



SUPPORTING OUR COMMUNITY ON ALL SIDES

ANNUAL REPORT **2020
2021**





Community 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.

Community 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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256
REGISTERED VOLUNTEERS

200
GROUPS ACCESSING
OUR COMMUNITY SPACES
EACH WEEK

Num

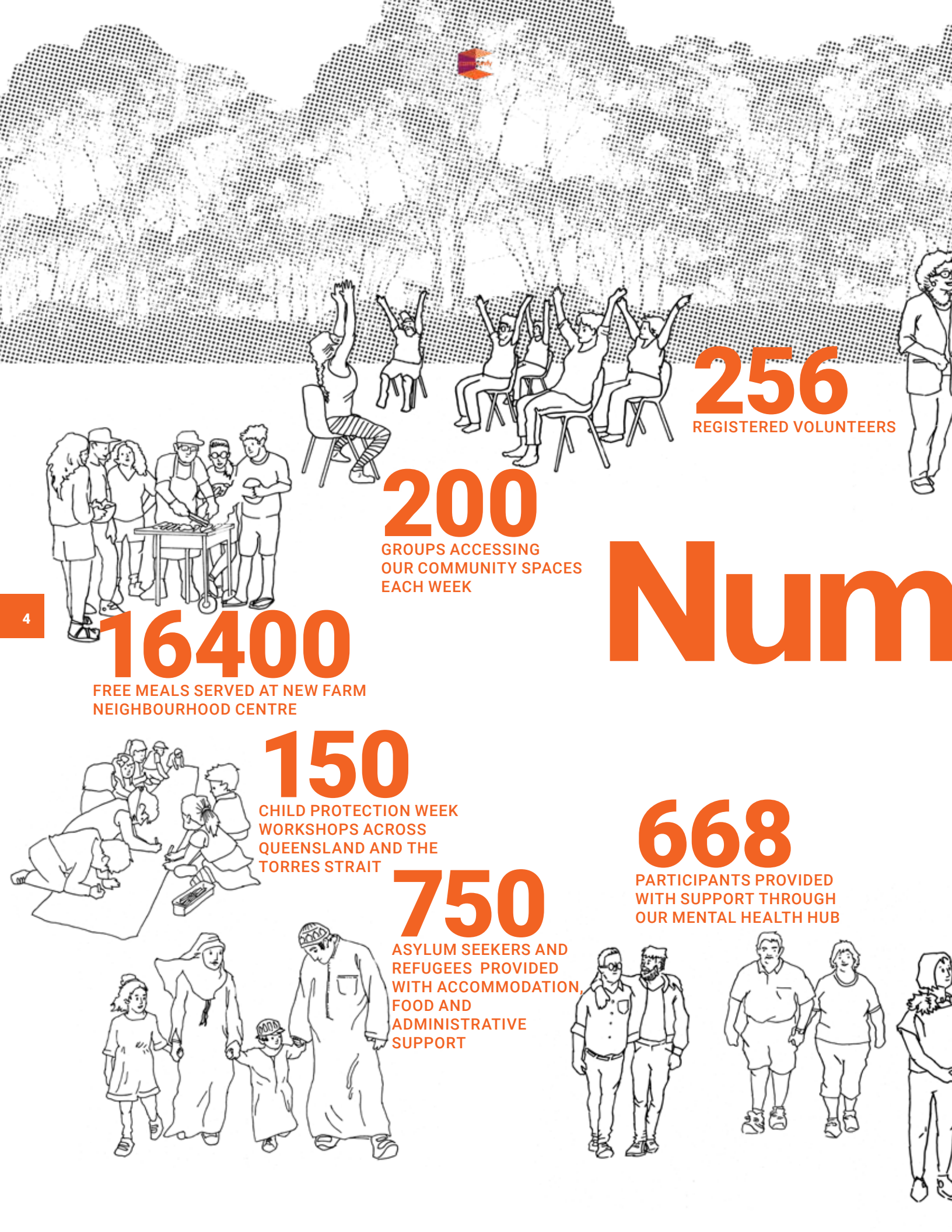
16400
FREE MEALS SERVED AT NEW FARM
NEIGHBOURHOOD CENTRE

150
CHILD PROTECTION WEEK
WORKSHOPS ACROSS
QUEENSLAND AND THE
TORRES STRAIT

750

ASYLUM SEEKERS AND
REFUGEES PROVIDED
WITH ACCOMMODATION,
FOOD AND
ADMINISTRATIVE
SUPPORT

668
PARTICIPANTS PROVIDED
WITH SUPPORT THROUGH
OUR MENTAL HEALTH HUB





Numbers

610

SUPPORTED INTO
LONG-TERM HOUSING



13683

TRANSPORT TRIPS
FOR OUR CLIENTS



9073

HOURS OF SERVICE FOR OUR
OVER 65 SOCIAL SUPPORT
PROGRAM



3051

EMERGENCY RELIEF FOOD
PACKAGES DISTRIBUTED



170

PEOPLE SUPPORTED
BY NDIS



14

DIFFERENT NATIONALITIES
PARTICIPATED IN
"KNITTING ENGLISH"
SOCIAL GROUP





Enablers:

- *Retain a high performance team by investing in people inspired and aligned to our vision*
- *Implement transparent and robust business development processing and reporting*
- *Employ robust systems, delivery methods and accountabilities*



WE WILL:

- Create and deliver a high profile and sustained marketing campaign using evidence in our stories.
- Promote our professional authority within the community services industry, both in Australia and overseas.
- Drive Community's client advocacy program using innovative pathways and tools to increase referrals.

WE WILL:

- Refine Community's business model to optimise income, assets and expenditure to achieve strong capital growth, business service objectives, and a fit-for-purpose asset portfolio.
- Review the risk management framework to ensure it is contemporary and addresses the complexity of Community's services.
- Invest in innovation and effective and efficient systems and technology to optimise business outcomes.
- Ensure investments and business operations and initiatives reduce our environmental footprint.

Influence

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

- **WE WILL:** Apply blue-sky thinking to position Community to achieve greater social impact.
- Strategically partner for evidence-based social reforms.
- Provide leadership in raising community awareness and understanding of wellbeing, inclusion, vulnerability.

High Profile

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

Leadership

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

- **WE WILL:** Champion contemporary and specialised service models, being alert to opportunities for innovation and adoption of radical change.
- Review, evaluate and build Community's service offerings with special attention to areas of unmet need and continuous improvement.

Sustainable

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

Strategic Pillars

Why Community Works

We identified five key reasons why Community works. The first is our **CULTURE**. We define the term in the practical way of 'the way we do things around here'. We are explicit about practicing values-based behaviours in how we work, being open to change, as demonstrated with our COVID era service responses, taking a solutions focus, having a no blame response to situations, and underpinning all with strong quality and continuous improvement. This way of working permeates the approach of the Board and its Committees to the CEO and her team and on throughout the organisation.

The second reason is our **GOVERNANCE**. At its core is a strong working relationship between the Chairperson and the CEO with high levels of trust, respect and open communication. There is a shared clarity and respect for the different governance roles and responsibilities of Board, its Committees and the CEO and her Team. With high standards of reporting to the Board by the CEO, and robust discussions, our governance backs our strategic directions.

A Message from Chairperson and CEO

CAROLYN MASON & KAREN DARE

At the 2021 AGM we will say farewell to Carolyn Mason, who has served on the board for 9 years first as President, then Chairperson of the Community Board. Such a change brings about the opportunity for reflections, and we have asked ourselves the fundamental question: What makes Community work?





This positive professional relationship provides the CEO with confidence to lead, grow and innovate in our operations. So, the third reason we identified is the **INFLUENCE** that results from this. We are proud that Community “punches above its weight” in the community services sector, and can do this as part of the intersection with the other four reasons for why Community works.

Our fourth reason is the **PRACTICE FRAMEWORK** that Community applies in its work. There is breadth in the program areas that is monitored, including community programs, mental health and disability services, aged services, multicultural programs and child care. A strategic framework is also applied by the Board and CEO around the depth of service provision to achieve the multi-service wrap-around support which is place-based and is at the core of our service delivery. This comes with a willingness by the Board to financially invest our reserves in initiatives that can develop the evidence base to influence shifts in service delivery models before funding from Government or philanthropic sources is secured. Significant examples are our Drug and Alcohol Program and our Asylum Seeker Support Program.

The fifth reason is Community’s **SYSTEMS INTEGRATION** driven with Board approved investment in business and information systems to drive our efficiency. This has resulted in real time monitoring and reporting and unit costing methodologies. Our

shared philosophy is we are a ‘profit for purpose’ business and are proud to deliver strong annual profits in an industry where 47% of organisations make a loss or just break even!

These reasons are important themes for the Board to appreciate in moving forward in the next stage of Community’s development.

Reporting our Work

This annual report presents the story of Community in words, pictures and numbers. These stories cover our response to COVID, the recurrent funding we have achieved for important program areas, innovation in service models and working with new partnerships, such as the merger with Hands on Art. We have a long relationship of working closely with Hands on Art so when they were looking to their future, they felt that a merger with Community was the right fit. We have established a new entity – ‘Hands on Projects’ as an overarching company to support a number of our smaller community groups.

Moving and changing

The Community Board has been very stable for some time, however, this year has seen change. Bea Duffield after two terms and Andrew Kolb after one term left the Board, having been the inaugural Convenors of the Investment Committee and the Communications Committee respectively. We thank them most sincerely for the foundations they established to benefit Community in these key areas. We then welcomed Christopher Banks and Dai Gwynne-Jones as Directors and

Convenors in their place, and both are proving their worth. Glenys Fisher resigned mid-term to take up a Government Board appointment. We thank Glenys for her work on strategic risk management and Board reporting, undertaken on the Finance Audit and Risk Committee with Amita Laroia, who became a Director after being an external member of that Committee.

In June, Zea Johnston, well known to Community as volunteer Convenor of the governance committee for the refugee and asylum seeker program, was appointed to a vacancy the Board had carried for some years, a significant move, as Zea is the incoming Chairperson. The balance of continuing and new Directors ensure the required skills, identified through the skills audit process conducted by the Board, are at the table as we move forward.

We recognise the effort of the amazing Community teams through the moves, and the many changes this year has brought. We express our deep appreciation to people on all sides – Directors, Company Secretary, leadership team, staff members, volunteers, partners, clients and community members. The Community story is one of achievement and making a difference in the life of people and our community. This achievement is what makes all our lives meaningful and is the happiness and joy that we know Carolyn will take with her from nine years of service with Community.



The Communitify Story

When a group of Red Hill and Pad-dington locals got together back in 1978, their intentions were to serve the local area with a Neighbourhood Centre. Somewhere people could come and join in activities, and find support and advocacy in tough times. They never would have imagined how broadly the Centre's service offerings would grow, and how deeply the Centre would impact the inner western suburbs of Brisbane.

