



ANNUAL REPORT FY2015-16

community

TOGETHER WE CAN



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VISION

A unified, supportive community.

MISSION

To strengthen the community's capacity by responding to the diverse needs and interests of all its members.

COMMUNIFY VALUES

Integrity — We are committed to a culture of honesty, accountability, transparency and justice.

Passionate — We are determined to action that improves quality of life and a sense of belonging.

Inclusive — We advocate for inclusive communities that support participation and access.

Creative — We are committed to new ways of supporting and engaging.

Collaborative — We embrace opportunities to build alliances that strengthen our capacity.

CHAIRPERSON'S REPORT

COMMUNIFY QLD HAS HAD A VERY SUCCESSFUL YEAR AND WE ARE PROUD TO BRING YOU THIS ANNUAL REPORT ON OUR WORK.

This is our second year as a Board of Directors and we have been mindful of our governance responsibilities. We undertook training for Not for Profit (NFP) directors with the Australian Institute of Company Directors (AICD). We were pleased to assess that Communify has in place appropriate governance frameworks, policies and procedures that Board and staff apply, while identifying areas for continuous improvement.

Given the significance of the NFP sector in Australia and the challenges it faces moving forward, I would like to reflect on Communify's position against some key findings from the 2016 AICD NFP Governance and Performance Study. Specifically, I will address strategy, finance, collaboration and performance measurement.

STRATEGY IS CRITICAL FOR SUCCESS

This finding reinforces the fact the Directors' focus needs to be on strategy, rather than operational issues. In line with this, the Board endorsed a new strategic plan under Four Pillars:

INFLUENCE: we will influence policy and programs for social engagement and advocacy to bring about positive social change and inclusion.

LEADER: we will be an innovative leader in providing flexible community based integrated and networked support.

HIGH PROFILE: we will be recognised for excellence as a creator and facilitator of quality services valuing our relationships and networks.

SUSTAINABLE: we will remain sustainable in changing times by growing and diversifying our financial resources and embracing new investment opportunities.

The Board has three Committees with the Strategic Development Advisory Committee (SDAC) having particular responsibility for the Leader pillar; the Communications Committee for the High Profile pillar; and the Finance and Audit Committee for the Sustainability pillar. Each Committee reports to the Board, which takes overall responsibility for the pillar on Influence. This strategic approach does focus our work as a Board on achieving the stated outcomes for each pillar.

FINANCIALLY STRONG

The AICD study concluded that NFPs need to be financially strong and make a profit that can be re-invested back into the business to achieve the organisation's outcomes and drive their long-term goals. This is exactly the reason Communify has worked hard to grow its strong financial base and make an annual profit. As the report for the 2015-16 financial year shows, our profit was \$507,000 and current assets stand at \$4 million. To support this position, the SDAC developed a Strategic

Decision Making Framework to assist the CEO developing the business case for the Board to consider service and investment decisions. A risk appetite statement is being developed to support further such decisions. It is to be noted that the AICD study reported 64% of organisations made a profit over the last three years, with expectations being 59% will over the next three years. This reinforces the strategic approach of Communify under its leader and sustainability pillars.

COLLABORATION IS KEY

The study found that 70% of NFPs collaborate to advocate and 43% subcontract some services. Communify exemplifies this and has embraced collaboration as a key part of its service delivery model. Using a strong community development and engagement framework, Communify is recognised for its influence and as a leader in the initiation of innovative collaborations in the sector. Currently Communify is part of 7 consortia, 7 partnerships, auspices a range of organisations and has two Memorandums of Understanding in place. Services are delivered for many of our client groups with this approach. This remains a key strategic direction for the Board's long term goals.

PERFORMANCE MEASUREMENT

With the four pillars in place, our CEO reports to the Board under each with both qualitative and quantitative information on performance and on emerging issues. The Board also receives a quarterly info graphic on performance, particularly against contractual targets. The financial position is another important measure of performance. The Board and CEO are working on



identifying the key performance measures under each pillar for the future.

This annual report will elaborate on the work of Communify relevant to these four pillars, presenting to you our clients, services and community work. Communify's service delivery only happens because of the dedication of the staff, commencing with the exemplary model of our CEO Karen Dare. Thank you to each and every staff member, who has the appreciation of the Board. And thank you Karen. The Board recognises you as the initiator of much of our collaborative and innovative service delivery and for Communify's positive standing in the sector and with government.

As we move into interesting times with changes to service delivery for aged care, disability services and mental health, the Board is confident we are strongly positioned to embrace the changes. I appreciate the contribution of every Director and thank you all for your hard work, dedication and single-minded focus to benefit all our clients, the community and our society through achieving our long-term outcomes.

**Carolyn Mason – Chairperson
Board of Directors**

CEO'S REPORT

THIS YEAR HAS PRESENTED COMMUNITY WITH MANY WONDERFUL OPPORTUNITIES FOR NEW PARTNERSHIPS, GROWTH AND THE DELIVERY OF INNOVATIVE SPECIALIST SERVICES.

With our long experience of supporting vulnerable people, and an appetite for innovation, we continue our community development approach to identifying needs and responding to gaps in services and supports. We continue our work to promote an inclusive, fair and compassionate community, which enables people to realise their full potential.

We take a highly collaborative approach to our work and many of our services are provided in partnership with other agencies. In 2016 we established a partnership with Act for Kids and successfully tendered to the Department of Communities and Child Safety to deliver the Intensive Family Support program to vulnerable families and children in the Brisbane North region.

We are also excited to be partnering with Brisbane North Primary Health in a consortia of seven aged care providers in the delivery of the Regional Assessment service across the Brisbane region. This work has given us a new prospective into the needs and aspirations of older people and the challenges that navigating a large and fragmented aged care system presents to consumers. This has strengthened our resolve to provide our community with a central access point, a place that supports people to identify their issues, and assists with a wide range of information, referral options and direct access to services and programs that keep people connected and engaged with community life.

The demand on our services, particularly our soft entry points at the Bardon, Kelvin Grove and New Farm Neighbourhood Centres, have experienced a significant increase as we see more and more people struggling with mental and physical illness, drug and alcohol addictions, financial disadvantage, family breakdown, unemployment, and homelessness and housing instability. We see firsthand the risks encountered at critical transition points across the life course, the loss of a loved one, the challenges presented by losing employment, the pressure on families and their caring responsibilities with the rising cost of living, the problems people experience when becoming unwell, and the harmful consequences for those living with addictions. We respond by providing a safe and inclusive place where people are supported to build their capabilities and to be able to meaningfully be included and participate in economic, social and civic life. We also facilitate the strengthening of community networks and facilitate ordinary people in our communities to support one another through natural supports and volunteer efforts. Thank you to our 200 plus active volunteers who give so generously of their time and have a genuine passion to assist others in their community. Also to the 135 community education providers that enrich our community with opportunities to come together around shared interests and needs.

