



SUPPORTING OUR
COMMUNITY ON
ALL SIDES.

22/23

ANNUAL REPORT





AT COMMUNIFY, WE WELCOME & ENCOURAGE PARTICIPANTS FROM ALL BACKGROUNDS & EXPERIENCES.



DIVERSITY & INCLUSION STATEMENT

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 disability.

COMMUNITY SUPPORTS THE ULURU STATEMENT FROM THE HEART

As a social justice organisation, Community affirms its support for the Uluru Statement from the Heart ensuring voice, treaty and truth. In the spirit of recognition and reconciliation we look forward to walking beside our First Nations to ensure that they are given the opportunity to have a voice on decisions that affect their communities and determine their futures.





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WE PROVIDE HIGH-QUALITY, EVIDENCE-INFORMED SERVICES AND HELP PEOPLE TO ACCESS THE RIGHT SUPPORT...

A MESSAGE FROM OUR CHAIR & CEO



At the heart of Community's success is our unique service model that brings together a whole of organisation approach to providing wrap-around supports and creating lasting positive change in people's lives.

We provide high-quality, evidence-informed services and help people to access the right support, at the right time, and for the right duration. Through collaborative efforts and community-driven initiatives, Community has been able to support people to address the many challenges that life presents.



It has been a year of strategic growth, operational excellence, and resilience in the face of social, economic and environmental challenges. This year we have once again strengthened our revenue streams and service offerings through a combination of a merger, growth in our existing programs and the addition of new programs and services.

We were honoured that the belong Neighbourhood Centre Committee approached Community in relation to a merger to support their current viability and future sustainability. Throughout the year they have reassigned contracts, leases and assets and the local community are already experiencing the benefits of our joined organisational impact.

We experienced significant growth through funding received from the Queensland Department of Housing to extend the capacity of our homelessness and sustaining tenancy services. This funding was in

direct response to managing the increase in demand caused by the current housing crisis, particularly for families. We were excited to be awarded the new Care Finder service in partnership with Micah Projects and Queensland Positive People for the North Brisbane region and were sub-contracted by Micah Projects to deliver in South Brisbane.

Environmental responsibility is a key pillar of our corporate values. This year, we continued our efforts to reduce our carbon footprint and demonstrate our commitment to responsible energy usage by installing solar panels on a number of our community venues and replacing lighting and electrical items across our sites.

In line with our commitment to staying at the forefront of innovation, we expanded the functionality of our data warehouse through a new reporting platform. We have also implemented a new custom learning platform, rolled out a new company intranet, and successfully migrated all our systems onto to the cloud.

Community's dedicated team is at the heart of our success. We have continued to invest in talent development, employee wellbeing, and diversity and inclusion. As a result, we have seen an increase in employee satisfaction, reflecting positively on our workplace culture.

We would like to extend our deepest gratitude and thanks to our dedicated Board members, staff teams, volunteers and community partners. Your passion, commitment and tireless efforts have been the driving force behind our collective achievements.

Zea Johnston & Karen Dare

2023-2025 STRATEGIC PLAN

In June 2023, Community launched our new Strategic Plan outlining the organisation's strategic priorities from now through to 2025 that is driven by our vision to build an engaged, unified community leading change.

Three strategic pillars were identified as being foundational upon which to construct the Plan – influence and leadership; community and clients; and people and culture. Each pillar will be shaped by a key corresponding outcome to fulfil our core purpose of supporting our community on all sides. These outcomes are as follows:

- Our programs, services and expertise are recognised, replicable and have impact on decision makers.
- Vulnerable people and those with complex needs can access services that meet their needs and connect them to their community.
- Developing a highly engaged and supportive team.

A range of strategic priorities have been established within each pillar to achieve these outcomes, guided by identified areas of service expansion, development and leadership of partner networks, corporate social responsibility requirements and imminent sector reform.

Our success in achieving strategic outcomes will be measured through the following indicators:

- Client satisfaction
- Compliance with accreditation obligations
- Timely and cost-efficient project completion
- Impact of service delivery
- Program efficiency ratios
- Employee satisfaction
- Stakeholder awareness and engagement
- Increased revenue



VISION

An engaged, unified community leading change.

PURPOSE

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

PILLARS		
INFLUENCE AND LEADERSHIP	COMMUNITY AND CLIENTS	PEOPLE AND CULTURE
OUTCOMES		
Our programs, services and expertise are recognised, replicable and have impact on decision makers.	Vulnerable people and those with complex needs can access services that meet their needs and connect them to their community.	A highly engaged and supportive team.
STRATEGIC PRIORITIES		
<ul style="list-style-type: none"> ➤ Establish Bindi Bindi Place as a successful prototype for at-risk young children. ➤ Position the organisation to take advantage of future opportunities through thought leadership and innovative service models. ➤ Develop and lead strong partnerships and networks with specialist services and funders. ➤ Position for potential policy and program reform. ➤ Continue to strengthen our governance by embedding and promoting environmental, social and governance (ESG) principles. 	<ul style="list-style-type: none"> ➤ Expand our integrated service model to meet the needs of clients in Brisbane South through the Acacia Ridge hub. ➤ Prepare to deliver new specialist integrated Head to Health hubs. ➤ Secure funding to expand specialist mental health supports (Springboard, Outreach Mental Health and Clinics). ➤ Secure ongoing funding to expand Tenancy Sustainment and ongoing funding from Queensland Health for a multidisciplinary outreach team. ➤ Drive continuous improvement to service delivery through research and evaluation. ➤ Continue to strengthen our clinical practice. ➤ Prepare for Commonwealth Home Support Programme reform. 	<ul style="list-style-type: none"> ➤ Continue to retain a workforce that shares our vision, purpose and values. ➤ Engage an active volunteer base to support key services and extend capacity and reach. ➤ Continue to celebrate staff success and professional development. ➤ Consolidate corporate services into a single location. ➤ Progress our Reconciliation Action Plan, focusing on outcomes and intent. ➤ Ensure our diversity and inclusion practices remain contemporary.
SUCCESS INDICATORS		
Client satisfaction Compliance with accreditation obligations Projects completed on time and within budget Measurable impact of service delivery Program efficiency ratios Employee satisfaction Stakeholder awareness and engagement Increased revenue.		
ENABLERS		
Data driven decisions Automated budget and financial reporting Communication platforms High quality research Professional development.		

THE YEAR IN REVIEW



NAVIGATING THE HOUSING CRISIS

HART4000 – HOMELESSNESS SUPPORT

As the housing crisis continued to intensify and escalate, more community members were impacted by housing instability and an increased risk of homelessness. Our housing and homelessness support service, HART4000 saw the demand for its services far exceed the availability of immediate and long term housing. Despite these challenges, HART was able to deliver record numbers of supports, providing intake support to 2,092 households, case management to 1,160 households, and delivered an amazing 852 long-term housing outcomes.

Additional funding to support families through the Immediate Housing Response for Families (IHRF) provided HART with an additional four staff and brokerage. Working with the Department of Housing, community housing providers and the private sector, the team were able to source and deliver over 300 housing outcomes to families including those with no income.



852
LONG-TERM
HOUSING
OUTCOMES



5,735
NIGHTS OF HOTEL
ACCOMMODATION
PROVIDED TO FAMILIES

The mobile outreach service was deployed several times this year to support an emergency response to homelessness hotspots at Musgrave Park and Kurilpa Bridge. The closure of the Clivedon Mansions boarding house and the Big Bird Backpackers lodge resulted in many people being suddenly displaced. HART4000 collaborated with Micah Projects, Brisbane City Council and the Department of Housing to enact an Emergency Housing Assistance Request (EHAR), which resulted in over 100 people being housed within a matter of weeks.

In January 2023, HART, along with partnering organisations united to deliver the Brisbane Zero campaign, initiating a cohort reduction strategy to end rough sleeping for First Nations people aged 45 and over in the Brisbane region.

Since March 2023, HART has successfully housed 51 people from this cohort, a significant increase from the 12 we housed in 2022.