As needs grew, so did their mission. Now, Communitify offers services to local residents in housing, aged care, mental health, childcare, family support, and more. With a place-based focus on assisting people into ser-

vices and social connections, we are an innovative and compassionate organisation aiming to support people through all stages of life. We value the power each individual has within them to direct and grow their own life, and believe in a collaborative, wrap-around approach to social services.

Thank you, to everyone who has contributed to the successes of our organisation this last financial year.

Join us as we reflect on the year's challenges and opportunities, the big and little wins and the stories of our staff, volunteers and community.



PADDINGTON FESTIVAL

YOU ARE IN PADDO COUNTRY

Sat.
13 Nov.
3-8 p.m.

Up Hill and Down Down

NEWSLETTER NO.10
produced by the
RED HILL/PADDINGTON
COMMUNITY CENTRE.

HELP! Do you need help?
and don't know who to contact?
Maybe you're homeless, pregnant
or whatever and know there is
someone out there who can help
you, but who? PHONE our contact
person and she will direct you to
the right phone number.
Midge's number is 36 3667.
or maybe you want to know what's
going on with the Red Hill-
Paddington community centre
lately, when the next concert is,
etc. well you can phone our
contact person.

OUR EXECUTIVE IS:

President:
Santo Santoro 36 6723

Vice-President:
for Beattie 36 4556

WANT WORK ?/ WORK WANTED
On Tuesday, 4th September,
small co-operative industry
started: one around sewing
another around plant pots
The odd jobs co-op. which
formed several months ago
members and they need an
as gardening, house cleaning

If interested in an
like to take part in the
please contact:
MAL McKENNA: 36 5119

CONCERT!

Next concert is 2-4pm.
22nd September.

Entertainers are Cathie
and Roy McCree
CONTACT: June Robertson
360071

if necessary for transport
you can help.
at the



Zea Johnston

BOARD MEMBER
SINCE 2021

M Admin, Grad Dip Ed, BA,
Executive Fellow ANZSOG

The newest member of the Board, Zea is Managing Director of a consultancy firm which provides professional and management services to commercial and not-for-profit businesses and a range of public sector agencies and government-owned companies.

Amita Laroiya

BOARD MEMBER
SINCE 2020

B Laws/Justice Studies; Grad Dip
Legal Practice; Grad Dip Applied
Corporate Governance

Amita is a Senior Lawyer at WorkCover Queensland. An experienced director and qualified company secretary, Amita is a member of Community's Finance, Audit and Risk Committee.

Peter Tran

BOARD MEMBER
SINCE 2014

B Business (Accounting) / B Laws, CA
– Chartered Accountant

Peter has specialist financial skills and knowledge across a broad spectrum of tax and advisory matters.

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 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.

Our Board

Thank you to our Board of Directors, and a special thanks to those Directors who retired throughout the year – Bea Duffield, Andrew Kolb and Glenys Fisher.





Janet Marshall

BOARD MEMBER
SINCE 2008

B SC (AES), GDURP, IAP2

A longstanding member of the Community Board, Janet brings urban and regional planning expertise and contributes property advice and business leadership skills to the Board.

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. Kent was the President of the New Farm Neighbourhood Centre and guided the amalgamation of the Centre with Community in 2014.

Dai Gwynne-Jones

BOARD MEMBER
SINCE 2020

BSc (hons)

Dai is an experienced director who owns Portfolio Creative Services Group. He is a director of the Committee For Brisbane and heads up Community's Communications subcommittee.

Chris Banks

BOARD MEMBER
SINCE 2020

BCom, BEcon, MAppFin, CA

Chris is the convener of the Investment Committee and brings experience in finance and strategy to the Community Board. He has prior experience as a CFO for an ASX listed company and a decade in professional services with KPMG and Ernst & Young.





Our Committees

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Communications Committee

This committee assists the Board with developing and delivering a communications strategy, including branding, digital presence and key marketing activities. This year we hired a Communications and Marketing Manager and Photographer. This has expanded the capacity of the communications team.

Dai Gwynne-Jones (Convenor)

Andrew Kolb

Kylie Carde



Finance, Audit and Risk Committee

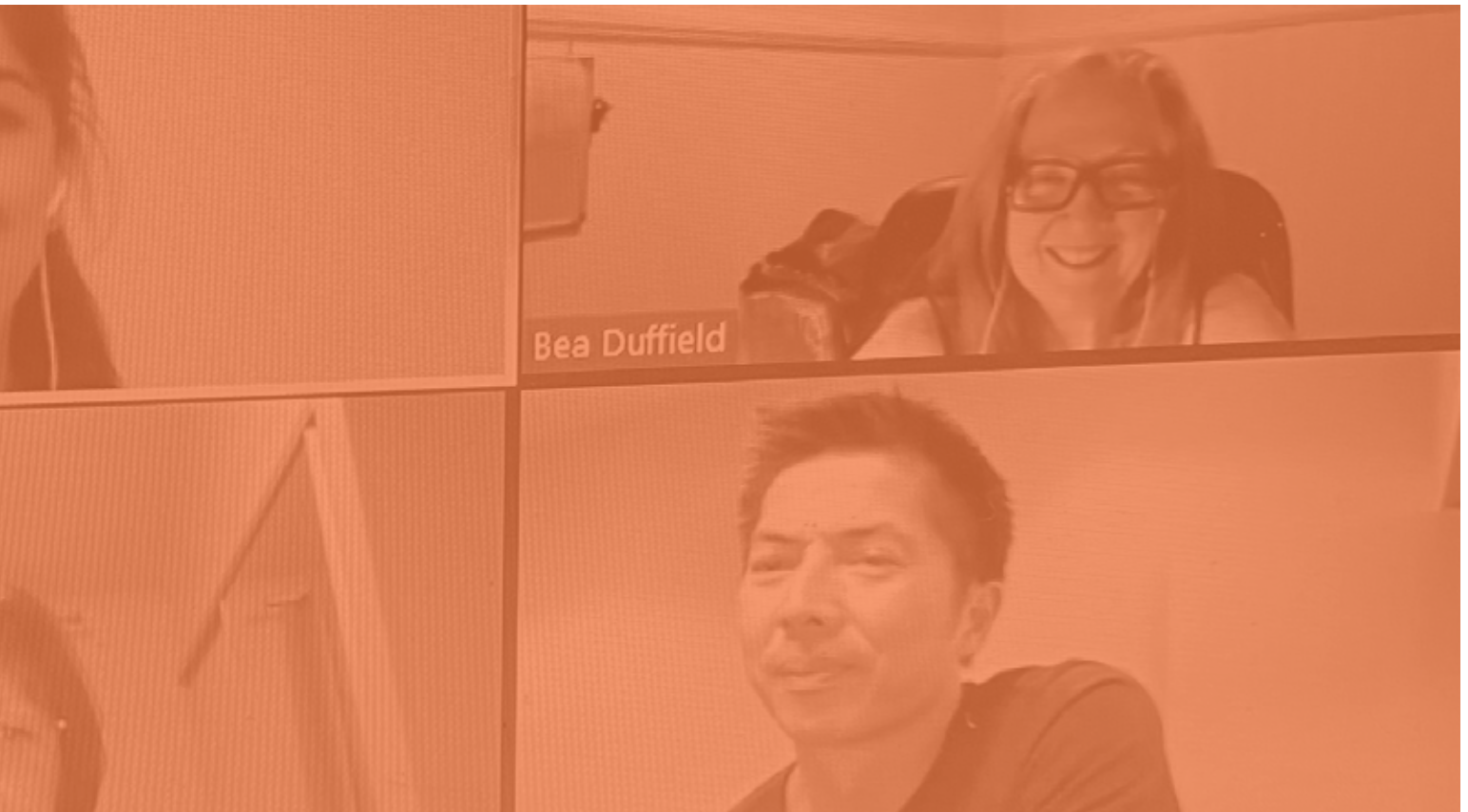
This committee supports the Board with the oversight and review of financial reporting, risk management, internal controls, performance, and compliance.

Peter Tran (Convenor)

Carolyn Mason

Amita Laroia

Glenys Fisher



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.

Kent Maddock (Convenor)
Janet Marshall
David Cant
Liz Bott



Investment Committee

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

Beatrice Duffield (Convenor)
Janet Marshall
Carolyn Mason
Angelo Toscano

Our year in review

Communiy services are affordable, flexible and provide holistic wrap-around support. We believe that every community member should feel valued, respected, connected and supported in a way they choose, in order to live their very best life. We provide the support people need to live independently, to achieve their personal goals and to contribute to family, and community life.





Aged Care

Our services for our older people include in-home supports, day respite at the Paddington Centre, individual and group social activities, home maintenance and modifications and meal services with an underpinning philosophy to keep people in their own homes living independently and enjoying community life.

Paddington Centre

All our clients and staff have shown great resilience through the last year, with many new activities being offered at the Centre. We focus on keeping people fit, socially connected, through a range of tailored wellbeing activities and offer restaurant quality nutritious meals and access to our allied health and nursing staff. We've seen an increase in local older people join us at the Paddington Centre through word-of-mouth and local referrals.

Our Aged Care department has been impacted by the challenges of safely providing essential services during the pandemic. Our team have worked to remain agile and able to engage and respond to the changing needs of clients and families during lockdowns and changes to restrictions. We adapted

delivering online supports, and staff were very flexible as we shuffled resources to areas that experienced an increase in demand. We purchased and delivered a number of hand held devices and were impressed with how quickly our clients learnt to use them, and were able to adapt to working with our digital programs.

Ongoing sector reforms have increased compliance and associated documentation and monitoring requirements, creating additional pressure and workload on our already busy workforce. We have developed and integrated new systems and processes to support the increased requirements for documentation and reporting.

Most of our Commonwealth Home Support Program services are currently at capacity. Recruiting new staff to deliver an increasing number of Home Care Packages continues to be an ongoing challenge. A range of new recruitment and retention strategies to ensure the quality of our service delivery are being implemented by our leadership team.

Home Assist Team

Home Assist offers minor maintenance and modifications, to help older clients and those with disabilities with their household safety and security. With multiple pathways for funding eligibility for these programs, our clients are accessing assistance on a regular basis.

The team has worked to adapt to the new COVID world. The needs of clients continue, and our In Home Support and Home Assist programs have been able to modify the services people receive, to better suit their needs during lockdowns, and offer variations on services for those more vulnerable to COVID.



Multicultural Program

ASRA

The aim of the Asylum Seeker Refugee Assistance (ASRA) program is to alleviate financial hardship, mental distress and to support the wellbeing of community based asylum seekers and refugees in Queensland. There are 7 organisations that are members of the ASRA consortia led by CommuniCity. These include Red Cross, Multicultural Australia, Queensland Program of Assistance to Survivors of Torture and Trauma, World Wellness Group, Refugee and Immigration Legal Service and the Indooroopilly Uniting Church Hub. As well as these organisations, ASRA and their clients are supported in various ways by the Tzu Chi Foundation, Muslim Charitable Foundation, St Vincent de Paul, Mums 4 Refugees and others. ASRA provides a safety net for the most vulnerable people in our community, who are not eligible for any Government financial support.

