are counted every time for every reporting period across the year.</td><td>Programs, activities and events offered to community members by paid staff or volunteers or students under programs that are funded through other funding sources.

Programs, activities and events delivered by entities external to the Neighbourhood Centre that hire space for their own purposes and criteria for participation.

For example:
A retail company hires a meeting room at the Neighbourhood Centre to conduct a meeting for their regional sales team.
An external organisation uses the Neighbourhood Centre’s space to run a group or program, and the group has participants determined by the external organisation and is funded by another government initiative and requires no support from the Neighbourhood Centre workers.</td></tr>
</table>

Counting examples:

- A Tai Chi class is promoted and supported by Neighbourhood Centre workers and is offered once per week for 10 weeks. **Count 10 activities.**
- The Neighbourhood Centre conducts a community meal and healthy cooking group twice a week every week across the whole year. The reporting period was 12 weeks, two groups per week. **Count 24 activities** for the reporting period and every subsequent reporting period unless there are changes in the frequency.
- A community Book Club is scheduled to meet once every month, there are three months in the reporting period and the book club has met three times. **Count 3 activities.**

3.10 Number of attendances of community members at programs, activities, and events

Description:

This measure seeks to understand the volume of attendances at programs, activities and events offered by the Neighbourhood Centre for social inclusion and connection.

This measure directly connects to the previous measure of '*Number of programs, activities and events offered by the Neighbourhood Centre fostering social connections and inclusion'* by counting the attendance by community members in the programs, activities and events.

Report this measure as the total number of attendances at the programs, activities and events offered in the reporting period in OMS.

Counting Guide:

NUMBER OF ATTENDANCES AT THE PROGRAMS, ACTIVITIES, AND EVENTS	
Included	**Excluded**
Attendances at programs, activities and events offered to community members by paid staff or volunteers or students under the Neighbourhood Centre initiative funding. Programs, activities and events are those recorded in the measure above, '*Number of programs, activities and events offered by the Neighbourhood Centre fostering social connections and inclusion'.* Attendances include: • All individual attendances • regular participants • participants that join groups for short periods of time or attend sporadically. This measure counts the number of attendances each time an activity is conducted, for example each individual is counted <u>every time they attend</u>.	**Attendances at programs, activities and events offered to community members by paid staff or volunteers under programs that are funded through other funding sources.**

Counting examples:

- A Tai Chi class is run at the Centre once per week for 10 weeks. A record is made of participant numbers for all 10 weeks and is totalled. For example, Week 1 had 5 participants, Week 2 had 7 participants, and so forth. For Week 1 and Week 2 the total count would be **12 attendances**. The total count for the reporting period would include participant numbers for all 10 classes.
- A Community meal and healthy cooking group is conducted twice a week every week during the 12-week reporting period. Monday's community meal had 10 participants, Thursday's community meal had 12 participants and so forth. For these two sessions the total count would be **22 attendances**. The total count for the reporting period would include participant numbers from all 24 community meals.
- Community Book Club is scheduled to meet once every month, there are three months in the reporting period and the book club has met three times. For example, meeting 1 had 3 participants, meeting 2 had 5 participants, meeting 3 had 7 participants. **Count 15 attendances**.

Integrate local community action

3.11 Number of community development projects / processes facilitated by the Neighbourhood Centre

Description:

This measure seeks to understand the projects / processes facilitated by the Neighbourhood Centre, that are designed *with* rather than *for* community members to benefit the whole community or group within the community.

Projects can be counted at any stage of the process. Project / process stages include:

- Identifying community concern or opportunity.
- Planning & Co-design.
- Acting with community.
- Evaluation and reflection.

Report this measure as the total number of community development projects facilitated by the Neighbourhood Centre in the reporting period in OMS.

Counting Guide:

<table>
<tr><th colspan="2">NUMBER OF COMMUNITY DEVELOPMENT PROJECTS / PROCESSES</th></tr>
<tr><th>Included</th><th>Excluded</th></tr>
<tr><td>Community development projects / processes facilitated by community members, paid staff or volunteers or students under the Neighbourhood Centre initiative funding.

