

ANNUAL REPORT 2016-2017

communify^{co}

Together We Can



2016-2017

ANNUAL REPORT

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Communify Qld recognises the traditional owners of the lands on which we live, gather and work and we pay our respects to the Aboriginal Elders - past, present and emerging and we acknowledge the important role that Aboriginal people continue to have in our community.



Vision

A unified, supportive community.

Mission

To strengthen the community's capacity by responding to the diverse needs and interests of all its members.

Community Values

INTEGRITY — We are committed to a culture of honesty, accountability, transparency and justice.

PASSIONATE — We are determined to action that improves quality of life and a sense of belonging.

INCLUSIVE — We advocate for inclusive communities that support participation and access.

CREATIVE — We are committed to new ways of supporting and engaging.

COLLABORATIVE — We embrace opportunities to build alliances that strengthen our capacity.

community
together we can Qld

CHAIRPERSON'S REPORT

I HOPE YOU ENJOY READING ABOUT ALL WE DO AT COMMUNIFY QLD. ON BEHALF OF THE BOARD I AM PROUD OF OUR WORK PRESENTED IN THIS REPORT.

I RECOGNISE AND DEEPLY APPRECIATE WHAT IT REPRESENTS IN TERMS OF THE EFFORTS OF PEOPLE: OUR STAFF, VOLUNTEERS, SUPPORTERS, DELIVERY PARTNERS AND FUNDERS, ALL WORKING TO BENEFIT THOSE MOST IMPORTANT PEOPLE — OUR CLIENTS, THEIR FAMILIES AND THE COMMUNITY.

With 'people', two other words sum up these efforts, namely culture and strategy. The working definition of 'culture' we would use is 'how we do things around here'. As a Board, we consider culture and cultural fit in terms of shaping how we move forward as an organisation under the Four Pillars of our strategic plan: **Influence, Leader, High Profile and Sustainable**. Culture influences how we do business, who we work with, where we deliver, and who we have on our Board. It is reflected in all our policies as we use headings: 'Why we do things' and 'How we do things'.

We are achieving greater depth in our partnership and collaborations, increased funding from governments, strong staff satisfaction levels, low staff

turnover, and increasing numbers of clients with virtually no complaints. So we have confidence in how Community does things. And so it was exciting to read the 2017 Australian Institute of Company Directors' NFP Governance and Performance Study which started Chapter 1 with the statement, '**A strong culture is a hallmark of successful organisations**'. Yes, absolutely agree!

The key findings of this AICD report were around culture, management of risk, financial sustainability and reputation. One piece of work the Board did during the year was developing a risk appetite statement. Interestingly, the most challenging aspect of this was articulating the level of risk for Community working with highly vulnerable clients. Such issues have reinforced Community's determination to achieve ISO9001 accreditation in 2018 to set the standard for our organisation to ensure we continue to achieve highlights such as those you will read in this report.

The Board did work on financial sustainability after Directors attended a workshop on investment strategy and reserve fund policies. In the coming year, Community will establish an Investment Committee to the Board to implement such policies. As we sustain growth in our financial base and our annual profit, we want to ensure our assets serve us better in meeting our mission and purpose, around the Pillars of Influence, Leader and High Profile, continuing advocacy and innovation in contemporary service delivery approaches.

Our Four Pillars continue to provide a robust basis for performance monitoring. The Board's report from the CEO is against them, and the Business Plan follows this structure with quarterly performance reviews. This is covered in the CEO's report.

As we all know, change is a fact of life, and two Directors left the Board to expand life style and business directions. First was Wendy Hovard, who came from the New Farm Neighbourhood Centre Management Committee following the

merger. Her contribution to the success of the merger, and her knowledge and passion for the community services sector and insight into grass roots service delivery were much valued. In June 2017, it was Amy Ward, inaugural Convenor of the Communications Committee. Amy was a picture of skill, professionalism, style and good humour as she steered the set up of Community Champions and the branding of our communications and presence in important client segments of the market.

In terms of the strong reputation that Community enjoys, credit must go firstly to our amazing, creative and tireless CEO Karen Dare. To Karen, her management team, and to each and every staff member, thank you for your contributions to Community and the community it benefits.

To my Directors, and our Company Secretary, thank you all for your contributions and being such a skilled and committed team! It has been a most successful year.

CAROLYN MASON
CHAIRPERSON



CAROLYN MASON

CEO'S REPORT

THIS YEAR HAS ONCE AGAIN BEEN A BUSY AND EXCITING YEAR FOR COMMUNIFY WITH THE DEVELOPMENT OF NEW PROGRAMS AND NEW PARTNERSHIPS ENABLING US TO DELIVER ON OUR OBJECTIVE OF SUPPORTING THE NEEDS OF THOSE MOST VULNERABLE IN OUR COMMUNITY.

Life remains a struggle for many in our community, people are still falling through the cracks and for many their lives are becoming more and more complex. We know access to services can be difficult to navigate, so we're working hard at finding ways to reach out to people who continue to be excluded and marginalised.

We are currently working in a rapidly changing and highly competitive environment across the aged care, disability and mental health sectors. Government reforms and changing client expectations have seen us focus on new and innovative ways of delivering services to our clients within a new consumer directed market. Over the past year we have examined our capacity and capability to respond to anticipated growth and change in our service delivery models. We have implemented the required business system based changes to support the adoption of consumer led service delivery. To support these changes, we have invested, upgraded and integrated our Client Information Management platform, purchased a new Finance Management Program, and further developed our Human Resources systems.

Quality assurance and risk management are key elements of our governance and operations and are fundamental to ensuring the sustainability of Communify. This year we employed a new Quality Manager Brian Amos, to oversee our compliance and our continuous improvement approach. Brian has undertaken a complete review of Communify policies and procedures, risk assessment processes and risk management plans, and has positioned the organisation for assessment under ISO9001 in the fourth coming year. We are proud to report that our quality framework is fully embedded and integrated throughout our organisation as we strive for customer service excellence.

A number of community development and asset renewal projects were achieved this year. The sale of our old social housing stock and the purchase of 7 new units in the Brisbane Housing Company Spectrum development on Lutwyche Road was an exciting accomplishment for Communify. This was at times a challenging undertaking as we needed to consider relocation of tenants that had long term tenure in their properties, and alignment of the sale and purchase of properties to provide a smooth transition. The new properties provide increased amenity, security and access for our clients and they all report that they are extremely happy with their new housing.

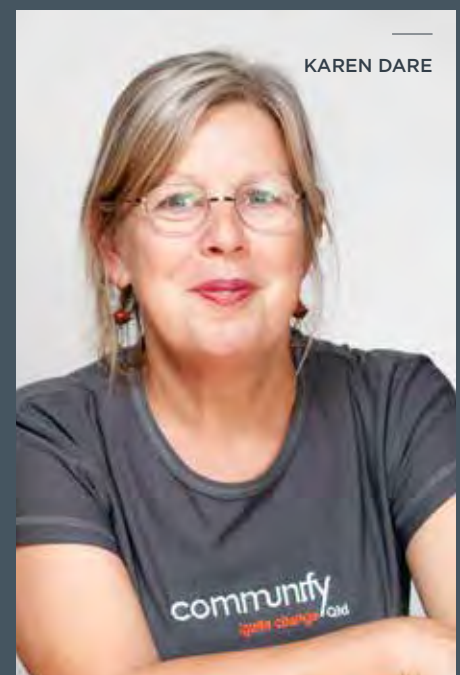
The new partnership with Lives Lived Well and the delivery of the Springboard program was another significant achievement. This consumer focused day treatment program provides access to a suite of evidence based service options, targeting relapse prevention, aftercare, mental, physical and oral health, life skills and reintegration, offering a specialised and practical alternative to residential based rehabilitation. In the next year we will be working to secure ongoing funding to deliver the program.

Our people are the heart and soul of Communify, their genuine interest in

customer wellbeing and their willingness to work respectfully and engagingly with people is one of our key strengths. Day in, day out, our frontline staff provide compassionate care to the people who use our services. They are supported by a dedicated team of administration professionals and management.

I would also like to thank the Board for their commitment, support and guidance. They have developed a strategic plan that will see Communify continue to lead, influence, grow and make a real difference to the lives of people in our community.

KAREN DARE
CEO COMMUNIFY QLD



KAREN DARE

ABOUT COMMUNIFY

Community lives by its vision of operating with a place-based approach and with a strong community development focus, creating a unified and supportive community.



THE FOUR PILLARS

These four pillars define our strategic outcomes and are built on a foundation of resilient governance and enabling frameworks which support and give credibility to what we will achieve.

Our Strategic Plan will provide a pathway into the future, guiding our activities, building on our strengths and ensuring we focus on our core reason for being — to strengthen the community's capacity by responding to the diverse needs and interests of its members with our committed and supportive Board, our skilled and knowledgeable staff, volunteers and our inspirational and caring stakeholders.



INFLUENCE

We will influence policy and programs through engagement and advocacy to bring about positive social change and inclusion.



LEADER

We will be an innovative leader in providing flexible community based integrated and networked support.



HIGH PROFILE

We will be recognised for excellence as a creator and facilitator of quality boutique services valuing our relationships.



SUSTAINABLE

We will remain sustainable in changing times by growing and diversifying our financial resources and embracing new investment opportunities.

FROM SMALL BEGINNINGS
AS A NEIGHBOURHOOD CENTRE,
COMMUNIFY HAS GROWN SINCE
1978 TO BE A KEY, INDEPENDENT,
PROFIT-FOR-GOOD ORGANISATION
WORKING ALONGSIDE
COMMUNITIES WITHIN THE INNER,
NORTHERN AND WESTERN
SUBURBS OF BRISBANE.

Community lives by its vision of operating with a place-based approach and with a strong community development focus creating a unified and supportive community.

Community provides services and opportunities for all people whatever their stage of life, social or economic circumstances. This vision is fundamental to building and creating a future for the organisation where funding for community-based services will be more competitive and success will strongly depend on Community building alliances to strengthen collaboration and community capacity. It is a future which will require more flexible front line consumer directed community services to address increasingly ageing and vulnerable populations.

Community Qld has developed a strategic plan to lead and guide us for the next phase of our development.



OUR YEAR IN FOCUS – NEW INITIATIVES

NEW OFFERINGS.
NEW PARTNERSHIPS.
NEW PROGRAMS.
AN OVERVIEW OF
OUR ACHIEVEMENTS
AND CHALLENGES
THROUGHOUT AN
AMAZING 2016-2017
FINANCIAL YEAR ...



SKILLING QUEENSLANDERS FOR WORK

The Skilling Queenslanders for Work program gave us a unique opportunity to provide training and industry experience to a group of people who weren't accessing mainstream employment and education services.

We supported over 85 people to undertake training in hospitality, housekeeping and individual support. 49% of our course participants originated from 17 different countries and spoke 15 different languages. We were able to work intensively to help them overcome the very real barriers to inclusion of language, education, self-esteem and isolation. These were an amazing group of people who embraced this opportunity.

The close linkages and ease of access to relevant in-house services within Community enabled suitable support to be promptly delivered. We believe this was key to the success. We were thrilled that 69% of participants successfully completed the program and 60% of participants successfully gained employment.



