



2024/25

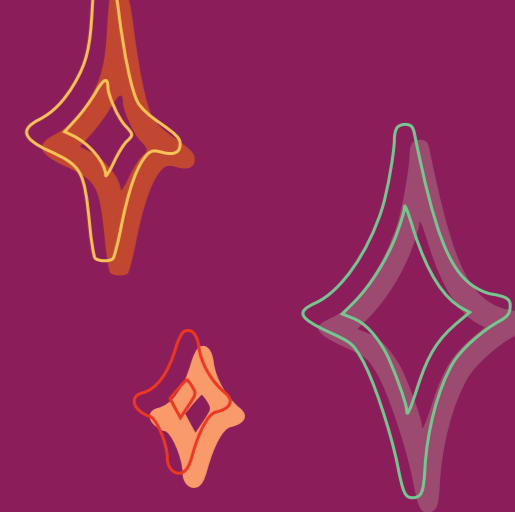
IMPACT REPORT

SUPPORTING OUR
COMMUNITY ON
ALL SIDES.





DIVERSITY & INCLUSION STATEMENT



DEEPENING OUR COMMITMENT TO RECONCILIATION

Reconciliation Australia welcomed Community to the Reconciliation Action Plan (RAP) program with an endorsement of its inaugural Reflect RAP in March 2025.

Community joined a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Community is committed to creating lasting change by embedding reconciliation into the fabric of our organisation. This Reflect RAP is a cornerstone of our efforts to build meaningful relationships with Aboriginal and Torres Strait Islander communities. We pledge to foster a culturally safe and inclusive

environment where First Nations peoples feel respected, valued, and supported. Through this RAP, we will take actionable steps to enhance our cultural understanding, form strong partnerships, and ensure that our services are accessible and equitable. Together, we commit to making reconciliation a reality by aligning our practices with the values of respect, trust, and collaboration.

By embedding reconciliation into our organisational practices, we will create a culturally safe environment for First Nations peoples, improve inclusivity, and contribute to positive social change. This RAP enables us to build long-term, meaningful partnerships, enhance our cultural competency, and align our services with the values of equity and justice. Through these efforts, we will improve outcomes for Aboriginal and Torres Strait Islander clients and staff while leading the way toward reconciliation within our sector.



OUR RAP ARTWORK



“Social Soils” by Jody Rallah

“SOCIAL SOILS”

Down by the river, at the base of the mountains, along the sandy banks of the worril (rivers), embedded in the stones and soils; clay from Country is diverse. Each clay body is different and reflects beauty in its community of composed soils. Clay reflects the presence of life on Country, it forms strongly under pressure, and it protects and heals. Clay is a cultural facilitator.

The artwork is composed of clay and ochre bodies from various sites on Country. Reflecting the social tapestry of connected communities, embodying our continued and ensuring connection to the lands, waterways and sky, and celebrating the diversity and strength of people, Country and community.

ABOUT THE ARTIST

Jody Rallah is a Yuggera-Yuggerabul and Biri-Bindal artist from Meeanjin/Brisbane. Jody creates 'knowledge vessels' using various mediums and practices across object making and painting, sculptural installation, facade and thoroughfares, soundscape, and collaborative intergenerational approaches.

She creates both large-scale and intimate forms to embody living histories and explore an evocative sensibility with material creations and iconography. Jody investigates how the aliveness of place is encoded in memory spaces, and how a haptic hands-on approach to art making and design can foster inclusive conversations by inviting curiosity about relationships with Country, the built environment, and our place within it. Through the art-making process, Jody embeds narratives that explore the echoes between generations, identity and the contemporary conditions that can influence our relations with place and each other.

Jody is passionate about re-embedding First Nations knowledge spaces back into the built environment by collaborating with Elders and organisations, to create spaces and vessels that are inviting and alive with movement, memory, and narratives.





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A MESSAGE FROM OUR CHAIR & CEO



Over the past 12 months, Communify Queensland has been at the forefront of supporting our community through the ongoing housing crisis and escalating cost-of-living challenges, responding to unprecedented numbers of people seeking help and a growing complexity of needs.

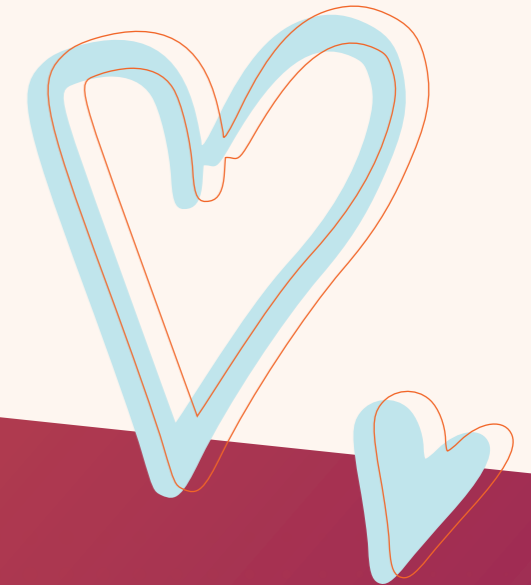
Throughout this period, the unwavering dedication and compassion of our staff have been instrumental, ensuring that every person who reaches out for support is met with kindness, care, dignity, and hope.

We have continued to strengthen our holistic, place-based service models, integrating a multiservice and multidisciplinary approach that delivers wrap-around support, coordinated care, and solution-focused interventions across a broad spectrum of life domains and challenges. These include mental health, housing, aged and disability care, financial and food insecurity, and individual and family services. Through our walk-in service model

delivered via our neighbourhood centres and HART4000, we provided accessible, person-centred support that meets people where they are, ensuring timely assistance and pathways to sustained wellbeing. This integrated approach enables individuals and families to access the right support at the right time, fostering stability, resilience, and lasting positive outcomes.

We were delighted recently to be awarded the Medicare Mental Health Services contract for the Royal Brisbane and Redcliffe Hospital catchment areas, further enhancing Communify's integrated approach. The success of our tenders reflects the strength of our partnership model, our demonstrated capacity to deliver integrated, wraparound services, and our commitment to accessible, high-quality community care. To support service delivery, we have upgraded our new Lutwyche property to accommodate the inner Brisbane-based service and have secured and enhanced a dedicated site in Redcliffe. These strategically located facilities provide high-quality amenities and welcoming environments designed to enhance both service accessibility and client experience.

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



We also prepared for the most significant reform in aged care in over a decade – the Support at Home program. By reviewing and repricing our Home Care Package services and mapping a clear transition plan, including system upgrades, we've positioned Communify to continue delivering high-quality, person-centred care for older Australians.

After 42 wonderful years, we made the difficult decision to close our small multi-aged childcare centre. Surrounded by a growing number of newer, larger centres and facing low enrolments, it was a hard but necessary decision to ensure resources are directed where they can have the greatest community impact.



We remain deeply proud of the legacy this service leaves – generations of children, families and educators whose lives have been shaped by decades of care and connection.

Internally, we strengthened our organisational foundations through the rollout of a new quality and risk management platform, enhancing oversight, compliance and visibility across all services. Alongside this, the introduction of a new suite of finance applications and digital tools has improved agility, transparency, and financial resilience, ensuring we remain well-equipped to support sustainable growth into the future.

In May, we proudly launched our Reflect Reconciliation Action Plan, a meaningful celebration that reaffirms our ongoing commitment to reconciliation, cultural safety, and the recognition of First Nations peoples' enduring connection to land, culture, and community.

Our people remain central to our mission and impact. With over 250 skilled staff and over 200 dedicated volunteers, Communify continues to deliver impactful, innovative, and person-centred services across all program areas.



Throughout the year, staff engagement remained strong, and we made significant investments in professional development, supporting continuous learning, leadership growth, and the enhancement of specialist skills across our workforce. These initiatives have strengthened our organisational capability, deepened cultural competency, and fostered an environment of collaboration, inclusion, and professional excellence, ensuring our teams are well-equipped to respond to the evolving and complex needs of the community.

We extend our sincere thanks to our staff, volunteers, and Board for their unwavering commitment, expertise, and shared purpose in achieving another successful year of growth impact and service to our community.

THE YEAR IN REVIEW



EMBEDDING CO-DESIGN IN COMMUNITY MENTAL HEALTH SERVICE DELIVERY



RECOVERY AND DISCOVERY CENTRE TRANSITIONS TO MEDICARE MENTAL HEALTH CENTRES

2025 saw an exciting and long-awaited expansion for Recovery and Discovery Centre as federal funding was successfully secured to transition the program to the Medicare Mental Health Centres (MMHC) model.

Upon entering its sixth year of operation in July 2024, the Recovery and Discovery Centre had delivered compassionate, person-centred clinical and non-clinical supports to thousands of community members living with severe and complex mental health conditions. However, community demand continued to rise far beyond program capacity, and the team were facing another year of managing the increasingly long waitlist for participant supports.

Despite these challenges, with the addition of a specialist Intake and Brief Intervention Worker, the Recovery and Discovery Centre reduced the average wait time for new participants by a remarkable 140 days. Ongoing funding was secured for the Clinical

Care Navigation, Psychological Therapies and Psychosocial Supports service streams. This allowed the team to deliver over 8,800 service contacts across the year and support 175 new participants, exceeding their target for new participants by 290%. Additionally, the Centre supported several team members with lived experience of mental health challenges to advance into leadership roles.

In 2025, Community successfully tendered to combine the Recovery and Discovery Centre with funding for a new Inner North Medicare Mental Health Centre, enabling us to extend our mental health services to new communities and expand the range of supports we can offer. MMHCs are designed to deliver inclusive, responsive and culturally safe support to people experiencing emotional distress, complex life challenges, and mental health concerns ranging from mild to severe.

