

SUPPORTING OUR COMMUNITY •
支持我們的社區 • ZHĪCHÍ WŌMEN
DE SHÈQŪ • DAEM MUJTAMAEINA
• APOYANDO A NUESTRA COMU-
NIDAD • SOSTENERE LA NOSTRA
COMUNITÀ • حمایت از جامعه ما •
PAGSUPORTA SA ATING KOMUNI-
DAD • 私たちのコミュニティをサポ-る •
KEOMYUNITI JIWON • ПОДДЕРЖКА
НАШЕГО СООБЩЕСТВА • CHÚNG
TAY HỖ TRỢ CỘNG ĐỒNG CỦA



ANNUAL REPORT
2021-2022



FROM ALL SIDES



“Turtle Painting” by Aunty Alison James
Lifestyle Support Worker, Community Care &
Sustaining Tenancies Support, Communify.

Kuyungi Warlka.

I am a proud Pitta Pitta
Aboriginal woman from Far
Northwest Queensland, of Boulia
region, land of the red desert healing
traditional peoples.

I was raised in Brisbane and often go back
to my mother's country of connection with
my clan group and community to participate in
ceremony song and dance, which was passed
down to me as my Custom and Lore, totem of the
Emu. My women's lore and storyline and dreaming
is the dragonfly.

I strongly believe in the importance of a sense of
belonging and spiritual connectedness.

I'm passionate about social justice for Aboriginal
and Torres Strait Islander peoples and have delivered
counselling and advocated for court supports to vulnerable
families. My aim is to continue to do this valuable work to
promote and create safe spaces where individuals feel
culturally, emotionally, and physically safe. I aim to share
my knowledge and ensure that cultural capability and
awareness is embedded in our practice as part of the
community Reconciliation journey.

I was appointed to the Murri Court as a respected
Elder in 2013 in recognition of my contributions to
the Aboriginal community in the past 55 years,
and I am honoured to be participating alongside
Magistrate Tina Previtera in the Murri Brisbane
Magistrates Court.

I am also an active member with the
Aboriginal and Torres Strait Islander
community of Brisbane through
a variety of activities and
Director roles, and Board
Member of many



committees. I also represented and presented on behalf
of my people at the First World Shelter Conference in
Canada, where I was nominated by community, Senior
Elders, Leaders all around Australia, and within my
Brisbane Murri Community.

I acknowledge my Ancestors, Elders past and present
and future and of the Creative Dreaming Spirits, to which
I will continue to walk in their footprints.

I am proud to be part of Communify as a support worker
in the Sustaining Tenancies team where I'm able to
walk alongside people, providing connection, advocacy
and support to ensure tenants stay safe and help them
manage their health and emotional wellbeing.

Communify acknowledges the Traditional owners, the
Turrbal and Jagera people who are Custodians of the
land on which we live, gather and work. We recognise and
respect their connection to Culture and Community.

I've begun running a Yarn Up creative spirit healing group
that is being held once a week for the First Nations women
in our community. It's an important role, as Aboriginal and
Torres Strait Islander peoples need to be committed to
work in partnerships to address the ongoing impacts of
colonisation, intergenerational trauma, and disadvantage
and discrimination.

I embrace the spirit of reconciliation, to the continuation of
Cultural, spiritual, Lore and customs educational practices,
connection to land and sea and Community of the First
Nations peoples.

My purpose for giving guidance and identifying the
strengths of First Nations people, is to enable them to
move on proudly, create spiritual well-being, connection,
identity, care and respect; to know, to find self-worth, and
a sense of belonging of who you are and where you come
from, to keep connection to Country and community. I
hope that through my work, I can continue what is so
greatly needed.

Nhatjina

Ali James

Lifestyle Support Worker, Community Care & Sustaining
Tenancies Support, Communify.

Supporting our community

Поддержка нашего сообщества

گزاره ما حمایت کنند

Supporter Notre Communauté

இந்த சமுதாயம் ஓர் அங்கமாக இருக்க வேண்டும்

コミュニティ支援

Бізнес громадських організацій

Apoyando nuestra Comunidad

புத்தகம் சிறந்த அங்கமாக

SUPPORTARE LA NOSTRA COMUNITÀ

OUR ACHIEVEMENTS THIS YEAR

FOREWORD

OUR STORY

OUR YEAR IN REVIEW

Supporting community in times of crisis **16**

Breaking the cycle of homelessness **20**

Creating pathways to employment **26**

Proud NDIS support providers **28**

Creating a safe space for all **30**

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FINANCIAL REPORT

QUALITY STATEMENT

COMMUNIFY CHAMPIONS

Our Mission

To support the community on all sides by working creatively to meet needs and interests in a rapidly changing world.

Our Vision

An engaged, unified community leading change.

Our Strategic Pillars



Influence

We identify societal needs and bring about change and inclusion by influencing public policy and awareness through research, engagement and advocacy.



Leadership

We lead in innovative, consumer directed, networked services, making best use of human resources and technology.



High Profile

We are recognised as the most capable and connected community support organisation.



Sustainable

We remain sustainable in changing times through strong governance, and growing and diversifying our financial resources, assets and investment portfolio.

Diversity & inclusion

statement

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.

Our achievements this year



\$80,000

OF EMERGENCY RELIEF PROVIDED BY
OUR NEIGHBOURHOOD CENTRE'S

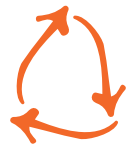


BARDON SAFE SPACE LAUNCHED



OVER \$30,000

RAISED IN OUR
BRISBANE FLOOD APPEAL



\$6,224.10

RAISED FOR COMMUNIFY FROM CONTAINERS RECYCLED
THROUGH INDOOROOPILLY SHOPPING CENTRE'S
CONTAINERS FOR CHANGE OUTLET



96%

OF THE WAY BACK SERVICE USERS REPORT LOWER
LEVELS OF EMOTIONAL DISTRESS POST-SERVICE



83%

EMPLOYMENT RATE FOR PARTICIPANTS
WHO COMPLETED OUR FIRST SKILLING
QUEENSLANDERS FOR WORK PROGRAM



20,000

FREE MEALS SERVED TO COMMUNITY MEMBERS
AT NEW FARM NEIGHBOURHOOD CENTRE



1,230

PARTICIPANTS IN COMMUNITY
HUBS, WORKSHOPS AND EVENTS



OVER 590

GROUPS REGULARLY ACCESSED
OUR COMMUNITY SPACES



142

FAMILIES PROVIDED WITH
INTENSIVE FAMILY SUPPORT



OVER 8,600

MENTAL HEALTH SUPPORT SERVICES DELIVERED
BY THE RECOVERY & DISCOVERY CENTRE



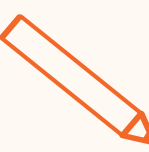
OVER 980

HOUSING OUTCOMES FOR PEOPLE
SOURCED BY HART 4000



236

PEOPLE SUPPORTED TO
MAINTAIN THEIR TENANCY



16

NATIONALITIES PARTICIPATED IN
ENGLISH LANGUAGE CLASSES AT THE EXCHANGE



A message from our Chair & CEO

Zea Johnston & Karen Dare

Community is an organisation that develops and delivers a comprehensive suite of contemporary services and programs to support people in our community to live their best lives. To this purpose, we are continuously growing and improving the way in which we support our community, ensuring that we stay abreast of new evidence-based best practices while maintaining service quality, integrity and viability. This year we have again seen an increase in funding to deliver a range of specialist services, which is a tribute to our reputation and capability to deliver positive outcome-based services for those in our community who are most marginalised.

We were honoured to be approached by Acacia Ridge Neighbourhood Centre (belong) to consider a merger of our organisations. belong wished to secure robust management of their current contracts and assistance to ensure effective and efficient service delivery and program sustainability. They believed that a merger would provide efficiencies through economies of scale and greater community impact, resulting in a sustainable financial model for services to the area well into the future. After an extensive due diligence process, the Community Board made the decision to accept a reassignment of their current contracts and leases, re-employ key personnel, and the gifting of their remaining assets. This reassignment process should be completed in early 2023.

We were excited to launch both the Way Back post/ aftercare support service for people who have experienced a suicide attempt, and the Safe Spaces program, which is an alternative option to presenting at hospital for people experiencing distress. These mental health focused services provide a continuum of support for people alongside our existing Mental Health Service Hub.

Our housing support and tenancy sustainment services experienced a very busy year with a significant increase in people presenting at the HART4000 Homelessness Hub who were either homeless or at imminent risk of losing their tenancy. The housing pressures in Queensland that began during the COVID-19 pandemic have been compounded by unprecedented population migration, limited land availability, record low rental vacancies, rising house prices, the sale of a large number of rental properties, building supply issues, inflation, labour shortages, high fuel prices and multiple weather events. This has put enormous pressure on the affordable housing, homelessness and crisis housing sectors with limited options for immediate housing since traditional pathways have closed down, been sold off, or are already fully utilised.

Over the past 12 months, we have continued to experience the challenges of multiple and lengthy lockdowns due to COVID-19 restrictions and the effects of a major flood event that impacted on many people within our community. We are proud to report that we have been able to deliver uninterrupted high-quality services to our clients and community through good planning, commitment and sound management strategies. This is a testament to the agility and dedication of our teams in maintaining their focus on always delivering an excellent client experience and responding to those in need. We are also pleased that due to our stringent infection control measures, we had no reported outbreaks, cross infections or serious cases of COVID-19.

In 2021-22, we reviewed and enhanced key elements of our Clinical Governance Framework to ensure that our services are of the highest standard: safe, effective and designed according to the needs of our community. In 2022-23 we will introduce a clinical governance dashboard for robust reporting against our Clinical Governance standards and KPIs, and we will continue to improve Clinical Governance across our services.

This year we reviewed our risk appetite and realigned our registers and reporting to provide clear identification and management of risk across the organisation. We invested in the development of a data warehouse that assists us with intelligent use of all our data for decision making, accountable reporting and performance monitoring.

Finally, and most importantly, we want to thank our wonderful supporters, volunteers and staff who are the true champions of Community. Your generous support and dedication has made an indelible impact on the lives of the people that we support at a time when our services were needed most. We are extremely grateful.

We would also like to thank the volunteer directors of the Board for their guidance, leadership, time and commitment – it's been another amazing year.



Farewell to two of our greatest

Carolyn Mason & Kent Maddock

This year we said farewell to Carolyn Mason after 9 years in the role of Chair of Community’s Board. Carolyn’s commitment and passion for making a difference in her community has championed the growth of Community, in both reach and service offerings. Her wealth of experience in key roles within the State Government, and as CEO of Residential Tenancy Authority, provided Community the amazing opportunity to be guided by and learn from one of Queensland’s greats.

It is with a sad heart that we advise that Kent Maddock had to stand down from the Board during 2022 due to illness, from which he passed in June. Kent was instrumental in guiding the New Farm Neighbourhood Centre as Chair through their merger with Community, and he previously led the Strategic Development Advisory Committee which provided advice to the Board on strategic decisions and future opportunities. He was a great man and he will be very much missed.



Our story

Communify is committed to supporting our community on all sides. For over forty years, we have worked to strengthen our local communities' capacity through providing place-based responses to the diverse needs and interests of all members.

Since our humble beginnings as a Red Hill/Paddington community group in 1978, we have expanded to serve communities across inner Brisbane and surrounds through three thriving neighbourhood centres located in Bardon, New Farm and Kelvin Grove, as well as delivering a comprehensive suite of in-home, centre-based and mobile/outreach support services.

Communify's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges and opportunities that life can present. We provide programs and services to over 8,000 community members each year in the areas of aged care, disability, mental and physical health, child protection, family and individual support, mental health, disability, housing and homelessness, drug and alcohol recovery, sustaining tenancy and support for asylum seekers. Through our Neighbourhood Centres and Community Development programs, we also offer brief intervention, emergency relief, social inclusion and capacity building activities, food security, and language and skill building support.

