

## How are we citizen-centric?

The Community Hubs Model:

- is a proven, grassroots community development and engagement model that puts people at the centre of everything we do
- requires Hub Leaders to plan around local needs and encourage social interaction and participation
- emphasises the importance of building respectful, trusting relationships, and
- actively involves families and local community members in decision-making about the type of support/activities at their Hub.



## What makes Community Hubs so effective?

- Community Hubs are based on a proven, evidence-based model.
- Hubs break down barriers between services and people in a coordinated and collaborative way.
- Hubs provide a holistic approach that supports the whole family, offering early learning programs; building social networks; providing access to services; and creating pathways to education, training and employment.
- We have robust national governance and effective local delivery methods.
- State-based specialist Support Agencies provide ongoing training and guidance for Hub Leaders, and primary school and community centre leadership teams.
- Hub Leaders focus on getting to know their local community and establishing strategic partnerships with local agencies to maximise the use of existing resources, services and assets.
- We use a place-based approach to engage families and children in a safe, accessible and welcoming environment in their own neighbourhood.
- Each Community Hub plans and develops around the needs of local families and children.
- We regularly assess, record and review our results, to support continuous improvement.



## Want to find out more?

Visit our interactive Community Hubs website [www.communityhubs.org.au](http://www.communityhubs.org.au) for:

- the locations and contact details of our Hubs and Hub Leaders
- quality evidence-based information about establishing and operating a Community Hub
- practical resources for Community Hub team members and partner organisations, and
- a rich environment for sharing and sourcing expertise, including peer-to-peer learning.



*“In the beginning, we were blinded not knowing where to go and what to do. But with the Hub and its activities, now we are aware of what services are available, which are relevant to us and our children. We are getting different kinds of help.”*

Hub parent

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# 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.

## Who are we here for?

Community Hubs help:

- primarily migrant families including newly arrived and refugee families, with preschool and primary school aged children, and
- other families, mothers, fathers, carers and wider community members who want to strengthen their connections within the local community and access appropriate support.



## 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
- provides a central access point for government and community service providers to engage with people who may face challenges linking into services and learning opportunities in the wider community.