NEW VENUES

WOOLLOONGABBA SUBSTATION

This space brings a new and unique venue offering to our growing portfolio of venues for hire that now takes us across the river to the south. We were so pleased that Brisbane City Council selected Community to manage the newly renovated Woolloongabba Substation, an exciting, affordable arts space for our creative community. It's small but it's special and has already hosted art exhibitions, music events, festivals, launch events and even a fully staged, elaborate and romantic wedding proposal.

THE NEWMARKET

After two years of supporting the Newmarket Bowls Club to gift their centre to the Brisbane City Council and to the people of Brisbane, we are excited to have launched The Newmarket, as a renewed community facility that will be open and available to all.

We were delighted that the Lord Mayor announced a \$100,000 grant to install a lift to ensure the top level of this community facility is accessible to all. The Newmarket is now home to several creative groups, a project that provides meals cooked by volunteer chefs for people escaping domestic violence.



THE HEALTH CLINIC

Building on the commitment of our wonderful volunteer dietician and homeopath we have grown our small health clinic at the New Farm Neighbourhood Centre to include a visiting GP and physiotherapist. Having these free, or bulk billing, services on site has enabled us to respond to the chronic health needs of many of our visitors who are experiencing homelessness or living in local boarding houses or hostels. In addition, we were invited by the Department of Health to issue dental vouchers that could be redeemed through a network of local dentists. Across our services we were able to issue over \$200,000 worth of free dental treatment. Many of the people who accessed this service had not visited a dentist for many years for fear of cost and the fear of dental work.



CHRISTMAS DAY

Christmas is often a lonely time for many of our clients who have no one to spend the day with. We are so grateful to our St Vincent de Paul local chapter who partnered with us to host a Christmas day lunch for our community members. With close to 60 guests, 20 volunteers and a wonderful group of entertainers the event was enjoyed and appreciated by all that attended. Several local businesses donated meat, fruit and vegetables, desserts and drinks making this event a true community project.



NEW FARM NEIGHBOURHOOD CENTRE UPGRADE

After years of lobbying and uncertainty we are over the moon to have officially received over \$1.3m of funding towards a significant upgrade to the neighbourhood centre thanks to the support of the Department of Communities and the Department of Housing and Public Works. This upgrade will, in 2018, see the development of new multipurpose spaces, offices, treatment and counselling rooms and much needed additional showers, toilets and laundry facilities. The upgrade will include a commercial kitchen for food preparation, cooking classes and food distribution.

OUR YEAR IN FOCUS – NEW INITIATIVES





NATIONAL DISABILITY INSURANCE SCHEME

We have invested in infrastructure, quality systems and engaged an NDIS Readiness coordinator to ensure that our current clients have every opportunity to successfully transition to the National Disability Insurance Scheme. Each of our clients is being individually supported through an extensive pre-planning process that will assist them to present a comprehensive picture of their capacity and support needs to the NDIA July 2018 rollout in Brisbane.



LET'S EAT TOGETHER

We were delighted to be a recipient of the Department of Housing and Public Work's Dignity First Fund for our Let's Eat Together Program. This project will enable Communify to encourage and develop a new culture and model for the delivery of food to people who are experiencing homelessness. Based at the New Farm Neighbourhood Centre we model and promote the importance and value of moving away from mobile van food services to providing food in a more dignified manner. In addition, a new partnership has emerged with Second Bite and DV Connect in response to a need to provide quality meals for women and families who are escaping domestic violence. Due to the shortage of refugees, these families are often placed in motel type accommodation where they are reliant on low quality take away food. Using food rescued by Second Bite, our volunteer chefs create up to 300 quality meals each fortnight that are delivered to these women and families.



HART4000

During this year we have undertaken a complete review of the HART4000 operations with a view to restructure the service to deliver improved triage, assessment, intake and case management services and to support our staff with workload balance. This 360 degree review has provided valuable insight in to the needs of our clients, the expectations of the Department of Housing and our community partners, and the opportunities for strategic growth of additional housing and homelessness service.

We have built a multi-disciplined team and developed clear practice frameworks and outcome expectations to address the complex issues that lead to homelessness. In the months that have followed the restructure we have measured an improvement in staff satisfaction with clearer lines of communication and enhanced quality of our service delivery.



CHILDCARE

Over the last few years we have seen the increase in childcare facilities open within our community. The Avenues Early Learning Centre and Little Ducks Childcare, with combined places of over 180, are now operating within a kilometre of our Centre. We have also experienced the pressure from local kindergartens, (of which there are 9 locally) who are contacting our families once their children turn three.

These competitive factors have impacted on our numbers for the first time in over 30 years. We have always operated at

98% occupancy but over the last year have seen this drop to between 85-88%. We have been closely monitoring our position and been exploring options for the future. We engaged a new full-time teacher to run a kindergarten program and reviewed our marketing program. In the year to come we will work to remain competitive, to have a point of difference, to fill gaps and to respond to community need with our childcare program.



LUTWYCHE AFFORDABLE HOUSING

People with disabilities, low-income earners and private and commercial renters will all find a home in Brisbane's newest and most innovative affordable housing development, located in the heart of Lutwyche. The three-story Spectrum development is the product of a unique partnership between leading affordable housing provider Brisbane Housing Company, Communify and MS Queensland. Spectrum incorporates four specialist disability, seven community and 19 affordable housing units, as well as commercial space and 30 market-for-rent apartments.

Investing in this development gave Communify an opportunity to divest of older properties and reinvest in high quality accommodation for our clients.

OUR YEAR IN FOCUS – NEW INITIATIVES



MENTAL HEALTH WEEK

Communify Qld was a sponsor of the Mental Health Expo event that brought together service providers that showcased their programs and support services to the broad community of attendees. Our Black Crayon Theatre group ran theatre sport activities for participants and our Love Street Band wowed the crowd with a stellar performance.

Also during Mental Health Week, the third New Farm Handball Festival was held at Brisbane Powerhouse. This event began as an Aussie school yard handball competition extravaganza featuring one-on-one competitions, casual foursquare, entertainment and prizes involving the whole New Farm community. The whole community has since come together (all ages and abilities) to participate in the game we all love, whilst boosting social capital. In 2016 it was even bigger and better than ever with competitors across a range of age groupings.

This genuine community event, coordinated and run by a team of volunteers, included paper plane making, face painting, a jumping castle, chess games and opportunities to participate for the 500 people who attended.



THE COFFEE CART

The Patrons of New Farm and Communify joined forces to initiate The Cart, a new social enterprise that brings people together around great coffee. The addition of The Cart has really changed the dynamics at the centre, seeing our community members who are from all walks of life, connecting with one another over coffee and where community members can also enjoy a coffee that has been generously paid for by a donor through the 'pay it forward' program. The Cart also provides a supportive work experience opportunity for people who would like to give hospitality a go.



500 PEOPLE

ATTENDED THE 3RD NEW FARM
HANDBALL FESTIVAL AT
BRISBANE POWERHOUSE
DURING MENTAL HEALTH WEEK



*hart4000 supported
over 2,500 people who
were homeless or at
risk of homelessness.*



OUR YEAR IN FOCUS



NEW FARM NEIGHBOURHOOD CENTRE

This centre is a lively and dynamic space where visitors are able to engage in a wide variety of activities on offer including such things as yoga, art, craft, meditation, philosophy discussions, English conversation, playgroup, tennis and more. The New Farm Neighbourhood Centre also organises community events in partnership with Brisbane Powerhouse. These events include the family friendly Bouncing Back Handball Festival and the quarterly Politics in the Pub events which attract a broad audience of up to 250 people.

The beautiful old home positioned directly across the road from New Farm Park is a welcoming space for all visitors to come as they are, to connect, contribute and to feel part of the community. With over 30 volunteers the Centre provides a diversity of people willing and interested to find appropriate information, make referrals or find suitable links for people according to their current needs.

The Centre is also cushioned within an extremely generous and vibrant community, actively supporting the services and disadvantaged visitors through the Patrons Program but also with a variety of individuals, businesses, organisations and clubs providing support through direct donations and/or fundraising activities.

Visitors are able to access simple services including such things as enjoying a meal together, through the Let's Eat Together program, accessing kitchen, laundry and bathroom facilities, along with computer, phone, printing and photocopying services and food relief.

Visiting services including Community's mental health team and the HART4000 team complement existing Tax Help and legal advice from Law Right and others.

The Health Clinic has been flourishing, with an active GP clinic for many months along with a Dietician, Homeopath, Physiotherapy, Counselling even Hairdressing on offer.

The Coffee Cart has been a significant asset to the Centre, serving the early morning tradies, those out walking their dogs, people who have been sleeping rough or a little cramped in their cars, early staff and volunteers, class participants, neighbours and those who just love to enjoy the unique environment.



HART4000

HART4000 supported over 2,500 individuals and families with a specialised homelessness response including 1,124 people who were supported through case management to achieve housing outcomes.

- 779 support periods were opened in the last financial year with 623 clients achieving all of their case management goals by the end of their support period.
- Prior to engaging with HART4000, 510 individuals were sleeping rough or in non-conventional housing and 416 were accommodated in short term/temporary options with 583 individuals either sustaining current tenancy or moving into sustainable tenancies at the end of their support period.
- 4,322 hours were spent in planned support/case management with 1,124 clients and 2,710 hours in assessment and referral with 852 clients.

BARDON NEIGHBOURHOOD CENTRE AND THE EXCHANGE

This combined neighbourhood centre program offers The Pantry — a food relief program that supports people with free food, counselling, a microfinance program, information and referral services. The program also hosts two community gardens, activities, parenting groups, seminars in parenting and mental health first aid, a Quit smoking program, men's group and events to celebrate awareness days.



277

DENTAL VOUCHERS
GIVEN OUT TO
THE VALUE OF
\$200,000



54

NO INTEREST
LOANS AT A
VALUE OF
\$52,030.00



15

PEOPLE
SIGNED UP TO
THE ADDS UP
SAVING PROGRAM



FAMILIES CHOOSE ITEMS FOR THEIR OWN HAMPERS AT CHRISTMAS MARKET DAY AT THE PANTRY



384

PEOPLE ASSISTED ON XMAS MARKET DAY WITH FOOD & GIFTS



32

WELCOME PACKS HANDED OUT TO NEW RESIDENTS



4,307

VISITORS TO THE PANTRY



1,087

NUMBER OF PANTRY APPOINTMENTS



\$22,710

WORTH OF VOUCHERS AND GO CARDS GIVEN AWAY



481

FIRST TIME PANTRY VISITORS IN 2016-2017

OUR YEAR IN FOCUS



MENTAL HEALTH & DISABILITY

NORTH BRISBANE PARTNERS IN RECOVERY (PiR)

North Brisbane Partners in Recovery (PiR) is a specialised initiative that seeks to improve outcomes for people who experience severe and persistent mental illness, who also have many unmet needs requiring a comprehensive and coordinated response from a range of sectors — including health, housing, income support, disability, education and employment. North Brisbane PiR assists in coordinating existing services and supports. PiR Care Co-ordinators focus on building pathways between sectors, services and supports to promote seamless service delivery. As part of our commitment to the NDIS, PiR has been focusing on ensuring a smooth transition for our participants who are wishing to access the NDIS.