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The financial year saw increased demand for support due to COVID. Lockdowns meant our outreach hubs were closed, and isolation increased. People seeking asylum on bridging visas were excluded from any Commonwealth Government support during COVID and many of them lost their casual and part time work becoming completely reliant on ASRA and the generosity of charities and community groups.

Fortunately, we successfully secured new funding from State Department for Children, Youth Justice and Multicultural Affairs and will continue to lead the \$8.3 million ASRA program for the next 4 years. The Queensland Government has led the nation in providing financial and specialist support for community based asylum seekers and we are proud of the advocacy that has assisted to deliver this investment.

To meet the increased demand on the ASRA Program due to COVID, we approached Tzu Chi Foundation who agreed to support 27 single parent families with monthly payments that ASRA could no longer afford. Advocacy with the Department of Housing also ensured that asylum seekers were eligible for the COVID

emergency housing response which included a 6 month extended housing offer. 39 people were accommodated in head lease properties including single parent families with a total of 12 children.

Collaboration with other organisations in the asylum seeker sector has continued to grow and strengthen. The success of a joined up approach with advocates, volunteers and service providers has resulted in many positive outcomes. This includes a Memorandum of Understanding with Asylum Seeker Resource Centre in Melbourne who paid for 14 rental properties for 6 months for the men released from Kangaroo Point hotel detention. These properties are being managed by Common Ground Qld who continue to work with the ASRA Housing Worker as the men transition out of these leases.

Crisis Accommodation

Winning the contract with Community Hubs Australia to be the Support Coordinator agency for Brisbane has been an excellent opportunity to work with enthusiastic School Principals. Zillmere, Acacia Ridge, Inala and Forest Lake have created community hubs in their schools to actively welcome culturally and linguistically diverse families and children. This provides opportunities to make friends, grow and learn, and build acceptance within their school communities.

Our crisis accommodation has supported 25 people this year, including a farewell to a resident who had been with us for 12 months. He expressed having virtually no English language skills when he arrived at the accommodation, and how much his English has improved since coming here. He's now able to engage in conversations covering many topics, from family, work and visa issues to stories about his childhood and life and the very limited freedom he had coming from an ethnic minority. Since coming to the accommodation, he could go fishing, join a beach trip, attend art classes, practice English, join in the recreation and wellness BBQ and table tennis afternoons with



This story highlights the impact of the ASRA program and strength of our collaborative partnerships.

volunteers and staff. He said that this year at the residence had been the best year of his 60 years of life, as we supported him with visa applications, advocacy and into rental accommodation.

It can be challenging to see people seeking asylum, face homelessness, destitution, and being separated from family, in some cases permanently. However the strength and resilience as these people navigate complex systems is inspiring. We have harnessed the good will of local residents, schools and churches to gather donations of food clothing and white goods, been able to offer employment opportunity, and apprenticeship training through Skilling Queensland. We will continue to support this vulnerable group with emergency relief, accommodation, and visa processes as we move into the new financial year.

Community Hubs

Winning the contract with Community Hubs Australia to be the Support Coordinator agency for Brisbane has been an excellent opportunity to work with enthusiastic School Principals. Zillmere, Acacia Ridge, Inala and Forest Lake have created community hubs in their schools to actively welcome culturally and linguistically diverse families and children. This provides opportunities to make friends, grow and learn, and build acceptance within their school communities.




A young migrant family presented to us needing financial and social support. As we delved into their story, we found many challenges. The 10 year old son lives with autism and had been diagnosed with a brain tumour, resulting in multiple surgeries and is on many medications. Additionally, his mother was diagnosed with throat cancer and depression.

The father had a barbering business and was able to provide for his family, until COVID lockdowns began. The pandemic then forced the closure of the shop.

The family was unable to pay rent for the shop and the family home. Medication costs for the mother and son were very expensive and they could no longer afford that either. Lockdowns meant homeschooling the two children, and this has several barriers – Mum and son were both unwell, she struggled with assisting her kids with online learning due to language barriers, and they didn't have access to the technology required.

The mother reported that she was unable to cope with stress of these challenges. ASRA was able to provide financial support with emergency relief, medications, a laptop for homeschooling, and a special COVID school payment. Food relief was sought from Romero Centre and rental support was provided by Muslim Charitable Foundation. Queensland Program of Assistance to Survivors of Torture and Trauma provided mental health support, and assisted the family to contact the school for extra support with home schooling. They also helped with negotiating rent payments with the landlord. This collaborative effort has seen the quality of life improve for this family, emphasizing the important work the ASRA team are doing.



“The team at Communiify helped me obtain food, medical assistance, housing and financial support. They even helped me apply for jobs. This gave me confidence and I no longer felt alone.”



James' Story

Imagine arriving in Australia to establish a new life but being unable to speak English and having no support network. James, a young asylum seeker from Iran, faced this harrowing ordeal, but through the help of CommuniFy he now lives the life he had long dreamed of.

James grew up in the Kurdish city, living in a large family and working as a car spray painter. He and his family faced racial discrimination from their own people, which made it difficult (and more expensive) to earn a living and access essential services like health care.

As a young 22-year-old, James bravely decided to flee the civil unrest in Iran and seek asylum in Australia in search of a better life. This would be the first time leaving his hometown and sadly it meant he would be separated from his three brothers and six sisters.

The journey to Australia was fraught with uncertainty and it would take many arduous months before he would finally reach our soil. From Iran he travelled to Jakarta in Indonesia, via Dubai, and once there he boarded a tiny boat with 26 other asylum seekers. When the tiny vessel reached Australia it was intercepted by Australian Border Force and transferred to Christmas Island. James was eventually sent to Darwin, then Adelaide, and finally made his way to Brisbane. James didn't know anyone in Brisbane, and he tried to learn English by watching the news and SBS movies. His first few years were a struggle, but in 2018, James connected with support workers from CommuniFy who provided much needed assistance to help him get on his feet.

Through the ASRA program, James was able to easily access services that helped improve his living situation and personal wellbeing. James fondly recalls the beneficial impact CommuniFy's support workers had on his life. Seven years on, James has achieved his dream of a safer life here in Australia. He lives near Ashgrove after spending time in CommuniFy's Crisis accommodation, where he has met others who speak his native language. James is now employed and his leisure time is spent hiking, fishing and boxing, as well as playing the occasional game of ping pong with the many friends he has made. James regularly keeps in touch with his family back home, telling them about the life he is grateful to have established here in Australia.



Our Neighbourhood Centres

Our Neighbourhood Centres are local community hubs that provide support to address peoples immediate needs, create opportunities for developing and sustaining social connections and inclusion, assist people with skills development and building financial and economic inclusion and provide a platform for community development, advocacy and community voice. Our Centres at Bardon, New Farm and Kelvin Grove provide various services to their unique local communities and their members.

NEW FARM NEIGHBOURHOOD CENTRE

Some of the highlights at New Farm Neighbourhood Centre (NFNC) have included the engagement of a highly skilled Community GP, Registered Nurse and Physiotherapist through a partnership with Queensland Health. The Community GP is at the Centre two days each week and sees up to 30 people during these sessions. This has been a valuable resource for many people with presenting and ongoing health needs and has introduced a number of new participants to the Centre. CommuniFy's Community Care and Participation program at the Centre included a Weaving Women's program, Acupuncture Clinic, Men's Group and group outings from the New Farm Neighbourhood Centre. These social groups are so important for healing and connection, and we are proud to have these activities available for our community members.



We have advanced our Emergency Relief programs, supporting 2006 people with food vouchers, provided daily meals and weekly access to fresh fruit vegetables and non-perishable food items.

NFNC introduced access to the No Interest Loan Scheme, which meant 80 people were able to purchase essential larger items such as household appliances, car repairs, health costs and furniture. We continue to work closely with the New Farm Patrons, a wonderful group of local people who raise funds to support those experiencing homelessness in the local area. This year the Patrons continued their contributions to support our coffee cart, food relief, and individual needs associated with maintaining a tenancy, through payment of rent arrears, establishing a new tenancy and the refurbishing a local boarding house common room.

Our newly renovated Centre has seen a number of positive new opportunities with improved kitchen, bathroom and laundry amenities and increased meeting spaces. New groups are now utilizing the Centre, which is developing stronger connection with the community.

NORTH WEST COMMUNITY HUB

Our North West Hub is a large regional hub offering a broad range of financial and social inclusion, skills building programs and activities to the inner northern and western communities of Brisbane. Twice weekly we host drop in sessions for people to access emergency and food relief as a soft entry to the broader service system. Each new client receives a comprehensive assessment which identifies supports that may be beneficial to address presenting issues. The Hub provides brief intervention and supported access to a range of both internal and external services to address the challenges that are impacting on people's health and wellbeing. We also host a large Xmas Market day, twice yearly clothing drives, and celebrate key events such as, Mental Health week, RUOK Day and Harmony Day. We have a range of visiting services that attend our open sessions, hold various groups including weekly Pantry for food relief and are looking to increase these opportunities in the coming year. The team moved quickly to offering a food box delivery service and remote access to emailed vouchers during the COVID lockdowns, ensuring that people still had access to vital emergency relief every week (restrictions permitting).

THE EXCHANGE

Our Neighbourhood centre at Kelvin Grove has been supporting the local community with a variety of activities. Providing 150 meals every Wednesday evening with Village Church, as well as a drop in lunch sessions with barista coffee and cheese toasties catering for around 60 people every week.

We collaborated with local organisations on the Chatty Bench Festival as an opening for local people to connect in the neighbourhood. Addressing social isolation is one of the main goals of our activity at Kelvin Grove, and we have social groups for people to connect. Barista training happens every week, run by our volunteers who do an amazing job teaching students and others coffee making skills.

We have up to 100 people attending English language classes, and our homework club program continued this year, offering learning support and friendship to local children.



“All this trauma that I’ve gone through – just to know that if I need to sit down and talk to someone – there’s always someone here.”



Michael's Story

Michael is a very familiar face at New Farm Neighbourhood Centre – almost daily he can be found chatting away with other regular visitors or lending a hand helping new participants utilise the various facilities on offer. Whilst the story that led Michael here is emotionally difficult to tell – he rarely shies away from letting others know the importance of the welcome he received during one of his toughest times.

"I started coming down here to the Neighbourhood Centre just over a year ago after a violent attack – I was assaulted and left with severe facial injuries. I was not feeling really good about myself and just came here."

Michael began visiting the centre regularly, and got to know some of our staff and other locals. Michael slowly but surely came out of his shell as he was assisted to talk to professionals about his trauma whilst still being connected to the safety net that was the Neighbourhood Centre.

