



## Annual Report **2019/20**



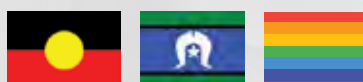


# Contents

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.



## Community Queensland Pty Ltd

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COVER IMAGE: Jim celebrates his new chairlift installed by Home Assist Secure. The chairlift helps Jim get out to enjoy his garden and most importantly, in an emergency, provides a safe means to get out of the house.



## 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.

## Overarching 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.



Karen Dare and Carolyn Mason.



## Chairperson & CEO's message

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We are delighted to share what an amazing year this has been in our work to support our community on all sides. We are proud to report how Communify rose to the challenge of operating successfully under COVID-Safe plans with frontline and essential services, and increased our capacity to meet new demands for supporting vulnerable people with additional funding.

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# COVID-19

WE ACTIONED OUR BUSINESS  
CONTINUITY PLAN IN MARCH 2020



# 50%

PERCENTAGE OF WORKFORCE  
THAT REMAINED FRONT LINE  
DURING THE PANDEMIC

Every day, Community works with homelessness, assists struggling families and individuals, addresses poverty, mental health and addiction issues, supports asylum seekers, and provides services for older people and people living with disability and much more. The impact of the COVID pandemic presented new opportunities, demands and challenges to the way we work and the number of people needing support in our community. We are proud this report presents how Community continued governance and operations during this time.

## Highlights

During the latter half of 2019, the Board reset our three-year strategic plan 2020-2022 under our four key pillars:

**Influence, Leadership, High Profile and Sustainable.** The Board and leadership team embraced principles such as blue-sky thinking, innovation, disruption and optimisation to enable paradigm shifts to service delivery systems in complex and changing environments. This positioned us well for the impacts of COVID as we activated our Business Continuity and Disaster Management Plans with agility and confidence.

Community was a key player in the COVID-Safe response plans of government, and received additional funding particularly for homeless and rough sleepers and asylum seekers. Our HART4000 homelessness hub was a key player in the transfer of people sleeping rough or living in insecure conditions into hotels through the state government's Emergency Housing Assistance Request (EHAR)

that responded to the needs of over 1,600 people. The funding for specialist outreach teams resulted in people then transitioning successfully to new tenancies.

Our strong and successful advocacy efforts with consortium partners resulted in funding for people seeking asylum through the COVID pandemic and beyond. People with no income received support through the EHAR initiative and additional funding for asylum seekers who had arrived by plane provided material aid and case management.

While managing significant additional funding during the year, Community kept its focus on high quality services in our existing programs with a continuous improvement cycle and a culture of improvement and innovation. This year our aged care services were successful in achieving accreditation under the Australian Government's new Aged Care Quality Standards. We also underwent an ISO maintenance audit and HSQF accreditation.

The oversight of the Board and the work of its Committees on the strategic use of Community's property portfolio and resources resulted in significant investment to modernise and upgrade our Bardon premises of offices, neighbourhood centre, and childcare centre. The contemporary spaces created have increased the effectiveness of all functions for staff and our clients. Community also contributed to a significant renovation of the New Farm Neighbourhood Centre funded by the state government.

## Supporting on all sides – Thank You

A huge thanks to the Department of Communities and Department of Housing and Public Works and to the architects wallacebrice and building contractors IQ Construct (Bardon), Vokes and Peters and ATG (New Farm) for bringing it all together. We have two very amazing Neighbourhood Centres. We recognise the effort of the Community teams through re-location, re-establishment and some closures and their contribution in the true spirit of the Community 'can do' attitude.

Community at all levels – Directors, Board Committee external members, Company Secretary leadership team, every staff member and volunteer – worked together to support our community on all sides in a very dynamic environment. What we have learnt will mean irreversible and exciting changes in the ways we think, work and relate together. We recognise and appreciate your extraordinary example of flexibility, adaptability, commitment and professionalism.

As Chair and CEO we feel that the value of relationships and partnerships has never been so demonstrated than in such a year and we are deeply appreciative of this in the Community community.

**Carolyn Mason – Chairperson**  
Board of Directors

**Karen Dare – CEO**



# A year of highlights

Our key highlights and achievements during the 2019-2020 year. Of course, the true highlights for our team are always the stories of the people we work with.



## AGED SERVICES

# 2,416

CLIENTS SUPPORTED

## NEW FARM NEIGHBOURHOOD CENTRE



# \$2.2M UPGRADE

WITH THE DEPT OF COMMUNITIES  
COMPLETED IN 2020

## JUBILEE TERRACE FACILITY (HEAD OFFICE)



# \$1.3M

INVESTED IN 2019/20

## NDIS PROGRAM



# 202

PARTICIPANTS

## QUALITY STANDARDS



COMMUNITY ADHERES TO THE CERTIFICATION REQUIREMENTS OF SEVERAL EXTERNALLY AUDITED INDUSTRY STANDARDS:

- ISO 9001:2015
- HUMAN SERVICES QUALITY STANDARDS
- AGED CARE QUALITY STANDARDS
- NATIONAL QUALITY STANDARD (CHILDCARE)
- NATIONAL DISABILITY INSURANCE SCHEME (NDIS) PRACTICE STANDARDS
- NATIONAL REGULATORY SYSTEM FOR COMMUNITY HOUSING



## HART4000 HOMELESSNESS HUB



2,009

CLIENTS



9,673

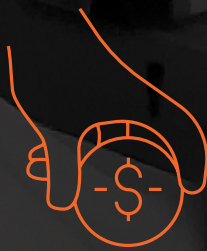
SUPPORT  
HOURS



491

PEOPLE PLACED  
IN SECURE +  
SUSTAINABLE  
HOUSING

## EMERGENCY RELIEF



656

PEOPLE ASSISTED  
WITH EMERGENCY  
RELIEF



5 YEARS FUNDING

\$50K

PER YEAR  
COMMONWEALTH  
FUNDING AWARDED

## SUSTAINABLE HOUSING



EMERGENCY HOUSING  
PARTNERED WITH  
MICAH TO SUPPORT

1,400

PEOPLE DURING THE  
COVID PANDEMIC



# Our Board

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**Carolyn Mason –  
Chairperson**

BOARD MEMBER  
SINCE 2011

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**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.



**Bea Duffield**

BOARD MEMBER  
SINCE 2013

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**B SC (HONS), DR. PHILOSOPHY,  
DIP BUSINESS MANAGEMENT**

Bea has significant experience working in strategy development and is currently working with the Australian international aid program and Engineers Without Borders focusing on small business development and social enterprise capacity building in developing countries.



**Janet Marshall**

BOARD MEMBER  
SINCE 2008

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**B SC (AES), GDURP, IAP2**

Janet is an urban and regional planner and contributes property and business leadership skills to the Board.



**Peter Tran**

BOARD MEMBER  
SINCE 2014

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**B BUSINESS (ACCOUNTING)  
/ B LAWS, CA – CHARTERED  
ACCOUNTANT**

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



### 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 Communitify  
in 2014.



### Andrew Kolb

BOARD MEMBER  
SINCE 2017

B INFORMATION TECHNOLOGY,  
CERT MARKETING

Andrew is a communication  
and advertising digital  
strategy expert who  
brings more than 10 years'  
experience working with  
large, international clients.



### Glenys Fisher

BOARD MEMBER  
SINCE 2019

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

Glenys has in-depth  
knowledge in the field of  
employment and industrial  
relations, and has previously  
served as a Board member  
with two significant  
educational institutions,  
including QUT.



### Tania Kearsley

COMPANY SECRETARY  
SINCE 2013

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

Tania has been a practicing  
lawyer for more than  
20 years provides ongoing  
support to the Board and  
CEO on governance and  
compliance issues.





Communify's Board keeping connected.

# Our Board Committees

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

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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 the team oversaw the re-design and launch of Communify's new website.

**Andrew Kolb (Convenor)**  
**Kylie Carde**  
**Phil Nobay**  
**Dai Gwynne-Jones**

## Finance, Audit and Risk Committee

This committee supports the Board with the oversight and review of financial reporting, risk management, internal control, external auditor independence and performance, and compliance with laws and regulations.

**Peter Tran (Convenor)**  
**Carolyn Mason**  
**Beatrice Duffield**  
**Amita Laroia**  
**Glenys Fisher**

## Strategic Development Advisory Committee

This committee provides the Board with oversight and review of the Region Coverage Plan, the development of a framework and models of community integrated services and aligning Communify's service offerings to consumer directed care.

**Kent Maddock (Convenor)**  
**Janet Marshall**  
**David Cant**  
**Val Ferdinands**

## Investment Committee

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

**Beatrice Duffield (Convenor)**  
**Janet Marshall**  
**Carolyn Mason**  
**Angelo Toscano**



# About Communify

Communify supports people to maintain their independence, connect to their community, manage their health and lifestyles, address the challenges and embrace the opportunities that life presents.

We provide a range of integrated services and programs that support people across all life stages and experiences to lead an active, healthy and socially connected life. Our neighbourhood centres at Bardon, New Farm and Kelvin Grove are often the first point of contact for people who are struggling with life issues. They offer information, resources and support to people experiencing hardship related to financial, housing, mental health, chronic health, family relationships,

and parenting difficulties. These centres also bring people together around shared interests and for mutual support through self-help and group activities reducing social isolation and creating a safe and welcoming space.

We provide a suite of aged and community care services that aim to enhance health, wellbeing and reablement, and facilitate independence and participation in the community. Services can include: domestic assistance; food services; personal care; community participation and social support; carer support; minor home maintenance and modifications; and transport. We also deliver Aged Care Packages, respite for carers and specialist nursing, allied health and visiting services.