Community was selected to operate an additional Medicare Mental Health Centre located in Redcliffe, as part of a Brisbane North PHN initiative to deliver mental health services to communities experiencing increased socio-economic disadvantage, higher rates of unemployment and high rates of homelessness. Both the Inner North and Redcliffe MMHCs will commence operations from October 2025.

LEADING WITH LIVED EXPERIENCE

In late 2024, Community received seed funding from Brisbane North PHN to deliver a Lived Experience Pilot Project in partnership with Queensland Lived Experience Workers Network (QLEWN). The three-part project focused on fostering sector-wide support for, and growth of, a network of Lived Experience (Peer) workers, students and advocates across Queensland, as well as the establishment of Lived Experience-led, community-based discussions around distress management and capacity building.

The project commenced in December 2024, with funding extended from the initial end date of 30 June 2025 to 30 September 2025 to optimise the delivery of key outcomes. Across the nine-month period, Community worked with QLEWN to support the growth of the Lived Experience Workforce network, recruiting over 300 members. The initiative was later rebranded as the IMPACT (Inclusion, Mentorship,

Peer Advocacy and Change Together) Network after consultation and co-design with members.

Another priority this year was building Lived Experience (Peer) literacy within Community's organisational culture. Several Lived Experience practice-specific training courses were delivered to staff, including Emotional CPR and Alt2Suicide, and three new policies related to Lived Experience were implemented. In June 2025, Community formed a Consumer Advisory Group (CAG) of community members with lived experience who will convene quarterly to provide policy recommendations, consumer feedback, program co-design, and input towards Lived Experience advocacy.

Guided and informed by Lived Experience and Expertise both within and outside Community, the Lived Experience project team developed our Lived Experience (Peer) Practice Framework in collaboration with CAG members and Peer leaders. The formal launch of the Framework is planned for December 2025.



THE WAY BACK CONTINUES TO EXPAND

The Way Back Support Service established a peer support program and introduced identified Support Coordinator roles to manage a 41% increase in referrals compared to the previous year.

The service provides outreach-based psychosocial support to people who have experienced a suicide attempt or suicidal crisis. In 2025, the team launched The Way Back Family and Friends program to provide peer support to the carers and families of those experiencing suicidal distress. This program recognises the value of peer input in supporting those affected by mental health crises.

The Way Back also responded to community needs by introducing new identified Support Coordinator roles to deliver tailored support for participants from CALD backgrounds and LGBTQIA+ participants. The addition of this specialised expertise in the team has enhanced inclusivity and service accessibility for these communities.

Despite the additional strain placed upon the service from significantly higher demand, the Way Back team successfully completed a total of 3,887 support appointments in the 2024-2025 financial year, amounting to a 32% increase from the previous year. The service supported a total of 427 participants across the year.

SPRINGBOARD

For Springboard, Community's day-treatment program for people battling addiction, supporting participants who have also been deeply impacted by the cost-of-living crisis continues to be a significant challenge. The eighteen-week program offers structured support in a community-based setting for people experiencing co-occurring alcohol and other drug (AOD) and mental health difficulties.

As the cost-of-living crisis intensifies, the intersection of mental health, housing, physical health and relational challenges has created considerable disruptions for many Springboard participants. The Springboard team has maintained a proactive response to this, working diligently to connect participants with essential referral services for housing, emergency relief and other individualised support needs. This builds participant capacity not only for program engagement, but also sustained, long-term growth and change.

Springboard was selected to present their insights at two major AOD conferences this year: the Australian Winter School, hosted by the Queensland Network of Alcohol and Other Drug Agencies (QNADA), in August 2024; and AddictionZ, hosted by the Australian and New Zealand Mental Health Association, in May 2025.

63% of FY24/25 intake participants completed the six-week Day Treatment Group phase of the program, and 70% of those continued on to complete the twelve-week Aftercare period, indicating strong retention across the full eighteen-week program. Furthermore, participants reported statistically significant improvements across fields such as AOD dependence, psychological distress, relationship quality and psychological flexibility.



SAFE SPACE

This year, our Safe Space Support Service faced potential decommissioning as budgetary priorities in the mental health services sector were redirected to prepare for the rollout of Medicare Mental Health Centres across SEQ. Due to this uncertainty, and rapid growth within the peer support space, Safe Space initially struggled with higher levels of staff turnover, temporary site closures and reduced operating hours.

However, guests, staff and partner services united to advocate for the continued operation of Safe Space. Guests contributed their insights to community discussions around mental health service delivery and participated in Lived Experience Advisory Groups. Safe Space staff completed Intentional Peer Support (IPS) training, which reinforces trauma-informed, relational peer support practice, and supported Lived Experience student placements. The team also welcomed increased referrals from key partner services including QPS, QAS, Metro North Acute Care Team, and local GPs and psychologists.

The publication of "Stories from the Community Bardon Safe Space" in May 2025 represented a powerful tool for advocacy. The 36-page collection of lived experience reflections and artworks from Safe Space guests and staff highlights the program's impact and critical importance to the community.

These combined efforts have enabled Bardon Safe Space to resume operating seven days a week as staff, guests and supporters alike continue to advocate for ongoing funding. In the 2024-25 financial year, Safe Space delivered 2,268 instances of support in total, with 498 supports provided to First Nations individuals and 164 supports provided to individuals with refugee backgrounds. 94% of guests reported reduced levels of distress after accessing the service.

2,268
INSTANCES OF
SUPPORT DELIVERED

498
SUPPORTS
PROVIDED TO
FIRST NATIONS
INDIVIDUALS

164
SUPPORTS PROVIDED
TO INDIVIDUALS
WITH REFUGEE
BACKGROUNDS

94%
OF GUESTS
REPORTED
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OF DISTRESS
AFTER ACCESSING
THE SERVICE

KEEPING OUR COMMUNITY SAFE AND HOUSED

HART4000

HART4000, our housing and homelessness service, faced unprecedented demand this year as affordable housing supply continues to dwindle, and systems struggle to support participants who have increasingly complex needs.

Despite the presence of these structural challenges in the housing services sector, HART4000 delivered exceptional housing outcomes across all case management streams. After securing Immediate Housing Response (IHR) funding for individuals and couples in June 2024, the HART4000 team supported 146 participants to achieve housing outcomes under this funding across the 2024-25

financial year. This represented a 70% success rate for the first year of IHR individuals and couples. HART4000 assisted a further 302 households to secure housing outcomes under Immediate Housing Response for Families (IHRF).

HART4000 continued to demonstrate leadership in the sector through collaborations with advocacy organisations such as Brisbane Zero to share best-practice insights for responding to the complex needs of people experiencing homelessness.

Through further strengthening key partnerships with hotels and community housing providers, and developing specialist skills within the team, HART4000 supported a total of 3,516 households and delivered 1,085 long-term housing outcomes this year.

SUSTAINING TENANCIES

Our Sustaining Tenancies service continued to support people with complex needs to maintain their tenancies and secure stable, long-term housing outcomes. The program also provides onsite social support at two supported housing facilities for identified vulnerable cohorts, in partnership with BRIC Housing.

This year, Sustaining Tenancies supported 434 participants with financial aid and brokerage, housing advocacy, hoarding and squalor interventions, mental health support, AOD counselling and capacity building supports. This resulted in a 95% tenancy sustainment rate for participants.

The team continued to apply their specialist hoarding and squalor management framework to provide person-centred, trauma-informed support to tenants with hoarding behaviours. Tailored interventions including respectful decluttering and supportive cleans enabled the team to address critical tenancy issues while empowering participants to achieve their goals for self-efficacy.

47% of tenants supported by our transitional supported housing facility Binkenba Place in the 2024-25 financial year entered their tenancy after chronic rough sleeping. Sustaining Tenancies' onsite support staff work with Binkenba tenants to address their individual challenges around housing, employment and wellbeing, with the goal of achieving long-term housing and improved capacity. This year, two Binkenba tenants were successfully transitioned to permanent housing.

The onsite support team at Clayfield House, our long-term social housing complex for seniors, continued to foster social support and enhance quality of life for residents. Staff delivered a range of group activities, gatherings and barbecues to connect residents to their community, and ensured residents' essential needs were met by supporting them to access Home Care Packages.



HART4000 SUPPORTED A TOTAL OF 3,516 HOUSEHOLDS AND DELIVERED 1,085 LONG-TERM HOUSING OUTCOMES THIS YEAR.



DIGNITY IN CRISIS

EMERGENCY RELIEF AND ASYLUM SEEKER SUPPORT

EMERGENCY RELIEF ACROSS BRISBANE NORTH AND SOUTH

Community needs arising from housing insecurity and the rising cost of living placed additional strain on service delivery across our Brisbane North and South emergency relief programs.

Demand for emergency relief services consistently exceeded budget and resources allocated to our neighbourhood centres for the 2024-25 financial year.

North West Community Hub and New Farm Neighbourhood Centre distribute emergency and food relief for inner north and western Brisbane suburbs, and between them the centres provided 1,800 emergency relief vouchers to community members in financial hardship. This amounted to \$210,000 in emergency financial relief to assist people with rent and utility bill payments, fuel vouchers and transport support. The two centres collectively provided over 34 tonnes of food through the Pantry, the food relief service based at the Hub, and packages from SecondBite that New Farm Neighbourhood Centre distributes weekly.

Food relief support in Brisbane North was also provided with community lunches and dinners at New Farm Neighbourhood Centre and The Exchange, our neighbourhood centre based in Kelvin Grove. New Farm Neighbourhood Centre served 6,450 community lunches, while The Exchange served meals to over 19,790 people through their community lunches and dinners in partnership with Village Mosaix.

