Building Connected Communities
Logan Community Hubs
INTRODUCTION

The importance of isolated and disadvantaged people gaining access to social and economic opportunities is paramount to improving the wellbeing and livelihoods of families and communities.

Opportunities for families who live in Logan City is of particular interest due to the population’s high cultural diversity, with 217 ethnicities represented, and its relatively low 2011 Socio-Economic Indexes for Areas (SIEFA) rating of 970.9, compared to 1,047.7 in Brisbane.

To assist the socio-economic development of Logan, the city is fortunate to have numerous services and programs designed to support disadvantaged families, making service coordination and partnerships crucial for maximising positive outcomes across the region.

An example of a successful initiative aimed at developing partnerships and coordinated services across Logan is the Community Hubs program. The Community Hubs program was established in Queensland in 2014, with support from the Scanlon Foundation, Department of Social Services, Department of Education and local schools. There are currently six Community Hubs operating within primary schools in Logan:

- Marsden State School
- St Francis College
- St Paul’s Catholic Primary School
- Woodridge State School
- Woodridge North State School
- Regents Park State School

ACKNOWLEDGMENTS

Access Community Services respectfully acknowledges the Traditional Custodians of the land across the city of Logan, and extends that respect to the Elders, past, present and emerging.

We would like to thank the families, staff, volunteers and partners for their feedback, insight and contribution to the development of this report. We greatly appreciate their dedication and continued support to develop the Community Hubs into incredibly valuable programs for the families and communities of Logan City.

This report is an initiative of the Community and Philanthropy Partnerships Week, which is supported through the Prime Minster’s Community Business Partnership and managed by Philanthropy Australia in partnership with the Foundation for Rural and Regional Renewal.
The Community Hubs are designed as place-based initiatives to support parents and their children, aged 0-5 years, to develop school readiness skills, navigate the education system and build parents’ capacity to support their child’s learning.

In order to achieve these outcomes, the Community Hubs provide a welcoming and central location for families, predominately from refugee and migrant backgrounds, to drop-in and have access to a range of life skills, education, recreation, health and wellbeing programs and services.

The activities reflect the needs and interests of families and are facilitated by a broad range of Community Hub staff, student placements, volunteers and partner organisations.

The Community Hubs model has proven incredibly valuable for isolated families, especially those with limited English, to easily gain access and awareness to programs, support services and information within the community. Between January and July 2017, there were 1,737 families who attended the six Community Hub activities 42,986 times and who represented 46 nationalities. As of July 2017, there were also 90 external organisations and services who partnered and supported the Community Hubs. These statistics continue to grow at an increasing rate due to the popularity of the Community Hubs program.

To highlight how families are developing greater social connections and engaging in opportunities through the Community Hubs program, Access Community Services (Access) has produced this report as an initiative of the Community and Philanthropy Partnerships Week (CPPW), funded by the Australian Government Department of Social Services. This report discusses how partners are supporting vulnerable families to access broader services and networks as well as the outcomes that families are achieving through these social connections.

To produce this report, Access has gained feedback and insights from 36 Community Hub partner organisations, 17 families, 5 Hub Leaders and 3 volunteers. Information and feedback was also generated through workshop discussions at the CPPW Afternoon Tea held on the 21st November 2017.

CREATING PARTNERSHIPS

The partnerships that are established through the Community Hubs program are a direct reflection of the needs and interests of families. The Community Hubs adopt a grass-roots approach where families identify which social and economic activities they would like to participate in to achieve their goals. Activities and programs cover a broad range of topics to improve the health and wellbeing, life skills, cross-cultural awareness, social participation, parenting skills, childhood development and access to employment and training for families. Depending on the identified needs and interests of families and schools, the Community Hubs staff approach and engage external partners who can facilitate activities, provide families with advice as well as make referrals to services across the community. Therefore, each Community Hub offers different activities and have different partners who support the programs.