Projects / processes facilitated include:
• Bringing community members together to lead local community actions.
• Projects developed with rather than for community members.
• Supporting and providing resources for projects initiated by community members.
• Community-led projects, rather than organisation-led projects.
• Working in partnership with community members, groups, or organisations to facilitate community-led projects.
• Encouraging engagement, participation, and ownership in projects to create positive social change.

This measure seeks to count the number of projects, not the number of meetings, events or participants.

Community development projects / processes may be long running and the work spans across multiple reporting periods. A project / process can be counted in each reporting period that the project / process is ongoing.</td><td>Community development projects facilitated by paid staff or volunteers under programs that are funded through other funding sources.

Other excluded projects:
• Projects where the actions and solutions are determined by an organisation rather than the community members.
• Projects where services are provided for the recipients of the service, and the service recipients have no input.
• Services or groups where the benefit is directed at an individual rather than the community as a whole.</td></tr>
</table>

Counting examples:

- Two community members approach the Neighbourhood Centre for support to commence a project to design and establish a social enterprise with the aim of addressing local unemployment. The Neighbourhood Centre assists the 2 community members to work on this project. **Count 1 project**.
- Regular volunteers of the Neighbourhood Centre community garden raise concerns regarding the impact on community members of the rising costs of fruit and vegetables, they have an idea to run a 'grow your own food' project. With support from the Neighbourhood Centre, the 3 volunteers design and lead the project. **Count 1 project**.
- The members of the Neighbourhood Centre's 'English Conversation Circle' raised concerns regarding service access due to language barriers, and they wish to start a project to advocate for better access to translating services. The Neighbourhood Centre facilitates this group to determine the actions to address this issue. **Count 1 project.**
- A 'grow your own food project' may take several months to get established and require ongoing support from the Neighbourhood Centre. Therefore, this project could be counted in multiple reporting periods. It would be expected that the project would progress through stages to reach intended outcomes, and different actions would be undertaken each reporting period. The project started in August 2024 and was completed in February 2025. **Counted as 1 project in Q1, Q2, and Q3 reporting periods**.

4. Practice Examples

The Practice Examples are part of the performance reporting and compliment the quantitative measures with qualitative information.

There are 4 Practice Examples requested:
- One (1) optional practice example about Partnerships and Networks; and
- Three (3) mandatory practice examples for each of the following activities:
  1. Link people with formal and informal support.
  2. Create social connections and inclusion.
  3. Integrate local community action.

The structured format contains two different types of fields: 1) fields with options for content; and 2) free text fields.

General notes and instructions for completing the options fields:
- Select one option that best describes the information requested. The purpose of the broad categories used is to assist with collating and analysing the qualitative information provided by all funded Neighbourhood Centres.
- Options fields include "Other not listed". This option is provided for instances where the categories listed do not broadly capture the example used.
- Please complete all fields in the Practice Examples.

General notes and instructions for completing the free text fields:
- Do not provide identifying information about individuals in the Practice Examples.
- Keep all free text brief and observe the recommended word limit.

4.1 Optional practice example – Partnerships and networks

The Partnerships and networks practice example is optional and is for Neighbourhood Centres to tell "more of the story" of their work, for example, a joint project with another organisation or an auspicing arrangement with the Neighbourhood Centre.

If providing a practice example of local partnership, network, or cross organisation coordination that the Neighbourhood Centre is engaged in.
- Briefly describe who is part of the partnership or network
- Briefly describe the purpose of the partnership or network
- What have been the actions this quarter
- What outcomes have been achieved

Partnerships and networks		
Information requested	**Description**	**Options fields or free text**
Describe partnership or network	Briefly describe who is part of the partnership or network	**Free Text** *100 word maximum*
Type of partnership or network	Broad categories are provided as options fields to assist with understanding the presenting issue. Select the most appropriate category. *Select one option that best describes the type of partnership.*	**Options fields** • Community group (for example a faith-based group, Rotary / Lions, interest groups) • Government departments • Local businesses • Local council • Local schools or education institutions • Local service providers • Multiple partners • Other Neighbourhood Centre/s • Other not listed
If 'Other not listed' is selected for 'Type of partnership or	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*