The team also implemented a second cohort reduction strategy to secure housing outcomes for the individuals identified as being the most chronically homeless in Brisbane. HART is optimistic that pursuing this targeted approach to housing support will ensure that functional zero homelessness is not only reached but maintained long-term.



>300

IHRF-FUNDED
HOUSING
OUTCOMES
FOR FAMILIES



2,092

HOUSEHOLDS
SUPPORTED
WITH IMMEDIATE
INTAKE ASSISTANCE



51

PEOPLE HOUSED
THROUGH FIRST
NATIONS 45+ COHORT
REDUCTION STRATEGY



1,160

HOUSEHOLDS
PROVIDED
WITH CASE
MANAGEMENT

2,817 HOUSEHOLDS
SUPPORTED



ADDITIONAL FUNDING SECURED FOR SUSTAINING TENANCIES

This year saw significant funding and growth of the Sustaining Tenancies service. The increase in funding enabled the team to engage additional staff including an intake worker, a brief intervention worker, and 3 housing support workers.

These included specialist roles that have enabled us to target specific cohorts of people including those living with addiction, mental health challenges and families at risk of homelessness. The Sustaining Tenancies team implements a trauma-informed approach by assisting people with a multifaceted and personalised response to often complex challenges associated with maintaining tenancies, including mental health, unemployment, substance use, social issues or a history of homelessness.

The Sustaining Tenancies team provided support to 571 people this year, delivering over 4,000 contact hours of support to those facing pending eviction, struggling with housing affordability stress due to cost-of-living barriers, people requiring tenancy support after exiting homelessness, and those escaping domestic and family violence (DFV).



>4,000
HOURS OF
CASE MANAGEMENT
& LIFESTYLE SUPPORT



571
PARTICIPANTS
SUPPORTED



REASONS FOR REFERRAL

Facing eviction	17%
Financial stress and rising cost of living	20%
Existing homelessness	26%
Domestic and family violence	10%
Other reasons	27%

SUPPORTED HOUSING SOLUTIONS FOR OLDER PEOPLE

Community partnered with BRIC Housing to deliver two supported housing initiatives, Bikenba Place and Clayfield House. We provided specialist support to cohorts of people identified to be at higher risk of homelessness and housing instability.

Bikenba Place is a transitional supported housing facility designed to support First Nations women over 45 and women over 50 into secure long-term housing. The program offers short-term, self-contained units, with furnished or unfurnished options available and onsite support available. To date, the service has supported 26 women out of homelessness, with 15 of those having exited supports into long-term housing solutions.

The Bikenba Place service works closely with each participant to provide in-home capacity building and case management, assisting people to engage with their community and link into long-term tenancy sustainment supports.

In June 2023, Clayfield House, a new social housing complex for seniors, was formally opened by the Department of Housing and through a partnership with Bric Housing. Community delivers support to the 36 people living at this complex to sustain their tenancies.

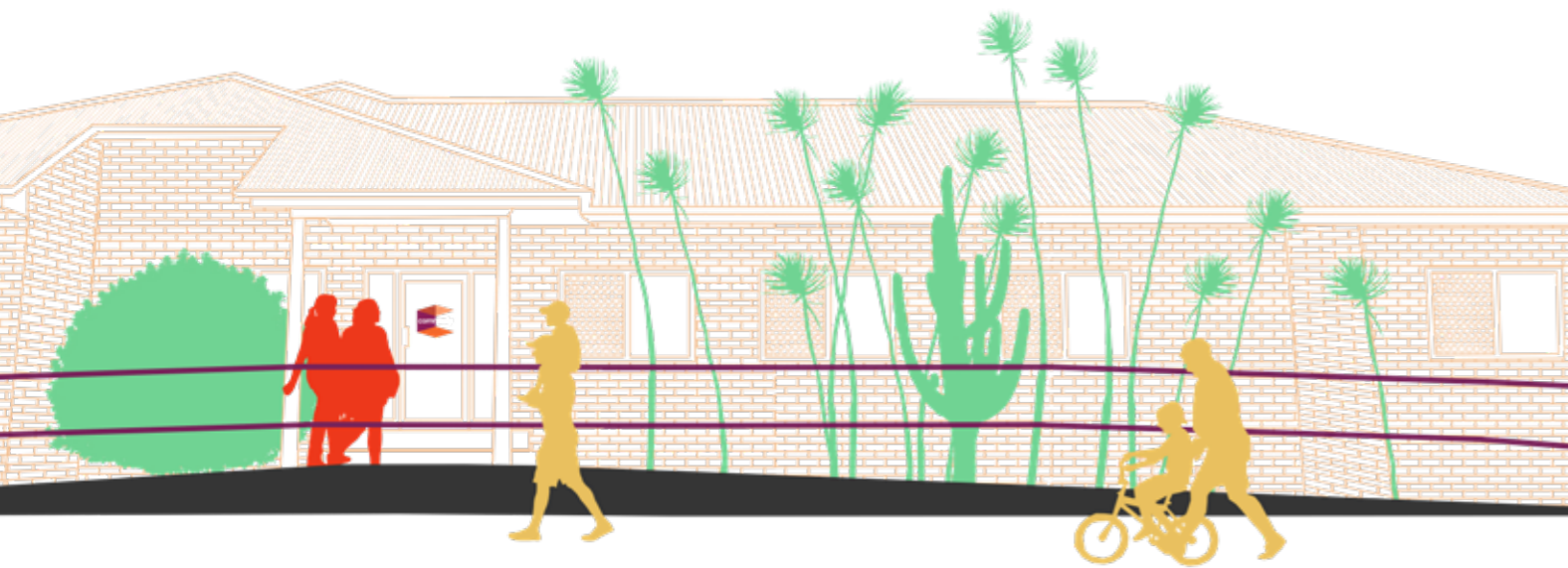
COMMUNIFY MERGES WITH BELONG



On 1st July 2022, belong, a not-for-profit community services organisation based in Brisbane's south side, merged with Community to provide ongoing management of the Acacia Ridge Community Centre.

The belong Management Committee approached Community to propose a merger in the interest of long-term sustainability after identifying Community as an organisation that values place-based responses, community development and the ongoing provision of tailored community supports.

Since undertaking operational leadership of Acacia Ridge Community Centre, Community has continued to deliver the community activities, Skilling Queenslanders for Work training programs, management of Moorooka Social Space and the food relief program established by belong to enrich and support the local community. Our additional implementation of a new emergency relief program enabled centre staff to deliver over 940 emergency relief client appointments and more than \$171,000 in emergency relief support to community members.



BINDI BINDI PLACE

A COMMUNIFY EARLY-INTERVENTION CHILDCARE INITIATIVE



With the support of a volunteer steering committee, Community continued its efforts to build a centre from which we can deliver an early-intervention, shared care model to support vulnerable children aged 0-6 years who are at risk of entering the child protection system or are already in out-of-home care.

The concept of Bindi Bindi Place was developed in response to the lack of options for children living in high-risk families. Statutory child protection systems are struggling with significant increases in reported levels of child abuse and neglect. We have also seen the number of children in out of home care double over the past decade.

Bindi Bindi Place will provide an alternative to out of home care that maintains the parent-child connection whilst ensuring adequate supervision and protection for at-risk children. It is a shared family care model delivered through an enriched early childhood service with the addition of specialist therapeutic supports for children and tailored supports for families. It will offer an alternative in the continuum of child protection services for families with multiple needs who are at high risk of losing custody of their children.

The Bindi Bindi Place program is modelled on the internationally recognised and highly regarded Abecedarian Approach, which in Australia was developed and licensed by the Melbourne Graduate School of Education (MGSE) at the University of Melbourne.

Bindi Bindi Place will provide an enriched learning program for children who are in need of a significant level of developmental support and often struggle in the education system, leading them to experience intergenerational disadvantage. The program will be integrated with services already in place to support families to develop their capacity to responsibly parent and provide a safe and nurturing home environment for their children.