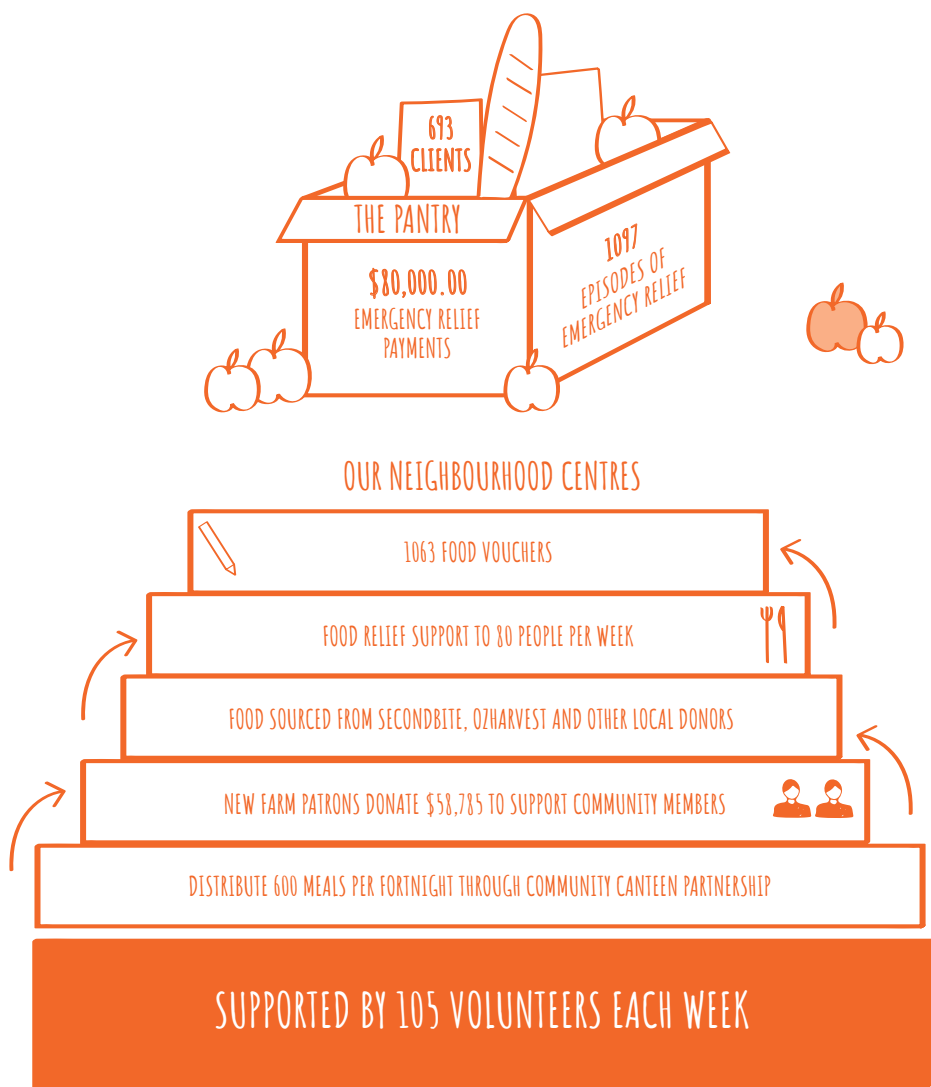


Our year in review

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Supporting community

in times of crisis



BRISBANE FLOOD APPEAL

The February 2022 floods caused widespread devastation throughout South-East Queensland. Numerous families suffered irreparable damage to their homes and belongings, and many people were forced to seek out recovery hubs to access basic facilities such as food, laundry and shelter.

Many of the suburbs that Community services experienced flooding. Community responded quickly and contributed in any way we could to ensure our community members were rehoused and had access to essential supports.

We immediately put a call out to our community to come together in this time of crisis, and step up to provide help to those who needed it most. On 3rd March 2022, we launched our Brisbane Flood Appeal.

We were overwhelmed by the generosity shown by our community through this campaign. We received donations within hours of announcing the Appeal. Along with community member donations, we were pleased to receive a donation of \$20,000 from our valued partners Indooroopilly Shopping Centre to support Community's ongoing flood relief efforts.

After the Brisbane Flood Appeal officially closed on 12th May 2022, over \$30,000 in total had been raised to provide relief to the numerous flood-affected individuals and families in our service areas. 100% of these donations were provided to local people who had lost their homes and/or household items to assist them with purchasing essential items, and covering upfront costs to access alternative accommodation.

EMERGENCY RELIEF

In a year besieged by natural disasters, ongoing pandemic complications and a rapidly rising cost of living, the provision of emergency relief to community members has been an important source of financial support. Our neighbourhood centre staff and emergency relief teams adapted to deliver this service in a range of remote formats to ensure that essential services continued to be delivered to our clients.

The North West Community Hub provided 532 instances of Emergency Relief with vouchers or bill payment, as well as 2916 instances of providing food relief, through fresh and long-life foods. The team also assisted other Community programs to provide another 604 incidences of Emergency Relief, distributing over \$80,000 in total in the 2021/2022 year. The Pantry service had shut down its face-to-face service, pivoting to a collection and delivery service for three months. Our amazing volunteers and staff made this process very smooth with their readiness to adapt.

In the last year New Farm Neighbourhood Centre delivered 20,000 community lunches, provided frozen meals, and distributed the equivalent of 6 tonnes of food relief. The team also allocated \$12,000 worth of food vouchers and provided \$24,000 to assist with the payment of bills including rent arrears, utilities, prescriptions, registration, school fees and other debts.

The neighbourhood centre teams responded to the floods by gathering the relevant information and developing resources to link community members with available support options, including evacuation centre locations, and government financial assistance. During the weeks after the floods, we worked with clients to provide direct flood relief and support by assisting people to lodge applications for government disaster recovery payments, source temporary housing, lodge insurance claims and other identified services.





Kylie-Maree's story.

The HART4000 team had been working to secure more affordable housing for Kylie-Maree, who was living in a granny flat and spending her entire income on rent, when the Brisbane floods hit in February and completely flooded her home. HART4000 responded by providing emergency relief, advocacy and housing assistance, supporting Kylie-Maree to achieve more suitable and affordable housing. Kylie-Maree is now thriving in her new social housing property and embracing her renewed sense of self-sufficiency.

Our HART4000 outreach workers first met Kylie-Maree in September 2021 when they were attending various boarding houses in Brisbane to engage with people needing assistance. At the time, Kylie-Maree was staying in an unsafe boarding house where she had suffered assault and was feeling very unsafe. Prior to this, she had spent six months living in a domestic violence shelter. HART4000 allocated Kylie-Maree a Homelessness Intervention Worker who assisted her to move out of the boarding house and into a hotel, after which she sourced a granny flat for a more permanent residence. However, this proved to be financially unsustainable for her.

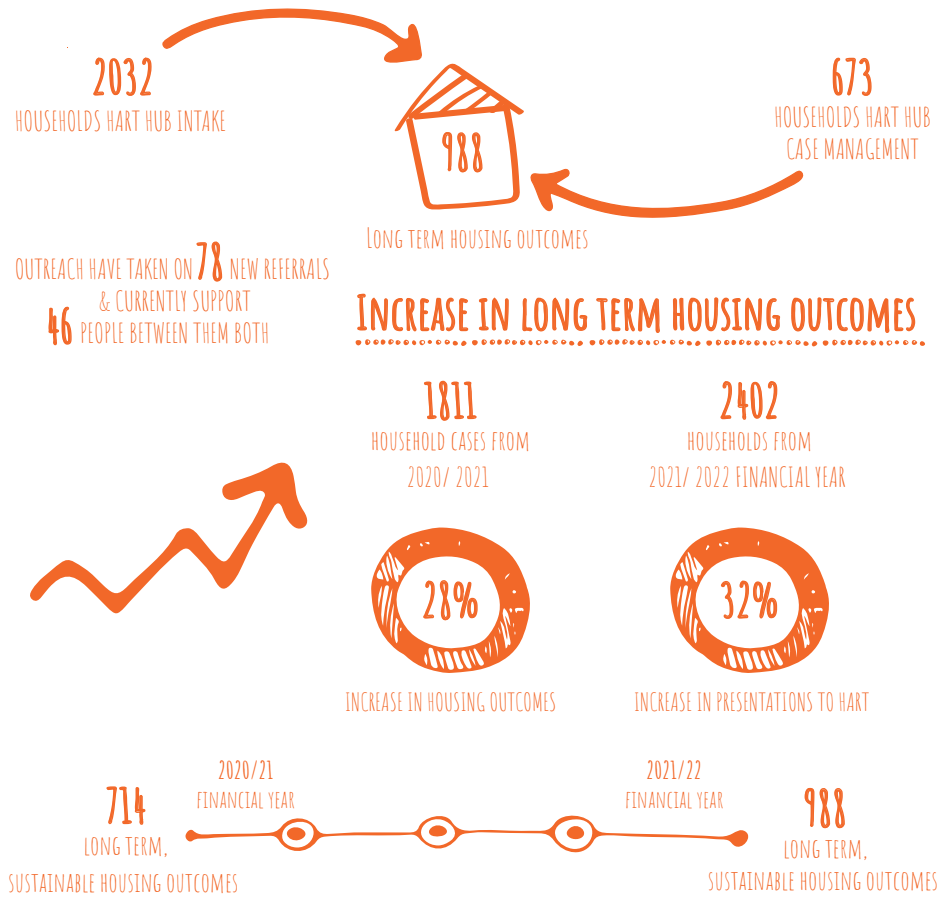
Kylie-Maree lives with ongoing mental and physical health challenges that are compounded by the complex trauma she has experienced. Her Homelessness Intervention Worker advocated to the Department of Housing to move Kylie-Maree into social housing, and both were working towards the goal of social housing when the Brisbane floods surged, flooding her granny flat in Rocklea beyond repair. She was forced to flee her residence with only one small box of personal possessions and her assistance dog.

With the assistance of the HART4000 team, Kylie-Maree safely accessed one of the evacuation centres, and soon afterwards she secured long-term social housing in inner city Brisbane through a Community Housing Provider. Kylie-Maree also received a Kmart voucher through Brisbane City Council's "My House My Home" grant to help her purchase new household items. She is now happily settled in her new home and has secured ongoing disability support through the NDIS.

EMERGENCY RELIEF

HART 4000

Breaking the cycle of homelessness



HART 4000

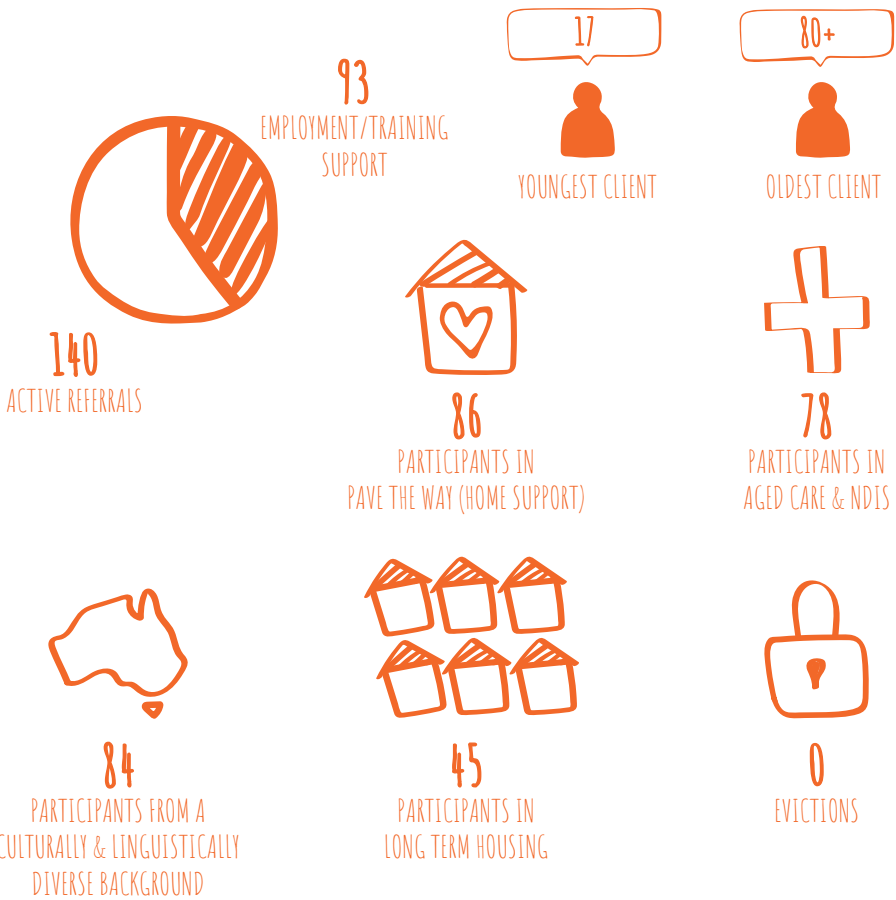
At Community, we believe that housing is a human right. Our specialist homelessness and housing service HART4000 works tirelessly to support people at risk of homelessness into safe, secure and sustainable housing. The ongoing challenges related to COVID-19, and the South-East Queensland floods generated greater barriers to securing long-term housing, which in turn contributed to increased homelessness in Brisbane.

Rising rental prices, lockdowns and loss of home and property due to the floods presented the HART team with a range of additional challenges and an increasing caseload. We saw the number of people on the public housing waitlist rise to over 50,000 and a significant reduction in rental stock. Amazingly, the team were able to assist over 2000 households and achieve long-term housing outcomes for over 980 people in the 2021/2022 year.

Securing permanent funding for the outreach service this year was very much appreciated and assisted the team to remain in contact with people housed in short term accommodation such as motels and boarding houses. During this year's flood event, we were able to immediately deploy our mobile support team to the flood evacuation hubs to provide emergency support. Through the collaboration between Community and key partners Brisbane City Council (BCC), Micah Projects and the Department of Communities, Housing and Digital Projects (DOCHDE), we were able to secure housing outcomes for a large number of very vulnerable people. The team executed a robust flood response by transporting people to evacuation centres, sourcing housing through enacting Emergency Housing Assistance Requests (EHAR), and escorting people to hotels to broker temporary accommodation.

The outreach service has also been instrumental in delivering an effective response to "hotspots", which are areas identified as having a higher number of people sleeping rough. In October 2021, HART4000 collaborated with Micah Projects, DOCHDE, BCC and the Salvation Army to assist 30 people who were sleeping rough at Wickham Park in Fortitude Valley, to successfully secure housing outcomes.