"After you suffer an injury- and it's violent – when you have that thrust upon you for no reason -it's hard to deal with. Being able to come to a place like this and having people around that are holding their hands out to help you. Without the community centre I don't know where I'd be... I was living in a boarding house, and met someone here, looking for a flatmate in New Farm. It was so convenient, I ended up being financially way

better off... it helped me a lot."

Michael was treated with respect and offered assistance, as we aim to do with anyone who walks through our doors. We have a diversity of people coming in struggling with food security, needing to use showering or washing facilities, attending groups, or seeking support with housing and such. What helped Michael was regular social connection, knowing that there was support when he needed it, and this encouraged him to seek the help he knew he needed. His fear was that without the reassurance of the Neighbourhood Centre he might've revisited habits and behaviours that he had spent so long overcoming before his assault. Whilst Neighbourhood Centres are often viewed as locations for activities and community group events – some of the most important aspects are down to the socialising between strangers and support on offer. Connections can be made that can lead to positive changes in people's lives, reducing the multitude of challenges surrounding disadvantage and social isolation.

"All this trauma that I've gone through – just to know that if I need to sit down and talk to someone – there's always someone here. That's a good thing – and that's what people need. They need more places like this."



Childcare

Community operates a long day care centre specialising in multi age education where we aim to create a nurturing, caring environment for all children and their families.

We were excited to receive an 'Exceeding' award for our Assessment and Rating from the Department of Education. This rating acknowledges that we provide high quality education and care, visionary leadership, and a commitment to continuous improvement and comprehensive forward planning.

We also received the Kindicare Excellence award for 2021 which indicates we are rated in the top 10% of Childcare Centres Nationally.

It has been a challenging year for Childcare with several lockdowns and many changes required due to COVID restrictions. Our Centre is usually in high demand with full occupancy and a wait list. The pandemic has seen many of our families unable to afford care due to loss of income and employment and unfortunately they have needed to withdraw their children from our care. We have struggled to maintain our occupancy rates and attract new families. We are keeping our head above water but it has been a challenge.

We completed our amazing all weather outdoor play area which has provided our kids with new and exciting play stations and equipment, a larger and sun smart space to enjoy play and improved storage and bathrooms for the staff. We have experienced challenges in recruiting new staff and have found it necessary for the first time to use an agency to assist. We implemented additional communication with families during lockdowns, and we have never dealt with child sickness in the way we did this last financial year.

With strong staff and a solid team approach we have managed to keep communication open with families, navigate a very tricky year, and still keep our Community Kids happy.





Hands On Projects

Hands on Art this year completed its transition from incorporated association to a company structure, Hands on Projects Ltd. This brings to its primary program, Hands on Art, the guidance of a new board of directors and opens up new opportunities for the Hands on Projects entity to embrace and support new and emerging creative projects in our community.

This year, Hands on Art once again delivered the annual Shine a Light lantern and workshop series for Queensland Child Protection Week. This project delivered 150 lantern packs to community groups and child focused organisations throughout Queensland in the lead up to Child Protection Week. Lantern making workshops with a child safety awareness theme were delivered locally and with our lantern packs and video instructions, many small community locations including organisations in the Torres Strait Islands and far western Queensland also were able to join with their own events.

Incubator, our annual art competition for emerging artists this year held an online exhibition and awarded a major prize of a residency and exhibition.

Artwork projections are a new feature on the Latrobe Terrace facing wall of the Paddington Substation. This rotating gallery of work celebrates the creative work of local artists and is an outcome of the Brisbane City Council Paddington Terraces Precinct Project.

Hands on Art has been a much loved community arts program and tenant of the Brisbane City Council owned and heritage listed Paddington Substation since 1985. We were thrilled to receive the news that Brisbane City Council had selected the Paddington Substation for major works under the federal government's Infrastructure Investment Stimulus Program. This investment of \$1.5 million will restore and preserve this important building and will improve accessibility and enhance its functionality as a community arts centre for generations to come. We look forward to opening the building in the second half of 2022 to a refreshed program of creative workshops and offering the gallery space to local artists.





HART 4000

HART 4000 is a specialist homelessness service which provides support and assistance to people experiencing homelessness, or an 'at risk' tenancy. This assistance is based on individual need, and includes brief intervention, warm referrals to supports needed, outreach support and also case management with the goal of getting people into safe and affordable housing. The team work within a trauma informed, strengths-based framework, recognising the increased risk for people experiencing traumatic events during their periods of homelessness.

Additional funding from the Department of Communities, Housing and Digital Economy (DOCHDE) assisted almost 2000 people experiencing homelessness in Brisbane over the period of the COVID pandemic enacting an Emergency Housing Assistance Request (EHAR). Having a place in a hotel meant people had a safe and secure place to stay with a roof over their heads, enabling the team to work closely with them for best outcomes for more permanent housing. DOCHDE worked closely with HART 4000 to keep people safe through stay-at-home orders and lockdowns. They provided funding for two Outreach Access positions, increasing the capacity and scope of HART, which has previously only been funded as a centre based service.

During the EHAR process, many asylum seekers who were either sleeping rough or in overcrowded dwellings, were looking for suitable accommodation. Over 100 people ended up in hotels with no income, only receiving funds through emergency relief. The HART team, DOCHDE, and other sector partners worked closely with this cohort to find solutions in moving forward, which included looking for employment opportunities, referrals to crisis accommodation for those with no work rights, and Homestay programs. When the funded hotel program was drawing to an end, the DOCHDE funded the CAP21 program which enabled HART 4000 and BRIC Housing to work together to coordinate moving people from hotels into the 21 head leases provided for an additional 6 months. This support was crucial and unprecedented in creating space for people seeking asylum to be able to work with Community to explore employment and other solutions.

After a substantial amount of people were housed during the COVID pandemic, HART4000 faced challenges as there were shortages in public housing stock, and privately owned housing is being reclaimed by owners for selling in a booming market. The support offered during the height of the pandemic, including the 'no eviction' rule were lifted, and we experienced an influx of families presenting to the service in a housing crisis. The HART team has demonstrated consistent and dedicated commitment to assisting people in challenging

situations due to the ongoing external circumstances of COVID and a changing economy.

The addition of the mobile outreach team has proven essential in reaching those in hotels, boarding houses and who are experiencing challenges with sustaining their tenancies. Strong partnerships and collaboration with the Department of Community, Housing, and Digital Economy, Micah Projects, Brisbane Alliance, QShelter, BRIC Housing, Brisbane Youth Service, Red Cross, and Romero Centre have been crucial in providing support to so many people this last financial year.

We have also developed a Memorandum of Understanding with the Brisbane Down to Zero campaign in which HART, along with other specialist homelessness services will work together with the goal of ending street homelessness.

HART contributes to the Know by Name List, promoting the idea that by knowing who is on the streets, people stop being "the homeless" and become the people we know.

We then can identify needs, implement a coordinated entry system and line up housing supply. HART is proud to work alongside Micah and other Brisbane organizations with the goal of building one housing delivery system to prevent and end homelessness. .



Sustaining Tenancies

Sustaining Tenancies is a program funded by Brisbane City Council's Pathways out of Homelessness as a partnership between Community, Bric Housing, and Brisbane Housing Company. The success of the program is largely due to the establishment of positive relationships between Community and housing tenancy managers. We work closely together to address concerns raised by the tenancy managers, and then work with participants to remedy breaches through provision of supports and assistance. We believe our participants already have the skills required to manage a tenancy, and we seek to support participants to draw on their strengths and build their capacity in order to navigate systems. We ensure they have the resources available to them and connect them into services that ensure housing insecurity is no longer a challenge they have to face.

An important aspect of the Sustaining Tenancies model is to coordinate multiple specialised support services, these include: Community Care with in-home support, Financial Counselling, Resume Writing, Interview Prep, Mental Health services, Food Security, and Alcohol and other Drug support. Most notably the support with cleaning, passing housing inspections and developing life skills has the highest uptake. While these may be the easiest to rectify, they can be the most difficult for providers to address. The Sustaining Tenancies program fills a considerable gap in the support needed by tenants in social housing.

This year we received 197 referrals for support and have had the privilege of working alongside some inspiring individuals. All tenants referred to the program have sustained their tenancies, with no evictions being issued. This speaks highly of the valuable work of a person-centred approach, and working therapeutically alongside people to ensure they feel heard and motivated to use the skills they possess to navigate life's challenges.

Our Program recognises that connection to community provides people with a sense of belonging. Many of the people we work alongside identify as struggling with social isolation, boredom and loneliness. Through warm referrals we have been able to link tenants into Community's Community Participation Programs, the New Farm Neighbourhood Centre and the North West Community Hub.

Some of our projects this year include:

- Collaborating with HART 4000, Bric Housing and Patrons of New Farm to establish eight new tenancies for women leaving homelessness, creating a makeover of a boarding house and setting the woman up for success in their new tenancy.
- In collaboration with Brisbane Housing Company we delivered an eight week art therapy group at the New Farm Neighbourhood Centre. This allowed the tenants to forge community connections and they are now working towards an art show at the end of year.

■ The team held a fundraising event at New Farm Neighbourhood Centre for a Brisbane Housing Company tenant's individual endeavour to raise \$3,000 for Shave for a Cure. This connection was made during Sustaining Tenancies monthly social barbeque at their property.

■ Sustaining Tenancies team worked with Bric tenants at Harcourt Street to provide welcome packs for people who were transitioning from crisis accommodation or rough sleeping into permanent housing.

Employment Pathways is an integral part of our program. Many of the people we support have histories of long term unemployment and we work with individuals to overcome the barriers they experience. Tenants in receipt of JobSeeker live below the poverty line, leaving no capacity to consider accommodation outside of public and social housing. With the security of employment and a steady income people can explore other housing options, opening up the possibility of renting in the private market space. Employment, and volunteer opportunities also contribute to improvement in self-worth, in the words of participants it has "given us hope and something to look forward to".



The Recovery & Discovery Centre

Community's Mental Health Hub, The Recovery and Discovery Centre, was proud to support more than 650 people experiencing severe and complex challenges with their mental health in the 2020/2021 year.

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The overarching aim for the Recovery and Discovery Centre is to provide holistic, integrated and trauma-informed mental health that allows participants to reach their recovery goals. We believe that each individual is the expert in their own life and that recovery involves working in partnership to provide support in a way that makes sense to them. Our mental health practitioners assist people to link in with the supports needed to live a full and meaningful life. This may include support with mental health, physical health, housing, alcohol or other drug use, finances, building social connections and more.

Community's core value of collaboration is evident in the partnership model of the Recovery and Discovery Centre. Both individual and groups supports are provided through collaboration with our lead partner organisations, Toowong Private Hospital and Brisbane Youth Service and funding was provided to the following partners for group programs: Eating Disorders Queensland, Open Minds' HeadSpace Taringa, Strong Women Talking and Queensland Positive People. The strength of these partnerships allows for improved referral pathways, collaborative practice and the opportunity to provide wrap-around services to a much wider demographic. We are contin-

ually exploring ways to support the most vulnerable people in our community and this model allows for a greater reach to meet this demand. For the Recovery and Discovery Centre, the 2020/2021 year was full of opportunities, growth and challenges to overcome.

