



ANNUAL REPORT 2017-2018



community40
by your side for over YEARS



THANK YOU FOR AN AMAZING 40 YEARS.

Back in 1978 a group of passionate community members had a vision of a unified, supportive community. For over 40 years, the dedication of our committees, boards, staff and volunteers has supported Communify to grow in response to the diverse range of needs and interests of our community.

If you're one of the many wonderful people who have contributed or volunteered throughout our journey, we'd love to take this opportunity to say thank you. Please stay with us to see where the next 40 years takes us. Together we can, we have ... and we will!



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**PICTURED ON FRONT COVER:
SWEET FREEDOM SINGERS.**

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.

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OUR VISION

A unified, supportive community.

OUR MISSION

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

OUR 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.

CHAIRPERSON'S REPORT

WELCOME TO THE CELEBRATION OF THE 40TH YEAR OF SERVICE BY COMMUNIFY. IT HAS BEEN A WONDERFUL JOURNEY AND THE TIMELINE SHOWS HOW WE HAVE EXPANDED OVER THE TIME. FROM OUR BEGINNING AS THE RED HILL PADDINGTON COMMUNITY CENTRE, WE REJOICE IN THE FACT THAT OUR VALUES, VISION AND MISSION TO SERVE OUR COMMUNITY AND THE DIVERSE NEEDS OF ITS PEOPLE AND FAMILIES IS STILL AT OUR HEART FORTY YEARS ON.

On behalf of the Board, I would like to recognise and acknowledge every staff member, volunteer and client who have contributed to the Communify journey. I also express my appreciation to all the organisations we have worked with and all our current partners and affiliations, as we demonstrate that we really are stronger together.

The Board is very aware of the sheer variety of our programs and ways of working, and monitor trends and changes in the community services and health sectors that impact across our diversity of services. This includes implementation of NDIS, the introduction of the New Aged Care Standards from 1 July 2019, and responses in mental health. So, the Board is committed to ensuring governance systems are in place to position Communify strongly in its current and future market — for another 40 years. This includes a robust quality management system to assist us navigate change while delivering high standards of client care with financial sustainability.

Although it was not an industry or funding requirement, Communify's Board was committed to the investment to obtain Certification against the ISO 9001:2015 Quality Management System Requirements. This was achieved in February 2018, 12 months earlier than expected due to support from the Board and the efforts of all management, staff and volunteers who embedded quality into their everyday work practices. Congratulations all round! This ISO Certification makes a clear statement about Communify's focus to deliver services that exceed both compliance requirements and community and client expectations. It creates a culture of continual improvement and enables the identification of innovation and change.

The Board considered its own performance during the year with an evaluation process that involved a comprehensive range of over 100 questions covering 8 areas of performance, including understanding of roles and responsibilities, appointment processes, Board meetings, relationship management, ethics and risk management. Strategic risk management was identified for review by the Strategic Development and Advisory Board Committee given the changing environment and the diversity of service delivered by Communify.

The Board welcomed Andrew Kolb as Director at our first meeting for the year. He became Convenor of the Communications Committee, and Andrew and the communications team at Communify are implementing celebrations for our 40th birthday.

The Board endorsed its first investment policy framework setting up several reserve funds to strengthen financial sustainability and provide an income stream for innovation and legacy projects. A new Investment Committee was established to monitor and review the policy.

Communify's Board will look to strengthen the work of our four Board Committees with external membership to provide specific expertise. The Board will hold a Futures' Workshop in the coming year to consider issues around the Communify of the future. This will set the stage for the review of our strategic plan.

I express deep appreciation for the inspirational leadership of our CEO Karen Dare. To Karen, and your team, and to each and every staff member, thank you for your contributions to Communify and the community it benefits. To my Directors, our Company Secretary, thank you all for your contributions and commitment. It has been another successful year of growth and service.

**CAROLYN MASON – CHAIRPERSON
BOARD OF DIRECTORS**



CEO'S REPORT

ANOTHER VERY BUSY AND SIGNIFICANT YEAR HAS PASSED IN THE LIFE OF COMMUNIFY, PARTICULARLY AS WE CELEBRATE OUR 40TH ANNIVERSARY. THROUGHOUT THE YEAR WE HAVE SHARED MEMORIES, CELEBRATED OUR MANY ACHIEVEMENTS AND ACKNOWLEDGED THE PEOPLE THAT HAVE CONTRIBUTED TO SHAPING THIS VIBRANT AND RESPONSIVE COMMUNITY HUB.

A conversation around a kitchen table back in 1978 saw our founding members generated a plan to build a Community Centre that would bring the community together and provide supports for the most vulnerable. I am sure that these founding members would be extremely proud of what we have achieved over the last 40 years.

It has also been a year of great change as we commenced delivery of Home Care packages and prepared for the introduction of the NDIS. These changes have challenged us to think more commercially and strategically about how our services should be delivered, whilst still maintaining our strong commitment to consumer directed care and the needs of our clients. We traditionally have focused on care rather than commerce, but these new open and competitive environments, where cost and capacity becomes very important, has required us to monitor our unit costing levels and margins; maintain higher levels of compliance and reporting; and recruit and manage a constantly increasing casualised workforce. We have positioned the organisation to ride this wave of change through a focus on culture, capability, leadership, and business transformation strategies. Significant investment, planning and staff expertise has ensured that we have the necessary data management, finance and HR systems to underpin our viability and future growth.

Community remains committed to looking at and developing new ways of supporting people who are struggling with the challenges that life may present. As a multi-service organisation we have the unique capacity to provide a comprehensive wrap around service response for people with multiple and complex needs. We listen to our community and explore and pilot new ways of working and new service models.

We have launched a range of new initiatives such as Springboard our dual diagnosis mental health and addiction day rehabilitation program; and Flourish our proposed shared care model for children at risk. These new programs are a testament to Community's ongoing commitment to finding solutions that deliver positive long-term outcomes for our consumers.

We are also very proud of the work that we have undertaken in support of asylum seekers. Over the past year we have worked to build a consortium of organisations to respond to the needs of people, as they reach the stage in their application where they lose all financial supports and access to work rights. This leaves individuals and families destitute. Working together we have been able to secure State Government support for housing, emergency relief, employment support, and a position to continue to co-ordinate community donations and other responses. We have been overwhelmed

by the support of the community in providing material aid, financial support and volunteer hours to support these highly vulnerable people as they await their refugee determination.

I want to acknowledge the dedication of our wonderful staff and volunteers who make a real and very positive difference in the lives of those we support. I also want to acknowledge the great leadership provided by Community Board Members and thank them for their ongoing guidance, support and expert advice as we strive to stay true to our values and mission, and achieve our strategic objectives in a challenging and highly changing landscape.

**KAREN DARE – CEO
COMMUNIFY QLD LTD.**



**I was looking
for a way to keep
active and busy...**

**I found a
passion for
providing
lunch for my
community.**

Gary lives locally and was a regular visitor to The Exchange. He joined the Kundu Park community garden and has volunteered to provide weekly lunches for community members and currently prepares a fortnightly meal for our Sweet Freedom singers.

"It does me a world of good. It keeps me active, keeps me doing things. I love it."



OUR SERVICES

AS A MULTI-SERVICE ORGANISATION, OUR PROGRAMS ASSIST PEOPLE TO MAINTAIN THEIR INDEPENDENCE, CONNECT TO THEIR COMMUNITY, MANAGE THEIR HEALTH, ADDRESS CHALLENGES AND HAVE THE BEST LIFE.

We are committed to helping people across life stages and experiences to lead an active, healthy and socially connected life. Our Neighbourhood Centres offer brief intervention, information and support to people experiencing challenges related to financial hardship, food security, addiction, mental health, chronic illness, family relationships, parenting and homelessness.

Our aged and community care services support people to manage activities of daily living, provide respite for carers, assist with maintenance and home mods, provide transport, and access to specialist nursing and allied health support.

Our specialist services support people experiencing homelessness, family relationship and parenting issues, challenges associated with mental

and physical health, disabilities, and addiction. We also provide childcare, support for people seeking asylum, and provide community education, engagement and participation, opportunities and access to community spaces.

AGED SERVICES

For our older community members maintaining independence and the confidence to remain living at home is achievable when the right services and supports are in place. We are able to support people with a comprehensive suite of services as care needs change and increase. We know that no two people are the same and we offer personalised services that are tailored to the individual.

Our **Community Home Support Programme (CHSP)** provides low level supports that can include help with transport, domestic assistance, personal care, home maintenance and modifications as well as meals, social support, nursing and therapeutic services. Our programs focus on reablement and where possible promote side by side and active participation in activities. In-home services assist with housework, shopping, showering and personal hygiene. The transport service, supported by a team of 25+ volunteers help people access medical appointments, shops and social activities.

Home Assist Secure provides information, referral, subsidies and direct support in relation to safety and security in the home. We offer subsidised installation of specialist adaptive technology, ramps, handrails, kitchen and bathroom modifications, basic home maintenance as well as home safety and security assessments.

Our day respite centre, **The Paddington Centre**, provides health, fitness, and social activities, fun entertainment, restaurant quality nutritious meals, and access to nursing services, occupational therapy, hairdressing, personal care and podiatry.

As people's requirements for assistance change and increase we also provide all four levels of **Home Care Packages** with services available seven days a week.

NEIGHBOURHOOD CENTRES

Communiy's **Neighbourhood Centres** at Bardonia, New Farm and Kelvin Grove are vibrant local hubs that facilitate opportunities for people to come together around shared interests and needs, where they can learn, connect and contribute to their community. They also provide a point of contact and safe space for people experiencing difficulties, where our staff provide brief intervention support, information, referral and offer a range of social inclusion and skills development activities.

The Neighbourhood Centres differ in offerings at each site but collectively include access to computers, shower and laundry facilities, food preparation and shared meals, access to food and emergency relief, No Interest Loans (NILS), and the provision of a broad range of community education and self-help programs. The Centres also have a range of visiting services including GP, Dietician, Homeopath, Kombi Clinic (Hep C treatment), Legal Clinic, Centrelink and more.

In addition to our Neighbourhood Centres, we also have a range of **Community Spaces** which host a variety of external groups.

The New Farm Neighbourhood Centre also hosts a social enterprise, **The Cart**, which brings our community together around great coffee and live music. People have the opportunity to drop in, provide a pay-it-forward coffee for another and to say hi to other community members. The Cart is an initiative of the Patrons of New Farm and is generously supported by Merlo Coffee.

COMMUNITY GARDENS

Our Community Gardens located at **Green Corner** in Ashgrove, **Kundu Park** in Kelvin Grove and New Farm at the **Community Centre** provide spaces for those who love to garden in a community setting. The gardens provide social spaces where

OUR SERVICES

people congregate, develop friendships, share knowledge, and enjoy the produce of their labour. Both the Kundu Park and New Farm community gardens have composting hubs where local people can contribute to reducing landfill and build nutrients to enrich our soils. Brisbane City Council and Gambling Community Benefit grants have supported hard landscaping projects and the purchase of equipment.