Acacia Ridge Community Centre supports Brisbane's southern suburbs with emergency and food relief. The Centre provided over \$174,350 of emergency relief vouchers to assist community members with food and fuel purchases. The Food Co-Op, the Centre's free and low-cost food service, continued to be a cornerstone of support, operating three days per week and recording over 6,220 visits throughout the year. The Centre distributed more than 74 tonnes of food items received from Foodbank, SecondBite and OzHarvest, a significant increase from the 57 tonnes provided in the previous year.



FOOD RELIEF	
New Farm Neighbourhood Centre	10,200kg
	\$42,000 in food vouchers
Acacia Ridge Community Centre	6,450 meals served
	6,229 visits to Food Co-Op
North West Community Hub	74,298kg
	24,000kg
The Exchange	6,077 people fed by community lunches
	13,714 people fed by community dinners

EMERGENCY RELIEF PAYMENTS	
Brisbane inner north and west	\$210,000
Brisbane south	\$174,350

OTHER ER SUPPORT	
New Farm Neighbourhood Centre	4,100 support appointments
Acacia Ridge Community Centre	862 support appointments
North West Community Hub + Exchange	27,167 support appointments
	1800 instances of emergency relief voucher provision

ASRA

This year, the Asylum Seeker and Refugee Assistance (ASRA) Program supported over 680 asylum seekers with monthly emergency relief payments, crisis intervention, case coordination support, housing support, legal support, pathways to employment and training, and support to access health services.

ASRA advocates for the fundamental human rights and dignity of people seeking asylum and delivers specialist services for asylum seekers who are ineligible for formal immigration support. Community provides program coordination for ASRA in partnership with World Wellness Group, Multicultural Australia, Refugee and Immigration Legal Service (RAILS), Indooroopilly Uniting Church, QPASTT and Common Ground Queensland. In addition to ongoing specialist support, ASRA operates three outreach hubs located in Indooroopilly, Logan and Gatton, to offer safe spaces where asylum seekers can access practical support and social connection.

Many of the asylum seekers ASRA supports are part of the Legacy Caseload who have subsisted on temporary visas for over twelve years while their immigration status remains unresolved. Visa uncertainty is a major barrier for asylum seekers to secure stable employment, and the number of ASRA participants without work rights doubled in the 2024-25 financial year. This has severely impacted the mental health, financial independence and housing stability of affected participants and their families.

To address the critical issue of housing, Community together with Common Ground provided housing support to a total of 159 ASRA participants this year. The ASRA Housing team embedded within HART4000 secured housing outcomes for 143 asylum seekers, including 47 participants in transitional accommodation.

ASRA assisted a small but growing number of families who arrived in Brisbane after fleeing from the conflict in Gaza, delivering wrap-around supports to foster an environment of safety and connection. ASRA is also leading in the sector with their response to support the increasing number of women and children arriving in Queensland from Papua New Guinea seeking urgent protection and safety.

Of the 682 asylum seekers ASRA supported in total this year, over 300 were assisted with emergency relief payments and case coordination, and 52 were supported to secure employment outcomes in partnership with Multicultural Australia. Over 300 participants accessed legal aid through RAILS. 1,332 health supports were delivered in partnership with World Wellness Group, and QPASTT provided trauma counselling to more than 140 participants.

ASRA PROGRAM SUPPORTS IN FY24/25

Total asylum seekers supported	682
Children supported	118
Asylum seekers receiving ASRA Housing support	159
Asylum seekers supported with emergency relief	300+
Employment outcomes secured	52
Asylum seekers supported with trauma counselling	140
Episodes of support to access health services	1,332
Asylum seekers provided with legal support	300



MANY CULTURES, ONE COMMUNITY

COMMUNITY HUBS

Our network of Community Hubs focused on nurturing and harnessing support from key partnerships this year, to enhance community engagement programs and connect participants with essential services.

Community operates five hubs in Brisbane suburbs with high CALD communities in partnership with Community Hubs Australia. The initiative delivers grass-roots programs based in schools that cultivate connections between refugee and migrant families and their community.

Collaboration with partner organisations enabled our Community Hubs to respond to the specific needs of their regular participants. Representatives from Mater Refugee and Multicultural Health Service worked with bilingual community leaders and World Wellness Group to deliver healthcare information and service navigation sessions in Tamil at the hubs. These workshops supported the high proportion of Sri Lankan and Indian hub participants to understand and access free health services. Long-standing Community partner Reclink provided fitness sessions and free fitness equipment to the Community Hub in Nundah to improve the physical wellbeing of participants, many of whom had never engaged in outdoor exercise.

In June 2025, the OneSight EssilorLuxottica Foundation supplied a pop-up vision clinic at the Community Hub in Inala. A volunteer team of twelve optometrists conducted free vision assessments for 89 patients from Inala State School and the local community, and provided pairs of glasses to those who required them.

This collaboration provided an opportunity for families to access an essential health service they were not otherwise able to afford.

Strong leadership at our Community Hubs has also contributed to the success of the initiative. Inala Hub leader Paola Caballero was recognised by Mission Australia at their 2024 Child Friendly Excellence Awards, in celebration of the myriad ways the hub has fostered support, safety and empowerment for children in the local community.

Overall participant engagement across the Community Hubs remained strong in the 2024-25 financial year, with over 14,540 instances of adults and children participating in hub activities and events. Participation in capacity-building programs, workshops and events tripled with over 4,900 attendances in FY24/25, up from 1,620 attendances in the previous year.



KNITTING THE FABRIC OF COMMUNITY SPIRIT

Knitting English, one of The Exchange's longest-running English language programs, was selected as a Finalist in the Queensland Volunteering Impact Award category of the 2025 Volunteering Queensland Awards.

This achievement recognises Queensland organisations and programs who demonstrate outstanding passion, innovation and leadership in the volunteering space.

The Knitting English program began in 2010 when Save the Children called on Australians to knit blankets for children affected by the Haiti earthquake. The group has since continued to knit blankets, toys, beanies, and teddies for children impacted by natural disasters, poverty, domestic violence and displacement.

The program combines English conversation with knitting to facilitate a welcoming space where women from 26 different countries come together to practise language skills, build friendships and support their community with creativity. It fosters cultural exchange, combats social isolation, and offers a strong sense of belonging for women from culturally and linguistically diverse backgrounds.

WOMEN FROM 26 DIFFERENT COUNTRIES COME TOGETHER TO PRACTISE LANGUAGE SKILLS, BUILD FRIENDSHIPS AND SUPPORT THEIR COMMUNITY WITH CREATIVITY.



I BELONG: AN INNOVATIVE COMMUNITY LITERACY PROGRAM

In 2024, Acacia Ridge Community Centre launched I Belong, an English literacy and Citizenship preparation program tailored to support people from refugee and migrant backgrounds with low literacy.

After many years of running weekly citizenship preparation classes at the Centre, it became evident that low English and digital literacy was a major barrier for refugee and migrant people to access employment opportunities and attain Australian citizenship.

I Belong is a targeted literacy intervention with a student-centric approach that complements formal classroom learning. Volunteer tutors offer one-on-one support to learners at their current literacy level and provide customised learning materials. The additional focus on Australian citizenship content helps participants, 80% of whom are women from refugee and migrant backgrounds, to understand and navigate life in Australia. The program provides a culturally sensitive and child-friendly learning environment that enhances accessibility for mothers and fosters community engagement.

In 2025, with funding support from Scanlon Foundation, I Belong expanded further with a six-month pilot at two additional community hubs in Toowoomba and Redbank Plains. The I Belong digital library app was developed, offering participants access to interactive audio practice tests and numerous other educational resources. The program has received additional valuable contributions, including iPads and SIM cards provided by Optus, student resource printing funded by the Federal Members for Moreton, Groom, and Blair, and pro bono legal assistance from Clayton Utz.



Since I Belong's launch in 2024, 215 people from refugee and migrant backgrounds have enrolled, and 44 participants have passed their Citizenship Test. The pass rate for 2025 students who attempted the test post-enrolment is currently 52%, and 75% of those who passed had failed previous attempts made prior to enrolment. Furthermore, 86 volunteer tutors have been trained through the program since its inception.

Essential referral pathways have also been facilitated through the I Belong program. To date, over 110 referrals have been made for participants and their families to access emergency relief and social support, with additional volunteer-led support to navigate form-filling, fee overpayments, exemption eligibility and test deferrals. Several students were also supported to enrol in Community's Skilling Queenslanders for Work program, with three participants being offered work placement opportunities.

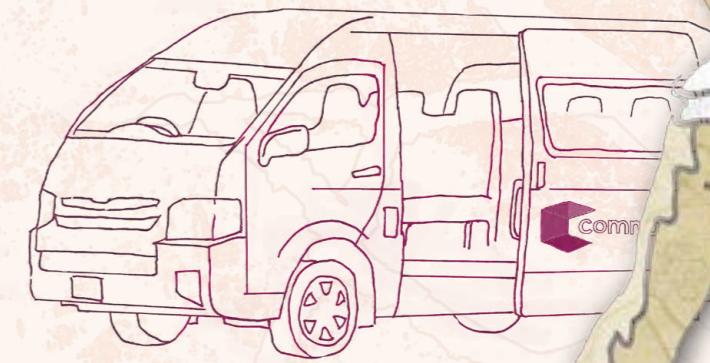
ZEYTINA'S STORY

Zeytina, a single mother of six, fled to Australia from Ethiopia as a refugee in 2016. Almost as soon as she arrived, she began visiting Belong Community Centre (now Acacia Ridge Community Centre) to seek connection, community and support.