Affordable housing lays the foundation for work, family life and community involvement. Community continues to provide a small number of housing units to support those people who require access to long term social housing. This year we reviewed our housing stock and the costs that would be incurred over the next few years due to the age and condition of our units. We made the decision to dispose of this stock and repurchase 7 brand new units in Brisbane Housing Companies Spectrum development at Lutwyche. This represents our commitment to building mixed and inclusive neighbourhoods and providing quality housing options. We would like to thank the Department of Housing and Public Works for their support in navigating these negotiations and contracts.

Community were successful in receiving Skilling Queenslanders for Work funding to deliver a suite of targeted skills and training programs supporting

jobseekers to gain the skills, qualifications and experience to enter and stay in the workforce. This year we have partnered with Red Cross and TAFE Qld to support over 75 people to access Certificate III training in Individual Support and Hospitality training. This program focuses on marginalised jobseekers and provides additional learning, financial and job search support to assist them with gaining qualifications and employment. We must congratulate many of these students for successfully completing their training and moving on to achieve long-lasting employment in this changing world.

Individual choice remains paramount in all our services. In our home care, disability and mental health programs our practice aligns with the new Aged Care and National Disability Reforms where the consumer-directed care builds on people's own strengths to live the life that each values, by paying attention to their abilities, their opportunities and the support they need. We know that these reforms will require significant change but feel confident that Community is well positioned to thrive in this new environment and become a provider of choice. We have invested in client data management, quality and risk, accounting, human resource and IT systems and solutions that will support this transition and ensure that Community has the infrastructure to manage the new environment of consumer choice.

In our effort to be rigorous in the way we deliver services, this year we commenced a comprehensive framework that will be used to evaluate the effectiveness of our programs, and the organisation as a whole. Using a methodology called Program Logic, we have mapped our understanding of how the activities of our programs impact on the lives of people who use our services. We commenced this evaluation process by reviewing the HART4000 homelessness service. This has seen a range of changes to the way we work including a relocation of the office space and a review of our processes and workflow.

We are working in an environment where there is an increasing pressure on the social services sector to merge or diversify and where there is cost pressure and a need to diversify income sources in



order to be able to provide our services. To this end, we have launched a new Champions of Community program, modelled on the wonderful Patrons of New Farm initiative. These local giving programs see individuals and businesses coming together to contribute to our front line work in areas such as food security, refugee support, homelessness, a women's shelter, and other emerging and unmet needs in our community.

It has indeed been a constructive and productive year, with many achievements of which we can be proud. To our staff a huge thank you for your continued commitment, passion, dedication and professional skills. A special thanks to the leadership teams that have once again managed demanding tasks within a changing environment with a generosity of spirit and determination to deliver quality services to our community.

Our organisation was established and nurtured by people who had a vision to fight for social justice, who recognised a need and who gathered together to address it. We are led by a Board of Directors who are passionate about making a difference and I want to thank them for their support and their wise counsel over the last year. Their leadership underpins our capacity to grow and respond to the increasing needs and changing environments in which we work.

**Karen Dare - CEO
Community Qld Ltd.**

NEIGHBOURHOOD CENTRES

COMMUNIFY'S THREE NEIGHBOURHOOD CENTRES PROVIDE A LOCAL RESPONSE TO PEOPLE WHO ARE LOOKING TO ENGAGE WITH THEIR COMMUNITIES THROUGH ACTIVITIES AND EVENTS, TO SEEK INFORMATION AND REFERRAL SERVICES OR TO CONTRIBUTE TO THEIR COMMUNITIES THROUGH VOLUNTEERING. EACH OF THE NEIGHBOURHOOD CENTRES HAS DEVELOPED A UNIQUE PROGRAM IN RESPONSE TO COMMUNITY INTERESTS AND NEEDS.

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NEW FARM NEIGHBOURHOOD CENTRE

This year we wish the New Farm Neighbourhood Centre a happy 30th birthday. As we celebrate this milestone in the historic house on Brunswick Street we are planning extensive renovations to the building that will see it extend its offering to the New Farm community far into the future. We have commissioned Vokes and Peters Architects to develop a master plan which will see the building raised and incorporate a new commercial kitchen, accessible, additional toilet and showering facilities and new meeting spaces and consulting rooms. The planning process has included community consultation and the feedback we have received has been incorporated into the proposed plans.

The New Farm Neighbourhood Centre has hosted regular activities including yoga, art and craft, tennis, touch footy as well as several weekly meetings of Narcotics Anonymous, social support LGBTIQ group, Wendybird and others. Four mornings each week this neighbourhood centre offers an Open House program which is supported by a team of volunteers who each day welcome over 60 guests and arrange bookings for computers, showers and laundry facilities as well as making appointments with internal and visiting specialist services. Each Monday we welcome Orange Sky and their volunteers who provide additional laundry facilities. Providing 'a place to belong' is an important function of the centre and visitors during these Open House times are encouraged to make social connections, enjoy coffee, something to eat and to talk informally with staff.

Through the generous support of Merlo and the neighbourhood centre's Patrons Program, a new project, The Cart, has brought many new visitors to the centre who drop in for great coffee and often will make a donation through the 'pay it forward' opportunity. The Cart provides a lively addition to the front of the

centre where an inclusive and inviting space brings all sectors of our community together. Already we have seen the enormous benefits and positive change that The Cart has brought to the centre and in its first 6 months we have seen steady growth in patronage. The Cart will also offer a supportive work placement opportunity for community members and participants of our Skilling Queenslanders for Work programs.

Providing affordable spaces for community groups is an important component of the neighbourhood centre. Together with numerous venue hirers who provide community education opportunities we also offer office spaces for Community Action for the Prevention of Suicide (CAPS) and Community Service Liberia, small community organisations that share our office space. The CAPS team aim to support those at risk, raise awareness of the prevalence of suicide in communities and empower individuals through education to recognise signs, overcome barriers and help people build resilience and confidence for the future.

Throughout the year we have been working towards the establishment of a neighbourhood health clinic that will give centre visitors the opportunity to make appointments with a dietician, bulk-billing GP, physiotherapist, and homeopath.

BARDON NEIGHBOURHOOD CENTRE

The Bardon Neighbourhood Centre, like New Farm Neighbourhood Centre, offers a broad range of direct social work support as well as general information and referral services. The Pantry, located in Jubilee Hall, provides vital practical support to local people who need help with putting food on the table. Importantly, the Pantry provides a soft entry point to assistance as each new Pantry visitor is assessed and offered



THE PANTRY



THE EXCHANGE

counselling and practical assistance including supermarket vouchers and linking to appropriate services. 15 volunteers work within a roster to provide vital support to up to 50 clients at each twice weekly session. Pantry clients are able to access resources developed by the program that include information about drug and alcohol support, mental health and counselling support services.

The Pantry has Emergency Relief funding and is supported by the donations of fruit and vegetables from Fruity Capers, bread from Banneton and Brumby's and the contributions from food rescue agencies OzHarvest and SecondBite. Share the Dignity provides feminine hygiene products and donations of groceries and money come from local churches, schools, kindergartens and generous community members who will anonymously drop off a bag of groceries to share. This year's Welcome Pack project, funded by Brisbane City Council provides a hamper of useful items, local service information and a gift voucher for new Brisbane Housing Company tenants as well as an introduction to their local neighbourhood centre.

