



Annual Report
2018/19

Communify 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. We acknowledge the important role that Aboriginal and Torres Strait Islander people continue to have in our community.

Communify is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



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COVER IMAGE

Junior, NDIS participant





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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.

Supporting our community on all sides



Chairperson & CEO's Message

Welcome to our shared column for this annual report. While we recognise and work within the different roles and responsibilities of Board Chair and CEO, we have a common unifying purpose: **supporting our community on all sides.**

This financial year commenced with preparations for the official 40th birthday celebration in September 2018, where we premiered a wonderful video on our journey and the people who have contributed to and benefited from our mission. We ended the financial year welcoming a new Director Glenys Fisher, with preparations for a brand refresh including a new logo for the organisation, and a vision to move forward over the next 40 years and beyond.

Community understands that we deliver our services in an environment of evolving policy and system reforms and expectations. These dynamic demands, coupled with rapidly changing technology and consumer expectations, continue to create both uncertainty and opportunity for us as a provider in the community services sector.

The themes of opportunities and uncertainty were the focus of our strategic futures workshop in February 2019. Working together as Board, CEO and leadership team we embraced a future of adaptive and radical change. Such change is not new to Community, as we have led the way in developing innovative responses to social

concerns for more than 40 years. This approach is embedded in a revised version of our Strategic Plan; where we confirm the ongoing relevance of the four pillars of **Influence, Leadership, High Profile** and **Sustainable**.

As an **influencer**, Community's lobbying in a consortium of seven organisations under the name Asylum Circle was very successful and secured \$3.4M over the next two years for a national first program to support asylum seekers residing in Queensland.

As a **leader**, we received 2-year funding from the Department of Health to deliver and evaluate our dual diagnosis drug and alcohol / mental health day rehabilitation program. This was another first – a day program, not residential – for this client group in Queensland.

Our **high profile**, known and trusted by many, has attracted new consumers to Community to manage and deliver NDIS and Aged Care packages. In our efforts to ensure future **sustainability** Community has invested and integrated our Client Data, Human Resource and Financial Management systems to streamline evaluation, monitoring, reporting and billing processes. This Board driven investment has been a key enabler for Community to be a strong player in provision of high quality and value for money packages.

The governance structure of four Board Committees each with external expert members working on specific pillars and success indicators has worked effectively. This structure creates

a framework for the development and assessment of new business opportunities, new branding, an active investment strategy, and strong financial performance management.

With these strategies and investments, Community has managed costs carefully and achieved strong growth as a brand that resonates in the sector for high quality, innovative provision of community support and services. As our organisation continues to grow in size, complexity and ambition, our spirit of innovation and service to community remains our central mission. We will continue to monitor and implement strong governance and performance frameworks to facilitate this mission.

We are proud to be active in developing partnerships and collaborations with others in the sector. This collaborative ethos has enabled us to leverage relationships with like-minded organisations to provide a more holistic range of services to our community.

We give our great appreciation and thanks to the Directors, Board Committee external members, Company Secretary, leadership team, every staff member and each volunteer who contributes to the Community presented in the words and pictures of this report. Together, as Board Chair and CEO we do feel we demonstrate what a strong leadership relationship in action can achieve to support our community on all sides!

Carolyn Mason – Chairperson
Board of Directors

Karen Dare – CEO
Community

A Year of Highlights

HART4000

1,634

CLIENTS SUPPORTED

8,288

SUPPORT HOURS

NDIS PROGRAM

115 NDIS
PARTICIPANTS

SUSTAINABLE HOUSING

647

PEOPLE PLACED IN SECURE
+ SUSTAINABLE HOUSING

AGED SERVICES

2,464

CLIENTS

NEW FARM
NEIGHBOURHOOD CENTRE

\$2.2M

UPGRADE
COMMENCING IN 2019

RECOVERY + DISCOVERY
CENTRE

\$1.3M

FUNDING IN 2019/2020

EMERGENCY RELIEF

731

PEOPLE HELPED

5 YEARS FUNDING TO DELIVER

\$50,000

PER YEAR ACROSS BRISBANE

QUALITY STANDARDS

SUCCESSFULLY ACHIEVED
ISO 9001:2015



Pictured (Left To Right) –
Carolyn Mason, Karen Dare.

Our Programs

Community's programs help people to maintain their independence, connect to their community, manage their health and lifestyles and to address the challenges that life can present.

AGED SERVICES OVER 65S

1,078

PERSONAL CARE HOURS

14,445

TRANSPORT TRIPS

11,723

SOCIAL SUPPORT HOURS

10,667

CENTRE-BASED RESPITE HOURS

We are committed to helping people across all life stages and experiences lead an active, healthy and socially connected life. Our Neighbourhood Centres, bring people together for mutual support and offer information and resources to people experiencing: financial hardship, food insecurity, homelessness, addiction, mental ill-health, and challenges associated with chronic illness, family relationships, and parenting.

Our aged and community care services support people to manage activities of daily living, provide respite for carers and assist people with maintenance and home modifications, enabling people to maintain independence in their home. We provide specialist nursing services, allied health support, and community transport.

Our specialist services support people experiencing homelessness, family relationship and parenting issues, challenges associated with mental and physical health, disabilities, and addiction. We provide childcare and practical help for people seeking asylum. We deliver community education, and foster engagement, participation, and opportunities to access community spaces, other services and programs that support a rich and inclusive community.

■ 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. With a comprehensive suite of services – which can be adapted as care needs change and increase – we offer personalised services that are tailored to the individual.

Our Community Home Support Programme (CHSP) delivers low level support including assistance with transport, housework, shopping, showering and personal hygiene, home maintenance and modifications as well as meals, social support, nursing and therapeutic services. Our programs focus on reablement and where possible promote active side by side participation in activities.

The Community Transport Program, supported by a team of volunteers,

helps people to attend medical appointments, shopping facilities and community 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 service, The Paddington Centre, provides health, fitness and social activities, entertainment, restaurant quality nutritious meals, and access to nursing services, occupational therapy, hairdressing, personal care and podiatry. As individual requirements for assistance change over time, we are able to deliver increased and complex services under all four levels of the Home Care Package Program, with services available seven days a week.

■ Neighbourhood Centres

Community's Neighbourhood Centres at Bardon, New Farm and Kelvin Grove are vibrant local hubs that create opportunities for people to come together around shared interests and needs, to learn, connect and contribute to their community. They are a safe space and a point of contact for people experiencing difficulties; where our staff provide a friendly welcome, information, referrals and offer a range of social inclusion and skills development activities. The Neighbourhood Centres differ in offerings at each site, but collectively deliver: access to computers, shower and laundry facilities, food preparation and shared meals, food and emergency relief, No Interest Loans (NILS) and a broad range of community education and self-help programs. The Centres also facilitate services from visiting general practitioners, dieticians, homeopaths and house a variety of regular clinics, including the Kombi Clinic (Hep C treatment), the Legal Clinic and a Centrelink clinic. 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; to drop in, provide a pay-it-forward coffee for another or connect with other community members. The Cart is an initiative of the Patrons of New Farm and is generously supported by Merlo Coffee.

Community Gardens

Located at Green Corner in Ashgrove and Kundu Park in Kelvin Grove, our community gardens are productive and beautiful spaces where people share knowledge and enjoy the produce of their labour. Kundu Park Community Garden and New Farm Neighbourhood Centre (until closed for renovations) host Brisbane City Council's popular composting hubs where local people can recycle household 'green' waste to build nutrients to enrich our soils.

■ Childcare

Our centre creates 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 develop new skills or practice recently acquired ones. We believe that children are capable and competent learners. 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 deliver a program founded on the fundamental belief that we must stop pause, reflect and create a space for an experience of childhood that is a time for wonder, discovery and pleasure.

CHILDCARE

CHILDCARE CENTRE
100% OCCUPANCY

35 4
OVER UNDER
2 YEARS 2 YEARS
OF AGE OF AGE

HOME ASSIST UNDER 65S

3,283
HOURS OF MAINTENANCE

\$11,471
OF HOME MODIFICATIONS

Our Programs (continued)

MENTAL HEALTH UNDER 65S

PHaMs	PiR
36	53
PARTICIPANTS	

■ Mental Health Programs

Community delivers a comprehensive suite of services to support people living with a mental illness. In late 2019, the new Recovery and Discovery Centre commenced delivery of an integrated clinical and nonclinical services for people living with severe and complex mental illness. The program provides a range of supports and services in partnership with specialist providers.

The Personal Helpers and Mentors (PHaMs)

The Personal Helpers and Mentors (PHaMs) service continues to provide 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.

The Queensland Community Care Program

Under the Queensland Community Care program, we offer in-home and community access services that increase people's capacity to maintain their independence, manage and improve their health, and build social connections. As government programs and funding arrangements change, we assist individuals who have previously received support under the PHaMs and PiR programs, to transition to the National Disability Insurance Scheme (NDIS) or to the Recovery and Discovery Centre program.

