



Thriving Queensland
Kids **Partnership**

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Queensland Hubs Exchange of Expertise and Learning Initiative:

Frequently Asked Questions

This document is designed to be read in conjunction with the:

- [Initiative Overview](#) and
- [Online EOI Form](#)

For more information

Visit the Queensland Hubs Exchange of Expertise and Learning web page:
www.tqkp.org.au/hubs-learning/

Or contact:

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Contents

This document contains frequently-asked questions (FAQs) about the overall initiative in relation to:

- [Eligibility](#)
- [EOI Process](#)
- [Selection Process](#)

There are also specific frequently-asked questions related to the individual opportunities available through the initiative:

- [Immersion](#): Funding for costs associated with visits to another hub/s to build mutual support across the community sector through peer-to-peer learning.
- [Receiving capability-building activities](#): Access to one or more types of activities (e.g. peer mentoring coaching; training/professional development; community of practice) to meet the identified need of selected hubs.
- [Delivering capability-building activities](#): Funding to deliver of one or more types of activities (e.g. peer mentoring coaching; training/professional development; community of practice) to interested hubs
- [Innovation](#): Regular gathering of hubs interested in undertaking a deeper dive around a shared, enduring challenge to collectively develop, test and learn from solutions unearthed through group discussion and peer support.

Eligibility

What is the definition of a child and family hub for this initiative?

Child and family hubs (i.e. hubs focused on pregnancy to children aged 12 years) provide a supportive, social space with integrated service offerings that support child development and learning, facilitate relationships with others and improve child and family health and wellbeing. They do this through two critical roles:

- Providing opportunities to build adult capabilities and for families to create social connections
- Improving equitable access to a range of health, learning and social services using a family centred approach.

- from the National Child and Family Hubs Network (NCFHN) & Social Ventures Australia (2023)

Hubs are offered in a diverse range of settings which can include the following:

- early years services
- primary schools
- community/non-government organisations
- Aboriginal community-controlled organisations
- primary health care
- virtual/digital (online).

- NCFHN, 2023

What hubs are in scope for this initiative?

- They are delivered in Queensland.
- They meet the child and family definition as either an existing or a planned hub.

Examples of hubs included in scope are:

- early years places
- cultural hubs that support culturally and linguistically diverse children and families
- neighbourhood and community centres that include a focus on children and families
- public libraries that aim to operate in an integrated way to respond proactively to the needs of children and families in their community.

If you are not sure if your organisation is in scope, please reach out to have a chat.

Can we take part even if our hub is not yet established?

Yes! We welcome the involvement of hubs still in the conceptual/development stage as this opportunity will support your planning and advocacy.

What else should I do to consider applying?

Read the Queensland Child and Family Hubs [Framework](#) as a guide to consider how this opportunity will enhance your hub's practice. You will be asked which part/s of the

Framework your EOI relates to, so it is important you have an understanding of the Framework's intent and scope.

If there is more than one hub in our organisation and/or local area interested in this opportunity, can we apply as a group?

Yes, submissions on behalf of a group are encouraged to support shared learnings within an area, network and/or organisation. Please indicate this interest in the related field in your EOI.

What will not be covered?

Please read the Frequently Asked Questions for each of the four available opportunities for more information. However, the following are *out* of scope for funding available through the Queensland Hubs Learning Exchange:

- hubs that are located outside of Queensland
- hubs that do not provide some form of support to children under 12 years, and their families
- backfill for participating staff (with the exception of those selected to deliver capability-building)
- support for individual staff to complete formal study
- any expenses that exceed the amount outlined or agreed to if an EOI is successful.

Please note that only those hubs/organisations with an ABN are eligible to apply for an immersion or to deliver a capability-building activity/ies.

EOI process

How do I apply?

The EOI is to be submitted via the [online EOI form](#). Only EOIs completed in full will be considered.

If you are not able to complete the above form online, you can fill out the Word document available at the above link to email it to sophie.morson@aracy.org.au.

If you need help completing the EOI or would like to consider submitting it another way (such as via a video recording), please email sophie.morson@aracy.org.au or call Sophie on 0411 374 664.

Who from within my hub should apply?

This will depend on your individual setting, but this should be the person who through their role is best able to share learnings to positively impact the practice of others connected with your hub.

What information do I need to provide in my EOI?

1. General information about the applicant and your hub/organisation
2. An indication that you have organisational support to apply, and that you understand what is required and involved in the initiative
3. Which opportunity/s you are applying for

4. Which part/s of the Queensland Child and Family Framework you hope your participation will help enhance
5. Criteria specific to each opportunity, such as evidence of need, your ability to implement learnings arising from your participation and the benefits and outcomes you hope your participation will achieve

For more information about the EOI content, see the [Word version of the EOI questions](#).