By leveraging key partnerships, HART4000 has increased its capacity to provide tailored housing solutions to meet the needs of diverse populations. In February, we partnered with Aboriginal and Torres Strait Islander Community Health Service (ATSICHS), seconding one of our Housing Support Workers to work with them to build their tenancy management skills and support 20 households of women with children out of crisis accommodation and into more secure housing. A housing support worker funded by the Asylum Seeker Refugee Assistance (ASRA) program also works alongside HART4000 to address the housing needs of community-based asylum seekers and those leaving detention. They have supported over 70 people from this cohort to secure housing. We must thank Common Ground QLD, who took on multiple head leases to support the men being released from Kangaroo Point Detention Centre.



SUSTAINING TENANCIES

Our Sustaining Tenancies service is an innovative program that works to secure appropriate long-term housing for people who have had a history of homelessness and failed tenancies, and deliver the associated practical support necessary to sustain the tenancy. Working alongside Bric Housing, Brisbane Housing Company (BHC) and Fortitude Valley Department of Housing Properties, the team provides a multidisciplinary outreach response for various tenancy-related challenges including substance use, mental health, employment assistance debt and financial management and undertaking activities of daily living.

In the two years of operation, the dedicated staff have supported 268 participants. The team has maintained a zero eviction rate and supported 96 participants into gainful employment in the 2021/2022 year. Our employment pathways program has achieved strong results with 12 participants undertaking the second Traineeship, Certificate I in Construction offered by Communify's Skilling Queenslanders For Work program. 10 out of 12 participants moved directly into permanent employment after completing their traineeship.

In a year marked by multiple lockdowns and natural disasters, the Sustaining Tenancies team have also focused on working with participants to build connections to reduce the impact of social isolation. The team collaborated with BHC to facilitate a therapeutic art group for their tenants, and worked with Bric Housing to implement life skills groups for tenants in multiple inner-city properties.

We also secured funding to create COVID-19 emergency packs containing essential health and wellbeing items for clients. Where possible, we also offered "safe drops" to deliver essential food and health items to people in isolation. We also worked closely with housing providers to safely relocate people whose properties were flood affected and co-ordinated donation of essential goods from GIVIT.



I don't think I would have got through these last few very difficult months with my health problems without them supporting me.

Wanda

Wanda's story.

Our home is our sanctuary, and the quality of our place of residence has a direct impact on our overall health, wellbeing and happiness. Communify's Sustaining Tenancies team sees firsthand how assisting people to secure and maintain safe, affordable and comfortable housing can have a profound impact that transforms many aspects of people's lives.

Multi-talented artist Wanda was referred by BRIC Housing to our Sustaining Tenancies team for a bedbug infestation that was discovered in her home. Wanda was struggling to maintain cleanliness in her home due to ongoing physical and mental health conditions. After her initial referral for her home infestation, Sustaining Tenancies supported Wanda by clearing out her apartment to rid it of the bedbugs, arranging for a professional clean of the space, and then purchasing a new bed and couch. The team then allocated two support workers to provide Wanda with 4-6 hours of in-home support per week that included cleaning, cooking, shopping, laundry, respite and company. However, Wanda still found herself unable to manage daily tasks due to her declining physical health and chronic depression.

Following her diagnosis of leukaemia, Wanda was admitted to hospital for six months of chemotherapy. As well as visiting her in hospital regularly to provide company and emotional support, Wanda's support workers spared no effort to continue doing her laundry and refurbishing her home that had also been greatly impacted by flood damage from the 2022 Brisbane Floods.

"IT'S A HUGE RANGE OF THINGS, WHAT THEY'VE DONE FOR ME. APART FROM PREVENTING THE BED BUGS FROM HAPPENING AGAIN, IT'S THE DAY-TO-DAY THINGS - THEY'VE DONE MY WASHING, BOUGHT BOOKS FOR ME TO READ, VISITED ME WHEN I'M FEELING SAD AND LONELY. ONCE WHEN I WASN'T FEELING FEMININE, THEY RUSHED UP WITH NAIL POLISH, JUST TO CHEER ME UP. BUT IT'S ALSO TAKING ME SHOPPING WHEN I CAN'T GET SHOPPING AT HOME, AND DOING MY DISHES. I DON'T THINK I WOULD HAVE GOT THROUGH THESE LAST FEW VERY DIFFICULT MONTHS WITH MY HEALTH PROBLEMS WITHOUT THEM SUPPORTING ME."

Thankfully, Wanda completed her course of chemotherapy, and since returning home from hospital, the Sustaining Tenancies team has continued to support her with in-home cleaning, shopping and cooking, as well as further professional cleans, while her NDIS application is in progress. Wanda successfully secured her disability support pension, and she has now joined both the Sustaining Tenancies weekly "Cooking Crew", which is providing her with essential kitchen skills, and an LGBTQIA+ community group hosted by Communify. Not long ago, Wanda habitually isolated herself at home. Now, every day she looks forward to getting out of the house and socialising, and she is pursuing her dreams of publishing a book of poetry.

SUSTAINING TENANCIES
NEIGHBOURHOOD CENTRES

Creating pathways

to employment

SKILLING QUEENSLANDERS FOR WORK

Skilling Queenslanders for Work is an initiative funded by the Queensland Government that provides skills development, training and job opportunities to unemployed, disengaged or disadvantaged Queenslanders through a suite of targeted skills and training programs.

Communify successfully secured funding in April 2021 to deliver Skilling Queenslanders for Work training programs to deliver both paid traineeships and Community Work Skills programs to maximise employment opportunities for some of our most vulnerable community members.

Communify collaborated with BRIC Housing to deliver the Cert 1 in Construction recruiting men and women at risk of homelessness to participate in the program.

This first intake was incredibly successful with a 100% training completion rate which exceeded the 65% KPI, and an 83% post-completion employment rate, which significantly exceeded the 55% KPI.

Communify recruited participants to undertake a Certificate II in Health Support Services and Certificate III in Individual Support. This is a Community Work Skills project that will see 24 participants achieve the qualifications necessary to fill much-needed employment roles in the Home Care and Disability Services sectors. This program is due to complete in October 2022. During the 2021/2022 year, we also commenced the second intake of our Certificate I in Construction paid traineeship, for which 24 participants were recruited and are on track to graduate in December 2022.



Proud NDIS

support providers



Our National Disability Insurance Scheme (NDIS) team continued to provide Support Co-ordination, Recovery Coaching and Capacity Building services to people living with severe and enduring mental health challenges.

The addition of a new Mental Health Manager based in the NDIS team office has enhanced the team's capacity to deliver comprehensive supports and achieve KPI's associated with financial viability and optimum utilisation of their clients' packages. This has strengthened the team's close working relationship, sense of accountability and achievement in the delivery of a problematic and at times hard to deliver service. Our teams have adjusted to working with the new billable hours regime and have successfully achieved their individual and overall KPI's.

We developed strong cross-program relationships between the NDIS and Communitfy's comprehensive suite of support services. This includes the Recovery and Discovery Centre (RADC), HART4000, Sustaining Tenancies, Home Assist Secure (HAS), our neighbourhood centres and community participation groups to ensure that NDIS clients have access to all areas of support across the Communitfy network. Participants have been able to access emergency relief and housing support to address presenting challenges.



Eron's story.

Eron was initially referred to our Springboard program by the Hospital Alcohol and Drug Service (HADS) unit at the RBWH for structured, ongoing treatment after struggling with bipolar disorder, complex PTSD and AOD issues for several years. He then received ongoing, tailored mental health support through the Recovery and Discovery Centre and NDIS Readiness Support. After years of working hard on his recovery, Eron is thriving as a valued Communitfy employee, working part-time as a Peer Support Worker and Group Facilitator in both The Way Back team and our Recovery and Discovery Centre.

"I HAD BEEN EXISTING AND NOT LIVING FOR A FEW YEARS - JUST GOING TO WORK, THEN COMING HOME AND 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 MORE FREQUENT. SO PARTICIPATING WITH THE SPRINGBOARD PROGRAM SEEMED THE BEST WAY FORWARD."

Through participating in the program, Eron gained invaluable skills to manage his addiction and mental health, and he found the courage to completely transform his life. After completing the program, Eron went on to volunteer in the Springboard team, and this opened other doors for him within Communitfy's network of supports. Eron was referred to the Recovery and Discovery Centre where he was assigned a social worker, who introduced him to various physical education workshops to build capacity. He was then allocated an NDIS Support Coordinator who helped him secure an NDIS package.

Eron has achieved many personal goals with the help of his NDIS package, including improving his fitness and health, building meaningful connections with peers, strengthening his mental health, and recovering from his addiction. Obtaining employment with Communitfy is an achievement of which Eron is particularly proud. After having worked in Mental Health on and off for nine years as a Peer Support Worker and Group/Workshop Facilitator, Eron's new lease on life following his recovery reignited his passion for pursuing a career in the field:

"BEING INVOLVED WITH COMMUNITFY AS BOTH A PARTICIPANT AND A WORKER HAS BEEN EXTREMELY WORTHWHILE AND QUITE LIFE-ALTERING FOR ME. I HAVE GAINED SO MUCH MORE SELF-RESPECT, DIGNITY, NEW DIRECTION, MOTIVATION AND REAL HOPE FOR THE FUTURE. I HAVE FOUND THE STAFF AT COMMUNITFY INCREDIBLY SUPPORTIVE, KNOWLEDGEABLE AND INSIGHTFUL, AND THE FACT THAT SOME OF THEM HAVE THEIR OWN LIVED EXPERIENCES HAS MADE MY JOURNEY EVEN MORE INVALUABLE. I'M FOREVER GRATEFUL TO THEM, THEY'RE VERY SPECIAL SOULS!"

NDIS
RECOVERY AND DISCOVERY CENTRE
SPRINGBOARD

Creating a safe space

for all



SAFE SPACE

Communify's Safe Space opened its doors in late April 2022 as part of a network of Safe Spaces funded by Brisbane North PHN across Brisbane's northern suburbs. Our Safe Space is a unique peer-led service that offers afterhours support to people experiencing emotional distress as an alternative to presenting to emergency departments.* The Space offers a compassionate space in which peer workers support people to reduce their distress and increase their sense of safety and wellbeing.

The Safe Space team consists of Peer Wellbeing Coaches that draw on their own lived experiences and recovery

journeys to provide tailored supports to those experiencing distress. In its short time in operation, we are already receiving positive feedback, with most people reporting reduced distress levels and increased sense of safety.

With the diversity of guests accessing the Space, the team has recognised that there is no one-size-fits-all approach to supporting people to manage their distress. They have developed and implemented a range of support approaches and activities include art therapy, sensory approaches, DBT skills, individual and group-based peer support, goal setting and exploring ways to enhance safety and wellbeing.

SPRINGBOARD

Springboard is an 18-week treatment program for people aged 18+ years who are experiencing difficulties with alcohol and other drugs (AOD) and co-occurring mental health problems. The program comprises a six-week day treatment program and additional aftercare provided through individual and peer support for up to twelve weeks. Communify's funding enables us to deliver six intakes of the program each year. Underpinned by an Acceptance and Commitment Therapy (ACT) framework, the program supports participants to address underlying and contributing issues associated with their mental health and dependency.

A total of 74 participants undertook the program across the six intakes, attending a total of 840 days with a 64.5% program completion rate. 602 individual support sessions were provided to 95 service users, with 57 referrals to external services provided to meet participants' specific needs.

Continuous improvement of the program has been a top priority for Springboard. Over the last year, we have readjusted the program content to provide essential tools that participants can carry through and utilise to enhance their learning across subsequent sessions. This includes the creation of a new session called Understanding Recovery, which complements the existing Understanding Addiction session. Additionally, the Positive Perspectives session was moved from later in the program back to the first week content to add more value to new participants.

This year, the Springboard team benefited from having former participants volunteer to support the program, which we are continuously grateful for. Springboard's online peer support group has also been very popular and has provided an ongoing connection point for program graduates. The courage to lean into discomfort demonstrated by those struggling to maintain healthy connection with staff and peers is as inspiring as celebrating their successes.

The team has continued to manage disruptions from COVID-19, particularly participant absences due to illness. We were able to address this by using our Surface Hub to enable live video and audio of groups to stream directly to participant's computers or mobile devices. This kept many people connected with the program, staff and peers while unwell.

Damien's story.