No Interest Loans of up to \$1,200 are sourced from a National Australia Bank provided pool to community members who are living on low incomes many of whom have disengaged with the traditional banking sector or have poor experiences with payday or high interest, low documentation lenders. Loans are purposed for appliances, furniture, vehicle repairs and medical expenses. When community members complete their loans they are invited to participate in the National Australia Bank's matched saving program ADDS Up that offers a once off matched savings bonus of \$500 when participants save \$500 over a 6 month period. These programs are run in partnership with Good Shepherd MicroFinance, the National Australia Bank, Picabeen Community Centre, Sherwood Neighbourhood Centre and Anglican Women's Homeless Services. The No Interest Loan Scheme has, this year, written 83 loans totalling \$84,773.57.

THE EXCHANGE

Brisbane Housing Company provides a venue in the Kelvin Grove Village for The Exchange. This small hub provides an array of activities for community members and aims to ensure that there is something for everyone to join at The Exchange. Activities include art classes, men's group, job club, computer tutoring and opportunities to drop in for a cuppa and chat about services and supports that are available. The English language program is a very popular offering of The Exchange with volunteers who provide learning opportunities for people through a language exchange 'Buddy' program and other group language programs. Volunteers from Brisbane Boys and Girls Grammar schools provide tutoring, fun and friendship to younger students from local schools.

Our new partnership with Metro North Oral Health Services distributes, through the neighbourhood centres, \$750 vouchers to eligible people for dental work from a private dentist. This program began in April 2016 and by the end of June we had written vouchers worth more than \$56,000. Some clients have been able to access additional funding for additional complex work including dentures.

COMMUNITY GARDENS

Each of our neighbourhood centres hosts a community garden. Green Corner located on unused Department of Mains Road land has been a working community space since 1995 and now hosts both native and honey bees that work to pollinate our neighbourhood and provide a small quantity of honey. Along with Kundu Park community garden in Kelvin Grove, Green Corner has offered individual garden plots to community members and with our small New Farm Neighbourhood Centre garden, has hosted workshops in composting, bee keeping and sustainable gardening practice.

CELEBRATIONS AND EVENTS

Community's Neighbourhood Centres embrace the opportunity to celebrate our community connections.

Many of our get togethers are based around nationally recognised awareness campaigns including White Ribbon Day, Neighbour Day, RUOK Day, Senior's Week and Anti-Poverty Week, and we're active in supporting community events such as the Pride Day march and the North Brisbane Mental Health Expo.

International Women's Day has enjoyed a growing momentum at The Exchange. In 2015 this wonderful celebration drew on the proliferation of cultures represented in Kelvin Grove where women shared their food, music, dancing and stories.

At the New Farm Neighbourhood Centre, Politics in the Pub continues to go from strength to strength with this year attracting capacity audiences of over 300 people and a high calibre of speakers. Topics included domestic violence, Islam in Australia, the federal election and suicide. These contemporary and contentious issues highlight the role of Politics in the Pub as one of our key engagement initiatives.

Crack-A-Jack Attack Barefoot Bowls Competition is a bi-annual social and fundraising activity hosted by neighbours, New Farm Bowls Club and New Farm Village News.

Community Central at our Jubilee Tce centre consistently enjoys huge success with their seasonal clothes swap and community lunch events. These beautiful occasions have attracted wonderful feedback from our Pantry visitors, who come away from the event with a revitalised wardrobe and renewed sense of social connectedness.

Of course small celebrations are happening all the time. From the weekly lunch at The Exchange, the social game of touch at New Farm or a barbeque at Bardon, Community's Neighbourhood Centres always welcome the chance to bring the community together.

MULTICULTURAL PROGRAMS

COMMUNIFY INVESTS IN SOCIAL CHANGE AND INCLUSION BY INFLUENCING PUBLIC POLICY AND AWARENESS THROUGH ENGAGEMENT AND ADVOCACY.

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We fund a full-time Community Development position. Over the past few years we have nominated that this work focus on asylum seeker and refugee support and advocacy. We have been working with other service providers in the refugee support sector to identify and address gaps in affordable and emergency housing, crisis support, mental health support, employment, training and capacity building, legal support, and fostering social connectedness opportunities.

Communify worked over the past year with Lisa Siganto Consultancy (in a pro bono capacity), CSIA members, McCullough Robertson legal firm and Givit to contribute to a coordinated and collective response to the needs of people seeking asylum in Brisbane. New partnerships and ongoing initiatives such as Asylum Circle have grown out of these alliances. The Asylum Circle project officer with others has been facilitating the collaborative efforts of mission based community organisations, volunteer groups, parish networks, non government agencies, settlement services and government departments to extend Brisbane's humanitarian support for vulnerable people seeking asylum.

To date over \$168,000 has been raised by Communify through philanthropic donations, grants and fundraising efforts to provide emergency material aid for people seeking asylum with no other means of support and

to finance new ventures. Projects this year have included the Northern Rivers Homestay program that has arranged short holidays for more than 30 people seeking asylum. The Beware and Belong project delivered a series of 84 workshops to people from culturally diverse backgrounds increasing knowledge about pathways to employment, personal safety and domestic violence support services. In addition a bicultural support worker engaged in the project provided individual advocacy for a number of Ethiopian and Somali women to enable them to access housing and domestic violence support services.

Funding received from the Department of Communities enabled the production of domestic violence education videos in Farsi, Mandarin, Amharic and Russian and Bengali languages. These videos have been screened at community events and are available through YouTube. Wheels to the Future was a crowd-funded campaign we supported that purchased driving lessons for 20 people who are seeking asylum.

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Zahir's Letter

Dear Mandy, It's fantastic to know that you are there and you can help us get job ready. Z and I are extremely interested in applying for NAATI accreditation for Hazaragi and Dari languages. The NAATI accreditation enable us to get Australian accreditation for more than 10 years of experience in environments where both English and Dari + Hazaragi were official business languages and interpreting and translation part of daily tasks. In addition to the extensive previous experience we are interested in helping other people from refugee and disadvantaged backgrounds. The NAATI accreditation is the best start for Z as stay-home mother of 11mth old baby girl and can confidently carry out telephone interpreting, pre-scheduled face to face interpreting as well as translating documents from home.

Fluent in more than three languages, I want to utilise my expertise in translation and interpreting services and build my career in this profession. We understand that there is a huge demand for the languages we are applying to get recognition for. The NAATI accreditation will definitely increase our chances of getting employed as professional accredited interpreters and translators immediately.

Z desperately needs to have her Australian driver's license in order to be able to drive with her 11mth old baby girl. At this moment of time it's extremely difficult for her to attend most of her appointments whether with health professionals or other necessary visits with other service providers for her little baby due to her inability to drive and no bus connectivity. In addition to the fact that Z can care for her baby and herself if she is able to drive and attend the required appointments for the baby's health and well-being, it's highly anticipated that she would be able to apply for part time job.