Our specialist services include support for people experiencing homelessness

and failing tenancies, and those experiencing challenges associated with addiction, mental and physical health issues and disabilities. We also provide intensive family support to families whose children are at risk of entering the child protection system. We have a strong commitment to supporting the most vulnerable in our community and have worked to provide housing and material aid to community based asylum seekers through a humanitarian response.

We operate a multi-aged long day childcare centre for working parents and deliver community education focusing on skills development, personal growth and community participation.

Our 23 community spaces which offer over 200 activities each week provide the opportunity for people to participate in a broad range of activities.

The New Farm Neighbourhood Centre underwent renovations raising the building to provide more space and accommodate more groups and activities.



# Service adaption during the COVID-19 pandemic

In March 2020, the world as we knew it changed radically as a result of the COVID-19 pandemic.

During the pandemic, the Executive Leadership Team guided the organisation through a rapid transformation overseeing the implementation of our Disaster Management and Business Continuity Plans and associated Communication Strategy. Our Plans promote continuity and rapid recovery of critical services and functions required to support the core business of Communitfy.

Well developed workplace policies and procedures served to guide and protect our clients and workforce during the COVID pandemic. We utilised pre-screening and temperature checks, infection control practices, mandated the use of personal protective equipment, implemented social distancing rules and instructed many of our staff to work remotely. We utilised an appraisal and stabilisation approach with stand up meetings of the Corporate Team each day who monitored and managed the changing situation.

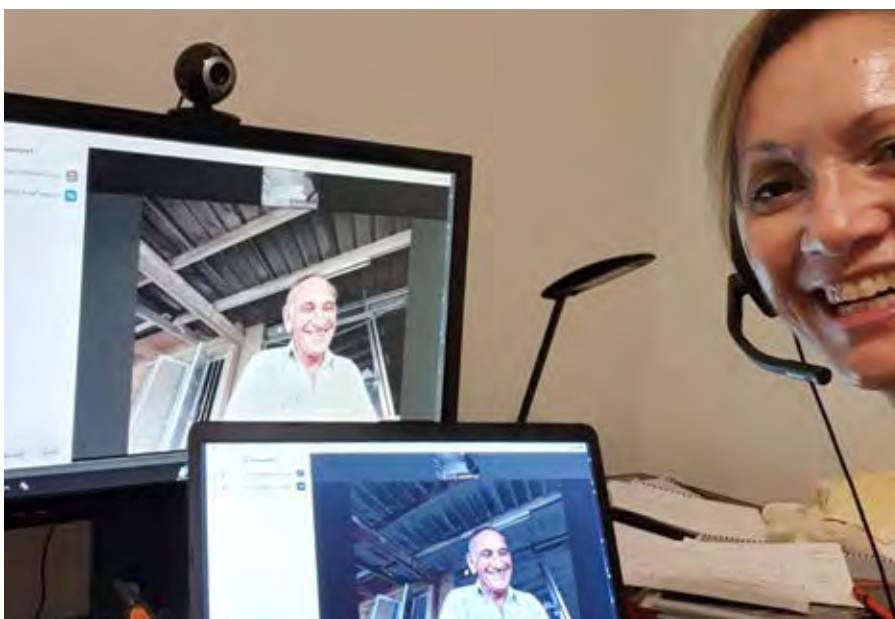
We ceased our face-to-face groups and non-essential services, established working from home arrangements, restricted access to the work sites, and made changes to rostering protocols to minimise any potential cross infections. We are proud to report that we continued to deliver safe, responsive frontline services to our most vulnerable clients. We also

scaled up our operations to deliver new offerings of additional emergency/food relief and partnered with the Department of Housing and Micah to deliver the Emergency Housing Response with over 1,600 people placed in hotel accommodation to keep them safe.

We quickly transitioned to offering virtual groups and telehealth to our mental health, aged care, NDIS and drug and alcohol rehabilitation clients. There was a significant increase in the number of people wishing to access our group and therapeutic programs so we invested in additional tablets and partnered with Aurous to extend our capacity.

We maintained the operation of our childcare centre to ensure that frontline workers continued to have the care they required for their children. Our teachers also provided a daily virtual program for the children whose parents had chosen to keep them at home.

Sylvi zooming with our Aged Care clients.





# Our year in review

Community services are affordable, flexible and provide genuine 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 help people need to live independently, to achieve personal goals and to contribute to family, community and society.

## ■ Aged Care

Our aged care services provide essential support to older members of our community to ensure they remain healthy and connected. Maintaining independence and the confidence to remain living at home is achievable when the right services and supports are in place. With a comprehensive suite of services – which can be adapted as care needs change and increase – we offer personalised services that are tailored to the individual.

In 2020, Community was recognised for our innovative aged care program and was awarded the Leading Age Services Australia's (LASA) Excellence in Aged Services Award in the category for an organisation in Queensland.

## Commonwealth Home Support Program

Our Commonwealth Home Support Program (CHSP) helps senior Australians with entry-level support to live independently and safely at home. We provide low level services including assistance with transport, housework, shopping, showering and

personal hygiene, home maintenance and modifications as well as meals, social support, nursing, allied health and therapeutic services. Our programs focus on reablement and, where possible, promote active participation in activities.

We are members of the Brisbane North PHN Healthy @ Home consortium of aged care partners committed to delivering CHSP services with a wellness and reablement focus. This program supports people to identify needs and goals and assists people to gain functional capacity through a range of service responses including a tailored exercise program.

Our day respite service, The Paddington Centre, provides health, fitness and social activities, entertainment, restaurant quality nutritious meals, and access to nursing services, occupational therapy, hairdressing, personal care and podiatry. Due to the COVID-19 outbreak in Queensland, in March 2020 The Paddington Centre closed its doors and adapted all social inclusion programs to be provided online to help our clients stay socially and physically active while in isolation. Our partnerships with

### AGED SERVICES OVER 65S



2,416

CLIENTS SUPPORTED



30,875

IN HOME SUPPORT HOURS



12,544

TRANSPORT TRIPS

Mary, Aged Care participant.

Dear Wayne,

I am penning this communiqué today with the sole purpose of advising you and your team of my entire satisfaction and unequivocal gratification for the professional and caring manner that Communiy provides me with my personal and ongoing specialised needs, via my Aged Care Package.

I feel it would be remiss of me if I did not make special mention of my absolute delight with the spectacular spring look of my front garden which is due to Communiy's Gardening Contractor Ezi Living through the exceptional talents of young Liam. Keep up the great work Communiy!

Kindly, John



TO:

Communiy

180 Jubilee Tce

Bardon Qld 4065

A message from John, a Home Care Packages client.





Victoria coordinates a team of volunteers to deliver Meals on Wheels.

# Our year in review

(continued)

Aurous and Be Connected along with the support of our volunteer Digital Mentors allowed us to deliver more than 100 tablets to participants. This program has provided isolated older people with the means and skills to access telehealth services, join activities and to stay in touch with families and our community.

Our Meals on Wheels service has become increasingly busy since the COVID-19 pandemic began in early 2020, providing essential meals and a friendly check-in as we supported senior community members in their decision to self-isolate.

Our Community Transport service has continued to provide essential travel during the pandemic, helping people attend medical appointments and our non-essential transport services recommenced in June 2020 to help people attend social outings.

## Home Care Packages

As individual requirements for assistance change over time, we are able to deliver increased and complex services under all four levels of the Home Care Package program, with services available seven days a week. Our Home Care Packages continue to be an area of significant growth for Community.

While we are pleased to be delivering all four levels of Home Care Packages we are careful to ensure that the growth of this service offering is matched by our ability to deliver high quality services by appropriately skilled and caring staff. As such our growth is underpinned with

the development of assessment tools as well as policies and procedures to support 24 hour service delivery and considered recruitment of staff who are trained and the 'right fit'. We also recently extended our team to include additional support coordinators to ensure all of our clients continue to receive close personal attention.

During the pandemic our service offerings have adapted to provide people with the services they need in the safest way possible. We have worked closely with our funding bodies who have supported us to provide flexible care within the latest best practice parameters to our most vulnerable community members.

## Our neighbourhood centres

Community's neighbourhood centres at Bardon, New Farm and Kelvin Grove are vibrant local hubs that create opportunities for people to come together around shared interests and needs, to learn, connect and contribute to their community.

Our neighbourhood centres provide a safe space and a point of contact for people experiencing difficulties; where our staff provide a friendly welcome, information, referrals and offer a range of social inclusion and skills development activities. Our centres offer different services at each site, but each provides access to food and emergency relief, No Interest Loans (NILS) and a broad range of community education and self-help programs.

### AGED SERVICES



9,206

SOCIAL  
SUPPORT  
HOURS



9,760

CENTRE-BASED  
RESPITE  
HOURS



8,083

HOURS OF  
MAINTENANCE



\$207,463

OF HOME MODIFICATIONS

### REGIONAL ASSESSMENT SERVICE (RAS)



694

HOME CARE PACKAGE  
ASSESSMENTS



# Our year in review

(continued)

## FOOD RELIEF SERVICES



2,302

VISITS TO THE PANTRY BEFORE  
CLOSING IN MARCH 2020



\$75,000

IN EMERGENCY RELIEF,  
HELPING MORE THAN 1,000  
INDIVIDUALS AND FAMILIES

We provide access to visiting services such as general practitioners, dietitians, homeopaths and house a variety of regular clinics, including the Kombi Clinic (Hep C treatment), the Legal Clinic and a Centrelink clinic. We also have a range of community spaces for hire which host a variety of external groups.