MENTAL HEALTH PROGRAMS

Community delivers a number of services that support people living with a mental illness. The **Personal Helpers and Mentors (PHaMs)** service provides a one on one recovery focused service for people whose lives are affected by psychosocial disabilities. The program takes a strengths-based approach, assisting people to set personal goals to improve areas of their life such as managing everyday tasks, building confidence and social connections, improved living arrangements, accessing training and re-entering the workforce.

Our **North Brisbane Partners in Recovery (PIR)** works with people living with severe and persistent mental health issues by co-ordinating the multiple support services required to address their complex care needs and improve their wellbeing. The program works with people to access clinical and community services from a range of sectors including health, housing,

drug and alcohol, income support, education and employment.

The **Queensland Community Care** program offers in-home and community access services that increase people's capacity to maintain their independence, manage and improve their health, and build social connections. Many of the people that we support in these programs will be eligible to transition to the National Disability Insurance Scheme (NDIS).

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Our mental health and community care teams have been supporting people to build the evidence for their applications to access the NDIS. We are pleased that many of the people we have supported have been successful in proving their eligibility for the scheme and been allocated a package of support.

This year, we have been accredited to deliver a range of NDIS services including assistance with support co-ordination, plan management, and a range of support services.

SPRINGBOARD

Through Brisbane North Hospital and Health funding and our own investment Community has continued to deliver the Springboard Day Program. This

program delivers a 6 week community based day drug and alcohol rehabilitation program for people who have completed supervised detoxification or are stabilised on an opioid replacement program. The program is underpinned by evidence based therapy and harm minimisation frameworks. This year we commissioned a review of the program which highlighted the success of the community based setting, the strong connections to the hospital detox unit and Biala, and the ACT framework which provides people with ongoing strategies.

This year we commissioned a review of the program which highlighted the success of the community based setting, the strong connections to the hospital detox unit and Biala City Community Health Centre, and the Acceptance and Commitment Therapy (ACT) framework which provides people with ongoing strategies.

ASYLUM CIRCLE

Asylum Circle is a collaborative initiative that contributes to the support of people seeking asylum in Brisbane. Asylum Circle enhances pathways for ongoing coordinated support, facilitates projects and assists with funding options in collaboration with other stakeholders in the sector with the aim of improving services for people seeking asylum. Our intention is that the resources

and expertise of NGOs, church groups, mosques, community volunteers and businesses are utilised more efficiently through a collaborative effort. Asylum Circle is focussed on projects that enable better service delivery and will refer to other organisations for community advocacy and education.

HART4000


Community's Homelessness Assessment and Referral Team (HART) works closely with anyone who may be homeless or at risk of becoming homeless in Brisbane.

The team assists with housing advocacy and support so people can get housed and stay housed. We offer people case coordination and support and help to find sustainable, suitable housing.

Our outreach model allows us to work with families in the home or in other safe places relevant their needs. IFS can provide supports to help strengthen families by providing practical support and linking in with the right services at the right time.

BRISBANE NORTH INTENSIVE FAMILY SUPPORT (IFS)

IFS is a partnership between Community and Act for Kids. The program provides case management support to families at risk of entering the statutory child



protection system. The support includes life skills training, practical parenting support, linking to other agencies and help with addressing issues including domestic violence, substance abuse and mental health.

CHILDCARE

Our centre aims to create a nurturing, caring environment for all children and their families. We follow the Early Years Learning framework and the Queensland Kindergarten Learning Guidelines to deliver a program and the environment that helps children to develop new skills or practice recently acquired ones. We believe that children are capable and competent learners and our program focuses on their strengths and interests and the celebration of childhood. With so much emphasis now placed on the 'preparation' of children for the next stage of their educational journey we wish to stop, pause and reflect on the fundamental belief that childhood is a time for wonder, discovery and pleasure.

**PRACTICAL AND FRIENDLY HELP
WITH IN-HOME DOMESTIC SUPPORT.**

THE PADDINGTON CENTRE:
ACTIVE AND HEALTHY PROGRAMS,
RESTAURANT QUALITY MEALS
AND FRIENDSHIPS.

EVENTS & CELEBRATIONS

IN CELEBRATION OF OUR MILESTONE, WE HOSTED A 40TH BIRTHDAY PARTY ATTENDED BY OVER 300 GUESTS. WE ENJOYED A PERFORMANCE BY COMMUNIFY'S SWEET FREEDOM CHOIR, SPEECHES FROM TWO OF OUR FOUNDING MEMBERS AND THE LAUNCH OF A SHORT DOCUMENTARY THAT TELLS THE COMMUNIFY STORY.

NAIDOC WEEK

This year's theme *'Because of Her, We Can!'* celebrated the essential role that women have played — and continue to play — as active and significant role models at the community, local, state and national levels. Communify participated in the Musgrave Park Family Fun Day which is the largest celebration of Aboriginal and Torres Strait Islander culture during NAIDOC Week Celebration in Australia. We really enjoyed the day, meeting lots of wonderful people and learning and sharing stories and information.

RUOK DAY

RUOK Day encourages everyone to meaningfully connect and support those struggling with life through conversation. Because we've all got what it takes to make a difference if we Ask, Listen, Encourage Action and Check in we can make a difference. Communify promoted the initiative across our neighbourhood centres and broader community encouraging everyone to check in with their neighbours and friends particularly if they think they may need extra support during challenging times. We celebrated with a BBQ and a shared lunch and round table discussions about how we can support each other each and every day.

INTERNATIONAL WOMEN'S DAY

Our community of women who come from over 17 different countries celebrated International Women's Day with a shared lunch at the Exchange. We sang and danced and shared our stories and celebrated the social, economic, cultural and political achievement of women from all walks of life and from all corners of the globe. International Women's Day 2018 drew attention to the rights and activism of rural women, who make up over a quarter of the world population, and who are being left behind in every measure of development. We acknowledged and

affirmed support to achieve gender equality and empowerment for all women and girls.

SENIORS WEEK

Our Aged Care staff and senior community members participated in a number of Seniors Week activities across our community. We celebrated living a healthy and active life and acknowledged the importance of maintaining connections to friends and community.

We participated in a morning tea for over 150 local seniors hosted by Minister Jones where our staff took people through a fun exercise program that can be done every day at home. We also were delighted to participate in the Seniors Expo hosted by Trevor Evans MP where we distributed emergency kits to assist people during the storm season. We spent the day providing information and talking to people about their concerns and options for support and assistance.

We were proud to support the Brisbane Pride Festival again this year with a stall offering advice, support, and a spot to make some colourful rainbow bracelets for the celebrating crowd. Our colourful bus joined the parade after a 'Senior Pride' makeover from the Queensland AIDS Council, providing comfortable transport to assist older community members to participate in this important event for the LGBTIQ community.

FIRST PEOPLES' DAY

Recognising the need for building respectful relationships between Aboriginal and Torres Strait Islander people and other Australians, New Farm Neighbourhood Centre engaged the local community in cultural education and celebration as part of National Reconciliation Week. We received a Celebrating Reconciliation Small Grant and local donations to support this event attended by over 60 people.

BRISBANE PRIDE FESTIVAL

Communify Qld joined in once again with Brisbane Pride Festival 2018, to help celebrate LGBTIQ+ people within our communities. Our stall offered advice, support, and a spot to make some colourful rainbow bracelets! Our Communify Bus participated in assisting older community members in the parade and received a colourful makeover by the Queensland AIDS Council to become the 'Seniors Pride' bus.

EVENTS & CELEBRATIONS

MENTAL HEALTH WEEK

We were proud sponsors of the Mental Health Expo and joined other providers in the Brisbane CBD in engaging the community in conversations about this year's theme, 'Head, Heart, Health'.

At The Pantry a *'Spring into Spring'* event was held with clients coming together to learn more about health and wellbeing as a preventative measure to reduce mental health distress. Over lunch and a clothes swap we welcomed guest speakers from Relationships Australia, PCYC, Audio Clinic and HART4000.



CHILD PROTECTION WEEK

With over 46,400 children and young people in out-of-home care in Australia in 2016, child protection truly is everyone's business. Child Protection Week is an opportunity for everyone in the community to think about how we can work together to keep all children and young people safe. Together with our partners Act for Kids, we work to promote the message that we can all play a part in protecting children from harm and create safe and nurturing environments for all children.

NATIONAL VOLUNTEER DAY

Community has much to celebrate on National Volunteer Day. Over 200 volunteers enable us to deliver well beyond our funding targets and maintain a number of unfunded services for our community. Volunteers contribute to our food pantry, our transport service, provide English conversation, job club and homework support, deliver books to people living in boarding houses and hostels, cook 500 meals fortnightly for families escaping domestic violence, to name a few. We are so very grateful to our caring and committed volunteers who truly make a difference to people in our community and we celebrated with a number of gatherings during the week to show our appreciation and recognition for all that they do to contribute to our inclusive and supportive community.

DIGITAL CHAMPIONS

Nitin Gopal, accompanied by his family and with the support of his wife Tina, runs tech support clinics that provide people with the confidence to use digital technology in their lives. The idea of three generations volunteering simultaneously for the community while learning the ways of Australia prompted the Gopals to contact us. Nitin offers a Tech Help Clinic and Job Seekers Club through The Exchange community centre in Kelvin Grove. Tina runs Maths, German and Homework Help Clinics. Their son Manit delivers coding classes for young children and Nitin's mother Shashi volunteers at our Knitting English group. Nitin was recognised for his contribution and received the Queensland Government's Digital Champion award.

WINTER WARMER

This event, held just before the chilly weather sets in is supported by local knitters who provided beautiful jumpers, beanies and blankets. Additionally, donated warm clothes provided a much appreciated boost.

STRIVE TO BE KIND

Community participated in the Allison Baden-Clay Foundation *Strive To Be Kind* campaign which aims to promote

practicing kindness in everyday life. As part of the 2018 Campaign they encouraged everyone to bake and share Kindness Cookies with ingredients such as Generosity, Sympathy, Empathy Optimism, Consideration, Positivity, Support and Sincerity. We baked and shared our delicious Kindness Cookies with our staff and clients at the Paddington Centre.

CHRISTMAS

During December, on International Volunteer Day, Community said thank you to all our marvellous volunteers and supporters with a Christmas party at the Paddington Substation where guests were treated to music, food, and Christmas cheer. The Exchange held a community Christmas Lunch that was generously supported by Dil Campo Espresso and Woolworths at Kelvin Grove.

The annual Christmas Market Day event took place at The Newmarket where generous donations from our partners, individuals, schools and businesses across Brisbane allowed us to give much appreciated hampers and gifts to almost 200 families. Minister Kate Jones was amongst the team of volunteers helping out on the stalls.

Christmas Day was very festive with two amazing events happening for local communities. The New Farm Neighbourhood Centre hosted approx 80 people, with a team of volunteers

THE PANTRY
VOLUNTEERS WORK
TOGETHER TO PROVIDE
A WARM WELCOME.



Community is...

The memories you build in places and with people.

Dom was 10 years old when he worked on the mural project at the Red Hill Paddington Community Centre (now the main office for Communify Qld).

As an adult Dom returned to Communify to work for Partners in Recovery.

"When I started I thought I've definitely been here before... it's nice to come full circle."