PiR aims to make a real difference to outcomes for people who experience severe and persistent mental illness by:

- Working with consumers to identify services and responses they need to improve their lives;
 - Working with a range of services, supports and primary health care providers to coordinate, improve, change and integrate services to deliver what consumers need;
 - Advocating for, and working on, system wide changes that improve client outcomes where existing responses are inadequate; and
 - Promoting a community based Recovery orientation amongst services and the community. A Recovery orientation stresses the inherent strength and capacity of all people experiencing mental health issues. It recognises that people are able to create and live a meaningful and contributing life in a community of choice with or without the presence of mental health issues (National Framework for Recovery Oriented Mental Health Services).
- In 2016/17 Communify PiR have:**
- worked with over 130 participants
 - helped community members address unsafe living conditions and stay in their houses when facing the risk of eviction
 - assisted people to engage with training and employment and helped a participant establish their own landscaping business
 - helped people move into new homes
 - helped people get dental care for the first time in decades
 - helped people access mobility aids
 - supported a participant to use a computer
 - delivered groups with partner organisations to address skill building in areas of relationships, self-acceptance, post-brain injury skills and networking and healthy lifestyles
 - kept people with their pets in periods of insecure housing or hospitalisation
 - supported patients at Royal Brisbane and Women's Hospital and New Farm Clinic to receive access to information on community services on ward
 - worked with the New Farm Neighbourhood Centre to provide a drop-in point for PiR engagement
 - supported collaboration in our region through bodies like Under One Roof
 - supported the development of a new alcohol and other drugs program, Springboard in our region, providing access to treatment options suitable for those people for whom residential rehabilitation isn't suitable
 - supported community members transitioning out of correctional services into the community
 - worked to get PiR participants NDIS ready



Paula, who is almost 40 and diagnosed schizophrenic, was referred to the PiR program prior to her release from prison so that a clear plan could be developed around the critical services that need to be engaged prior to and upon her release. Paula had been placed in care from the age of 5 years and was subsequently separated from her siblings which caused her enormous distress. Paula needed the skills and the support that would help her to remain out of the prison system and she desperately needed to learn the skills to help her navigate the

outside world that had changed so much particularly around the use of technology that is a part of every day life.

Paula's Partners in her recovery included her Corrections appointed psychologist, her GP, Disability Services support workers, the Public Trustee and the Adult Guardian. With the support of this team, Paula has so far made a successful transition back into the community. She has engaged with her siblings in a positive way and has maintained her tenancy.

Paula's story has taught us the importance of service linkage for people leaving corrections and particularly when they have been incarcerated for a number of years. The daily routine and familiarity with being in custody can be a strong pull factor when someone is faced with uncertainty and anxiety.

The pre-planning and working on putting in place services and skills such as how to access public transport and use a phone, made the world a less anxiety provoking place to be and a place that Paula wants to actively engage with and belong to.

A close-up photograph of a man with short brown hair, wearing a grey shirt, gently holding a small greyhound puppy. The man is looking down at the puppy with a soft expression. The puppy has white fur with some tan markings. The background is blurred, showing what appears to be a wooden bench or table.

FRIENDS OF THE HOUND,
GREYHOUND ADOPTION GROUP
VISIT THE PADDINGTON CENTRE

OUR YEAR IN FOCUS

Brisbane's Living Heritage Network



Communiſy's regular outings have made a ginormous improvement to Mark's ſocial life. The YOD BODS group has given Mark the 'hands on' experiences of ſocially interacting with a group of like brain disabilities. He has come to acceptance. He looks forward to the outings each Wednesday.

MENTAL HEALTH & DISABILITY

PERSONAL HELPERS AND MENTORS (PHaMS)

- Provided 1,459 sessions of individualised support.
- Ran 9 groups with 58 participants.
- Supported 101 people to develop and achieve over 300 individual goals.
- As part of our commitment as a Consortium Member for Headspace Taringa, Communify have committed to providing a fortnightly PHaMs clinic in which Headspace clients can explore practical goal setting with one of our Recovery Workers. This began in February and our workers usually see 2 people each session.

MENTAL HEALTH & DISABILITY SERVICES

- 12 months of Ten Pin and 87 strikes.
- Since starting in April, the Friday Funsters have walked 212,800+ steps.
- The Ladies Who Lunch have enjoyed 60 coffees, 30 sandwiches, 25 burgers, 6 fish & chips, 15 Mrs Field's biscuits ... and 2,034 laughs.

NDIS

The National Disability Insurance Scheme is intended to support people with a disability to participate socially and economically. It aims to facilitate greater community inclusion for people with a disability and supports them to pursue their goals and maximise independence.

The NDIS takes a whole of life approach when working with participants, their families and carers, to develop individualised plans with flexible supports. Communify's preparation is well underway with the following activities commenced in 16/17:

- Successful application to become a Registered NDIS Provider across 16 Registration Groups, which include:
 - Support Coordination
 - Participation in community, social and civic activities
 - Development of daily living/life skills
 - Assistance with daily life tasks in a group or shared living environment
 - Assistance in coordinating or managing life stage, transitions and supports
 - Daily personal activities
 - Household tasks
 - Group and centre based activities
 - Assistance with travel/transport
 - Home modifications

- Community nursing
- Plan management

YOD BODS

The Yod Bods program is run in partnership with Centacare and receives funding from the Queensland Department of Health to provide respite for working carers. We have focussed this support around the family and carers of people with younger onset dementia. Younger onset dementia affects approximately 5% of people who are diagnosed with dementia. Carers, family members and individuals are currently required to participate in services that cater to the needs of older people. Individuals attending day or group activities integrate with those who are much older and have more advanced conditions. The needs and interests of this group can be quite different to those people who are aged and living with dementia. Our Yod Bods group aims to offer opportunities for people with younger onset dementia to socialise together, access the community and to engage in enjoyable and purposeful activities outside of the home. The Yod Bods have seen 6 beaches, toured 5 factories, visited 5 breweries, explored 15 historical sites and been to jail only once!

MENTAL HEALTH & DISABILITY

7,979
HOURS



SOCIAL
SUPPORT

6,887
HOURS



DOMESTIC
ASSISTANCE

231
PEOPLE



CASE
MANAGED

130
CLIENTS



PARTNERS IN
RECOVERY

3,920
TRIPS



DOMESTIC
ASSISTANCE

TRANSPORT

OUR YEAR IN FOCUS



INTENSIVE FAMILY SUPPORT

Together with ACT for kids it was wonderful to celebrate the first year of delivering the Intensive Family Support program to vulnerable families in the north of Brisbane. For many years, across a range of our programs, we have worked with families that are experiencing challenges and have looked for opportunities to deliver a more targeted and intensive support to assist families around their parenting and other life challenges. Our team together with the ACT for Kids team are supporting families to make real and lasting changes that are improving the family dynamics and the health and welfare of children.

Over the past year the partnership with Act for Kids in delivering the Brisbane North IFS service has strengthened. Both teams have come together to attend training which has developed a shared practice framework. The training includes strength Based Casework, Strategic Indigenous Awareness and the David Mandal Safe and Together Core Practice training. The Brisbane North IFS team has also started rolling out groups for clients.

With the objective to have a service where community development will be a focus in addition to keeping children safe, together with Act for Kids and with the integrated support of Communiy's other service we have been able to achieve this. BN IFS have collaborated with a number of other Communiy services to support families, for example the HART4000 and BN IFS services have worked alongside each other frequently so that the families can continue to focus on addressing the child protection concerns while also receiving specialist housing and homelessness support to secure safe and affordable housing outcomes.



*"These workers
cheered me up
when I was feeling
low in parenting
my kids.
Thanks guys!"*





When Sam was referred to Brisbane North Intensive Family Support his mum, who was living with a mental health and physical disability, was struggling with her parenting. The Intensive Family Support team helped to develop her parenting skills and supported her to rebuild her relationship with her son. They also helped the family to link in with a paediatrician for a specialist assessment for Sam. Subsequently, Sam's diagnosis allowed the family to access additional funding to support his needs. Sam's mum was also referred to the Partners in Recovery team who linked her with a psychologist for support and arranged a domestic service to relieve the pressure at home so that she could better care for Sam.

OUR YEAR IN FOCUS



AGED CARE SERVICES

HOME CARE PACKAGES

From 27 February 2017 Home Care Packages have been provided to individuals, giving consumers the ability to choose their own provider of services. We are so proud that to date 35 clients have asked Community to manage their package and deliver their support services. A further 25 have nominated Community as their provider of choice and are awaiting package allocation.

We're thrilled that Community can now deliver consumer directed Home Care Packages.

THE PADDINGTON CENTRE & AGED CARE SUPPORT SERVICES

Community aims to provide choice and individually tailored care to empower our aging community members to live the way they want, and continue to enjoy what they love. Our passion for service drives us to go beyond physical and health needs to create an environment

that inspires celebration, fosters belonging and enhances wellbeing. We have set high standards in service delivery and work hard to ensure that each and every client is treated as we would want our own grandparent or parent to be cared for.

We now have over 2,178 aged clients accessing Community's in home care and respite services.

The Procura Mobile Application provides home health care and electronic health record management by offering a single integrated system for scheduling, mobile administration, paperless documentation and client and field staff safety management. The mobility application integrates with our finance and HR operating systems improving both frontline and back office accuracy and efficiency saving time and resources.

A key strategic priority for Community is to develop a highly-skilled and motivated aged care workforce capable of working with our clients as their needs escalate. We invest in our staff, providing opportunities for professional development to ensure that we can maintain the high quality of service that we strive to deliver. This year we commenced the process of merging our aged care services with one staff member delivering more than one

service type at each client visit. This has seen domestic assistance social support, personal care and flexible respite, offered to clients who receive existing services under these funding streams, delivered in one scheduled visit. This will reduce duplication of scheduling and co-ordination, travel time and associated cost, and provide consistency and continuity of care for the client and carer. This also assists us to position our staff and systems to deliver the increased hours required by our packaged care clients. Centre based respite, nursing, allied health, home assist and transport will continue to be delivered as a single service.

The demand response nature of transport and home assist, and the specialist nature of nursing and allied health require independent management of staff, volunteers and contractors.

This year we made the decision to close our Meals on Wheels kitchen and purchase directly from our neighbouring Stafford Meals on Wheels service. With the diverse range of meal options now available, numbers for this service had reduced and it was no longer viable to continue running a kitchen. We did however want to continue a Meals on Wheels service as we believe clients needed to receive a daily visit from our friendly volunteers and access to the broad range of Community supports. The partnership with Stafford Meals on Wheels supports an increase in their meal production and assists us to continue this necessary service with a daily drop off to The Paddington Centre and distribution by our 35 plus team of wonderful volunteers. A win-win for all.

REGIONAL ASSESSMENT TEAM

Our Regional Assessment team which is contracted as part of the Brisbane North Primary Health Network (PHN) consortia, undertook over 800 assessments in 2016-2017. The PHN Consortia prides itself on delivering a high quality, timely service and has been showcased as a best practice model for the rest of the nation.