Due to the COVID-19 pandemic outbreak in March 2020, all three of our neighbourhood centres closed their doors temporarily and moved services online and offered phone support where possible.

### The Hub

The North West Community Hub at 180 Jubilee Tce, Bardon, provides social support groups and activities, emergency relief, support services and referrals for the community in inner-north and inner-west Brisbane.

### Food relief services

The Pantry was moved to The Newmarket (formally the Newmarket Bowls Club) while renovations at the North West Community Hub were underway. When doors temporarily closed in March 2020 due to the pandemic, with a significant injection of emergency relief funding and a raft of donations from our generous community, we provided electronic food vouchers and started a new initiative funded by the Department of Housing called Feeding Brisbane. This provided packages of food essentials to vulnerable people who may not be able to leave their homes.

### The Exchange

The Exchange, located in Kelvin Grove Urban Village provides support for people to join social groups, develop skills and overcome social isolation.

This year we have been able to install a much needed new kitchen thanks to financial support from the federal government's *Stronger Communities* Program and the Village Church.

During the COVID-19 pandemic, English classes and our Knitting English group moved to online video conferencing so groups could continue to build social connections and improve language skills. We provided emergency relief to people impacted by the pandemic, including international students who lost income and were not eligible for government support.

### New Farm Neighbourhood Centre

In addition to emergency relief and access to free help on a range of issues, the centre also provides amenities, such as a shower, laundry facilities, and access to food, as well as a variety of social activities to suit everyone.

The Cart brings the community together around great coffee. Anyone can drop in, provide a pay-it-forward coffee for another, or connect with other community members. The Cart is an initiative of the Patrons of New Farm and is generously supported by Merlo Coffee.

This year the New Farm Neighbourhood Centre underwent significant renovations to create a space that better

Our offices and The Hub at 180 Jubilee Terrace, Bardon, underwent significant renovations improving the amenity of our buildings for visitors and staff.







With a growing emphasis on education in early childhood development we acknowledge that the importance of play and fun are integral to the development of young children.

# Our year in review

(continued)

supports the community. The upgrade has added an additional 193.5m<sup>2</sup> of floor area to the centre, providing more functional spaces for activities, and improved bathrooms and laundry facilities for our visitors. There are additional counselling and treatment rooms, a new commercial grade kitchen, and a large multi-use space.

We relocated to a temporary site for the duration of the renovations and remained fully operational until doors closed in March 2020.

Brisbane Powerhouse continued to host our vibrant Politics in the Pub conversations during 2019 and the start of 2020. ABC Brisbane's Rebecca Levingston joined us as MC alongside a diverse panel of politicians, policy makers and thought leaders who discussed key contemporary issues facing our community in a free public forum. There were three events held during 2019/2020, and the fourth event was cancelled due to the pandemic.

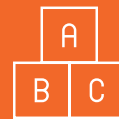
## ■ Childcare

Our centre fosters a nurturing, caring environment for all children and their families. We follow the Early Years Learning framework to deliver a program and an environment that supports children to develop new skills or practise recently acquired ones.

Over the 2019 Christmas break we increased the coverage of the outdoor roof of our childcare centre, improved the downstairs toilet facilities, and incorporated stairs and a new deck adjacent to the centre to extend our play area. Our new store room for childcare resources is much bigger allowing for safe lifting and better storage solutions.

During the pandemic, the centre closed for one week before the government's 'free childcare' program was announced and we were able to reopen with reduced capacity, admitting just 10 children a day. As we strived to sustain our childcare program we held daily play sessions for a small fee that our families who were not attending could join. We are proud to have been able to stay open during this difficult time to provide care for our families, many of whom are frontline workers.

### CHILDCARE



100%

OCCUPANCY IN OUR  
CHILDCARE CENTRE

35

OVER  
2 YEARS  
OF AGE

4

UNDER  
2 YEARS  
OF AGE

### DURING COVID-19



50%

REDUCTION IN  
ATTENDANCE



100%

RETENTION  
OF FAMILIES





## ■ Hands on Projects

### Hands on Art

Hands on Art is a small community arts program providing affordable art classes for kids and adults alongside commissioned events and projects. The program also focuses on supporting local artists through providing a contact registry, an exhibition space for hire, and hosts theatre and creative events.

Hands on Art has operated as an incorporated association and has been supported by Communify with administration and project coordination assistance. The Hands on Art management committee and Communify's Board have explored options for the ongoing operations of this largely volunteer led community program. With consideration of the needs of a number of small community programs this year, Communify's Board have decided to establish a new entity, Hands on Projects, which will host the Hands on Art program and will provide an auspicing and support platform for new and emerging programs and projects in the community.

### Community gardens

This year we welcomed Chapel Hill Community Garden and The Brook Community Garden to our growing number of local community gardens. Located at the former pony club site in Mitchelton alongside Kedron Brook, The Brook garden shares Brisbane City Council land with Valleys Cricket Club. Chapel Hill Community Garden, with

generous support from Brisbane City Council, is establishing a new space at the Green Hill Reservoir which will provide a welcome facility for the local community to come together to grow edible plants.

Green Corner in Ashgrove and Kelvin Grove Community Garden in Kundu Park are now well established gardens where locals come together to share knowledge and experience the joy of growing their own food. The Brook and Kelvin Grove community gardens host Brisbane City Council community composting hubs. These hubs make an important contribution to reducing landfill while providing rich compost for our gardens.

### The Free Range Library

The Free Range Library delivers donated and rescued books to neighbourhood centres, homeless shelters and to people who love to read but who may not have access to a library or have means to purchase books.

This year the library volunteers have formed partnerships with local schools and the RSPCA along with an ongoing relationship with Brisbane Airport ensuring a supply of books for our readers. The group also continues to seek small grants to support the purchase of reading glasses which are distributed through our HART4000 program. The Free Range Library participates in the twice yearly Homeless Connect event where many hundreds of books and reading glasses have found new homes.





Yukari making lanterns for Hands on Art's Shine a Light on Child Protection Week project.





## RECOVERY & DISCOVERY CENTRE

### ANN'S STORY

"If you had told me I would be where I am today a year ago, I wouldn't have believed you. I'm a new woman."

Ann came to the Recovery and Discovery Centre looking for support for severe and complex mental health issues. Her goals were to be connected with the community, make new friends and improve her mental health.

One-on-one psychosocial support helped Ann with techniques to overcome negative emotions, and grow her confidence and independence through learning new skills. We connected Ann with educational and social groups to help her form social connections and find a positive reason to leave her home.

"Before accessing support I was in a very dark spot and I wasn't living my life to the fullest. Now I have my identity and self-esteem back – it feels like I have wings!" Ann said. "I have found positivity and I have so much hope and excitement for my future. I have grown and learnt so much with the support I've had – I especially enjoyed the group activities."

During the time she's been with us, Ann has participated in many of our support groups, such as Living Well with Anxiety, Art Therapy, Aqua Yoga and our Terrific Tuesdays social group that takes outings together. Ann uses our community transport service to get to hospital appointments and social activities, and Ann recently joined our Digital Inclusion Program which gives people the confidence to get online.

"I love the different groups offered through Communify. I especially love Art Therapy, it sparked my creativity! I have met so many wonderful people and I have learnt so much along the way. Communify has helped me become open to new ideas and to try new things. Nobody judges you and everyone is always friendly and kind! I'm excited to transition into support with My Aged Care."

Anne is about to turn 65 and will continue to receive individualised support through our aged care services. She will continue to attend social and education groups, and will also receive specific age related support from our team.

# Our year in review

(continued)

## ■ Mental health programs

Community delivers a comprehensive suite of services to support people living with a mental illness. We're committed to delivering tailored support, with services that respond to personal challenges and goals.

### Recovery & Discovery Centre

The Recovery and Discovery Centre provides integrated services for people living with severe and complex mental illness. The program provides a tailored approach to each client and provides access to a wide variety of psychosocial and psychological therapy groups, including trauma sensitive yoga, art therapy and healthy living programs.

Community, together with our consortium partners (Toowong Private Hospital, Brisbane Youth Service, Open Minds Headspace, Eating Disorders Queensland and Wesley Mission), received funding from the Brisbane North Primary Health Network to deliver the Mental Health Hub through a hub and spoke model, for the Royal Brisbane Hospital region.

The Recovery and Discovery Centre's team works with other Community programs, Intensive Family Support, HART4000, Springboard, the National Disability Insurance Scheme (NDIS), and our Aged Care service to ensure wrap-around supports are provided.

### Springboard

Springboard is an 18-week community-based day drug and alcohol rehabilitation program for people who have completed supervised detoxification or are stabilised on an opioid replacement program. The program has been developed using evidence-based therapy and harm minimisation frameworks and is delivered in two phases; six weeks of group treatment followed by 12 weeks of counselling, case management and weekly peer support.

The program aims to carry out six intakes per year. In March 2020 the COVID-19 pandemic caused face-to-face groups to be cancelled temporarily until the program and most participants adapted to a online format.

Throughout the changes, this holistic program has been successful in supporting people to gain the knowledge, skills and connection required to start their individual recovery journey with confidence, resilience and support. We have shared the joys of many participants who have graduated and returned to work, study and other meaningful activity, enjoyed improved relationships with themselves and others, and taken positive steps to work through challenges as they arise.