Faced with the challenge of navigating an entirely new language and culture, Zeytina demonstrated resilience, resourcefulness and initiative. She immediately enrolled in several training courses, including English language and citizenship classes, and she successfully attained a Certificate 3 in Hospitality.

It became deeply important to Zeytina to achieve Australian citizenship, not only to feel a sense of belonging and safety in the country she now called home, but also to obtain an Australian passport which would allow her to visit her family back in Ethiopia. She first applied for Australian citizenship in 2019, but her application was rejected.

Over the next five years, while diligently attending weekly citizenship classes, Zeytina submitted several more applications with the Community Centre's support, all of which were rejected. Finally, in late 2024, Zeytina once again applied for Australian citizenship, and this time, her application was successful. She is now a proud Australian citizen with a multitude of opportunities awaiting her.



SUPPORT ACROSS ALL STAGES OF LIFE



PROTECTING CHILDREN AND SUPPORTING AT-RISK FAMILIES

Our Intensive Family Support (IFS) service processed a record number of referrals this year as demand for specialist support continued to rise, resulting in extended wait times for families to access support. IFS supports distressed families who face challenges that impact their ability to care for and raise their children, with the goal of ensuring the children's safety.

In response to the growing demand for support, IFS focused on improving core processes and enhancing team capability. The team completed training in the Safe & Together™ Model to enhance their practice when working with both victim/survivors of violence and persons using violence. This approach has strengthened the team's ability to partner with the non-offending parent, keep children safe with them, and intervene more effectively.

IFS provided emergency relief support to 29 families who were affected by ex-Cyclone Alfred, distributing \$3,450 worth of Coles and Woolworths vouchers.

The program also collaborated with Jabiru to deliver Park Play events during school holidays, providing families with community connection and access to information and support.

With the help of service partners Act For Kids, IFS supported 122 families and provided 12,219 hours of support across the 2024-25 financial year. The team processed 261 referrals – a 79% increase from the previous year - highlighting both the scale of need and the capacity pressures faced across the service.

EXPANDING OUR AGED CARE SERVICES

Systemic challenges in the aged care services sector have affected the availability and accessibility of supports for elderly Australians, who face growing delays for securing Home Care Packages and limited capacity of CHSP-funded supports.

Despite this, Community delivered 197 Home Care Packages to elderly community members this year, compared to 153 the previous year. Our Home Care Packages team onboarded a new Facilitator role to manage the growing demand for services. The team now employs five Facilitators who coordinate Home Care Package supports for older people with complex care needs.

Community supports older people with a range of services, including in-home and centre-based respite, domestic assistance, nursing and allied health, personal care, social support, transport and meals. Our aged care service teams collectively provided over 86,680 hours of support in the 2024-25 financial year, a significant increase from the 63,902 hours provided in the previous year.

The majority of our aged care services delivered record numbers of supports this year. We provided in-home nursing services to 225 older people, supporting them to remain healthy and comfortable

in their own homes, up from 99 nursing clients in FY23/24. We delivered over 22,970 hours of flexible and centre-based respite services, representing a 61% increase from the previous year. This was reflected in the resurgence of activity at Paddington Centre, which achieved full capacity of clients. Paddington Centre was pleased to secure a partnership with American College RTO for the allocation of student work placements within the Centre, which has offered additional support to Centre staff.

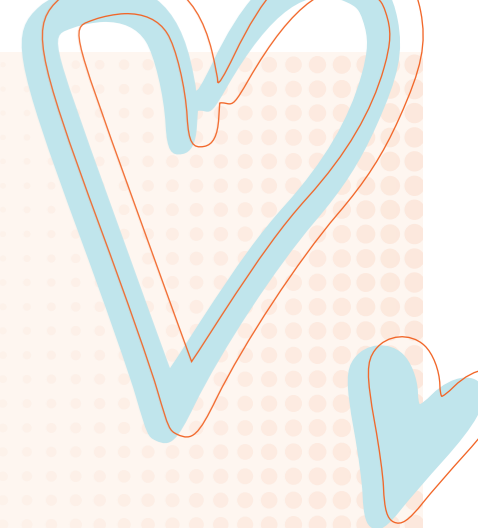
Community achieved 132% of our KPIs for aged care community participation through our Community Access program, which connects elderly people with movement classes, creative therapy and group outings to cultivate social support. Our aged care transport service, which offers subsidised transport for over 65s to access medical appointments and group activities, completed almost double their target number of trips for the year.



NOTABLE INCREASES SINCE FY23/24	FY24/25	% increase in FY24/25
Domestic assistance - hours of support	23,290	39%
Flexible and centre-based respite - hours of support	22,972	61%
Nursing - number of clients	225	127%
Nursing - hours of support	2,618	87%
Social support - number of clients	360	58%
Social support - hours of support	24,154	50%
Home Care Packages provided	197	28%



AT THE HEART OF OUR COMMUNITY



ESSENTIAL SUPPORT WHERE IT'S NEEDED MOST

The ongoing housing and cost-of-living crises continue to affect the community members we serve in increasingly complex ways.

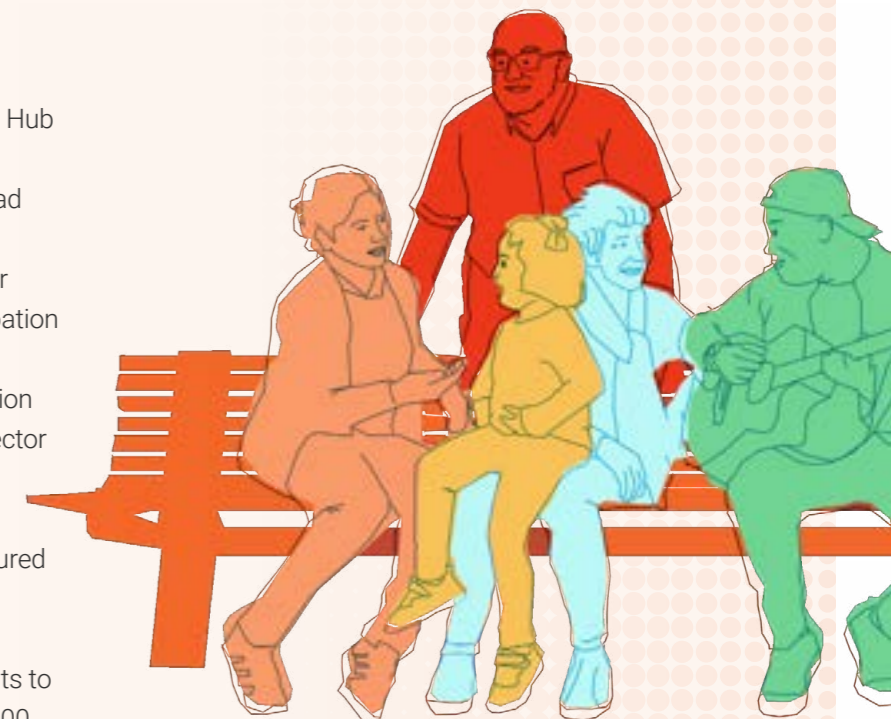
Our neighbourhood centres collectively recognised the need to foster social support and expand community education programs in addition to providing brief intervention and essential services. The centres galvanised input from partner services, volunteers and community peer leaders to deliver innovative wrap-around support solutions where funding and resources were limited.

The Hub faced several challenges throughout the year. In addition to managing emergency relief budget exhaustion, the team experienced significant difficulty in supporting refugee and asylum seeker community members who are living without income and subject to restrictive government policies. The passing of staff member Haley Stringer on 31 December 2024 was also a profound loss to the team and wider community.

Despite this, North West Community Hub delivered a record number of supports in the 2024-25 financial year, facilitating over 27,160 instances of brief interventions to connect community members with essential services. The team also cleared \$17,850 in SPER debt through the Hub's Work Development Order program.

NORTH WEST COMMUNITY HUB

North West Community Hub strengthened community engagement and social connection through a range of initiatives and programs. The Hub implemented a new peer-led workshop program that supports skilled community members to lead arts and crafts workshops using Hub resources and spaces. The House of Soul community choir gained international recognition through participation in research projects and expanded performance opportunities. Following a successful collaboration with Brisbane Festival and established choir director Yani Mills, the Hub formed the Ubuntu Wellness Choir, which now runs year-round with regular community performances, culminating in a featured performance at Brisbane Festival. North West Community Hub together with The Exchange delivered over 500 programs, activities and events to foster social connection, and recorded over 28,500 attendances by community members.



KURILPA KITCHEN

Community commenced management of established community venue Kurilpa Hall in July 2024 at the conclusion of Australian Pensioners and Superannuants League (APSL)'s tenure providing services to West End's senior citizens. We have since continued the work of APSL's Kurilpa Kitchen project, delivering group activities and affordable meals to improve the wellbeing of seniors in the local community. Our first year managing Kurilpa Hall has been a success, with 123% of KPIs achieved by June 2025, indicating both the efficacy of the services and the smoothness of the management transition.

HELPING VULNERABLE SENIORS NAVIGATE CARE

Our Community Navigators program engaged 196 new participants, exceeding their FY24/25 target of 180 new participants. Community Navigators assists senior Australians who require intensive support to access essential services, and the program is part of a national network of care finder services. Our Community Navigators teams operate across Brisbane's northern and southern suburbs, and this year they collectively provided 5,312 hours of support to help vulnerable older people access housing, emergency relief, healthcare and social support. The program welcomed a new team leader in March 2025 and allocation of increased funding from July 2025. This has enabled the engagement of an additional part-time worker to support the growing number of referrals.