“I LOVE THE PLACE-BASED COMMUNITY HUB MODEL - BUILDING TRUST AND RELATIONSHIPS OVER TIME, AND BEING ABLE TO RESPOND TO THE SPECIFIC NEEDS OF EACH COMMUNITY. IT IS A MODEL THAT SING & GROW LAYERS UPON WELL.”

– SING & GROW

“IT’S REALLY ABOUT ACKNOWLEDGING THE NEEDS OF FAMILIES, BUILDING RELATIONSHIPS AND CONNECTING FAMILIES WITH PARTNERS RATHER THAN IMPLEMENTING SOMETHING THROUGH A PARTNER THAT’S NOT NEEDED. WE WORK WITH PEOPLE THROUGH A GRASS-ROOTS APPROACH.”

– Penny, Marsden SS Hub Leader

“The Community Hubs also provide a space for partners to network, collaborate and learn about different services that are available in the community. Feedback from Community Hub partners overwhelmingly favoured opportunities to work together with 78% of respondents engaging in the Community Hubs to work collaboratively and network with existing community programs and services. Some services reported that they do not usually have opportunities to connect or network across the community, especially with vulnerable groups such as migrants and refugees; therefore, Access intends to continue creating more opportunities for external partners to connect and collaborate into the future.

“GREAT, WARM, SAFE, FAMILY FRIENDLY ENVIRONMENT TO CONNECT OUR PEOPLE WITH.”

– PARENT’S NEXT PROGRAM, WORKWAYS AUSTRALIA

QUOTE

QUOTE

QUOTE
Building a Network of Support for Families

Hub Staff

- Community Hubs Leader
- Wellbeing Officer (Health Impact Project)
- English as a Second Language Teacher
- Early Childhood Development Teacher
- Community Hub Coordinator
- Volunteers
- Student Placements (Griffith University, QUT & TAFE QLD)
- School Communities

Support Services

- Parenting & Child Development
- Employment & Training
- Health & Wellbeing

Sport, Art & Recreation

- Life Skills & Cross Cultural Awareness

Families

- Logan Libraries: First 5 Forever
- Koala Joeys: Children’s Development & Parenting Skills
- Playgroup QLD
- Kingston East Neighbourhood Group: Education & Reading Program, HIPPY
- C&K: Early Childhood Network & Kindy Support
- Playgroup Qld: Sing & Grow
- Communities For Children: Professional Development
- Hear & Say Program
- Boppin Babies: Music Therapy
- Go Duckling: Promotion

- Many Rivers: Business Mentoring
- Maxima: Parent’s Next Program
- TAFE
- Career Keys: Employment Information
- Campos Coffee: Training
- Workways Australia: Parent’s Next
- Jobs QLD: Parent’s Next
- Mission Australia: Parents Next
- Qld Health: Health Impact Project sessions

- PCYC: Food Banks & After School Care
- Jersey Mikes: Financial Support
- YMCA: Food Bank & Breakfast Club
- Access: Homework Club
- Chisholm College: Homework Club
- Legal Aid: Legal Support
- Access: 99 Steps DV Program
- WAVSS: Domestic Violence Support, Family and Child Connect: Crisis Family Support
- Benevolent Society
- Mercy Community Services
- YFS
- YourTown: Family Support
- Multilink: Family Support
- Women’s Legal Service: Legal Advice
- Smith Family: Homework Club
- Islamic Women’s Association Australia Halal Food Bank: Food Donations
- Dept Human Services: Advice and Information
- QLD Ambulance Service
- Relationships Australia
- QPASTT

- Access Multicultural Sports Club
- PCYC: Children’s Development
- Logan City Council: Sewing Classes: Music Therapy
- St Vincent De Pauls: Sewing Classes
- Healing Hands: Art Therapy
- Little Leagies: Children’s Football and literacy Program
- Soulfit Wellness Institute: Yoga
- Steelers Sports