In April 2023, Community successfully secured land for the first centre build in the Zillmere district, being central to the North Brisbane catchment with a cluster of nearby social and affordable housing.

Ultimately, the aim will be to replicate this model by building other Bindi Bindi Place centres at sites across South East Queensland where the greatest need has been identified.

Community has been privileged to receive pro bono support from a number of corporate sponsors who are providing professional services to assist us with designing and building the centre, raising funds and generating support for the Bindi Bindi Place initiative. Aboriginal and Torres Strait Islanders are overrepresented in the child protection system, so Community has partnered with Aboriginal, and Torres Strait Islander (ATSI) controlled child protection organisations to ensure that every component of the Bindi Bindi Place service model is culturally inclusive and underpinned by a strong understanding of the needs of children and families from First Nations communities.



BINDI BINDI PLACE WILL PROVIDE AN ALTERNATIVE TO OUT OF HOME CARE THAT MAINTAINS THE PARENT-CHILD CONNECTION WHILST ENSURING ADEQUATE SUPERVISION AND PROTECTION FOR AT-RISK CHILDREN.



PROVIDING SPECIALIST MENTAL HEALTH SUPPORTS

OFFERING INDIVIDUAL PSYCHOLOGICAL SUPPORTS THROUGH THE RECOVERY AND DISCOVERY CENTRE

The Recovery and Discovery Centre, Community's mental health service hub, provides integrated clinical and non-clinical services for people living with severe and complex mental illness.

The Hub received additional funding to deliver housing supports to participants who were experiencing homelessness, housing stress, or residing in unsuitable accommodation. Almost every referral to the program cited housing instability as a barrier to accessing the mental health supports they need to improve their mental health and wellbeing. These referrals included participants who had never experienced housing and homelessness prior to the current housing crisis, as well as participants who had been sleeping rough or couch-surfing when they presented to the service.

This year, the program was expanded to offer individual psychological therapies for participants who struggle to access mainstream therapeutic support due to complex life circumstances.



9,075
TOTAL SERVICE CONTACTS DELIVERED

651
PARTICIPANTS WHO RECEIVED A SERVICE



Official referrals	284
Psychosocial service contacts	4,086
NDIS Readiness service contacts	708
Service contacts through group programs	2,212
Participants supported through Eating Disorders QLD partnership	128

INCREASED FUNDING SECURED FOR SPRINGBOARD

In 2023, an increase in funding was successfully secured for Springboard, our eighteen-week day treatment program for adults experiencing difficulties with alcohol and other drugs and co-occurring mental health problems.

In February 2023 the program transitioned from the Mental Health funding branch to the Alcohol and Other Drugs (AOD) funding branch. This transition relaxed eligibility criteria which has made the program more accessible for participants, and the additional funding has allowed for a staffing increase from 2.6 to 4.6 FTE (full-time equivalent). This expansion of the team has bolstered stability to existing supports offered and allowed for new support options such as a new intake and peer support roles.

The Springboard program runs six programs each year. The new Connection Group provides pre-intake support to participants who have been accepted into the program while they wait for the next group to commence.

Springboard's uniquely community-based Alcohol and Other Drugs (AOD) treatment framework has also evolved further with the funding increase to incorporate additional treatment supports.

The program now comprises over 30 individual psychoeducation sessions and additional gym, yoga, dietician and mindfulness sessions.

All Springboard staff have lived experience of recovery from mental health and/or AOD challenges, which brings specialist expertise to the delivery of the program.

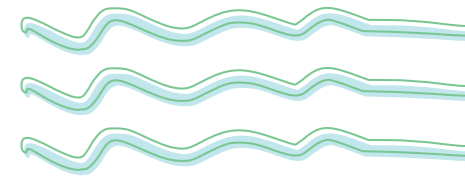


EXTENDING THE WAY BACK SUPPORT SERVICE

The continued success of The Way Back Support Service in the 2022-2023 financial year resulted in the funded expansion of the service to accept referrals from Prince Charles Hospital in addition to Royal Brisbane and Women's Hospital referrals.

The Way Back team delivers immediate proactive outreach services providing psychosocial support to people who have experienced a suicide attempt or suicidal crisis, and this year, the program supported 276 people out of crisis. Program participants reported improved outcomes across measures of suicidal ideation, psychological distress and mental wellbeing.

The Way Back Support Service managed periods of high referral and demand for support through implementing an effective demand management strategy. In consultation with Brisbane North PHN and partnering organisations Brisbane Youth Service (BYS) and Institute of Urban Indigenous Health (IUIH), the service transitioned to accepting Primary Criteria referrals only, with the exception of First Nations referrals. The team's continuous improvement strategies enabled them to meet key service delivery targets.





SUPPORTING OLDER COMMUNITY MEMBERS

HOME CARE PACKAGES AND IN-HOME SUPPORT

Community delivers a range of aged care support options and activities to keep older people healthy, connected to their community and living independently at home.

Recruitment was a key challenge this year, with all teams struggling to secure sufficient staffing to meet the increasing demand for aged care support. Despite this challenge, we continued to deliver consistently high service quality to our clients and successfully passed the Aged Care Quality and Safety Commission audit with no nonconformities.

We welcomed a new Clinical Governance Manager to the Aged Care team this year and have strengthened our clinical governance across all service types.

We delivered 133 Home Care Packages with a focus on Level 3 and 4 packages, ensuring clients with higher care needs were prioritised by our services.

Our teams supported 1023 clients with in-home support services funded through the Commonwealth Home Support Program (CHSP).

These services included nursing, allied health, personal care, domestic assistance, individual and group social support, and in-home and centre based respite services, transport and meals.

Clients receiving CHSP-funded in-home support	1023
Home Care Packages provided	133

TRANSPORT

Number of transport trips (under and over 65)	9,563
Number of transport trips (aged care services)	8,195
Total number of clients (under and over 65)	462
New clients since FY21/22	96

SERVICE	NUMBER OF CLIENTS	HOURS OF SUPPORT
Allied Health	324	1,390
Domestic Assistance	680	19,678
Home Maintenance	795	7,996
Home Modifications	324	N/A
Nursing	239	2,054
Individual and Group Social Support	368	11,006
Flexible and Centre-Based Respite	154	12,804

\$197,279 worth

COMMUNIFY NAVIGATORS – A CARE FINDER SERVICE FOR VULNERABLE OLDER PEOPLE

In December 2022, Community received funding from Brisbane North PHN and Brisbane South PHN to provide care finder services to support vulnerable older people.

In early January 2023, we launched Community Navigators, a program that is designed to provide additional support to connect and engage vulnerable older people to access MyAgedCare and aged care services. The program is part of a national network of care finder services. A consortia was established with Micah Projects and Queensland Positive People to provide these services across the Brisbane North region, and in March, an additional Community Navigator role was funded to service the Brisbane South region.

The Community Navigators program assists those who are eligible for government-funded aged care services but face significant barriers to navigating the aged care system. The program provides participants with the intensive level of support they require to interact with MyAged Care, access aged care services and connect with other community supports.

Since the program's inauguration, the Community Navigators Brisbane North and South teams have supported over 140 older people, and we look forward to supporting more community members through this program in the months to come.



EXPANDING NDIS SUPPORT CAPABILITIES

This year, our National Disability Insurance Scheme (NDIS) service was split into two specialist service teams to more effectively respond to the increased number of referrals received.

Community's NDIS participants are now supported through the NDIS Core Supports team and the NDIS Support Coordination team.

The NDIS teams exceeded program revenue targets by 15% for the second year in a row and currently support 178 participants. An increase in the number of specialist support coordination referrals led the NDIS Support Coordination team to expand referral eligibility requirements to include physical disability with consideration of context. We successfully achieved our NDIS accreditation with no nonconformities.



