

North Townsville Community Hub Inc.

Provided \$2,958,430 in community value in 2022

This community value equates to \$23.39 for every \$1 of Queensland Government Neighbourhood Centre funding or \$1,408.78 for every 1 hour the Neighbourhood Centre was in use.

This includes the value of:



Improved quality of life through social connection

\$1,495,608



Volunteer contributions

\$418,336



Emergency relief provided

\$860,387



Services provided

\$184,100



Emergency relief value includes:

Food and groceries	\$831,995
Food Vouchers	\$3,000
Bill payments	\$22,392
Fuel Vouchers	\$2,400
Public transport cards	\$600



Services value includes:

Internet usage	\$600
Facilities use or hire	\$44,400
Social enterprise goods and services	\$102,000
Community lunch, frozen, other meals.	\$36,000
Tax Help	\$1,100



Employment

In 2022 North Townsville Community Hub Inc. provided 3.5 full time equivalent positions including 3.2 direct and 0.3 indirect positions.

These values are produced by Neighbourhood Centres Queensland based on data provided by North Townsville Community Hub Inc. in the 2022 Neighbourhood Centre Survey. Only a limited range of activities where a determinable valuation method exists are included. Data was collected from the Second Quarter of 2022 when no Stage 1 Lockdown Restrictions were in place. Additional data calculation support was provided by Neighbourhood Houses Victoria.

Value to communities from selected Neighbourhood Centre activities

Basis of calculation

The North Townsville Community Hub Inc. provided an estimated annual value of more than \$2,958,430 during the COVID 19 pandemic. Weekly and Monthly data was collected from the Second Quarter of 2022 and extrapolated to 1 year. This figure is based on data provided through the Neighbourhood Centre Survey 2022. This data is generally indicative of Neighbourhood Centre operations during the COVID19 pandemic while Stage 1 Lockdown Restrictions were not in place.

This figure includes the value of:

- Improved quality of life through social connection: based on **981** participants in programmed activities and volunteering per week
- Volunteer contributions: based on **162** volunteer hrs per week
- Food and groceries: based on **3,458 kgs** of food relief provided per month
- Food vouchers: based on an average of **\$250** of vouchers provided per month
- Cash/prepaid or gift card: based on **\$0** cash/card value provided per month
- Bill payments: based on **\$1,866** of participant bills paid for per month
- Fuel Vouchers: based on an average of **\$200** of vouchers provided per month
- Public transport cards: based on average **\$50** of travel cards value per month
- Internet usage: based on **25 hrs** of individual computer/internet use per month
- Facilities use or hire: based on **148** hours of room use or hire per month
- Resume assistance: based on assisting with **0** resumes per month per month
- Community lunch, frozen or other meals: based on providing **300** meals per month
- School aged breakfast programs: based on providing **0** breakfasts per month
- Tax Help: based on **11** tax returns lodged in 2021/22
- Social enterprise goods and services: based on **102,000** of sales in 2021/2022
- Auspicing other organisations: based on auspicing **0** organisations

This equates to:

- Community value for every \$1 of Neighbourhood Centre Program funding based on **\$126,502** of Neighbourhood Centre Program funding
- Community value for every hour the Neighbourhood Centre is in use based on Neighbourhood Centre buildings in use for **42** hrs per week

Direct and indirect full-time equivalent employment positions created based on **122** hrs total weekly hours of paid employment.

This data represents just a portion of the value from some of the activities provided!

Notes

These values are not reflective of typical activity but are a snapshot of values typically generated under general pandemic conditions. Please refer to the 2020 community value report where possible for a more normal, pre-covid snapshot.

These valuations are based on volume of a limited range of Neighbourhood Centre activities. The valuations are therefore influenced by organisational income, the mix of activities and population size, with Neighbourhood Centres in rural localities with smaller populations generally expected to generate lower calculable community value. These Neighbourhood Centres however often have high non-calculable value, providing access to services that would otherwise be unavailable locally¹.

¹See [Connecting a Diverse Victoria](#)

The variations in organisations and communities make these measures unsuitable for comparisons between Neighbourhood Centres.