If I am interested in applying for more than one opportunity, do I need to complete a new EOI for each one?

No. Once you have completed a section addressing Items 1-4 above, you will be streamed into the criteria relevant to the opportunity you are applying for. Some of these are the same across all four, but if you apply for more than one opportunity you will just be directed to any additional questions you need to address.

How long will it take me to submit my EOI?

This will vary for each hub and the number and type of opportunities you are applying for and will depend on what/how much supporting information you need to locate. However, once you have all your supporting information, we don't expect submitting the EOI itself through the above link should take more than an hour.

What format is the EOI in?

If you apply online, you will complete the EOI in Survey Monkey. This cannot be completed over a number of sessions so we recommend you complete the Word version of the same questions and then copy and paste the content into the Survey Monkey link to submit.

Can I save a copy of my EOI?

Yes. A few minutes after submission, the email address provided in the EOI will receive a message confirming the EOI has been received as well as a link to view the responses. This link is only live for 90 days, so we recommend you download a copy to save for your records.

Can I apply more than once?

This round is currently open until **7 November 2025**. We will open other rounds once we have a sense of demand and will advise all previous applicants if this is the case.

Our hub is interested in taking part but we have limited capacity to complete the EOI. Is there support available to help us complete the EOI?

If you meet the above definition and criteria, we'd still love to hear from you. Please contact us using the details below so we can work out if/how we can support your EOI.

If I submit an EOI, does this commit me to taking up this opportunity if successful?

No. This process is an expression of interest only. You are able to withdraw even if you are offered the opportunity to participate.

Selection process

Who will make the decision about my EOI?

The selection panel will be made up of members of the Hub and Spokes Collaborative. TQKP will advise all applicants of the outcome of their submission. If unsuccessful, guidance may be provided to consider a resubmission and/or to access relevant resources to best meet your current needs.

What will happen with the information I share?

TQKP will securely store all submitted information in accordance with ARACY's [Privacy Policy](#). EOI details will be shared with members of the EOI selection panel so they can make an informed decision about which hubs meet the criteria for participation in this opportunity. Panel members are obliged to keep confidential any information shared with them in this capacity. If we consider your participation a great way to spotlight impact through a case study, we will seek your written permission for this beforehand.

When will I hear the outcome of my EOI?

You will be advised via email the week of 24 November 2025 of the outcome of your EOI. Please check your junk email if you haven't heard from us by then or contact us directly. We will be holding online meetings with streams of successful applicants throughout the day on Thursday 4 December 2025, so **please keep this date free** until you hear back from us.

Frequently Asked Questions:

Capability via Immersions

Description: Funding for costs associated with visits to another hub/s to build mutual support across the community sector through peer-to-peer learning.

Is this opportunity just for new hubs?

No, hubs anywhere along the journey (from planned/early through to emerging and established) can apply if they think doing so would add value to their practice and impact. Please note that *only those hubs/organisations with an ABN* are eligible to apply for an immersion.

What sorts of activities could be included in a hub visit?

These would include – but are not limited to – activities such as (a) undertaking a guided tour of the hub site; (b) sitting in on a hub team meeting/s; (c) observing a group/program offered by a hub; and (d) meeting staff/volunteers visiting a hub site. Please ensure confirmation of the visit by your hosting site indicates the range of activities you will be undertaking.

How long should a site visit be?

Allow at least half a day per site visit to maximise your learnings, including asking questions to tailor this to your setting. Ensure the expected duration is included in the written confirmation of your visit by your host site.

Where can I travel?

This opportunity is limited to travel in Queensland only. To identify a hub/placed-based approach you may like to visit, please see [this map](#) (noting it does not include libraries, and may not capture all possible sites).

When can I travel?

In this current round, we are supporting hubs to travel anytime between January and May 2026 to allow payment in the 2025-2026 financial year. We may open up further rounds depending on the demand.

What do I need to do before submitting my EOI?

- Read the Terms and Conditions outlined below.
- Seek approval from your organisation to make the EOI.
- Confirm in writing (e.g. email) that the hub/s you would like to visit has the interest and capacity to host you around the time you had in mind to attach as supporting evidence.
- Develop a proposed budget for your visit to attach as supporting evidence, using the related templates.
- Ensure that, if your anticipated costs exceed the amount available through TQKP, your organisation has the capacity to cover the difference.

Can I visit more than one hub?

Yes. EOIs that aim to maximise this opportunity by visiting a number of relevant hubs in a regional area (using the most economical means of travel) will be viewed favourably.

How much is available to fund a learning exchange?

This is tiered according to the region travelled to/from, as below:

- If you are travelling from one Queensland city to another, you can claim up to \$1000.
- If your visit involves travel to or from a rural, regional or remote site (as defined by the [Accessibility/Remoteness Index of Australia](#)), you can claim up to \$1500 related expenses.