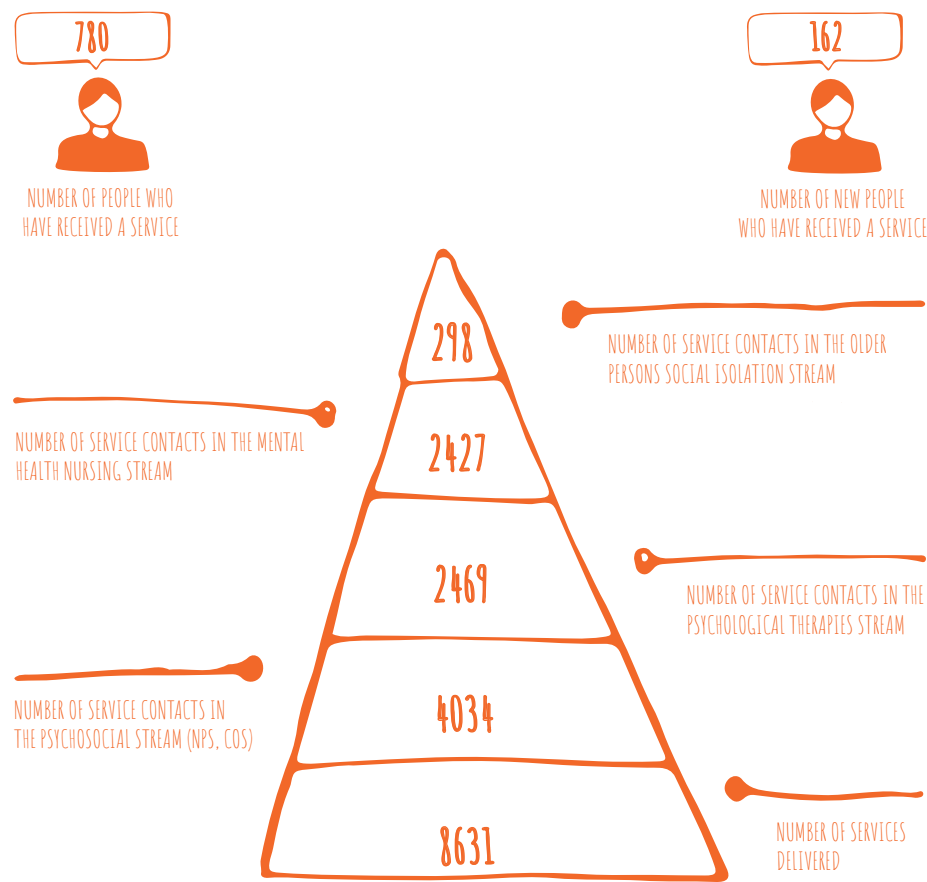
"I WAS IN REALLY BAD SHAPE BEFORE I FIRST LEARNED ABOUT THE SPRINGBOARD PROGRAM AT COMMUNIFY. I WAS IN A SUPER SCARY PLACE WITH MY MENTAL HEALTH, AND MY SUBSTANCE USE KEPT SPIRALLING AND HAD ME ON THE CUSP OF LOSING EVERYTHING IN MY LIFE THAT MATTERED. I WAS STARTING TO THINK A LOT ABOUT TAKING MY OWN LIFE BEFORE CHECKING MYSELF INTO A HOSPITAL ED IN DESPERATION. IT WAS THERE I LEARNED ABOUT SPRINGBOARD AND GOT REFERRED WITH THE HELP OF A HOSPITAL PSYCHOLOGIST.

STAFF AT COMMUNIFY PHONED ME THE VERY NEXT DAY AND TOLD ME ALL ABOUT THE PROGRAM. I HAD WANTED TO GET INTO REHAB FOR A REAL LONG TIME, BUT JUST COULDN'T MAKE IT WORK FOR ME. I WAS STILL EMPLOYED SO NOT ELIGIBLE FOR A BENEFIT FROM CENTRELINK, AND WITH A YOUNG CHILD TO SUPPORT, I WAS CERTAINLY IN NO POSITION TO PAY MY OWN WAY. KNOWING THAT I COULD TAKE PART IN A GROUP-BASED DAY PROGRAM AND NOT BE OUT OF POCKET WAS A HUGE PLUS! I KNOW OTHER PEOPLE IN A SIMILAR SITUATION TO ME, AND I THINK THE SPRINGBOARD APPROACH HELPS FILL AN IMPORTANT GAP RIGHT THERE. AS I LEARNED ABOUT THE RANGE OF TOPICS THAT SPRINGBOARD COVERS, IT WAS TICKING ALL THE BOXES!

I WAS PRETTY ANXIOUS ON DAY 1, BUT QUICKLY FOUND THAT I WAS PART OF A SAFE AND SUPPORTIVE GROUP, AND WE ALL ENJOYED THE EXPERIENCE OF TAKING OUR FIRST STEPS TOWARDS RECOVERY TOGETHER. THE THREE FACILITATORS ARE ALL UNREAL! THEY COMBINE THEIR OWN INSPIRING RECOVERY EXPERIENCES WITH A TONNE OF BUILT-UP KNOWLEDGE, WISDOM, AND SKILLS TO DELIVER SOMETHING SPECIAL.

I RECENTLY FINISHED THE GROUP-BASED PART OF THE PROGRAM. THERE IS STILL A MOUNTAIN TO CLIMB LEARNING HOW TO PUT ALL MY NEW KNOWLEDGE AND SKILLS INTO PRACTICE, BUT I GET WEEKLY COUNSELLING SESSIONS FOR THE NEXT THREE MONTHS WHICH ARE ALREADY HELPING ME APPLY ALL THE LEARNINGS TO EVERYDAY LIFE. THERE'S ALSO A WEEKLY PEER GROUP THAT I LOOK FORWARD TO GETTING INVOLVED IN. BIG THANKS TO COMMUNIFY AND THE SPRINGBOARD TEAM FOR THIS WONDERFUL INITIATIVE. IT'S BEEN A REAL LIFESAVER FOR ME, AND I NOW LOOK FORWARD TOWARDS THE FUTURE WITH A SENSE OF HOPE THAT I THOUGHT I'D NEVER HAVE."

Services and supports provided by Mental Health Hub



THE WAY BACK

The Way Back Support Service is a Beyond Blue initiative providing non-clinical care and practical support to individuals following a suicide attempt or suicidal crisis. This program aims to minimise the risk of re-attempts, increase social connectedness, improve access to clinical and community-based support services, and build the capacity of individuals to self-manage and improve mental wellbeing.

Communify works in partnership with the Institute of Urban and indigenous Health and the Brisbane Youth Service. Communify accepts referrals from the RBWH Acute Care Team for individuals to engage with The Way Back Support Service program. To date, over 80% of referrals have been converted into episodes of care through The Way Back team. Each program participant is assigned a Support Coordinator to support them for up to three months on their recovery journey. Supports provided include connecting clients with housing, *mental health and AOD support, supporting clients to attend medical appointments, access legal and financial management services and enhancing client engagement with support networks.*

Since Communify began operating our The Way Back Support Service on 6th September 2021, the team has supported 225 participants. 68% of those had experienced a suicide-related crisis, and 32% had experienced a suicide attempt. These startling statistics illustrate just how crucial The Way Back Support Service is, and indeed, 96% of service users demonstrated an improvement in their levels of emotional distress from entry to exit.

With 48% of participants falling into the 18 to 24 years age group, our team have had to adapt our service delivery to better work alongside young people. Furthermore, our The Way Back Support Service has seen great diversity of clients, 20% of participants identifying as LGBTQIA+, and 7% identifying as Aboriginal and Torres Strait Islander. Positive feedback from 43 completed Client Experience surveys indicates the perception from participants that The Way Back is a quality aftercare service.

RECOVERY & DISCOVERY CENTRE

The Recovery and Discovery Centre program is designed to support people who are living with severe and complex mental health challenges. The Centre delivers integrated clinical and non-clinical services utilising a trauma-informed, recovery-orientated approach across three key service streams: psychosocial supports, psychological therapies and clinical nursing care coordination.

The 2021/2022 year saw the supports provided through all service streams of the Recovery and Discovery Centre significantly exceeding funding targets. The Centre provided mental health support to 780 participants across the year and delivered over 8,600 services in total. Notably, the number of service contacts in the psychological therapies stream of the service exceeded targets by over 300%.

A new Psychological Therapies group “Freedom to Feel” debuted in 2022 with the support of Toowong Private Hospital’s Tailored Therapies program and Communify’s Way Back Support Service. Increased funding to Recovery and Discovery Centre partner Eating Disorders Qld (EDQ) in the 2021/2022 year will enable them to deliver 16 sessions of their Recovery Warriors Group Program, 33 sessions of their Eating Disorder Specialist Wise Choices program and an additional 440 individual Peer Worker sessions per year.

The Centre has also focused on enacting the Brisbane North Regional Plan that prioritises the improvement of physical health of people experiencing severe and complex mental illness. A physical health working group has been created within the Centre with the aim of improving knowledge and skillsets of Recovery and Discovery Centre staff, and exploring the application of outcome tools based on physical health to provide support for service participants.

The Recovery and Discovery Centre team has benefited from the introduction of a new Mental Health and Alcohol and Other Drug Outreach Worker who operates across both the Recovery and Discovery Centre and Communify’s Sustaining Tenancies program to support those living with severe and complex mental health challenges whose tenancies are at significant risk. The team has also onboarded a Mental Health Peer Support Worker this year, and we welcome the knowledge, strength and hope that a lived experienced worker brings to both participants and the workforce.

Funding changes and the February floods have impacted service delivery in the Recovery and Discovery Centre this year. Many staff and participants alike suffered property damage and loss of power in their homes as a result of the floods. However, we were able to quickly and efficiently transfer to virtual services for all individual supports and some group programs. Unfortunately, the funding for the Older Persons Social Isolation program came to an end in mid-March. Feedback was provided to the PHN about the importance of this funding and the valuable support it offered vulnerable participants.

An increasingly high demand for NDIS Readiness support has been challenging from both a systems and program delivery perspective. For the Recovery and Discovery Centre, this has led to a significant waitlist for the one dedicated NDIS Readiness Facilitator we have on the team, as well as increasing pressure on psychosocial and clinical care coordination staff to provide support.

In the 2021/2022 year, the Recovery and Discovery Centre team engaged in a major evaluation program funded by the Brisbane North PHN. Both management and staff met with evaluators from Beacon Strategies to inform the research being undertaken. Findings from this evaluation will be used to advocate for continued funding for the Recovery and Discovery Centre as well as national implementation of the mental health hub model.



Not only do these courses and activities allow me to learn new skills but they also allow me to listen and to share with other people who understand in a non-judgmental space.

David

David's story.

44-year-old David first came to Communify as a participant in our Springboard program in 2019 to recover from addiction. As an LGBTQIA+ identifying man with autism spectrum disorder, David struggled to find his feet in the world whilst battling mental health challenges, and this manifested in addiction that he felt unable to control. After completing the Springboard program twice to recover from his addiction, David is now benefiting from ongoing support through the Recovery and Discovery Centre. The program is not only helping David manage his mental health on a daily basis; the support he has received has also been empowering for David and has helped him embrace his true sense of self.

David found it difficult to make friends as a child, and later after coming out as gay at 18, his mental health suffered as a result of the stigma he faced at the time. David developed a gambling addiction and struggled for many years with depression and anxiety, and in 2017 he was formally diagnosed with autism spectrum disorder. After his twice-completion of the Springboard program, and a stint in rehab over the summer of 2021/22, David arrived at a real turning point in his life when he engaged with the Recovery and Discovery Centre.

Since beginning his tailored Recovery and Discovery Centre support program earlier this year, David has thrived in an environment where he has felt comfortable expressing himself, and he has learned invaluable new skills.

"RECOVERY AND DISCOVERY HAS ALLOWED ME TO ALSO ATTEND THE MANY COURSES ON OFFER, AND SO FAR I HAVE COMPLETED THE FABULOUS FOOD COURSE AND THE DBT SKILLS COURSE, AND I AM CURRENTLY ATTENDING BOTH THE HEALTHY LIVING AND LIVING WELL WITH DEPRESSION COURSES. I ALSO AM LOOKING FORWARD TO SOON ATTENDING THE CREATIVE MUSIC GROUP HELD EVERY WEEK IN BARDON. NOT ONLY DO THESE COURSES AND ACTIVITIES ALLOW ME TO LEARN NEW SKILLS BUT THEY ALSO ALLOW ME TO LISTEN AND TO SHARE WITH OTHER PEOPLE WHO UNDERSTAND IN A NON-JUDGMENTAL SPACE."

--- RECOVERY AND DISCOVERY CENTRE
--- SPRINGBOARD

Aged care

Communify recognises that as people age, many wish to live independently in their own homes for as long as possible. We deliver a suite of Aged Care services including in-home services, personal care, nursing and allied health, home maintenance and modifications, meals, transport day and flexible respite, and individual and group social activities. We also foster greater connectedness within our community to combat social isolation and loneliness.