#### MENTAL HEALTH PROGRAMS



400+

PEOPLE SUPPORTED

#### SPRINGBOARD PROGRAM



86

PARTICIPANTS IN  
GROUP TREATMENT



562

INDIVIDUAL SUPPORT SESSIONS



# Our year in review

(continued)

## HART4000



428+

INDIVIDUALS AND FAMILIES  
PLACED INTO TEMPORARY  
ACCOMMODATION

"We believe and are advocating for a housing first model, housing that is appropriate, secure and self-contained. We need investment in new housing stock and tenancy sustainment."

**Karen Dare** – CEO, Communify

## COMMUNITY CARE



1,652 GROUP ACTIVITY HOURS  
1,780 IN HOME SUPPORT HOURS  
1,793 TRANSPORT TRIPS

## ■ National Disability Insurance Scheme (NDIS)

Our NDIS program takes a whole of life approach to working with participants and is based around the development of individualised, flexible plans to support people to achieve their personal goals.

Our NDIS program provides support to the most vulnerable people in our community focusing on those who have no family involved in their lives, have ageing parents, multiple and complex health needs, live in mental health housing, or live with addictions and are isolated and marginalised.

We provide an integrated approach for complex and interrelated needs and facilitate service access pathways through to our complementary programs, the Recovery and Discovery Centre, our homelessness and Aged Care services. We are able to maximise the resources within and beyond a person's approved NDIS package by supporting them to access suitable programs and activities within a safe and familiar environment.

During the pandemic, to ensure our participants remained connected to the services that they rely on, we provided support to access the new telehealth service and digital social connection activities. The NDIS team helped participants to understand information about the development of the COVID-19 pandemic to ensure people could stay safe in our community.

A key focus over the year has been preparing participants for their annual plan reviews. We work alongside participants and arm them with the knowledge and support they need to navigate their often complex plans, to better understand and manage their own funding and become more involved in their own solutions.

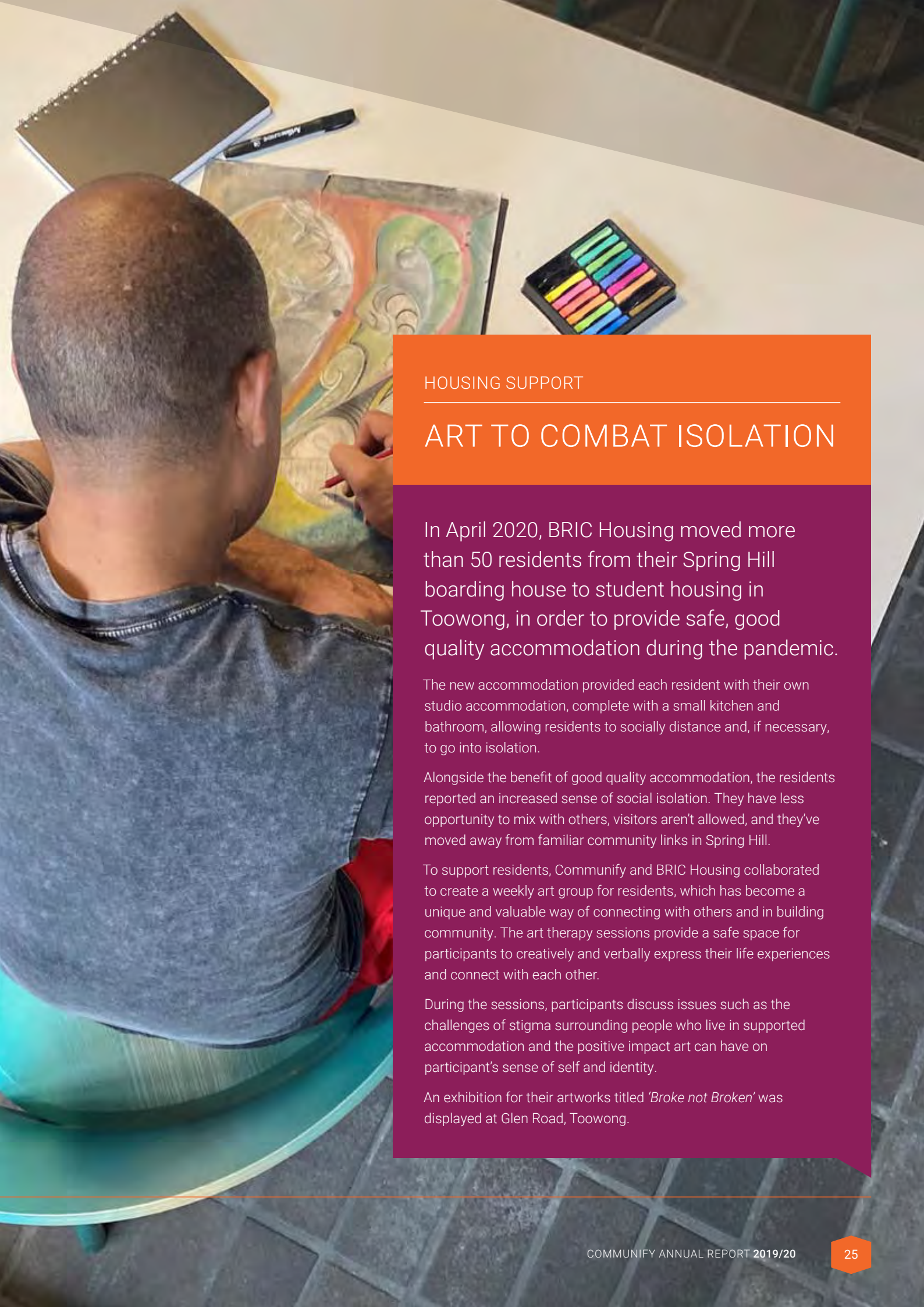
## ■ Housing and Homelessness

We believe that housing is a basic human right and we help people to find sustainable housing that is suitable for their needs. Our housing support services help with housing advocacy, direct referrals to emergency accommodation providers and social housing, case coordination and support.

Included in our approach to supporting people experiencing disadvantage or who are at risk of homelessness is the provision of Community Care activities. These include group activities, transport and in home support.

## HART4000

Communify's Homelessness Assessment and Referral Team (HART) works closely with anyone who may be homeless or at risk of becoming homeless in Brisbane. The team assists with housing advocacy so people can get housed and stay housed. We offer people case coordination and support and help to find sustainable, suitable housing. The HART4000 team also work with the Intensive Family Support team



## HOUSING SUPPORT

# ART TO COMBAT ISOLATION

In April 2020, BRIC Housing moved more than 50 residents from their Spring Hill boarding house to student housing in Toowong, in order to provide safe, good quality accommodation during the pandemic.

The new accommodation provided each resident with their own studio accommodation, complete with a small kitchen and bathroom, allowing residents to socially distance and, if necessary, to go into isolation.

Alongside the benefit of good quality accommodation, the residents reported an increased sense of social isolation. They have less opportunity to mix with others, visitors aren't allowed, and they've moved away from familiar community links in Spring Hill.

To support residents, Community and BRIC Housing collaborated to create a weekly art group for residents, which has become a unique and valuable way of connecting with others and in building community. The art therapy sessions provide a safe space for participants to creatively and verbally express their life experiences and connect with each other.

During the sessions, participants discuss issues such as the challenges of stigma surrounding people who live in supported accommodation and the positive impact art can have on participant's sense of self and identity.

An exhibition for their artworks titled '*Broke not Broken*' was displayed at Glen Road, Toowong.





In Brian's home country, Uganda, school children would hunt for lids from fizzy drink bottles to make into beaded necklaces and bracelets. Brian taught this 'art-cycling' skill to participants at The Recovery and Discovery Centre.

# Our year in review

(continued)

who can provide support to families and linking to services that can help to make a difference.

As the global COVID-19 pandemic evolved, HART4000 worked with more than 300 people who were sleeping rough, couch surfing or living in boarding houses with communal bathrooms and kitchens where they could not socially distance or isolate if needed. Our team were able to support this group to move to safe, temporary accommodation. We also helped people who had secured long-term housing to set up their homes with essential furniture and household goods.

## Sustaining Tenancies

In early 2020 we received funding from Brisbane City Council's *Pathways Out of Homelessness* initiative to deliver a free program, in partnership with Bric Housing and Brisbane Housing Company.

We have developed a program that supports people living in inner-city boarding houses and studios who are at risk of losing their tenancy. The program provides practical assistance to help people to stay housed with support including advocacy, employment pathways and ongoing personalised support for day-to-day living.

## Smart Meals initiative

Community has partnered with StreetSmart Australia and local cafés to deliver freshly prepared meals to people who are staying in crisis accommodation during the COVID-19 pandemic. The program provides vital income for cafes and ensures work for vulnerable hospitality workers while feeding people.

The partnership has delivered up to 50 meals a day since March 2020 across 10 different locations.

## Multicultural programs

Our multicultural programs support people in Queensland who are seeking asylum and vulnerable refugees on temporary visas.

## Asylum Circle

Community provides crisis accommodation for single men seeking asylum experiencing financial hardship due to their visa status and current immigration policies. The program's 18 fully self-contained studio units provide safe and secure housing for this vulnerable cohort.

## ASYLUM SEEKER & REFUGEE ASSISTANCE



# 435

PEOPLE ASSISTED THROUGH THE CONSORTIUM



Sam delivering Smart Meals prepared by local Paddington cafe, Sassafras.