North Brisbane Partners in Recovery (PiR)

Through North Brisbane Partners in Recovery (PiR) we work 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 individuals to access clinical and community services from a range of sectors including health, housing, drug and alcohol, income support, education and employment.

Springboard

This program is an 18 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 has been developed using evidence-based therapy and harm minimisation frameworks and is delivered in two phases; six weeks of group treatment followed by 12 weeks of counselling, case management and weekly peer support.

SPRINGBOARD PROGRAM

48
PARTICIPANTS

53%
GRADUATION RATE

■ 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.

We deliver a range of NDIS services including assistance with support co-ordination, plan management, and a range of support services to a targeted group of NDIS participants.

■ 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. The Asylum Seeker and Refugee Assistance program is an initiative of the Queensland Government.

■ 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. The HART4000 team work with the Intensive Family Support team who can provide support to families and linking to services that can help to make a difference.

■ 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.

ASYLUM CIRCLE

320

PEOPLE ASSISTED
THROUGH THE ASYLUM
CIRCLE CONSORTIUM

INTENSIVE FAMILY SUPPORT

47

FAMILIES ASSISTED

5,328

SUPPORT HOURS

24

CASES CLOSED
WITH MOST NEEDS MET



Springboard to Sobriety – Eron's Story

This is the inspiring story of someone who turned their life around with the support of Springboard – a free, six-week day treatment program for people aged 18+ who are experiencing difficulties with alcohol and other drugs (AOD), and co-occurring mental health problems.

My name is Eron. I have Bipolar, Complex PTSD and have experienced issues related to AOD for many years. As a result, I was simply existing rather than living – going to work, coming home, isolating and being consumed more and more by my addiction. My mental, physical, spiritual and emotional health was on a great decline and my admissions to hospital were becoming frequent.

Whilst detoxing with the HADS Unit at the RBWH, the head nurse strongly recommended the Springboard Program to me. When I read the flyer and spoke to the nurse about it, I felt a great sense of hope.

The Springboard Program is structured to strengthen both your mental and physical wellbeing. Building routines and meaningful new connections were the two areas which resonated most with me. Developing a healthy routine has really helped me overcome my isolation and I really enjoy making new and healthy connections that keep me motivated and positive.

Since I completed the Springboard Program in July 2019, I have gained so much more self-respect, dignity and direction. I now go to exercise classes regularly, attend both support groups and individual AOD counselling and I regularly speak to health professionals.

A true sign of my success is that I'm now a volunteer with the Springboard Program, which is my chance to give back by supporting others.

I've found the staff on the program incredibly supportive, knowledgeable and insightful. The variety of lived experiences and tough challenges they've been through gives them genuine empathy and understanding. I'm forever grateful to these very special souls.



“A true sign of my success
is that I’m now a volunteer with
the Springboard Program, which is my
chance to give back by supporting others.”

– Eron

Our Year in Review

The past 12 months have seen growth and changes for Community in a range of areas as we continue to support our community on all sides. We saw an increase in the scope of our Emergency Relief funding through our Neighbourhood Centres and HART4000 homelessness hub, and began delivering targeted Emergency Relief to asylum seekers. We launched our new Mental Health Hub program with our consortium partners, and began undertaking exciting progress towards renovations at our New Farm Neighbourhood Centre and Bardon Childcare sites, increasing our capacity to serve these communities.

HOME ASSIST OVER 65S

5,547

HOURS OF MAINTENANCE

\$129,466

OF HOME MODIFICATIONS

■ Aged Care

Our Aged Care provides essential support to older members of our community to ensure they remain healthy and connected. We are seeking new ways to engage with people and look for innovative activities that will be interesting, stimulating and fun.

Home Care Packages are an area of significant growth for Community. While we are pleased to be delivering all four levels of Home Care Packages we are careful to ensure that the growth of this service offering is matched by our ability to deliver high quality services by appropriately skilled and caring staff. As such our growth is underpinned with the development of assessment tools as well as policies and procedures to support 24 hour service delivery and considered recruitment of staff who are trained and the 'right fit'. We are currently exploring technological solutions to supporting people's in-home care with a focus on personal safety, falls prevention and assistance to remain healthy and active at home.

Our Community Home Support Program (CHSP) continues to support people with services designed to assist in the early stages of needing in home care and access to their community. We are members of the Brisbane North PHN Healthy @ Home consortium of aged care partners committed to delivering CHSP services with a wellness and reablement focus. This program supports people to identify needs and goals and assists people to gain functional capacity through a range of service responses including a tailored exercise program.

This service delivery model requires staff to be committed to shift from a 'doing for' the client focus to a 'working with' style where clients are empowered, active partners in decision making and maintaining safe and well maintained living.

■ Asylum Circle

In 2019, Community, as lead agency, received \$700,000 from Multicultural Affairs Queensland to deliver targeted emergency relief to asylum seekers experiencing great vulnerability due to visa and entitlement changes. People seeking asylum, often have no work rights or income. In partnership with St Vincent de Paul, Mercy Families and Red Cross we provided case co-ordination and emergency relief support to 310 clients including 104 children. Case coordination was delivered via outreach hubs in Logan, Goodna, the Romero Centre at Dutton Park and Indooroopilly Uniting Church (IUC) hub.

The funding from Multicultural Affairs Queensland for the Emergency Relief Program (ER) was a first for asylum seeker services in Brisbane and was initially limited to a 12 month period. Community, in collaboration with other stakeholders, services and agencies, advocated for a continuation of the program due to ongoing unmet need of the legacy caseload in Queensland. As a result, the Queensland Government has allocated \$3.5M funding for the Asylum Seeker and Refugee Assistance (ASRA) Program for the next two years. We are expanding on the foundations of the ER Program and offering extended



THE PADDINGTON CENTRE

Fabric and movement

COMMUNITY EVENTS

Politics in the Pub, Brisbane Powerhouse



Our Year in Review (continued)

outreach services in partnership with seven other organisations. The program seeks to alleviate financial hardship and mental distress by focussing on increasing the capacity and wellbeing of vulnerable Safe Haven Enterprise Visa (SHEV) and Temporary Protection Visa (TPV) holders and their families residing in Queensland. The program provides case coordination and referrals to relevant support services to empower greater independence through employment and stronger community connections.

■ New Farm Neighbourhood Centre

During 2019, architects Vokes and Peters completed the architectural and engineering plans for the upgrade at New Farm Neighbourhood Centre. This upgrade will provide an additional 193.5m² of floor area to the Neighbourhood Centre. The renovations will update the aging facilities and provide better functional spaces for activities, community groups and services. Improvements include an increase and upgrade to bathrooms and laundry facilities for our Open House program, additional counselling and treatment rooms, a new commercial grade kitchen, and a large multi-use space with access to the forecourt and side gardens. The Planning Minister approved our application for an Infrastructure Designation which removed the payment of application fees and Council infrastructure charges. The Department of Housing is currently undertaking a procurement process to select a building contractor to undertake the works. We have

relocated to a temporary site for the duration of the renovations and will remain fully operational thanks to our dedicated team of staff and volunteers.

■ New Farm Neighbourhood Centre Events

Politics in the Pub

Brisbane Powerhouse continues to host our vibrant community conversations at Politics at the Pub. Four times a year, a diverse panel of politicians, policy makers, and thought leaders grapple with key contemporary issues facing our community in a free public forum. During 2018/2019 audience numbers grew to an average of 300 people. ABC Brisbane's Rebecca Livingston joined us as the new regular MC keeping the event a lively and entertaining forum to explore solutions to the issues facing our community.

Bouncing Back Handball Festival

The Bouncing Back Handball Festival is one of Community's largest community outreach events. An active and positive opportunity to engage with the broader community and promote connection, Bouncing Back, at the Powerhouse, is a free event for the whole family featuring handball competitions. The 2019 festival included more than 50 volunteers, 200 players and 500 spectators.

Chefs Who Care

Chefs that Care is an initiative that germinated out of our 'Let's Eat Together' Dignity First Fund project. It was not a funded component

of that program but received a groundswell of support and became an offshoot program supported by a Community, Secondbite and DV Connect partnership. Many families fleeing domestic violence are housed in crisis accommodation and motels with limited cooking facilities. Having readymade, restaurant quality nutritious and easy to heat meals ensures that this group of vulnerable people can easily access a meal for themselves and their family.

The meals are prepared at The Newmarket (formerly the Newmarket Bowls Club) kitchen which has a very basic and outdated commercial kitchen. We successfully applied for a Dignity First Fund grant through the Department of Housing and Public Works and received \$110,000 to upgrade the kitchen facilities to ensure that we have a purpose built environment and equipment that meets food safety standards. The new kitchen can also accommodate a team of up to 20 volunteers working side by side which will assist us the increase our meal production and provide the opportunity to stretch out our meal distribution to older people living in boarding houses in partnership with BRIC Housing.