COVID-19 led to an unprecedented demand for mental health services across the country. The Recovery and Discovery Centre was committed to offering flexible and adaptive service delivery during this time. Participants welcomed the opportunity to receive tele-health services to continue recovery planning and our staff was able to coordinate food, medication and essential services to participant's homes during lockdowns while ensuring group supports and programs could continue to operate.

The Department of Health and the Brisbane North PHN recognised the increased challenges that older Australians were experiencing as a result of COVID-19, such as loneliness, social isolation and mental health concerns, and provided funding for specialist support in this area. The Recovery and Discovery Centre created a Community Connections Facilitator role that has worked incredibly successfully across Aged Care and Mental Health Services in Community to reach some of the most vulnerable people affected by the pandemic.

The Recovery and Discovery Centre was successful in tendering for one of only seven National Community Connector pilot programs established throughout Australia. This program was designed to support people who were experiencing homelessness and living with a psychosocial disability to apply for the NDIS. This small, dedicated team completed 65 community engagement activities and provided information, advice or support for more than 150 people living with a psychosocial disability during this time. Unfortunately, despite the high demand for this service, the pilot program was defunded and ceased on June 30, 2021. Community education and engagement was a key aspect of the Community Connector program and although the funding ended, local services are now far better equipped to understand and support this cohort of people thanks to Community's efforts.

This year also saw the addition of dedicated NDIS Readiness and Peer Support to the every growing suite of services offered by the hub. The Recovery and Discovery Centre look forward to embracing the opportunities for change and growth the 2021/2022 year will bring.

"My name is Greg, I am 58 and live alone with mental illness. I have been diagnosed with, and am being treated for, depression, anxiety, bi-polar and PTSD. For many years I had been self-medicating with alcohol to the point of dependency to try to kill the symptoms of my mental health, and to fill an associated social void. I had become isolated from the community and also from myself. The episodic severity of my illness has increased over the years, and culminated in a complete crash of my life in 2019. Self-harm, hospitalisation, and being on the edge of homelessness meant I was desperate. Someone suggested CommuniFy could be helpful, and as difficult as it was for me, I made the phone call. I was immediately put in touch with a social worker there who assessed me and I was accepted into CommuniFy's Recovery and Discovery Centre. I now have regular meetings with my social worker who helps me to keep on track with achieving my goals, and has been able to discuss with me options for my future. I take part in the group therapy sessions of music, art and a walking group. These groups allow me to have a good time in a safe setting with like-minded people who over time have become my friends. I have also been able to take part in courses run with Toowong Private Hospital. I have successfully completed DBT, Healthy Living and Living with Anxiety. I have been attending CommuniFy for a year and it has been instrumental in building my confidence and giving me the skills to engage and participate in society beyond anything I had before. They are the most professional, compassionate, aware and watchful organisation I have ever had the pleasure to be associated with. If it wasn't for CommuniFy I'm not sure where I would be today, and I feel I'm not alone. I am so proud of CommuniFy that I have now applied to be a volunteer. I want to give back to the organisation that has given me so much."





Intensive Family Support

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This year we held the Child Protection Week 2020 Professional Forum: The Intersection of Domestic and Family and Child Protection. Professionals in the community were invited to this free event, and despite COVID restrictions reducing the amount of attendees possible, we had 51 people at the event, with positive feedback that it was a great conversation for our area of work.

The Brisbane North Intensive Family Support (IFS) service collaborated with the Recovery and Discovery Centre (RADC) to deliver a Trauma Informed Playgroup (Little Chickens) and a Dads Group (Paternal Attachment Learning Support). These groups were accessible to participants accessing IFS or RADC and have had

Brisbane North IFS held their first 'Ready, Set Prep' event. This was a morning dedicated to supporting children that were enrolled to start school in 2021. Eight families attended this event, and were offered podiatry, optometry and hearing tests for the children, and resources and library cards were provided to the families and nutrition/lunchbox ideas were demonstrated.

Like many areas, service delivery, events, and connection with clients was impacted during COVID restrictions and lockdowns. The team adapted their service delivery approach so that families can still receive support. Strategies included, offering Telehealth appointments to families where direct home visits could not take place, and some groups, including Circle of Security were delivered via Zoom.

Additionally, changes in staff increased the workload for extended periods of time, where we were a smaller team and this impacted the service's capacity. We have successfully provided support and service to 65 families throughout the financial year, where 29 of them had partial or full case plan needs met.



IFS worked with a young mother who had a 1 year child. This family experienced challenges around domestic and family violence, substance misuse, and homelessness. Through our case management support the mother was linked with the Family Court to obtain full custody, and was supported around safety planning and obtaining a Domestic Violence Order. IFS supported referrals to the Department of Housing and HART 4000, a new home was arranged through INCH Housing. The mother was able to attend a tenancy course through Red Cross and she received alcohol and drug support through Moonyah. Connections to Nundah Neighbourhood Centre allowed the family to access Community Support (food relief) and legal advice. The family also attended the Circle of Security parenting group and Little Chickens trauma informed playgroup, has meant ongoing support and connection for this family.

IFS have
supported
many families
to connect
with their
community
to achieve
the safety
outcomes they
deserve.





Springboard

The Springboard Day Program is a dual diagnosis (mental health/addiction) drug and alcohol recovery program that is unique in its approach. The day program allows people to undertake a community based treatment program whilst remaining at home, close to social supports and learning to manage recovery in their normal settings. The program focuses on relapse prevention, recovery planning, mindfulness for resilience, physical activity and diet, gym/yoga, and psychosocial development. Community is funded to deliver six intakes per year, delivering one program roughly every eight weeks. The groups meet face to face 3 days each week, for 6 weeks. On completion of the group program participants access 12 weeks of peer group support and 1:1 follow up sessions with an Alcohol and Other Drugs Recovery Worker.

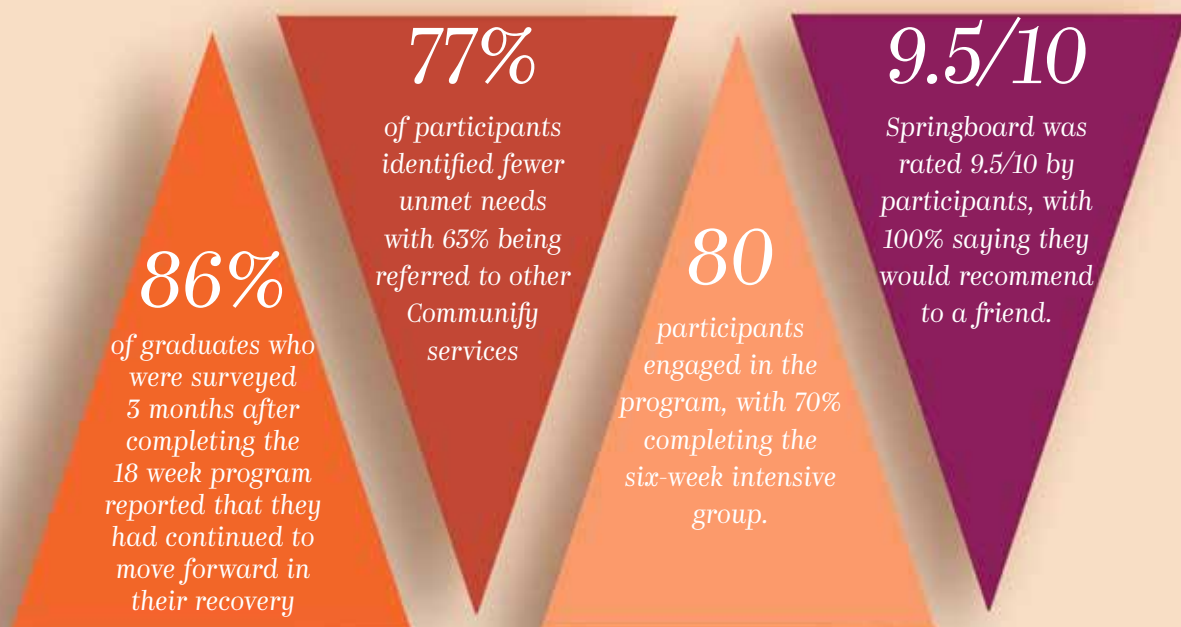
Community greatly appreciated the opportunity to conduct an external evaluation and have endeavored to showcase the strengths of the program, as well as explore areas for improvement. An evaluation plan was developed with the focus being to demonstrate pre to post treatment outcomes, and the value of Community's internal suite of services. A third party evaluator the was engaged to undertake the assessment.

Out of a group who were interviewed three months after finishing the course, 86% of graduates reported that they had continued to move forward in their recovery after completing the 18 week program. 77% of participants identified having fewer unmet needs with 63% being referred to other Community services. 80% of participants commencing the program remained engaged in the program with 70% completing the six-week intensive group. Springboard has performed very well with completion rates well above average of traditionally poor retention rates of outpatient alcohol and other drugs (AOD) groups. Springboard was rated overall, 9.5/10 by participants, with 100% saying they would recommend the program to a friend. These results have assisted Community to secure recurrent funding for the program.

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As with many of Community's programs, the lockdowns and restrictions posed challenges for this group program. We transitioned seamlessly to delivering the program online, providing hand-held devices to those who did not have access to the technology. Despite these challenges, the team has supported 80 people during the past twelve months with 56 completing the program.

We are very proud of the program's achievements, including continuing delivery throughout COVID restrictions, and providing out-of-hours aftercare support (Thursday evening peer group). The team continues to find new ways to improve and support the program, as highlighted in recent initiatives to deliver a weekly holding group to support people who are waiting for vacancies into the program.





National Disability Insurance Scheme (NDIS)

Community's National Disability Insurance Scheme (NDIS) team continue to provide quality services to participants. We have met financial targets in a climate where a number of larger organisations have stopped providing these services because of the challenges during the pandemic. The Support Coordination team has responded well to a number of changes and reviews to team roles and processes. A new Senior Support Coordinator has been appointed with a focus on practice excellence and providing particular support to new Support Coordinators and psychosocial coaches. Concurrently the Support Coordination team has moved towards a team based approach which broadens the focus of performance, from individual key performance indicators to include team performance indicators.

The NDIS team worked hard to prepare for this year's audit, and outstanding results saw only minor non-conformities which have been simple to amend.