# Our year in review

(continued)

## INTENSIVE FAMILY SUPPORT



57

FAMILIES ASSISTED



5,368

SUPPORT HOURS



29

CASES CLOSED WITH  
MOST NEEDS MET

### Asylum Seeker and Refugee Assistance (ASRA)

The Asylum Seeker and Refugee Assistance program is a collaborative initiative that supports the needs of people seeking asylum and vulnerable refugees on temporary visas in Queensland by providing emergency relief and social support. The Queensland Government has allocated \$3.5M funding for the program for the next two years (2019-2021). The program is delivered in collaboration with Australian Red Cross, Refugee and Immigration Legal Service, Queensland Program of Assistance to Survivors of Torture and Trauma, Multicultural Australia, Mercy Community/Romero Centre and World Wellness Group.

As a response to COVID-19 and in recognition of increased demand for support, the Queensland Government increased funding by \$420,000 in May 2020. People seeking asylum who arrived by plane and are living in Queensland can now be included in the ASRA Program. Previously these people were not eligible for any government funded support services.

### ■ Intensive Family Support

Brisbane North Intensive Family Support (IFS) is a partnership between Communitify and Act for Kids. The program provides case management support to families at risk of entering the statutory child protection system. The support includes life skills training, practical parenting support, linking to other agencies and help with addressing issues including domestic violence, substance abuse and mental health.

In September 2019, Communitify held a professional forum for Queensland Child Protection Week where a panel of experts discussed 'Neglect as an Early Warning Sign of Children at Risk', followed by a Q&A session. In early 2020 the IFS team collaborated with our neighbourhood centre team to deliver a parenting group that focused on education and early intervention. The team also collaborated with our Recovery and Discovery Centre to deliver a trauma-informed playgroup for families called Little Chickens.



## INTENSIVE FAMILY SUPPORT

### TYLER'S\* STORY

Tyler's dad lost his job during the COVID-19 pandemic, and the family had been evicted from their home and were living in a motel.

Tyler had difficulty at school and was often in trouble for yelling and being disruptive in class.

Tyler's family connected with our HART4000 team for help finding secure housing. Through HART4000, Tyler and his family found suitable social housing and now are in a position to find a long-term rental that will provide more space.

The family was referred to the North Brisbane Intensive Family Support (IFS) program for help with parenting, and building positive and supportive relationships. Tyler's family worked to create an action plan to ensure each family member received the help and support they need.

We helped Tyler's parents with parenting support and strategies to create a healthy family environment. They developed their own family rules and consequences, improved one-on-one relationships and family cohesion, and developed coping strategies for any future hurdles.

Tyler's school are working in conjunction with a paediatrician, IFS and his parents to assist him to be able to reach his full potential. He recently graduated from Queensland Education's R.O.C.K.E.T. (Resilient Optimistic Compassionate Kids Exploring Together) program which helps young kids build self-regulation skills.

Tyler's parents continue to work on their parenting strategies and budgeting skills, and Tyler's mum is receiving counselling to improve her mental health.

We will continue supporting Tyler and his family to help them create the family home they've always wanted.

\* Name changed to protect client's privacy.

Little Chickens Playgroup facilitated by IFS.



## Community spaces

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We manage 23 wonderful halls and meeting rooms that host a variety of events, classes, support groups and activities presented by over 690 venue hirers. From children's dance classes, book clubs to self-help groups we've got something for just about everyone.

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We are proud of our partnerships with our venue owners and especially Brisbane City Council who work closely with us to offer these safe, accessible and affordable spaces for hire.

Our venues closed for three months reopening in June with a COVID-19 plans in place. All hirers completed an individual COVID-19 Safe Checklist for their activity before they commenced their sessions.



Gina, gentle exercise and yoga teacher.

# The SUBSTATION

Paddington Substation,  
home of Hands on Art.

## Venue management statistics 2019/20

Purpose/activity	Annual Bookings	Visits to Venues
Exhibitions or performances	32	640
Art, music, dance, drama	2,528	37,920
Children's activities	727	10,905
Events and celebrations	104	7,800
Health and fitness	1,188	23,760
Mental health	290	2,320
Self-help	701	7,010
Seniors activities	47	705
Social groups/meetings	290	5,800
Spiritual and religious	184	7,360
Training and education	383	5,745
Community	1,247	18,705
<b>TOTAL 2019/20</b>	<b>7,721</b>	<b>128,370</b>

## COMMUNITY SPACES



690

UNIQUE VENUE HIRERS

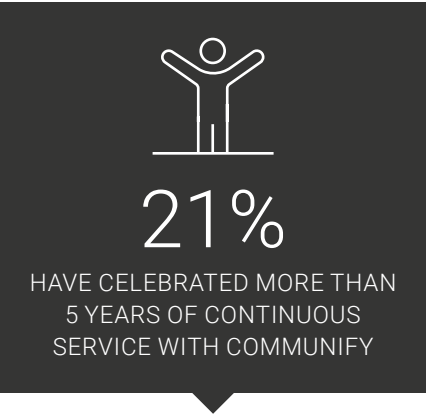


7,721

ACTIVITY BOOKINGS



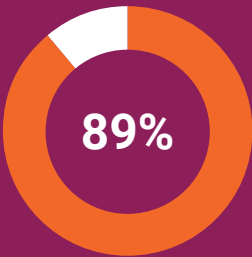
# Our people



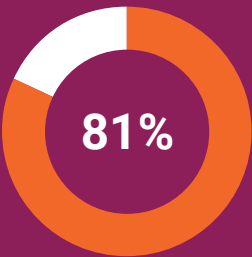
Communify has continued to deliver clear and regular communication and leadership throughout the pandemic, ensuring trust and confidence is maintained as services adapted to being delivered remotely where possible.

## Employee Survey Results

94%	94%	87%	88%	95%
said that they were receiving timely and credible information about the pandemic and the organisation's plan to manage through it.	said that they have the resources needed to fulfil their roles during the pandemic.	said that they have the support they need to stay healthy during the pandemic.	said they have the support to balance work and personal responsibilities during the pandemic.	said they have confidence in Communify's ability to manage through this crisis successfully.



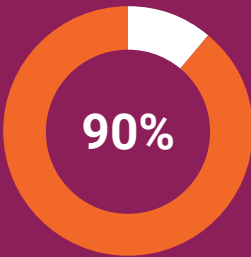
staff retention rate



felt very safe working at Communify and in the community during the pandemic



continued to provide essential outreach support following strict health and safety requirements

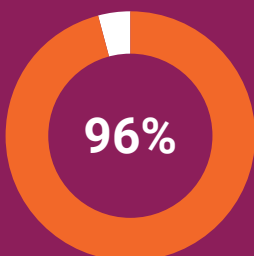
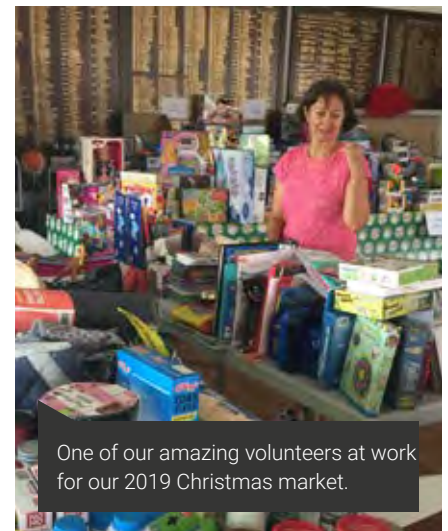


of office based staff adapted to working remotely during the first week of the pandemic

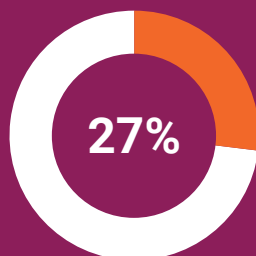
# Our volunteers

Over 240 volunteers offer their time to help Community deliver services and support our community.

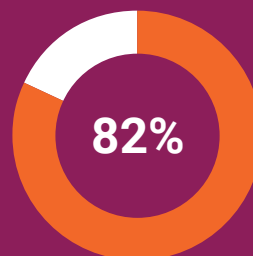
Volunteers are vital to the delivery of many of our services and programs. The COVID-19 pandemic has brought significant changes to our volunteer program as many of our volunteers paused their involvement mainly due to their own or family members' vulnerabilities. Some of our volunteers had roles that stopped or pivoted to activities including remote digital social support programs, essential non-contact food delivery and phone check-ins for our older clients. Since March we have received many new volunteer registrations from community members whose paid work had stopped or who just wanted to help with the pandemic response in any way they could. Our team has been so appreciative of everyone during this time who offered their assistance.