■ Additional Emergency Relief Funding

In 2019, we successfully applied to Department of Social Services for 5-year funding to deliver additional emergency relief from our Bardon and New Farm Neighbourhood Centres and HART4000. We received \$20,000pa for Brisbane North, \$20,000pa for Central

Our Year in Review (continued)

and \$10,000pa for the western regions of Brisbane. Our Neighbourhood Centres and HART4000 offer comprehensive assessment, ease of access and immediate response capability to local communities. Emergency Relief is an important gateway to our other support services such as: budgeting and financial counselling, microfinance and matched savings initiatives, financial literacy programs, drug and alcohol interventions, crisis accommodation, mental health services and family support services.

■ Springboard Pilot

Following on from our successful Link funding pilot of Springboard, our non-residential drug and alcohol day program developed for people with dual diagnosis of mental health and addiction, we met with Health Minister, Dr Steven Miles to provide him with an overview of the program. We highlighted that the program was co-designed in consultation with the Royal Brisbane Hospital Drug (Detox) service and had been funded for the last 18 months by the Metro North Hospital and Health Leading Innovation through Networking and Knowledge funding and Communify's own funds. 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 for clients who are stabilised post detox and/or on opioid replacement therapy

(ORT). We presented the outcome report that validated the positive recovery results that participants had reported from having attended the program. We stressed the importance of looking at new and innovative ways of treatment of addictions, with previous residential and counselling services often delivering poor results. As a result we received \$390,000pa for two years to run a pilot program with a comprehensive evaluation.

■ NDIS

Since 2017, Communify has been an approved provider with the National Disability Insurance Scheme (NDIS) for a range of service types including Support Co-ordination, Life Skills, Group Activities, Daily Personal Activities, Therapeutic Supports and Plan Management. Three of Communify's programs, funded by the State and Federal Governments, rolled in to the NDIS during the transition phase which ended 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. The new individualised funding, under NDIS, 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. Under the NDIS we will deliver significant client directed hours to a smaller number of individuals. This includes people who have: no family involved in their lives, ageing parents, multiple and complex needs in relation

to health, addictions, experiences of poverty and mental ill-health and are isolated and marginalised. Communify is prioritising and growing our service response to this client group.

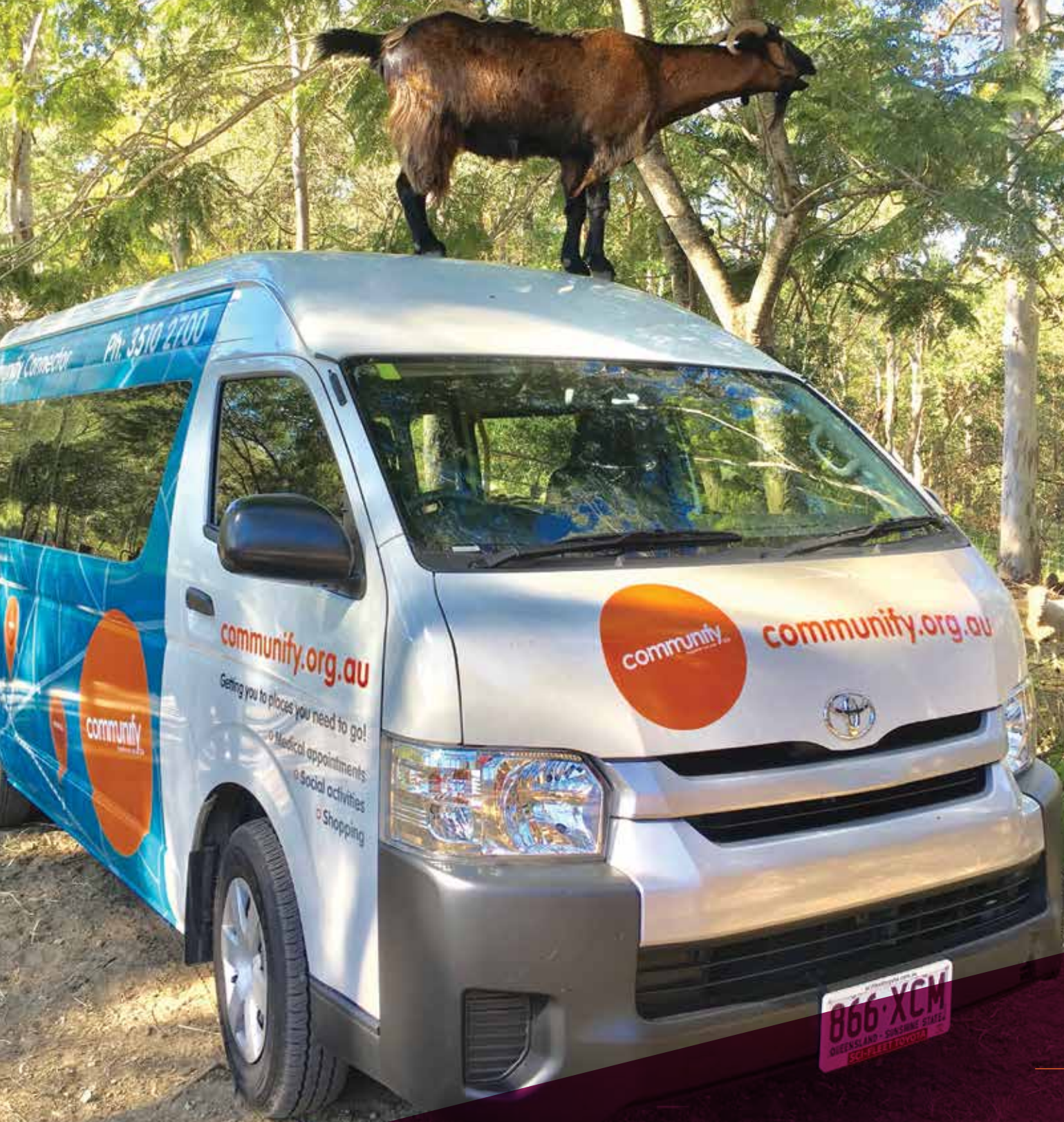
Communify's Board of Directors felt that it was important that we consider and define who our client group are in relation to NDIS as we will not have the capacity to deliver to the large number of people looking to engage providers. Communify has always had a strong commitment to support the most vulnerable people in our community, those who have no family involved in their lives, have ageing parents, have multiple and complex needs in relation to health, those who live in mental health housing, poverty, live with addictions, and are isolated and marginalised. We will continue to prioritise this group in our NDIS program.

■ Recovery and Discovery Centre

Communify together with our consortium partners Toowong Private Hospital, Brisbane Youth Service, Open Minds Headspace, Eating Disorders Queensland and Wesley Mission received funding from the Brisbane North Primary Health Network to deliver the Mental Health Hub through a Hub and Spoke model, for the Royal Brisbane Hospital region. The Recovery and Discovery Centre delivers clinical and non-clinical (psychosocial) services for people with severe mental illness. The aim of the hubs is to support people with severe mental illness to live well in the community, access integrated clinical

COMMUNIFY OUTINGS

Always an adventure!





Our Year in Review (continued)

and nonclinical services matched to their level of need and to achieve their recovery goals. The service provides mental health nursing, psychosocial support and therapeutic programs. We will work with shared referral, assessment, care planning, transition planning, outcome measurement tools and processes to ensure that we have consistency and quality across the multi-agencies.

■ Childcare Upgrade

We commissioned Wallace Architects to undertake drawings to upgrade the outdoor roof coverage of our childcare centre, upgrade and increase the downstairs toilet facilities and incorporate stairs and a new deck adjacent to the centre to extend our play area. With such a small space we endeavour to utilise every opportunity to provide a safe, welcoming and inspiring space for our children and families. We are also in desperate need of additional toilets for our growing number of staff so this upgrade will allow us to provide an additional two bathrooms. We anticipate the work will commence in late 2019.

■ CRC Longevity

Community has been invited to join the bid for the proposed Longevity Cooperative Research Centre (CRC). The CRC Longevity brings private and public organisations together to challenge the assumptions of traditional ageing models through world-class applied research and innovation. The CRC Longevity will disrupt the current assumptions about how our life changes from our

65th birthday – directly challenging the immense but erroneous shift in perception from being a purposeful, valued member of society to the idea that we are suddenly a retiree, or a burdensome elderly person with little further to add to society. Addressing the themes of Live, Learn, Work and Play, the CRC Longevity focuses on the nexus of individuals, community, industry, and society, to ensure older Australians have a bright, productive and fulfilling future. The CRC Longevity will stimulate and inform policy change and the creation and commercialisation of new products and services to support older Australians in fulfilling their aspirations for healthy, active and productive lives.

■ Diversity and Inclusion Steering Committee

Community has established a committee to assist in the development of a Diversity and Inclusion Plan. Our vision is for Community to be a diverse and culturally competent organisation, capable of serving people and their families in an increasingly diverse, multicultural society. Our Corporate team, Management teams and staff are composed of individuals who are representative of the diversity that exists in the communities they serve. Our advocacy, programs, services, and supports are relevant and accessible to persons of different races, ethnicity and other dimensions of diversity.