What sort of costs are covered by this opportunity?

- travel e.g. flights, taxi fares, car hire
- accommodation if staying overnight
- meal expenses

Please refer to the attached budget template for more information on maximum rates that apply.

Can you cover the costs upfront for my visit?

No, we will only provide payment by reimbursing you after you have undertaken the visit and submitted the required documentation as outlined below.

What if the costs associated with my visit exceed this amount?

The balance of funds must be covered by your hub/organisation.

Can backfill associated with the learning exchange be covered by this funding?

No, this is the responsibility of the hub/organisation planning to undertake the visit.

Can more than one person from a hub engage in a learning exchange?

No – it is expected that the person undertaking the visit will share back and help embed the learnings from this opportunity with the wider organisation and possibly other local hubs. If another hub employee wants to accompany the applicant, they will need to cover their own expenses.

Can I arrange my visit to coincide with other professional and/or personal activities?

Yes, although costs will only be reimbursed for activities directly associated with the immersion.

How would participation be evaluated?

We are asking hubs undertaking a visit to complete a reflection report regarding your initial learning and how you intend to implement these learnings. We will provide the template of this report to successful applicants.

What is the process required for reimbursement of costs associated with the learning exchange?

Submit receipts on a claim form, along with your reflection report, within one month of your exchange. You are encouraged to take photos during your exchange for inclusion in your report, but if so please make sure the required consent is sought beforehand.

What are the next steps after I submit my EOI?

All applicants will be advised the outcome the week commencing 24 November 2025.

- *If unsuccessful* – TQKP will direct to you towards any relevant connections or resources that could help address your identified need. You may be able to apply again if there is sufficient interest and capacity for us to deliver another round.
- *If successful* – TQKP will engage with all streams of successful applicants in online meetings to be held on Thursday 4 December 2025, so **please keep this day free until you hear from us**. This will enable us to consider the content, range, format, duration and evaluation of activities that will best suit the gaps and opportunities identified so that we can discuss what will best meet your needs.

Terms and conditions

- Allow at least two months from your EOI date to your proposed immersion date to allow time for approval i.e. do not plan for an immersion prior to January 2026.
- Approval is based on the information provided in your EOI. If plans change, please reach out to make sure these are discussed and approved before proceeding.
- We can only reimburse you when you have submitted the related claim form with receipts, along with your reflection report.
- Only progress with booking your exchange if you have received advice from TQKP that your EOI has been accepted.
- If your exchange is unable to take place for any reason, please contact TQKP to discuss rescheduling to another date.
- A rescheduled exchange should take place within three months of receiving your original approval. Please let us know if it is not possible to undertake the rescheduled visit in this timeframe.
- All activities associated with this exchange are to be covered by the insurance of your hub, or the hub you are visiting. TQKP holds no responsibility for incidents that occur as a result of your EOI.
- If you do not submit your follow-up impact report within three months of your visit, this may rule you out of applying for future opportunities available through TQKP funding.

Frequently Asked Questions: Accessing/Delivering Capability

Description: The opportunity to access and/or deliver activities such as peer mentoring; coaching; training/professional development; and/or a community of practice.

What will the content of these activities relate to?

This will be determined by successful applicants to ensure the offerings best meet their needs. However, they will need to align with the focus areas of the [Queensland Child and Family Hubs Framework](#). When you apply, you will be asked to nominate which activity/ies you are interested in receiving and/or providing.

Does this opportunity extend to enrolment in formal study?

No – it is designed to generate shared learnings within and across participating hubs, so coverage of individual enrolment in formal study is out of scope.

What role could my hubs have in this stream?

- **Accessing capability:** Accessing one or more of the above activities.
- **Delivering capability:** Being funded through TQKP to deliver one or more of these activities to Queensland hubs interested in accessing. If applicable, we may also consider what role hubs applying for this stream could have in facilitating innovation groups if their expertise matches the needs identified by hubs applying for that stream.

If accessing capability:

- **Does this cover backfill of participating staff?** No
- **Is there payment to take part in activities?**

No. These activities would complement your hub's commitment to continuous quality improvement. However, funds may be provided to enable access to the nominated activity/ies.

If delivering capability:

- **Does this cover the backfill of our staff to deliver capability-building?** Yes
- **How much would we be compensated for our time?**

This will be determined when:

- we know that what you are proposing matches what interested hubs would like to receive
- we have agreed to the scope of what you will be delivering
- we have together discussed and agreed to the funding to be provided.

What will be the governance oversight applied to this arrangement?

We will develop a brief contract with your organisation to outline expected processes, outcomes and payment.