EVENTS & CELEBRATIONS

organising delicious food as well as songs and dance for the attendees. Communify and New Hope Church Brisbane partnered for a Christmas Day feast at The Newmarket, with 70-80 people sharing in the Christmas spirit.

POLITICS IN THE PUB

Held four times a year and hosted by our sponsor, Brisbane Powerhouse, Politics in the Pub offers in depth exploration of key contemporary issues facing our local, national and worldwide communities. These events attract a broad audience and lively on-line engagement.

This year our topics included homelessness, feminism in Australia, the environmental, economic and political issues of meat farming, and a meet the local candidates event during the Queensland state election.

BOUNCING BACK HANDBALL FESTIVAL

Due to the wet weather forecast The Bouncing Back Handball Festival was delayed a week, but it didn't stop the competitors or the supportive crowds from enjoying the event. With our famous handball competition, jumping castle, paper plane construction, chess games, sausage sizzle, cake stall and fabulous Merlo coffee.



OUR YEAR IN FOCUS

THIS HAS BEEN A YEAR OF GREAT CHANGE AS WE COMMENCED THE DELIVERY OF HOME CARE PACKAGES AND PREPARED FOR THE INTRODUCTION OF THE NDIS. WE HAVE LAUNCHED A RANGE OF NEW INITIATIVES AND WE ARE PLANNING FOR FUTURE DEVELOPMENT IN OUR COMMITMENT TO CONTINUOUS IMPROVEMENT AND TO FINDING NEW WAYS OF WORKING TO SUPPORT OUR COMMUNITY.

TRANSITIONING TO NDIS

In May 2017 Communify was approved as a provider with the National Disability Insurance Scheme for the following service types: Assistance with Daily Life, Assistance with Social and Community Participation, Coordination of Supports, Improved Living Arrangements, Increased Social and Community Participation, Improved Relationships, Improved Health and Wellbeing, Plan Management and Improved Daily Living.

Three of Communify's programs, currently funded by the State and Federal Governments, will roll in to the NDIS during the transition phase which ends in June 2019. These include Department of Communities funded Community Care and the Department of Social Services funded Partners in Recovery and Personal Helpers and Mentors programs.

We are currently working with a number of clients in these programs through the access and pre-planning phase, assisting them to develop their application, gather supporting evidence and present their applications to an NDIA planner. We have also been attending planning meetings assisting clients to present their needs and goals. A number of our clients have received their plans and many others are waiting for results or still in the planning process.

At this early stage of the roll out, it is very hard to determine the exact

number of clients that will move across to the NDIS. We currently support 220 clients in Community Care, 65 clients in PiR and 55 clients in PHaMs. Early analysis is indicating that 180+ clients will not move across to the NDIS. We are concerned about the continuity of support arrangements that will be in place for those clients that are either rejected or choose not to move across to the Scheme.

The NDIS sets price controls for certain NDIS supports to ensure participants obtain reasonable value for their support package. We have seen over the last few years that there has been a steady increase in the pricing for certain service types. However, there are still some service types, such as domestic assistance, that are below the level that would be viable for us to deliver.

We are also seeing a number of our clients receiving significant size packages with a range of core and capacity building supports. This indicates that the NDIS Transition team are doing an excellent job in assisting clients in gathering evidence and preparing for their planning meetings.

It also represents a significant shift for our service delivery model which in the past has seen us deliver a small amount of prescribed services to a large cohort of clients. NDIS will see us delivering significant client directed hours to a smaller number of individuals. We are confident that we will more than replace the income from the loss of existing

programs through delivery of NDIS packages.

There are concerns that we will be inundated with requests to both manage, co-ordinate and deliver supports beyond our staffing capacity and current skills level. There are also concerns that the NDIS component of our business may dominate our organisation and limit the potential for Communify to deliver to a broad range of needs in our community.

It is therefore important that we consider who our client group is in relation to NDIS. Communify has always had a strong commitment to support the most vulnerable in our community. These are people who have no family involved in their lives, have aging parents, have multiple and complex needs in relation to health, mental health, housing, poverty, addictions, or who are isolated or marginalised. Our 300+ current cohort of clients would fit into these groups.

We already know that there is a shortage of staff in both the aged and disability sectors and we want to ensure that we maintain a high standard in relation to staff skills and qualifications. We will therefore be limited by our staffing capacity and will need to be very deliberate in assessing the right match of clients to our service capacity.



Community is...

**A place
where people
belong when
they could
otherwise
be lost.**

Ken first started helping at The Pantry as a way to keep active and busy.

He now loves volunteering twice a week and enjoys conversations and the friendships he's made.

"You get out there and you meet people... you hear people's circumstances and their life stories."



OUR YEAR IN FOCUS

COMMUNITY HOME SUPPORT PROGRAM

We were very relieved to hear that our Community Home Support Program funding was to be extended to 2020 with this extension providing certainty of funding and support to our clients during the reform period. New agreements were offered in April 2018 and we welcomed the additional certainty and time to plan and develop our service responses to a growing number of clients.

The new funding agreements include conditions for Communify to focus on delivering services using a wellness and reablement approach to support and promote client independence. This new reablement approach to community care has emerged in recent years and continues to gain traction in Australia. The traditional model for community care services had a focus on illness and dependence through providing passive support for clients. The concept of 'wellness and reablement' (or 'enablement') replaces this with a model of care centred around 'capacity building', whereby independence in performing activities of daily living is encouraged and facilitated. There is an increasing body of evidence that this shift in focus produces more favourable outcomes for consumers with improved wellness, through achieving greater independence, and consequently reducing the amount and cost of care. Communify has always looked to provide

supports to keep people healthy, active and connected to their community, so this is not a big shift in practice for us. We provide a broad range of exercise and wellness focussed activities to keep people strong, safe and confident and provide side by side services where we offer 'to do with our clients' rather than just 'for them' ensuring that they are contributing to their independence and activities of daily living.

HOME CARE PACKAGES

Communify is very excited to now be delivering Home Care Packages. With the new consumer directed care model clients can now choose Communify to continue their care as their support needs escalate. We currently deliver 60 Home Care Packages with a number of these clients receiving lower level packages though approved for higher care and waiting on the National Register. We are concerned that clients with high needs are forced to accept a lower package which does not meet the level of care that they require. We are able to top up services with the Community Home Support Program but this impacts service delivery to the people we support with lower needs, for whom that program is designed and funded.

We have raised our concern with the Minister and with the recent announcement of additional funding for higher level packages we are hopeful that this will be addressed.

Our client management systems and billing and financial systems are successfully managing this change in funding and the increase in clients and services.

Our recruitment drive across a range of mediums has resulted in the employment of a number of new staff who are delivering support across our in-home support services. This approach has seen an increase in suitable candidates and the employment of well qualified and experienced people who deliver high standards of care to our clients.

HANDS ON ART

Hands on Art is an artist run, not for profit organisation dedicated to the creative development of individuals and their communities. They provide services that use art as an instrument for learning, growth and wellbeing to enrich life, build communities, and open new pathways to learning. As Hands on Art looked to their future viability their management committee came to the decision to approach Communify to consider merging their operations.



OUR YEAR IN FOCUS

After a due diligence process undertaken by the Board and after renegotiating the conditions of the Brisbane City Council lease on the Paddington Substation the Board agreed to Hands on Art joining Communitify. We share a culture of working within a community development framework to support community projects and community members, have had a long history of collaboration with Hands on Art and we look forward to a creative future together.

FLOURISH

In partnership with Belong Neighbourhood Centre and Act for Kids we have worked for two years to develop an innovative early intervention model for children at risk which will provide a shared care approach, education in the early years, enriched caregiving and early intervention.

This year Belong received a grant of \$36,000 from the State Government to develop the business case and model for the centre and Beacon Strategies was engaged to work with the partners on the presentation. It is the intention of the partners to operate a service in North Brisbane - Communitify and South Brisbane - Belong.

To date we have:

- documented the cost benefit analysis of family preservation in relation to out of home care

- mapped existing service providers, highlighting gaps, overlaps and key model differences
- mapped existing points of leverage such as universal services under MBS, other funded therapeutic and support services
- considered the number of children at risk, utilising intervention data and AEDC data to summarise why the model is needed
- detailed how the practice of staff members in the program/service will be governed
- reached agreement on and document program service delivery roles
- reached agreement on operational governance model
- fully articulating the model through documenting workforce mix, setting of care, modalities of care
- documented referral pathways into the program
- calculated various childcare and other government subsidies that could be accessed to support the funding model
- Clarified the licensing minimum standards for long daycare and kindergarten, calculate total cost per child, per annum
- Identified key stakeholders and strategise how best to influence them.

SPRINGBOARD PROGRAM & EVALUATION

Communitify's Springboard program is a six week community-based day treatment program for people with a dual diagnosis of alcohol and other drug (AOD) dependency and mental illness. It provides participants with support and skills to build resilience, promote abstinence and prevent hospital-based care. This 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 for clients who are stabilised post detox and/or on opioid replacement therapy (ORT). The program format draws on more intensive programs, including evidenced based psycho-education, skill building, counselling, physical and mental wellbeing, goal setting and peer support, placing the client in a more flexible setting with links to a range of community based supports.

In April 2018, Communitify commissioned an external evaluation by Beacon Strategies of the Springboard pilot to measure its impact. The evaluation framework looked to:

- Define the program's overall goal, understand the theoretical basis for how the program works (theory of change), document the flow of

program inputs and activities into outputs and outcomes (program logic), identify the areas of inquiry within the evaluation (evaluation questions), identify what information will be used to guide findings, how it will be analysed, and how the findings will be reported and increase visibility of opportunities to strengthen future program delivery.

This found that the program effectively recruits and retains participants with just under half of the original cohort completing the program, which is promising relative to other AOD treatment options. The program led to significant positive changes in:

- resilience
- mental health
- physical health
- attitudes toward addiction and recovery
- severity of dependence
- community functioning (e.g. employment, training, housing).

Additionally, participants who completed the program had less frequent lapses, reduced life disruption following a relapse and increased periods of abstinence. They reported lower rates of hospital attendance post-program and reduced police and court interactions. Qualitative data revealed positive overall client satisfaction.