We believe we need a more explicit, integrated, strategic, organisation-wide approach to our inclusion and diversity efforts. This Plan will support

our efforts to become a culturally competent, inclusive organisation, ensuring the services and supports we provide are accessible to a diverse community. We believe that becoming a more diverse, culturally competent organisation will increase effectiveness, credibility and transparency by expanding our capacity to create impact in the development and implementation of programs, to provide resources and support, to influence public policy, and to advocate for the needs of a diverse local community.

The committee consists of staff, volunteers, clients, carers and relevant stakeholders from external organisations.

■ Hands on Art

The community arts program has continued to thrive this year, with programs including art classes for children and adults, community events such as the Chrome Street Festival, Parking Day and a program to 'Shine a Light' on Child Protection Week that included lantern kits and workshops attracting participants from across the state. Hands on Art also hosted 'Incubator', a program for young artists that culminated in a group exhibition with one lucky young artist taking away an artist in residence prize at the Paddington Substation.



"I couldn't be much happier than I am."

— Charlie (pictured above left)



Connection & Inclusion – Charlie's Story

Charlie was living in an inner city boarding house and had recently been robbed of his bank card and other important items. Our HART4000 team worked with the Aged Care team to help Charlie move into a new, safe apartment and to connect him with a range of social activities.

"I'm originally from Nambour on the Sunshine Coast.

A little while ago, I was living in a boarding house in New Farm. It was a pretty rough place. Plenty of my belongings had been stolen, and there were fights breaking out all the time. I had gotten used to living there – I had just accepted it.

But when my sons came to visit me, they refused to accept it. They couldn't understand how I could stay there. They would tell me, 'that's not you, Dad, being in there like that.' Maybe they were right. They thought that I was just going to shrivel up and die in a place like that – well, I wasn't going to let that happen!

I never took much notice of Community to begin with. Eventually, though, I made a time to see them at their New Farm Neighbourhood Centre. They were able to connect me with the right resources and get me into my very own apartment in Windsor.

I was amazed at how much Community were able to help me with my housing situation. I just couldn't believe that I was able to secure my

own place so quickly – it's nice, it's safe, and it's properly liveable. It has made such a huge difference, not only to my life but to my family's lives too. My sister and my sons are so much happier for me.

Since then, I've also become a regular participant with Community's 'Friday Funday' social activity group. Just recently we went to the XXXX Brewery in Milton for a nice lunch and a historical tour. In all my years in Brisbane, I've never been through the brewery. It was fascinating to learn how they used to generate their electricity from the old tramways.

I absolutely love the outings. I've pretty well got everything I need with my new home, but the outings contribute to a sense of moving forward with my life. I get to meet new people, learn new things, and share memorable moments.

I'd just like to heap my praise on Community staff – I admire and appreciate the way they take their job to heart. I couldn't be much happier than I am."

Strategic Plan

STRATEGIC PILLARS

Key Success Factors

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.

1

INFLUENCE

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

WE WILL:

- 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.

ACHIEVEMENTS:

- Community has led an advocacy campaign around the needs of asylum seekers residing in Queensland which has seen the State Government provide \$3.4M in funds to support emergency relief, and assistance to access employment, housing, legal, and health needs over the next two years.

2

LEADERSHIP

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

WE WILL:

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

ACHIEVEMENTS:

- Community has secured 2-year funding from the Qld. Department of Health to deliver and evaluate Springboard, the new dual diagnosis mental health and addiction day rehabilitation program.

3

HIGH PROFILE

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

WE WILL:

- Continue developing Communify'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.

ACHIEVEMENTS:

- The Communify has been the organisation of choice in the new consumer directed Aged Care Package and NDIS programs delivering individualised care to over 200 people.
- A commitment to a brand refresh in 2019-2020 will reflect our innovative service response and ensure our voice is clear and that we remain well placed in the competitive service provision environment.

4

SUSTAINABLE

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

WE WILL:

- 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.

ACHIEVEMENTS:

- Communify have developed a strategic investment plan that identifies revenue projections, future equity targets, investment and re-investment of existing assets. We have also seen an increase of \$3.6M revenue in the last financial year.

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.



Quality Systems and Accreditations

The guiding approach to Quality across the organisation is embracing the responsibility for quality practice in everything we do.

We encourage all people to integrate quality management into the way they work and promote its application as a method for continual improvement within their areas of responsibility.

To enable this, we have adopted innovative strategies to facilitate staff and volunteer participation in quality monitoring and continuous improvement activities. This has included program-led approaches to undertaking self-assessments against the various Quality Standards that we align our operations to. By taking ownership of these processes within their roles, program staff and volunteers are better able to demonstrate that they know, understand and apply the Standards requirements in their day-to-day work.

To date we have successfully achieved:

- ISO 9001:2015
- Human Service Quality Standards
- National Disability Insurance Scheme Approved Provider Registration (August 2018)
- Approved as a Provider under the Aged Care Act 1997
- Accreditation against the Home Care Standards (April 2016) and interim review against new Aged Care Quality Standards
- Certificate Tier 3 Housing
- Childcare Service "Overall Rating Exceeding National Quality Standard"

We continue to monitor operations and practice against each of these Standards through cycles of accreditation at various points throughout the year.

Building upon the strong and robust Quality Management System that has been embedded into Communitry over recent years, our focus this year has been reviewing and aligning our policy framework to new Quality Standards and industry reform priorities. We are investing in a number of continuous improvement projects to strengthen our approaches to:

- Actively encouraging participants in our programs, and the broader community, to share feedback and complaints with us
- Ensuring that the information we collect about people is handled with the highest standards of security and sensitivity
- Maintaining and further embedding a strong risk management framework
- Maintaining a rigorous Clinical Governance Framework at all levels of the organisation
- Offering a safe and welcoming environment for people from diverse backgrounds, for community members as well as our staff and volunteers





THE EXCHANGE

International Women's Day

THE PADDINGTON CENTRE

Sip and Paint evenings



Community Spaces

Every day of the week our 19 halls and meeting rooms host a breathtaking variety of events, classes, support groups and activities presented by over 1,100 venue hirers. These spaces provide opportunities for people to get together, sing, dance, talk, learn, plan and even, on one rare occasion get engaged to be married!

From children's dance classes, bookclubs to self-help groups we've got something for just about everyone. We are proud of our partnerships with our venue owners and especially Brisbane City Council who work closely with us to offer these safe, accessible and affordable spaces for hire.

Venue Management Statistics

Purpose/Activity	Annual Bookings	No. of Attendees
Exhibitions or Performances	59	1,180
Art, Music, Dance, Drama	3,089	46,335
Children's Activities	867	13,005
Events and Celebrations	117	8,775
Health and Fitness	2,101	42,020
Mental Health	267	2,136
Self Help	677	6,770
Seniors Activities	106	1,590
Social Groups/Meetings	355	7,100
Spiritual and Religious	393	15,720
Training and Education	751	11,265
Community	1,805	27,075
Total	10,587	182,971

Venue Hirer Testimonials

COMMUNITY SPACES

1,126

UNIQUE VENUE HIRERS

10,587

ACTIVITY BOOKINGS

"The Woolloongabba Substation was amazing! I hope we can be back in there soon with another vibrant event. This space should be used more as its in such a great spot and adds to Brisbane culture!"

"As we were visiting Brisbane, this offered us an ideal way to have a rehearsal space."

"Great price for venues and as a not-for-profit group we really appreciate this."

Our People

Community has continued to build a high performing workforce throughout the year. This has been driven by strong leadership underpinned by shared values and culture. In order to meet our operational responsibilities we are facing significant change management as the human services sector is facing workforce challenges, and these challenges become our challenges.

Most importantly, we are prioritising effective staff recruitment and staff development to help our service capability. We are competing for talent due to the sector growth and this presents us with the challenge of attracting enough quality workers. Specifically, we have sustained 46 new positions in 2018/19 with the highest growth being 70% of these positions created in the NDIS service.

First and foremost we endeavour to recruit the right people by using a values-based recruitment process. Our support workers are our biggest cohort, plus they are our contact point with our customers, so we are focused on value alignment between our workers and our core organisational values. This is followed through with our staff development programs that aim to build a talent pool that is more and more aligned with our values.

It's a two way conversation though, so we listen to our staff, respond accordingly and ensure the conversation is ongoing. This is done in many ways, such as staff surveys, emails, newsletters, social media, anonymous suggestion tools and information sessions to name a few. Technology has enabled this communication to be more effective broadly across the organisation. Not just our office based staff but also our support workers receive timely messages and emails along with follow-ups and reminders due to smart phones and software capability.

At Community we have embedded Practice Standards across all of our services into our daily practice and culture. We feel that it is important that

staff across the organisation are committed to a high level of service delivery and standards. We ensure that staff are fully inducted and kept abreast of quality and customer service. We have done this by preparing staff with a lot of communication about what Community expects, and what this means for them delivering these services face to face. The principle is to ensure the language from the standards is understood and articulated by all our staff.

With a great staff retention rate of 86% we attribute this to our culture. With a generous professional development budget, individuals and teams experience person centred training based on skill improvement and personal development.