NEW FARM NEIGHBOURHOOD CENTRE

New Farm Neighbourhood Centre continued to serve as a vital hub of community engagement, support and inclusion. The Centre established a highly successful playgroup that has become an important space for family connection and early childhood development. The volunteer-led Social Enterprise Coffee Café completed its transition into a self-sustaining model, demonstrating the effectiveness of community-driven initiatives.

The introduction of a drop-in podiatry clinic expanded access to vital health services through New Farm Neighbourhood Centre. Seven new programs were established - the First Nations Men's Group, Podiatry Clinic, Book Club, German Language Group, Women's Conversation Group, Digital Inclusion Program, and Employment Support Program – which significantly broadened the Centre's community offerings. These developments were supported by a network of 32 dedicated volunteers whose input remains central to the Centre's success. The programs, activities and events delivered at the Centre created over 27,000 opportunities for social connection across the year.

To address urgent presenting needs, the Centre successfully completed 100 approved No Interest Loans (NILs) for community members experiencing financial hardship. In total, the team facilitated over 4,100 instances of brief intervention support and referrals.

ACACIA RIDGE COMMUNITY CENTRE

Acacia Ridge Community Centre cultivated further growth in their community development and education programs, in addition to supporting community members with essential services. A key achievement was the expansion of the I Belong citizenship tutoring program to reach communities in Toowoomba and Ipswich. The Centre facilitated social inclusion and connection through a total of 197 programs, activities and events, including English language classes, arts and crafts groups, community lunches and the OzHarvest NEST cooking program. These accumulated over 3,140 attendances by community members.

The cancellation of several community events due to extreme weather conditions proved an operational challenge for the Centre this year. Fortunately, the team were able to successfully host the annual Party in the Park event, and once again provided a free, family-friendly festival for the Acacia Ridge community that strengthened local connections and celebrated community spirit.

The Centre's "Build Your Own Christmas Hamper" day provided 100 local families with the opportunity to assemble personalised hampers during the festive season. Brief intervention support was also provided through over 860 social work appointments throughout the year to offer support, emergency relief and referrals. Service delivery at the Centre was supported by the contributions of 38 regular volunteers across multiple roles, including English and citizenship tutoring, food collection and distribution, gardening, front desk assistance, and client support.

SKILLING QUEENSLANDERS FOR WORK

Our Skilling Queenslanders for Work (SQW) program continued to create pathways to education and employment after we secured funding to deliver six training courses in 2025.

Through these community-based training programs, disadvantaged job seekers are supported to overcome barriers to employment, develop their skills and engage with industry partners through practical placements in fields including conservation management, disability support, laboratory work and hospitality.

Participant absenteeism proved a significant challenge for staff this year, with poor mental health and wellbeing, financial instability and complex family backgrounds affecting participants' ability to engage in their learning. The SQW team responded proactively by implementing a standard framework to offer tailored support where appropriate, foster a compassionate environment and maintain open communication to build trust and reduce stigma. Where participants require specialised support, referrals are made to external services.

The Skilling Queenslanders for Work program supported a total of 237 participants over the 2024-25 financial year and achieved 156 employment outcomes, amounting to a 30% increase from the previous year.



HARLEY'S STORY

Harley commenced the Certificate I in Conservation and Ecosystem Management traineeship just two months after he was released from prison, where he had served time for drug-related offences. He showed considerable commitment to his recovery and rehabilitation post-release, reporting regularly to his parole officer and attending monthly medical appointments for prescribed treatments while engaging in his traineeship.

At the time of his enrolment, Harley had no prior work experience, limited social skills, and was struggling to manage his ADHD.

Despite this, he demonstrated strong practical skills and dedication through consistent attendance even while dealing with persistent pain from a medical issue.

Partway through the traineeship, with the support of his multidisciplinary care team, Harley discontinued his monthly recovery injections due to adverse side effects. Anticipating an adjustment period, the SQW team provided Harley with wrap-around support to ensure he remained engaged during this time.

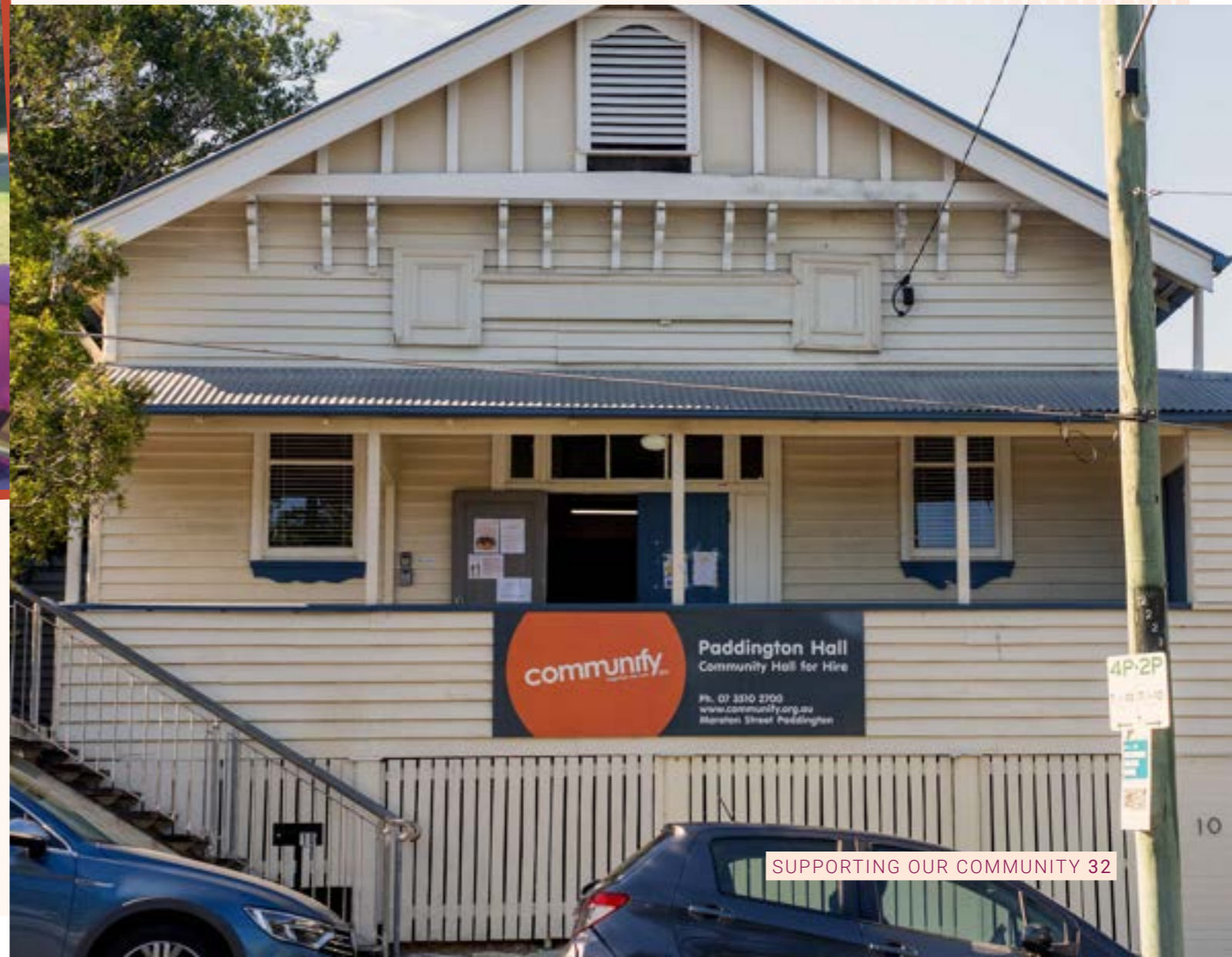
Harley's dedication and persistence have paid off. He has since completed his traineeship and secured full-time employment in the field, where he is now thriving in a structured work environment. His story illustrates how the Skilling Queenslanders for Work initiative effectively supports people to overcome complex barriers to education and employment.



OUR VENUES

Since undertaking management of Kurilpa Hall in July 2024, Communityfy has continued to use the space to support over 65s with CHSP-funded group activities, and as a venue for hire. Located next to the Heritage-listed West End Library, Kurilpa Hall has quickly become a sought-after space, and average weekly bookings have tripled under Communityfy's management.

Significant upgrades were made to our venue bookings microsite in March 2025. A modern, UX-optimised design was implemented to make the booking process easier and more efficient. This has improved venue hirer acquisition, with 328 new individuals and organisations booking a Communityfy venue for the first time in FY24/25. Bookings also increased by 13%, with over 14,860 bookings made across Communityfy's 20 venues this year, compared with 13,026 the previous year. Venue hirer retention remains strong, with 170 hirers maintaining recurring bookings in Communityfy venues.





ALL HANDS ON DECK – OUR VOLUNTEERS

Community continues to benefit from the longevity of our volunteers, whose contributions extend throughout our organisation. Almost 70% of our volunteers have provided volunteer support to Community for over 2 years, and 20% have served for more than 5 years. Our volunteers are involved in a multitude of areas, including transport services, Meals on Wheels, The Pantry food relief, English Language and Citizenship program and neighbourhood centres.

Recognising the crucial role of volunteers in supporting vulnerable communities, Community contributed our submission to the 2025 Parliamentary Inquiry into Volunteering in Queensland. Our submission emphasised the value of volunteer work while outlining common

barriers to volunteering, such as administrative costs, compliance demands and the specific needs of people with psychosocial disabilities. Recommendations included the provision of targeted funding, streamlining systems, and supporting volunteer-led initiatives.

Optimising accessibility was a key consideration in evaluating our volunteer engagement and workflow processes this year. This led to the rollout of our “Supported Volunteers” program, which aims to engage people who need additional support to participate in volunteering due to a disability or disadvantage. This program emphasises the value of empowering people who may need the assistance of a support worker, or other support considerations, to participate in the rewarding work of volunteering.