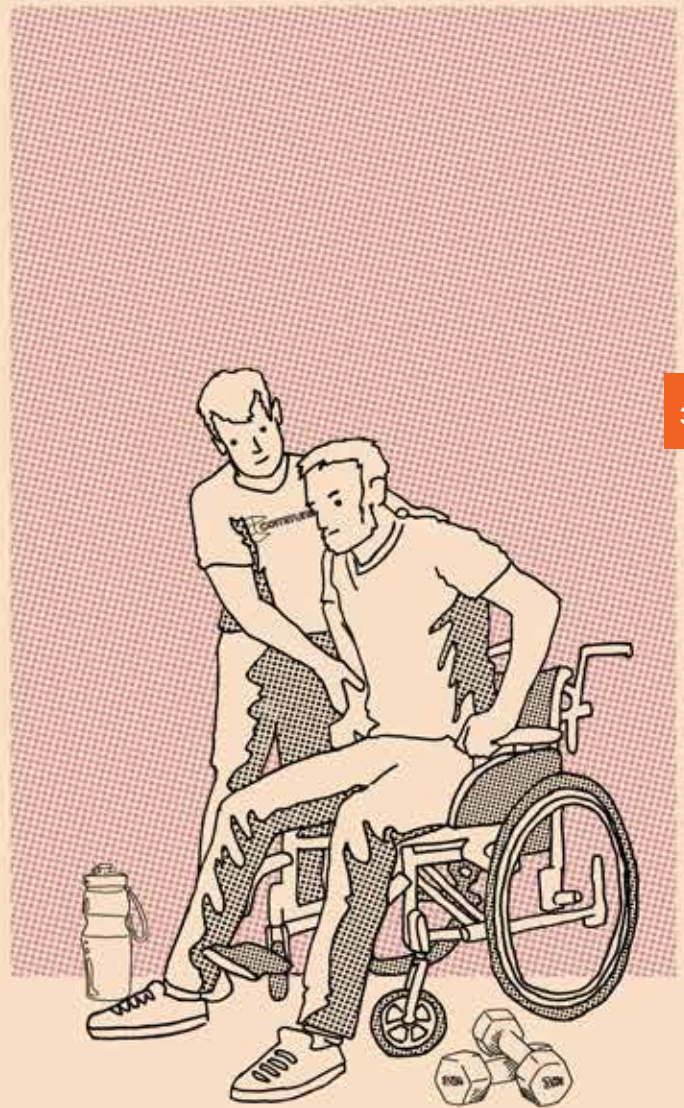
We've seen participants achieve their goals, making us so proud, and we are inspired by their determination.

An NDIS participant who was wheelchair bound and relied heavily on walking frames and other assistive technology went with a support worker to a local gym with a NDIS goal:

"... to increase my mobility, motor skills, muscles, general health and wellbeing." The participant improved over weeks, building muscle so they were not reliant on mobility equipment. They are now also able to steadily move sideways, back and forwards, stand on 1 leg and punch with both hands. An amazing result from his dedication to wellbeing and a more active life.

We have experienced high staff turnover and the challenge of recruiting into the Core Supports team Support Worker role. This has resulted in additional expense for the organisation's increased caseloads for remaining staff, time pressure on Team Leaders to induct and provide orientation and training with subsequent impact upon performance targets and team supports such as supervision.

With funding provided in arrears through billable hours there is significant pressure on the staff to achieve daily performance targets. This has been a significant challenge for both the organisation and staff who generally operate under block funding agreements. We made the decision to cease NDIS Plan Management due to low payment rates and the high volume of financial billing and management.





Community Participation

These community group activity and mental health support groups have been crucial for many people to continue making connections

The overall objective of the Community Participation program is to provide opportunities for participation in treatment through psycho-education and tailored therapies, engagement in creative activities, practical skills development, physical wellbeing, and social groups. Using a community development framework we engage & empower communities and take the time to look, listen and learn. We work closely with participants in responding to identified needs and wants and host regular consultation & evaluation activities. We follow the guiding principles of trauma-informed care including safety, choice, collaboration, trustworthiness and empowerment. The physical and emotional safety of individuals in our community participation activities is a vital part of our service. We have established a number of new partnerships to extend our reach in the community. These include new programs with Strong Women Talking, Queensland Positive People, BRIC Housing & Brisbane Housing Company.

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A grayscale photograph of three women of different ethnicities smiling at the camera. They are positioned in the lower half of the page, behind the large orange text.

10,722
hours of dedicated
group time

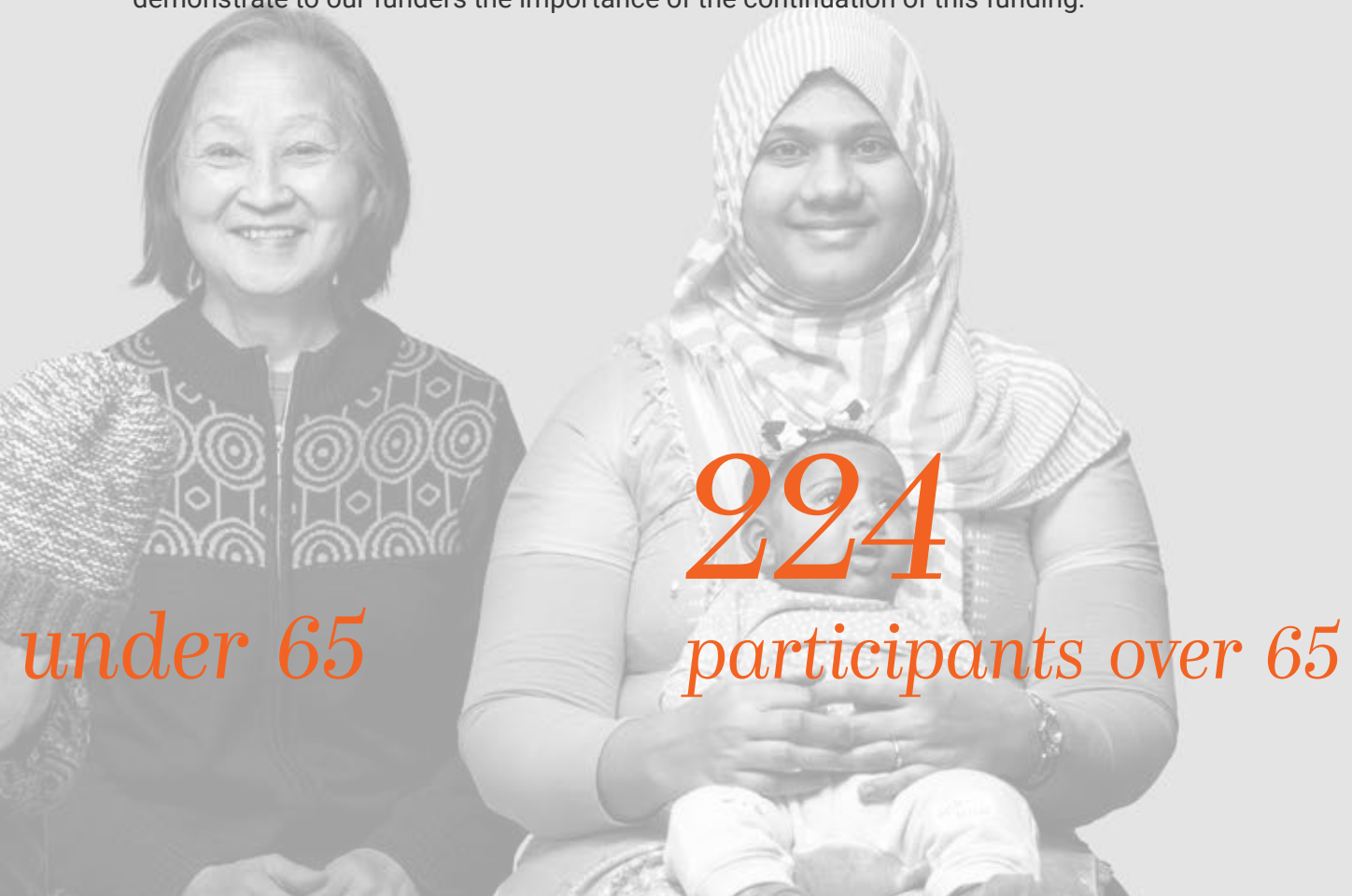
124
participants



Through sharing the cost across our Mental Health Hub, Community Care, NDIS and Aged Care programs we are able to triple our service offerings and provide a wider selection of group activities from which people can choose. This approach also creates opportunities where participants from different backgrounds, abilities and ages can come together, build connections and create meaningful experiences. One of the positive outcomes we see from our Community Participation program is the development of friendships where people meet outside of our Communiy groups.

The Community Participation team felt really confident pivoting their programs in line with the changing government directives around COVID. When a snap lockdown occurred, a number of the groups shifted to being delivered via the Zoom platform. For those participants that did not have access to a digital devices or the internet at home, we arranged a hand-held device to be delivered through Communiy's Digital Inclusion initiative.

We received a one off increase in our Queensland Community Support Scheme (QCSS) funding which supports community access and with the demand for service growing, we are hopeful that we are able to demonstrate to our funders the importance of the continuation of this funding.





Our Venues

Community manages several venues around Brisbane, which provide 20 community spaces for self-help groups, cultural groups, playgroups, after school activities, physical wellbeing groups, arts and drama and mental health workshops along with many other activities and events. Each week, over 200 groups access these venues to provide community education and opportunities for people to come together around shared interests.

Although venues were shut down during COVID lockdowns we have seen an overall increase in bookings and registrations, and at times unable to meet the demand for cost effective community space for hire. Communication, education and relationship building with our venue hirers was a priority this year. Assisting them through the frequent changes in COVID restrictions was essential for the hirers and their participants to continue their activities.



A tender application to Brisbane City Council was successful in gaining the leasing rights of the venue at the old Toowong Bowls Club. This venue is in good condition with two multipurpose rooms, commercial kitchen, bar, two outdoor grassed playing surfaces and 3 storage sheds. The community demand for sport and recreation activities is growing with many groups reporting that they need additional playing fields and community spaces to meet growing interest, numbers and memberships. We are confident that we will be able to have Toowong operating effectively and efficiently in the upcoming year.

We also received over \$37,000 from the Lord Mayor's COVID fund, and have been able to offer part-time employment opportunities to clients at the venues.





Our people

Supporting our workforce through these challenging times has been a strong focus this year. Our frontline staff in particular were required to adapt to the careful use of personal protective equipment (PPE) to ensure safe and continued essential service delivery during a time of changing public health orders.

While front line workers were at the coal-face of service delivery, our office-based staff adapted to working remotely and then transitioning back to the office again when possible under new restrictions. We worked to ensure that staff who were impacted felt connected to their leaders, their team mates and the broader Community workforce.

This year we worked to implement a new Learning Management System, aptly named 'Educate', where on-line training is accessible, remotely as well as from mobile devices. This exciting initiative now enables the organisation's learning and development program to provide teaching programs on compliance, and to develop responsive training for specialised and specific workforce development. Accessible, responsive and timely training will be an asset to ensuring our workforce capability.