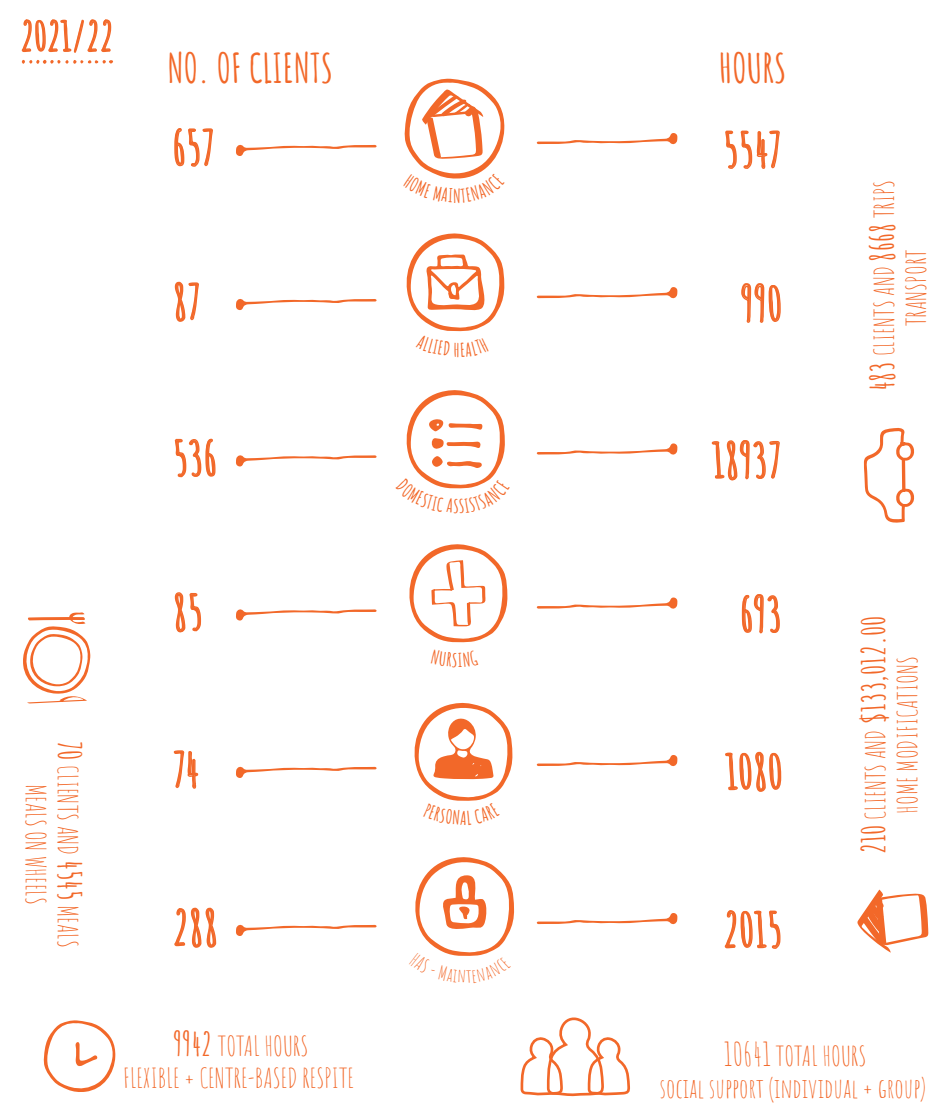
THE PADDINGTON CENTRE

Our Paddington Centre offers our senior community members the opportunity to maintain an active, socially connected lifestyle whilst enjoying a day away from home. This also provides carers with a much-needed break, knowing that their family member is well cared for and having a fun day out.

We are proud that we were able to keep the Paddington Centre open safely through the COVID-19 lockdowns in the 2021/2022 year. Our team worked hard to adjust to the stringent safety regulations required by the aged care sector to protect the health and wellbeing of vulnerable clients. Staff took daily Rapid Antigen Tests and wore full PPE for almost the entirety of Q3.

This year, we have continued to provide a high-quality, person-centred diversional therapy program through the Centre and delivered a continued high-quality standard of person-centred care, stimulating and fun activities, nutritional food, thereby promoting social inclusion, physical wellbeing, and mental acuity.





HOME CARE PACKAGES AND IN-HOME SUPPORT

Communify currently provides tailored Home Care Packages to 118 clients across all levels of packages. We have been very deliberately growing the number of Home Care Packages in line with our staffing capacity, ensuring that once activated we are able to quickly wrap around all required services. The Home Care Packages team successfully maintained a high level of service to their clients through both lockdown periods and the flood event ensuring all essential supports continued to be provided whilst keeping staff and clients safe.



Judy's story.

Every day we are inspired by the courage and resilience of the people we support. We first met our Home Care Package client Judy Boorman three years ago when our team was scheduled to provide Home Assist support to her late husband Jim.

In September 2021, it became clear that Jim's health was quickly deteriorating, after which he was approved for a Level 4 Home Care Package and assigned a Coordinator to manage the delivery of various supports. These included the installation of railings for Jim's chair lift and supplying equipment such as a wheelchair, reclining chair and more in-home supports to help Jim stay in his home as long as possible.

With no other family to support him, Judy was a full-time carer and reassuring presence for her husband during his prolonged illness. The services provided by Communify also helped Judy to maintain balance in her daily life until Jim had to be transferred into permanent care.

"TO JIM AND I, COMMUNIFY WAS LIKE A VERY GOOD FRIEND. THERE WAS NEVER A TIME DURING OUR LONG ASSOCIATION WITH COMMUNIFY THAT WE EVER HAD ANY CAUSE TO COMPLAIN. ALL REQUESTS FOR MAINTENANCE, AS WAS OUR GENERAL NEED IN EARLIER YEARS, WAS ALWAYS HANDLED CHEERFULLY, PROMPTLY AND EFFICIENTLY. IN MORE RECENT YEARS WHEN JIM'S HEALTH BEGAN TO FAIL AND THE NEED FOR MORE SERVICES BECAME NECESSARY, THAT'S WHEN COMMUNIFY REALLY BECAME A FRIEND WE COULD NOT DO WITHOUT."

When Jim passed away recently, Communify stood by Judy's side and supported her in her grief. The team helped her to secure ongoing Home Assist to provide home maintenance and modifications so that she is empowered to maintain her independence, remain in her own home, and live life on her own terms.

Judy is currently awaiting approval for a Level 2 Home Care Package of her own, and thanks to the particularly attentive support shown by her Home Care Package Coordinator Chris, she is feeling cared for and able to take back some control in her life, and cracking plenty of jokes while she's at it!

"SINCE JIM'S PASSING, COMMUNIFY AND CHRIS HAVE CONTINUED TO TAKE CARE OF ME. CHRIS CAME TO OUR HOME AND SUPPORTED ME DURING INTERVIEWS WITH MY AGED CARE, AND SHE HAS TAKEN A PARTICULAR INTEREST IN MY HEALTH, AND IN GENERAL SHE'S MY MATE! TO ME, HAVING THE CARE OF A 'BOUTIQUE' PROVIDER LIKE COMMUNIFY IS THE ONLY WAY TO GO. I ENCOURAGE MY FRIENDS TO CHOOSE COMMUNIFY AS THEIR PROVIDER."

IN-HOME SUPPORT
HOME CARE PACKAGES

Working with families

INTENSIVE FAMILY SUPPORT

The Brisbane North Intensive Family Support program is a voluntary service offered through the partnership between Community and Act For Kids to support families who are under pressure, with the aim to keep children safe. Community collaborates with Act For Kids to provide key outreach services to families, which assists them to develop stronger life skills, address issues such as domestic violence, mental health and addiction, and build their capacity to responsibly parent and care for their children.

During Child Protection Week in September 2021, Community's IFS team hosted an online Professional Forum to discuss the "Benefits of Early Education around Consent in the Prevention of Sexual Assault". Guest speakers included professionals from Mind Blank, Bravehearts and Act for Kids. For this campaign, IFS also accessed an activity grant to purchase Protective Behaviour resources, and these were provided to organisations that supported families and children in the community.

This year, we changed our staffing structure, replacing our in-home worker with an additional family support practitioner. This will enable us to increase the number of families that we can support, reducing wait times and uplifting the level of support. During 2021, additional group support was provided to families with children aged 0-5 years through a Circle of Security Parenting group and a trauma-informed playgroup Little Chickens.

The Community IFS team delivered 15,127 hours of services to support a total of 142 families.



CHILDCARE

Community's Childcare Centre appreciates that every child is special and unique. Our learning program, delivered through a multi-aged setting, is underpinned by the Early Years Learning framework that fosters children's development within a play-based program across all stages of development. 2021/2022 saw our childcare centre navigate the challenges presented by the pandemic with reduced numbers/ratios and priority given to parents working in frontline jobs. The team adapted their hours and program to better accommodate smaller groups of children, with enrolment numbers and fees affected by more families working from home and not requiring full days of childcare.

We introduced various COVID-19 safety measures and guidelines to ensure that our centre could continue to operate in the face of lockdowns and constantly changing COVID-19 regulations. The team implemented faster drop-off and collection times to reduce the amount of time that families and guests spent at the centre to limit the risk of transmission. We are proud to report that due to the stringent adherence to these new standards, our childcare centre has remained free of COVID-19.

Creative communities

HANDS ON PROJECTS

This year the Hands On Projects team of volunteers closed the heritage-listed Paddington Substation in readiness for major renovations coordinated by Brisbane City Council and funded by the Federal Government. The Paddington Substation refurbishment project forms part of Brisbane City Council's Creative Brisbane Creative Economy Strategy, which aims to increase the amount of accessible space within Brisbane's creative network to enhance the volume of creative activity in the city.

This project will ensure the building's important place in Brisbane's history is preserved for future generations, whilst also improving the facilities with more sophisticated internal safety features and accessibility. Works will include essential repairs and preservation of the building and the installation of a disability lift, accessible bathroom and air-conditioning.

Hands on Art's furniture and art equipment were previously stored at The Newmarket; however, they were largely destroyed during the February 2022 flood event. A generous donation from the Commonwealth Bank as well as a grant from Brisbane City Council's flood relief fund will assist with fitting out the Paddington Substation in readiness for reopening in late 2022. While the Substation remains closed, Hands On Art has continued to offer a limited range of community arts activities at the Paddington Play Space.

This year, the team reprised their annual Queensland Child Protection Week project by providing a series of craft workshops for children as well as 200 craft kits to community groups all over Queensland. The Child Protection Week workshops offer children a craft activity alongside important messaging about the importance of child protection.

The project has once again had an increase in budget this year of more than 60%, and Hands On Art is proud of our long-standing association with Queensland Child Protection Week.

The impacts of the pandemic have affected community arts across Australia as events have been cancelled and artists' livelihoods affected. However, the challenges of an austere arts funding environment are contrasted with our community's recognition of the importance of coming together to celebrate creativity at this time of closure.

Many cultures,

one voice of support



ASYLUM SEEKER AND REFUGEE ASSISTANCE (ASRA) PROGRAM

Under the ASRA Program, Communify leads a consortium of seven organisations to deliver specialist services to support people seeking asylum and people with temporary visas residing in Queensland. The aim of the ASRA program is to support wellbeing, build capacity, provide basic financial assistance and develop collaborative efforts of the community to sustain asylum seeker support. The program provides assistance with emergency relief, individual and family support, health, legal, employment, mental health and housing supports. Support is delivered at the ASRA Outreach Hubs and specialist ASRA workers attend these hubs.

This year functioned as a 12-month pilot of the ASRA program in its current form, a trial which generated successful results by securing four more years of funding for the program. At its peak, the program was supporting over 320 vulnerable people with specialist services. The pilot funding has driven us to develop the ASRA consortium model to receive further funding. The model brings together a diverse group of organisations who work with asylum seekers in Queensland.

A significant and key challenge was supporting 29 medical transferees who were released from hotel detention at the same time and with little notice. All 29 men were accommodated in head-leased rental properties. However, the security of the housing allowed the men to better adjust to life outside of detention. They also had a valuable opportunity to learn about Australian systems, and more importantly, their secure housing has helped them to begin healing physically and emotionally from their experiences in offshore and onshore detention.

This year we were also challenged by impacts of the Brisbane floods. It became apparent that many local governments and disaster managers aren't aware of the needs of asylum seekers and their lack of eligibility for many services and supports. However, this did provide an opportunity to raise awareness with these stakeholders about the issues faced by asylum seekers living in their communities.

Without the financial and material aid, casework and advocacy provided through the ASRA Program, many clients would become destitute, fall into extended periods of homelessness and be unable to access food, clothing and basic medical care. Many clients would also lack the knowledge and support to renew visas and Medicare cards, which would increase the likelihood of them becoming undocumented. The provision of further funding for the ASRA program is therefore both timely and highly necessary to continue advocating for the interests of those seeking asylum in our community.

COMMUNITY HUBS

Communify has been proud to work with school principals in Zillmere, Inala, Forest Lake and Acacia Ridge for the 2021/2022 year to deliver our Community Hubs program, which aims to enrich cultural awareness and community connectedness within school hub networks. Communify is funded to provide the community hubs through our partnership with Community Hubs Australia, operating as the Brisbane Hub Support Agency to orchestrate support across each of the hubs.

Embedded in local schools, the Community Hubs are designed to support migrant and refugee families, particularly mothers with young children to share and learn. The hubs connect preschool children into playgroups and prepare them for school, as well as helping women and children learn and practice English. The hubs also work with mothers to build pathways towards volunteering and employment. The school lockdowns mandated by Education Queensland due to complications with the pandemic presented significant challenges for schools participating in the Hubs program, as well as overall program delivery by our Hub Support Coordinator. Furthermore, the impact of the Brisbane floods resulted in parents being unable to enter school grounds, with Term 1 plans for the hubs being interrupted and postponed due to the floods.

Nevertheless, the 2021/2022 year saw us facilitate 45 workshops and 8 major events through the community hubs this year, with 1230 participants in total.

The workshops and events are working to foster connections between children, parents and members of the local community at each of the hubs. Through having access to peer support and education, as well as participating in social gatherings, weaving and sewing groups, cultural celebrations, and play activities, families at the hubs were also able to significantly develop their skills and confidence.

The delivery of these events and workshops would not have been possible without the generous donations we received from valued partners this year:

- Simply Strings donated two new cellos at the cost of \$1,200 to enable children from low-income families to participate in their school music program.
- One Box and Citipoint have generously donated hampers to support hub families in financial distress.
- Scanlon Foundation's donation of \$7,200 assisted hub families who were affected by the Brisbane floods.
- A grant of \$18,000 from Brisbane City Council has provided a much-needed operational budget to fund a range of educational and health support activities in the hubs.