The report does not include community benefits that are not within the scope of the Neighbourhood Centres Queensland Annual Survey to value, are not compatible with the survey methodology or have been impacted by changes due to COVID 19 that would make calculations of value unreliable including:

- All services and activities not listed above or their flow on economic or social benefits (except social connection) including hobby courses, exercise classes, referral, counselling or social support, community transport etc
- Agencies or brokered in services such as Centrelink, maternal and child health etc.
- Economic multipliers from indirect or induced economic activity
- Adult Education
- Intangible benefits such as community pride and sense of belonging, leadership development, community voice through advocacy, increased personal independence etc.

The total community benefit is significantly greater than what has been valued here.

We use the term 'community value' because the valuations above incorporate a range of methods depending on the available evidence. These include methods such as social return on investment (SROI), return on investment (ROI) and replacement cost.

All valuations are conservative and based on existing research by reputable organisations using widely used and/or well documented methods together with benchmarked market values for replacement cost valuations.

Calculation methods

Social Connection

In 2018, Deloitte Access Economics produced a report² that determined a monetary value for the community connection work of Morwell Neighbourhood House. The method, detailed in the report, uses existing research to calculate the contribution of community connection to a Quality-Adjusted-Life-Years (QALYs)³. Quality-Adjusted-Life-Years is the most widely used approach for estimating quality of life benefits in economic evaluations⁴.

Different methods have been used to estimate the number of people who may potentially obtain social connection benefits. The 2018 report assumed that 50% of the unique visitors to the neighbourhood Centre were one off or infrequent for the purpose of their calculations. Appendix C of their report outlines the detail of their method.

The \$ Values are expressed in 2022 equivalents i.e., Quality Adjusted Life Year value of \$222,000⁵, which is consistent with Deloitte's method.

The value of your Neighbourhood Centre's increased social connection is calculated using this formula:

Number of participants in activities and volunteers X 1 QALY (\$222,000) X percentage of people identifying a social connection benefit (56.8%) X contribution of social connection to a QALY (3.84%) X the extent to which contribution of social connection to a QALY can be attributed to attending the Neighbourhood Centre (28.57%).

The use of the participants in programmed activities as the basis for the calculation is conservative as it excludes regular attendees that receive a connection benefit through drop in, food relief or other non-program activities.

Deloitte further calculate the value of increased connection through increased participation in the broader community due to participation at the Neighbourhood Centre. This was calculated using the formula above for 10% of the participants.

² Deloitte Access Economics (2018) *Social Impact Analysis: Morwell Neighbourhood House Final Report*. <https://ncq.org.au/resources/social-impact-analysis-morewell-neighbourhood-house-final-report/>

³ Department of the Prime Minister and Cabinet (2022) *Best Practice Regulation Guidance Note Value of statistical life*. https://www.pmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf

⁴ Huang, L, Frijters, P, Dalziel, K, & Clarke, P (2018) Life satisfaction, QALYs, and the monetary value of health. *Social science & medicine* (1982), 211, 131–136 <https://doi.org/10.1016/j.socscimed.2018.06.009>

⁵ Department of the Prime Minister and Cabinet (2022) *Best Practice Regulation Guidance Note Value of statistical life*. https://www.pmc.gov.au/sites/default/files/publications/Value_of_Statistical_Life_guidance_note.pdf

Volunteering

Volunteering value is based on the replacement cost of volunteers' labour. This is valued from the "Volunteer Replacement Cost Calculator" for volunteers aged 55 -64⁶. According to Volunteering Queensland's calculator, 1 hour of volunteering per week extrapolates to \$2582.32 annually.

The formula for calculating the community value of volunteering is:

$$\text{Number of volunteer hours undertaken per week} \times \$2582.32$$

The valuation does not include the value of the services provided as a result of volunteering or the contribution to the economy and taxation from participating in volunteering, e.g. cost of travel to the place of volunteering.