We both arrived in Australia as Asylum Seekers in mid 2012 but haven't had application for a protection visa processed and since then lived on Bridging Visa E with no work rights. It's obvious that with no rights to work and no other means of financial help and only dependent on government's SRSS payment it never been possible to apply the driver's license.

Donated funds were used to pay for NAATI accreditation fees, driving lessons and for the drivers licence fee. Since this letter was written the author has received work rights, has received his NAATI qualifications and is working at a university. His wife has her drivers license and after a time of volunteering is now employed by a community organisation that supports refugees.



Community Project



THE HON. KATE JONES, MINISTER FOR
EDUCATION, MINISTER FOR TOURISM AND
MAJOR EVENTS AND MEMBER FOR
ASHGROVE (CENTRE) CONGRATULATES
CERTIFICATE III GRADUATING CLASS.

TRAINING

VOCATIONAL TRAINING

PROVIDING ACCESS, SUPPORT AND ASSISTANCE TO THOSE MOST DISADVANTAGED IN OUR COMMUNITY, THIS PROJECT HAS ATTRACTED AND ENROLLED ELIGIBLE PEOPLE TO PARTICIPATE AND COMPLETE A CERTIFICATE III IN INDIVIDUAL SUPPORT (AGEING, HOME AND COMMUNITY CARE) OR CERTIFICATE III IN HOSPITALITY OF CERTIFICATE II IN HOSPITALITY (HOUSEKEEPING).

COMMUNIFY SKILLING QUEENSLANDERS FOR WORK PROJECT 2015-16

The Communiy Skilling Queenslanders for Work (SQW) project, funded by the Qld State Government Department of Education and Training (DET) began in October 2015. This has empowered Communiy to successfully conduct and provide nationally recognised training for people requiring an entry level qualification.

The success of this training with the support and additional help provided through this program and associated agencies and networks will have assisted over 90 people to participate in the Certified III training. Of those people who have completed their course 63% have gained paid work, with another 10% performing

voluntary work as they continue to search for paid work. Of those who have not completed, further assistance has been offered to help them overcome their barriers.

Eligible participants have been attracted from a broad range of referring organisations from inner city, north and western suburbs of Brisbane.

Two Papuan women travelled over 4 hours per day, by bus and train to attend and complete their course. We assisted them with transport costs, and additional English language support. Their fierce determination to learn and gain this qualification with Communiy SQW and the Red Cross Training has enabled both to complete this 14week training and to secure work.

An Ethiopian migrant, qualified and skilled in his home country was assisted and supported by Communiy SQW to enrol and complete his certificate. He was also assisted by other migrant resources and by a philanthropic Communiy supporter, who subsidised his rent as he completed his studies. He successfully completed his training and is now working on the Qld Central Coast.

A Korean Oil and Gas Project Engineer whose qualifications are required to be reassessed for similar work in Australia, realised that the current downturn in that sector, and the high cost of assessment, made the decision to re-train. She was interested in and accepted on to the hospitality course, which she has successfully completed and is nearing completion of the required work placement and has received offer an of employment when completed.

People from a myriad of backgrounds, with numerous barriers, some with mental health or disabilities related issues, have participated and completed the training. Migrants and refugees with English as a second language have posed particular challenges that have been overcome and addressed with the flexible and broad

nature of the funding, and with excellent support staff and volunteers.

Partnerships with Registered Training Organisations (RTOs) and supportive employers were developed and nurtured. This has aided with the required training and work placements and improved networks for the course participants.

Existing and new relationships were developed to attract interested eligible people to enrol and participate in the free training on offer.

Assistance provided included English language support teachers, GoCard top ups, help with transport costs and phone cards, provision of required uniforms and suitable interview clothing. Through Job Club and individual case work, jobseekers' resumes, job applications and supported job search and mock interviews have all assisted to improve the participants' chances of getting that job.

The impact of this tailored support, encouragement and assistance provided to eligible participants lacking an entry level qualification in to these growing sectors through this project, has resulted in improved dignity and financial independence.

Participants' backgrounds include — Chinese, Korean, Nepalese, Indian, Pakistani, Bangladeshi, Mongolian, Ethiopian, Iranian, Iraqi, Solomon Islanders, Papua New Guinean, Egyptian, Colombian, Philippine, Vietnamese, New Zealander and Australian.

Referring agencies and organisations include — PHaMs, PiR, Qld Mental Health workers, BRASS, BYS, DES and Jobactive Providers, Anglicare, Inala Community House, Red Cross Migration Support, BCC and many others.

HART4000

HART4000 PROVIDED INFORMATION AND ASSISTANCE TO OVER 2,000 CLIENTS, PEOPLE WHO ARE ENCOUNTERING SOME OF LIFE'S MOST DIFFICULT SITUATIONS.

Together with our partner agencies and with the integrated support of Community's other services, we have assisted people to secure safe and affordable housing outcomes. We work with a strengths based approach and a trauma-informed care model. Trauma-informed care is grounded in an understanding of the impact of trauma and acknowledges the importance of physical, and emotional safety and a sense of control and empowerment. We have invested in training our staff to develop strategies and ways of working that ensure clients feel they have choices and are in control of decision making in relation to their housing or service needs.

Many of our clients experiencing homelessness also report living with drug and alcohol issues, mental health issues, family and domestic violence, and family and relationship breakdown. They also identify that they are experiencing difficulties navigating social systems such as Centrelink, Department of Housing, community housing providers, tenancy databases, and Births Deaths and Marriages. Much of our work is also dedicated to ensuring that people are supported to access the help that they need, particularly in navigating systems of care and government departments.

We are pleased to report that we have exceeded in all areas of our Department of Housing and Public Works contract including, number of clients, outcomes for

clients, and importantly the number of those going on to suitable and sustainable housing. We have achieved an impressive result in seeking and gaining sustainable housing for over 65% of our clients. We do not administer any accommodation directly so the strength of our partnerships and relationships is vital to successfully negotiate and gain tenancies for the clients within a difficult housing market. During the year, HART4000 initiated and strengthened many partnership arrangements, with 11 new partnership agreements being signed with internal and external services, departments, and organisations. These partnerships promote a trusting working relationship, encourage flexible and strengths based negotiations, and overall streamline access to services for the end recipient, the client.

During the year HART4000 continued to be involved actively with the Queensland Court Referral system, a diversionary program in which magistrates can ask that people appearing access services according to their most pressing needs rather than receiving a sentence in the courts. This has been and continues to show encouraging success with a high engagement level from participants.

HART4000 also continued its relationship with the Qld Police Service (QPS) program for directing those in need to services through the Redbourne initiative. Essentially, this promotes those found in need or homeless by the QPS to services such as HART4000 rather than issuing them with a fine or a move on notice. This process enables those needing accommodation to avoid further difficulty with the legal and financial systems, which in turn can complicate an already difficult situation.