A BRIGHTER FUTURE FOR ASYLUM SEEKERS



The Asylum Seeker and Refugee Assistance (ASRA) program supported over 850 people seeking asylum in the past year. Led by Community, the ASRA program is a collaboration of seven partner organisations that provide specialist support to asylum seekers to access housing, medical, physical and mental health services, emergency relief, employment services and legal support.

In February 2023, we welcomed the announcement by the Federal Government that a new pathway was available for permanent protection for holders of Temporary Protection Visas (TPVs) or Safe Haven Enterprise Visas (SHEVs) to apply for a permanent Resolution of Status (RoS) Visa. This has impacted more than two-thirds of the asylum seekers supported by the ASRA Program this year, enabling people who have been living in Australia with only temporary protections for over a decade to finally secure permanent protection and begin building their new lives.

This year, we advocated for and successfully secured a further \$500,000 for additional mental health supports to be delivered via ASRA program partners World Wellness Group and Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT).

Community provides housing support for asylum seekers with the workers embedded within HART4000 which has extended our capacity to support the increasing number of asylum seekers experiencing homelessness. The team oversees the management of our crisis housing units as well as working with Common Ground on head-leased rental properties including a new six-bedroom house in inner Brisbane that was leased in early 2023.



CULTURE, CONNECTION, COMMUNITY HUBS

Our Community Hubs based in schools in the Zillmere, Inala, Moorooka and Acacia Ridge have continued to grow, offering migrant and refugee families an opportunity to connect with their community, learn English and workplace preparation skills, and celebrate significant cultural events together. The hubs create pathways into playgroups for preschool children, preparing them for school and offering parents much needed social connections. Collectively, the hubs have partnered with 54 organisations to grow referral networks that support the program.

This year, 257 families participated in the Community Hubs, with over 5,200 instances of adult participation in hub activities and over 13,980 instances of children participating. Since the opening of the hub at Zillmere State School they have reported an 80% improvement in family attendance at school and community events to celebrate cultural occasions.

RECOGNISING THE IMPORTANCE OF NEIGHBOURHOOD CENTRES

Community joined the Queensland Alliance, QCOSS, and the Neighbourhood Centre Peak and its members to advocate for long-awaited sector reform for the Neighbourhood Centre program which resulted in a significant uplift in funding in the 2022-23 State Budget.

The Queensland Government announced that base funding for neighbourhood and community centres across the state would be uplifted from an average of \$124,000 to \$230,000 per annum. This additional funding was welcomed after years of advocacy around the vital work provided by neighbourhood centres, particularly through brief intervention, fostering social cohesion and community capacity building.

\$313,104
EMERGENCY RELIEF PAYMENTS

EMERGENCY RELIEF IN A COST OF LIVING CRISIS

The cost of living crisis led to a marked increase in the number of people presenting to our neighbourhood centres in financial crisis. Our neighbourhood centres supported community members with food relief, financial assistance, and access to brief intervention to address presenting issues impacting on their wellbeing. Many of the people who sought support this year had never experienced that level of financial hardship and were first time users of welfare services.

Collectively, our neighbourhood centres delivered over 3,100 emergency relief supports assisted over 1,200 community members. More than 58 tonnes of food relief was provided across the three centres through food relief, and over \$313,000 of emergency relief payments made to provide food vouchers, rent assistance, assist with utility bills, fuel vouchers and transport support. Our ongoing partnership with volunteer led organization Community Canteen continued to deliver an additional 600 meals every fortnight to community members.

58.44 TONNES OF FOOD RELIEF

Emergency relief episodes	3,115
People provided with emergency relief	1,212
Fortnightly meals through Community Canteen partnership	600



WRAP-AROUND SERVICES AND SOCIAL SUPPORT

Our neighbourhood centres operate through a place-based service delivery model that is designed to provide support to community members. Each of our centres delivers a unique array of supports that are tailored to the particular needs of their local community.

North West Brisbane Community Hub offered over 9,430 episodes of service delivery, social connection and external service referrals to community members. The year saw a significant growth and expansion of the Open House services, with a total of 33 visiting services hosted at the centre. The centre facilitated a range of social connection opportunities such as Mindful Movement classes in partnership with Reclink Australia and OzHarvest cooking classes. The Christmas Market provided 330 food hampers to individuals and families and the equivalent of 20 tonnes of food relief provided through The Pantry.

New Farm Neighbourhood Centre welcomed over 41,600 visits from community members seeking support, with more than 21,890 episodes of service delivery. The centre facilitated 113 events, and provided groups, activities, visiting services and opportunities for community consultations.

2,500 allied health appointments were provided by our visiting GP, physiotherapy and acupuncture services. Funding from Brisbane North PHN was provided to deliver a disaster resilience program at the North West Brisbane Community Hub and the New Farm Neighbourhood Centre. This program provided education to community members to prepare for flood events.

The Exchange is a busy community hub that provides a range of supports to people from the local community and is well attended by those from culturally diverse backgrounds, those living in social and affordable housing and students. This year saw a significant growth in attendance at the English language program as well as record attendance at the weekly community lunches and dinners. The Centre facilitated approximately 16,500 episodes of social connection for community members.

Acacia Ridge Community Centre provided food relief through 4,303 client visits to their daily Food Co-Op and the distribution of over 26 tonnes of food. To manage the increasing demand, the centre staff implemented the use of electronic vouchers and recruited a team of new volunteers to assist with intake and reception of clients. The existing citizenship program was reviewed and enhanced, and a number of new volunteers were recruited to assist the growing demand for the service. The Party in the Park was once again a great success with over 300 people attending.