network', provide brief detail		
Purpose of partnership or network	Briefly describe the purpose of the partnership or network. *Select one option that best describes the purpose.*	• Analyse a community issue • Deliver a project together • Financial support • Provide support to each other • Share resources • Take action on a community issue • Other not listed
If 'Other not listed' is selected for 'Purpose', provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Action	Categories are provided as options fields to assist with understanding the action taken by the Neighbourhood Centre as part of the partnership or network. *Select one option that best describes the action in the example you are providing.*	**Options fields** • Attending / facilitating meetings • Delivering an awareness raising campaign • Developing a Social Enterprise • Engaging in community education • Establishing formal partnerships • Establishing new community organisation • Planning / delivering an event • Researching or Asset Mapping • Strategic planning • Other not listed
If 'Other not listed' is selected for 'Action', provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
How does this partnership or network assist with the delivery of the NC activities?	Briefly describe how the partnership or network benefits and contributes to your Neighbourhood Centre. For example, how it may support the Neighbourhood Centre initiative activities: 1. Link people with formal and informal support 2. Create social connections and inclusion 3. Integrate local community action	**Free Text** *100 word maximum*
Reflections on your practice	This field is for sharing learning and reflections from this example. This may include reflections on a practice method that was effective or how you would explain the process to another Neighbourhood Centre who is interested in doing the same thing.	**Free Text** 100 word maximum

4.2 Provide a practice example – Link people with formal and informal support

Provide a practice example demonstrating a situation where the Neighbourhood Centre linked community member/s with formal and informal support.

Link people with formal and informal support		
Information requested	**Description**	**Options fields or free text**
We chose this example because it was	Options provided to indicate why the example was chosen to present. *Select one option that best describes this example.*	**Options fields** • an innovative approach • an emerging issue • the most challenging • the most frequent
Describe the opportunity / situation	This field is free text description	**Free Text** *100 word maximum*
Primary reason for connecting with the Neighbourhood Centre	Categories are provided as options fields to assist with understanding the presenting issue. *Select one option that best describes the main presenting issue.*	**Options fields** • Addiction/Alcohol and other drugs/Substance abuse • Ageing care and support • CALD specific support • Digital literacy • Disability support • Disaster support / relief • Domestic and Family Violence • Education • Employment • Financial support and assistance • Food security / relief • Health and Wellbeing • Housing, homelessness, substandard housing • Immigration support • Isolation / loneliness • Legal support • Literacy support • Mental Health • Parenting / Family support • Transport disadvantage • Other not listed
If 'Other not listed' is selected for 'Primary reason', provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Secondary reason for connecting with the Neighbourhood Centre	Categories are provided as options fields to assist with understanding the presenting issue. *Select one option that best describes the main presenting issue.*	**Options fields** • Addiction/Alcohol and other drugs/Substance abuse • Ageing care and support • CALD specific support • Digital literacy • Disability support • Disaster support / relief • Domestic and Family Violence • Education • Employment • Financial support and assistance • Food security / relief • Health and Wellbeing • Housing, homelessness, substandard housing • Immigration support • Isolation / loneliness • Legal support • Literacy support • Mental Health • Parenting / Family support • Transport disadvantage • Other not listed