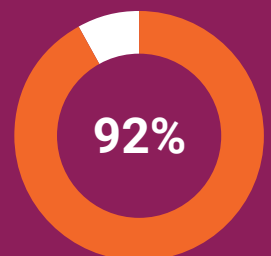
said they choose to volunteer to 'give back'



said they volunteer to make social connections



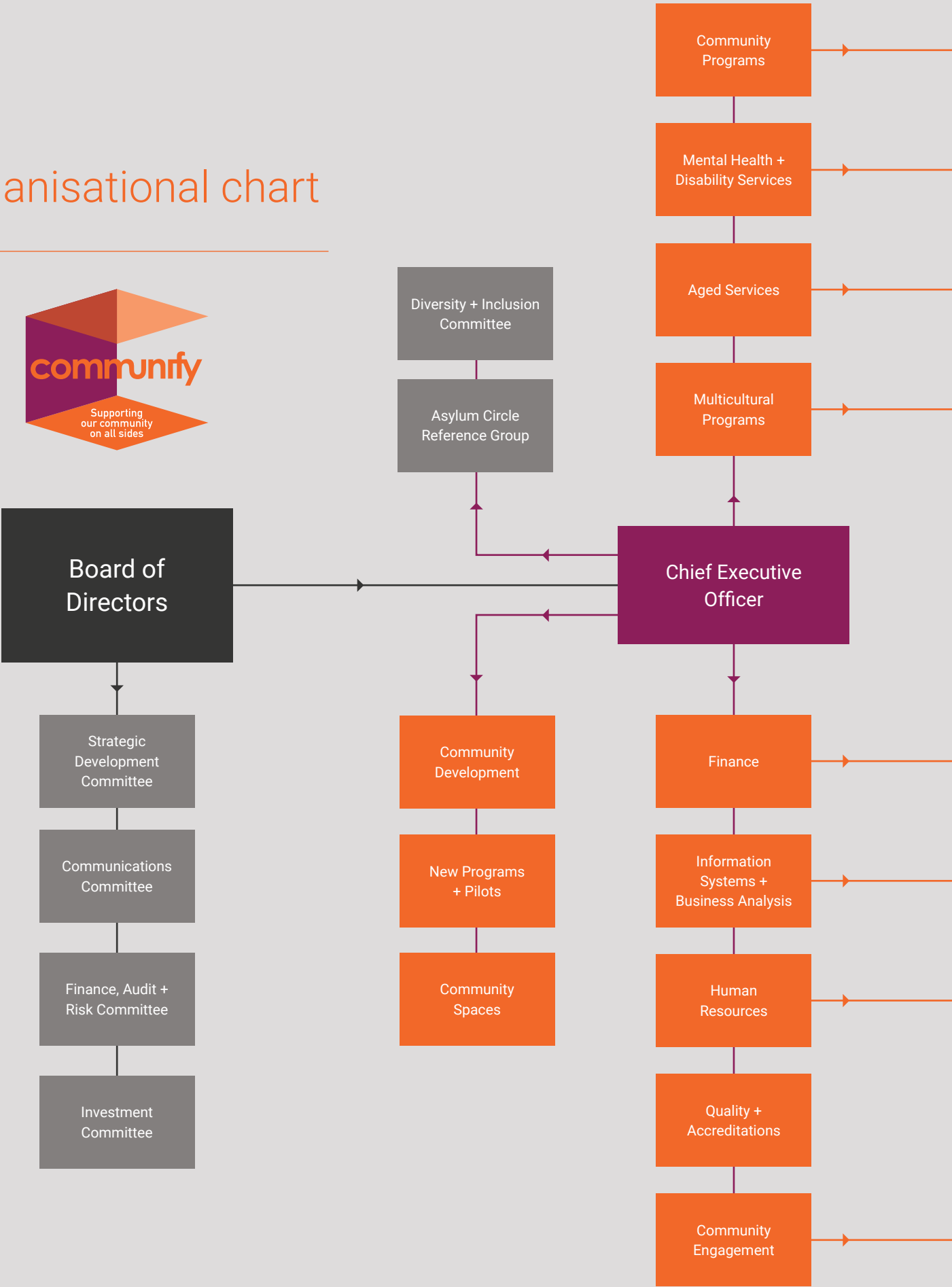
felt appreciated by their team

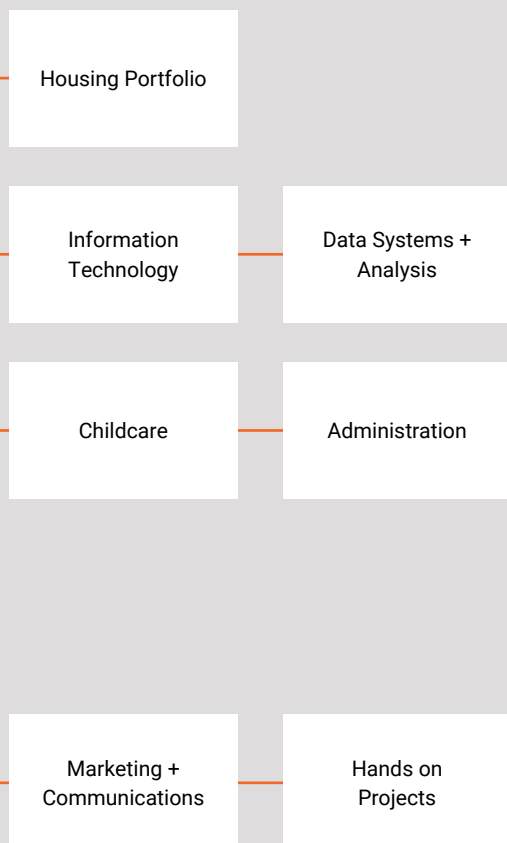
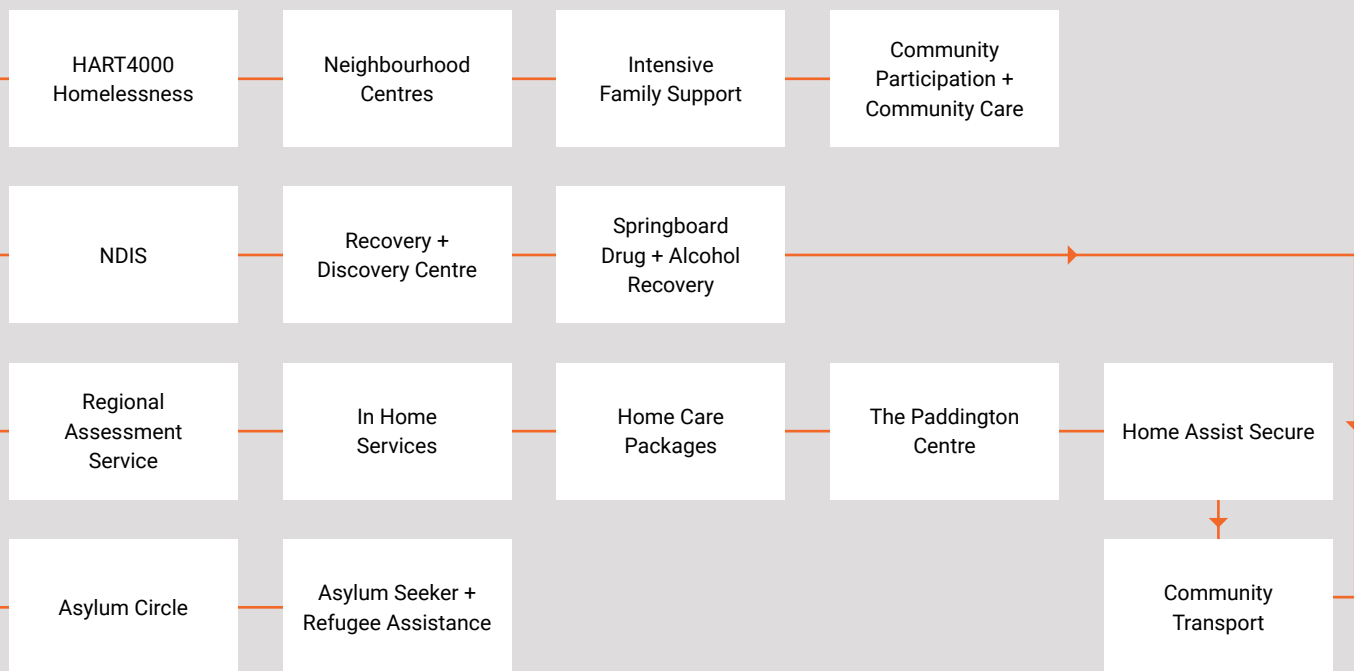


rated their volunteer experience as good or excellent



# Organisational chart





Some of the members of our Diversity & Inclusion Committee.





A generous donation from the  
O'Brien Group Australia, Suncorp Stadium.





HOUSING & HOMELESSNESS  
SMART MEALS INITIATIVE



600

PRE-COOKED MEALS EACH  
FORTNIGHT TO DV SHELTERS  
& BOARDING HOUSES



UP TO 50

MEALS A DAY FUNDED BY  
STREET SMART AUSTRALIA



200

FOOD BOXES HOME DELIVERED  
EACH WEEK TO VULNERABLE  
COMMUNITY MEMBERS

Sassafra's Canteen working  
with the Smart Meals program.



# Financial Report 2019/20

During the last 12 months, Communify's finance team completed the implementation of programs to improve the accounts payable function. The new programs are fully integrated with our general ledger system and utilises optical character recognition to scan supplier invoices and extract essential data. The key data plus permanent digitised records are now fully integrated within accounts payable to improve timeliness, eliminate manual handling, and reduce paper. This implementation has helped the finance team process a massive 17,423 accounts payable transactions. This increased processing is 21% more than 2019 and 50% more than 2018.