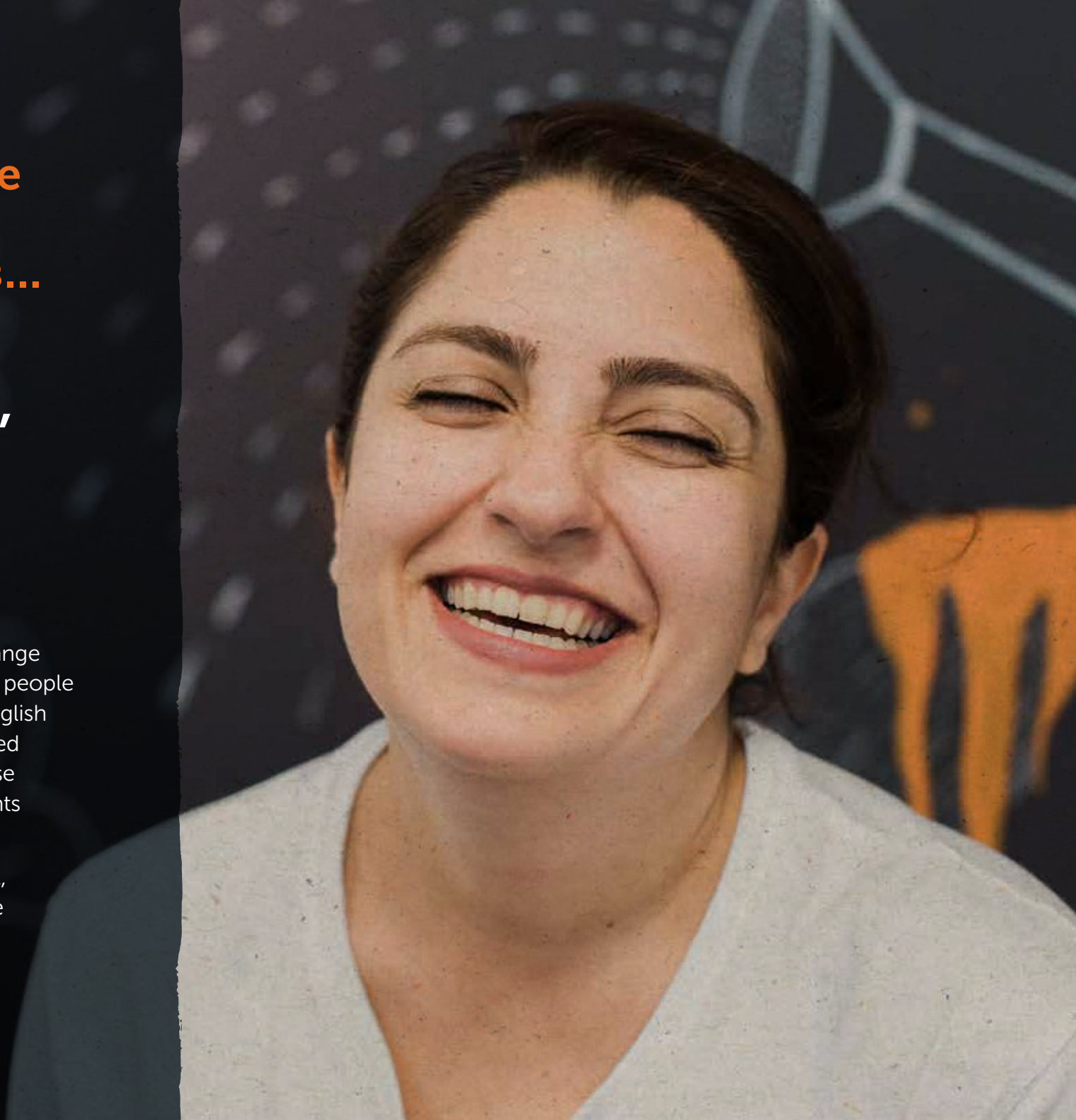
KUNDU PARK COMMUNITY GARDEN.

**I was looking
for somewhere
to have
conversations...**

**I found
friendships,
happiness
and a safe
place to be.**

Bahareh first came to The Exchange after being curious about all the people chatting inside. She came for English conversation, but has since joined a Knitting Group, helped organise International Women's Day events and formed many friendships.

"You can feel here you are useful, we make beautiful things to give to people."



OUR YEAR IN FOCUS

BREAKFAST AT NEW FARM
NEIGHBOURHOOD CENTRE.

ASYLUM CIRCLE

Communify and our consortia partners made representation to Minister Hinchcliffe in relation to the unmet and escalating needs of asylum seekers who are on a Finally Determined visa. We were very pleased that in response the Department called for a select tender to deliver a response to address these needs. Together a group of the consortia partners, Communify (as the lead), Mercy Families, St Vincent de Paul and Red Cross submitted and were granted \$700,000 to deliver targeted supports to asylum seekers who are experiencing great vulnerability due to visa and entitlement changes leaving a growing number with no income or support.

As the lead agency we managed the sub-contracting arrangements and monitor outcomes and KPI's to ensure that we make best use of these funds utilising community development principles. We commissioned Rouse Lawyers to draw up a detailed sub-contracting agreement which clearly articulates each partner's obligations, deliverables and KPI's in meeting the contract outcomes. We were allocated one full time position to coordinate a solutions approach through generating new partnerships, initiating responses from other government and non-government agencies, establishing local area responses replicating the collaborative model, procurement of housing solutions, generation of other

emergency relief support and channels, and generating and managing pro bono responses. This investment will leverage additional resources to prevent further hardship and distress of this target group in a planned approach moving away from a crisis response.

We will measure our success by; the number of new initiatives delivered through this project that address housing, health, employment and financial support, the number of partnerships we establish that generate a growth in support for financial aid, housing, employment and social supports, the number of vulnerable people in the target cohort who have accessed our services for case management, emergency relief and employment assistance, the dollars distributed for emergency relief, the amount of donor dollars raised through philanthropic donations and campaigns and the number of pro bono services committed to support the needs of people seeking asylum.

SKILLING QUEENSLANDERS FOR WORK

Communify once again was successful in receiving funding to deliver the Work Skills program in Housekeeping. We engaged Southbank TAFE to provide the training for 12 students, with a number of the people joining the program from our Mental Health programs and our asylum seeker initiative.

We provided a range of additional supports and built confidence through team building opportunities and supported people when they felt challenged with other life issues.

The Transition 2 Success program approached us to partner with them and Southbank TAFE in an application to deliver the Skilling Queenslanders for Work Youth Skills program in Hospitality.

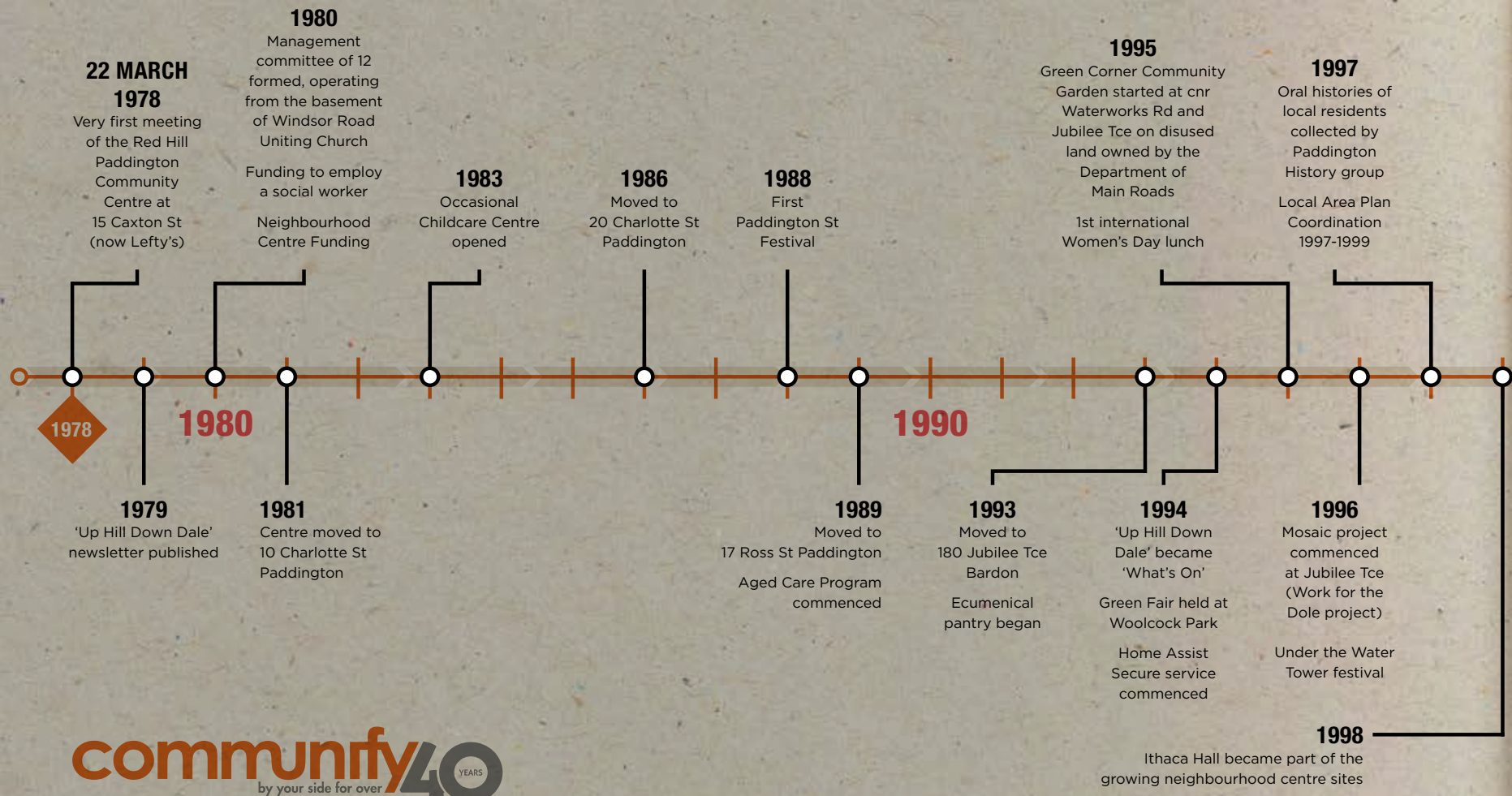
Youth Skills is one of seven programs that make up the Skilling Queenslanders for Work initiative and offers customised training to support young people who are engaged with Youth Justice Services or Queensland Corrective Services to gain nationally recognised skills and vocational qualifications up to the Certificate III level.

Providers must deliver services that encourage a creative and dynamic approach to intervention. Through a coordinated approach, learning barriers are identified and addressed, and participants are provided with supported pathways into mainstream training leading to further education and employment.