If 'Other not listed' is selected for 'Secondary reason', provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Cohort description	Categories are provided as options fields to assist with understanding of broad demographic information about the community member or group of people who are connecting with your Centre. *Select all the cohorts that best describe the community member or group of people.*	**Options fields** • Child / children (0 - 11 yrs) • Young person / people (between 12 - 25 years) • Adult person / people (26 – 64 years) • Older person / people (over 65 years) • Culturally and Linguistically Diverse (CALD) person / people • Refugees and Asylum Seekers • First Nations person / people • LGBTIQA+ person/ people • Men • Women • Parent/s or Family • People / person with physical or mental health conditions • Person / people experiencing homelessness or at risk of homelessness • Person / people with a disability • Other not listed
If 'Other not listed' is selected for 'Cohort description', provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Actions	Categories are provided as options fields to assist with understanding actions taken *Select all the options that best describe the actions undertaken.*	**Options fields:** • Referral to specialist service • Assisted by Neighbourhood Centre
Actions - referral to specialist service	Categories are provided as options fields to assist with understanding where community member/s were referred. *Select all the options that best describe the actions in the example you are providing.*	**Options fields** • Aged care services • Child and Family support services • Counselling services • Disability support services • Disaster recovery services • Domestic and Family Violence service • Drug and alcohol services • Emergency accommodation & homelessness services • Employment, Education and Training support services • Financial counselling services • Health services (not mental health or drug and alcohol) • Housing services - long term housing support • Immigration support services • Income support (Centrelink) • Legal, advocacy or justice services • Material, Food or Emergency relief • Mental health support services • No referral - no available service • Other not listed
If 'Other not listed' is selected for 'Actions', provide brief detail	This field is for further information to be provided to explain brief detail where "Other not listed" has been selected in the previous and where the actions need further description.	**Free Text** *15 word maximum*
Actions – assisted by Neighbourhood Centre	Categories are provided as options fields to assist with understanding what actions the Neighbourhood Centre undertook. *Select all the options that best describe the actions in the example you are providing.*	**Options fields** • By delivering Emergency Relief & material support • To access social group or program at the NC • To complete applications (physical or online) • To provide a safe and supportive environment • To provide a warm referral to other services • To provide service contact details • To understand service system • To use NC technology resources • Other not listed

If 'Other not listed' is selected for 'Actions', provide brief detail	This field is for further information to be provided to explain brief detail where "Other not listed" has been selected in the previous and where the actions need further description.	**Free Text** *15 word maximum*
Outcomes	Categories are provided as options fields to assist with understanding what outcomes were experienced by the community member/s as a result of the actions undertaken by the Neighbourhood Centre. *Select one option that best describes the main outcome from the example you are providing.*	**Options fields** • Accepted referral to specialist service • Community member shared information with others • Independence capacity developed • Navigated online services • Needs not met due to service gaps • Ongoing support is required • Participated in group or program • Provided with temporary relief from financial hardship • Provided with temporary social connection • Received direct support from specialist service • Successfully lodged applications • Other not listed
If 'Other not listed' is selected for 'Outcomes', provide brief detail	This field is for further information to be provided to explain brief detail where "Other not listed" has been selected in the previous and where the actions need further description.	**Free Text** *50 word maximum*
Reflections on your practice	This field is for sharing learning and reflections from this example. For example, this may include reflections regarding identifying service gaps or highlighting a practice method that was effective.	**Free Text** *100 word maximum*

4.3 Provide a practice example – Create social connections and inclusion

Provide a practice example demonstrating a program, activity or event offered by the Neighbourhood Centre fostering social connections and inclusion.

Create social connections and inclusion		
Information requested	**Description**	**Options fields or free text**
Name of activity / program / event	Provided the name of the program / activity / event	**Free Text** *5 word maximum*
Describe the activity/ program / event	This field is free text description	**Free Text** *100 word maximum*
Main purpose of activity / program / event	Categories are provided as options fields to assist with understanding the purpose and intent behind establishing and delivering this program / activity / event. *Select one option that best describes the main purpose from the example you are providing.*	**Options fields** • Awareness raising • Community engagement • Crafts & hobbies • Cultural connection • Digital literacy • Education and training – e.g. language classes, resume writing • Financial literacy • Food security & sustainability – e.g. community garden, cooking classes • Health and wellbeing – e.g. exercise, healthy eating, mental health support • Social connection • Other not listed
If 'Other not listed' is selected for 'Purpose' provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Does the activity / program/ event have a focus group of people?	Categories are provided as options fields to assist with understanding of broad demographic information regarding the target cohort intended to benefit or be supported through the program / activity / event. *Select all the options that best describe the focus group/s of the example you are providing.*	**Options fields** • Child / children (0 - 11 yrs) • Young person / people (between 12 - 25 years) • Adult person / people (26 – 64 years) • Older person/ people (over 65 years • Culturally and Linguistically Diverse (CALD) person / people • Refugees and Asylum Seekers • First Nations person / people • LGBTIQA+ person / people • Men • Women • Parent/s or Family • People / person with physical or mental health conditions • Person / people experiencing homelessness or at risk of homelessness • Person / people with a disability • General community members • Other not listed
If 'Other not listed' is selected for 'Focus group", provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*