THERE IS ALWAYS
LAUGHTER AT THE
PADDINGTON CENTRE



GENTLE EXERCISE GROUP
MEMBERS AT ITHACA HALL

IN HOME SERVICES (OVER 65)

1,044
HOURS



ALLIED
HEALTH

12,683
TRIPS



TRANSPORT
SERVICE

12,501
HOURS



CENTRE
BASED
RESPITE

12,137
HOURS



SOCIAL
SUPPORT

18,153
HOURS



DOMESTIC
ASSISTANCE

1,148
HOURS



PERSONAL
CARE

711
HOURS



NURSING



HOME ASSIST SECURE

Home Assist Secure provides targeted assistance to eligible older people, people living with a disability and their carers to help them to maintain living independently. This program receives both federal and state government funding.

**\$166,068
SPENT**



**ON HOME
MODIFICATIONS**

**1,765
CLIENTS**



**TOTAL NUMBER
OF CLIENTS**



THE FRIENDLY HOME ASSIST TEAM
HELP TO MAINTAIN SAFETY AND
SECURITY IN PEOPLE'S HOMES

**6,853
JOBS**



TOTAL NO.
OF JOBS

**473
HOURS**



INFO, ADVICE
AND REFERRAL

**9,789
HOURS**



HOME
MAINTENANCE

**77.5
YEARS**



AVERAGE AGE
OF CLIENTS

OUR YEAR IN FOCUS



SPRINGBOARD

It is well known that a gap exists across the drug and alcohol services sector for clients who are transitioning between intensive inpatient detox services and less intensive post detox community based treatment services. This is particularly relevant where entry into a residential rehabilitation program is not the best or most appropriate option. There is frequently no facility close to the client's home, they may not meet the eligibility criteria and/or entry to a facility for an extended period of time may not suit the person's family and work commitments. Communitify identified a need for an alternate rehabilitation option for people wishing to remain living within the community and looked to offer a community based service pathway for clients which currently does not exist.

Working with our partner Lives Lived Well we developed 'Springboard' a consumer focused day treatment program that provides access to a suite of evidence based service options, targeting relapse prevention, aftercare, mental, physical and oral health, life skills and reintegration, offering a specialised and practical alternative to residential based rehabilitation for clients who are stabilised post detox and/or on opioid replacement therapy (ORT).

"I did two years rehab and I prefer Springboard for the six week program in Brisbane. It helped me get back on track and even though I am not all the way cured I am happy to feel in control and getting better."

Two pilot programs were run in 2017 and as we go to print we have the exciting news that the program has been refunded through the LINK program. The new 2018 series of Springboard courses will be adapted to suit younger people.

Overall, Springboard showed strong retention for a community outpatient program, with thirteen of 28 participants graduating across the two pilots (~42%). The graduation rate improved from five out of fourteen (~36%) to eight out of fourteen (~57%) from pilot one to pilot two.

KEY SPRINGBOARD STATISTICS

274

ATTENDANCES



WITH AN AVERAGE
OF 7.6 ATTENDEES
PER DAY

OVER 100

GROUP SESSIONS



TO 28 PARTICIPANTS
OVER 36 DAYS ACROSS
2 X 6-WEEK PROGRAMS

CERTIFICATES

OF PARTICIPATION



ALSO GIVEN TO ACKNOWLEDGE
COMMITMENT OF PARTICIPANTS
WHO WERE UNABLE TO
COMPLETE THE PROGRAM



SPRINGBOARD
GRADUATION DAY

"I was having a pretty rough time, culminating in presenting at the Psychiatric Emergency Centre at Royal Brisbane and Woman's Hospital.

They recommended the Springboard Day Program to me and it was the best thing that ever happened to me. I have been practicing mindfulness, engaging with my depression and urges to use with curiosity and gratitude.

With the help of the goal setting workshop I was able to figure out what I wanted my life to be about, and as a result I am enrolled at university.

Sam and Daniel were very relatable, passionate and committed to helping us all in our early recovery.

I am very grateful for all their hard work."



OUR YEAR IN FOCUS



ASYLUM CIRCLE

Community recognised the need to establish a collaborative approach to address the humanitarian needs of asylum seekers living in Brisbane. The Asylum Circle initiative invited key organisations to work together to harness our collective efforts around lobbying, fundraising, volunteer support and the provision of material needs such as housing and food. Asylum Circle raised much needed funds and secured government support to address the need for direct provision of

food, shelter and legal support to asylum seekers living in Brisbane.

Asylum Circle was founded with the goal to help focus and coordinate the many scattered donations and offers of volunteer support across Brisbane for individuals seeking asylum.

During this year an advisory committee has been formed, a website has been created and fundraising campaigns were launched to fund legal services expansion, accommodation and rental support for asylum seeker families who have no income at all. In consultation with volunteer groups, independent advocates and service providers, Asylum Circle is developing a collaborative support model to create clear pathways for referrals and responses and to address the increasing

demand for volunteer services across Brisbane. This collaboration is providing a safety net for the most vulnerable people seeking asylum who are not eligible for government funded services. Relationships with sector partners — Romero Centre, Indooroopilly Uniting Church form filling Hub, RAILS, Salvos Legal, Refugees Welcome, Red Cross, St Vincent de Paul, Mums 4 Refugees, Redlands for Refugees, Bitu visitors group, World Wellness Group, Culture in Mind have been strengthened through this consultation.

Asylum Circle, an initiative auspiced by Community, became aware of the pressure on free legal services to provide visa application advice to the Legacy case load. These are people who had been waiting for an opportunity to apply for visa to enable them to stay in Australia, having arrived by boat after the 'stop the boats' policy was announced in 2012. Asylum Circle lead a campaign to raise awareness and much needed funds to extend the capacity of for the legal services and linked volunteer run form filling clinic so they could adequately assist over 1,000 people needing legal advice through the application process.

By December 2016 the Give Now and Go Fund Me campaigns had raised over \$67,000. The youngest donor, who was 4 years old, came in with his mum and his piggy bank and gave the campaign his entire savings. Significant donations of over \$3,000 were made by the Order of St Lazarus, Siganto family foundation and 6 individual donors. The money was distributed to RAILS, Salvos Legal Humanitarian Asylum seeker clinic and Indooroopilly form filling Hub.

A short lease agreement with the Department of Housing will provide accommodation for some of these vulnerable asylum seekers. The coming year will see Asylum Circle consolidating partnerships with St Vincent de Paul, Qld Red Cross, the Romero Centre, MDA and volunteers to coordinate support and donations for the fit out of 16 units. The units will be occupied by people who have visa restrictions that leave them with little or no income.



HELP HIM STAY.

Daniel* is one of more than 2000 people seeking asylum in Queensland who needs your help to stay safe.

*not his real name

The Federal Government is giving a one-off opportunity of protection visas for people who arrived here by sea before 2014. The visa application process is complex and legal expertise is needed to maximise the chance of success.

You can help Brisbane's two free legal clinics expand so that currently unrepresented people have the best chance of gaining temporary protection visas.

Without the support of legal clinics, many people seeking asylum risk visa refusal and will be sent back to the country from which they fled.

**DONATE TO ASYLUM CIRCLE'S LEGAL CLINIC
CAMPAIGN TO HELP THEM STAY**



☆
The youngest donor, who was 4 years old,
came in with his mum and his piggy bank
and gave the campaign his entire savings.
☆

OUR VENUES



WOOLLOONGABBA
SUBSTATION
LAUNCH EVENT

OUR VENUES STRETCH
ACROSS THE INNER
NORTH OF BRISBANE
AND THIS YEAR NOW
REACH OVER THE
RIVER TO INCLUDE THE
WOOLLOONGABBA
SUBSTATION.

WHAT'S ON IN OUR VENUES?

Across our venues for hire, every day of the week, hundreds of people join social groups, exercise classes, self-help groups, parties and training. With our increasing number of venues and consequently venue hirers we have invested this year in the development of an online booking system. This program allows venue hirers to 'self-serve' their venue bookings saving significant administration time per booking. Our venue users can promote their activities through our website's 'What's On' page.



13 LOCATIONS
16 UNIQUE
COMMUNITY
SPACES





7,501

ATTEND GROUPS
EACH WEEK

A SNAPSHOT OF A WEEK IN OUR VENUES

ART, MUSIC, DANCE, DRAMA		178	138	53	190	20	170	153
CHILDREN'S ACTIVITIES		—	50	10	—	—	20	70
COMMUNITY		60	85	100	120	—	100	100
EVENTS & CELEBRATIONS		135	120	—	40	—	—	—
EXHIBITIONS & PERFORMANCES		—	—	—	—	—	—	—
HEALTH & FITNESS		45	30	12	50	—	45	52
MENTAL HEALTH		—	12	—	14	20	58	10
SELF-HELP		—	—	—	30	60	—	100
SENIORS ACTIVITIES		25	—	—	20	—	—	—
SOCIAL GROUPS		—	25	45	60	20	50	20
SPIRITUAL & RELIGIOUS		—	35	—	18	—	—	—
TRAINING & EDUCATION		80	87	223	53	—	—	45

VENUE

ASHGROVE
BOWLS
CLUBBARDON
HALLEMMANUEL
HALL
ENOGERAITHACA
HALL
RED HILLJEAYS
STREET
BOWEN HILLSJUBILEE
HALL
BARDONNEW FARM
HALLTOTAL
WEEKLY
ATTENDANCE