Finally, we love to celebrate great practice, particularly great customer service. This is acknowledged formally through a monthly award system, communicated to all staff and volunteers through our intranet and email messages. Peers recognise peers and customers recognise our staff and volunteers. One standout customer's feedback was celebrated and awarded to our outstanding volunteer who donates 2-3 days per week to our Transport Service as a driver. A client mentioned that getting transport with us helps him to feel relaxed when accessing medical appointments which he cannot say the same for when travelling by taxi. Celebrating these great customer service moments is a celebration of value aligned performance plus acknowledgement to the individual staff members and their teams.

COMMUNITY'S EMPLOYEES

86%

STAFF RETENTION RATE



RECOVERY + DISCOVERY CENTRE

Art therapy session

Leah is a proud Trawlwoolway woman from Burnie, Tasmania. She is a cultural educator who loves to tell traditional stories and spiritual narratives of Aboriginal culture and traditions. She has a particular love of working with children and enjoys seeing their faces light up as they learn about stories of Creation. She tells a meaningful story about how birds got their colours and why the naughty crow remained black. These stories have a moral message that speaks to all of us. Leah works at the Paddington Centre as a Support Worker (and now does story telling for our older participants), performs Aboriginal Storytelling at Childcare, sits on the Diversity Committee and is completing her Certificate IV in Leisure & Health.



Volunteers

We are grateful to the 230 volunteers who collectively contributed almost 24,000 hours of their time to help Communify to deliver services and support to our community.

This year we have implemented dedicated software to manage the recruitment, communications and compliance of our volunteer workforce, a system that also assists us to ensure volunteers are matched to roles to meet their interests and talents.



Volunteer Week Survey Results

"(I like the) variety of people you meet and how interesting and varied their lives have been. They all contribute to make a good community."

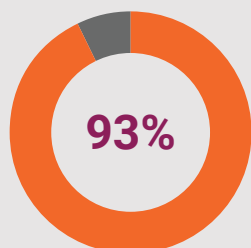
"Every week I have at least one client who praises the services that Communify offers and how difficult things would be without the services they use."

"We as a family have volunteered for various organisations but the love, respect and importance that has been given to us at Communify is incomparable. We appreciate the beautiful balance that Communify strikes through the professional code of conduct and the personal warmth."

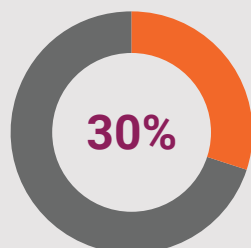
"It's the little things like someone saying ... there should be more people like you in the world."

"I have made incredibly lovely friends with clients and other (volunteer) drivers."

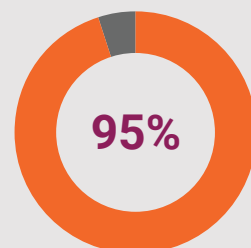
"I have had people write back to us that they were successful in finding a job (after attending Job Club)."



Said they choose to volunteer to 'give back'.



Said they volunteer to make social connections.