During the year HART4000 administered over \$100,000.00 in brokerage funds to assist clients with a range of issues, designed to access or maintain tenancies. These included moving costs, rent in advance, set up costs for regular household items, access to

specialist services, payment of utility bills, transport costs, identification costs, and tenancy database check fees. These forms of assistance are always accompanied by an effective case management plan, designed to promote the sustainability of the tenancy, not as a primary source of emergency relief without additional supports in place.

HART4000 also underwent a contracted review of service, with input from clients, agencies, departments and members of the community. This allowed us to view what others saw us doing well, and where there were gaps that we could address, modifying service delivery to better suit the needs of these many different sectors.

One of the results of this has been that HART4000 has moved into the front of the building, previously we had occupied the back office, with access for clients through the use of an intercom. Now we are able to talk with those seeking assistance face to face, providing better and more thorough triage responses where required, whilst maintaining a higher level of confidentiality for client information.

HART4000 looks to continue to assist those in need within the boundaries of the current Service Agreement. We would love to expand and specialise into the future as the demand for the service is, unfortunately, continuing to be well beyond the sustainable capacity of the program. We will continue to examine ways in which we can assist those in need better, and continue to forge new partnerships while remembering our enduring partners along the way.



Assisted 2,902 clients
including 889 fully case
managed clients.



“

To those who
are struggling.

To talk about a struggle,
you're likely to forget about it.

To be shown a struggle,
you're likely not to forget it.
But, to live through a struggle,
you'll understand it.

Valerie Owens

America Huh I'm Going Home

”

HART4000

“

We are so happy with
Community Childcare and wish
there were more small centres like
it so more children could experience
this type of small-scale, quality,
stimulating care. Our child has been
so well settled in, feels comfortable
and is so animated about his days
there, so we can tell he enjoys
it and feels secure.

”

CHILDCARE

FAMILIES & CHILDREN

CHILDCARE

Our centre provides care to almost 50 local families in the area, with over 95% of our families using the service for work or study related care. We work together with families to develop a culture of collaboration as the children grow and learn at our centre.

This past year has seen us strengthen our sustainability practices and move beyond 'teaching sustainability' to actually incorporating our learning into our daily practices. With the support of the parents utilising the service we have developed a vegetable patch which is thriving.

We have implemented a new play concept as we have started to 'play with loose parts'. Loose parts are by definition, repurposed or up-cycled materials that can be redesigned and used in multiple ways. They are materials with no specific purpose as fuel and tools for a child's imagination. This use of open ended materials has allowed our children to engage in highly imaginative, engaged complex play experiences. Items such as large boxes, PVC piping, large containers, fabric, rocks, leaves, packing materials etc have allowed us to be highly creative in our social outdoor play. The children are loving this.

This year also saw the teaching team review the pedagogical practices at the service and resulted in the development of a statement of practice which influences our program. These beliefs underpin the way our program operates.

For each child, there should be:

- A connection between their body, mind and spirit (we do daily yoga)
- A love for learning (discover and inquiry based play)
- A respect for self and others (connection to self and others)
- Creativity and a belief that anything is possible (intelligence having fun)
- An understanding that each child is part of a whole (global citizenship)

"We are so happy with Communify Childcare and wish there were more small centres like it so more children could experience this type of small-scale, quality, stimulating care. Our child has been so well settled in, feels comfortable and is so animated about his days there, so we can tell he enjoys it and feels secure. The program has lots of interesting and worthwhile activities (e.g. yoga, cooking, science experiments, group song/story time) that are comparable to a quality community kindy program. Well done! Please keep doing what you do and keep your wonderful staff!"

BRISBANE NORTH INTENSIVE FAMILY SUPPORT (IFS)

In 2014 a number of local organisations working in the inner north started to meet to discuss a joined up approach to supporting vulnerable children and families. Early discussions were held with Tom McIntyre, who was then Regional Director for the Child Safety Office, and we began to dream of a collaborative, integrated approach to working with vulnerable children and families.

For many years Communify had endeavoured to support at risk families through our neighbourhood centres, mental health, homelessness and emergency relief services.

We had been planning and working towards being able to deliver a more targeted specialist response and when the funding opportunity for Intensive Family Support funding became available we looked at potential partners where we could achieve both a specialist and a wrap around, place based response. ACT for Kids was top of our list with a reputation for excellence and best practice in working with at risk families and children who have experienced trauma. We were delighted when they in turn looked to Communify as a strong place based multi-service partner. We were awarded the funding to deliver the Intensive Family Support in North Brisbane with ACT for kids as the lead agency, and the program rolled out on the 27 January 2016. We really value this partnership, we are a great team and even in these early days we have developed a mature and effective relationship. We believe we are achieving a more integrated, effective and accessible child and family service to the communities of North Brisbane.

IFS is a free and voluntary service that works with families that are at risk of entering the child protection system. IFS has an outreach model that allows our team to work with families in the home or in other safe places. The official opening of this new service took place on the 8 September 2016 during Child Protection Week, at the Act for Kids office.

The partnership between Communify and Act for Kids aims to create a service where community development will be a focus in addition to keeping children safe. The Communify team is utilising this partnership by linking families with other Communify programs and activities, and collaboratively working with our other services during the intervention period. As partnerships grow within Communify, the aim is then to extend the same knowledge and opportunities to the larger IFS team at Act for Kids.

Since opening (till October 2016), the Communify IFS team has been allocated **39 families**.



AGED CARE SERVICES

AGED CARE UNDER THE 'LIVING LONGER, LIVING BETTER' REFORMS ARE CHANGING THE WAY CONSUMERS APPROACH AGED CARE AND HOW PROVIDERS LIKE COMMUNIFY OPERATE THEIR RESPITE AND IN-HOME CARE SERVICES.

Home Care takes Community into the wider community: it provides a necessary service to the community by maintaining quality of life for people in their own homes and it provides a conduit for entry into residential aged care and to a lesser extent, retirement living. Many government aged care initiatives are now focused on the elderly remaining in their own homes for as long as possible and the Home Care structure is ideal for delivering such initiatives in a cost effective and competitive manner.

Remaining at home is achievable when the right supports are available. Our Community Home Support Program provides assistance that makes managing at home easier, safer and more comfortable for people. We are able to offer a range of support options and activities to keep clients active, healthy and connected. We focus on enablement, wellness and restorative care. Exercise has proven health and wellbeing benefits for older adults regardless of their age, disability and/or level of disease. However, a number of barriers exist for participation, including program access and appropriateness. As an alternative to in-home Allied Health (AHP) or away-from-

home therapy centre delivered programs, The Brisbane North Primary Health Network (PHN) in partnership with Burnie Brae have developed and are piloting a personal care worker (PCW) delivered, in-home wellness program for clients receiving domestic assistance and/or personal care under Commonwealth Home Support Program (CHSP). The current project is trialling this alternative for clients with low care needs. To ensure client safety and program benefit, PCWs have received a detailed training session and delivery is accompanied by a client's resource. This program presents an exciting sustainability, cost-effectiveness and long-term participation option for an in-home exercise program delivered to clients within their normal visit schedule. The services may also include demonstrating and encouraging the use of techniques to improve the person's capacity for self-management and building confidence.