523

582

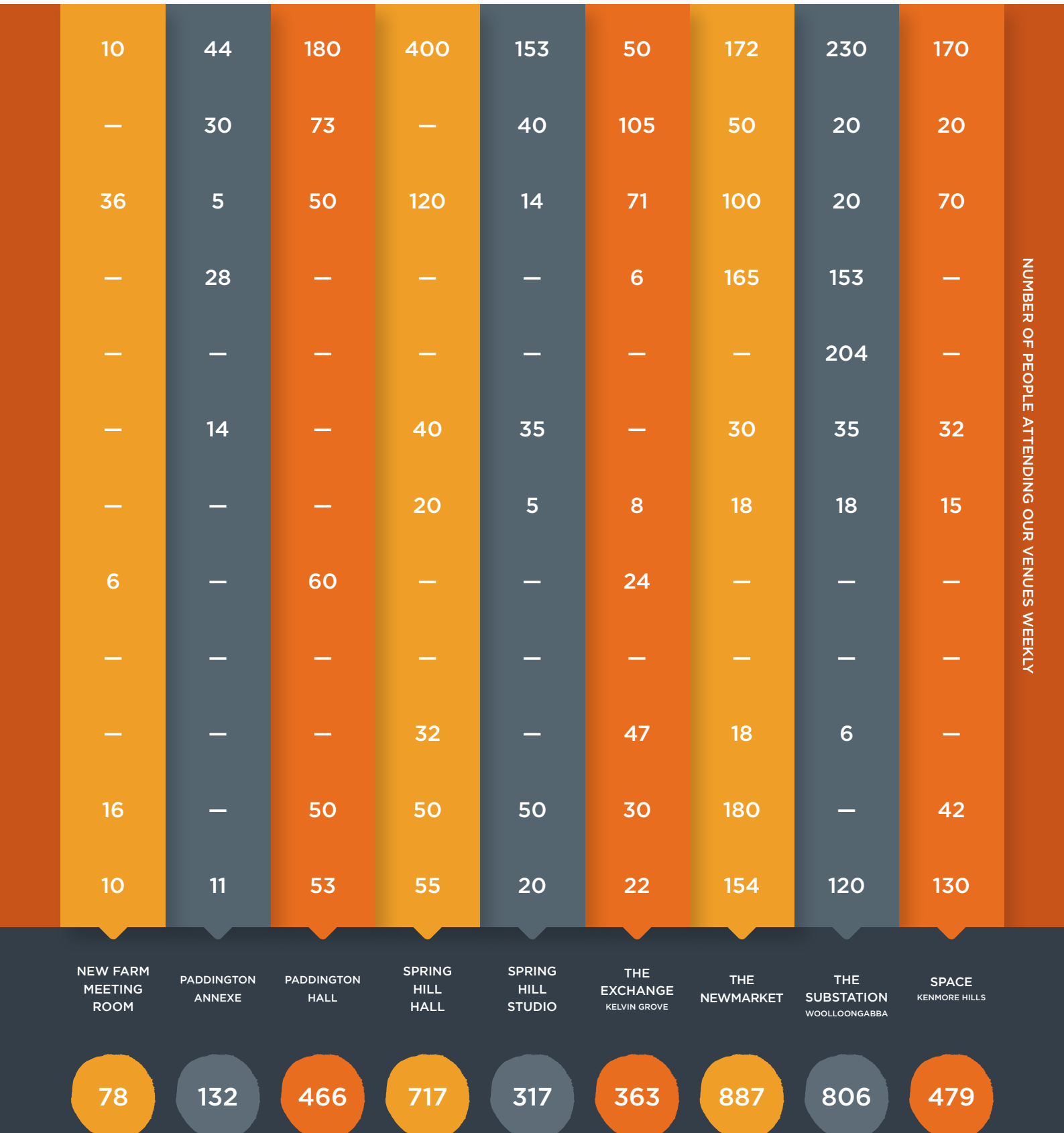
443

595

120

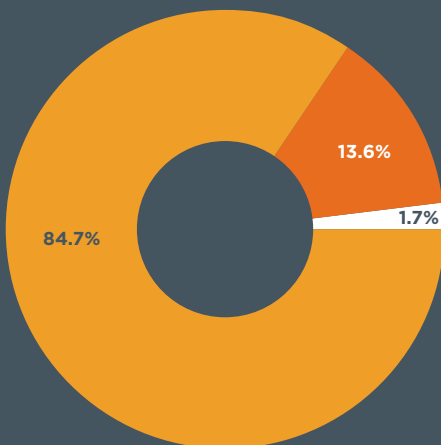
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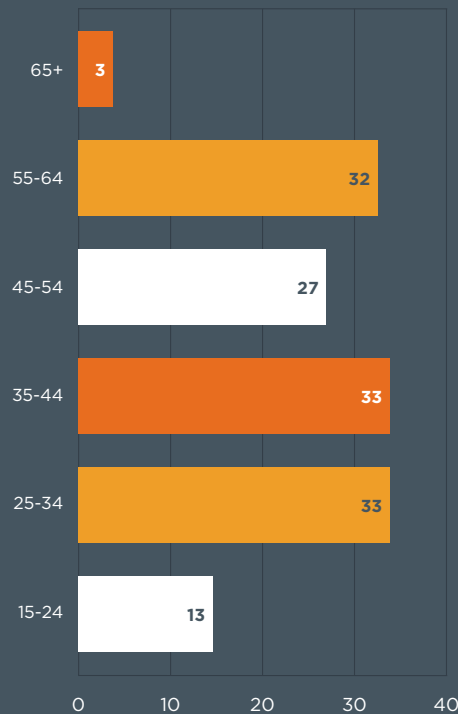
OUR PEOPLE

DO YOU LIKE WORKING FOR COMMUNIFY?



Like a great deal	84.7%
Like a moderate amount	13.6%
Neither like nor dislike	1.7%
Like a little	0%
Dislike a little	0%
Dislike a moderate amount	0%
Dislike a great deal	0%

EMPLOYEE HEADCOUNT BY AGE



Total Current Employees: 141



OUR EXTRAORDINARY TEAM OF STAFF AND VOLUNTEERS ARE COMMITTED TO PROVIDING EXPERIENCES AND CARE THAT IS GENUINE, COMPASSIONATE, RESPECTFUL AND OF THE HIGH QUALITY THAT OUR COMMUNITY DESERVES.

We value a diverse and inclusive workplace culture and we invest in building teams that share values and that are passionate about our community.

OUR CUSTOMER SERVICE FOCUS — INTRODUCTION OF NEW STAFF & VOLUNTEER AWARDS

We take pride in integrating our strong customer service approach into everything that we do. We run Employee Quality Customer Service Awards each month, recognising the commitment to professionalism while providing outstanding customer service.

TRAINING & DEVELOPMENT

In addition to regular on-the-job training, we are proud to be an organisation that supports ongoing professional development with generous training budget allocations. We offer a leadership development program available to all emerging and existing leaders in the form of in-house workshops, mentoring and external training, including conference attendance.

INTERNAL COMMUNICATIONS & PROCESSES IMPROVED

An investment in the upgrade of our intranet 'Communicate' has resulted in workflow efficiencies and streamlined processes for internal staff

We invest in staff training and development as well as team building days, pamper packages and a day when all services are closed and all staff come together to focus on key areas of staff development and culture. While this day presents logistical challenges for the continuum of service delivery, we know that this one special day that allows us all to be together nurtures the bedrock of culture that is at the heart of our ethos of quality service delivery.



communications as well as access to forms, policies and procedures, resources, training videos and information exchange.

Workplace health and safety guidelines, vital compliance information and reporting processes are now readily accessible on our intranet and our new self-service employee portal manages onboarding and compliance documentation and procedures.

ATTRACTING & RETAINING TALENT

- o Improvements made in induction and onboarding with introduction of self-service employee portal (ConnX).
- o Staff satisfaction surveys.

STUDENTS

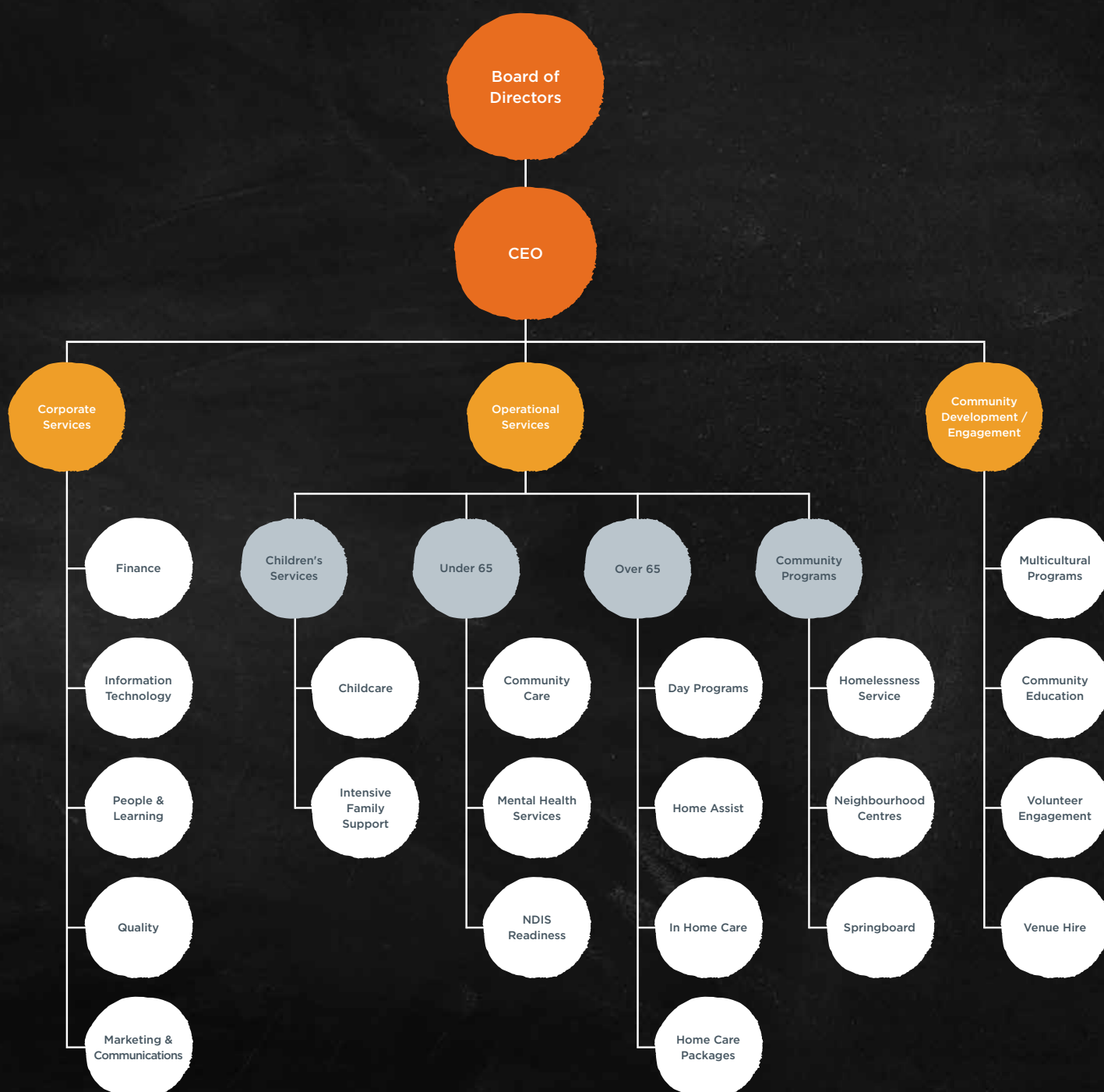
- o Across Bardon Neighbourhood Centre, HART4000, NFNC and Multicultural Programs we have hosted 25 students mainly from QUT, Griffith University, ACU and UQ.
- o Aged Care hosted 3 Certificate III in Individual Support in collaboration with our own Skilling Queenslanders for Work Program. They were supervised for 120 hours in our In-Home Aged Care Services area.
- o Our Transport Service hosts Griffith University students completing a semester of community services. This has proven to be an ongoing successful partnership that provides meaningful experience for students.

OUR CHALLENGE

We are concerned, as are our colleagues in other aged care services, that along with the introduction of NDIS and increased funding in aged care that we will experience a significant staff shortage. We are already seeing movement in our casual workforce and recruiting challenges. We have launched recruitment drives across a range of mediums and establish relationship and referral pathways with job network providers and vocational trainers. This has seen an increase in suitable candidates and resulted in a highly skilled workforce.