- YourTown: Starfish
- Autism Advisory Queensland: Lifestyle Therapy & Training Solutions
- Red Cross: FoodRedi Program
- Oral Health Promotion: Oral Health Support
- Health Impact Project: Maternal Health, Child Health, Mental Health and Physical Health, Children’s Brain Development, Fussy Eaters, Mental Health First Aid, Health Assessments and Paediatric First Aid
- Herbalife: 24 Fit Club
- Logan City Council: Immunisation / Health
- QLD Health: Child Health Nurse, Breast Check Screening, Occupational Therapy, Oral Health
- GoodStart: Maternal & Infant Health Project
- Logan Metro Dental Services: Dental Assessments
- Autism Queensland: Autism Workshop
- UQ Psychologist: Triple P Parenting
- Logan Women’s Health: Counselling and Program Delivery
- Friends of Heal Foundation: Art Therapy
- Harmony Place: Counselling
- Restore Psychology: Counselling

- Mob Kinnectors: Aboriginal & Torres Strait Islander Program
- Refugee Association of Logan: English Classes
- Centrelink
- QLD Surf Lifesavers: Surf Safety
- Community: Funding for Delivery of Programs
CONNECTING COMMUNITIES

Community Hub staff play a vital role linking isolated families with Community Hub partners as well as with services and organisations within the broader society. Staff schedule a wide range of practical activities to engage families and to begin building meaningful relationships with parents. The rapport that is developed encourages parents to approach staff for advice and support outside of scheduled activities. Some of the more common issues and challenges that families present with relate to language support, legal advice, tenancy and housing, schooling and childcare, financial stress and budgeting, domestic violence and parenting skills. The staff assist families by referring them to relevant organisations and services that can address their needs as well as ensuring they are linked with a network of support in the community.

"I HAVE A SOCIAL WORK BACKGROUND SO I SEE MY ROLE AS 'I'M NOT THE EXPERT BUT SOMEONE OUT THERE PROBABLY IS'. THAT'S A MORE SUSTAINABLE OUTCOME OVER TIME THAN ME DRIVING IT. I SEE MYSELF AS MORE OF A REFERRAL BASE, SO IF THERE'S A DOMESTIC VIOLENCE ISSUE, I'M NOT GOING TO TRY AND SOLVE THE ISSUE MYSELF, I'M GOING TO REFER TO A SERVICE THAT I THINK WILL BE BETTER TO PROVIDE SUPPORT.

HOWEVER, THE IMPORTANCE OF A HUB LEADER IS THAT WE'RE THE ONES CHECKING IN EACH WEEK TO SEE HOW THE FAMILIES ARE GOING AND IF THEY'RE OKAY. I CHECK IF THE SERVICE WAS ABLE TO PROVIDE WHAT THE FAMILIES NEED."

– Naomi, Woodridge North SS Hub Leader

The majority of families who attend the Community Hubs are from refugee and migrant backgrounds and generally have limited awareness of available services and programs in the local community. The Community Hubs allow parents to meet a range of service providers at a central location, participate in life-skills and capacity building programs and be assisted to link with external organisations and services in the broader community.

"BEFORE THE HUBS WHEN I HAD PROBLEMS, I DIDN'T KNOW WHERE TO GO AND NOW I KNOW THAT THE HUBS CAN ANSWER MY QUESTIONS AND PROVIDE GUIDANCE. THEY CAN HELP ME WITH ANYTHING AND DIRECT ME TO THE RIGHT PEOPLE. THE HUB IS A ONE STOP SHOP FOR HELP AND INFORMATION."

– Burmese mother, Woodridge SS Community Hub
National Community Hubs Program

Our Philosophy

What is our purpose?

Community Hubs aim to:
- connect families to existing support services including local education, health, community and settlement services
- improve language, literacy and learning outcomes for parents and children
- strengthen social cohesion and inclusion within local communities
- prepare children to succeed at school by increasing participation in early years services and building the capacity of parents to support their child’s learning and development at home and at school
- enhance the capacity of schools, community centres and service providers to respond to the needs and aspirations of families
- break down barriers between support services and enhance coordination and collaboration, so service providers can effectively meet the needs of local families, and
- link parents to education, training and volunteering pathways that can lead to employment.