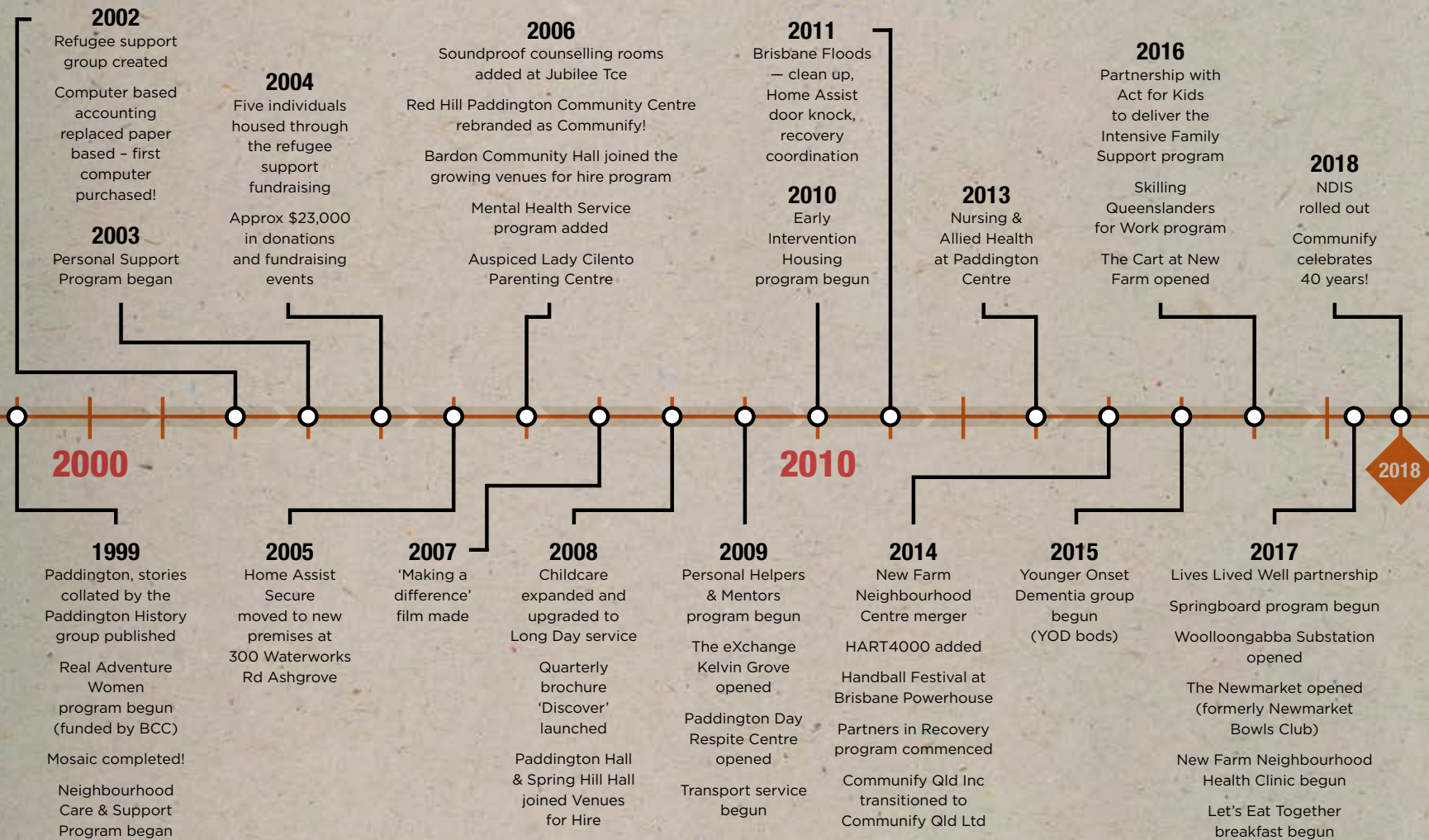
After considerable networking and recruitment efforts, we were unable to meet the challenge of engaging sufficient numbers for a successful program and after consideration we made the difficult decision to return this program's funding.



LOOKING BACK THROUGH



AN AMAZING 40 YEARS!



OUR YEAR IN FOCUS



THE FREE RANGE LIBRARY

We were approached this year for help by the Brisbane branch of the Footpath Library. Founded over 10 years ago, The Footpath Library had a simple mission — to bring the joy of books to people experiencing homelessness. Since its humble beginnings — literally a scattering of books on the footpath — The Footpath Library had grown to serve over 100 homelessness providers in four cities each month. In recent years The Footpath Library has faced challenges in securing the funding necessary to ensure the ongoing viability and success of the organisation and decided to consolidate its work.

We are very excited to support these Brisbane based volunteers to continue this work and to welcome them to the Communitify team. The newly named Free Range Library has an extensive number of donors including Virgin Australia that donate over 1,000 books each year and currently we now deliver to over 25 housing and homelessness services across Brisbane.

LAUNCH OF CHEFS WHO CARE

This year we launched our innovative partnership with Second Bite and DV Connect to provide high quality meals for women and their children who are escaping domestic violence. Minister de Brenni joined our volunteer chefs and

helpers to officially recognise and support the program which started as an offshoot of our 'Let's Eat Together' project (funded by the Dignity First fund).

Through a call out on the Chef Exchange Facebook page we were elated when 4 chefs came forward to donate their time and skills. The chefs have been joined by over 25 helpers and in 4 x 2 day cooking sessions have produced over 1,550 meals. IGA donated a commercial fridge through their Community Chest program and QCC provided a discounted commercial stove.

When organisations such as ours and Second Bite work together and are joined by passionate community members it is amazing what we can achieve. We will be looking for additional partners and sponsorship to help us with our commitment to keeping this program going.

WORKING TOGETHER TO CONNECT CARE

Communitify was approached to join as a partner in the Working Together to Connect Care initiative. The program commenced out of the Royal Brisbane Hospital Emergency Department in April 2016 through a LINK (Leading Innovation through Networking and Knowledge-sharing) fund grant.

The aims of the Working Together to Connect Care program are to decrease

the number of presentations by providing focused community support and to integrate all healthcare services with the goal of achieving positive, patient centred and directed outcomes. A strong sense of a united purpose between non-government and hospital services coupled with a robust consumer centric model has been a key facilitator of program implementation.

This program utilises an assertive community and emergency department response model for people who are highly vulnerable and who often have complex psychosocial concerns.

NEW FARM UPGRADE

New Farm Neighbourhood Centre facilities are currently aged, inadequate and substandard for the large number of people that access the Centre each day. The centre is visited daily by up to 50 people who access our Open House program which provides shower, clothes washing, and computer facilities as well as meals and food relief. In house and visiting services address homelessness and other health and life challenges. The centre also provides community education and meeting spaces for more than 100 people throughout the day and evening. We currently only have 2 bathrooms (which include toilets) on site which means that people requiring showers often are waiting up to an hour and visitors, staff



Community is...

**Having
somewhere
to go when
you're in
need of help.**

Joan was a volunteer in the first days of Red Hill Paddington Centre before it became Communify, then later a staff member and board member. Joan's relationship with Communify for almost four decades is one of growth and change, and she now receives in-home support from the Communify team and is a regular visitor to the Paddington Centre.

"Communify is always helping out... reaching out where there is something needed and building something for it."





THEATRE WORKSHOP, JUBILEE HALL.

AFFORDABLE COMMUNITY SPACES PROVIDE PEOPLE WITH
ACTIVITIES INCLUDING SELF-HELP GROUPS, THEATRE, MUSIC,
EXERCISE PROGRAMS AND ACTIVITIES FOR CHILDREN.

OUR YEAR IN FOCUS

and volunteers often must use the public toilets in New Farm Park. There is only one washing machine and dryer and again clients are forced to wait for extended periods for their turn.

We have only one adequate community space at the rear of the building which is made available to community groups for meetings, classes, etc. which is highly sought after and fully booked. This means that people accessing the Open House are forced to sit in the foyer and/or on tables in front of the building. The space gets congested and at times volatile with crowding and limited break out space.

With funding of \$1,000,050 announced by the Department of Communities and a further \$220,000 provided by the Department of Housing and Public Works we commenced the design and development process. Architects Vokes and Peters have designed the major upgrade which will see the original building lifted with the new ground floor providing additional community and meeting spaces, consulting rooms, a commercial grade kitchen, disability access bathrooms, additional toilets and showers and a lift to access the second story.

We have now completed the schematic design process, construction documents and all the required engineering reports. We are currently seeking an Infrastructure Designation for a Community Facility for the upgrade. A recent Quantity Survey has determined the cost to exceed the dollars

that we currently have committed so we will be seeking donations of construction material and a community price from potential building contractors to ensure this project is delivered on budget.

LINK FUNDING SPRINGBOARD

We were successful again this year in our application for Metro North Hospital and Health LINK funding. Our project was to consult with youth services and consumers, to adapt the existing Springboard day program to meet the particular needs of young people with co-occurring mental health and alcohol and other drug (AOD) disorders. This new program will be delivered in two pilots to young people who reside in the Metro North Hospital and Health Service catchment. The program will be assessed using a range of psychological measures at pre-treatment and post-treatment as well as follow up review at three and six months which will allow for deeper understanding of the program's efficacy in facilitating sustained change.

The initiative undertook consultation and adaptation of the program through the first quarter of 2018, with service delivery commencing during 2nd quarter 2018. Both pilots will be expected to have completed by end of third quarter 2018, with follow up review and final report conducted and completed by end of project period (January 2019).

This is currently a service gap in moderate-intensity community based AOD treatment for young people. Adapting an existing and effective program through expert and consumer consultation poses an innovative and cost-effective solution to meet this need.

The partnership between Communify and Hot House, will create a referral pathway designed to best facilitate access to the program. Consultation from consumers themselves will provide further innovation as young people can guide the modification of the content and structure to best meet their needs. Hot House will take a lead role in development of the program and a partner role as primary referrer to the day program. PCYC will take a partner role in delivery of the program and will facilitate an exercise group at the Lang Park gym.

TIER 3 HOUSING

In 2014 Communify applied for registration as a community housing provider. In June 2017 Communify received the National Regulatory System Community Housing's Draft Determination of Application for Registration in which the Registrar advised that Communify had demonstrated the capacity to comply with the requirements of the Housing Act 2003 (Qld) and the relevant performance requirements listed under each of the seven performance outcomes of the National Regulatory Code. The Registrar

made 47 recommendations about action to be taken to demonstrate compliance.

The Registrar advised that a Compliance Assessment had been provisionally scheduled for January 2018. Standard compliance assessments are conducted every 2 years for Tier 3 Housing providers such as Communify. While the earlier registration process addressed the question of whether Communify had the capacity to comply, the upcoming compliance process will require Communify to demonstrate actual compliance with the requirements of the Housing Act 2003 (Qld) and the relevant performance requirements listed under each of the seven performance outcomes of the National Regulatory Code.

The current project addressed the action necessary to respond to recommendations made by the Registrar, National Regulatory System Community Housing as a result of Communify's application for registration. We submitted further evidence in response to the actions identified and we are pleased to advise that we complied with all actions.

SPECTRUM APARTMENTS

This year saw the realisation of our strategic decision to divest of our old housing stock at Bardon, Nundah and Albion and reinvest in 7 new high quality units in Brisbane Housing Company's (BHC) Spectrum development at Lutwyche.

OUR YEAR IN FOCUS

The development was officially opened by Assistant Minister for Transport and Infrastructure Glen Butcher, who highlighted that the three story Spectrum development was the product of a unique partnership between leading affordable housing provider BHC and respected not-for-profits Community 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. The development is ideally located within walking distance to public transport and a shopping centre allowing people to stay connected to their local community, employment, family and friends.

The Spectrum development was an example of how organisations with similar goals and values can work together to deliver outcomes to the community that wouldn't be possible by themselves. We believe we've pioneered a new way of working with like-minded organisations to provide an excellent outcome for our clients.

CHILDCARE RESTRUCTURE

Our childcare centre undertook a staffing restructure process, with the engagement of a full-time early childhood teacher and a new trainee childcare worker. These changes saw an increase in childcare enrolments and day utilisation rates

(now at 96.5%) with families keen to have their children involved in this enriched learning environment. We are currently looking at options for funding an upgrade of the current facilities which are limited in space and amenity.

We hope to undertake design and building works to improve the outdoor play space maximising and improving the area to provide an all weather environment with a range of play equipment and opportunities. Our centre is very small and has limited outdoor space so we need to ensure that we make best use of what little we have to provide an interesting interactive opportunities for the children.