Role of Neighbourhood Centre	Categories are provided as options fields to assist with understanding the Neighbourhood Centre role in delivering the activity / program / event. For example, was it delivered in partnership with another organisation or group of people. *Select one option that best describes the main role of the Neighbourhood Centre from the example you are providing.*	**Options fields** • Delivered by NC Neighbourhood Centre only • Delivered in partnership with another group or organisation • Delivered in partnership with community members • Other not listed
If 'Other not listed' is selected for 'Role of Neighbourhood Centre' provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Outcomes	Categories are provided as options fields to assist with understanding the outcomes experienced by the community member/s as a result of participating in the activity / program / event. *Select one option that best describes the main outcome from the example you are providing.*	**Options fields** • Decreased social isolation (reducing loneliness and disconnection) • Increased community resilience • Increased awareness of a social issue • Increased connection to culture and community • Increased education or skills • Increased mental and emotional wellbeing • Increased physical health and fitness • Increased social inclusion (fostering sense of belonging & participation) • Reduced social disadvantage • Other not listed
If 'Other not listed' is selected for 'Outcomes' or brief additional detail regarding outcomes	This field is for further information to be provided to explain detail where "Other not listed" has been selected in the previous and where the actions need further description.	**Free Text** *100 word maximum*
Reflections on your practice	This field is for sharing learnings and reflections. For example, this may include reflections about identifying community needs or highlighting a practice method that was effective for inclusion and cohesion.	**Free Text** *100 word maximum*

4.4 Provide a practice example – Integrate local community action

Provide a practice example demonstrating a project facilitated by the Neighbourhood Centre that fosters local community ownership of design and action.

Integrate local community action		
Information requested	**Description**	**Option fields or free text**
Project / process name	Provide the name of the project	**Free Text** *5 word maximum*
Describe the project / process and the reason for it	This field is free text description. This can include information such as how the opportunity came up, the evidence for the project and the purpose.	**Free Text** *100 word maximum*
Project / process stage	The four stages of a project or process have been listed as options. This is aligned with the Community Development micro credentials developed by NCQ. If you are not currently undergoing a project or process, you may be in the "Identifying community concern or opportunity" phase or you may be in the "Evaluation and reflection" stage of the last project or process, determining how to transition it into a full time offering in your neighbourhood centre. *Select one option that describes the project or process phase of the example you are providing.*	**Options fields** • Identifying community concern or opportunity • Planning & Co-design • Acting with community • Evaluation and reflection
Does the project / process have a focus group of people?	Categories are provided as options fields to assist with understanding of the broad demographic information regarding the target cohort intended to participate and engage with the project. *Select all the options that best describe the focus group of the example you are providing.*	**Options fields** • Child / children (0 - 11 yrs) • Young person / people (between 12 - 25 years) • Adult person / people (26 – 64 years) • Older person / people (over 65 years • Culturally and Linguistically Diverse (CALD) person / people • Refugees and Asylum Seekers • First Nations person / people • LGBTIQA+ person / people • Men • Women • Parent/s or Family • People / person with physical or mental health conditions • Person / people experiencing homelessness or at risk of homelessness • Person / people with a disability • General community members • Small business owners • Local community groups • Other not listed
If 'Other not listed' is selected for 'Focus group' provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*