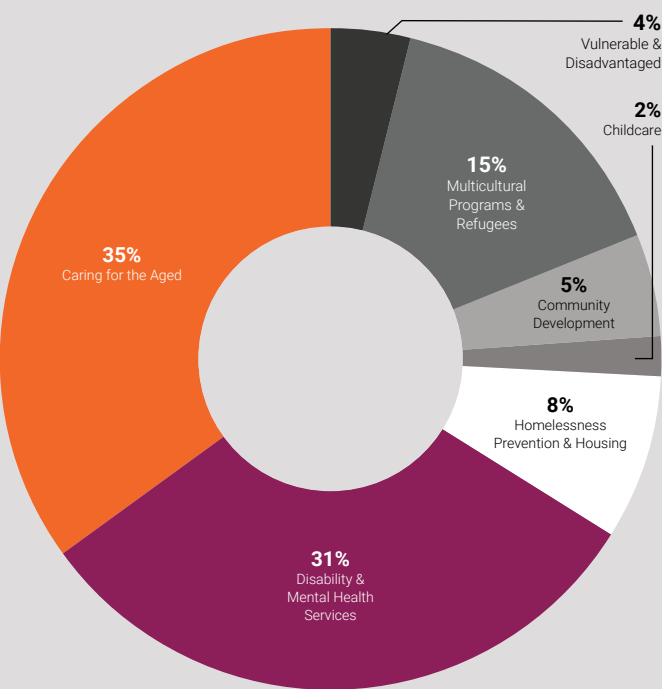
The increase in client services during this year also resulted in an increase in the number of staff and the finance team processed 4,421 payroll transactions which was 8% more than the prior year.

Communify's prompt response to COVID resulted in new services, additional funding for COVID support, additional staff resources, and a substantial increase in requirements for the finance team to support the many Communify staff delivering services to our clients.

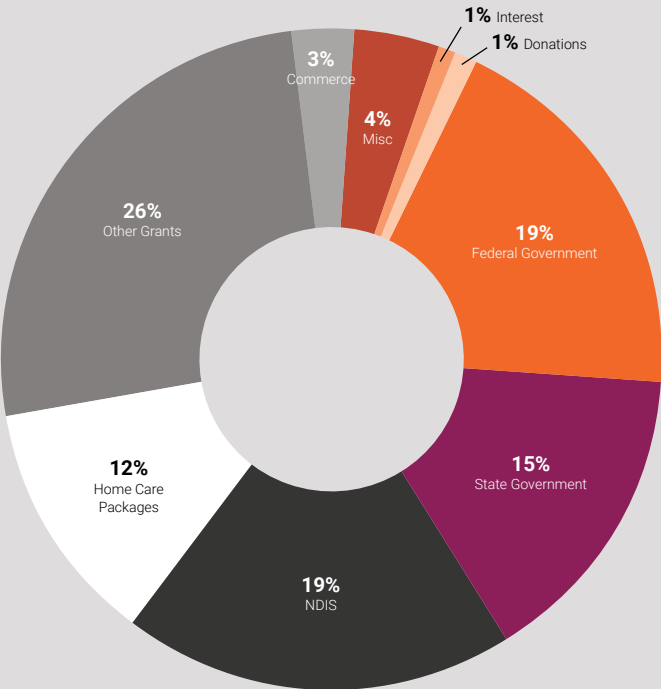
Communify's main source of income is derived by contracts with state and federal government agencies enabling us to effectively support the local

community. Communify also receives generous help through donations, philanthropy, and the Patrons of New Farm. Communify continues to provide affordable social housing with our units at Red Hill, our apartments at Lutwyche, and a unit complex in Bardon.

Investment in Community



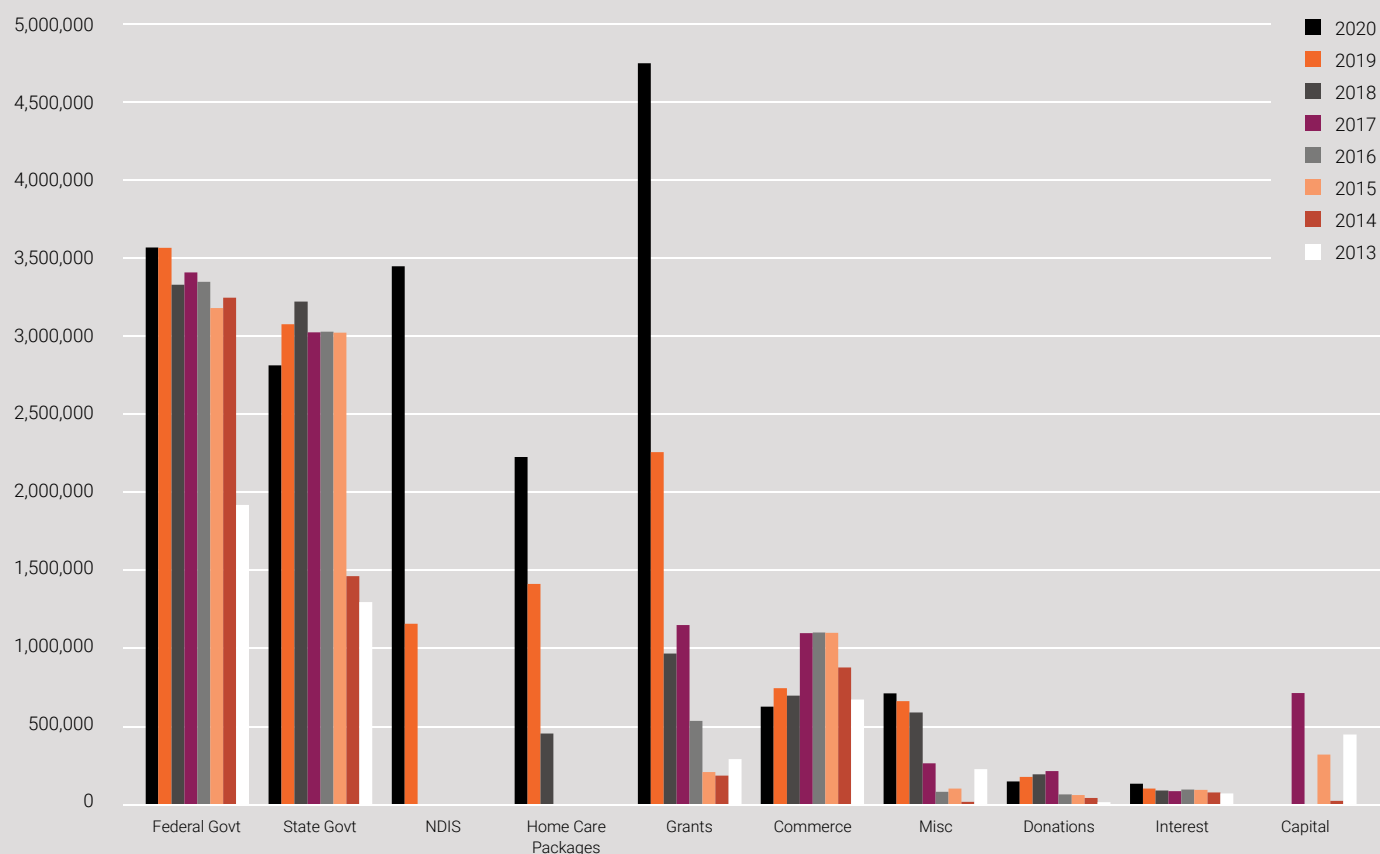
Income Sources



## Revenue and Other Income

Source	\$ 2020	\$ 2019	\$ 2018	\$ 2017	\$ 2016
Capital Grants	–	–	137,600	716,800	–
Childcare Income	405,470	441,256	409,942	381,069	362,808
Client Contributions	252,792	297,168	374,065	300,724	312,229
Dividends & Distributions	–	28,457	–	–	–
Donations	79,509	97,121	34,707	217,747	70,041
Home Care Packages	2,223,516	1,414,596	458,756	–	–
Housing Income	110,136	114,029	108,104	72,242	97,812
Interest Income	138,405	73,681	92,635	90,883	99,905
NDIS	3,441,664	1,159,021	1,391	–	–
Operating Grants, Consortia & Partnerships	10,976,519	8,834,056	7,368,499	7,571,926	6,903,223
Philanthropic & Social Enterprise Income	73,453	88,896	147,442	–	–
Venue Hire Income	223,624	333,417	321,194	311,946	273,808
Other Income	482,844	269,268	227,519	299,481	144,059
<b>TOTAL</b>	<b>18,407,934</b>	<b>13,150,966</b>	<b>9,681,854</b>	<b>9,962,818</b>	<b>8,263,885</b>

## Funding Sources





# Financial Statement 2019/20

(continued)

	2019/20	2018/19
What Income Did We Receive?	\$,000	\$,000
– Operating Grants	16,035	11,408
– Capital Grants	–	–
– Childcare Services	405	441
– Donations & Fundraising	136	136
– Social Enterprise	17	50
– Venue Hire	224	333
– Other Sources	1,591	783
<b>TOTAL INCOME</b>	<b>18,408</b>	<b>13,151</b>
What Expenses Did We Have?	\$,000	\$,000
– Employee Costs	8,892	7,373
– Client Costs	6,689	3,150
– Housing & Property Costs	113	198
– Depreciation of Assets	345	345
– Loss on Sale of Property	–	–
– Administration Costs	1,347	1,069
– Insurance	113	100
– Motor Vehicle Costs	93	93
<b>TOTAL EXPENSES</b>	<b>17,592</b>	<b>12,328</b>
What We Own	\$,000	\$,000
– Cash Investments	6,023	6,064
– Amounts Owed to Us	105	194
– Other Current Assets	627	180
– Property, Vehicles, Equipment & Software	6,639	5,912
<b>OUR TOTAL ASSETS</b>	<b>13,394</b>	<b>12,350</b>
What We Owe	\$,000	\$,000
– Amounts We Owe to Suppliers	1,446	1,231
– Entitlements of Our Employees	960	490
<b>OUR TOTAL LIABILITIES</b>	<b>2,406</b>	<b>1,721</b>
<b>OUR TOTAL NET ASSETS</b>	<b>10,988</b>	<b>10,629</b>

# Quality systems and accreditations

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

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

To date we have successfully achieved:

- ISO 9001:2015
- Human Services Quality Standards (HSQF)
- National Disability Insurance Scheme (NDIS) Approved Provider Registration (August 2018)
- Approved as a Provider under the Aged Care Act 1997
- Accreditation against the Home Care Standards (April 2016) and interim review against new Aged Care Quality Standards
- National Regulatory System for Community Housing
- Childcare Service overall rating 'Exceeding National Quality Standard'.