OUR PEOPLE

ORGANISATIONAL CHART





What started out as a small, short-term role writing birthday cards four years ago has developed into a growing, paid role for Jasmine Clark-Carter and she couldn't be happier!

Jaz's Story

Jasmine commenced with Community in a volunteer role where she helped to hand write birthday cards each month. Four years on, she now oversees the birthday card project, collecting the blank cards each month, counting and allocating them to the extra four card writers from Mitchelton Special School and then gathering them to be posted to Community's clients.

Jasmine, has a rare form of epilepsy and needs lots of support to take on new tasks. The card project has involved many hours of behind the scenes work from her mother Kylie and Community, but it's delivered much more than anyone had expected.

"Jasmine's reading, writing and numeracy skills have improved

significantly and her fine motor skills have improved too. That's something that wasn't really planned, but it's great for Jaz," said Kylie. In addition, Community receives phone calls, emails and even thank you cards from people who've received their birthday card. For some, it's the only birthday acknowledgement they receive.

Recently, Jasmine began a new paid role at Community helping to clean the 45 fleet cars. Jasmine's abilities ensure she has keen eye for detail and is a bit of a perfectionist when it comes to her work.

As a valued member of staff at Community, Jasmine is realising her dream of working with others and doing something worthwhile. Soon Jasmine turns 18 and will finish school. She hopes to study at TAFE and to take on more volunteer work with Community, this time helping deliver Meals On Wheels so she can meet more people.

Jasmine's work and volunteering are extremely important to her. Both roles have given her a real sense of pride in herself. She loves to contribute and her work and volunteering ensures she can achieve this in really meaningful ways.

OUR BOARD



CAROLYN MASON — CHAIRPERSON

Board Member since 2011

B ECONOMICS, B ARTS 1ST CLASS HONOURS (SOCIOLOGY), FELLOW OF THE AICD, NATIONAL FELLOW OF THE INSTITUTE OF PUBLIC ADMINISTRATION AUSTRALIA

Board Chairperson since 2011, Carolyn is a consultant working with clients in areas of leadership, change management, relationship management and policy and strategy. With one client, she has worked with participants from 20 different countries in an AusAID funded program. She brings over 30 years of practical knowledge and experience from holding senior to CEO level positions in government in areas including housing, employment and training, women's policy, health and residential tenancies. Carolyn brings governance and company director skills having been a director on several government boards and the Board of an NGO working against domestic violence.



BEA DUFFIELD

Board Member since 2013

B SC (HONS), DR. PHILOSOPHY, DIP BUSINESS MANAGEMENT, CERT ADV MANAGEMENT, GRAD DIP CHANGE MANAGEMENT, DIP OF PROJECT MANAGEMENT, ADV DIP TESOL, GOVERNANCE FOUNDATIONS FOR NOT-FOR-PROFIT DIRECTORS

Bea has worked as a scientist, and has had various roles in government policy, project management, communications, people training and development, organisational advisor in governance and strategy development and business improvement advisor. Bea presently undertakes assignments with the Australian international aid program and Engineers Without Borders focusing on small business development and social enterprise capacity building in Vietnam, Jordan, Cambodia, Indonesia, Sri Lanka, PNG, Tonga and Fiji.



JANET MARSHALL

Board Member since 2008

B SC (AES), GDURP, IAP2

Janet has a long history of voluntary service in community organisations such as The National Trust of Queensland, Planning Institute of Australia and the Queensland Conservation Council. Janet is an urban and regional planner and is currently in a senior leadership role in a private company. Janet contributes property and business leadership skills to the Board.



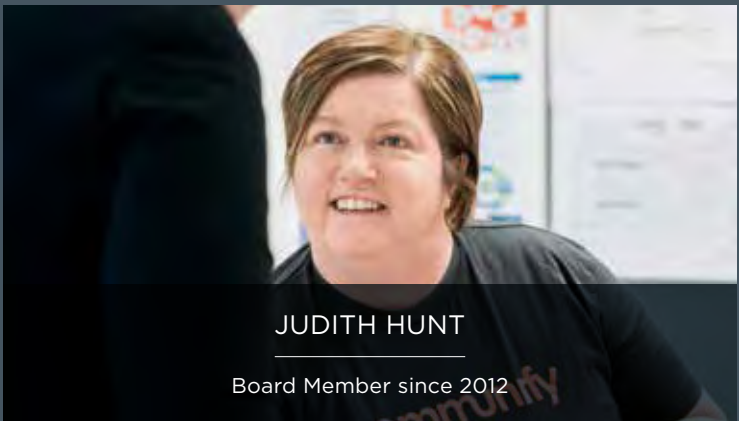
KENT MADDOCK

Board Member since 2014

B OF ARTS (UQ), GRAD DIP IN BUSINESS ADMINISTRATION (QIT), AICD COURSES FOR NOT-FOR-PROFIT DIRECTORS IN DUTIES & RESPONSIBILITIES, FINANCE & STRATEGY & RISK

Kent has lived in Milton and New Farm for more than 20 years enjoying the social mixtures and community spirit of the inner suburbs. He has been the President of the New Farm Neighbourhood Centre and guided the amalgamation of the Centre with Communitify in 2014. Kent's professional career has been as a senior public servant and an organisational consultant.

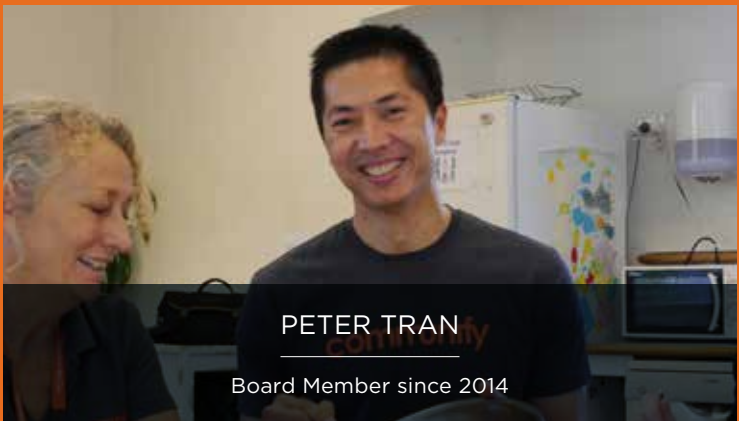
(Previously Board Member at New Farm Neighbourhood Centre.)


 JUDITH HUNT

Board Member since 2012

ASSOCIATE MEMBER OF THE CHARTERED INSTITUTE OF
MANAGEMENT ACCOUNTANTS (CIMA)

Judith works with disability service provider, Synapse, as their Chief Financial Officer. She is an Associate Member of the Chartered Institute of Management Accountants (CIMA) and has over 20 years post qualification experience. Prior to working for Synapse, Judith worked for ten years in the not for profit sector, including four years within social & affordable housing, and four years in the healthcare industry in Australia. Originally from the United Kingdom, Judith also has experience in the hospitality, manufacturing and public utilities industries.



 PETER TRAN

Board Member since 2014

BACHELOR OF BUSINESS (ACCOUNTING) /
BACHELOR OF LAWS, CA — CHARTERED ACCOUNTANT

Peter is a partner in a mid-sized Brisbane accounting firm. He has specialist financial knowledge and skill across a broad spectrum of tax and advisory matters and works across a range of industries and professional areas. Peter served on the New Farm Neighbourhood Centre's Management Committee prior to its merger with Community.

(Previously Board Member at New Farm Neighbourhood Centre.)


 AMY WARD

Board Member 2013 — June 2017

BACHELOR INTERNATIONAL BUSINESS (GRIFFITH)

Amy Ward is a strategic communications and management consultant within her firm, OTM, specialising in strategy, commercialisation, communications, change and marketing. Her professional experience spans commercial organisations, government, government owned corporations and not for profits.


 TANIA KEARSLEY

Company Secretary since 2013

BACHELOR OF LAWS (HANS), MASTER OF LAWS (QUT),
MASTER OF BIOETHICS (MONASH), GRADUATE DIPLOMA
OF APPLIED CORPORATE GOVERNANCE

Member Governance Institute of Australia Tania practiced as a lawyer for more than twenty years before she launched her business that provides independent company secretary and corporate governance services to the not for profit sector. Tania has been working with Community as company secretary since 2013 and provides ongoing support to the Board and CEO on governance and compliance issues.

CHAMPIONS & PATRONS



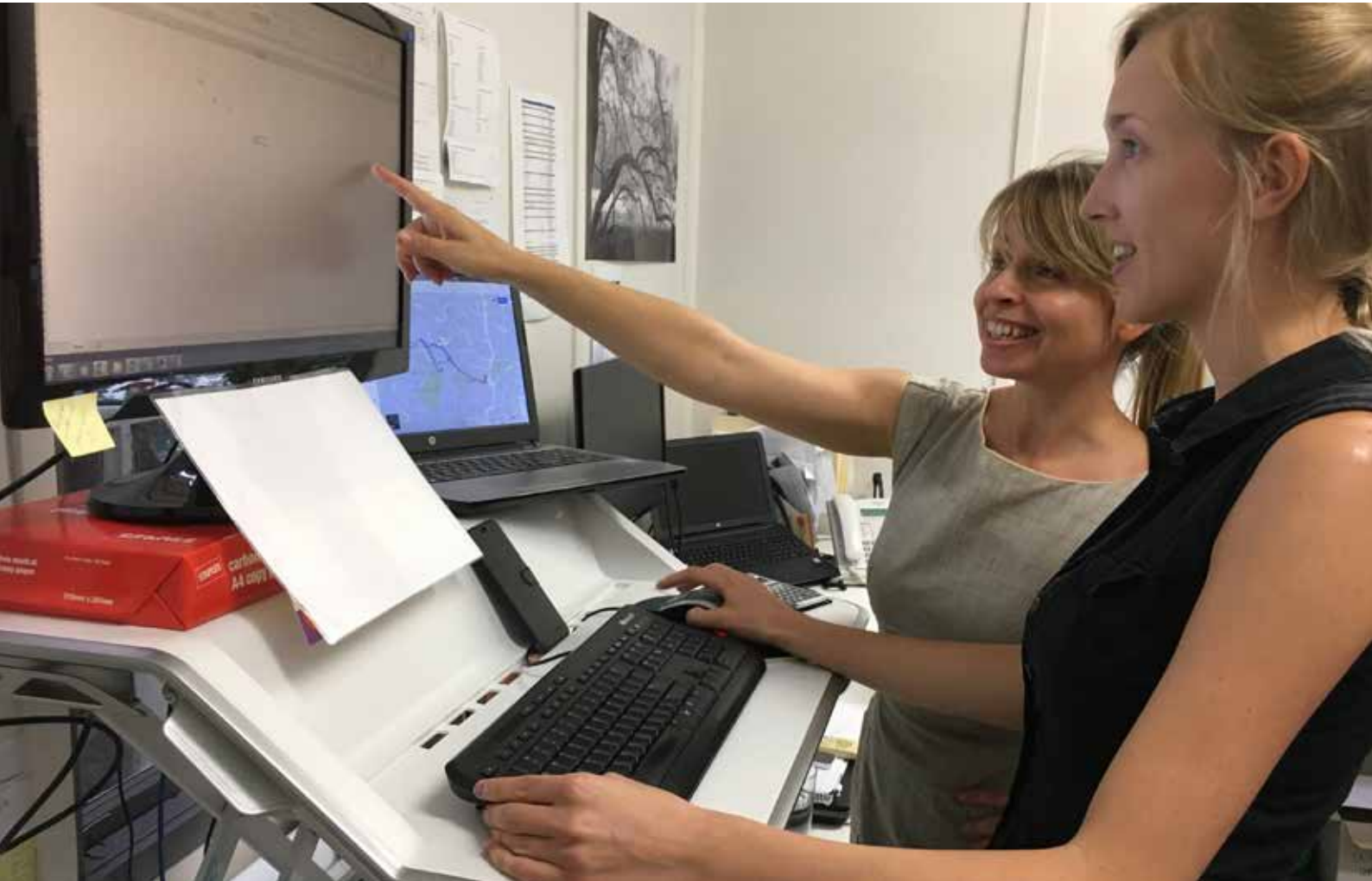
CHAMPION AMY WARD
TALKS TO MIRANDA MALLET
ABOUT HER WORK AT
THE PANTRY

DONATIONS FROM OUR CHAMPIONS AND PATRONS ENABLE US TO EXTEND THE SUPPORT RESOURCES AND ACTIVITIES WE PROVIDE TO THE MOST VULNERABLE IN OUR COMMUNITY.