In addition to Community volunteer contributions, we welcomed volunteer corporate team engagement from Rio Tinto and People First Bank to upgrade facilities and clear green waste at our Green Corner Community Garden in December 2024.

OUR PEOPLE



Community's workforce continues to expand, in response to the needs of our community and funding uplifts for mental health programs, asylum seeker supports and housing and homelessness services.

We welcomed 98 new staff members to the organisation this year, representing 38% of the workforce, while average monthly turnover decreased and workforce stability continues to improve steadily by 11% year-on-year. This is consistent with our drive for sustainable, values-based recruitment and staff capability development, leading to stronger employee retention and engagement.

Community remains committed to investing in our people. Staff across the organisation completed extensive hours of training and professional development, including leadership coaching, accredited programs and community-led learning.

The expansion of our e-learning platform 'Educate' has also enhanced training accessibility for staff and solidified measurable benchmarks for staff skill development and competency compliance.

Employee longevity remains high, with 21% of our workforce having served Community for 5 years or more. Female representation is strong at Community, comprising 76.7% of employees. The number of female managers rose from 52 to 62 in the 2024-25 financial year and 86% of managerial roles in Community are now held by women.

More broadly with regards to diversity, in the spirit of our commitment to reconciliation, Community delivered staff training events that focused on understanding and embedding actions outlined in our Reflect RAP. We continue to build an inclusive culture that supports First Nations peoples, LGBTQIA+ communities, culturally and linguistically diverse groups, people living with disability, our Lived/Living Experience workforce, and people of all ages.



SETTING OUR SYSTEMS UP FOR SUCCESS



During the 2024-25 financial year, our information technology team focused on systems consolidation and modernisation to strengthen Community's digital foundations and enhance operational efficiency.

System Enhancements and Digital Transformation

The AlayaCare system was further optimised to streamline workflows and enhance user experience across service delivery areas. In preparation for the Support at Home Aged Care sector reforms, the IT team consolidated the funding structure within AlayaCare and rolled out the Client Intelligence Suite, which provides improved visibility of client data, risk management and program outcomes.

The IT team successfully implemented Action 1, a cloud-based patch management platform that automates operating system and third-party software updates. The system delivers real-time vulnerability assessments and secure peer-to-peer patch distribution, which substantially reduces security risks across the organisation.

Infrastructure and Operational Support

To ensure continued compliance and optimal performance, the team finalised their project plan to upgrade all Community computers to Windows 11 OS by October 2025. Remote Desktop services were also decommissioned in favour of SaaS-based applications and Microsoft 365 to improve accessibility and security. All local file storage was migrated to our Microsoft SharePoint and OneDrive applications to enhance file collaboration and eliminate reliance on local servers.

The IT team maintained exceptional levels of business-as-usual support while managing several large-scale projects, resolving over 2,400 Helpdesk tickets and assisting over 300 staff, students and volunteers. The team welcomed an additional full-time IT support officer to support the growing workload.

New Systems and Strategic Projects

IT collaborated with the Finance team to roll out a robust new suite of financial applications: Sage Intacct (for general ledger); Martus (for budget management); and Prospend (for expenses management). This has significantly improved reporting and financial control across the organisation.

The team also implemented a new quality management system Folio to manage risk, compliance and continuous improvement processes. Modules now in operation include:

- Risk Registers (Organisational, Operational, Program)
- Quality and Continuous Improvement tracking
- Incident and Hazard Management (including Aged Care, NDIS, and WHS)
- Compliance schedules, internal audits, and safety inspections
- First aid inventory and vehicle kit management

The IT team remains focused on cybersecurity management, business system adoption, and preparing the organisation for the next phase of digital transformation, with Community Insight, Windows 11 migration, and Support at Home readiness as key priorities for 2025–26.

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.

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 to deliver high quality services, improve our clients' quality of life, reduce errors, increase efficiency, and maintain our regulatory compliance.

Since April 2025 Community has been working towards the following standards, with a view to achieve accreditation in November 2025:

- National Safety and Quality Mental Health Standards for Community Managed Organisations;
- National Safety and Quality Digital Mental Health Standards.



OUR BOARD

ZEA JOHNSTON – CHAIRPERSON

BOARD MEMBER SINCE 2021

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

Zea is managing director of a consultancy firm which provides professional and management services to commercial and not-for-profit businesses and a range of public sector agencies and government-owned companies. She has extensive experience in the private sector where she began her career in the financial and hospitality industries. Zea then moved to the Queensland public sector where she held executive-level positions, leading key business functions including human resource management, strategic governance and planning, risk management, finance, infrastructure and disaster recovery, and delivering significant reforms and initiatives to improve access and service delivery.

Special responsibilities: Chairperson of the Board.

AMITA LAROIYA

BOARD MEMBER SINCE 2020

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

Memberships: Queensland Law Society, GAICD, FGIA, CGI. Amita is a lawyer and governance expert and is the General Manager, Group Corporate Governance and Company Secretary in the financial services sector. Amita has a strong background in corporate and commercial law, and corporate governance in the private and public sectors.

Special responsibilities: Member – Finance, Audit and Risk Committee, Chairperson - Risk Subcommittee.

PETER TRAN

BOARD MEMBER SINCE 2014

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

Peter was a member of the NFNC Management Committee and joined the Board as part of the merger of CommuniFi with NFNC. Peter is a chartered accountant with more than 20 years' experience and is a partner in a mid-tier accounting firm. Peter has specialist financial knowledge and skills across a broad spectrum of tax and advisory matters. He works across a range of industries and professional areas.

Special responsibilities: Chairperson – Finance Audit Risk Committee.

CHRISTOPHER BANKS

BOARD MEMBER SINCE 2020

BCom, BEcon, CA, MAppFin

Chris is a qualified accountant and possesses over 15 years of experience across finance and strategy. Chris is currently the Chief Financial Officer of Fitness and Lifestyle Group Limited and has prior experience with Healthia Limited, Bank of Queensland, KPMG and Ernst & Young.

Special responsibilities: Member – Finance, Audit and Risk Committee, Chairperson - Investment Committee.

CHRIS ELDRIDGE

BOARD MEMBER SINCE 2022

B.E (Hons), MBA, GAICD

Chris has worked in the technology domain for almost 30 years across delivery, technology management, product management and sales, and he has thoroughly enjoyed the learning opportunities that he has encountered along this journey. Chris's technical background led him to become a founder of 4impact, a technology services business in 2005, and since then the organisation has experienced significant growth. 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), GAICD

Dai is an experienced director who specialises in sales, marketing and growth. With a background working with both the public and private sector, Dai brings commercial experience to the board. Dai is also a director of the Committee for Brisbane and runs his own marketing agency.

Special responsibilities: Chairperson – Fundraising and Communications Committee.

KERRIE EVANS

BOARD MEMBER SINCE 2022

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

Kerrie is a specialist musculoskeletal physiotherapist (as awarded by the Australian College of Physiotherapists, 2007) 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, a large ASX-listed allied health organisation. 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 and has over 50 publications in scientific journals.

SOPHIE PETTIGREW

COMPANY SECRETARY

LLB (Hons), BA, Grad Dip LP, Grad Dip Applied Corporate Governance

Memberships: Queensland Law Society, Governance Institute of Australia (Fellow), Australian Institute of Company Directors, The Chartered Governance Institute.

Sophie is a chartered company secretary and senior commercial lawyer admitted to the Supreme Court of Queensland and the High Court of Australia. She is the founder and Legal Practice Director of an incorporated legal practice that provides a range of legal, commercial and company secretarial services to the health, community services and not-for-profit sectors.

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 & RISK COMMITTEE

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

- Zea Johnston
- Peter Tran
- Chris Banks
- Amita Laroia
- Kerrie Evans

INVESTMENT COMMITTEE

This committee monitors performance and provides advice and guidance to the board on CommuniFi's investments.