Our Aged Care and NDIS support front line workforce remains the biggest recruitment challenge and this trend is reflected industry wide. Our approach has been to use innovative programs to attract new starters. Programs such as Skilling Queenslanders for Work and peak body initiatives such as a recent Primary Health Network Careers Expo has attracted trainees to this cohort and we provide the on-the-job training and support needed to develop skills and workforce readiness amongst this group.

The Human Resources department is proud to have been supporting the robust development of many workers who have transitioned into higher roles to further their career. This has improved organisational capability and strengthened our people.

We also welcomed new staff, including a part time Communication and Marketing manager and part time team members, to support the work of the organization with communication strategy, advice and collateral.





Our volunteers

The generous contribution of volunteers to so many of our programs is invaluable. With the help of over 250 volunteers we are able to extend our service delivery to people in our community who are touched by the generosity of people who give up time and kindness for the reward of knowing they've helped to make a difference. Our volunteers help people get to appointments and community activities through our Transport program. They deliver Meals on Wheels, offer a warm welcome to clients at HART4000, help with community arts, assist the administration of our No Interest Loans (NILS) program, serve on our Board, support people with social inclusion and English language in our Buddy program and host social groups such as our long standing Knitting English program. We offer thanks and appreciation to all our volunteers, some who have volunteered every week for many years.

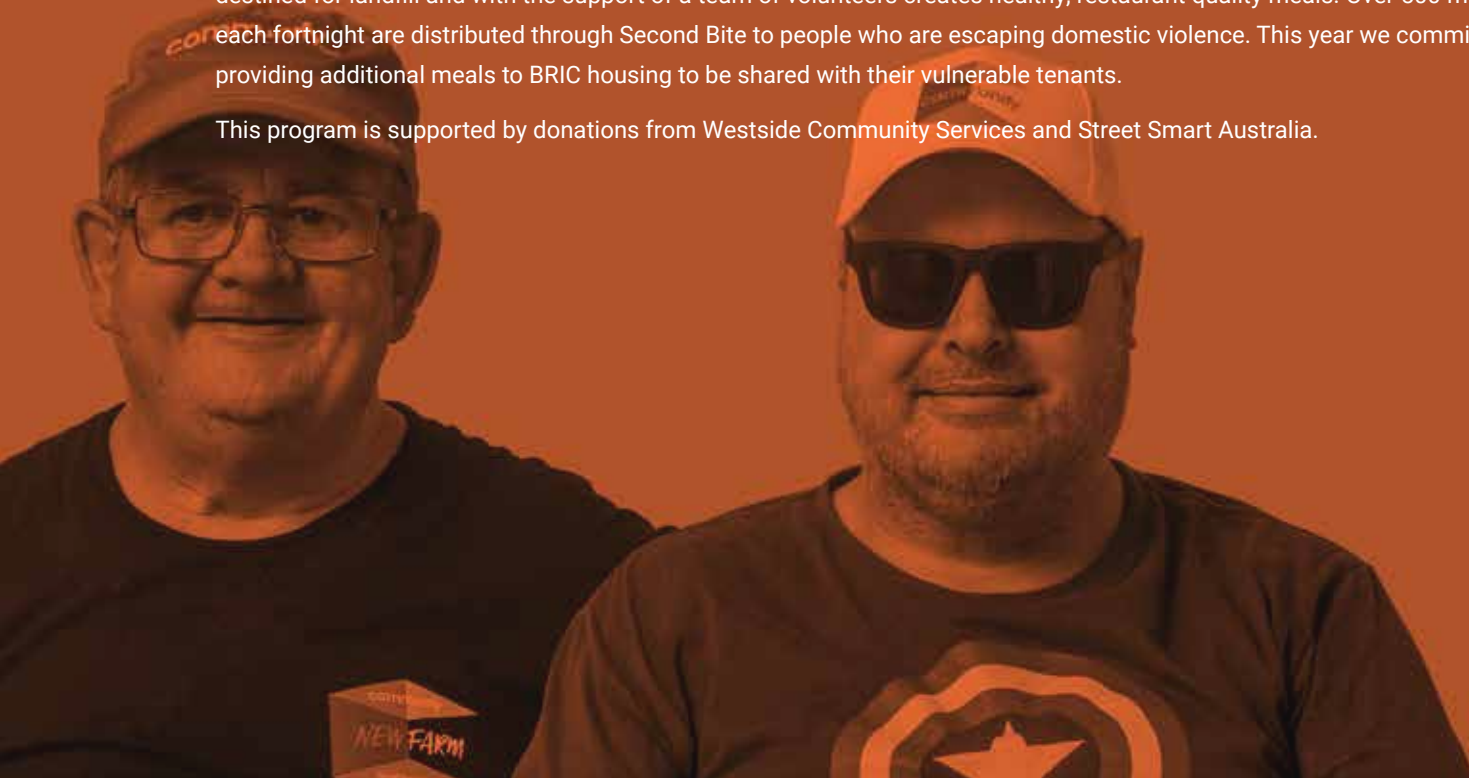
COMMUNITY PROJECTS

The Brook Community Garden, Chapel Hill Community Garden, Green Corner and Kundu Park Community Garden are thriving and welcoming community led projects that offer opportunities for local community members to come together cooperatively to share knowledge and enjoy growing edible plants at their regular garden working bees. More than ever, during the pandemic, we recognize the importance of the social connections and informal neighbourly support that happens at these community activities.

The Free Range Library, a volunteer run program that recycles donated books received local sponsorship funding from RACQ. This will provide resources for the group's participation in events such as Homeless Connect, Communitify's Christmas market day and Anti-Poverty Week. The Free Range Library have a growing list of regular locations that they deliver books to that are carefully selected to include reading options for a range of interests. This small group of volunteers is committed to sharing the joy of reading with people who love to read and will bring their books to homeless shelters, boarding houses, Neighbourhood Centres and homelessness services.

Our partnership with **Community Canteen**, a 100% volunteer led organization and Second Bite collects fresh food, otherwise destined for landfill and with the support of a team of volunteers creates healthy, restaurant quality meals. Over 500 meals each fortnight are distributed through Second Bite to people who are escaping domestic violence. This year we committed to providing additional meals to BRIC housing to be shared with their vulnerable tenants.

This program is supported by donations from Westside Community Services and Street Smart Australia.

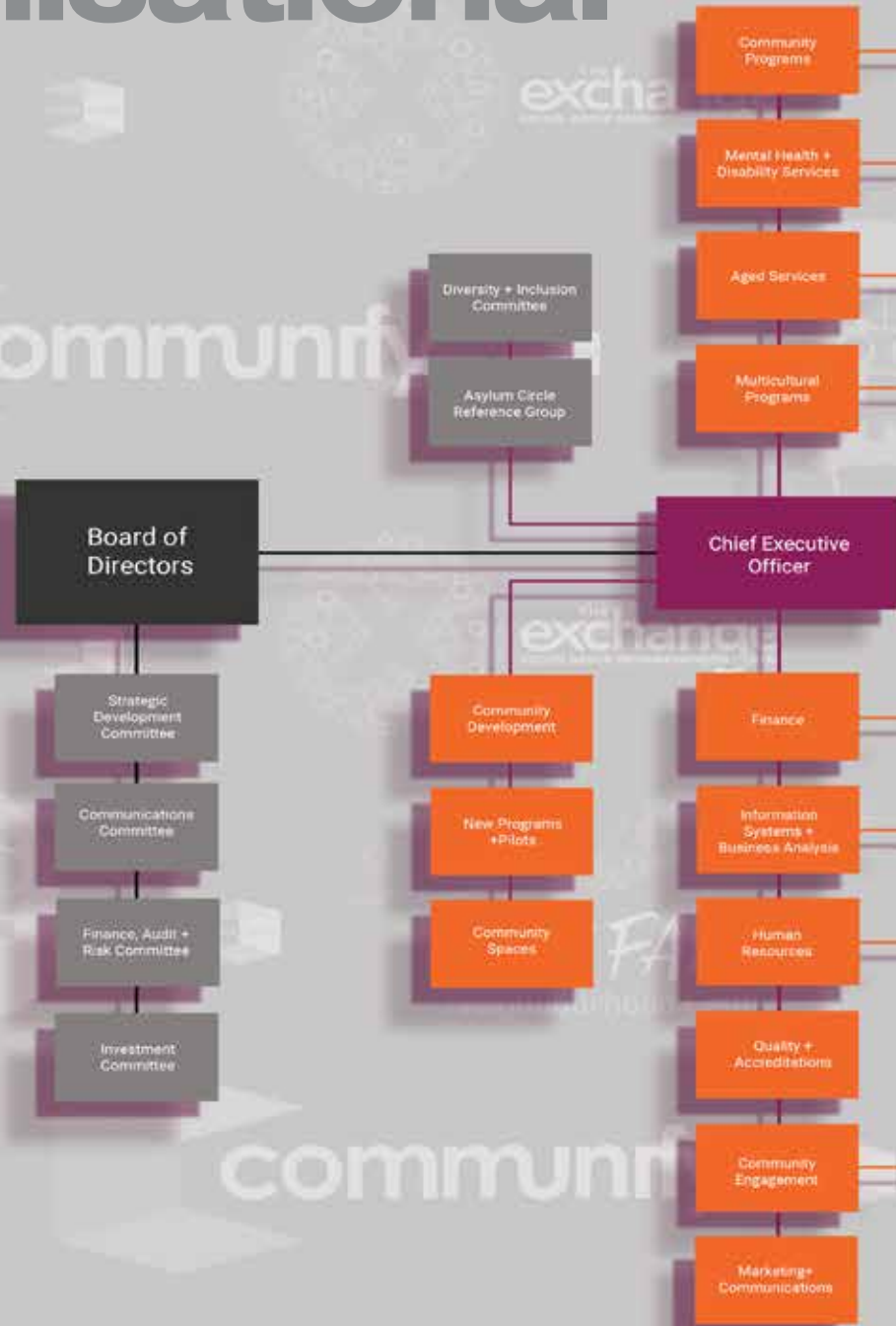




exchange
NEIGHBOURHOOD CENTRE

community

Organisational Chart





NEW FARM

Neighbourhood Centres



NEW FARM

Neighbourhood Centres

community



the exchange
social enterprise | community development

community

NEW FARM

Neighbourhood Centres

the exchange
social enterprise | community development

community



Financial Report 2020/2021

CommuniFi was well positioned to respond to the changes and pressures presented by COVID.