Thanks to the Communitify Champions and to The Patrons of New Farm, our local giving programs, and to the hundreds who have supported our crowd funding campaigns for refugee support programs, our direct requests and allocations from foundations and general donations. We received over \$218,000 in addition to the in-kind donations of food, clothing and resources to The Pantry and to New Farm Neighbourhood Centre. These donations have assisted people in the most practical of ways and have helped us to make a difference.



INFORMATION TECHNOLOGY



THE IT STRATEGY FOR 2016-17 HAS LARGELY CENTRED ON MOBILITY, OPTIMISATION OF OUR CLIENT MANAGEMENT SYSTEM (PROCURA), IMPROVED HR AND FINANCIAL SYSTEMS AND ASSOCIATED REPORTING INTERFACES AND A FULL REVIEW OF OUR INTERNAL PROCESSES.

We rolled out the Procura Mobility application in June 2017 which enables our staff on the go access to rosters, payroll and client information. From a back office perspective, the application has streamlined the organisations verification and rostering processes and will ultimately lead to more efficient payroll and HR system integration through the 2017-18 financial year.

We commenced work on building a data warehouse in the latter part of 2017, which will ultimately allow Management staff to pull complex reports across our various data sources. This will provide us greater business intelligence and enhance our responsiveness to Government, consumer and staff drivers.

Part of this project has involved the implementation of various HR, financial and payroll system enhancements. We have made excellent progress implementing systems that will support us as we move further into Client Directed Care (CDC) and the National Disability Insurance Scheme (NDIS).

As our business has grown we have invested in building technical capacity internally as well as externally through various contractor and business partnerships. From a contractor perspective, we are continuing to partner with commercial industry experts, pro bono and other non-profit organisations who have supported us greatly over the last year.

EMBEDDING QUALITY INTO OUR EVERYDAY WORK

IT IS OUR GOAL AND COMMITMENT TO ESTABLISH A QUALITY MANAGEMENT SYSTEM THAT WORKS FOR US, REFLECTS BEST PRACTICE AND IDENTIFIES OPPORTUNITIES FOR IMPROVEMENT.

Community Qld has established an organisation structure which enables responsibilities for assuring the organisation is compliant with relevant legislation, regulations and contractual arrangements.

Community Qld has defined values based on the concept of social role valorisation and this is supported by a clearly defined vision, mission and values. We have systems in place that underpin our quality management system. These include:

- Resources such as Client Handbook, Brochures, Client Service Charter, Website, Policies and Procedures that

provide information and guidance to clients, community members, staff and volunteers.

- A Continuous Improvement Plan where all improvement activities are recorded, monitored and reported.
- A Quality Monitoring and Auditing Schedule to monitor our quality activities.
- Risk Management Plans where risks are examined and strategies put in place to reduce those risks.
- Work Health & Safety processes such as workplace inspections, incident reporting which is reviewed on a monthly basis to identify trends or opportunities for improvements.
- Client feedback is encourage and gathered through a variety of methods. These include (but not limited to): verbal, face to face, electronically, surveys, forums, feedback forms, social events, at reviews, exit meetings and website. There is Compliments, Suggestions and Complaints Register which is reviewed on a monthly basis to identify trends and opportunities for improvements.
- Human Resources Management systems to ensure we recruit and select staff with the experience they

need to undertake their role and to ensure they have access to on-going training and development.

Community Qld has achieved the following:

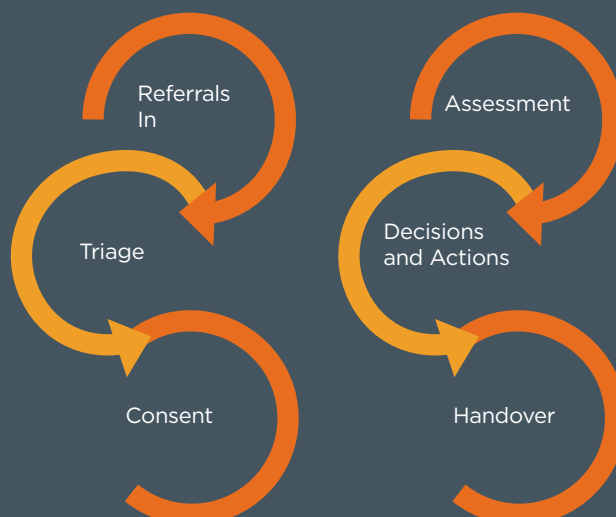
- Approved as a Provider under the Aged Care Act 1997.
- Accreditation against the Home Care Standards (April 2016).
- Human Service Quality Framework Approval of Alternative Accreditation for NDIS Registration in Queensland — approved for Development Life Skills, Daily Personal Activities, Participate Community, Group/Centre Activities, Life Stage Transition, Daily Tasks/ Shared Living.
- Human Services Quality Framework Approval of Alternative Professional for NDIS Registration in Queensland — approved for Plan Management, Support Coordination.
- Certificate Tier 3 Housing.
- Childcare Service Approval Certificate with letter stating 'Overall Rating Exceeding National Quality standard'.

To enhance our quality management system Community Qld is now preparing to be assessed under the International standards Organisation (ISO 9001:2015) with this being achieved in 2018.

PRACTICE FRAMEWORKS



INTAKE & ASSESSMENT





COMMUNITY MEALS AT THE
NEW FARM NEIGHBOURHOOD
CENTRE BRING PEOPLE TOGETHER



At Community Qld quality is not seen as extra work or a chore, it is a work culture that guides staff practices to ensure that the services we provide to our clients and community members is of a high standard and delivered in a safe and timely manner. It is embedded into our everyday work.



FINANCE REPORT 2016-17

COMMUNIFY’S FINANCIAL STATEMENTS REPORT THE INCOME WE RECEIVED, OUR EXPENSES, WHAT WE OWN AND WHAT WE OWE.

Our main source of income comes from contracts with State and Federal government agencies enabling us to effectively support the local community. Communify also receives generous help through donations, philanthropy, the New Farm Patrons and Champions. Fostering new relationships and collaborations with like-minded individuals and organisations has allowed us to develop existing programs and provide exciting new services to our community. This includes successful programs focused on drug and alcohol treatment, people seeking asylum and employment, and those living with Younger Onset Dementia.

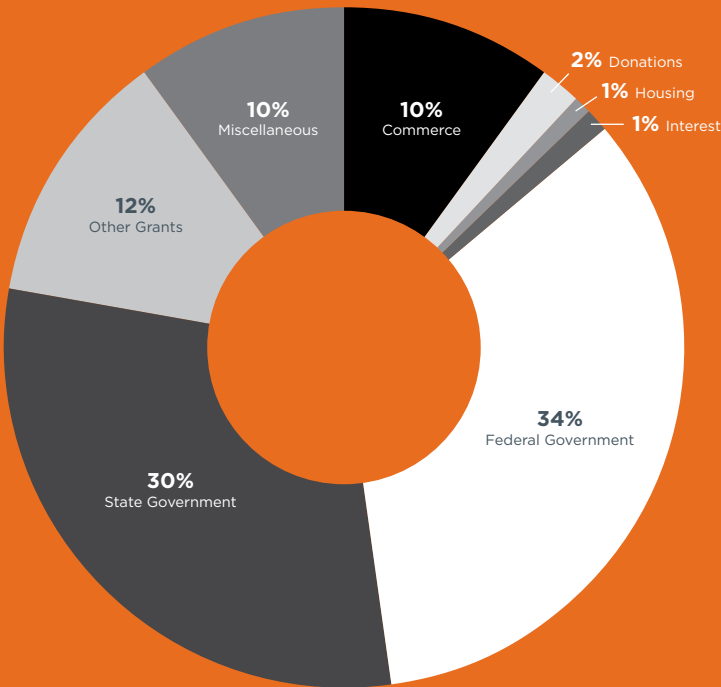
Communify has increased access to affordable social housing by selling three rental units and investing in seven new apartments at Lutwyche. We were also successful in the negotiation of a short-term lease over a large rental complex in Bardon which enables us to provide accommodation for a group of asylum seekers.

Cost pressures and funding changes will continue to impact on the services that we provide. We are currently developing strategies to deal with the imminent transition of funding for a large group of our clients into an NDIS funding model. Continuous-improvement projects in our client management database, accounting software, payroll and HR support systems are progressing and delivering quality improvements. Our finance team has also managed the successful implementation of a Direct Debit Management system for both venue hire and childcare clients. This has resulted in operational efficiencies, streamlined processes, reduced processing cost, improved client satisfaction, and significantly reduced debt follow-up and write-off.

Communify is now an approved provider of Home Care Packages, which has enabled us to deliver a wide range of aged care services to our senior community members, allowing them to reside independently in their own homes for longer. We provide personal care, nursing, allied health and clinical services, help with housework, meals and food preparation, transport, shopping, social support and planned respite.

New agreements have allowed us to manage the operations of The Newmarket (previously known as Newmarket Bowls Club) and the Woolloongabba Substation, providing additional venue hire facilities at these premises.