The Department of Social Services provided us with the opportunity to re-align our service types based on current and anticipated future need of clients. We took the opportunity to reduce our social support funding and convert these hours to deliver flexible respite. We also reduced our group social support hours and converted these to centre based respite. These decisions were underpinned by what we were hearing from clients through the RAS assessment process and the level and range of requests we were receiving through My Aged Care. New service types will begin to be delivered and reported on from 1 July, 2017.

The Aged Care Quality Agency conducted a quality review of our Community Home Support services in March, 2016. All Home Care services undergo a quality review at least every three years. The team assesses the quality of care and the services delivered against the Home Care Standards. The process includes interviews with care recipients, representatives, management

and staff, gathering of information about systems and processes and observations of activities. We are pleased to report that we met all 18 standards across areas such as effective management, appropriate access and service delivery, and service user rights and responsibilities. One of the nicest compliments was when both assessors said that they wished that they lived in our catchment area so their mothers could receive services from Community.

From July 2015 all referrals for home the Community Home Support service are required to come through My Aged Care (MAC). It is anticipated that the changes to My Aged Care will result in a consistent, streamlined and holistic assessment of clients, better access to accurate client and service information (for clients, carers and family members, assessors and service providers) and appropriate and timely referrals for assessment and services. We are able to assist clients through the MAC referral process, by either completing a referral for the client, or explaining the process.

An open approach to market was undertaken in late October 2014 calling for tenders to deliver assessment services as part of the new Regional Assessment Service (RAS) from 1 July 2015. As a result of the evaluation process, 13 organisations were selected to deliver assessment services nationally as part of the RAS. We are delighted that Community were one of the seven consortia members that were part of Partners 4 Health winning bid. We trained up a team of assessors and RAS commenced operations in July 2015, conducting 704 closed assessments over the financial year across the Brisbane region.

Paddington Meals on Wheels is a small and cherished service. With dwindling numbers and increasing overhead costs we made the decision to reshape the service. This year the service moved from its long-term home in Herbert Street to The Paddington Centre. We also formed



THE PADDINGTON CENTRE

Support Services

COMMONWEALTH DEPARTMENT OF HEALTH FUNDING



Centre Based Respite
19,183 hours



Social Support
5,314 hours



Domestic
2,968 hours

an alliance with the Stafford Meals on Wheels service who now provide nutritionally balanced meals from their kitchens to be distributed to our clients by our team of volunteers. Meals on Wheels has 20 active clients who receive home delivered meals from daily to weekly with the support of 30 active volunteers. Clients choose their meals from a changing, seasonal menu that includes fresh and frozen options as well as meals to suit modified diets.

We were excited that Paula Hatcher our Respite Centre Cook was offered a place in the Maggie Beer Foundation 'Creating an Appetite for Life' Education Program. The program promotes fresh thinking and group brainstorming around nutritious ingredients, food budgeting, supplier relationships, aged care specific recipes, menus and dining room management. Some of the challenges discussed during the program included the perception of the industry, budgets, recruiting quality staff, wastage and constraints on time, finance and resources. The participants also reported the challenge of exciting others about food in aged care homes.

They discussed ways to make food more interesting and enticing for aged care residents, including the importance of presentation, aroma and growing your own herbs and vegetables.

PRIMARY HEALTH NETWORK FUNDING ANNUAL CONTRACT AMOUNTS



Personal Care
1,086 hours



Nursing
700 hours

Rose's Story

15 years ago, after many years of volunteering with Community, Rose retired from work and for the first time asked for assistance herself.

She wanted to keep up her social connections and needed our help with getting along to a regular social gathering for older women. Rose has been attending this group ever since and has found great friends within the group who support one another with kindness and humour.

Rose has had a number of falls at home and we have been able to assist her with services in her own home including occupational therapy, physiotherapy and nursing. We have also encouraged her to attend the falls prevention and exercise groups that are held at The Paddington Centre.

Rose and her social group friends now attend the respite centre twice weekly staying for the full day program and there enjoy the in-centre services such as hairdressing and podiatry. Rose has been encouraged to have domestic and social support services to assist with her housework and grocery shopping. Rose attends all of our special events and social activities and she has stated on numerous occasions that she does not know how people are able to manage without the support and encouragement of Community services. Rose often asks for staff assistance with paperwork and if she is worried about the significant medical conditions that she lives with, she is able to talk to the Registered Nurse when she is attending the centre.

Overall, Rose feels supported, encouraged and has a strong social network that we know is important to every member of our community.

SPECIALIST MENTAL HEALTH PROGRAMS

PERSONAL HELPERS AND MENTORS (PHaMs)

PHaMs works with people aged 16 years and over whose lives are severely affected by mental illness (though may not have a formal diagnosis) by helping them to overcome social isolation and increase their connections to the community. People are supported through a recovery focused and strengths based approach that recognises recovery as a personal journey driven by the participant. PHaMs workers provide practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks. People are assisted to access services and participate economically and socially in the community. Mentors offer both one-to-one support as well as a number of group activities that aim to develop people's skills in managing mental illness and to increase community participation.

PHaMs engages in a care coordination model to work closely with other support service agencies from multidisciplinary fields. The program staff include two Peer Support workers who share the perspective of a person with lived experience with their colleagues and promote peer support opportunities for participants. Other staff have expertise in fields including drug and alcohol, domestic violence, eating disorders, culturally and linguistically diverse (CALD) and employment.

The program is funded to support between 55-66 participants, with a current caseload of 77.

The intensity of support provided to PHaMs participants is flexible, negotiated with each participant, and adjusted from time to time as part of their Individual Recovery Plan (IRP). This recognises the need of some clients for varying levels of support

over an extended period of time due to the episodic impacts of mental illness. Generally, intensive support is provided to participants until such time as they have stabilised their situation and addressed the priorities and goals identified in their IRP. In general 12mths-2yrs is a good amount of time for a participant to utilise PHaMs to establish the supports they need, build up their resilience and achieve meaningful goals.

Individual Recovery Plans (IRP): PHaMs provides ongoing, one-to-one support to people with diverse and complex needs, directed by IRP developed with each PHaMs participant. Support is focused on providing practical assistance, facilitating increased community participation and ensuring access to required services in line with goals and priorities identified by the participant and documented in their IRP. Providers must ensure that, for each person accepted into PHaMs, an Individual Recovery Plan is developed with the PHaMs client. The Plan identifies: the person's strengths and recovery goals; activities and supports; a care/crisis plan in the event that the client becomes unwell or crisis occurs. Participants will be asked to commit to working towards achievement of goals in their IRPs. PHaMs workers will also utilise other assessment tools including the Outcome Star, which both measures and supports progress for participants towards self-reliance or other goals.