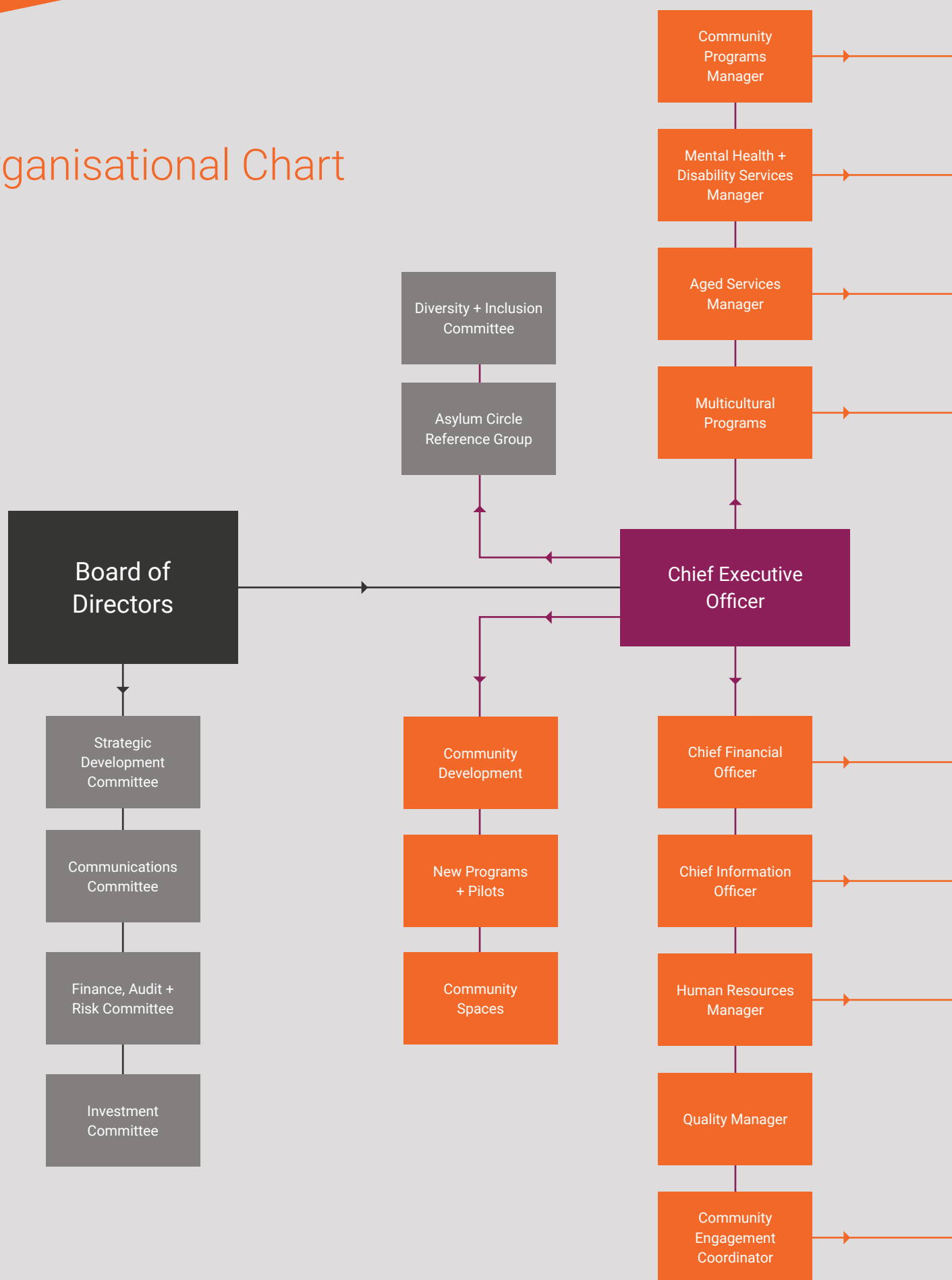


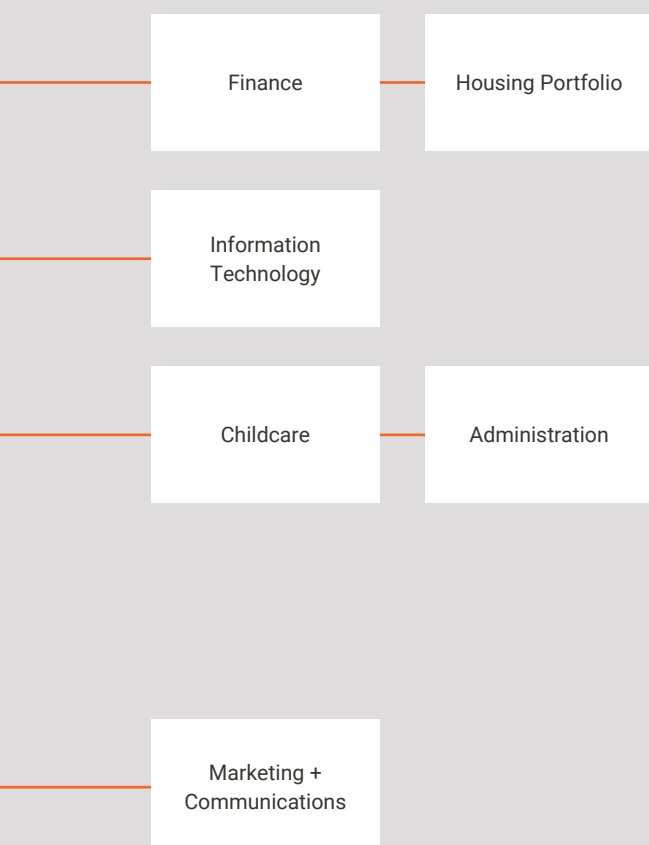
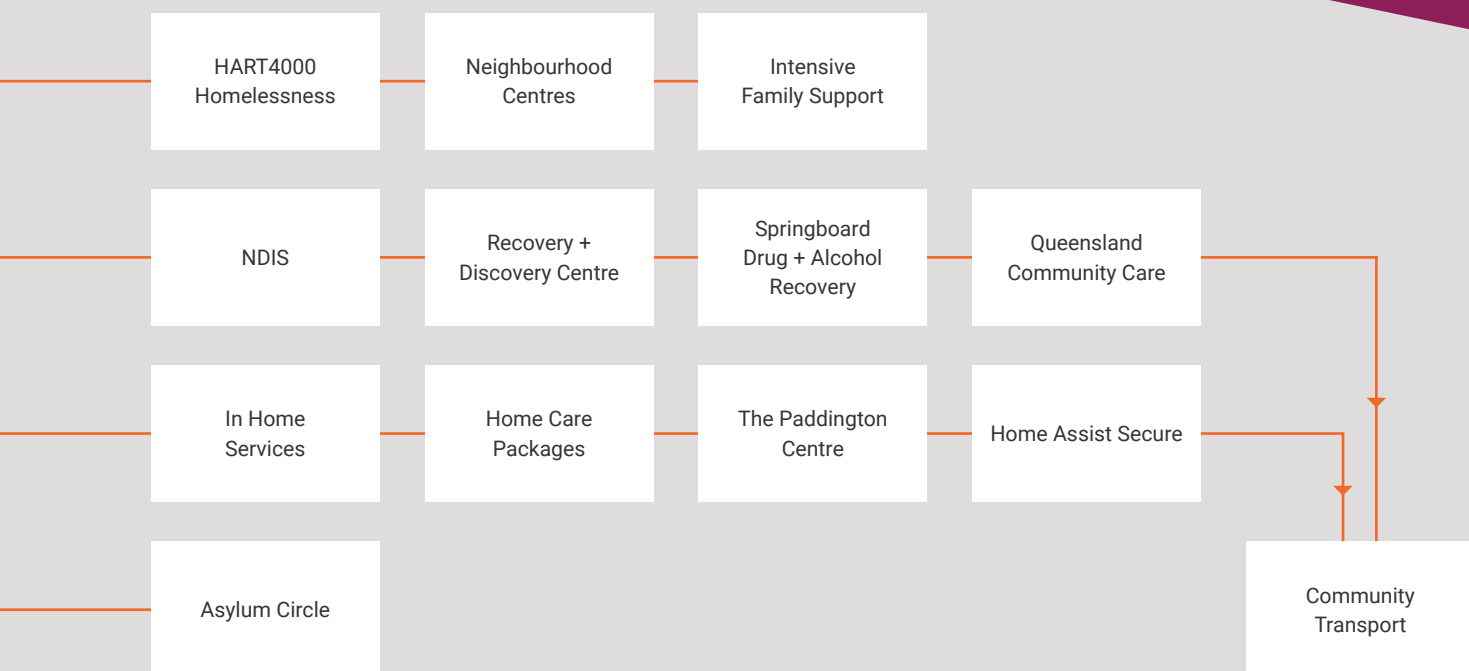
Felt appreciated by their team and Communify.



Rated their volunteer experience as good or excellent.

Organisational Chart





“Community is a unique organisation in the human services sector in that they have been able to hold true to their values in how the organisation operates.

Keeping community in the heart with compassion and kindness whilst also negotiating funding requirements and the need for growth to meet demands of services. They manage a very good balance.”

– Brad, Community staff member

Recovery and Discovery – Steve’s Story

Steve* grew up in an abusive family, and the spectre of childhood trauma has haunted him for much of his tumultuous adult life. Now a proud father and grandfather, he has found a sense of stability and commitment through his participation in Communify programs.

“I ran away from home at the age of 12. Eventually I carved out a life for myself as a family man, a surfer and a successful songwriter with a band that toured the world for a number of years. However, things started to unravel with the breakdown of an abusive relationship and an escalating drug addiction, culminating in a three-year stint in Woodford Jail for drug-related offences.

Although I have some good stories to tell whilst behind bars – including setting up a poetry group and a surprise visit to the nearby Woodford Folk Festival – my experience there left me mentally broken. I continued to struggle with deep-seated feelings of self-loathing, and suicide became a very real possibility.

But in a testament to the resilience that exists inside all of us, I pushed through. I can sit with my past now without being disturbed by it though I’m still quite fragile – I’m 65 years old, and still dealing with my childhood – but that’s OK now.

After finally seeing some positive results in psychotherapy, a friend of mine invited me along to The Pantry, Communify’s weekly food relief service. This was a turning point. It was not just about the food, the Pantry was a space and opportunity for safe, genuine, non-judgmental social interaction.

My experience with the Pantry provided a much-needed social confidence boost and acted as a springboard into several other Communify programs. It helped to establish a new trajectory for my life defined by commitment, consistency, connection and compassion.

Everything I’ve done with Communify, I’ve committed to and followed through. I didn’t know I could do that. I now have healthier routines, a stronger sense of resilience, and ultimately a life which seems more worth living.

I function better. I can love more freely. My procrastination has gone away ... I feel more hopeful and empowered.”

Steve is a well-known, respected participant and contributor with Communify and the Recovery and Discovery Centre. He remains committed to being a loving, useful member of his family and community.



“Being involved with
CommuniFY makes me
feel like I am a worthwhile
human being and I didn’t
know that before.”

– Steve

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

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.

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.

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 four 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.



BOARD MEMBERS 2018/19

Left To Right – Karen Dare, Carolyn Mason, Glenys Fisher, Andrew Kolb, Kent Maddock, Tania Kearsley, Judith Hunt.

Absent – Peter Tran and Bea Duffield.

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.

Peter Tran

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 Communitify.

Kent Maddock

BOARD MEMBER SINCE 2014

B ARTS (UQ), GRAD DIP IN BUSINESS ADMINISTRATION (QUT), 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.

Andrew Kolb

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. Andrew is Strategy Director at VLMY&R Brisbane and has worked in Sydney and Brisbane with clients including Lion Breweries Commonwealth Bank, Coca-Cola, Foot Locker, Air Asia, Qld Govt and TAFE Qld, he is passionate about developing digital solutions to real business challenges.

Glenys Fisher

BOARD MEMBER SINCE 2019

BA, LLB (HONS), GRAD DIP IND REL, GRAD DIP LEGAL PRAC, FIML

Glenys is Brisbane-born and bred and has lived in Auchenflower for more than 20 years. Her professional career was in the field of employment and industrial relations and she holds in-depth knowledge of both the public and private sectors.

In her role as a Tribunal Member, Glenys travelled the State examining the work performed by community services employees as part of a case to re-evaluate their wages. This allowed her to engage with an array of community organisations, understand the funding issues and meet many of the hardworking people employed in this challenging and rewarding sector.

Glenys has completed the Company Directors' course and has previously served as a board member with two significant educational institutions, including QUT. She is excited to be part of this dynamic community organisation and having the opportunity to contribute to its strategic development.

Tania Kearsley

COMPANY SECRETARY SINCE 2013

B LAWS (HONS), 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 20 years before she launched her business that provides independent company secretary and corporate governance services to the not-for-profit sector. Tania provides ongoing support to the Board/CEO on governance and compliance issues.

Board and Community Committees

Communications Committee

The Communications Committee assists the board with developing and delivering a communications strategy. The committee's expert members contribute to recommendations on branding and key marketing activities. This year the team has reviewed Communify's branding and is overseeing the roll out of a refreshed branding and website.

Andrew Kolb (Chair)
Kylie Carde
Phil Nobay
Dai Gwynne-Jones
Albert Daniels (part year)

Finance, Audit and Risk Committee

The Finance, Audit and Risk Committee assists the board with the oversight and review of financial reporting, risk management, internal control, external auditor independence and performance and compliance with laws and regulations.

Peter Tran (Chair)
Carolyn Mason
Judith Hunt
Beatrice Duffield
Amita Laroija

Strategic Development Advisory Committee

The Strategic Development Advisory Committee assists the Board with oversight and review of the Region Coverage Plan, the development of a framework and models of community integrated services and aligning Communify's service offerings to consumer directed care.

Kent Maddock (Chair)
Janet Marshall
David Cant
Val Ferdinands



Community's committees are made up of small groups of industry experts assigned to focus on a particular task or area such as finance and investments, strategic developments or communications.

Investment Committee

The Investment Committee makes recommendations to the Board in respect of an investment management program for Community. The Committee makes recommendations to the Board on the investment management program and monitors and reviews the investment policy and reserves fund policy. The Committee monitors performance and provides advice and guidance on Community's investments.

Beatrice Duffield (Chair)
Janet Marshall
Carolyn Mason
Angelo Toscano

Asylum Circle Reference Group

The Asylum Circle Reference Group provides advice and recommendations to the project team to ensure Asylum Circle decisions, plans and activities are based on sound, transparent unbiased analysis of best practice. The Group also works to create trust in the community and volunteer sector, government and people in new and emerging communities.

Lisa Siganto (Chair)
Fiona Jackson
Adele Rice
Jamila Padhee

Diversity and Inclusion Committee

The Diversity and Inclusion Committee is an advisory group of staff, volunteers and community members that aims to develop a Diversity and Inclusion plan and Action Plan for Community. The Committee works towards ensuring Community embeds inclusive practice across all aspects of its recruitment, operations, policies and procedures.