How do we help people?

- Community Hubs provide a safe, welcoming, family friendly place, where people can meet, learn, and build trusting, supportive relationships.
- Each Hub has a Hub Leader who specialises in understanding the needs of their local community and what support services are available. They develop and maintain strong relationships with families and service providers, sharing information and facilitating access to services.
- We welcome people into the Hubs by offering easily accessible programs such as gardening groups, playgroups, exercise classes and morning teas.
- We partner with service providers to deliver targeted programs that build confidence, improve English language and literacy, support early childhood development, and open up volunteering and employment opportunities.
- Being part of a Hub gives families a sense of belonging and creates friendships and support networks.

Where are we located?

Community Hubs use a place-based community engagement approach, which helps address issues at the neighbourhood level. By working within, and contributing to, the social and physical environment of a community, each Hub engages with people at the local level, improving networks and access to services. Each Hub:
- is based in a local community or neighbourhood with a high migrant/refugee population and a high level of socioeconomic disadvantage
- is located in a primary school or other community space, which is already part of everyday life for families
- has dedicated, accessible, family friendly spaces for holding group activities and programs, informal gatherings and private conversations, and
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“THE PROGRAMS I’VE BEEN INVOLVED WITH IN THE HUBS HAVE OPENED MY EYES. THEY HAVE OPENED MY MIND AND HAVE MADE ME GROW INTO A DIFFERENT PERSON, NOT TO BE SHY AND TO BE MORE OUTSPoken. I HAVE MORE CONFIDENCE. PLUS, I’VE BEEN ABLE TO INTERACT WITH OTHER PEOPLE WITHOUT HAVING TO SHY AWAY.”

– LOTIAN MOTHER, ST PAUL’S COMMUNITY HUB

“THE PARENTS ARE GAINING MORE KNOWLEDGE ABOUT SERVICES THROUGH THE HUB BECAUSE I’M ALWAYS ASKING THEM, ‘DO YOU KNOW ABOUT RAiLS, WAVSS, THE GATEWAY, YFS ETC.’ IF THEY DON’T KNOW, I WOULD TELL THEM ABOUT THE SERVICES, PROVIDE THEM WITH INFORMATION AND CONTACT DETAILS. I WOULD ALSO OFFER TO SIT WITH THEM WHILE THEY CALL SERVICES FROM THE OFFICE.

I CAN TELL IF SOME AREN’T CONFIDENT TO CALL AND I WOULD SHOW THEM HOW TO CALL AND SPEAK WITH THE SERVICES.”

– MICHELLE, HUB LEADER ST PAUL’S COMMUNITY HUB.
The Community Hubs cultivate skills that foster social cohesion by engaging parents from different cultural backgrounds within the local community. There are also targeted programs that focus on developing essential life skills, leadership and resilience of women, which have a direct impact on gender equality and the mindset of families.

**QUOTE**

"WE’VE MET MORE PEOPLE BY COMING HERE. SYRIAN PEOPLE, MALAYSIANS, BURMESE, AFRICANS, SUDANESE, SRI LANKAN, INDIANS, AUSTRALIANS, PEOPLE FROM THE COMMUNITY. IT’S BEEN A BIG HELP BECAUSE WE HAVE TO TALK TO THEM IN ENGLISH, SO WE ARE LEARNING ENGLISH“

-- TAMIL WOMEN’S FOCUS GROUP, ST PAUL’S COMMUNITY HUB

**QUOTE**

"THE HUBS ARE GOOD BECAUSE YOU CAN COME HERE, LIKE YOUR HOUSE, AND THE KIDS CAN PLAY. I MET MY VERY BEST FRIEND FROM THAILAND AT THIS HUB, SHE’S AMAZING. WE SOMETIMES GO TOGETHER TO ST FRANCIS HUB AND WE SHARE AND TAKE EACH OTHER IN OUR CARS. IT’S VERY NICE. WE TALK AND PLAN TO COME TOGETHER“