Over **1,631** individual support sessions





Brendan's Story

Brendan, a 39 year old male, was homeless at the time of his initial engagement with PIR, alternating between couch surfing and sleeping rough. He had been homeless on and off for a number of years, finding it hard to maintain housing. Brendan experiences chronic pain due to his scoliosis. He reported a marked increase in pain throughout his period of homelessness. Brendan was treated by a physio at the Royal Brisbane Hospital but did not see him regularly, and believed the treatment provided was ineffective. Further to this, Brendan found difficulty in the access of pain medication via his GP, due to his history of opiate dependency.

Brendan was extremely distressed at the time of engagement and was experiencing feelings of worthlessness. Brendan felt he was appropriately medicated for his mental health condition and identified his decline in mental health as primarily related to his social circumstances. Brendan expressed a long term goal to use his life experiences as a tool to gain employment in the human services arena. It was his desire to complete appropriate studies, once he was housed and settled.

The PIR Coordinator (PIRC) linked Brendan with HART4000, and attended his intake meeting. Soon after, Brendan was offered a studio flat in Kelvin Grove via Brisbane Housing Company. The PIRC provided him with a welcome pack, consisting of bedding and general kitchen/household appliances. Flexible funds were also used to purchase Brendan a bed.

Once Brendan was housed, the PIRC arranged an appointment with his GP which they attended together. PIRC advocated for a review of his pain management medication. Brendan was provided a script for appropriate medication, with a lesser reported instance of dependency. The PIRC also requested an assessment for a Chronic Disease Management Plan, and a referral to an allied health



PIR

physiotherapist. Brendan was deemed eligible, and was referred to a new physiotherapist from which he now accesses treatment.

Brendan was offered a referral to a bulk billing psychologist, or alternative drug and alcohol counsellor. However, after he was housed and things were running more smoothly for him, Brendan reported a significant lift in his mood. Brendan is aware he is able to access mental health support as and when required. He remains abstinent from alcohol and other drugs. Finding Brendan sustainable accommodation was imperative to him in the management of his relapse prevention.

The PiRC supported Brendan to apply for a scholarship via the PHN for a Certificate IV in Mental Health and Peer Work. Brendan was successful with his application and has now commenced his course work. It is his hope he will complete the course and gain employment in the mental health sector.

A core strength which has aided Brendan in his recovery is his own resilience. He has displayed a drive and willingness to bounce back, when met with barriers in accessing services.

"At the time I accessed PiR I was homeless, had low self esteem and felt like I had absolutely nothing. I'd found a brochure for PiR and I thought — more bulls%#@. I'd gotten to a point where there was no other way to get help — I couldn't get into any emergency accom but 139 Club had given me a swag. That's when I decided to give PiR a call.

Through enagaging with PiR, I am now housed, and I don't wake up feeling depressed and like I don't want to be alive. My back pain is no longer troubling me as much as it was, and I'm more mobile as PiR bought me a comfortable bed and linked me with a physio. I'm starting a scholarship through the PHN in peerwork and mental health, and I'm working towards my goal of employment.

At the moment I feel on track with my goals. I haven't felt like I've had this much control over my life and destination in many years. I learned to have faith in the system, and that it can work."

NORTH BRISBANE PARTNERS IN RECOVERY (PiR)

North Brisbane Partners in Recovery (PiR) is a specialised initiative that seeks to improve outcomes for people who experience severe and persistent mental illness, who also have many unmet needs requiring a comprehensive and coordinated response from a range of sectors – including health, housing, income support, disability, education and employment. North Brisbane PiR does not offer a 'new service' in the traditional sense; rather it assists in coordinating existing services and supports. PiR Care Co-ordinators focus on building pathways between sectors, services and supports to promote seamless service delivery.

PiR aims to make a real difference to outcomes for people who experience severe and persistent mental illness by:

- Working with consumers to identify services and responses they need to improve their lives;
- Working with a range of services, supports and primary health care providers to coordinate, improve, change and integrate services to deliver what consumers need;
- Advocating for, and working on, system wide changes that improve client outcomes where existing responses are inadequate; and
- Promoting a community based Recovery orientation amongst services and the community. A Recovery orientation stresses the inherent strength and capacity of all people experiencing mental health issues. It recognizes that people are able to create and live a meaningful and contributing life in a community of choice with or without the presence of mental health issues (National Framework for Recovery Oriented Mental Health Services).

Community Partners In Recovery has established strong working relationships with RBWH/Inner North Brisbane Mental Health Services (INBMHS) which involve us having a routine presence on RBWH inpatient wards. We also work closely with services in the inner north to reach those community members who may not

feel comfortable approaching a mental health service. Community PiR also recognise the benefit of service integration within Community and as such have a strong working relationship with Community's mental health programs and neighbourhood centres.

In developing new programs and innovative responses to service gaps in the inner north region, Community PiR has developed partnerships with:

- Spectrum, a leading service provider for community members with a diagnosis of Borderline Personality Disorder, to bring their 'Wise Choices' program into the Brisbane north region.
- New Farm Clinic to establish a discharge information group supporting people leaving the private health setting to access community based supports.
- Queensland Health's Acquired Brain Injury Outreach Service (ABIOS) and Footprints to run a care co-ordination group open to community members and services that support people with an Acquire brain Injury who are also experiencing mental health concerns. Community PiR also supported ABIOS to expand their STEPS program in the inner north region.
- Lives Lived Well and Community PHaMS in developing a stepped care day program which responds to gaps in service delivery for those who experience barriers in entering treatment (eg. a residential therapeutic community) upon exiting detox.
- Brisbane Housing Company to establish a housing model which appropriately responds to the unique housing and support needs of members of the Transgender community.



Community PiR worked with **185 registered clients** in 2015/2016.



COMMUNITY CARE SERVICES

Community's Community Care Service incorporates two programs both designed to support eligible people to remain living independently at home in the community.

Social Support offers practical assistance that enhances an individual's daily life. The program supports people to set goals and manage the routines of daily life and access the community for appointments and recreational activities.

The program aims to support people to maintain their independence and to manage essential tasks such as meal planning, preparing a shopping list, paying bills, banking and running essential errands in the community, and assistance is offered with shopping and with some basic household routines and chores.

The Community Care program works closely with clinical case managers at the Royal Brisbane Hospital and Inner North West Mental Health Service, doctors and practice managers in many local community surgeries, case managers from Disability Services and other community based allied health practitioners.

The Domestic Support program is tailored to the needs of each individual. Assistance is provided to people for complex issues such as a cluttered home environment as well as planning assistance with home organisation. The program helps people to stay on top of essential routines and household chores. The cleaning team work alongside each person to develop skills and increase independence.



Support provided
7,182 hours



Cleaning provided
9,680 hours

YOUNGER ONSET DEMENTIA

Toward the end of 2015 we began a social group for people with a diagnosis of younger onset dementia (YOD). During conversations with one of the Alzheimer's Australia (Qld) YOD Key Workers it was identified that there are limited suitable services for younger people with dementia. Rather than attend a respite centre with frail aged clients, younger people are seeking healthy, 'normal' activities. The focus for our group is on engaging in the community and supporting participants to continue to remain active and connected.