The National Quality Standard (NQS) has a specific quality area dedicated to the physical environment and requires that: 'The environment is inclusive, promotes competence, independent exploration and learning through play.' We believe that to remain competitive we need to have a point of difference in our service offerings. Our current staff are very excited about the introduction of a kindy program underpinned by the Steiner philosophy.

Our plans for the upgrade will include an additional deck with fixed play equipment, replacement and lifting of the roof over the central play area, relocating the storage sheds and inclusion of natural materials that add aesthetic value to the early learning setting. They are more attractive to live and work with and children gain cognitively and

affectively from interacting with and taking responsibility for plants and animals. On our limited inner city site we will endeavour, through good design, to create an interesting and dynamic outdoor play space. We hope to create a space that invites open ended interactions, spontaneity, and risk taking play.

INFORMATION TECHNOLOGY

The IT Strategy for 2017-18 has involved further refinement and strengthening of our mobile worker platform, Procura, as well as significant changes in the HR Information Systems and Payroll space. Our focus continues to be on providing the best customer service to our staff and volunteers and ensuring they can do the best job for the community.

The Procura Mobile platform rolled out in June 2017 and since then we have expanded the scope to include more services and armed our staff with a new fleet of Samsung phones to facilitate their day to day work. This platform has empowered our staff with greater access to resources than ever before and provides our scheduling team with the tools to adapt to change at a far greater pace.

This year we rolled out a new network across all of our sites. This network has increased the speed and accessibility of our workforce and has provided a solid foundation for our mobile platform.

IT have worked closely with the HR and Finance teams to deliver an integrated HR and payroll system. This has provided staff with a self-service system for recording time and attendance, leave, managing personal and contact information and accessing all things HR from either a desktop computer or a smartphone. The rollout of a new payroll system has further streamlined what was once a highly administrative function and removed the need for paper and manual processes.

In addition to these initiatives, we have delivered a central employee record across our HR, Payroll and Active Directory systems. This reduces the duplication and data entry involved in managing multiple systems and has led to further efficiencies around our intake and exit processes to ensure a smooth experience for all stakeholders. We have worked hard to ensure that when a staff member starts with Community they are given everything they need to do their role from day one.

As we move into the new financial year we will continue to look for ways to streamline processes and empower our staff and volunteers with the information necessary to do their jobs in an efficient and safe manner.

OUR CHILDCARE CENTRE WORKS TO CREATE A NURTURING,
CARING ENVIRONMENT FOR ALL CHILDREN AND THEIR FAMILIES.



HOMework CLUB,
THE EXCHANGE.

QUALITY SYSTEM

IMPLEMENTING A ROBUST AND SUSTAINABLE QUALITY MANAGEMENT SYSTEM.

Community is committed to providing a high quality of care and support to the people we provide services to. The services we provide are diverse and we continually shape our services, programs and activities to support those in need effectively. Over the past 12 months we have seen many industry changes which has impacted on how we deliver services to our community.

Community is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and the way we deliver services.

All services provided by Community are underpinned by a robust and sustainable quality management system. Although not a requirement Community undertook an external assessment against the International standards Organisation (ISO 9001:2015) and awarded certification in March 2018. This was achieved 12 months earlier than expected due to quality being embedded into our everyday work practices and being a significant part of our work culture.

We believe that “we should not work for quality but quality should work for us”. We have a quality objective which is to meet or exceed our clients’ requirements and expectations in a proactive, professional and cost effective manner. We achieve this by:

- Maintaining a Quality Management System in accordance with AS/ANZ ISO 9001
- Providing adequate resources to continually review and improve our business process
- Working in partnership with our clients and all other relevant stakeholders
- Embracing the responsibility for quality practice in everything we do and encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their areas of responsibility

- Developing and documenting objectives and targets for our core activities
- Reviewing and adapting to relevant industry standards, regulatory requirements or contractual arrangements
- Reviewing and evaluating our performance across all services, ensuring that we continue to improve in all we do.

Our quality management system is constantly being reviewed to ensure a continuous improvement approach. To date we have successfully achieved:

- ISO 9001:2015 (March 2018)
- Human Service Quality Standards Certification in preparation for services we are registered to provide under the National Disability Insurance Scheme (August 2018)
- Approved as a Provider under the Aged Care Act 1997
- Accreditation against the Home Care Standards (April 2016)
- Certificate Tier 3 Housing
- Childcare Service Approval Certificate with letter stating “Overall Rating Exceeding National Quality standard”.



A YEAR OF SERVICE OUTPUTS



SERVICES FOR PEOPLE OVER 65

ALLIED HEALTH SERVICES
1,050 HRS

REGIONAL ASSESSMENT SERVICE
730 ASSESSMENTS

DOMESTIC SERVICES
17,161 HRS

HOME ASSIST SECURE —
MAINTENANCE, INFO,
ADVICE & REFERRAL
8,827 HRS

NURSING
681 HRS

HOME ASSIST SECURE —
HOME MODIFICATIONS
\$14,4231

PERSONAL CARE
1,080 HRS

MEALS ON WHEELS
3,192 MEALS

SOCIAL SUPPORT
12,210 HRS

THE PADDINGTON CENTRE —
CENTRE BASED RESPITE
12,665 HRS

COMMUNITY TRANSPORT
12,170 TRIPS



INTENSIVE FAMILY SUPPORT (IFS)

FAMILIES ASSISTED
149

CONTACT HOURS
18,332 HRS



HOME CARE PACKAGES

INDIVIDUALS ASSISTED
60



SERVICES FOR PEOPLE UNDER 65

HOME ASSIST SECURE —
HOME MAINTENANCE
703 HRS

THE PADDINGTON CENTRE —
CENTRE BASED RESPITE
1,597 HRS

HOME ASSIST SECURE —
HOME MODIFICATIONS
\$26,260

SOCIAL SUPPORT
7,757 HRS

DOMESTIC SERVICES
6,816 HRS

COMMUNITY TRANSPORT
2,643 TRIPS

BARDON NEIGHBOURHOOD CENTRE



EMERGENCY RELIEF
FUNDING DISTRIBUTED
\$20,000



450 PEOPLE
AND THEIR FAMILIES ASSISTED WITH
FOOD & EMERGENCY FINANCIAL RELIEF

WHO DO WE HELP AND HOW?



HART4000

PEOPLE ASSISTED

1,188

SUPPORT HOURS

7,704 HRS



NEW FARM NEIGHBOURHOOD CENTRE

OPEN
HOUSE DAYS

192

OPEN HOUSE
VISITS

8,925

SHOWERS

855

MEALS

5,760

SECOND BITE FOOD
RELIEF PARCELS

1,440



PERSONAL HELPERS & MENTORS

PARTICIPANTS

53



PARTNERS IN RECOVERY

PARTICIPANTS

68



NDIS PROGRAM

PARTICIPANTS

53 (CURRENTLY)



COMMUNITY SPACES

21,162 VENUE BOOKINGS

TRAINING & EDUCATION

1,557

HEALTH & FITNESS

3,946

SPIRITUAL & RELIGIOUS

1,128

EVENTS & CELEBRATIONS

247

SOCIAL GROUPS &
MEETINGS

676

EXHIBITIONS &
PRESENTATIONS

41

SENIORS ACTIVITIES

361

COMMUNITY

3,778

SELF HELP

1,258

CHILDREN'S ACTIVITIES

1,455

MENTAL HEALTH

691

ART, MUSIC, DANCE, DRAMA

5,987



ASYLUM CIRCLE

ACCOMMODATION UNITS

18



SKILLING QLD'RS FOR WORK

PARTICIPANTS OVER
1 PROGRAM

12



CHILDCARE

97% FULL - CHILDREN
IN DAYCARE CENTRE

31



**I was looking for a family
friendly work environment...**

I found a place for us to belong.

Miranda came to Community after the birth of her third child, and was thrilled with the supportive workplace and the on-site childcare. When friend Kate was looking for work, Miranda was able to recommend Community as a wonderful work environment for work-life balance.

OUR PEOPLE

TALENT MANAGEMENT IN A RAPIDLY CHANGING ENVIRONMENT. OUR TALENT IS AT THE HEART OF OUR ORGANISATION.

Our strategy on talent management is informed by our business insights and predictions which is constantly challenged by the changing funding landscape across the sector.

We continue to be able to attract the talent we need, when we need it and our professional development programs deliver the benefits for both our organisation and to our individuals. Being able to adjust our employer brand and employee value proposition to meet our evolving organisation and talent requirements has increased our service delivery capability and flexibility with innovation. We value our team members and we like to give them wings. We recognize that our commitment to innovation and continuous improvement is a commitment made by all. Many of our new projects, ideas and ways of working have come from an idea that a staff member has or from a particular passion or talent.

ENHANCED HR PORTAL & SELF-SERVICES

Our integrated technologies are close to being fully embedded with our enhanced HR portal (ConnX) which includes a wide range of self-services and workflow functionality using advanced technology such as workflow forms, time and attendance, performance management, WHS incident reporting, onboarding, induction and recruitment modules. We can now focus on truly differential reporting metrics due to having this secure, consistent and centrally available data base. ConnX provides us with a cohesive HR structure clearly defining roles and responsibilities that links together the overall organisation metrics.

TEAMS WORKING TOWARDS A COMMON GOAL

We continue to be proud of our culture of openness and trust within small teams, large teams, combined teams and the organisation as a whole team. Building confidence to problem solve, think creatively and idea exchange is actively promoted by the leadership team and communicated at team meetings, team building days and workshops across the organisation.

OUR VOLUNTEERS

Volunteers are invaluable to many of our services. We are fortunate to have over 250 volunteers who contribute in roles that include community transport, Meals on Wheels, social support, The Pantry, Chefs who Care, English conversation and tutoring.

The Samford Support Network is an independent volunteer group that offers a friendly hand to people in the Samford region. We work closely with the Network to provide a community transport service in the Samford and surrounding areas. We're proud to work with this dedicated group of volunteers who are generous with their time and who have successfully attracted donations from their local business community to support their work.

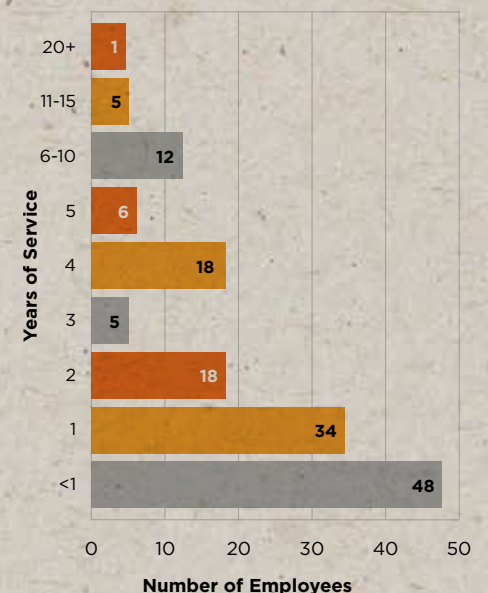
COMMUNIFY CHAMPIONS & PATRONS OF NEW FARM

Community Champions and the Patrons of New Farm are our local giving programs. Newstead Brewing Co hosted a very successful Community Champions event in November 2017 which raised more than \$3,500, funds which made a difference for those in our community in need over Christmas and the holiday season.