Revenue and other income	2021	2020	2019	2018	2017
Source	\$	\$	\$	\$	\$
Capital grants	-	-	-	137,600	716,800
Childcare/Playgroup income	482,481	405,470	441,256	409,942	381,069
Client contributions	253,515	252,792	297,168	374,065	300,724
Dividends and distributions	-	-	28,457	-	-
Donations	170,090	79,509	97,121	34,707	217,747
Home Care package grants	2,525,058	2,223,516	1,414,596	458,756	-
Housing income	116,496	110,136	114,029	108,104	72,242
Interest income	169,329	138,405	73,681	92,635	90,883
NDIS income	2,191,928	3,441,664	1,159,021	1,391	-
Operating grants, consortia & partnerships	10,840,985	10,976,519	8,834,056	7,368,499	7,571,926
Philanthropic and Social Enterprise income	63,088	73,453	88,896	147,442	-
Venue hire income	293,422	223,624	333,417	321,194	311,946
Other income	472,835	482,844	269,268	227,519	299,481
	17,579,227	18,407,934	13,150,966	9,681,854	9,962,818



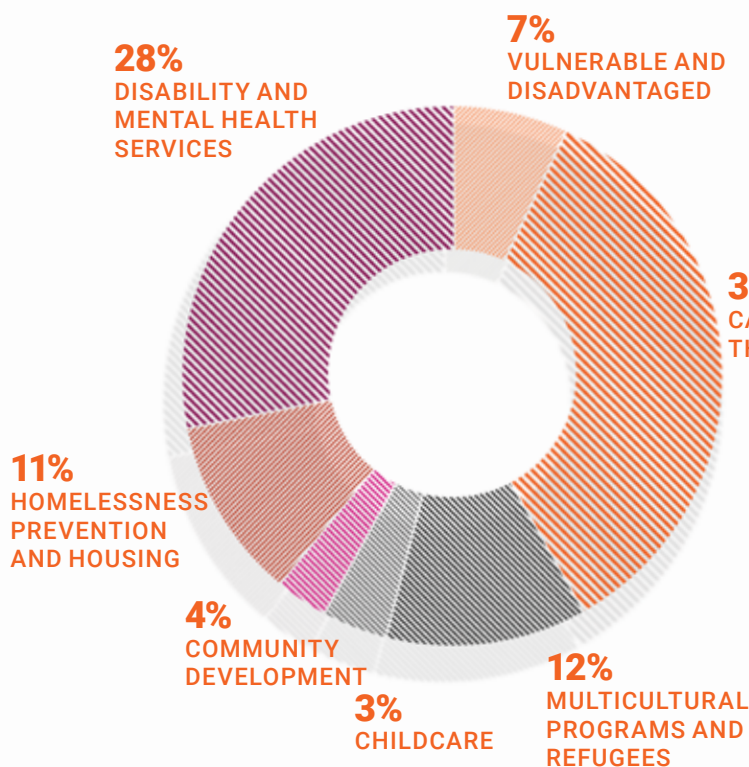
At CommuniTy, we recognise the expectation of government and the community that policies and programs are developed and delivered in a technologically advanced, cohesive and efficient manner. Our focus is on achieving fiscal and strategic objectives through comprehensive financial and business planning, real time monitoring and reporting processes. This supports the organisation to deliver high quality, efficient and cost-effective services.

Through the development of integrated systems we have built the capacity to closely monitor our contractual obligations, performance and associated expenses. As we move to an environment where funding is provided through billable hours in arrears we have identified the need to build systems that allow us to closely monitor performance. This has been a challenge for our NDIS service. We are seeing improved results by supporting staff to achieve targets utilising on demand dashboard reporting against billable hours/costs.

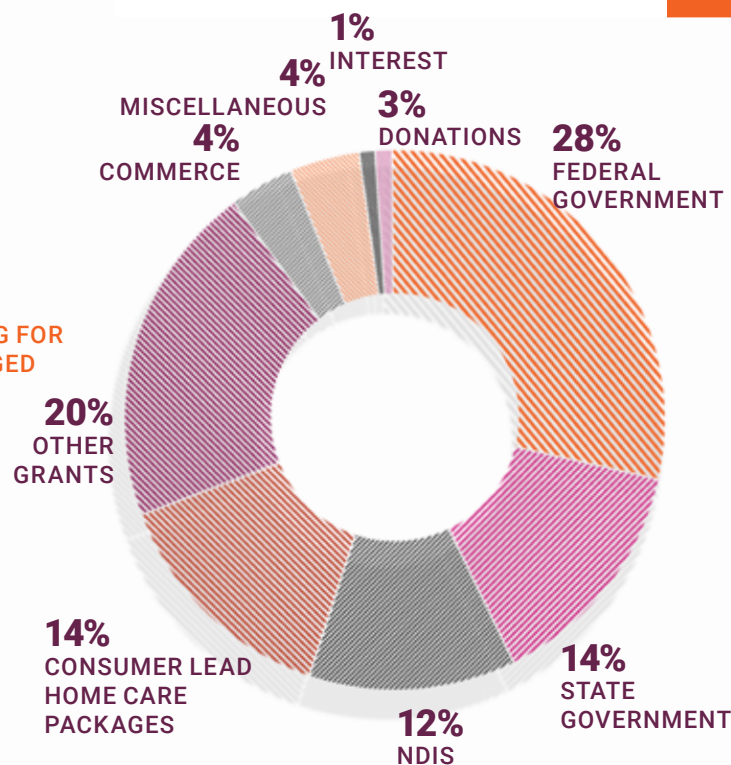
COVID has presented a number of challenges in the last financial year which has impacted on our financial performance. Our fee for service programs such as Childcare, Venue Management and NDIS experienced underperformance against projected budgets.

We did however see an increase in funding to our Homelessness, Emergency Relief, and Drug and Alcohol programs through additional COVID response funding.

We were pleased to receive confirmation of the continuation of the Asylum Seeker Emergency Assistance Program for a further 4 years and additional funding for our Mental Health Hub and Community Care.



Investment in Community



Income Sources



Quality systems and accreditation

At CommuniFy, quality management is integrated into the way everyone works and we have a keen focus on identifying opportunities for Continuous Improvement

CommuniFy continue to maintain the following standards:

ISO 9001:2015

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'.

Our successful achievement of various standards and accreditations is largely due to the organisation-wide ownership of quality and continuous improvement. This past year, the program Coordinators and Managers have continued to embed quality monitoring into daily operations, making the most of our integrated systems to capture and report on evidence.

We also undertook a major review of our Code of Conduct to bring this important policy in line with the maturity of our organisation. Every one of our workforce members now aligns themselves to an important set of shared conduct values and commits to:

- Uphold the integrity and reputation of CommuniFy by ensuring that I demonstrate professional and personal conduct consistent with CommuniFy's values and standards.
- Treat all people with respect and dignity and challenge any form of harassment, discrimination, intimidation, exploitation or abuse.
- Perform my duties and conduct my private life in a manner that avoids possible conflicts of interest with the work of CommuniFy.
- Be responsible for the use of information, equipment, money and resources to which I have access by reason of my engagement



FUNDERS

Australian Federal Government

- 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
- Brisbane City Council
- Brisbane North Primary Health Network
- Community Hubs Australia
- Gambling Community Benefit Fund
- RACQ Foundation
- **Sub-Contracts**
- ACT for Kids
- Micah Projects
- Queensland Mental Health Commission
- Queensland Airport Foundation

DONORS & CHAMPIONS

- 277 individual donors through Give Now
- ADA Australia
- ATG Projects
- Australian Labor Party – Baroona Branch
- Bardon Bowls Club
- Bardon State School
- Big River Group
- Bolton Clarke
- Brisbane North Primary Health Network
- Brisbane Powerhouse
- Bunnings Indooroopilly
- Bunnings Keperra
- Bunnings Newstead
- Chill Backpackers
- DG Building Concepts
- Dr. Kate Murray -School of Psychology & Counselling, Faculty of Health QUT
- Eating Disorders Queensland
- Free Range Library
- 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 Cootha Greens
- Mums for Refugees
- New Farm Bowls Club
- Order of St Lazarus
- Paddington Hardware
- Paddington Ward Office (Cr Matic): 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
- Scomodo Voce Singers
- Share The Dignity
- Siganto Family Foundation Mandy
- Sisters of Mercy
- St Vincents Hospital
- Streetsmart Australia
- The Bardon Bakehouse
- The Gap laughter Club
- The Munro Centre
- Westside Community Services
- World Wellness Group

OUR PARTNERS

- 3rd Space
- ACT for Kids
- All About Living
- 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
- Brisbane Youth Service
- Burnie Brae
- Carers Queensland
- Co.As.It
- COTA Qld
- Centacare
- Community Canteen
- DV Connect
- Eating Disorders Queensland
- Encircle
- Footprints
- GOC Care
- Good Shepard Australia & New Zealand
- Hands on Art
- INCH
- Institute of Urban Indigenous Health
- Jubilee Community Care
- Ithaca Pool
- Kyabra Community Association
- Lang Park PCYC
- Mangrove Housing
- Meals on Wheels Stafford
- Metro North Hospital and Health Service
- Multicultural Australia
- Micah Projects
- Minola Theatre
- Mission Australia
- Open Minds/ Headspace Taringa
- Oz Harvest
- QSTARS
- QPASTT
- Queensland Positive People
- Queensland Museum
- Queensland Performance Arts Centre
- Queensland Shakespeare Ensemble
- RAILS
- Red Cross
- Salvation Army – Pindari
- SecondBite
- Strong Women Talking
- Suncorp Stadium
- Third Space
- Toowong Private Hospital
- Turbot House
- Wesley Mission
- World Wellness Group
- Zillmere Family Accommodation Program

MATES

- Alcohol and Drug Homeless Outreach Team
- Ashgrove West Uniting Church
- BnB Fresh
- Coles New Farm
- Cuisine on Cue
- Dominoes New Farm
- Dr Nancy Sturman
- Foodbank
- Fortitude Valley Chamber of Commerce
- Givit
- Going for a Song Choir
- Good Samaritans
- Griffith University
- Harmony Place
- Helen Cowley physiotherapist
- Hilder Road State School
- Holy Spirit School
- Homeless Health Outreach Team
- Hope Church
- IGA New Farm
- INCH Housing
- Indooroopilly Uniting Church
- Ithaca State School
- Jeays Street Centre
- Joedy's Cafe New Farm
- Keperra Sanctuary
- Kombi Clinic
- LawRight
- Men's Shed Spring Hill
- Missionbeat
- MurriWatch
- My Village News
- Nappy Collective
- New Farm Bowls Club
- New Life Church
- PPP Parenting
- Probus Club Paddington
- QCOSS
- 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
- Salvos Legal
- Sassafras Café
- Space Property
- St Vincent de Paul Bardon Conference
- St Vincent De Paul New Farm
- Teneriffe Lions
- The Bakeologists
- The Cove Workspace
- Thread Together
- Torrens University

MEMBERSHIPS AND PEAK BODIES

- CSIA
- Jobs Australia
- LASA QLD
- Mental Health Association
- Primary Health Network – Brisbane North
- QCOSS
- Qld Community Alliance
- Qld Families and Communities Association
- QNDA
- Queensland Shelter
- Refugee Council of Australia
- Volunteering Queensland



Partners & supporters

Our Funders



SUPPORTING OUR COMMUNITY ON ALL SIDES