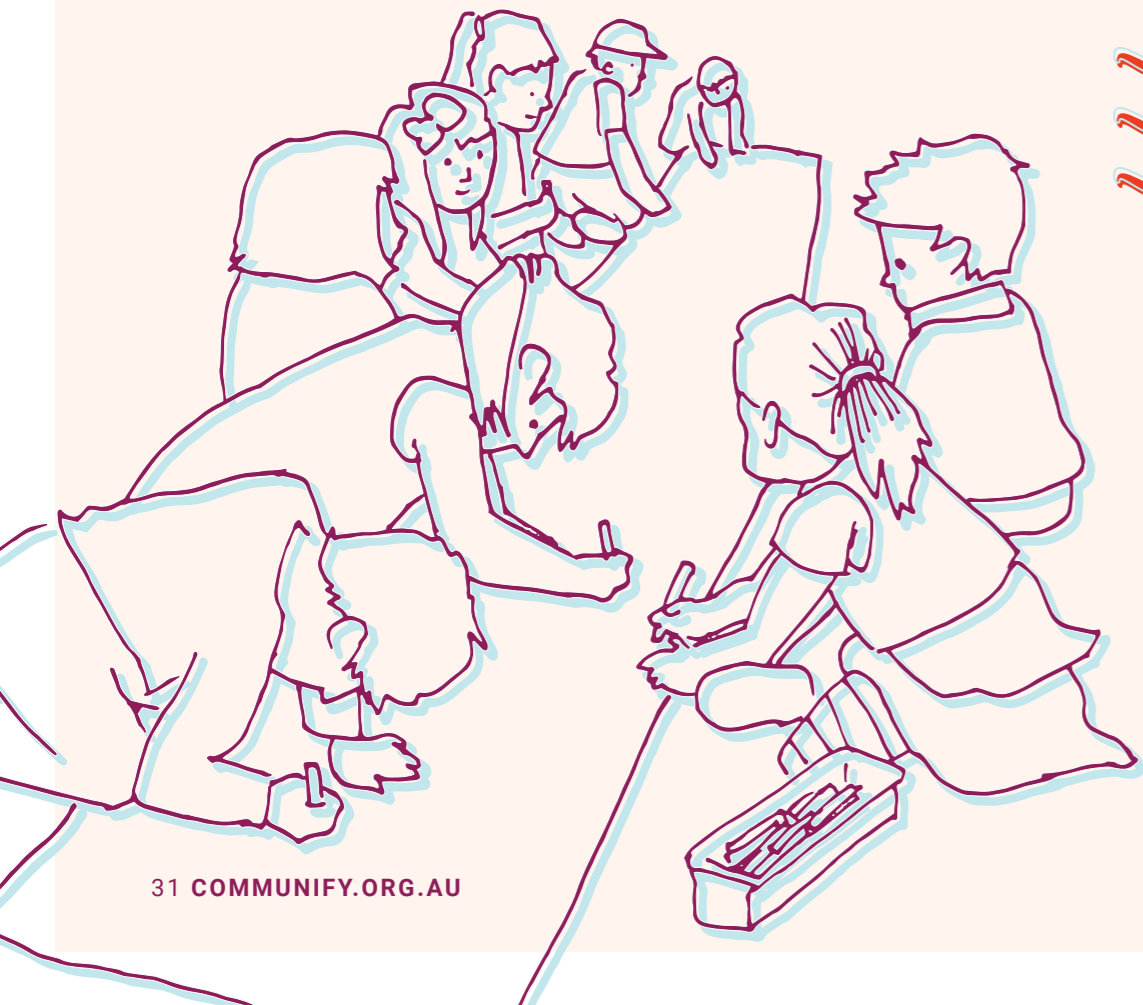
FAMILY SERVICES AND CHILDCARE

INTENSIVE FAMILY SUPPORT

This year the program delivered parenting support to 128 families, including over 500 children, that were experiencing significant challenges. This intervention supports high-risk families with parenting education, referral to specialist services and practical in-home supports. The demand for this service continues to increase post-COVID and as a result of the pressures of the increased cost of living. This is a vital service focusing on keeping families safely together and is a key service that contributes to protecting vulnerable children.

CHILDCARE

For the first time in 30 years we have struggled to maintain full occupancy of our small multi-age childcare centre. Communify's childcare centre is located in an area where there are now more than 40 other childcare facilities within a 5 km radius. This competition has impacted on the service's viability which was turned around by targeted marketing and profiling of our unique centre offerings and its beautiful facilities. Communify is proud of its strong community reputation and its Exceeding Standards industry quality rating. We are pleased to report that our occupancy has returned to more than 90%.



SUSTAINABLE SPACES TO SUPPORT OUR COMMUNITY

PADDINGTON SUBSTATION RENOVATION

In October 2022, renovations of the Brisbane City Council owned, heritage-listed Paddington Substation were completed, thanks to \$1.5 million infrastructure funding from the Federal Government. The addition of a lift, and an all abilities bathroom will improve accessibility allowing even more people to enjoy the building and the activities conducted inside. The Paddington Substation now operates as a dedicated space for creative activities, including art and photographic exhibitions, workshops, training programs and more that align with the Hands On Projects mission to enrich creativity within our community.

FUTURE-PROOFING OUR FACILITIES

This year, Communify successfully secured a variety of funding which has enabled us to upgrade a number of our facilities to enhance energy efficiency. We are committed to seeking funding and investing in initiatives that ensure that buildings are sustainable with the aim of reducing emissions, building disaster resilience and adapting to the impacts of climate change.

The Queensland Government and Brisbane City Council have collectively pledged \$686,000 towards restoring the ground floor of The Newmarket community facility following the devastating impact of the 2022 floods. Funding totaling \$75,000 from additional Queensland State Government and Brisbane City Council grants has provided further improvements to the Newmarket including roof and fence repairs, solar energy and other energy efficiency measures.

The Resilient Clubs Support Program facilitated expert audits and funded over \$60,000 of infrastructure and fittings upgrades at Paddington, Woolloongabba, Bardon, Spring Hill sites, Acacia Ridge Community Centre and the Moorooka Social Space.

Spaces available to hire	20
Number of hirers	460
Number of bookings	11,562
Total hours booked	31,724
Increase in bookings since FY21-22	3,043
Increase in hours booked since FY21-22	3,495

ENGAGING WITH OUR VOLUNTEERS



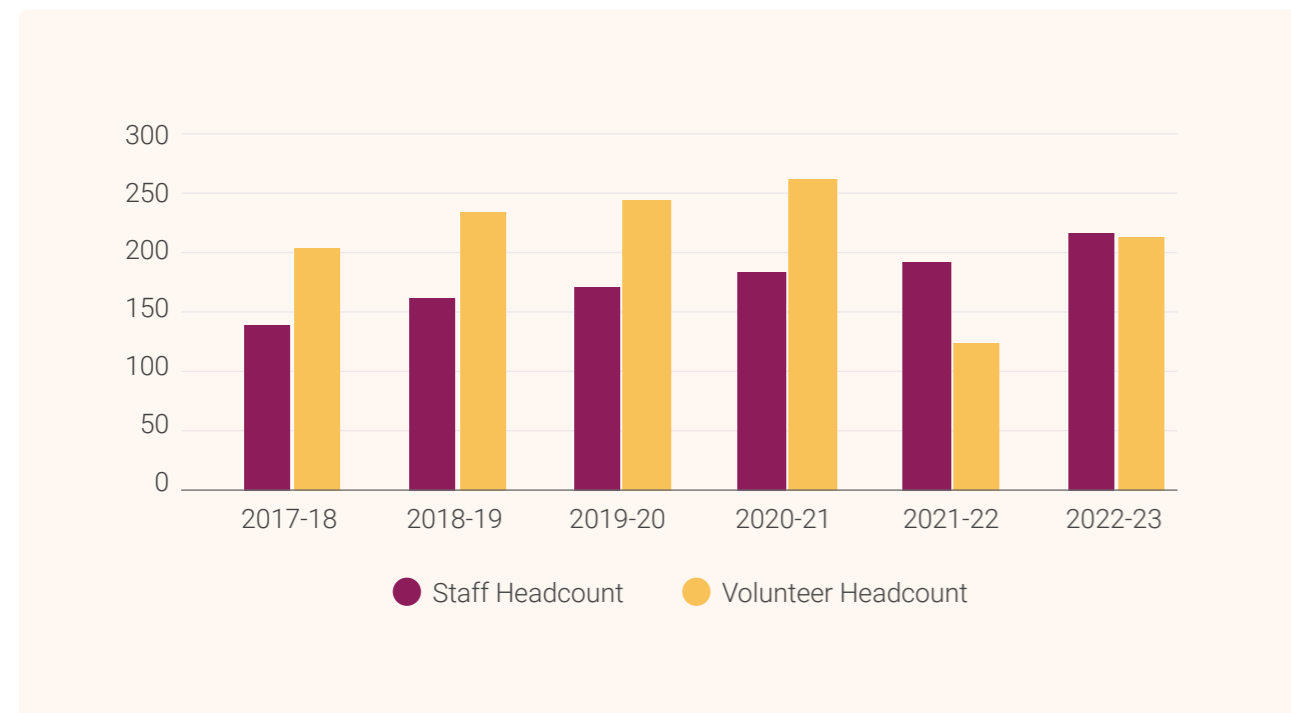
As we have moved out of the pandemic years, we have seen a resurgence in volunteer activity across our services.

Many community members have joined or rejoined our volunteer family and numerous others have attended informal groups such as our community gardens or assisted with community events. Communify now benefits from the support of over 210 volunteers, with 87 volunteers recruited this year. The support of volunteers has been crucial to the successful provision of services through our neighbourhood centres this year, with a total of 127 neighbourhood centre volunteers providing over 23,700 hours of volunteer work throughout the year.

The Politics in the Pub fundraising event held during Brisbane Comedy Festival attracted over 300 attendees and raised \$4,500 in ticket sales.

Volunteers for the Free Range Library project rescued and distributed more than 4,375 books, DVDs and reading glasses to neighbourhood centres, hostels, shelters, street libraries and events, including Brisbane City Council's Homeless Connect event.

Total number of volunteers	213
New recruits in FY22/23	87
Neighbourhood centre volunteers	127
Volunteer hours at neighbourhood centres	23,716



BUILDING A RESILIENT AND DIVERSE WORKFORCE

In the past year, Communify has faced significant challenges with recruiting staff in response to the growth of our initiatives. The introduction of new programs and an extension in our operating hours has required us to broaden our search for talent and experience in a sector-wide, increasingly competitive recruitment environment.