- Chris Banks
- Amita Laroia
- Nick Morrison

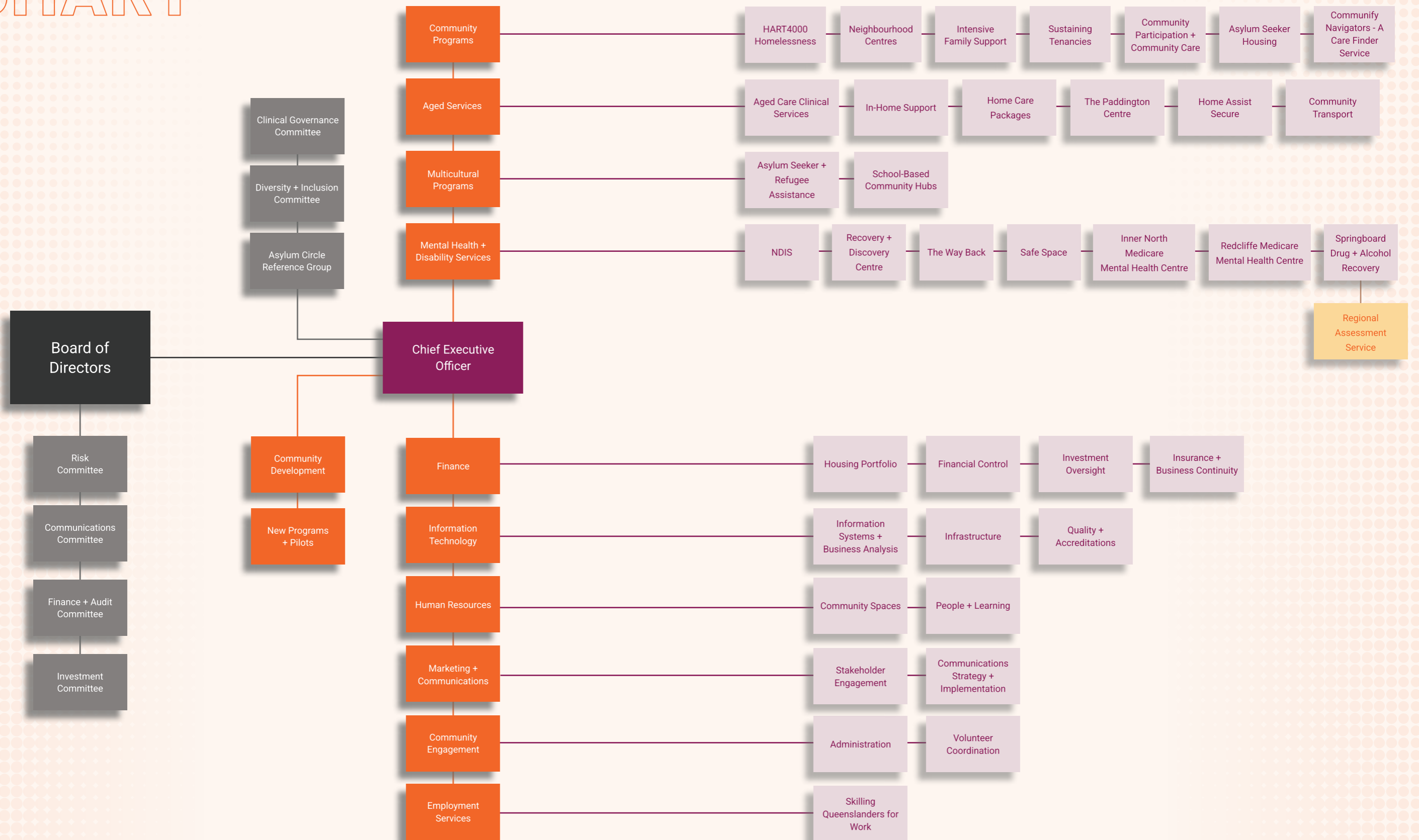
COMMUNICATIONS COMMITTEE

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



ORGANISATIONAL CHART



FINANCIAL REPORT

FINANCE TRANSFORMATION

In the 2024–25 financial year, Community successfully completed our Finance Transformation Project, which commenced in the previous year. This initiative aimed to modernise and streamline core financial operations, with a focus on improving efficiency, governance, and transparency.

The transformation included the implementation of advanced financial grant management tools, automation of accounts payable, and real-time, multi-dimensional general ledger reporting. A comprehensive platform was also introduced to support budgeting and forecasting processes. The result is a scalable, integrated financial management system tailored to the complexity and diversity of Community's service offerings.

The new platform enables robust integration with critical operational systems, including Payroll, Human Resources, and Client Management, positioning Community for continued growth, enhanced accountability, and long-term sustainability.

FUNDING AND FINANCIAL OVERVIEW

Contracts with state and federal government agencies remain the principal source of income for Community. These are vital to the delivery of our community-based programs. Additional support is provided through the generosity of individual donors, philanthropic partners, and the Patrons of New Farm.

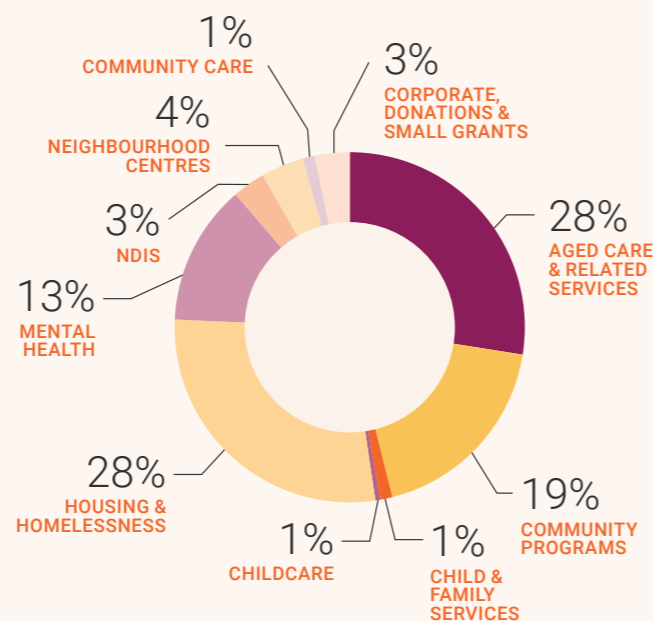
Community remains committed to addressing housing affordability through the ongoing management of social housing properties, including units in Red Hill, apartments in Lutwyche, and a housing complex in Bardon.

FINANCIAL PERFORMANCE MONITORING AND EVALUATION

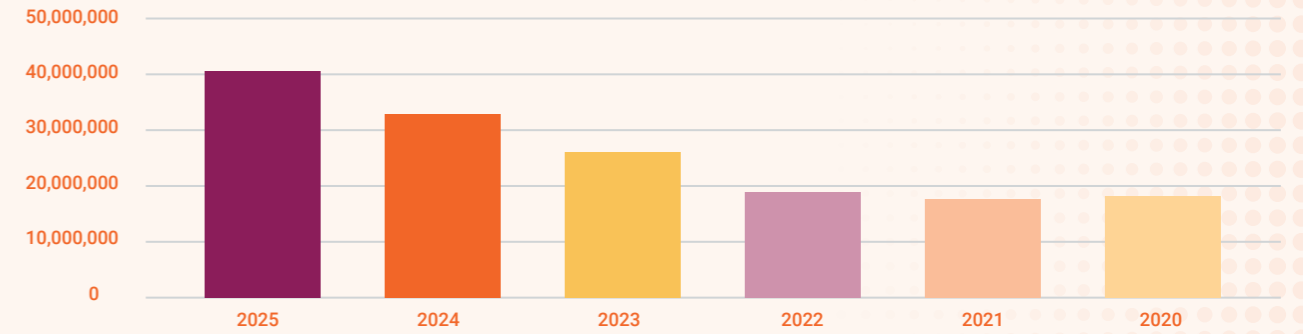
Financial performance is actively monitored through a comprehensive framework that includes:

- Detailed management reporting and financial scorecards
- Performance benchmarking and key performance indicators (KPIs)
- Evaluation of service outcomes and delivery efficiency
- Comparison of actual versus budgeted performance
- Monitoring of administrative and indirect support costs to ensure sustainability

FUNDING BY PROGRAM



GROWTH IN FUNDING SINCE 2020



REVENUE AND GROWTH

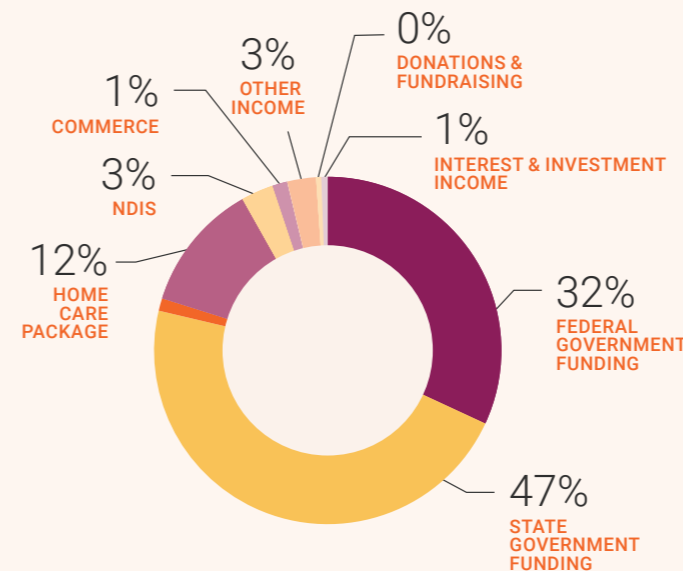
In 2024–25, Community's total revenue reached \$40.6 million, representing a 24% increase (\$7.9 million) compared to the previous financial year. This growth reflects both the expansion of existing programs and the introduction of new programs, including the Medicare Mental Health Centres.

Key contributors to revenue growth included:

- \$5.0 million in increased funding for Housing and Homelessness programs
- \$2.4 million for Asylum Seeker support services
- \$0.7 million for Mental Health programs

These increases highlight the growing demand for our services and the trust placed in the organisation by our funding partners.

FUNDING SOURCES

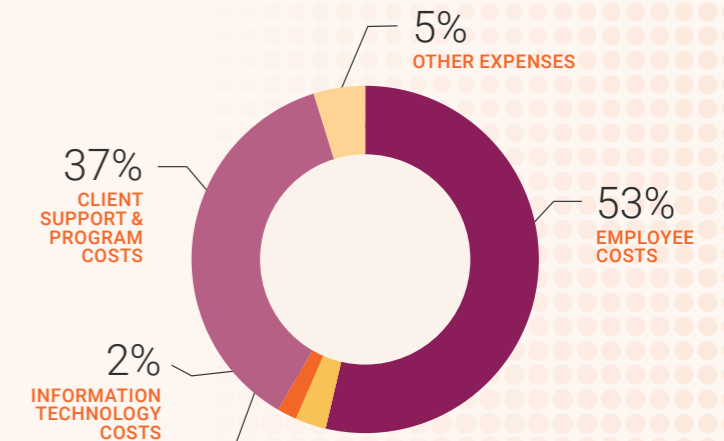


LOOKING AHEAD

The successful completion of the Finance Transformation Project and continued financial growth underscore Community's strong foundations. These achievements ensure that we are positioned to respond to evolving community needs, maintain service excellence, and pursue strategic opportunities for innovation and impact.