Our neighbourhood centres

Our Neighbourhood Centres are hubs for social service provision and community capacity building. They promote social justice principles in inclusion and provide a space where people can learn, participate and contribute. Our Centres provide a safe, trusting and welcoming space for people who may be socially isolated, vulnerable and in need of support. This in turn fosters a sense of belonging and improved wellbeing for community members. Our Neighbourhood Centres offer a soft entry approach for people to unpack often complex issues and identify and assist people to access the support they need.

We are responsive to community needs, utilising key Community Development principles to ensure that we are responsive to the particular needs at the local level. As a result, each of our Neighbourhood Centres deliver a range of very different and tailored activities and services.

NEW FARM NEIGHBOURHOOD CENTRE

The New Farm Neighbourhood Centre's impact was measured and quantified by Neighbourhood Centres Queensland in their Impact and Value Snapshot report that detailed the impact made by neighbourhood centres across Queensland within their communities. In the report, New Farm Neighbourhood Centre was found to have generated a total of over \$1.6million in community value, which equates to \$11.25 for every \$1 of Queensland Government neighbourhood centre funding.

The team, which includes an amazing group of local volunteers, fosters wellbeing activities and social connections that lead to improved quality of life for people in the local community, many who are experiencing homelessness, tenancy failure, food insecurity, social isolation, and mental health and other health challenges. This year we were excited to welcome our GP Dr Nancy together with Helen, our wonderful physiotherapist, to provide much-needed bulk billed medical services through the centre. Big thanks to LawRight and QStars for their visiting services, as well as the Homeless Health Outreach team.

NORTH WEST COMMUNITY HUB

The North West Community Hub team is also supported by a wonderful group of volunteers who assist our staff to facilitate access to social inclusion activities, a weekly food pantry, brief intervention, emergency relief, and No Interest loans.

Even in the face of COVID-19 restrictions and natural disaster, the centre managed to safely host seven community events that were attended by over 950 people. The Hub also offered regular community groups art, yoga, music therapy and men's social support, as well as offering Digital Inclusion Workshops in partnership with Queenslanders with Disability Network, and arts and crafts workshops through Hands on Art.

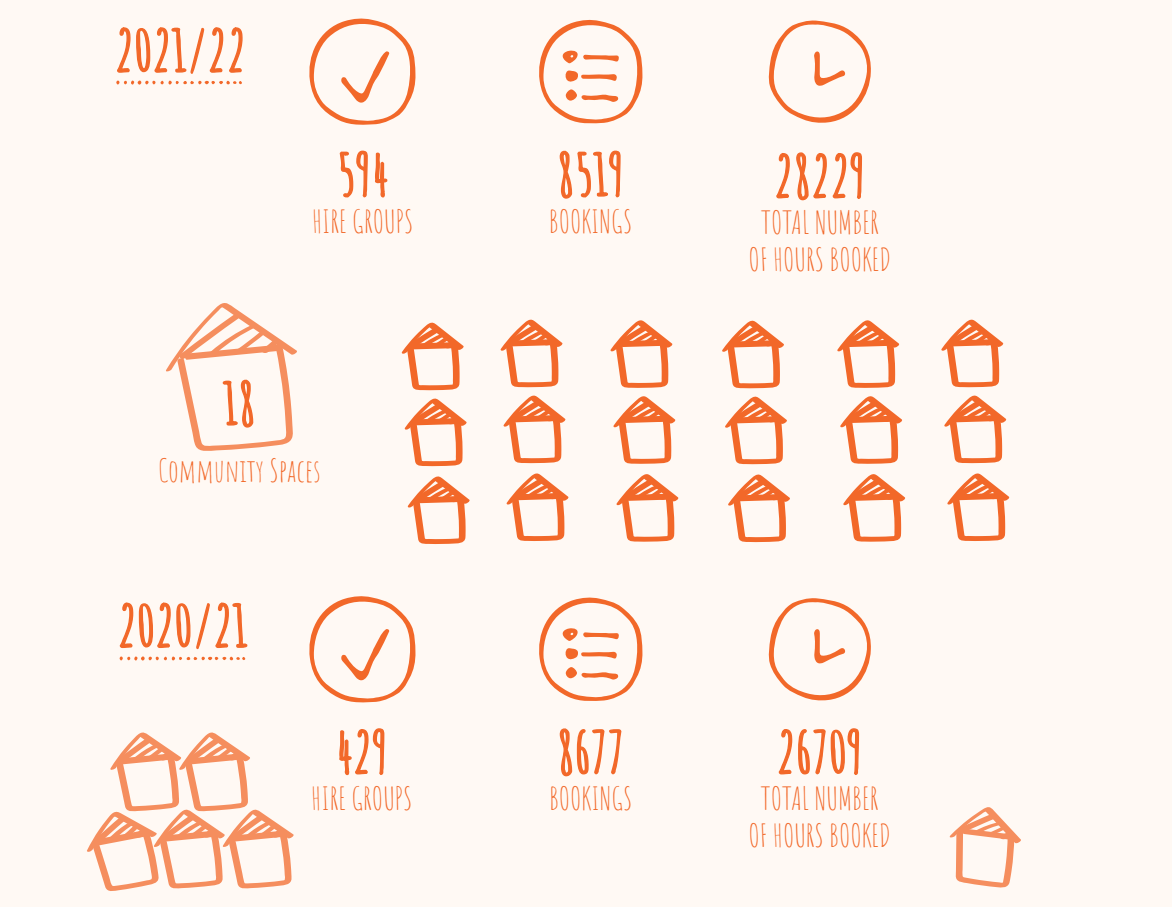
A second open house session was offered every Thursday which has provided additional opportunities for visiting services, education sessions and a community shared lunch. Where community members needed access to external services, the staff offered 4607 episodes of information and active referrals.

THE EXCHANGE

The Exchange, our neighbourhood centre at Kelvin Grove, works closely with the local community to deliver a range of activities and programs with a focus on those people living in social and affordable housing, those from culturally diverse backgrounds, and the general community.

The Exchange team worked hard to provide food security and employment training to international students with no income and who were unable to leave Australia due to COVID-19 travel restrictions. This has led to over 250 people gaining employment. The team provided regular community lunches to approximately 75 students, and community dinners to 180 students, in partnership with the Village Church at Kelvin Grove. They also delivered English language classes online during peak lockdown periods, to ensure that essential learning opportunities were maintained.

Community spaces



As a place-based community organisation, Community is proud to offer our range of community spaces through the venues we manage. This year our 18 community spaces provided a home for over 590 different groups to hold meetings, one off and regular classes, workshops, and events across a broad range of interest areas and age groups. Despite the challenging events of the year, we still managed to see that the total duration of booking time at the spaces increased by over 1,500 hours in FY21/22 compared with the previous year.

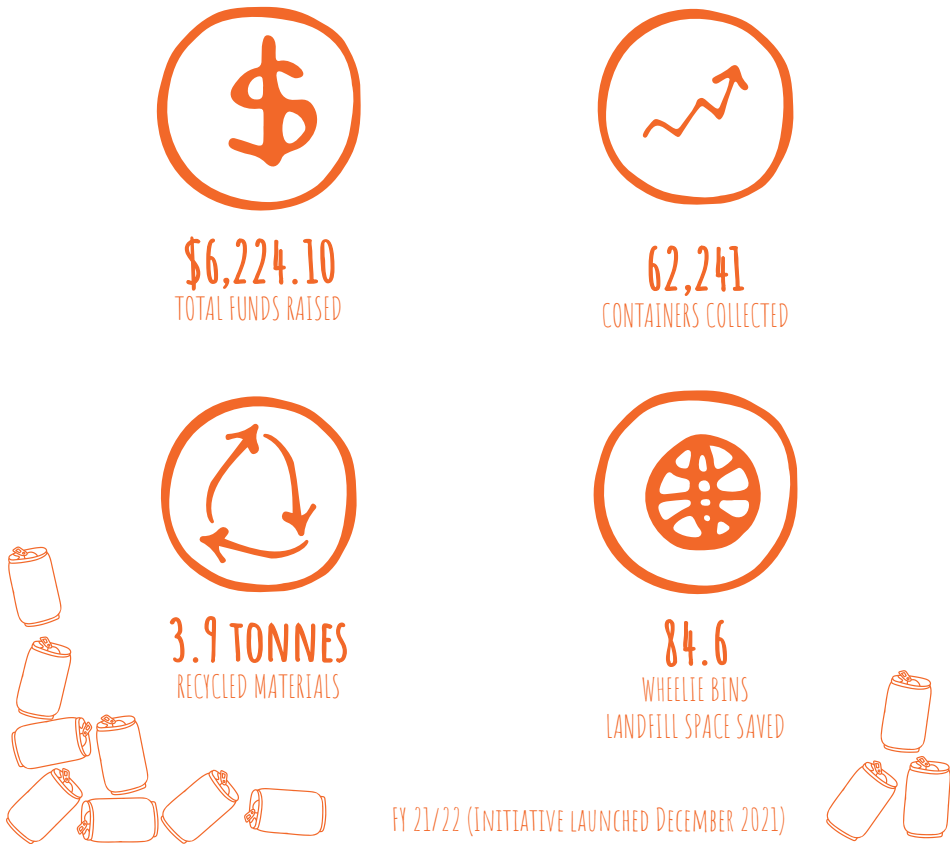
We were pleased to receive a \$11,925 grant to install solar panels on the roof of The Newmarket, and a second grant application has been submitted for energy efficient products in the venue. We also received two \$5,000 grants from Brisbane City Council's Community

Facility Disaster Relief Fund to support Community to improve the safety and presentation of The Newmarket and Spring Hill Halls, conduct minor repairs, and return to normal operations after the February floods.

Three of our venues were impacted by the February Floods, sustaining flood damage; however, two of these were back open within a week.

Communicating frequent venue operational changes related to government COVID-19 restrictions remained a top priority this year. Our team also ensured that support was provided where possible to the small businesses and organisations hiring the spaces who were affected by lockdowns occurring and group instructors or participants contracting COVID.

Our corporate partnerships



In December 2021, Indooroopilly Shopping Centre partnered with recycling visionaries Containers for Change to implement a plastic container refund scheme. We were very excited and appreciative that they nominated Communitify as the recipient of the funds which are raised by people depositing their plastics into the bins provided throughout the shopping centre. We gratefully receive monthly donations which have been directed towards a range of supports to keep people housed, provide access to food security, and other important supports.

The initiative was officially launched on 16th December and to date has raised a total of \$6,224.10 to support disadvantaged individuals and families in our community. These funds have enabled us to support people with rental and utility payments, forensic cleans, storage and removalists costs, purchasing essential household items, food vouchers and back-to-school supplies.

We look forward to a continuing relationship with both Indooroopilly Shopping Centre, and Containers for Change which really is making a difference!



Our people

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Our Board



Zea Johnston – Chairperson

Board Member since 2021
M Admin, Grad Dip Ed, BA, Executive Fellow ANZSOG

Our Chairperson Zea is the Managing Director of Sagacity Consulting, and has over two decades of experience as a management consultant in senior and chief executive positions in the public and private sectors. Her expertise ranges from early childhood education and care to corporate strategy, strategic policy and education futures, training and skills policy, strategic research, legislation services and regulation.



Peter Tran

Board Member since 2014
B Business (Accounting)/B Laws, CA - Chartered Accountant

Our veteran member of the Community Board of Directors, Peter has over 20 years of experience in professional accounting. He has specialist financial skills and knowledge across a broad spectrum of tax and advisory matters.



Dai Gwynne-Jones

Board Member since 2020
BSc (Hons)

Dai owns Portfolio Creative Services Group, and is a communications director with 30 years of experience across significant international brands. His particular expertise lies in strategy and growth. He is an active contributor to the community as board member for the Committee for Brisbane. He also leads Community's Communications Committee.



Chris Eldridge

Board Member since 2022
B.E (Hons), MBA, GAICD

Chris has worked in the technology domain for almost 30 years across delivery, technology management, product management and sales. This led him to become a founder of 4impact, a technology services business in 2005. 4impact now serves customers across the eastern seaboard of Australia and in New Zealand and Papuwua New Guinea and employs people in four countries.



Amita Laroia

Board Member since 2020
B Laws/B Justice Studies, Grad Dip Legal Practice, Grad Dip Applied Corporate Governance

Amita is a lawyer with more than 15 years of experience specialising in corporate and commercial law, in both private practice and in-house roles across a range of industries in Queensland. She is currently a Senior Lawyer at WorkCover Queensland, where she is responsible for providing strategic, astute legal advice to the various business units within the organisation.



Chris Banks

Board Member since 2020
BCom, BEcon, CA, MAppFin

Chris is currently the CFO of ASX-listed company Healthia Limited and possesses over 15 years of professional experience across accounting, finance, acquisitions and strategy. Prior to Healthia, Chris gained broad commercial and financial experience through working for several leading professional and financial services organisations, including Bank of Queensland, KPMG and Ernst and Young.



Carolyn Mason

Chairperson (Outgoing)

Carolyn Mason was the Chair of Community's Board until 2021. She believes that community is about interaction and networks and adding value to benefit other people, and Community provided an opportunity for Carolyn to do this for those living in her local community. Carolyn brought strategic and policy skills and knowledge about the processes of government, governance and company director skills, as well as networking and knowledge in the community services sector.