Emergency relief

Food and groceries

The value to community of emergency food relief is based on work undertaken by Foodbank in Australia⁷. Their social return on investment analysis determined that food relief was valued at an average \$20.05 per kilogram of food in 2014 dollars. This valuation included the value of:

- Improved physical health (children)
- Better performance at school (students)
- Better social relationships
- Increased sense of self-worth
- Improved standard of living
- Improved physical health
- Increased emotional wellbeing
- Reduced waste and greenhouse emissions

While the cost of food has increased since 2014, the change in value of the social benefits is unclear. For this reason, we have retained the \$20.05 figure making this a conservative evaluation.

The formula for calculating the community value of food and groceries is:

$$\text{Number of Kgs distributed for an average month} \times 12 \text{ (months)} \times \$20.05$$

Food vouchers

Based on the dollar value of vouchers given out. This is a conservative valuation as it does not include the benefit derived from accessing food such as improved health and wellbeing, improved school performance for children etc.

The formula for calculating the community value of food vouchers is:

$$\text{Total \$ value of food vouchers distributed in an average month} \times 12 \text{ (months)}$$

Cash/prepaid or gift cards

Based on the dollar value of cash or gift cards given out. This is a conservative valuation as it does not include the benefit derived from items purchased such as improved health and wellbeing, improved school performance for children, added value to the economy etc.

The formula used for calculating the community value of cash/prepaid or gift cards is:

$$\text{Total \$ value of cash/prepaid or gift cards distributed in an average month} \times 12 \text{ (months)}$$

Fuel Vouchers

Based on the dollar value of vouchers given out. This is a conservative valuation as it does not include the benefit derived from increased access to transport or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc. It also does not include benefits to the local economy.

The formula used for calculating the community value of fuel vouchers is:

$$\text{Total \$ value of fuel vouchers distributed in an average month} \times 12 \text{ (months)}$$

Bill payments

Based on the dollar value of bills paid by the Neighbourhood Centre for individuals in need. This is a conservative valuation as it does not include the benefit derived from increased access to services for which bills were paid or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc. It also does not include benefits to the broader economy.

The formula used for calculating the community value of bill payments is:

$$\text{Total \$ value of participants' bills paid in an average month} \times 12 \text{ (months)}$$

⁶ Volunteering Queensland (n.d.) Volunteer calculators. Volunteering Queensland <https://volunteeringqld.org.au/calculator/>

⁷ Foodbank (2014) Foodbank Hunger Report 2014. <https://www.foodbank.org.au/wp-content/uploads/2019/06/Foodbank-Hunger-Report-2014.pdf>

Public transport cards

Based on the dollar value of public transport cards given out. This is a conservative valuation as it does not include the benefit derived from increased access to transport or the alternative use of funds that would otherwise have been used for transport such as improved health and wellbeing, improved school performance for children etc.

The formula used for calculating the community value of public transport cards is:

$$\text{Total \$ value of public transport cards distributed in an average month} \times 12 \text{ (months)}$$

Services

Except for school breakfast clubs, service valuations in this section do not include additional benefits from the service such as improved health, job prospects or employment nor the auspiced community groups' outcomes. This is due to the absence of appropriate research that quantifies these benefits.

Facilities Usage

The community value of facilities usage is based on the number of hours of room use by external groups and organisations per month and the cost of hiring an equivalent space locally as determined by each Neighbourhood Centre. This figure reflects value provided to the community rather than income received as rooms and facilities are often made available to community groups at heavily discounted rates or gratis. The value also does not include the benefits to community of the room use activity e.g., improved health, improved access to information or services, reduced cost of services, increased economic activity etc relative to the activity type provided.

The formula used for calculating the community value of room hire is:

$$\text{Total number of hours of room hire} \times 12 \text{ months} \times \text{cost per hour of local equivalent (either supplied or \$30)}.$$

Internet/computer usage

The community value of internet/ computer usage is based on the number of hours of internet or computer use by individuals in an average month. This is benchmarked to the cost of a commercially available equivalent i.e., internet kiosk regardless of whether a commercial alternative is available. Note that free Wi-Fi is not an equivalent as there is no support or equipment made available. Commercial rates from \$3-\$5⁸ have been benchmarked. The lower rate is used to account for the variation in the equipment and software provided. The rate does not include non-market benefits such as family connection, benefits from accessing or managing government services, etc.

