

Annual Report 2013-2014



President's Report 2014

Last year I reported that the Management Committee and our Manager, Fiona Hunt, had carefully explored the possibilities that might secure a more certain future for the New Farm Neighbourhood Centre. I explained that we had come to the belief that a merger with Communityfy would preserve the essence of the Centre while at the same time securing its future and improving its contribution to the community.

This year we worked with our members and Communityfy to bring this to fruition. A special meeting of members agreed to the merger and by July the operations had effectively been combined. A special event commemorating the Centre gave a large number of people who have been involved in its history or will be involved in its future, an opportunity to celebrate together.

Great credit is due to Fiona, the Committee and the merger Sub-Committee for their courage and perseverance in working through the practicalities of taking the Centre into the larger, more sophisticated Communityfy. I must also thank the Board and senior staff of Communityfy who have been very understanding and supportive throughout the process.

So, we have come to the end of an era at New Farm Neighbourhood Centre. As a result of the merger, there will no longer be a Management Committee for the Centre. Instead, the Board of Communityfy Qld Inc, which is a company limited by guarantee, will direct its future. Three of the existing Management Committee members from New Farm Neighbourhood Centre, Wendy Hovard, Peter Tran and I, have been welcomed onto the Board of Communityfy.

Some clear intentions coming out of the merger arrangements include:

Communityfy will register New Farm Neighbourhood Centre as a business name and the signage at 967 Brunswick Street New Farm will continue to identify the building as the New Farm Neighbourhood Centre.

Centre operations will continue from the current facility to provide a physical location and a continuing sense of community centred in New Farm.

Communityfy will locate new services at or operate them out of the Centre during open house hours to provide additional support to service users and the community.

The Centre will retain its drop in model of service delivery as well as preserving and building on community participation through unique offerings such as Politics in the Pub and the CAN Awards.

Communityfy is committed to continuing operations at New Farm Neighbourhood regardless of the continuation of funding under the existing funded programs. Communityfy will, of course, be working assiduously to ensure re-commissioning of the existing programs.

The Patrons of New Farm will continue as a local group directly supporting the work of the Centre and will be coordinated through a local sub-committee reporting to the Communityfy Board.

The Centre faces a new and I believe a more certain future. This last year has been a strong one. Participation at the Centre has grown. Our relationships with other community organisations have continued to develop and our events such as Politics in the Pub and the CAN Awards have been very popular. Staff and volunteers have made these things happen and continued normal services under the uncertainties surrounding the merger. I offer my deep personal thanks to them all.

With the continuing generous and unwavering help of our wonderful Patrons, our local political representatives Teresa Gambaro, Robert Cavallucci and Vicky Howard and the Rotary Clubs of Fortitude Valley and Teneriffe, I am sure the new era for the Centre will be even stronger than the last while still staying true to our core values of promoting social justice, diversity and inclusion.

I feel proud to have been part of the continuing story of the New Farm Neighbourhood Centre.

Kent Maddock - President

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New Farm Neighbourhood Centre

communify
together we can Qld

Treasurer's Report 2013-2014

I have pleasure in submitting the Treasurer's Report for the year ended June 2014.

The Centre's total income for the year was \$1,235,191 reduced by 2.14% from the previous year. The loss of funding from the Department of Housing was able to be supplemented by funding from Medical Local and the Commonwealth - TUQ. The Centre's funding has come from a number of sources, the Department of Communities (64%), Commonwealth Funding - TUQ (10%), Medical Local (8%), with other income from our Patrons of New Farm membership, Tennis Court Hire, Room Hire, Brisbane City Council, Rotary Club New Farm, Teneriffe Festival, donations and other miscellaneous grants. We gratefully acknowledge all of the above contributors for their generous support throughout the year.

Overview

The main income for Centre Management is derived from auspice fees (10% of Program Grant) which comes from the programs managed by the Centre being HART 4000, TAAS, and the Centre Based Programs (open house and community engagement). Centre Management showed an increase in income of 89% as a result of Management's efforts to source additional income to replace loss of funding primarily from the Department of Housing. There were also some unexpected costs for the year in relation to the proposed merger with Communify and some outstanding backpay for employees. However, despite these costs, the organisation was able to maintain its budgeted position from the start of year, of an expected loss of \$27,222.