Kent Maddock

Board Member (Outgoing)

Kent lived in Milton and New Farm for more than 20 years enjoying the social mixtures and community spirit of the inner suburbs. In his original role as President of the New Farm Neighbourhood Centre, he guided the amalgamation of the Centre with Community in 2014. Kent contributed to a number of other not-for-profit organisations in his lifetime, including being Joint Chair of Under 1 Roof, Chair of the Board of La Boite Theatre, Member of the Board of Epilepsy Queensland and the Attorney-General's representative on the Queensland Legal Aid Commission.

Our Committees

COMMUNICATIONS COMMITTEE

This committee assists the Board with developing and delivering a communications strategy, including branding, digital presence and key marketing activities. This year, the committee supported the Communications and Marketing function to execute several strategic marketing campaigns for fundraising and service promotion purposes.

- DAI GWYNNE-JONES (CONVENOR)
- EMMA ANDREWS
- BRENDEN BRIEN
- KATHLEEN CASFORD
- JADE GOULDING

FINANCE, AUDIT AND RISK COMMITTEE

This committee supports the Board with the oversight and review of financial reporting, risk management, internal controls, performance and compliance.

- PETER TRAN
- CHRIS BANKS
- AMITA LAROIYA

STRATEGIC DEVELOPMENT ADVISORY COMMITTEE

This committee provides the Board with oversight and review of funding opportunities, new business and service models, and our strategic development framework.

- CHRIS ELDRIDGE
- DAVID CANT
- LIZZ BOTT
- KENT MADDOCK

INVESTMENT COMMITTEE

This committee monitors performance and provides advice and guidance to the Board on CommuniFY's investments.

- CHRIS BANKS
- AMITA LAROIYA
- NICK MORRISON



Corporate Services Team



Our people

Appearing from left to right: **Karen Dare** Chief Executive Officer; **Kim Sommerfeld** Chief Financial Officer; **Ben Bollard** Chief Information Officer; **Georgina Holloway** Aged Care Services Manager; **Kelly Sciacca** Community Services Manager; **Brian Amos** Quality Manager; **Nagadeva Higgins** Mental Health Manager; **Louise Laing** People & Learning Manager; **Mandy Cox** Multicultural Programs Coordinator; **Mish Burkett** Community Engagement Coordinator.

This year, Community was faced with the challenge of designing a workforce strategy and creating HR solutions that equipped us to achieve key strategic and operational objectives while working with a very limited recruitment talent pool. An industry-wide talent shortage contributed to delays and difficulties with recruitment. However, to overcome this, Community took a values-based approach to recruitment by matching organisational values with new talent and concentrating on transferable skills. This was both important and effective because it allowed us to invest in training and addressing employee capability gaps, whilst remaining assured of the value alignment in new employees.

The potential for flexible work continues to grow with information technology being the enabler. Productivity and engagement levels have remained high with the expansion of flexible work options for our staff. We supported the rollout of the new employee training system Educate, to facilitate higher-quality induction and training modules for Community employees. This has enabled better reporting and more accessible online training for employees, regardless of whether they are using mobile devices and working remotely, or are office-based.

However, the mix of remote and office-based work continues to prove challenging due to the impossibility of equity between roles. Some roles lend themselves to a mix of work from home/work from the office hybrid model, whilst other roles have caregiving responsibilities that require the role to be performed in the community and/or office. We support our staff by treating each situation as unique and providing plenty of consultation and negotiation channels to ensure the individual worker's needs are communicated and considered, because there is no one-size-fits-all model.

In order to move more dynamically from purely administrative functions towards a more strategic outlook, we realised that technology had to be embraced across the organisation. As Community continues to grow and expand our scope of services, we have integrated systems to generate valuable data and insights that are used to inform critical decisions around compliance and reporting, as well as the ongoing maintenance of our quality framework.

Our volunteers



Volunteering engagement and activity has been impacted by the pandemic in many ways across Australia. Individuals have stepped back from volunteering due to illness or out of careful concern for their own or their family members' health. In the 2021/2022 year, Community noticed a notable reduction in new recruits that was initially attributable to concerns about contagion, then later on work commitments and delayed holidays, as people either returned to paid work or embarked on their postponed trips overseas. Fewer people wanted to volunteer in order to gain work experience in our sector this year, arguably due to the lower unemployment rate.

This year we were excited to partner with Volunteering Queensland in a project that has placed specialist project workers in 15 locations across Queensland. This project is designed to engage people who had registered with Volunteering Queensland's COVID-19 response Care Army with existing and new volunteer roles in the community. The project also aims to identify and work with volunteers to build the capacity of volunteer-involving organisations. As our services have now returned to pre-pandemic levels of activity and new programs have commenced, the investment in this project has been timely. It is providing valuable assistance for our team to engage with much-needed new volunteers, as well as improving our volunteer onboarding process and overall experience with Community.



COMMUNITY GARDENS

This year, the Brook Community Garden team held a native bee-keeping workshop and utilised funds from their Brisbane City Council grant to acquire resources to support the garden's regular working bees. After powerful flood waters in the February floods affected their orchard area, garden members supported those who needed help with the post-flood clean-up. Timely funded repairs to the clubhouse roof ahead of the weather event meant the clubhouse and gardening equipment were kept safe and dry.

The Brook Community Garden is located within the Brisbane City Council-owned former Pony Club site. This site also hosts events for Valleys Cricket Club who are working towards a lease arrangement with the Council, and who support the ongoing involvement of the community garden in the shared space.

Green Corner, our oldest community garden, is home to a mix of shared and individual garden beds that are maintained by locals who have a shared interest in growing edible plants. This oasis of green in Ashgrove is much loved by the dedicated garden volunteers who work within an area that is limited and challenged.

THE FREE RANGE LIBRARY

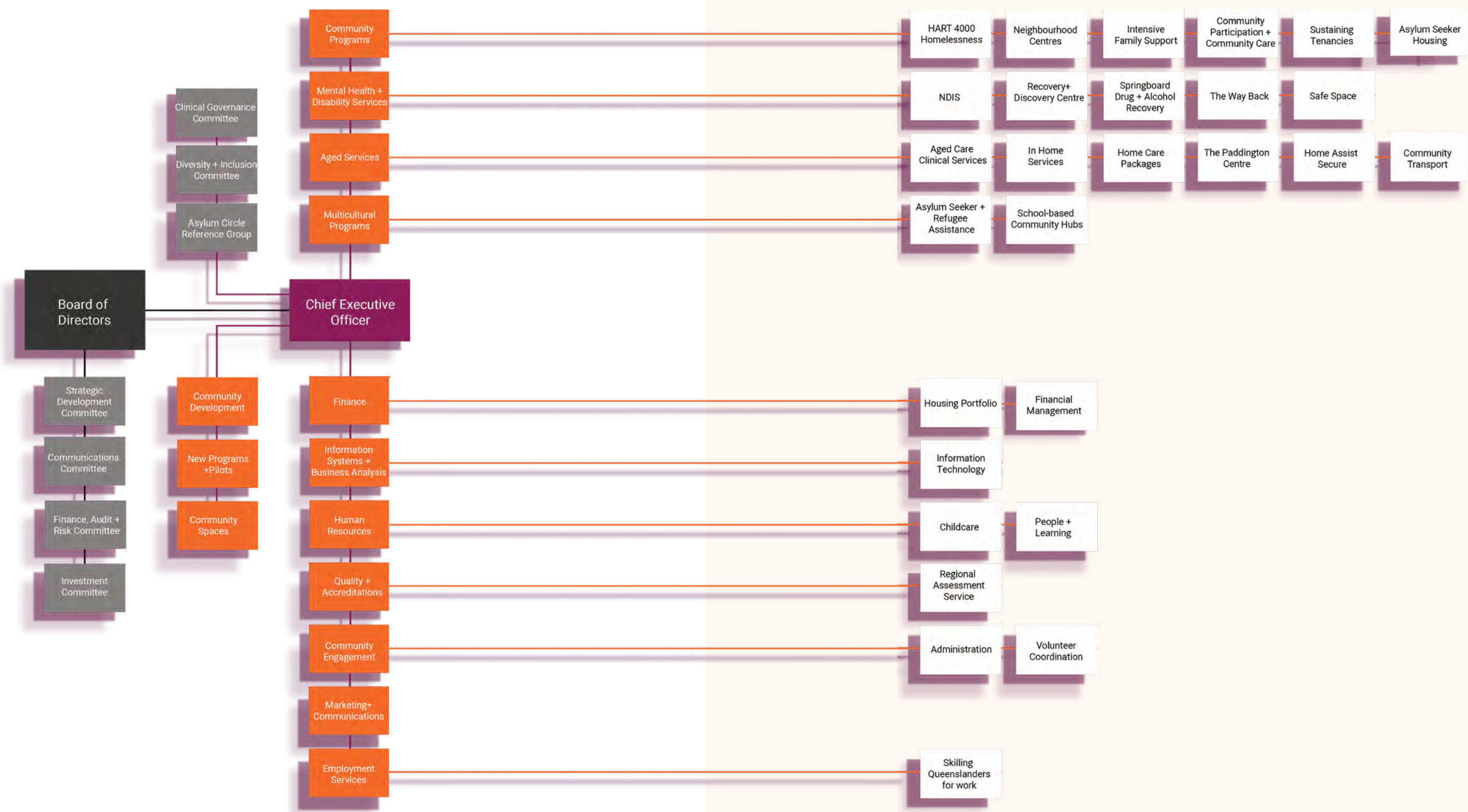
Volunteers at the Free Range Library modified their activities around pandemic-related restrictions this year, and were therefore able to continue gathering, sorting and delivering boxes of books to community hubs, refuges and the Homeless Connect event in May. The volunteers were proud to donate hundreds of books and spread the joy of reading to so many people who otherwise might not have access to books.

COMMUNITY CANTEEN

Our community partner Community Canteen is a volunteer-led organization committed to preparing healthy, homestyle meals to feed people who are escaping domestic violence. This year, The Newmarket was inundated with the raging flood waters of Enoggera Creek, which resulted in the unfortunate loss of their pantry stores and important equipment. Fortunately, power to the kitchen was not impacted and through the generosity of one of its key volunteers, the group was also able to temporarily use the Dux Gutz kitchen at Suncorp Stadium until The Newmarket kitchen was safe to use again. Community supports this partnership by providing the kitchen space, equipment and donated funds for ingredients to supplement food rescued and donated by Second Bite. Community Canteen are now also providing meals prepared at The Newmarket to Beddown homeless shelter guests and BRIC Housing tenants.

Organisational

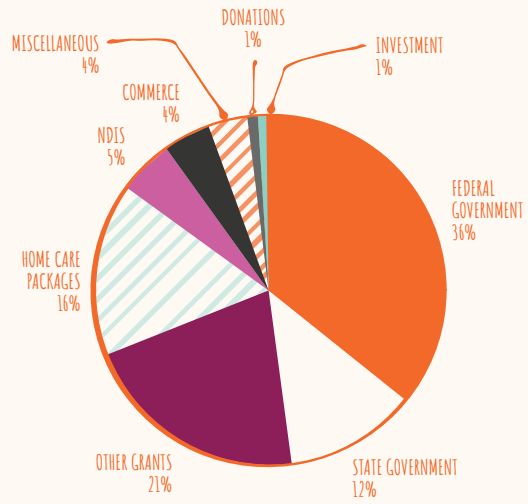
chart



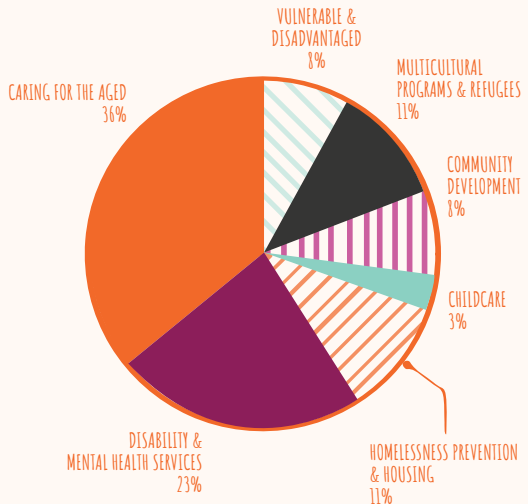
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Financial report