The formula used for calculating the community value of internet/computer use is:

$$\text{Total number of hours of internet/computer in average month} \times 12 \text{ months} \times \$2$$

Resume assistance

Based on the cost of a resume service for a fee. The fee was benchmarked at the median price of \$50 on airtasker.com⁹. The value was discounted to \$30 to account for the fact that Neighbourhood Centres may provide a participant with assistance in developing a resume rather than creating a full resume as a service.

The formula used for calculating the community value of resume assistance is:

$$\text{Total number of resumes assisted with in an average month} \times 12 \text{ (months)} \times \$30$$

Auspecting other organisations

The community value of auspecting other organisations is based on the cost of purchasing public liability cover which groups would have to take out if they were not covered by the Neighbourhood Centre under auspecting arrangements. The price is benchmarked at \$632.46 for annual cover provided by Local Community Insurance Services for a unincorporated community association¹⁰

The formula used for calculating the community value of auspecting other organisations is:

$$\text{Total number of organisations auspected} \times 632.46$$

Community lunch, frozen or other meals

The community value of offering community lunch, frozen or other meals is based on the cost of purchasing a meal commercially, this has been benchmarked at \$10 per meal. This is benchmarked based on the prices quoted by ING, and numbeo.com¹¹ ranging from \$13 to \$25. It is discounted to \$10 per meal to account for regional price variation.

While many meals provided at community lunches are likely to be a form of emergency relief, participants may attend community lunches for other reasons such as for company or a lack of cooking skills. Because we are unable to distinguish between the two, meals provided are not valued as emergency relief.

The formula used for calculating the community value of community lunches, frozen or other meals is:

⁸ DS Internet Café (n.d.) Posts [Facebook page] Facebook <https://www.facebook.com/dsinternet512/?rf=710935435612179>

GSIC (n.d.) Posts [Facebook page] Facebook <https://www.facebook.com/galaxysonicgaming>

⁹ Airtasker (n.d.) Resume & cover letter writers near you: Airtasker AU <https://www.airtasker.com/writing/resume-writing/>

¹⁰ Local Community Insurance Services (n.d.) Local Community Insurance Services - Community Association Insurance; Voluntary Workers Insurance; volunteer personal accident insurance; risk management process; Risk Management Insurance; Community Group Risk Management. Not For Profit Local Community Insurance – LCIS Community Group Risk Management, not for profit Risk management <https://www.localcommunityinsurance.com.au/>

¹¹ NUMBEO (n.d.) Cost of living in Melbourne <https://www.numbeo.com/cost-of-living/in/Melbourne>

ING (2019, February 13) Dust off your lunch boxes ING's Information Space <https://blog.ing.com.au/money-matters/saving/dust-off-your-lunch-boxes/#article-1811>

Total number of individual meals served/provided in an average month x 12 months x \$10

School aged breakfast clubs

The value to community of food provided through school breakfast clubs is based on work undertaken by Foodbank in Australia¹². Their social return on investment analysis determined that school breakfast clubs were valued at an average \$110 per kilogram of food in 2014 dollars. This valuation included the value of:

- Improved physical health (children)
- Better performance at school (students)

Based on data from their report, the average breakfast is valued at \$31.40 in 2014 dollars. While the cost of food has increased since 2014, the change in value of the social benefits is unclear. For this reason, we have retained the \$31.40 figure making this a conservative evaluation.

The formula used for calculating the community value of school aged breakfast programs is:

Total number of individual breakfasts served/provided in an average month x 10 months x \$31.40

Social enterprises

The community value of running social enterprises is based on the value of sales over 4 days from goods and services through Neighbourhood Centre run community enterprises. This reflects the market value of the goods and services provided. It does not include additional value generated such as avoided landfill, value of training and work experience, economic multipliers or the value of services or activities any profits support.