Actions undertaken for the project / process	Categories are provided as options fields to assist with understanding the actions taken by the Neighbourhood Centre as part of the project. For example: • Holding Community Meeting/s • Advocating to relevant stakeholders • Strategic Planning with Community • Awareness raising campaign • Form a working group • Research or Asset Mapping • Establishing formal partnership/s • Establishing new community organisation • Social Enterprise Development	**Free Text** *100 word maximum*
Describe the involvement of community members	This field is for a free text description of how community members have been involved in the project. For example, the numbers of community members leading the project design or who are initiators of the project. Note: do not provide identifying information of the community members such as names.	**Free Text** *100 word maximum*
Intended project / process goal	Broad categories are provided as options fields to assist with understanding the goals that have been set for the project. *Select one option that best describes the main intended goal of the project or process you are providing an example for.*	**Options fields** • Build individual and/or community capacity • Capacity building of local leaders • Foster cultural connections • Foster social inclusion or cohesion • Identify opportunity • Improve environment • Improve local infrastructure • Improve community safety • Increase access to services • Increase awareness and understanding • Increase skills, knowledge & capability • Reduce social isolation • Strengthen disaster resilience • Strengthen local economy • Not yet determined • Other not listed
If 'Other not listed' is selected for 'Intended goal' provide brief detail	This field is for further information, if required, to explain in brief detail where "Other not listed" has been selected in the previous.	**Free Text** *5 word maximum*
Outcomes / Intended outcomes	This field is for a free text description of the outcomes achieved or intended as a result of the project/process in this reporting period.	**Free Text** *100 word maximum*
Reflections on your practice	This field is for sharing learning and reflections from this example. For example, this may include reflections about the community development process and elements of practice that have been effective or may include elements that were not effective.	**Free Text** *100 word maximum*

SECTION C – GLOSSARY OF TERMS

Neighbourhood Centre Initiative – refers to the initiative funded by Queensland Government. The intent and direction of the initiative is provided by a strategic framework developed in co-design with the Neighbourhood Centre sector and the Queensland Government, *Neighbourhood Centres: Our shared vision for a vibrant Neighbourhood Centre system in Queensland.*

Our Shared Vision – refers to *Neighbourhood Centres: Our shared vision for a vibrant Neighbourhood Centre system in Queensland,* which is a foundational document setting out a commitment between Neighbourhood Centres and the Queensland Government.

The Guideline – refers to The *Neighbourhood Centres Initiative Guidelines, Specifications and Requirements* (the Guideline) details the intent of the Neighbourhood Centres initiative, the funded activities and reporting requirements.

Reporting Framework – refers to the structure that explains how the reporting measures, each have a role and all work together, to tell the story of the impact that the funding provided under the Neighbourhood Centre Initiative enables.

Delivery Foundations – refers to the four measures that support and enable the delivery of the Neighbourhood Centre Initiative Activities. These four measures are: Output hours, Volunteers, Open hours, and Networks meetings.

Initiative Activities – refers to the three Neighbourhood Centre Initiative activities that are required to be delivered by Neighbourhood Centres as part of their Service Agreements. They are referred to as the Key Activity Dimensions in *Our Shared Vision* and are listed below:

1. Link people with formal and informal support
2. Create social connections and inclusion
3. Integrate local community action.

Operating –refers to the hours stipulated in Service Agreements in *Funding Schedule section 6.1 - Services*, to be a minimum of 30 hours a week. Operating hours includes time spent in organisation administration and encompasses the activities of the Neighbourhood Centre including Open hours and Output hours. This is not a reportable number.

Output hours –refers to the hours spent, by paid workers only, delivering of Neighbourhood Centre initiative funded activities and reported against service type *Community Development, Coordination, and Support (T710).*

Open hours - refers to the times that the Neighbourhood Centre has its doors open and is accessible to all community members seeking support and assistance, including 'walk-ins' and unscheduled presentations. These hours are usually publicised by Neighbourhood Centres, including on websites or signage at the centre.

Practice Examples – refers to the qualitative reporting measures, of which there are four in this reporting framework, where the Neighbourhood Centres are encouraged to reflect on their practices. Practice examples provide practical insights, highlight challenges, celebrate successes and showcase effective strategies or lessons learnt, serving as a resource for learning, sharing and improving on practices.

OMS – refers to Outcome Measurement System, the web-based program developed by the department in which Neighbourhood Centres complete and submit their quarterly report.

P2i – refers to Procure to Invest program, the department's contracting program that assists in the contract management. Neighbourhood Centres submit their Financial and Acquittal statements annually as well as submitting their Output hours on a quarterly basis through the P2i system.

NCQ – refers to Neighbourhood Centres Queensland, the Peak Body that helps govern and provides support and advocacy for Neighbourhood Centres across Queensland.