The Patrons of New Farm are a group of socially conscious individuals and businesses who contribute financially

to provide support to homeless and marginalised people on the New Farm Peninsula. These funds are used to pay for individuals' specific and immediate needs, helping to prevent people entering the cycle of homelessness by assisting with one-off rent shortfalls, household set up costs and funding emergency accommodation. The Patrons have also funded a free weekly breakfast at the New Farm Neighbourhood Centre and support The Cart, a social enterprise at the centre.

147 VALUED EMPLOYEES & THEIR LENGTH OF SERVICE



Our Volunteer Week survey results showed that 98% of volunteers rate their Community volunteer experience as good or excellent and would recommend volunteering with Community.

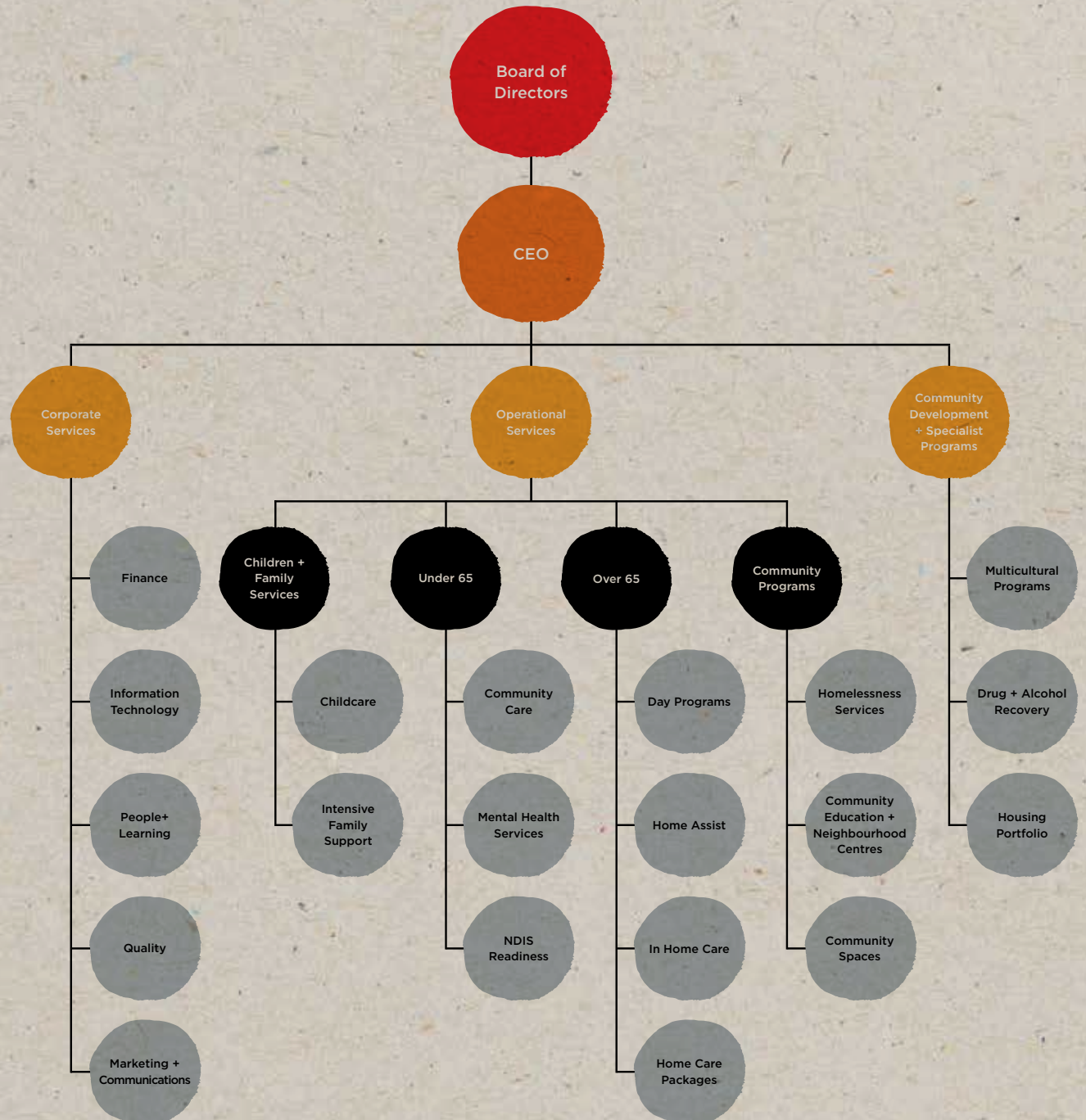
WHAT DO YOU LIKE ABOUT VOLUNTEERING?

“SEEING FACES LIGHT UP WHEN I COME AND COLLECT CLIENTS ... THEY ARE SO THANKFUL AND APPRECIATIVE.”

“MEETING WONDERFUL PEOPLE AND MAKING FRIENDSHIPS.”

“I AM NEW TO THE LOCAL AREA, BY VOLUNTEERING I HAVE BEEN ABLE TO MAKE NEW FRIENDS.”

“JUST HAVING A CONNECTION WITH THE LADY I TAKE SHOPPING.”



**I was looking
for a volunteer
job for my
retirement...**

**I found
20 years of
conversations,
activities and
friendships.**

Colin first joined the New Farm Neighbourhood Centre as a volunteer when he was searching for a way to stay engaged with diverse community during his retirement. Over the ensuing 20 years Colin has been a vital board member, a Patron of New Farm and a regular volunteer. Today, Colin runs a Philosophy Group at the centre, enjoys the coffee cart and receives in-home help.



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

Carolyn is a consultant working with clients in areas of leadership, change management, relationship management and policy and strategy. 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.

PETER TRAN – AUDIT & RISK SUB-COMMITTEE

Board Member since 2014

B BUSINESS (ACCOUNTING) /
B 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.

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.

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.

OUR BOARD



(LEFT TO RIGHT) KAREN DARE, ANDREW KOLB, PETER TRAN



(LEFT TO RIGHT) KENT MADDOCK, BEA DUFFIELD, JANET MARSHALL, CAROLYN MASON
ABSENT - JUDITH HUNT

community40
by your side for over YEARS

KENT MADDOCK – AUDIT & RISK SUB-COMMITTEE

Board Member since 2014

B 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 Community in 2014. Kent's professional career has been as a senior public servant and an organisational consultant. (Previous NFNC Board Member.)

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 10 years in the not for profit sector, including 4 years within social and 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.

ANDREW KOLB – COMMUNICATIONS SUB-COMMITTEE

Board Member since 2017

B INFORMATION TECHNOLOGY, CERT MARKETING

Andrew is a communication and advertising digital strategy expert with over 10 years experience working with top tier clients in a number of different facets of digital including website, CRM, social, data, content and digital creative. Recently joining GPY&R after working in Sydney and Brisbane with clients including Lion (XXXX, Hahn, James Squires), Comm Bank, Coca-Cola, Foot Locker, Air Asia, Qld Govt and TAFE Qld, he is passionate about developing solutions to real business problems using digital.

TANIA KEARSLEY

Company Secretary since 2013

B LAWS (HANS), MASTER OF LAWS (QUT), MASTER OF BIOETHICS (MONASH), GRAD DIP OF APPLIED CORPORATE GOVERNANCE, MEMBER GOVERNANCE INSTITUTE OF AUSTRALIA

Tania practiced as a lawyer for more than 20yrs 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/CEO on governance and compliance issues.

FINANCE REPORT 2017-18

COMMUNIFY'S FINANCIAL STATEMENTS DESCRIBE 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 both develop existing programs and provide exciting new services to our community, including successful programs focused on drug and alcohol treatment, people seeking asylum and employment, and those living with Younger Onset Dementia.

Communify continues to provide affordable social housing with our units at Red Hill, the new apartments at Lutwyche as well as the large rental complex in Bardon which enables us to provide accommodation for a group of asylum seekers. Communify has successfully established services as 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 including personal care, nursing, allied health and clinical services, help with housework, meals and food preparation, transport, shopping, social support and planned respite.

Cost pressures and funding changes continue to impact on the services that we provide as we transition into an NDIS funding model. Continuous-improvement projects in our client management database, accounting software, payroll and HR support systems have delivered quality improvements. Our information systems provide accurate up-to-date information to guide us within a rapidly changing environment.

2017-2018 SUMMARY

WHAT INCOME DID WE RECEIVE?	\$,000
From Operating Grants	7,368
From Capital Grants	138
From providing Childcare Services	410
From Donations, Grants and Philanthropy	182
From Venue Hire Services	321
From all other sources	1,263
Total Income	9,682

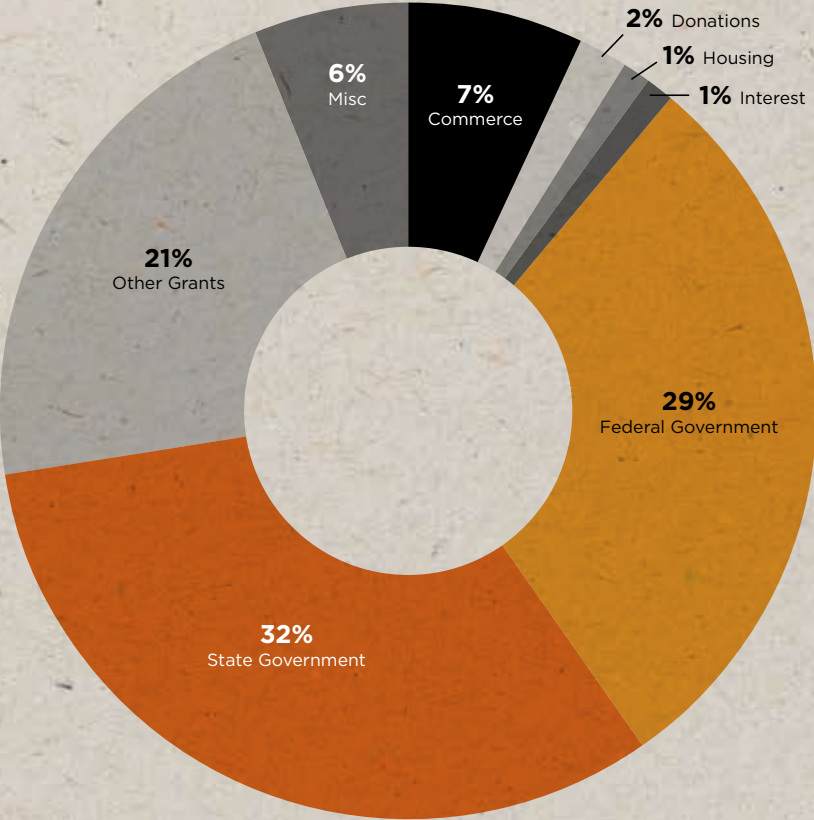
WHAT EXPENSES DID WE HAVE?	\$,000
To pay our employees	6,471
To provide support to our clients	1,136
To pay for housing and property costs	293
To recognise depreciation of assets	296
To recognise loss on sale of property	127
To support our administration	734
To insure our people, property and services	93
To operate our motor vehicles	100
Total Expenses	9,250