Total \$ value of social enterprise sales in 2021/22 Financial Year

Community value relative to inputs

Community value for every \$1 of Neighbourhood Centre Funding

Shows the total calculable community value from the organisation for each dollar of Neighbourhood Centre funding received. The NHCP provides the platform to develop and attract funding for the various activities the organisation undertakes.

The formula used for calculating the community value for each dollar of Neighbourhood Centre funding is:

Total community value/ total Neighbourhood Centre funding for 2021/2022

Community value for every hour the Neighbourhood Centre is in use

Shows the total calculable community value as an average for each hour the Neighbourhood Centre is in use. 'In use' includes any time of the week or day when activities are occurring, regardless of whether the organisation is staffed or open to the broader public. It does not reflect concurrent usage i.e. multiple activities occurring simultaneously for one hour are counted as 1 hour of use, even if these activities occur at different sites operated by the organisation. It is essentially an expression of community value from a building utilisation perspective.

The calculation assumes activities take place over 50 weeks in the year.

The formula used for calculating the community value for every hour the Neighbourhood Centre is in use is:

Total community value / (hours per week the building/s is in use x 50)

Employment

Employment is calculated using the total hours of paid employment response combined with multipliers derived from 2017 analysis by Deloitte ACCESS Economics on the Economic contribution of the Australian charity sector for the Australian Charities and Not-for-profits Commission¹³. The multipliers are based on employment data for the development and housing sector classification. This classification covers much of the work done by Neighbourhood Centre including community development and training (multiplier = 1.39). This means that for every full-time equivalent employee, a further 0.39 full-time equivalent jobs are supported elsewhere in the economy due to the economic activity created by wage spending. Neighbourhood Centres engage in activities that fit in other classifications e.g., emergency relief, referral etc which fit within the social services classification (multiplier = 1.46) or recreational activities that fit within the culture and recreation (multiplier = 1.35). These classifications' multipliers are marginally higher and lower than the development and housing multiplier respectively, further supporting the use of a 1.39 employment multiplier for the sector.

The formula used for calculating the total employment effect is:

Total reported hours of paid employment /38 X 1.46

¹² Foodbank (2015) *Hunger in the classroom: Foodbank report 2015*. <https://www.foodbank.org.au/wp-content/uploads/2019/05/Foodbank-Hunger-in-the-Classroom-Report-May-2015.pdf>

¹³ Deloitte Access Economics (2017) *Economic contribution of the Australian charity sector: Australian Charities and and Not-for-profits commission*. Australian Charities and Not-for-profits commission (ACNC) <https://www.acnc.gov.au/tools/reports/economic-contribution-australian-charity-sector>

NOTCH - North Townsville Community Hub

Provided \$1,665,086 in community value in 2021

This includes the value of:

Improved quality of life through social connection **\$557,763**

Volunteer contributions **\$766,949**

Services provided: **\$98,094**

Emergency relief value includes:

o Food and groceries: **\$192,480**

o Food vouchers: **\$18,000**

o Bill payments: **\$28,800**

o Fuel Vouchers: **\$2,400**

o Public transport cards: **\$600**

Services value includes:

o Computer/internet usage: **\$2,304**

o Facilities use or hire: **\$38,880**

o Social enterprise goods and services: **\$36,510**

o Community lunch, frozen or other meals: **\$19,200**

Tax Help: **\$1,200**

This community value equates to:

\$13.36 for every **\$1** of Queensland Government Neighbourhood Centre funding

or **\$723.95** for every **1 hour** the neighbourhood centre was in use.

These values are produced by Neighbourhood Centres Queensland based on data provided by NOTCH - North Townsville Community Hub in the 2021 Neighbourhood Centre Survey. Only a limited range of activities where a determinable valuation method exists are included. Data was collected from the Second Quarter of 2021 when no Stage 3 Lockdown Restrictions were in place. Additional data calculation support was provided by Neighbourhood Houses Victoria.

Employment

In 2021 NOTCH - North Townsville Community Hub provided **4.8** full time equivalent positions including **3.4** direct and **1.3** indirect positions.

Other community groups

Provided auspice arrangements for **0** community organisations in 2021 worth **\$0**