Please note that only those hubs/organisations with an ABN are eligible to deliver capability-building activities.

Could my hub apply to both access capability-building and provide it?

Yes! You are welcome to apply for both opportunities if interested, as you may have expertise in one area/s you are willing to share while also wanting to build your capability in another area/s.

What is the time commitment involved?

This will depend on what type of capability-building activity/ies you are successful in applying for. This will become clearer after we review the needs of successful applicants to determine what best suits you. We are aiming to offer activities that do not create unrealistic demands on the capacity of participants, and complement – rather than duplicate – capability-building opportunities already available for your hub.

How would participation be evaluated?

Those selected to take part in this opportunity – whether accessing and/or delivering a capability-building opportunity – will take part in evaluation of its impact. The form of this evaluation may depend on the type of activity/ies involved. However, it will likely include providing brief information about your hub practice before taking part - then repeating this every three months during the activity and then afterwards – so we can consider its impact. This could be in the form of a survey but may also include a focus group/interview.

What are the next steps after I submit my EOI?

All applicants will be advised the outcome the week commencing 24 November 2025.

- *If unsuccessful* – TQKP will direct to you towards any relevant connections or resources that could help address your identified need. You may be able to apply again if there is sufficient interest and capacity for us to deliver another round.
- *If successful* – TQKP will engage with all streams of successful applicants in online meetings to be held on Thursday 4 December 2025, so **please keep this day free until you hear from us**. This will enable us to consider the content, range, format, duration and evaluation of activities that will best suit the gaps and opportunities identified so that we can discuss what will best meet your needs.

How long will the capability-building activities last for?

This will depend on the needs and opportunities identified. For example, training may be delivered through a one-off event while activities such as a coaching or a community of practice may run for a longer period and over a number of sessions. Hubs will be able to engage activities in a way that best matches their needs and capacity. Access to these activities will commence from early 2026.

Frequently Asked Questions: Innovation Groups

Definition: Regular gathering of hubs interested in undertaking a deeper dive around a shared, enduring challenge to collectively develop, test and learn from solutions unearthed through group discussion and peer support.

What format would this stream take?

This stream would enable the establishment of innovation groups centred around development and testing of a solution to a long-standing system challenge that is getting in the way of optimal hub practice. There would likely be one group assigned to each issue, with interested hubs able to join more than one group. To keep discussion focused, each group would be limited to six to eight participants.

What are the intended outcomes of this stream?

These would include establishment of deep connections with other hubs experiencing a similar issue; shared development and implementation of a range of innovative strategies to address this issue; enhanced practice as a result of trialling these strategies; and improved outcomes for a hub's children, families, the community and/or staff.

What sort of issues could these groups consider?

These will again be grounded in the elements covered by the Queensland Child and Family Hubs Framework. They could include - but are not limited to - challenges such as:

- ensuring governance processes meet the needs of your community
- enabling information and data sharing to ensure a seamless system journey for families
- securing sufficient, sustainable funding.

Participants would be encouraged to trial, test and learn from novel solutions identified through group discussions, and supported to feed these learnings back in an ongoing way to other group participants.

Who would run the group?

This will depend on the type of issue identified. TQKP could engage for this purpose a leader familiar with hub delivery in the Queensland context. Their role would be to create a safe space for the group that would allow the emergence of creative thinking about the identified issue and possible solutions, and how participants could test these in their own setting. Those hubs that self-nominate for delivery of capability-building could be in scope for consideration of this role if their expertise matches the need identified by hubs interested in this stream.

What would be the time commitment involved?

This would depend on the needs and capacity of the participants of each group. However, it is anticipated this may involve meeting online once a month for up to 90 minutes over the course of six to twelve months.

How would participation be evaluated?

This will include providing brief information about your hub's approach to the issue in question before taking part - then repeating this every three months as well as at the conclusion of the group - so we can consider the impact of this stream. This could be in the form of a survey but may also include a focus group/interview. If supported by participants, we may also review recordings of group discussions to identify themes regarding both the shared problem, the emerging solution/s and experiences in creating change.

Would our hub be compensated for participating in this stream?

No. These activities would complement your hub's commitment to continuous quality improvement.

What are the next steps after I submit my EOI?

All applicants will be advised the outcome the week commencing 24 November 2025.

- *If unsuccessful* – This may simply come down to a lack of sufficient interest in a particular area for us to form an innovation group around the topic/s you identified. TQKP will direct to you towards any relevant connections or resources that could help address your identified need. You may be able to apply again if there is sufficient interest and capacity for us to deliver another round.
- *If successful* – TQKP will engage with all streams of successful applicants in online meetings to be held on **Thursday 4 December 2025**, so please keep this day free until you hear from us.

Thank you for your interest!



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