WHAT WE OWN	\$,000
Cash and amounts invested	4,849
Amounts owed to us	66
Other current assets	128
Property, vehicles, equipment, and software	6,063
TOTAL ASSETS	11,106

WHAT WE OWE	\$,000
Amounts we owe to suppliers	838
Entitlements of our employees	459
Other amounts payables	—

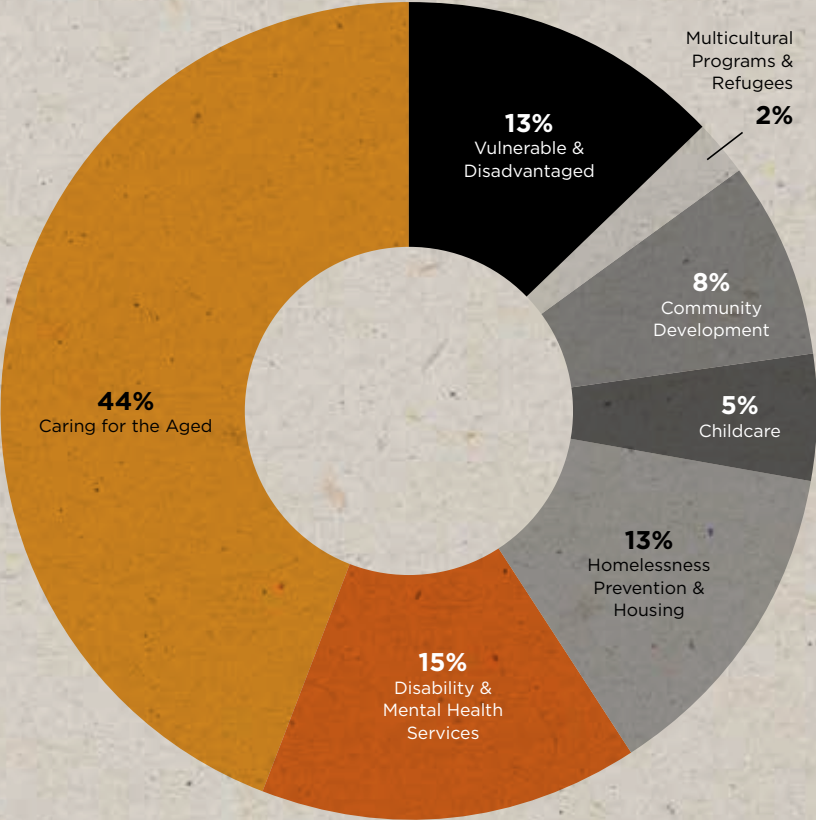
TOTAL LIABILITIES	1,297
TOTAL NET ASSETS	9,809

COMMUNIFY QLD INCOME SPLIT



● Commerce	7%	● Federal Govt	29%
● Donations	2%	● State Govt	32%
● Housing	1%	● Other Grants	21%
● Interest	1%	● Miscellaneous	6%

HOW WE INVESTED INTO THE COMMUNITY



● Vulnerable & Disadvantaged	13%
● Multicultural Programs & Refugees	2%
● Community Development	8%
● Childcare	5%
● Homelessness Prevention & Housing	13%
● Disability & Mental Health Services	15%
● Caring for the Aged	44%

STRATEGIC PLAN

OUR VISION

What we hope for:
A unified, supportive community.

OUR MISSION

Why we are here: To strengthen the community's capacity by responding to the diverse needs and interest of its members.

OUR VALUES

How we will work: Integrity, Passion, Inclusiveness, Creativity, Collaboration.

STRATEGIC PILLARS Key Success Factors

1. INFLUENCE

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

2. LEADERSHIP

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

3. HIGH PROFILE

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

4. SUSTAINABLE

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

We will achieve this by:

- Strategically partner and position Community for greater social impact.
- Support innovation, service development and system reform that leads to improved client outcomes.
- Pro-actively support inclusive practices to ensure Community is responsive to all community members.
- Provide leadership in raising community awareness and understanding of issues for vulnerable people and families.

- Champion contemporary, integrated and networked service models.
- Exemplify service delivery under these models.
- Continue to build Community's service offerings based on these models.

- Continue developing Community's brand and image, promoting existing services and roll out of new services.
- Develop and implement communication plans to promote changes in geographic coverage, partnerships and service delivery models.
- Enhance communications and engagement with stakeholders to establish credible and supportive relationships.

- Maximise funding by securing investment from new and existing sources and creating innovative partnerships.
- Develop a strategic investment plan including investment in new assets and re-investment of existing assets that look to achieve strong capital growth and long-term targets.
- Develop a sustainable business model that builds an income stream from a diversification of sectors including government, business, philanthropic sectors and individuals including user-pays.

ENABLERS

Retain a high performance team by investing in people inspired and aligned to our vision.

Implement transparent and robust business development processes and reporting.


Employ robust systems, delivery methods and accountabilities.



PHILOSOPHY GROUP, NEW FARM NEIGHBOURHOOD CENTRE.

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.



Thank you
for your ongoing
support!

community40
by your side for over YEARS

OUR FUNDERS

- Australian Federal Government
- Brisbane City Council
- Brisbane North Primary Health Network
- Queensland Government
- Queensland Mental Health Commission
- North Brisbane Hospital and Health

Donors

Some of our significant donors —

- Community Champions
- English Family Foundation
- Lions Club Bardon
- Order of St Lazarus
- Patrons of New Farm
- Peace Through Justice Group (Western suburbs ecumenical)
- Rotary Club Ithaca
- Rotary Club New Farm
- Siganto Family Foundation
- Sisters of Mercy
- Wesley Mission
- Banneton Bakery
- Fruity Capers
- Oz Harvest
- Second Bite
- Catholic Religious Australia Qld

Our Partners

- ACT for Kids
- Burnie Brae
- Centacare
- Good Shepherd Microfinance
- Lang Park PCYC
- Lives Lived Well
- National Australia Bank
- Open Minds
- HeadSpace
- Qld Health GP Oral Health Service
- Red Cross
- Second Bite
- Wesley Mission
- Brisbane Domestic Violence Service
- DV Connect
- Oz Harvest

OUR CONSORTIA BUDDIES

Healthy @ Home

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

Under 1 Roof Partners

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

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 Johns Community Transport

Dementia Respite Consortia

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

Asylum Circle

- MDA
- ACCESS
- World Wellness Group
- QPASTT
- Red Cross
- Romero Centre/Mercy Community Services
- SVDP
- Indooroopilly Uniting Church

OUR MATES

- 500 Lives 500 Homes
- Access Arts
- All About Fruit
- Allianz
- Alzheimer's Australia, Qld, YOD Key Worker Program
- AMPARO Advocacy
- Anglicare Homeless Services for Women and Families
- Apex
- Ashgrove Bowls Club
- Ashgrove State School
- Ashgrove West Uniting Church
- ATG Building Group
- Australian Catering Services
- Australian Catholic University
- Australian Labor Party — Baroona Branch
- Bank St Kindy
- Bardon Anglican Church
- Bardon Physio
- Bardon State School
- Basic Rights Qld
- Beacon Strategies
- 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 Youth Service (BYS)
- Brook Red
- Brumby's — Red Hill
- Bunnings Stafford
- Catholic Religious Australia Qld
- Caxton Legal Service
- CBRE Asset Services
- Christ Church Milton
- Commonwealth Bank — Flagship Team
- Compass Housing
- Dello Mano, New Farm
- Digital Media Research Centre
- DV Connect
- Emmanuel Uniting Church
- Empyrean Lighting
- EPIC — Employment Consultant
- Federal Loves Refugees Group
- Fortitude Valley Chamber of Commerce
- Friends of Bardon Transitional Accommodation
- Friends of Bedford Park
- 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
- Hands on Art
- Harmony Place
- Headspace Taringa
- Hilder Road State School
- Holy Spirit School
- Homemaker The Valley
- Hope Church
- IGA New Farm
- Inala Community House
- INCH Housing
- Indooroopilly Uniting Church
- Innercity Interagency
- Ithaca State School
- Jeays Street Centre
- Keperra Sanctuary
- Kombi Clinic
- Lang Park PCYC
- LawRight
- Lions Club, Brisbane Inner West
- Lions Club, New Farm
- Lord Mayor's Charitable Trust
- Loud and Clear Choir
- Mallow Sustainability
- Mangrove Housing
- Marist College Ashgrove
- McPhee Lawyers
- Medfin
- Men's Shed Spring Hill
- Mental Illness Fellowship of Victoria
- Merlo
- MICAHA
- Midas Service Centre Ashgrove
- Mission Australia
- My Village News
- 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 Cinemas
- New Farm District Historical Society
- New Farm State School
- New Hope Brisbane — Kelvin Grove
- New Way Community Chapel
- Newmarket Community Pre-schooling Centre
- North Brisbane Partners in Recovery
- Nundah Community Health Student Clinic
- Open Minds
- Ozcare
- 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
- QPASTT
- Queensland Alliance for Mental Health
- Queensland University of Technology
- RAI
- Rainworth State School
- Ray White Ashgrove
- Ray White New Farm
- Raynors Meats
- Red Cross
- Redbourne Referrals
- Refugee & Immigration Legal Service
- Rivercity Family Church
- Roma House
- Romero Centre
- Rotary Club Brisbane Planetarium
- RSPCA
- Salvos Legal
- Samford Support Network
- Samford Valley Steiner School
- Sandbag
- Scomodo Vocce Singers
- SCT Logistics
- Share the Dignity
- Southbank Insurance Brokers
- St John Ambulance (Qld)
- St John's Wood — The Gap Parish
- St Josephs Primary School
- St Michaels and All Angels
- St Vincent de Paul
- Stafford Meals on Wheels
- Street Level
- TAFE Brisbane
- The Bakeologists
- The Cove
- The Gap State High School
- The Gap Laughter Club
- The Gap State Primary School
- The Gap Uniting Church
- The Munroe Centre
- The Night Café
- The Western Echo
- Westside News
- Uniting Care Community
- Vine Restaurant
- Volunteering Qld
- West Ashgrove Uniting Church
- Westpac Bank — New Farm Branch

- Workstation
- Youth Outreach Service (YOS)
- Zillmere Family Accommodation Program

NEW FARM HEALTH CLINIC

- Dr Debbie Carroll
- Dorelle Thompson, Dietician
- Adele Hamilton, Homeopath
- Sharon Jones, Homeopath
- Kombi Clinic
- Indigenous Sexual Health Clinic
- Praxis Physiotherapy
- Axis Psychology

ASYLUM CIRCLE RESEARCH PARTNERS

- Dr Kate Murray School of Psychology & Counselling, Faculty of Health QUT
- Dr Maryanne Theobald School of Early Childhood & Inclusive Education, Faculty of Education QUT
- Dr Amanda McFadden Early Childhood & Inclusive Education, Faculty of Education QUT



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OUR FUNDERS



Australian Government



Queensland Government



BRISBANE CITY