I would like to take this opportunity to thank the centre manager and program managers for their rigorous budgetary control, with special thanks to Rodney On, our finance worker, for doing an excellent job in maintaining our finances. I would also like to thank BDO Audit Pty Ltd for providing our audited financial report for the year ended 30 June 2014 under very tight timeframes this year.

Peter Tran - Treasurer

NFNC Report

The New Farm Neighbourhood Centre is a place to connect and be connected, to feel safe and access help if needed, and to belong to a community that prides itself on the diversity of its members. And the Centre has been at its best this year. We have been a true melting pot for the diverse elements of New Farm to come together. Depending on the viewpoint of our visitors NFNC has been a home away from home, a place of respite and safety, an inspirational environment, rooms to talk, a touchstone, a hub, a place to get involved and/or a place to party. It is remarkable that one building and a small group of people can create so much richness, that they can stretch the capacities of the space and themselves so that we are truly a place for everyone. A big thank you to our dedicated staff and volunteers who create this magic.

The Centre engaged with 12,516 people this year which is 7.5% more than last year. Added to the 8.2% increase of 2012-13 we see a significant 15.7% spike in presentations over a 2 year period demonstrating the increasing need and relevance in the community for the services of NFNC. The Centre is a universal access point, a soft entry or landing for people to access help if they need it or to become involved in the local community. We aim to provide a homely space for everyone but particularly for those without a home to call their own. Additionally we provide a broad range of activities covering food security, social engagement, art therapy, skill development, physical wellbeing and community capacity building and provide referrals to specialist services and housing.

This year has not only been about expansion and development, we also sadly said goodbye to two important services due to funding changes. The Tenant Advice and Advocacy Service closed after 20+ years at the Neighbourhood Centre. TAAS was integral in advocating for fair legislation for tenants and people living in boarding houses in QLD and did outstanding individual and systemic work. Mission Australia's Café One program also came and went this year and made a significant contribution to the life of the Centre. The Café was well received and accessed by

a broad range of local residents and successfully piloted a food/support model in New Farm.

And finally our sincere thanks to the Patrons of New Farm who are thriving. The generosity of this group of local philanthropists has enabled the Centre to respond to people in crisis directly and shows that New Farm looks after its own. The Patrons have also contributed through holding fundraisers for the Centre, introducing us to all the best people and championing the work of the Centre in public and private forums. They have hosted events for us, given us the stage to spruce our causes at theirs and baked cakes for local homeless people. The Patrons of New Farm are living proof that generosity begins at home.





HART 4000 Homelessness Service

HART 4000 has again had a busy year supporting clients in need of assistance to gain or maintain accommodation and tenancies. This year we have been contacted by over 3,558 people including phone and in person enquiries.

During the year HART 4000 underwent some significant changes to our service delivery, staff roles, and reporting responsibilities to government departments. Significant changes to the way in which clients were reported to government through the introduction of the Queensland Homelessness Information Platform (QHIP) were accommodated, with intake processes now having to include additional information collection and input into client and service databases. Increased government focus on outcome related data for client case management also required additional training and application into the Service Record System (SRS) database, our primary case management recording tool. These changes necessitated that staff be designated into Case Manager, Intake and Assessment Officer, and Coordinator roles. This allowed the staff within the service to operate independently, ensuring multiple tasks were completed in an orderly and timely fashion.

Although a small, but dedicated team HART 4000 did not do this alone. During the year we had a strong focus on partnering with other agencies through membership in some important consortium, community network groups, and government initiatives. HART 4000 increased its' presence in the Under One Roof (UIR) consortium, actively contributing to the resolution of complex case management in partnership with over a dozen other agencies and government departments. HART 4000 remained an active member of the Outer North Coordination Group and South West Regional Meeting groups, continuing previously externally coordinated processes as part of the Homelessness Community Action Plan (HCAP), a State Government initiative to address homelessness issues within their local community. Although official funding for these programs ceased at the end of the financial year, these meetings are continuing to provide valuable and dynamic solution focused meetings to address very complex and persistent community difficulties. HART 4000 also joined membership for the 500 Lives initiative through MICA, in which we aimed to collaborate with several agencies, government departments, and community organisations to redress inner city homelessness in a positive and respectful manner.

During the year, HART 4000 continued to take on a very important social, economic, and moral role in confronting homelessness in a proactive, collaborative, and client focused manner. This is a role which we are set to not only continue, but become increasingly active in the future.



New Farm Neighbourhood Centre

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