Post-COVID, Communify's workforce has largely return to on-site operations. The transition back to the office has presented some challenges as we try to balance maintaining flexible work arrangements and the needs of a client facing services. In response we have adopted a hybrid working model, facilitating a mix of remote work and on-site support.

Ensuring employee retention, promoting optimal performance, and maintaining a healthy work-life balance have been paramount focuses for our team leaders. Employees have responded positively to our retention and support programs including our "pamper package", Employee Assistance Program (EAP) and team building events.

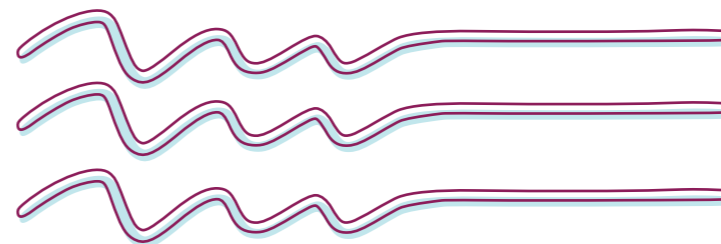
To address the evolving needs of our workforce, we actively provide and facilitate access to diverse training opportunities, encompassing one-on-one sessions, coaching, mentoring, outsourced training, e-learning, and group training. The expansion of our e-learning system, Educate, not only made compliance more manageable for leadership through enhanced reporting, but has also set the stage for further growth. Our staff-led Diversity and Inclusion Committee has delivered learning opportunities to the broader team around themes of cultural and mental health awareness development.

We implemented intuitive, growth-oriented review cycles that have proven instrumental in supporting our high-performing teams.



The challenging recruitment landscape, marked by a scarcity of skilled job seekers industry-wide we anticipate will remain an ongoing challenge in the year to come. We are proud of our talented, committed and increasingly diverse workforce who are essential to the successful delivery of quality programs.

Fostering effective leadership throughout Communify has been a key focus this year, guided by the philosophy that "everybody is a leader." This approach supports a healthy team culture and enhances overall capability, promoting a culture of 'Teamship.' Our social committee has arranged well-attended events that support team connections and wellbeing.



CONTINUOUSLY IMPROVING OUR INFORMATION SYSTEMS

We continued to expand our data warehouse functionality through the development of a new reporting platform.

This platform consolidates payroll, HR and CRM data into a PowerBI dashboard to measure staff efficiency, as well as providing granular wage splits by cost centre. This has streamlined the financial cost allocation process and allows us to more accurately reflect the true cost of service delivery across Community's many programs.

We implemented a new custom learning management system (LMS) utilizing the open-source Moodle platform. This platform has allowed us to select training materials that are tailored for the vast number of programs, skills and knowledge required of our staff. Consolidating all staff training into one platform has ensured that we can automate and streamline the onboarding process for new staff, as well as manage the compliance and rollout of new content with greater ease.

We also rolled out a new company intranet, "Communicate", an internal website, content management and communication platform utilising Microsoft Sharepoint 365. The project required a complete redesign of our previous intranet site as well as the migration of all company data to the cloud. This has improved our content and document management processes and we have been able to automate a number of manual processes as a result.

We also saw an opportunity to go to market for a suitable replacement for our CRM Procura that has provided the core CRM functionality to our organisation for over ten years. In June 2023, the Executive Team signed off on the AlayaCare Cloud product, with project commencement due at the start of the 2023-24 financial year. This will bring significant benefits to Community through leveraging a contemporary cloud-based platform that allows for greater interoperability between our core systems and an improved user interface.

OUR COMMITMENT TO QUALITY

Community continues to maintain the following standards:

- Human Services Quality Standards (HSQS)
- National Disability Insurance Scheme (NDIS) Approved Provider Registration and Accreditation against the NDIS Practice Standards
- Approved as a Provider under the Aged Care Act 1997 and Accreditation against the Aged Care Quality Standards

- National Regulatory System for Community Housing
- Childcare Service overall rating "Exceeding National Quality Standard"

Community operates under a robust Quality Management System, which is based on the principles of the ISO 9001:2015 standard. The system ensures that we have the policies and procedures in place in order to deliver high quality services, enhance our clients' quality of life, reduce errors, increase efficiency, and maintain our regulatory compliance framework for achieving quality objectives.



OUR BOARD

ZEA JOHNSTON – CHAIRPERSON – BOARD MEMBER SINCE 2021

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

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

AMITA LAROIYA – BOARD MEMBER SINCE 2020

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

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

PETER TRAN – BOARD MEMBER SINCE 2014

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

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

CHRIS BANKS – BOARD MEMBER SINCE 2020

BCom, BEcon, CA, MAppFin

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

CHRIS ELDRIDGE – BOARD MEMBER SINCE 2022

B.E (Hons), MBA, GAICD

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

DAI GWYNNE-JONES – BOARD MEMBER SINCE 2020

BSc (Hons)

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

KERRIE EVANS – BOARD MEMBER SINCE 2022

BAppSc(Phty), MHealthSc(Maniphty), PhD, GAICD

Kerrie is a specialist musculoskeletal physiotherapist and has worked both as a clinician and in academia for more than 20 years. She is the Chief Group Education and Research Officer for Healthia Limited. Her role at Healthia includes assessing, developing and embedding effective clinical governance across the organisation. She is also a Senior Research Fellow at The University of Sydney.

OUR COMMITTEES

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.

- David Cant
- Lizz Bott
- Chris Eldridge

FINANCE, AUDIT AND RISK COMMITTEE

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

- Peter Tran
- Chris Banks
- Amita Laroiya
- Kerrie Evans

INVESTMENT COMMITTEE

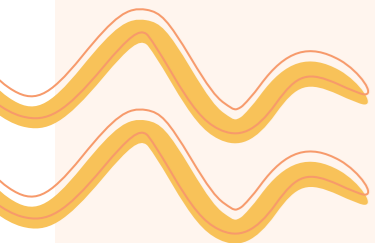
This committee monitors performance and provides advice and guidance to the Board on Community's investments.