EXPENSES

Total expenditure for the year was \$40.2 million, with staffing and service delivery costs accounting for approximately 90% of total expenses. This reflects our ongoing commitment to investing in high-quality, person-centred services that directly support community wellbeing.



FINANCIAL POSITION

Compared to the previous financial year, our financial position strengthened:

- Total Assets increased by \$4.4 million to \$23.6 million, largely due to the acquisition of a new property at 566 Lutwyche Road, Lutwyche
- Total Liabilities rose by \$2.8 million to \$8.5 million, primarily due to borrowings related to the property purchase
- Net Assets increased by \$1.6 million, reaching \$15.1 million

COMMUNIFY CHAMPIONS

FUNDERS

AUSTRALIAN FEDERAL GOVERNMENT

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

QUEENSLAND GOVERNMENT

- ↳ Department of Families, Seniors, Disability Services and Child Safety
- ↳ Department of Housing
- ↳ Department of Trade, Employment and Training
- ↳ Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism
- ↳ Queensland Health

OTHER FUNDERS

- ↳ Brisbane City Council
- ↳ Community Hubs Australia
- ↳ Lord Mayor's Charitable Trust
- ↳ Scanlon Foundation

SUB-CONTRACT AGREEMENTS

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

DONORS & CHAMPIONS

- ↳ Individual donors through GiveNow
- ↳ ADA Australia
- ↳ AMP Capital
- ↳ Ashgrove State School
- ↳ Australian Labor Party – Baroona Branch
- ↳ Baby Give Back
- ↳ Bardon Bowls Club
- ↳ Bardon State School
- ↳ Belle Property, The Gap
- ↳ Big River Group
- ↳ Bolton Clarke
- ↳ Bunnings Acacia Ridge
- ↳ Bunnings Indooroopilly
- ↳ Bunnings Keperra
- ↳ Bunnings Newstead
- ↳ Coles Ashgrove
- ↳ Coles Newmarket
- ↳ Coles Taringa
- ↳ Commonwealth Bank
- ↳ Cr Seal Chong Wah
- ↳ Cr Steve Griffiths
- ↳ Cr Vicki Howard
- ↳ Chill Backpackers
- ↳ DG Building Concepts
- ↳ Domino's Pizza Paddington
- ↳ Dr. Kate Murray – School of Psychology & Counselling, Faculty of Health, QUT
- ↳ Elizabeth Watson Brown MP
- ↳ Foodbank
- ↳ Grace Grace MP
- ↳ GIVIT
- ↳ Good 360
- ↳ Graham Perrett MP
- ↳ Grill'd Local Matters Program
- ↳ Howard Smith Wharves
- ↳ Hon Leeanne Enoch
- ↳ Hon Mark Bailey
- ↳ Indooroopilly Shopping Centre

- ↳ Indooroopilly Uniting Church
- ↳ Ithaca Creek State School
- ↳ Leading Age Services Australia
- ↳ Lions Club Bardon
- ↳ Lions Club The Gap
- ↳ Little Ducks Childcare Bardon
- ↳ Little Local Early Learning
- ↳ Lucas Paw Paw
- ↳ McGrath & Frisby
- ↳ Meat at Billy's
- ↳ Merlo
- ↳ Merthyr Bowls Club
- ↳ Midas Ashgrove
- ↳ Mitchelton State School
- ↳ Michael Berkman MP
- ↳ Mt Coot-tha Greens
- ↳ Mt Nebo State School
- ↳ Mums for Refugees
- ↳ Nappy Collective
- ↳ New Farm Bowls Club
- ↳ Order of St Lazarus
- ↳ OzHarvest
- ↳ Paddington Hardware
- ↳ Patrons of New Farm
- ↳ RACQ Local Sponsorship
- ↳ Rainworth State School
- ↳ Ray White The Gap
- ↳ Retail First Shopping Centre Toowong
- ↳ Rotary Club Fortitude Valley
- ↳ Rotary Club Ithaca
- ↳ Rotary Club New Farm
- ↳ Rotary Club Paddington
- ↳ Royal Scottish Country Dance Society
- ↳ Salisbury Community Bookshop
- ↳ Sassafras
- ↳ Scomodo Voce Singers
- ↳ SecondBite
- ↳ Senator Larissa Waters
- ↳ Share The Dignity
- ↳ Siganto Family Foundation
- ↳ Sisters of Mercy
- ↳ St Vincents Hospital
- ↳ Stephen Bates MP
- ↳ Streetsmart Australia
- ↳ TAFE Queensland Acacia Ridge campus
- ↳ Teneriffe Lions
- ↳ Terry White Chemmart Acacia Ridge

- ↳ The Bardon Bakehouse
- ↳ The Bardon Playgroup
- ↳ The Breakfast Club
- ↳ The Brisbane Broncos
- ↳ The Cove Workspace
- ↳ The Gap Laughter Club
- ↳ The Gap Men's Shed
- ↳ The Gap State High School
- ↳ The Gap Ward Office
- ↳ The Munro Centre
- ↳ The National Council of Churches
- ↳ The Samford Valley Steiner School
- ↳ Uniforms 4 Kids
- ↳ Westside Community Services
- ↳ Woolworths Toowong
- ↳ World Wellness Group

OUR PARTNERS

- ↳ 3rd Space
- ↳ ACT For Kids
- ↳ ADIS Queensland
- ↳ All About Living
- ↳ Anglicare
- ↳ Ashgrove/The Gap Lions Club
- ↳ ATSICHS
- ↳ Australian Taxation Office
- ↳ Axiom College
- ↳ B4C (Bulimba Creek Catchment Coordinating Committee)
- ↳ 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
- ↳ Common Ground Brisbane
- ↳ COTA QLD
- ↳ Centacare
- ↳ Community Canteen
- ↳ Community Hubs Australia

- DV Connect
- Eating Disorders Queensland
- ECCQ
- Encircle
- Essential Optical Care
- Five Star Training Academy
- Fleur St Social Exchange
- Foodbank QLD
- Footprints
- GIVIT
- GOC Care
- Good Shepard Australia & New Zealand
- Headspace Indooroopilly
- INCH
- Indooroopilly Uniting Church
- Institute of Urban Indigenous Health
- Ithaca Pool
- Jonty Bush MP
- Jubilee Community Care
- Kyabra Community Association
- Lang Park PCYC
- LawRight
- Lives Lived Well
- 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 Museum
- Queensland Performing Arts Centre
- Queensland Positive People
- Queensland Shakespeare Ensemble
- Queenslanders with Disability Network
- RAILS
- Red Cross
- RSPCA
- Scenic Rim Regional Council
- SecondBite
- Services Australia
- Silky Oaks
- SmartSkill

- Strong Women Talking
- Suncorp Stadium
- The MARA Project
- The Murri School
- The Queensland Charity and Welfare Association (TAQWA)
- The Village Church
- Thread Together
- Turbot House
- Valley Hearts
- Valleys Cricket Club
- Wesley Mission
- World Wellness Group
- Zillmere Family Accommodation Program

MATES

- 3rd Space
- ACT For Kids
- ADA
- AlayaCare
- Alcohol and Other Drug Homeless Outreach Team (ADHOT)
- Ashgrove Library
- Ashgrove West Uniting Church
- Bald Hills Uniting Church
- BRIC Housing
- Brisbane Disaster Resilience Working Group
- Brisbane Housing Company
- Change With Yoga
- Coles New Farm
- ConnX
- Cuisine on Cue
- Dominoes New Farm
- Dr Nancy Sturman
- Foodbank
- Fortitude Valley Chamber of Commerce
- Free Range Library
- Give Industries
- Going for a Song Choir
- Good Samaritans
- Griffith University
- Harmony Place
- Headspace Indooroopilly
- Helen Cowley, physiotherapist
- Hilder Road State School
- Holy Spirit School

- Home In Place
- Homeless Health Outreach Team
- Hospital Alcohol & Drug Service, Royal Brisbane & Women's Hospital (HADS RBWH)
- 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
- Melaleuca Clinic
- Men's Shed Spring Hill
- Micah Projects
- Miche Bakery
- Mission Australia
- Mt Coot-tha Botanical Gardens
- MurriWatch
- Nappy Collective
- New Farm Bowls Club
- Novigi
- Ozcare
- Play Matters
- Papas Hair New Farm
- PPP Parenting
- Portfolio Creative Services Group
- Probus Club Paddington
- Pure Joy Baking Co
- QCOSS
- Queensland Alliance for Mental Health
- Queensland Council for LGBTI 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
- S.H.A.K.E. Dance School
- SSI Community Hubs Support Coordinator
- St Vincent de Paul Society
- Tenerife Lions
- The Access Group

- The Bakeologists
- The Cove Workspace
- Thread Together
- Toowong Private Hospital
- Village Voice
- World Wellness Group

MEMBERSHIP & PEAK BODIES

- Brisbane North Primary Health Network
- CSIA
- Jobs Australia
- LASA QLD
- Mental Health Association
- Multicultural Response to Sexual Violence Working Group, auspiced by BRISSC
- Neighbourhood Centres Queensland
- QCOSS
- QLD Community Alliance
- QNADA
- Queensland Shelter
- Reclink
- Refugee Council of Australia
- Suicide Prevention Australia
- The Resilient Clubs Support Program
- Thriving Kids Integrated Service Systems Collaborative
- Volunteering Queensland





Communify Queensland Pty Ltd

ABN 65 114 782 948

180 Jubilee Terrace Bardon Q 4065

P 07 3510 2700

F 07 3366 7845

E admin@communify.org.au

communify.org.au

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