-- ETHIOPIAN MOTHER, WOODRIDGE NORTH COMMUNITY HUB

**Outcomes through the Community Hubs Program**

**Health & Wellbeing**

"WE ARE GOING TO RECEIVE OUR FIRST AID CERTIFICATE THIS WEEK. THIS COURSE WAS VERY IMPORTANT TO HELP WITH OUR CHILDREN. THIS WAS THE FIRST TIME WE’VE DONE A FIRST AID COURSE AND IT WAS VERY HELPFUL“.

-- Tamil Women’s Focus Group, St Paul’s CC Community Hub

"A FEW OF THE MUMS HAVE VERY GOOD ENGLISH BUT THEY HAVE SOME MENTAL HEALTH ISSUES, DEPRESSION, ISOLATION. WE HAVE BEEN TRYING TO ENCOURAGE THEM TO BECOME VOLUNTEERS IN THE HUB SO THEY CAN SUPPORT OTHERS IN THE COMMUNITY. I THINK VOLUNTEERING MAKES A BIG DIFFERENCE IN THEIR LIVES BECAUSE THEY CAN STAY IN THE HUB ALL DAY AND KEEP BUSY“.

-- Hub Leader, Woodridge SS Community Hub

**Life Skills & Cross Cultural Awareness**

"MY LIFE WAS REALLY HARD BEFORE COMING TO THE HUB BECAUSE MY DAUGHTER WAS REALLY BORED AT HOME. SHE ALWAYS HAD BAD BEHAVIOUR AND WAS BEING STUBBORN. I WAS ALSO REALLY BORED AND UPSET BECAUSE I HAD TO STAY AT HOME ALL THE TIME. WHEN WE STARTED COMING TO THE HUB IT WAS GOOD FOR BOTH MY DAUGHTER AND MYSELF. WE COULD TALK TO OTHER PEOPLE AND MEET OTHER PEOPLE“.

-- Afghan mother, Woodridge North SS Community Hub

"ONE CHILD HAD ABYSES ACROSS HER TOP GUM. CHILD HEALTH WAS ABLE TO MAKE AN APPOINTMENT AND THIS LITTLE GIRL WAS TREATED. IT WAS PAID FOR THROUGH CHILD HEALTH AS THEY HAD A GOVERNMENT PROGRAM. SINCE THEN, THE SISTER HAS ALSO GONE IN TO RECEIVE TREATMENT. ONE’S TWO AND THE SISTER IS EIGHT. I HELPED THEM TO GET TO THE APPOINTMENT BECAUSE THEY DIDN’T HAVE TRANSPORT AND IT WAS A GREAT OUTCOME“.

-- Hub Leader, St Paul’s CC Community Hub

"I’VE LEARNED ABOUT HOUSING, IT WAS DIFFICULT WHEN I FIRST CAME TO AUSTRALIA, BECAUSE OF LANGUAGE. NOW WE’RE LEARNING AND ADJUSTING AND WE CAN UNDERSTAND A LITTLE BIT. I’M ALSO DRIVING, BEFORE THE HUB LEADER TRANSPORTED EVERYONE BUT NOW I’M DRIVING. WE HAD NEVER DRIVEN BEFORE COMING TO AUSTRALIA“.