- Chris Banks
- Amita Laroiya
- Nick Morrison

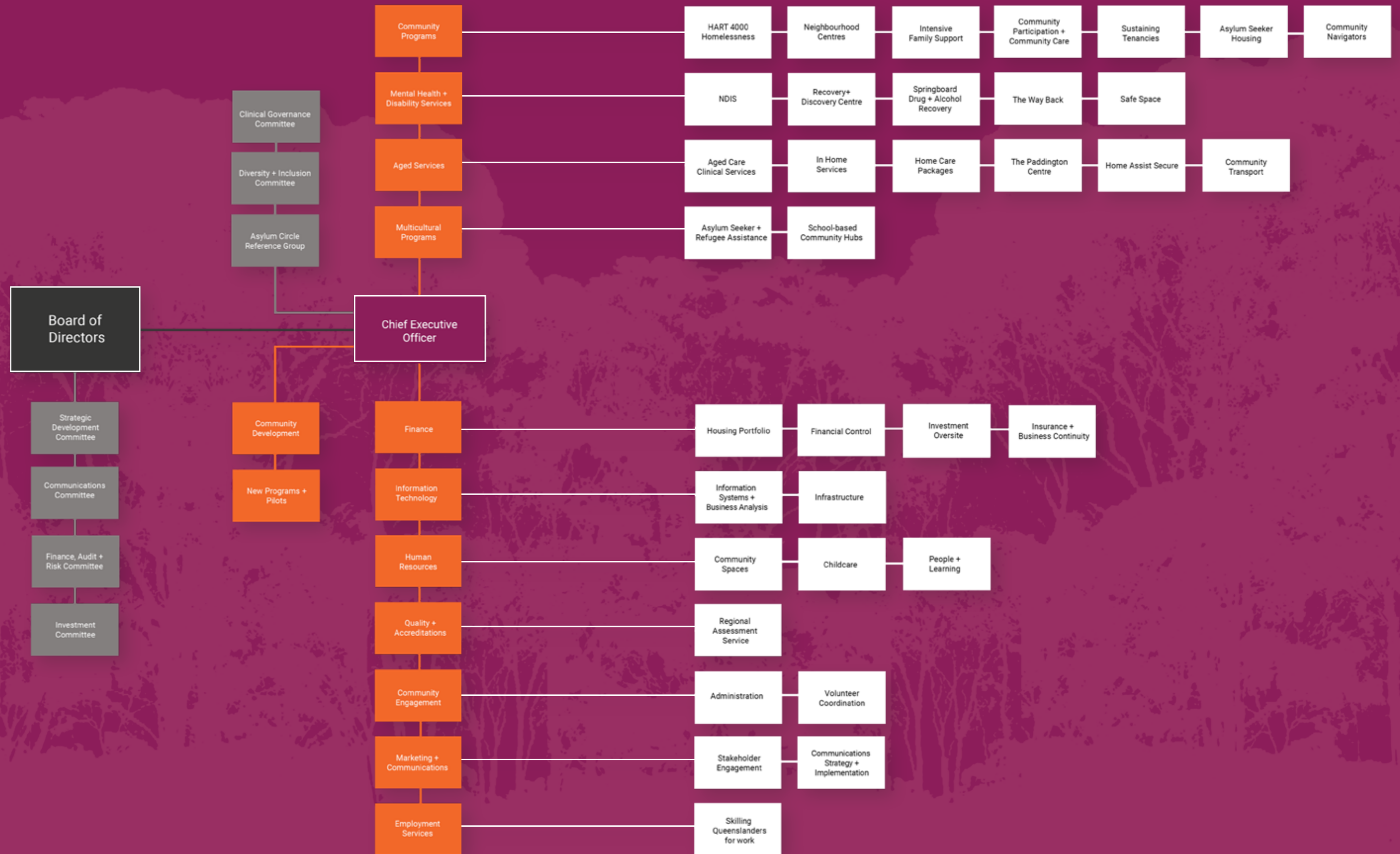
COMMUNICATIONS COMMITTEE

This committee assists the Board with developing and delivering a communications strategy, including branding, digital presence and key marketing activities.

- Dai Gwynne-Jones (Convenor)
- Emma Andrews
- Kathleen Casford
- Brenden Brien
- Jade Goulding



ORGANISATIONAL CHART



2022-2023

FINANCIAL PERFORMANCE

Community monitors financial performance through comprehensive management reporting, performance scorecards, KPIs and benchmarking, including:

- Outcome measures of service delivery;
- Actual performance versus budgeted performance;
- The cost-effectiveness of services; and
- The cost of administration and indirect costs to support operations.

Total Revenue of \$26.17M was \$7.37M or 39% higher than the previous financial year which had included \$6.4M in additional funding to deliver 1 new program (PHN CareFinder) and grow existing programs across Aged Care, Housing and Homelessness, Mental Health and Community Programs (Skilling QLD and ASRA).

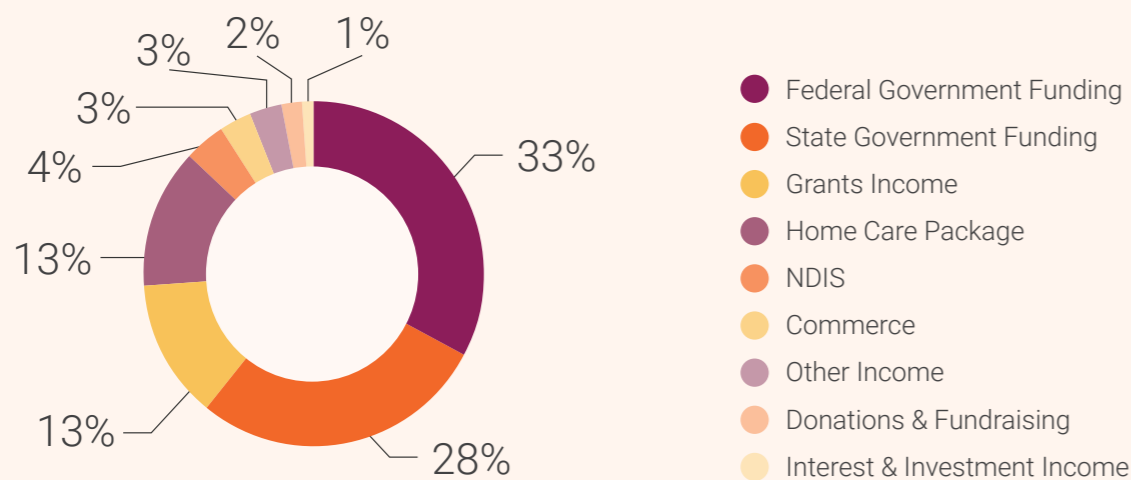
Total expenses were \$25.35M. Staff and service costs continue to comprise almost all of this spending.

The Statement of Financial Position shows a \$1.25M reduction in Cash and Cash Equivalents to \$1.8M due to the purchase of land on which we will build the first Bindi Bindi Place Centre for at risk children.

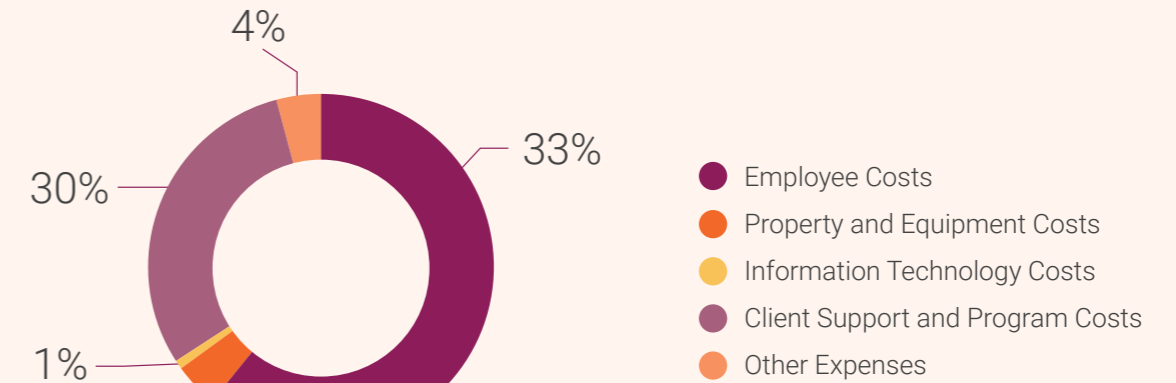
Total Current Assets dropped by \$715k to \$3M whilst Net Assets increase by \$1M to \$13.6M.