Throughout 2020, Community has continued to excel in our mandatory, external certification audits. For the first time, we participated in virtual site audits to maintain our accreditation against HSQF and ISO due to COVID restrictions. Despite the challenges that this presented, we were able to demonstrate to our auditors that Community maintains compliance with a broad range of industry standards.

A major focus in the continuous improvement agenda this year was further strengthening our information privacy and data security across the organisation. Protecting the information that we collect and store about the people we work with, is of the highest priority to Community and that is why we invest in robust systems and ongoing practice development in line with most current legislative and industry requirements.

This past year we have taken a deep dive into the ways in which we manage risk across the organisation. Our focus has been on ensuring that there is seamless integration of our risk management strategies at various levels of the organisation, from operations, through strategy and to governance. The COVID-19 pandemic gave us an opportunity to test and further refine our risk approach through carefully managed business continuity planning. This involved a highly coordinated incident management strategy that prioritised seeking, interpreting and disseminating timely and accurate communication about emerging circumstances throughout our workforce. This enabled us to fully understand the impacts of risks, directives and restrictions as a foundation for robust decision making to maintain the highest standards of safety for everyone.



# Strategic Plan 2020–2022



## OUR VISION

### What we hope for:

An engaged,  
unified community  
leading change.

## OUR MISSION

### Why we are here:

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

## STRATEGIC PILLARS

### Key Success Factors

# 1

## 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.

### ACHIEVEMENTS:

- Additional \$420,000 provided to Asylum Seeker and Refugee Assistance program to support asylum seekers, with no income, who arrived by plane.
- People with no income were included in the Department of Housing Emergency Housing Response.

# 2

## 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.
- Use partnerships, co-design and client engagement to improve service delivery models.

### ACHIEVEMENTS:

- Worked in partnership with Department of Housing and Micah to house over 1,600 people in emergency accommodation during the COVID pandemic.
- Received BCC Pathways out of Homelessness funding to develop a service to Sustain at Risk Tenancies in partnership with Brisbane Housing Company and BRIC Housing.

# 3

## HIGH PROFILE

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

### 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 Communify's client advocacy program using innovative pathways and tools to increase referrals.

### ACHIEVEMENTS:

- Refreshed branding implemented organisation wide.
- New websites for Communify and Hands on Art with enhanced accessibility and mobile device functionality.
- Increased social media engagement across all channels.

# 4

## SUSTAINABLE

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

### WE WILL:

- Refine Communify'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 Communify'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.

### ACHIEVEMENTS:

- Implemented the Ferret Software paperless document system.
- Completed the upgrade of our Bardon site and invested in the upgrade of the New Farm Neighbourhood Centre.

## ENABLERS

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



# Partners and supporters

There are many supporters of Community who contribute funds, volunteer hours and generous donations as well as organisations that we work closely with to deliver services and activities to our community.

## FUNDERS

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

## DONORS & CHAMPIONS

- Australian Labor Party – Barooka Branch
- Banneton Bakery
- Catholic Religious Australia Qld
- Cox Family
- Fruity Capers
- Grill'd Local Matters Program
- Harcourts Foundation
- Lions Club Bardon
- Lions Club New Farm
- Iululemon
- Mongrel Bar
- Mums for Refugees
- Order of St Lazarus
- Patrons of New Farm
- Peace Through Justice Group (Western suburbs ecumenical)
- Rotary Club Ithaca
- Rotary Club New Farm
- Scomodo Voce Singers
- Scratch Bar
- Siganto Family Foundation
- Sisters of Mercy
- Westside Community Services

## OUR PARTNERS

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

## OUR CONSORTIA BUDDIES

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

## Recovery and Discovery Centre

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

## Under 1 Roof Partners

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

## Transport Consortia

- Burnie Brae
- Centacare

## Dementia Respite Consortia

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

## Asylum Seeker and Refugee Program

- Multicultural Australia
- QPASTT
- RAILS
- Red Cross
- Romero Centre/Mercy
- World Wellness Group

## New Farm Neighbourhood Centre Health Clinic

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

## HART4000 Brokerage

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

## HART4000 MOUs

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

## ASYLUM CIRCLE RESEARCH PARTNERS

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



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

## MATES

- Access Arts
- All About Fruit
- Allianz
- Alzheimer's Australia
- AMPARO Advocacy
- Anglicare Homeless Services for Women and Families
- Apex
- Ashgrove Bowls Club
- Ashgrove State School
- Ashgrove West Uniting Church
- ATG Building Group
- Australian Catering
- Australian Catholic University
- Australian Hearing Van
- Baking Mums of New Farm
- Bank St Kindy
- Bardon Anglican Church
- Bardon Bakehouse
- Bardon Physio
- Bardon State School
- Basic Rights Qld
- Beacon Strategies
- Bedford Park Stakeholders Committee
- Blue Care Red Hill
- Bowman Johnson Hostel
- BRASS Network
- BRIC Housing
- Brisbane Boys Grammar
- Brisbane Girls Grammar
- Brisbane Housing Company
- Brisbane Powerhouse
- Brisbane Tree Experts
- Brisbane Youth Service
- Brook Red
- Brumby's — Red Hill
- Bunnings Stafford, Tennerife
- Caxton Legal Service
- CBRE Asset Services Centre
- Chessmates
- Christ Church Milton
- Compass Housing
- Community Canteen
- Dello Mano
- Digital Media Research
- Digivan
- Dressed for Success
- Emmanuel Uniting Church
- Empyrean Lighting
- EPIC — Employment
- Federal Loves Refugees
- Foodbank
- Forde Physio
- Fortitude Valley Chamber of Commerce
- Friends of Bardon Transitional Accommodation
- Gabba Business Association
- Givit
- Going for a Song Choir
- Good Samaritans
- Greater Brisbane Hoarding and Squalor Strategies Group
- Griffith University
- Harmony Place
- Hilder Road State School
- Holy Spirit School
- Homemaker The Valley
- Hope Church
- IGA New Farm
- Inala Community House
- INCH Housing
- Indooroopilly Uniting Church
- Innercity Interagency
- Ithaca State School
- Jeays Street Centre
- Keperra Sanctuary
- Kombi Clinic
- LawRight
- Lions Club New Farm
- Lions Clubs
- Living Here Cush Partners
- Loaded Food Co Cafes
- Loud and Clear Choir
- Mallow Sustainability
- Marist College Ashgrove
- McGrath Real Estate
- McPhee Lawyers
- Medfin
- Men's Shed Spring Hill
- Mental Illness Fellowship of Victoria
- Merlo
- Metro North Dental Clinic
- Midas Service Centre Ashgrove
- Mission Australia
- Missionbeat
- Mobile Rehab
- Mount St Michaels School
- Mt Nebo State School
- Multicultural Development Assoc.
- My Village News
- Nappy Collective
- New Farm Bowls Club
- New Farm Cinemas
- New Farm District Historical Society
- New Farm State School
- New Hope Church
- New Way Community Chapel
- Newmarket Community Pre-schooling Centre
- Nudojo
- Nundah Community Health
- Ozcare
- Payne Rd State School
- Peer Sing in West End
- Piccabeen Community Centre
- Pindari
- PPP Parenting
- Probus Club Paddington
- Project Activate QUT
- QCOSS
- Qld Fire and Emergency Services
- QPASTT
- Queensland Alliance for Mental Health
- Queensland Performing Arts Centre
- Queensland Shakespeare Ensemble
- Queensland University of Technology
- Rainworth State School
- Ray White Ashgrove
- Ray White New Farm
- Raynors Meats
- Redbourne Referrals
- Refugee & Immigration Legal Service
- Rivercity Family Church
- Riverlife
- Roma House
- Romero Centre
- Rotary Club Brisbane Planetarium
- Rotary Club New Farm
- RSPCA
- Salvos Legal
- Samford Support Network
- Samford Valley Steiner School
- Sandbag
- Sassafras Café
- Scomodo Voce Singers
- Scouts New Farm
- SCT Logistics
- Share the Dignity
- Southbank Insurance Brokers
- St John Ambulance (Qld)
- St John's Wood The Gap Parish
- St Josephs Primary School
- St Michaels and All Angels
- St Vincent de Paul Bardon Conference
- Meals on Wheels Stafford
- Street Level
- StreetSmart
- Suited to Success
- Sun and Earth Organics
- TAFE Brisbane
- The Bakeologists
- The Cove
- The Gap Laughter Club
- The Gap State High School
- The Gap State Primary School
- The Gap Uniting Church
- The Low Road
- The Munroe Centre
- The Night Cafe
- Thousand Island Dressing
- Uniting Care Community
- Uniting Church West Ashgrove
- Village Church
- Vine Restaurant
- Volunteering Qld
- Western Echo
- Westside News
- Workstation
- YMCA
- Youth Outreach Service (YOS)
- Zillmere Family Accommodation Program



## Our Funders



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