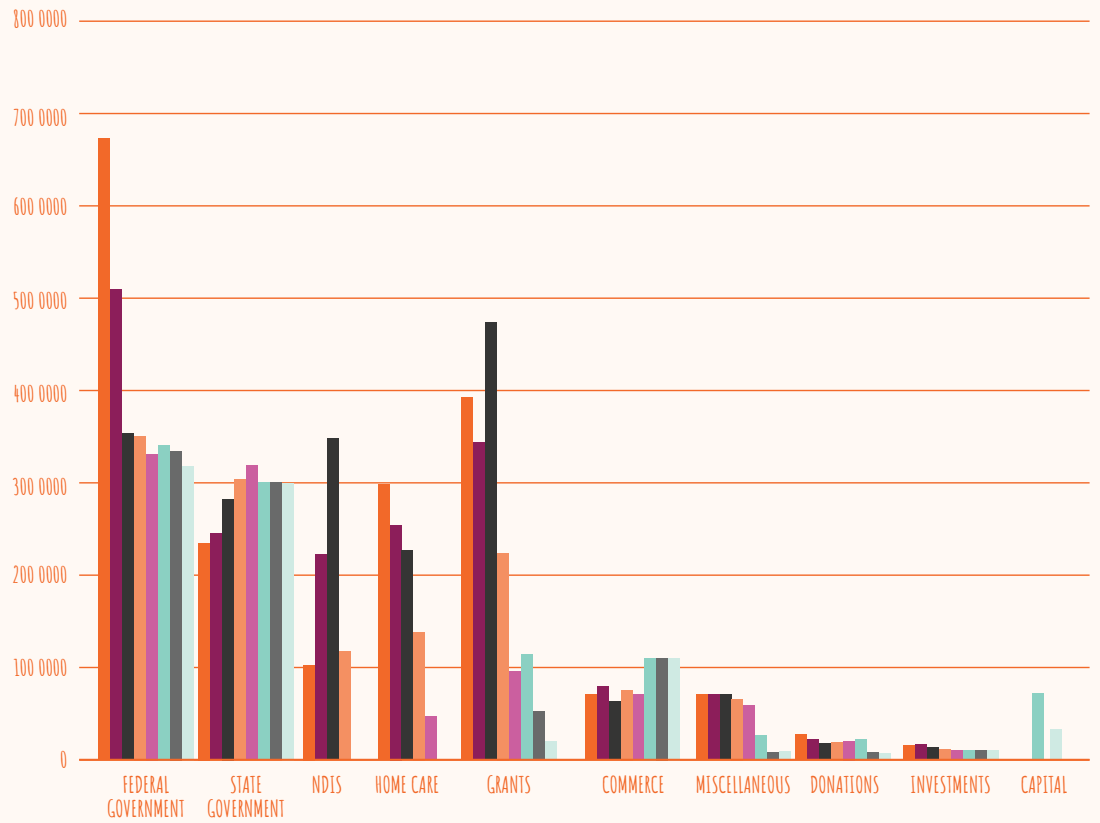
Revenue & Other Income	2022	2021	2020	2019	2018	2017	2016	2015
Capital Grants				-	137,600	716,800	-	
Childcare/ Playgroup Income	410,890	482,481	405,470	441,256	409,942	381,069	362,808	366,615
Client Contributions	217,956	253,515	252,792	297,168	374,065	300,724	312,229	284,649
Donations	196,163	170,090	79,509	97,121	34,707	217,747	70,041	64,443
Home Care Packages	3,013,975	2,525,058	2,223,516	1,414,596	458,756			
Housing Income	109,469	116,496	110,136	114,029	108,104	72,242	97,812	123,578
Investment Income	161,291	169,329	138,405	102,138	92,635	90,883	99,905	98,970
NDIS Income	996,396	2,191,928	3,441,664	1,159,021	1,391			
Operating Grants, Consortia & Partnerships	12,805,143	10,840,985	10,976,519	8,834,056	7,368,499	7,571,926	6,903,223	6,790,309
Philanthropic & Social Enterprise Income	75,469	63,088	73,453	88,896	147,442			
Venue Hire Income	299,243	293,422	223,624	333,417	321,194	311,946	273,808	228,886
Other Income	508,984	472,835	482,844	269,268	227,519	299,481	144,059	156,287
	18,794,978	17,579,227	18,407,934	13,150,966	9,681,854	9,962,818	8,263,885	8,113,737



2021/22 Funding Source



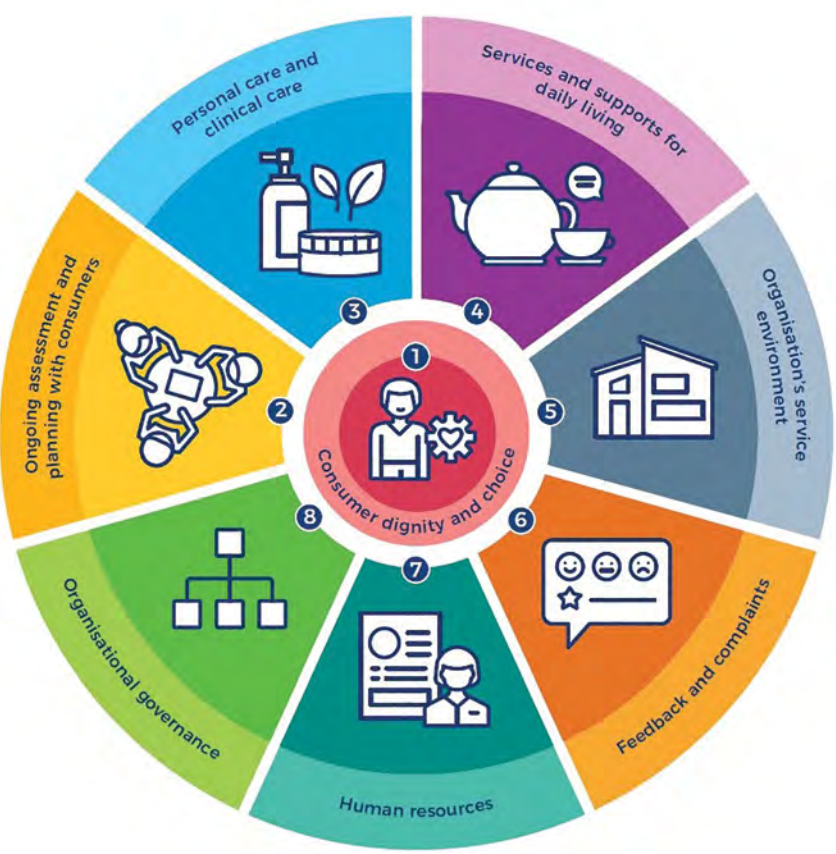
2021/22 Investment in Community



Funding Source



Quality statement



COMMUNIFY CONTINUES TO MAINTAIN THE FOLLOWING STANDARDS:

- Human Services Quality Standards (HSQS)
- National Disability Insurance Scheme (NDIS) Approved Provider Registration and Accreditation against the new NDIS Practice Standards
- Approved as a Provider under the Aged Care Act 1997 and Accreditation against the new Aged Care Quality Standards
- National Regulatory System for Community Housing
- Childcare Service overall rating "Exceeding National Quality Standard"

QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

Communify QLD has established and implemented the Quality Management System, which is maintained and continually improved based on the principles of the ISO 9001:2015 standard. By defining four Key Process Groups and managing their inputs, activities, controls, outputs, and interfaces, we ensure that system effectiveness is established and maintained. These Key Process Groups include leadership and planning processes; customer and stakeholder processes; service development processes; and evaluation and improvement processes.

Communify

champions

FUNDERS

AUSTRALIAN FEDERAL GOVERNMENT

- Brisbane North Primary Health Network
- Department of Social Services
- Department of Health
- National Disability Insurance Agency

QUEENSLAND GOVERNMENT

- Department of Communities, Housing and Digital Economy
- Department of Children, Youth Justice and Multicultural Affairs
- Department of Employment, Small Business and Training
- Department of Industry, Science and Resources

OTHER

- Brisbane City Council
- Community Hubs Australia
- RACQ Foundation
- Queensland Mental Health Commission
- Queensland Airport Foundation

SUB-CONTRACTS

- ACT For Kids
- Micah Projects
- Centacare

DONORS & CHAMPIONS

- Individual donors through GiveNow
- ADA Australia
- AMP Capital
- Australian Labor Party – Baroona Branch
- Baby Give Back
- Bardon Bowls Club
- Bardon State School
- Big River Group
- Bolton Clarke
- Brisbane North Primary Health Network
- Bunnings Indooroopilly
- Bunnings Keperra
- Bunnings Newstead
- Coles Newmarket
- Commonwealth Bank
- Councillor Vicki Howard
- Chill Backpackers

- DG Building Concepts
- Dr. Kate Murray – School of Psychology & Counselling, Faculty of Health, QUT
- Eating Disorders Queensland
- Foodbank
- Grace Grace MP
- GIVIT
- Good 360
- Grill'd Local Matters Program
- Indooroopilly Uniting Church
- Leading Age Services Australia
- Lions Club Bardon
- Lions Club New Farm
- Lions Club The Gap
- McGrath & Frisby
- Meat at Billy's
- Merlo
- Merthyr Bowls Club
- Midas Ashgrove
- Mitchelton State School
- MP Michael Burkman
- Mt Coot-tha Greens
- Mums for Refugees
- New Farm Bowls Club
- Order of St Lazarus
- Paddington Hardware
- Paddington Ward Office
- Patrons of New Farm
- RACQ Local Sponsorship
- Rainworth State School
- Ray White The Gap
- Rotary Club Fortitude Valley
- Rotary Club Ithaca
- Rotary Club New Farm
- Rotary Club Paddington
- Royal Scottish Country Dance Society
- Scanlon Foundation
- Scomodo Voce Singers
- Share The Dignity
- Siganto Family Foundation
- Sisters of Mercy
- St Vincent's Hospital
- Streetsmart Australia
- The Bardon Bakehouse
- The Cove Workspace
- The Gap Laughter Club
- The Gap Ward Office
- The Munro Centre
- Westside Community Services
- World Wellness Group

OUR PARTNERS

- 3rd Space
- ACT For Kids
- All About Living
- Anglicare
- Ashgrove/The Gap Lions Club
- ATSICHS
- BallyCara
- BOSS Boxing
- BRIC Housing
- Brisbane Domestic Violence Service
- Brisbane Housing Company
- Brisbane Powerhouse
- Brisbane Youth Service
- Briswest Connect Network
- Brisbane Manor
- Burnie Brae
- Carers Queensland
- Co.As.It
- COTA QLD
- Centacare
- Community Canteen
- DV Connect
- Eating Disorders Queensland
- Encircle
- Footprints
- GIVIT
- GOC Care
- Good Shepard Australia & New Zealand
- HeadSpace Indooroopilly
- INCH
- Institute of Urban Indigenous Health
- Ithaca Pool
- Jonty Bush MP
- Jubilee Community Care
- Kyabra Community Association
- Lang Park PCYC
- LawRight
- Mangrove Housing
- Meals on Wheels Stafford
- Metro North Hospital and Health Service
- Micah Projects
- Minola Theatre
- Mission Australia
- Multicultural Australia
- OzHarvest
- QStars
- QPASTT
- Queensland Musuem
- Queensland Performing Arts Centre
- Queensland Positive People
- Queensland Shakespeare Ensemble
- Queenslanders with Disability Network
- RAILS
- Red Cross
- Salvation Army – Pindari
- SecondBite
- Silky Oaks
- Strong Women Talking
- Suncorp Stadium
- The MARA Project
- Toowong Private Hospital
- Turbot House
- Valleys Cricket Club
- Wesley Mission
- World Wellness Group
- Zillmere Family Accommodation Program

MATES

- 3rd Space
- ACT For Kids
- ADA
- AlayaCare
- Alcohol and Other Drug Homeless Outreach Team
- Ashgrove Library
- Ashgrove West Uniting Church
- BnB Fresh
- BRIC Housing
- Brisbane Housing Company
- Coles New Farm
- ConnX
- Councillor Peter Matic
- Cuisine on Cue
- Dominoes New Farm
- Dr Nancy Sturman
- Foodbank
- Fortitude Valley Chamber of Commerce
- Going for a Song Choir
- Good Samaritans
- Griffith University
- Harmony Place
- Helen Cowley physiotherapist
- Hilder Road State School
- Holy Spirit School
- Home In Place
- Homeless Health Outreach Team
- INCH
- Indooroopilly Uniting Church
- Ithaca State School
- Jeays Street Centre
- Jody’s Café New Farm
- Keperra Sanctuary
- Kombi Clinic
- LawRight
- Men’s Shed Spring Hill
- Micah Projects
- Mission Australia
- Mt Coot-tha Botanical Gardens
- MurriWatch
- My Village News
- Nappy Collective
- New Farm Bowls Club
- Novigi
- Papas Hair New Farm
- PPP Parenting
- Portfolio Creative Services Group
- Probus Club Paddington
- QCOS
- Queensland Alliance for Mental Health
- Queensland Performing Arts Centre
- Queensland Shakespeare Ensemble
- Queensland University of Technology
- Ray White New Farm
- Refugee & Immigration Legal Service
- Rotary New Farm
- Salvation Army
- Sassafras Café
- St Vincent de Paul Society
- Tenerife Lions
- The Access Group
- The Bakeologists
- The Cove Workspace
- Thread Together
- Torrens University

COMMUNIFY IS PROUD TO SUPPORT PEOPLE FROM A DIVERSE RANGE OF CULTURAL BACKGROUNDS, WITH A TOTAL OF 35 DIFFERENT LANGUAGES SPOKEN BY THE COMMUNITY MEMBERS WE SERVE. THE TOP TEN LANGUAGES ARE FEATURED ON THE FRONT COVER OF THIS REPORT, PROVIDING A TRANSLATION OF “*SUPPORTING OUR COMMUNITY*”.

THESE WERE PROVIDED BY PARTICIPANTS OF THE EXCHANGE, OUR KELVIN GROVE NEIGHBOURHOOD CENTRE.



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OUR FUNDERS:



Australian Government



**Queensland
Government**



Dedicated to a better Brisbane