WHERE THE MONEY CAME FROM

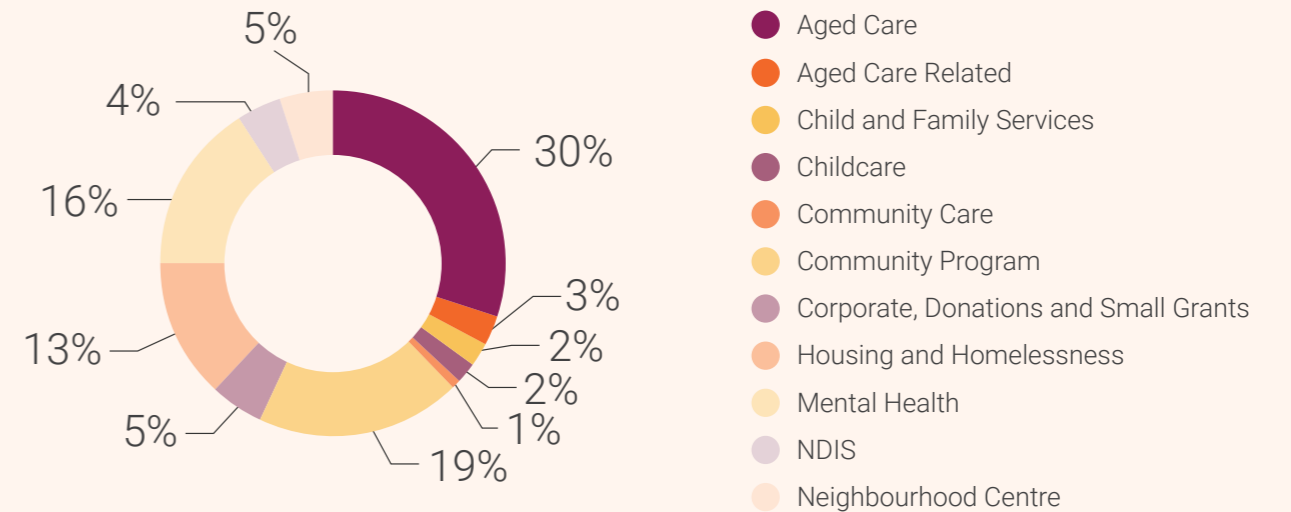
Government grants of \$19.4M or 74% were 45% Federal (largely through PHN Partnerships) and 39% State funded. 13% of funding came from Home Care Packages and 4 % from NDIS.



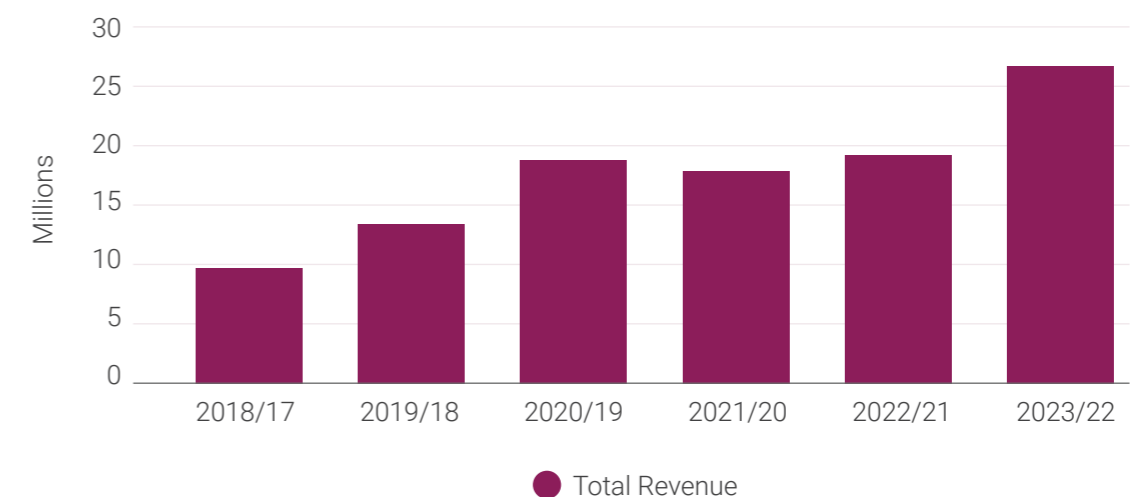
HOW THE MONEY WAS SPENT



TO DELIVER OUR SERVICES



TOTAL REVENUE PER YEAR



COMMUNIFY CHAMPIONS

FUNDERS

AUSTRALIAN FEDERAL GOVERNMENT

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

QUEENSLAND GOVERNMENT

- Department of Housing
- Department of Child Safety, Seniors and Disability Services
- Department of Youth Justice, Employment, Small Business and Training
- Department of Resources
- Queensland Health
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Department of Environment and Science - Multicultural Affairs Queensland

OTHER FUNDERS

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

SUB-CONTRACT AGREEMENTS

- Red Cross
- World Wellness Group
- Refugee and Immigration Legal Service
- Uniting Church Indooroopilly
- Multicultural Australia
- Brisbane Youth Service
- Toowong Private Hospital
- Institute for Urban Indigenous Health
- ACT For Kids
- Micah Projects
- Eating Disorders Queensland

DONORS & CHAMPIONS

- Individual donors through GiveNow
- ADA Australia
- AMP Capital
- Australian Labor Party – Barooka Branch
- Baby Give Back
- Bardon Bowls Club
- Bardon State School
- Big River Group
- Bolton Clarke
- Brisbane North Primary Health Network
- Bunnings Indooroopilly
- Bunnings Keperra
- Bunnings Newstead
- Coles Newmarket
- Commonwealth Bank
- Cr Clare Jenkinson
- Cr Vicki Howard
- Chill Backpackers
- DG Building Concepts
- Dr. Kate Murray – School of Psychology & Counselling, Faculty of Health, QUT
- Dreamtime Aroha
- Foodbank
- Grace Grace MP
- GIVIT
- Good 360
- Grill'd Local Matters Program
- Howard Smith Wharves
- Indooroopilly Uniting Church
- Leading Age Services Australia
- Lions Club Bardon
- Lions Club The Gap
- McGrath & Frisby
- Meat at Billy's
- Merlo
- Merthyr Bowls Club
- Midas Ashgrove
- Mitchelton State School
- Michael Berkman MP
- Mt Coot-tha Greens
- Mums for Refugees
- Nappy Collective
- New Farm Bowls Club
- Order of St Lazarus
- Paddington Hardware
- 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
- Sisters of Mercy
- St Vincents Hospital
- Stephen Bates MP
- Streetsmart Australia
- Tenerife Lions
- The Bardon Bakehouse
- The Cove Workspace
- The Gap Laughter Club
- The Gap Ward Office
- The Munro Centre
- Westside Community Services
- World Wellness Group

OUR PARTNERS

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

OUR MATES

- 3rd Space
- ACT For Kids
- ADA
- AlayaCare
- Alcohol and Other Drug Homeless Outreach Team
- Ashgrove Library
- Ashgrove West Uniting Church
- Bald Hills Uniting Church
- BRIC Housing
- Brisbane Housing Company
- Coles New Farm
- ConnX
- Cuisine on Cue
- Dominoes New Farm
- Dr Nancy Sturman
- Edwina Kempe
- Foodbank
- Fortitude Valley Chamber of Commerce
- Give Industries
- Going for a Song Choir
- Good Samaritans
- Griffith University
- Harmony Place
- Helen Cowley physiotherapist
- Hilder Road State School
- Holy Spirit School
- Home In Place
- Homeless Health Outreach Team
- INCH
- Indooroopilly Uniting Church
- Ithaca State School
- Jaslyn Dugmore Nutrition
- Jeays Street Centre
- Jody's Café New Farm
- Keperra Sanctuary
- Kombi Clinic
- Langri Tangpa Buddhist Centre
- LawRight
- Melaleuca Clinic
- Men's Shed Spring Hill
- Micah Projects
- Mission Australia
- Mt Coot-tha Botanical Gardens
- MurriWatch
- Nappy Collective
- New Farm Bowls Club
- Novigi
- Play Matters
- Papas Hair New Farm
- PPP Parenting
- Portfolio Creative Services Group
- 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
- Rehoming with TLC
- Rotary New Farm
- Salvation Army
- Sassafras Café
- St Vincent de Paul Society
- Teneriffe Lions
- The Access Group
- The Bakeologists
- The Cove Workspace
- Thread Together
- Village Voice
- Warm Hearts Warm Bellies

MEMBERSHIP & PEAK BODIES

- CSIA
- Jobs Australia
- LASA QLD
- Mental Health Association
- Brisbane North Primary Health Network
- QCOSS
- Qld Community Alliance
- Neighbourhood Centres Queensland
- QNADA
- Queensland Shelter
- Refugee Council of Australia
- Suicide Prevention Australia
- The Resilient Clubs Support Program
- Volunteering Queensland



Supporting our community on all sides

Communityfy Queensland Pty Ltd

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OUR FUNDERS



Australian Government



Queensland
Government



Dedicated to a better Brisbane

phn
BRISBANE NORTH

An Australian Government Initiative