-- Tamil Women’s Focus Group, St Paul’s CC Community Hub
"I AM STARTING TO FEEL MORE CONFIDENT IN THE ENGLISH LANGUAGE FROM THE CLASSES, WHICH IS VERY GOOD."
- Burmese mother, Woodridge SS Community Hub

"THEY WANT TO DO IT [PARTICIPATE] MORE IN A PRACTICAL WAY, WHERE THEY SIT AND CHAT TOGETHER OR THROUGH A HANDS-ON ACTIVITY. WE GET PARENTS INVOLVED IN EVENTS LIKE HARMONY DAY, NAIDOC WEEK AND FAMILY FUN DAYS. I ASK IF THEY WANT TO COOK SOMETHING TOGETHER. I ENGAGE THEM THAT WAY AND IT SEEMS TO WORK WELL. IT ALSO BRINGS MUMS OF DIFFERENT CULTURES TOGETHER TO MAKE FOOD FOR EVENTS. THEY ALSO SING SONGS TOGETHER WHILE THEY ARE COOKING AND LAUGHING."
- Hub Leader, St Paul's Community Hub

"IF THE HUB WASN'T HERE, MOST OF THE MUMS WOULD STAY AT HOME ALL THE TIME, NO INTERACTION WITH OTHER MUMS, NOT PRACTICE THEIR ENGLISH, BE ISOLATED. THEY WOULDN'T HAVE A CONNECTION WITH THE SCHOOL TO UNDERSTAND HOW EVERYTHING WORKS, THE SCHOOL ROUTINE, MEET THE TEACHERS. IF THEY WERE AT HOME, THEY WOULD BE SEPARATED FROM THE SCHOOL. THEY'D PROBABLY HAVE AN IDEA HOW IT IS, THEIR HUSBANDS MIGHT EXPLAIN IT TO THEM BUT IT'S NOT THE SAME THING AS ACTUALLY BEING HERE AND SEEING THINGS BY THEMSELVES."
- Hub Leader, Woodridge SS Community Hub

"MY RELATIONSHIP WITH MY DAUGHTER HAS IMPROVED BECAUSE I GOT A LOT OF ADVICE FROM THEM [AUTISM QUEENSLAND]. BEFORE, I DIDN'T HAVE ANY KNOWLEDGE ABOUT MY DAUGHTER'S CONDITION AND WHEN SHE WAS MISBEHAVING I WOULD GET ANGRY AT HER BUT NOW I KNOW MY ABOUT THE SITUATION. I HAVE MORE KNOWLEDGE NOW."
- Afghan mother, Woodridge North SS Community Hub

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- Hub Leader, St Paul's Community Hub

"AT RED CROSS DID A SIX MONTH VOCATIONAL PATHWAY COURSE WITH US. WE JOINED THE COURSE TO LEARN HOW TO WRITE A RESUME AND GAIN WORK EXPERIENCE. WE ALSO LEARNED HOW TO GET A JOB AND WE DID WORK EXPERIENCE AT THE SUPERMARKET. IT WAS A RETAIL PLACEMENT FOR SIX MONTHS."
- Tamil Women's Focus Group, St Paul's CC Community Hub

"IT'S [PARENT'S NEXT PROGRAM] MORE ABOUT HAVING A CAREER PLAN THAT INCLUDES IMPROVING SKILLS AND ENGLISH BEFORE LOOKING FOR JOBS. THE PROGRAM HAS BEEN VERY GOOD AS WE'VE HAD A LOT OF WOMEN FROM DIFFERENT CULTURAL BACKGROUNDS WHO AREN'T READY TO LOOK FOR WORK, THEY CAN MAKE A PLAN THAT CAN INCLUDE THE COMMUNITY HUB. SO IF SOMEONE IS COMING TO DO AN ENGLISH CLASS, IT WILL COUNT IN THE PLAN."
- Hub Leader, Woodridge SS Community Hub

"PARENTS NEXT HELPED THE MUMS WITH THEIR RESUMES. THAT'S BECAUSE OF THE MUMS, THEY WANT TO WORK."
- Hub Leader, St Pauls CC Community Hub
CASE STUDY FROM THE COMMUNITY HUB

One of the mothers who attends the Woodridge North State School Community Hub has an autistic daughter. We assisted her daughter to go to the Early Childhood Development Program (ECDP), which is a pre-prep program for children who have behavioural issues or who have a provisional diagnosis. To get the provisional diagnosis through the health funding, we organised a number of assessments here at the Hub. The health funding paid Autism Queensland to come and observe the child, give the mother strategies on how to work with her daughter’s behaviour and to understand her condition.