Amy Della-Torre (Chair, staff)
Christern Aponso (staff)
Emily Dare (staff)
Kelly Sciacca (staff)
Miranda Woods (staff)

Leah Willoughby (staff)
Shallon Yi (staff)
Victoria Judd (staff)
Dennis Kahuria
Ged Farmer
John McLean
Markus Ryan



ASYLUM CIRCLE REFERENCE GROUP

Left to Right – Fiona Jackson, Mandy Cox (staff), Karen Dare (staff), Adele Rice, Anne Hilton (staff), Jamila Padhee, Lisa Siganto (Chair)

Finance Report 2018/19

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.

Within the 2018/19 year we were able to increase services delivered to our aged care clients by significantly increasing the support of our clients within their own home. Communitify is a successful provider of Home Care Packages. This 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.

We have increased our services to clients with a disability by establishing Communitify with the National Disability Insurance Agency (NDIA) as a service provider within the National Disability Insurance Scheme (NDIS). Communitify's NDIS team has experienced a period of rapid growth to meet client needs.

We provided an increased level of emergency relief to clients in financial crisis under a program offering financial wellbeing and capability. Agreements were completed during the year to commence extensive renovations of our New Farm Neighbourhood Centre. We commenced a new and substantially increased service to asylum seekers in collaboration with a group of other like-minded service providers. We renewed arrangements to increase the support we have delivered within our highly successful Springboard program.

Our main source of income comes from contracts with State and Federal government agencies enabling us to effectively support the local community. Communitify 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.

Communitify continues to provide affordable social housing with our units at Red Hill and our apartments at Lutwyche. We have also arranged and manage a large unit complex in Bardon which enables us to provide accommodation for a group of asylum seekers.

Financial Statement 2018/19

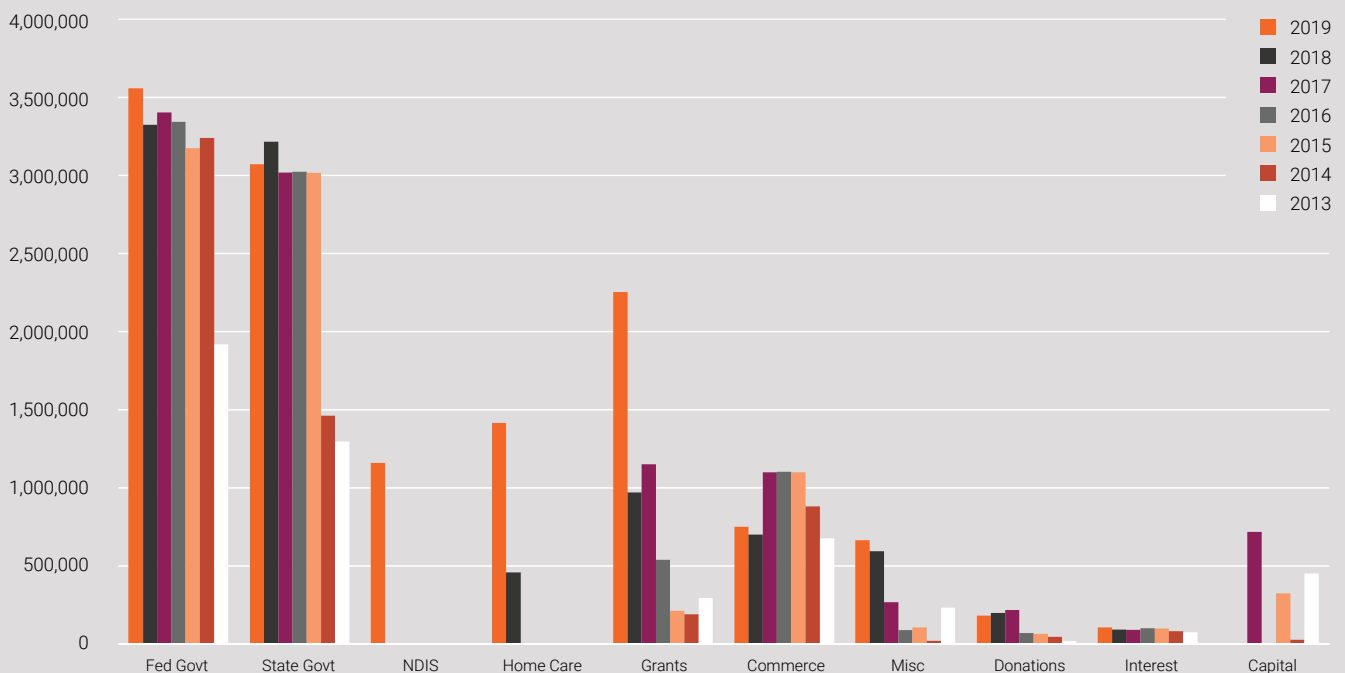
	2018/19	2017/18
	\$,000	\$,000
What income did we receive?		
– from Operating Grants	11,408	7,828
– from Capital Grants	–	138
– from providing Childcare services	441	410
– from Donations, Grants, and Philanthropy	186	182
– from Venue Hire services	333	321
– from all other sources	783	803
TOTAL INCOME	13,151	9,682
What expenses did we have?	\$,000	\$,000
– to pay our employees	7,373	6,471
– to provide support to our clients	3,150	1,136
– to pay for housing and property costs	198	293
– to recognise depreciation of assets	345	296
– to recognise loss on sale of property	–	127
– to support our administration	1,069	734
– to insure our people, property, and services	100	93
– to operate our motor vehicles	93	100
TOTAL EXPENSES	12,328	9,250
What we own	\$,000	\$,000
– cash and amounts invested	6,064	4,849
– amounts owed to us	194	66
– other current assets	180	128
– property, vehicles, equipment, and software	5,912	6,063
OUR TOTAL ASSETS	12,350	11,106
What we owe	\$,000	\$,000
– amounts we owe to suppliers	1,231	838
– entitlements of our employees	490	459
OUR TOTAL LIABILITIES	1,721	1,297
OUR TOTAL NET ASSETS	10,629	9,809

Finance Report 2018/19 (continued)

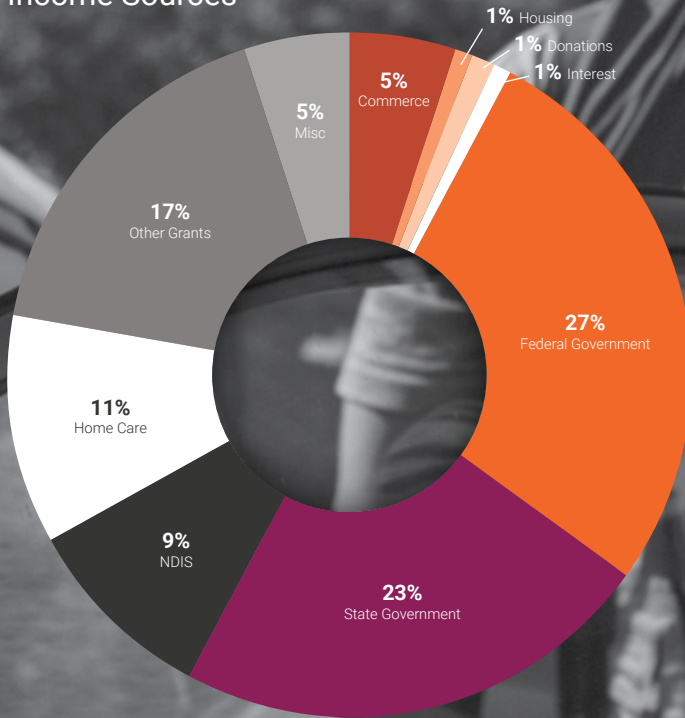
Revenue and Other Income

SOURCE	\$ 2019	\$ 2018	\$ 2017	\$ 2016	\$ 2015
Capital grants	–	137,600	716,800	–	–
Childcare/Playgroup income	441,256	409,942	381,069	362,808	366,615
Client contributions	297,168	374,065	300,724	312,229	284,649
Dividends and distributions	28,457	–	–	–	–
Donations	97,121	34,707	217,747	70,041	64,443
Home Care package	1,414,596	458,756	–	–	–
Housing income	114,029	108,104	72,242	97,812	123,578
Interest income	73,681	92,635	90,883	99,905	98,970
NDIS	1,159,021	1,391	–	–	–
Operating grants, consortia & partnerships	8,834,056	7,368,499	7,571,926	6,903,223	6,790,309
Philanthropic and Social Enterprise income	88,896	147,442	–	–	–
Venue hire income	333,417	321,194	311,946	273,808	228,886
Other income	269,268	227,519	299,481	144,059	156,287
TOTAL	13,150,966	9,681,854	9,962,818	8,263,885	8,113,737