COMMUNIFY QLD INCOME SPLIT



● Commerce	10%	● Federal Govt	34%
● Donations	2%	● State Govt	30%
● Housing	1%	● Other Grants	12%
● Interest	1%	● Miscellaneous	10%

2016-2017 SUMMARY

WHAT INCOME DID WE RECEIVE?	\$,000
From Operating Grants	7,572
From Capital Grants	717
From providing Childcare Services	381
From Donations, Grants and Philanthropy	218
From Venue Hire Services	312
From all other sources	763
Total Income	9,963

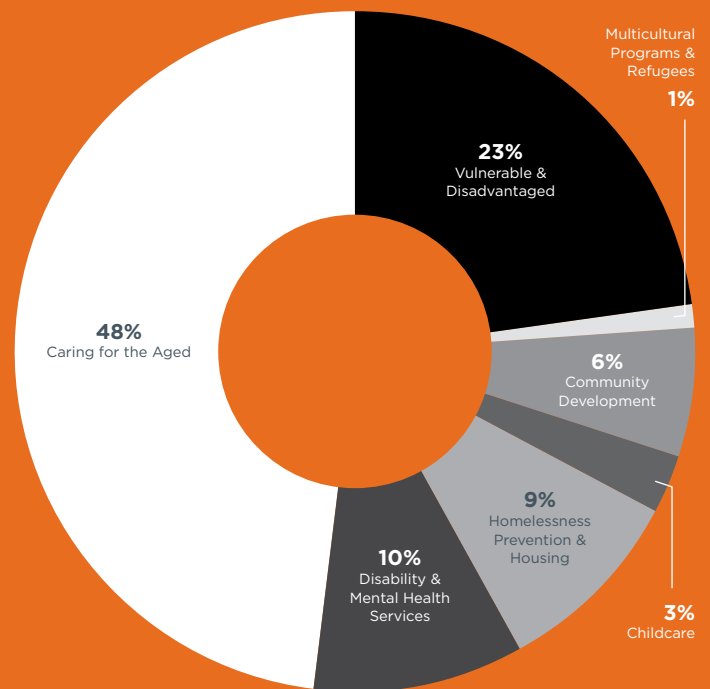
WHAT EXPENSES DID WE HAVE?	\$,000
To pay our employees	5,898
To provide support to our clients	1,188
To pay for housing and property costs	247
To recognise depreciation of assets	250
To recognise loss on sale of property	555
To support our administration	632
To insure our people, property and services	86
To operate our motor vehicles	85
Total Expenses	8,941

WHAT WE OWN	\$,000
Cash and amounts invested	4,117
Amounts owed to us	140
Other current assets	538
Property, vehicles, equipment, and software	5,657

OUR TOTAL ASSETS	10,452
What we owe	
Amounts we owe to suppliers	598
Entitlements of our employees	424
Other amounts payables	53

TOTAL LIABILITIES	1,075
TOTAL NET ASSETS	9,377

HOW WE INVESTED INTO THE COMMUNITY



● Vulnerable & Disadvantaged	23%
● Multicultural Programs & Refugees	1%
● Community Development	6%
● Childcare	3%
● Homelessness Prevention & Housing	9%
● Disability & Mental Health Services	10%
● Caring for the Aged	48%

OUR PARTNERS & SUPPORTERS

THERE ARE MANY SUPPORTERS OF COMMUNITY WHO CONTRIBUTE FUNDS, VOLUNTEER HOURS AND GENEROUS DONATIONS AS WELL AS ORGANISATIONS THAT WE WORK CLOSELY WITH TO DELIVER SERVICES AND ACTIVITIES TO OUR COMMUNITY.

OUR FUNDERS

- Australian Federal Government
- Brisbane City Council
- Brisbane North Primary Health Network
- National Australia Bank
- Queensland Government
- Queensland Mental Health Commission
- Queensland University of Technology

Donors

Some of our significant donors —

- Community Champions (full list on web)
- English Family Foundation
- Fitzpatrick Foundation
- Lions Club Bardon
- Order of St Lazarus
- Patrons of New Farm (full list on web)
- Peace Through Justice Group (Western suburbs ecumenical)
- Queensland Foundation
- Rotary Club Fortitude Valley
- Rotary Club Ithaca
- Rotary Club New Farm
- Siganto Family Foundation
- Sisters of Mercy
- Wesley Mission

Our Partners

- ACT for Kids
- Burnie Brae
- Centacare
- Good Shepherd Microfinance
- Lang Park PCYC
- Lives Lived Well
- National Australia Bank
- Open Minds Head Space
- Qld Health GP Oral Health Service
- Red Cross

- Second Bite
- Wesley Mission
- Brisbane Domestic Violence Service
- DV Connect

OUR CONSORTIA BUDDIES

Under 1 Roof Partners

- 139 Club
- BRIC Housing
- Brisbane Housing Company
- Brisbane Youth Service
- Churches of Christ
- Footprints
- Mission Australia
- QUINH
- Red Cross
- Rotary Club Fortitude Valley

Healthy @ Home

- All About Living
- Burnie Brae
- Carers Queensland
- Centacare
- Coasit
- COTA
- Footprints
- GOC Care
- Institute of Urban Indigenous Health
- Jubilee Community Care
- Nundah Activity Centre
- RSL Care
- Wesley Mission Brisbane
- Ballycara
- Primary Health Network
- Qld Carers
- Leading Age Services Qld
- QADA

Primary Health — PiR

- Aftercare
- Footprints
- Institute of Urban Indigenous Health
- Mental Illness Fellowship of Queensland
- NEAMI
- Open Minds
- Richmond Fellowship Queensland
- Ballycara
- Transport Consortia
- Burnie Brae
- Centacare
- St John Community Transport

Dementia Respite Consortia

- Burnie Brae
- Centacare
- Alzheimer's Australia, Qld, YOD Key Worker Program

OUR MATES

- 139 Club
- 500 Lives 500 Homes
- Access Arts
- Alfred and Constance
- All About Fruit
- Allianz
- Alzheimer's Australia, Qld, YOD Key Worker Program
- AMPARO Advocacy
- Anglicare Homeless Services for Women and Families
- Anju Design
- Apex
- Ashgrove Bowls Club
- Ashgrove State School
- Ashgrove West Uniting Church
- Australian Catering Services
- Australian Catholic University
- Australian Labor Party – Barooona Branch
- Bank St Kindy
- Banneton Bakery
- Bardon Anglican Church
- Bardon Physio
- Bardon State School
- Basic Rights Qld
- Bedford Park Stakeholders Committee
- Blue Care Red Hill
- BRASS Network
- BRIC Housing
- Brisbane Boys Grammar
- Brisbane Domestic Violence Service
- Brisbane Girls Grammar
- Brisbane Housing Company
- Brisbane Powerhouse
- Brisbane Tree Experts
- Brisbane West Lions Club
- Brisbane Youth Service (BYS)
- Brisbane Youth Service
- Brook Red
- Brumby's – Red Hill
- Bunnings Stafford
- Caxton Legal Service
- CBRE Asset Services
- Christ Church Milton
- Coles New Farm
- Commonwealth Bank – Flagship Team
- Compass Housing
- ConnX
- Digital Media Research Centre
- DV Connect
- DVConnect
- Emmanuel Uniting Church
- Emphyrean Lighting
- EPIC – Employment Consultant
- Ethical Jobs

- Federal Loves Refugees Group
- Fortitude Valley Chamber of Commerce
- Fortitude Valley Homemaker Centre
- Friends of Bardon Transitional Accommodation
- Friends of Bedford Park
- Friends of the Hound
- Fruity Capers
- Gabba Business Association
- Givit
- Going for a Song Choir
- Good Samaritans
- Good Shepherd Microfinance
- Greater Brisbane Hoarding and Squalor Strategies Group
- Griffith University
- Grill'd - Rosalie, Newmarket, Emporium
- Hands on Art
- Harmony Place
- Headspace Taringa
- Hilder Road State School
- Hillbrook School
- Holy Spirit School
- Homemaker The Valley
- Hope Church
- IGA New Farm
- IGA Rosalie
- Inala Community House
- INCH Housing
- Indooroopilly Uniting Church
- Form Filling Clinic
- Innerscity Interagency
- Ithaca State School
- Jeays Street Centre
- Jeays Street Steering Committee
- Jobs Australia
- Keperra Sanctuary
- Lang Park PCYC
- LawRight
- Lions Club - Brisbane Inner West
- Lord Mayor's Charitable Trust
- Loud and Clear Choir
- Mangrove Housing
- Marist College Ashgrove
- McPhee Lawyers
- Medfin
- Men's Shed Spring Hill
- Mental Illness Fellowship of Victoria
- Merlo
- Metro North Hospital & Health Service
- Micah Projects Street to Home
- MICAH
- Midas Service Centre Ashgrove
- Milton Anglican Church
- Mission Australia Roma House
- Missionbeat
- Mitchelton Special School
- Mobile Rehab
- Mount St Michaels School
- Mt Coot-tha Ashgrove Greens
- Mt Nebo State School
- Multicultural Development Association
- Nappy Collective
- New Farm Bowls Club
- New Farm District Historical Society
- New Farm State School
- New Hope Brisbane - Kelvin Grove
- New Way Community Chapel
- Newmarket Bowls Club
- Newmarket Community
- Pre-schooling Centre
- North Brisbane Partners in Recovery
- Nundah Community Health Student Clinic
- Nutrifresh
- Open Minds
- Open Minds
- Open Training and Education Network - TAFE NSW
- Optus Electrical
- Optus
- Ozcare
- OzHarvest
- Payne Rd State School
- Peer Sing in West End
- Piccabeen Community Centre
- Pindari Men's and Women's Accommodation
- PPP Parenting
- Project Activate QUT
- QCOSS
- Qld Fire and Emergency Services
- Qld Police and the Police Liaison Team
- Qld Police Service
- QPASTT
- QPILCH
- Queensland Alliance for Mental Health
- Queensland University of Technology
- RAI
- Rainworth State School
- Ray White Ashgrove
- Ray White New Farm
- Raynors Meats
- Red Cross
- Red Cross Homestay
- Red Cross Jeays St
- Red Cross Migration Program
- Redbourne Referrals
- Refugee & Immigration Legal Service
- Rivercity Family Church
- Roma House
- Romero Centre
- RSPCA
- Salvos Legal Humanitaria
- Samford Valley Steiner School
- Sandbag, Sandgate Community Centre
- Saudi Student Association
- Scomodo Voice Singers
- SCT Logistics
- Second Bite
- Share the Dignity
- Sherwood Neighbourhood Centre
- Social Scaffolding
- Southbank Insurance Brokers
- St John Ambulance (Qld)
- St John's Wood / The Gap Parish
- St Michaels and All Angels
- St Vincent de Paul Bardon Conference
- Stafford Meals on Wheels
- Street Level
- TAFE Brisbane
- Terry Gabbett
- The Bakeologist
- The Cove
- The Gap High School
- The Gap Laughter Club
- The Gap Primary School
- The Gap Uniting Church
- The Hon Stephen Miles
- The Munroe Centre
- The Night Café
- The Western Echo
- The Westside News
- There is always a way to help - fundraising group
- Transurban
- Under One Roof
- Uniting Care Community
- Village News
- Vine Restaurant
- Volunteering Qld
- West Ashgrove Uniting Church
- Westpac Bank - New Farm Branch
- Workstation
- Youth Outreach Service (YOS)
- Zillmere Family Accommodation Program (ZFAP)

For your
ongoing
support we
thank you!



communify
together we can ^{Qld}

Communify Qld Ltd. ABN 65 114 782 948
180 Jubilee Terrace, Bardon Qld 4065
t: (07) 3510 2700 f: (07) 3366 7845
e: admin@communify.org.au
communify.org.au

OUR FUNDERS



Australian Government



Queensland
Government