This family required a lot of organisation and coordination so the daughter could access children’s health services. I was helping the family to get together as much information as possible so the daughter could get a paediatrician appointment within six months, as opposed to years, which is huge! Once she received a provisional diagnosis, she was then able to get speech therapy and other allied health services.

For me, my role was also to check-in with mum because sometimes she would get different ideas about what services her daughter was receiving. What she thought was happening was different to what was actually happening. For example, she didn’t think that her daughter was getting speech therapy and she really wanted this for her daughter. She was getting speech therapy but the service wasn’t what mum thought it would look like.

The support from health services was also beneficial for me as I was lost. I didn’t know how to look after this child while she was here. In the beginning, she was hitting other children when she didn’t like what was happening or when she was overwhelmed. The environment was over-stimulating and I’d never been around an autistic child before so I was like, “I don’t know how to deal with her behaviour and mum definitely doesn’t know how to deal with her”.

I organised Triple P Parenting to run sessions with the mother as she was quite overwhelmed with the concepts and what autism really means. I think the hardest thing for her was when she decided to send her daughter to a special school. Culturally, and for anybody, it’s a huge deal to say that “my child has a disability”. That was really challenging for her because she wanted her daughter to come to this school. We talked about what that could look like because the ECDP had recommended for her to go to a special school but mum didn’t want that. As a parent, you can choose where you want your children to go. If she wanted to come here, she could come here, the problem is that there’s only a support worker that could come into a classroom once a week or her daughter could go to another area once a week. This is a child that’s only starting to say words, not sentences.

By being involved with this family, everyone at the Hub has become more understanding and patient. The children have learned to give the daughter space and not to take her toys. I’ll say to the children, ‘you know not to take her toys’ or ‘you know she really wants that toy, maybe it’s best to just to give it to her because she’s learning and I’ll find you another toy that you can play with’. She’s overloaded with stimulation here at playgroup. However, as she has begun to know the routine of the Hub, she’s become calmer, more familiar with the Hub and how it works. She has also started to learn some words, which has only been in the last term, that’s helped a lot. She’s learning a new word each week and I’ve now heard her say about ten words but before this, she didn’t speak at all. The development has been amazing.

Naomi, Woodridge North State School Community Hub

Future Direction of the Community Hubs Program:

An important component of Access’s work through the CPPW project has been to capture the recommendations by partner organisations. Partner organisations have provided Access with valuable strategies that focus on future improvements to the Community Hubs program and initiatives that strengthen partnerships and opportunities for further collaboration. Access acknowledges the feedback received from stakeholders and has incorporated these recommendations into future planning activities for the Logan Community Hubs.

Opportunities to strengthen partnerships and foster greater collaboration:

- Support partner organisations to develop relationships that allow their services to expand into more Community Hubs as well as into existing programs within the broader community.
- Foster greater connections between partner organisations and schools to deliver more services to students and vulnerable families.
- Encourage partner organisations to participate in relevant local community networks.
- Organise more networking opportunities and activities that allow partner organisations to connect and build relationships.
- Develop more strategic partnerships that address the needs of families.
- Disseminate stories and information on the partnerships, collaborations and outcomes generated through the Community Hubs in Access’ newsletters and social media platforms.

Opportunities to further improve the Community Hubs program:

- Develop a State-wide Reference Group for the Community Hubs Program that identifies new opportunities and areas for improvement.
- Advocate and support the development of new Community Hubs across Queensland.
- Increase engagement with academic institutions to attract research projects.
- Implement holiday programs and activities for families with young children.
- Work with partner organisations and stakeholders to host a greater number of Family Fun Days and events that brings families and the community together.
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