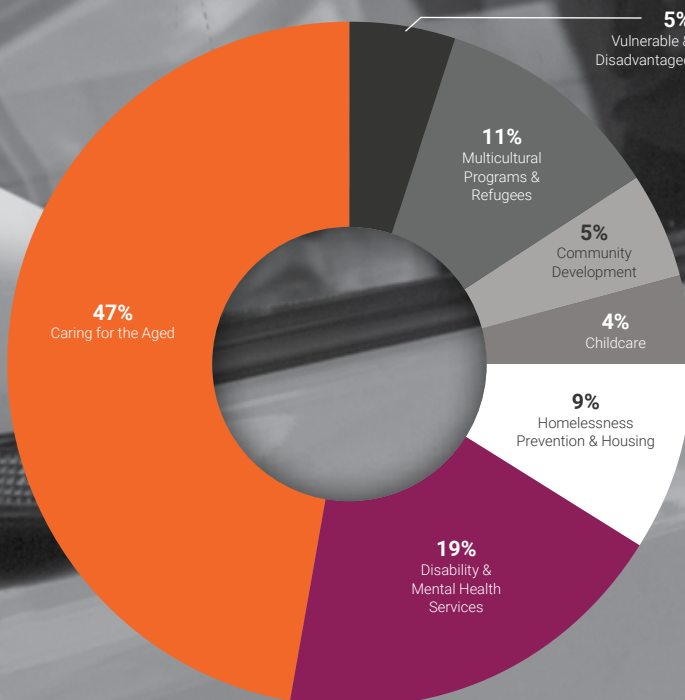
Funding Split



Income Sources



Investment in Community





Partners and 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.

FUNDERS

- Australian Federal Government
- Brisbane City Council
- Brisbane North Primary Health Network
- Gambling Community Benefit Fund
- Queensland Government
- Queensland Mental Health Commission

DONORS & CHAMPIONS

- Aether Brewing
- Australian Labor Party – Baroona Branch
- Banneton Bakery
- Calibre Beer
- Catholic Religious Australia Qld
- Cox Family
- Fruity Capers
- Grill'd Local Matters Program
- Harcourts Foundation
- Lions Club Bardon
- Lions Club New Farm
- lululemon
- Mongrel Bar
- Mums for Refugees
- Order of St Lazarus
- Patrons of New Farm
- Peace Through Justice Group (Western suburbs ecumenical)
- Rotary Club Ithaca
- Rotary Club New Farm
- Saccharomyces Beer Café
- Scomodvo Voce Singers
- Scratch Bar
- Siganto Family Foundation
- Sisters of Mercy
- Zero Fox

These are some of our major donors, individuals have not been included to protect their privacy. We would like to thank all our donors who collectively have raised \$121,000 to support our work.

OUR PARTNERS

- ACT for Kids
- Brisbane Domestic Violence Service
- Burnie Brae
- Centacare
- DV Connect
- Good Shepherd Microfinance
- Headspace
- Lang Park PCYC
- Meals on Wheels Stafford
- Micah Projects
- National Australia Bank
- Open Minds
- Oz Harvest
- Qld Health GP Oral Health Service
- SecondBite
- Wesley Mission

OUR CONSORTIA BUDDIES

Healthy @ Home

- ADA Australia
- All About Living
- Aurous
- Ballycara
- Bolton Clarke
- Brisbane North Primary Health Network
- Burnie Brae
- Carers Queensland
- Centacare
- Co.As.It
- COTA Qld
- Footprints
- GOC Care
- Institute for Urban Indigenous Health
- Jubilee Community Care
- Leading Age Services Australia
- Metro North Hospital and Health Service
- Nundah Activity Centre
- Wesley Mission

Mental Health Hub

- Brisbane Youth Service
- Eating Disorders Queensland
- Open Minds
- Toowong Private Hospital
- Wesley Mission

Under 1 Roof Partners

- Queensland Shelter (lead)
- BRIC Housing
- Brisbane Housing Company
- Brisbane Youth Service
- Churches of Christ
- Footprints
- Mission Australia
- QUINH
- Rotary Club of Fortitude Valley
- 3rd Space

Primary Health – PiR

- Brisbane North Primary Health Network (lead)
- Aftercare
- Footprints
- Institute of Urban Indigenous Health
- Mental Illness Fellowship of Qld
- NEAMI
- Open Minds
- Richmond Fellowship Qld

Transport Consortia

- St Johns Community Transport (lead)
- Burnie Brae
- Centacare

Dementia Respite Consortia

- Centacare (lead)
- Alzheimer's Australia, Qld, YOD Key Worker Program

Asylum Circle

- Burnie Brae
- MDA
- QPASTT
- RAILS
- Red Cross
- Romero Centre/Mercy
- World Wellness Group

New Farm Neighbourhood Centre Health Clinic

- Adele Hamilton
- Axis Physiotherapy
- Dorelle Thompson Dietician
- Dr Debbie Carroll
- Kombi Clinic
- Praxis Physiotherapy
- Sharon Jones Homeopath

HART4000 Brokerage

- ACT for Kids
- Anglicare Homelessness Services for Women and Children
- Brisbane Youth Service
- Kyabra Community Association
- OzCare South Brisbane Men's Hostel
- Zillmere Family Accommodation

HART4000 MOUS

- INCH
- Mangrove Housing
- QSTARS
- Salvation Army – Pindari

Thank you for your ongoing support
and for helping us to support our
community on all sides.

MATES

- Access Arts
- All About Fruit
- Allianz
- Alzheimer's Australia
- 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
- Australian Catholic University
- Australian Hearing Van
- Baking Mums of New Farm
- Bank St Kindy
- Bardon Anglican Church
- Bardon Bakehouse
- 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 Girls Grammar
- Brisbane Housing Company
- Brisbane Powerhouse
- Brisbane Tree Experts
- Brisbane Youth Service
- Brook Red
- Brumby's — Red Hill
- Bunnings Stafford, Tennerife
- Caxton Legal Service
- CBRE Asset Services Centre
- Chessmates
- Christ Church Milton
- Compass Housing
- Dello Mano
- Digital Media Research
- Digivan
- Dressed for Success
- Emmanuel Uniting Church
- Empyrean Lighting
- EPIC — Employment
- Federal Loves Refugees
- Forde Physio
- Fortitude Valley Chamber of Commerce
- Friends of Bardon Transitional Accommodation
- Gabba Business Association
- Givit
- Going for a Song Choir
- Good Samaritans
- Greater Brisbane Hoarding and Squalor Strategies Group
- Griffith University
- Harmony Place
- 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
- LawRight
- Lions Club New Farm
- Lions Clubs
- Living Here Cush Partners
- Loud and Clear Choir
- Mallow Sustainability
- Marist College Ashgrove
- McGrath Real Estate
- McPhee Lawyers
- Medfin
- Men's Shed Spring Hill
- Mental Illness Fellowship of Victoria
- Merlo
- Metro North Dental Clinic
- Midas Service Centre Ashgrove
- Mission Australia
- Missionbeat
- Mobile Rehab
- Mount St Michaels School
- Mt Nebo State School
- Multicultural Development Assoc.
- My Village News
- Nappy Collective
- New Farm Bowls Club
- New Farm Cinemas
- New Farm District Historical Society
- New Farm State School
- New Hope Church
- New Way Community Chapel
- Newmarket Community Pre-schooling Centre
- Nudojo
- Nundah Community Health
- Ozcare
- Payne Rd State School
- Peer Sing in West End
- Piccabeen Community Centre
- Pindari
- PPP Parenting
- Probus Club Paddington
- Probus Club Paddington
- Project Activate QUT
- QCOSS
- Qld Fire and Emergency Services
- QPASTT
- Queensland Alliance for Mental Health
- Queensland Performing Arts Centre
- Queensland Shakespeare Ensemble
- Queensland University of Technology
- Rainworth State School
- Ray White Ashgrove
- Ray White New Farm
- Raynors Meats
- Redbourne Referrals
- Refugee & Immigration Legal Service
- Rivercity Family Church
- Riverlife
- Roma House
- Romero Centre
- Rotary Club Brisbane Planetarium
- Rotary Club New Farm
- RSPCA
- Salvos Legal
- Samford Support Network
- Samford Valley Steiner School
- Sandbag
- Scomodo Voce Singers
- Scouts New Farm
- 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 Bardon Conference
- Stafford Meals on Wheels
- Street Level
- Suited to Success
- Sun and Earth Organics
- TAFE Brisbane
- The Bakeologists
- The Cove
- The Gap Laughter Club
- The Gap State High School
- The Gap State Primary School
- The Gap Uniting Church
- The Munroe Centre
- The Night Café
- Thousand Island Dressing
- Uniting Care Community
- Uniting Church West Ashgrove
- Village Church
- Vine Restaurant
- Volunteering Qld
- Western Echo
- Westside News
- Workstation
- Youth Outreach Service (YOS)
- Zillmere Family Accommodation Program

ASYLUM CIRCLE RESEARCH PARTNERS

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- Dr Maryanne Theobald – School of Early Childhood & Inclusive Education, Faculty of Education QUT
- Dr Amanda McFadden – Early Childhood & Inclusive Education, Faculty of Education QUT

Our Funders



Australian Government



Queensland
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