Community has an memorandum of understanding with Alzheimer's Australia (Qld) to ensure that specialist support can be accessed for group participants. This partnership ensures that participants are matched with the group and we can draw on the Key Worker expertise and assistance.

The group participants value the chance to socialise, get out and about and to engage in meaningful activities that are challenging and interesting. They spend one day a week with a group of like-minded men and have the opportunity to joke around with some mates.



Workshop

CLASSES HELD EVERY SATURDAY & SUNDAY

IT'S ON THIS WEEKEND:

	Day	Date	Time
Roof Your Garden	SATURDAY		
Water Saving Tips	SATURDAY		
Water Tips	SATURDAY		
...	SUNDAY		
...	SUNDAY		

COMMUNITY CARE



DOOR TO DOOR TRANSPORT

THIS PROGRAM PROVIDES TRANSPORT TO ELIGIBLE CLIENTS TO ACCESS NON-URGENT MEDICAL APPOINTMENTS AND THE LOCAL COMMUNITY FOR SUCH ACTIVITIES AS SHOPPING, HAIRDRESSING OR EXERCISE.

Most trips are for doctors appointments or to attend outpatient services at local hospitals. Transport is delivered through a combination of individual and group trips and is provided with the invaluable assistance of our 40 dedicated transport volunteers.

Almost 80% of our clients are aged over 65 and either no longer driving or competently using public transport. These clients manage living independently with some assistance to access shopping centres, medical appointments or to receive regular treatment from a local hospital. Some of our clients are recovering from health conditions and are undergoing rehabilitation and receiving allied health services, while others are clients who need transport to access a regular social activity such as the library, exercise classes or group activities. 20% of our clients are under 65 and living independently with a functional disability and/or mental health condition that prevents them from driving or accessing public transport. Communify's transport program is a member of a consortium of providers including St. John Community Transport, Burnie Brae and Centacare Caboolture.

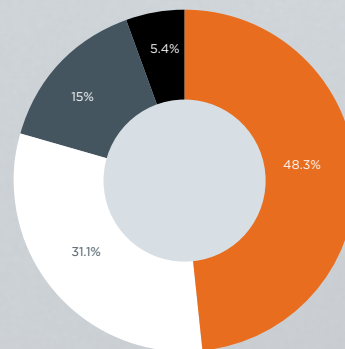
The Samford Support Network is a volunteer run community group based in the Samford Valley which

provides a range of services to its local community members. We work with this generous group of volunteers to provide essential transport to clients living in this region. The auspice relationship with the Samford Support Network, now in its fifth year, enables us to extend our service to this close knit, rural community. This service has built over the years to now allow for a dedicated Communify vehicle to be garaged in the Samford area for volunteers to utilise for the trips.

Each transport client contributes an amount towards the cost of their trip. Fees are calculated according to distance of travel and whether the client is travelling as an individual, as part of a group, with a Communify driver or a taxi. These contributions together with the assistance of our team of volunteer drivers enables us to deliver an annual number of trips well above our contracted numbers.

FUNDING PROVIDERS

- St John Community Transport Services 48.3%
- Commonwealth Govt, Department of Health – DSS 31.1%
- Qld Govt Department of Communities 15%
- Partners for Health 5.4%



NUMBER OF TRIPS DELIVERED

St John Community Transport
 Department of Social Services Over 65
 Department of Community Services Under 65
 Partners for Health Over 65



5063
3,433
1,472
442

John's Story

John lives with advanced osteoarthritis, lower back problems and sleep apnoea.

He has been a client of Communify for three years and has come to rely more heavily upon our services in the years since his wife died.

Door to Door Transport helps John to attend his many medical appointments that include physiotherapy and hydrotherapy treatment sessions as well as GP and psychiatrist appointments.

There is no doubt that John's health is deteriorating and he struggles with managing his financial independence, his budget greatly affected by the cost of his many medications. He has periods of being mentally unwell and at these times it is difficult for him to remember his appointment times. We work with John to remind him of upcoming trips that he has booked with us and help him to manage his schedule.

In this last year John has received social support assistance that helps him to manage his shopping which had become challenging for him to manage alone. He also has help at home with regular domestic assistance as well as specialist assistance with decluttering. With these supports in place, John is managing to live independently and to remain connected to his familiar local community.



TRANSPORT

A photograph of two men standing side-by-side, smiling. They are both wearing dark blue polo shirts with the 'community' logo in orange on the left chest. The man on the left is wearing glasses and has a receding hairline. The man on the right has a full white beard and is wearing a watch on his left wrist. The background is a dark, possibly indoor setting with some vertical lines.

HOME ASSIST SECURE

HOME ASSIST SECURE

HOME ASSIST SECURE PROVIDES LOW COST, TARGETED ASSISTANCE TO ELIGIBLE OLDER PEOPLE AND PEOPLE LIVING WITH A DISABILITY AND THEIR CARERS TO ASSIST THEM TO REMAIN IN THEIR HOMES.

Home Assist Secure receives funding from the Commonwealth Department of Social Services (Over 65 Commonwealth Home Support Program), State Government Department of Housing and Public Works (Over 60 Home Assist Secure) and the State Government Department of Communities (Under 65 Community Care Program).

Home Assist Secure aims to remove some of the practical housing related difficulties experienced by older people and people with disabilities, who wish to remain living independently in their own home or rental accommodation. The service does this by providing information and assistance with home maintenance, modifications, home security and safety. Support with home maintenance and modifications helps clients keep their home in a safe and liveable condition, both inside and out. This includes everything from minor maintenance such as changing light bulbs and replacing tap washers to more major work such as modifications including installing grab rails and outdoor ramps, removing bath tubs, providing a chair lift and installing disability friendly bathrooms.

We have a large client base of over 3,500 clients that

access the service on an as-needed basis with many calling on the service for regular support around fire alarm batteries, gutter cleans, replacement of washers and light globes. We are always there with a quick response when an emergency arises particularly around electrical, plumbing, and broken appliances. We provide a much needed safety net for many people living alone and reassurance that help is always just a phone call away.

Demand for our Home Assist service is increasing and we have expanded our service offerings this year to overlay with our other aged and disability service catchment areas. We have seen a steady increase in referrals from these new areas and have screened and engaged a number of new trade companies to assist us with delivering a range of quality trade responses. We currently engage over 100 screened and qualified trades services across a comprehensive suite of trade areas. We maintain a high rigor of screening and selection of our preferred providers ensuring that only the highest quality of trade service is engaged with benchmarks for pricing and response times regularly monitored.

From 1 July 2015 all over 65 client referrals are now received through the My Aged Care portal. This was a major change, as previously we could respond directly to requests for assistance. We now help clients through the My Aged Care process, by either assisting with their referral, or explaining the process to them. As the My Aged Care has rolled out we are finding that people are now applying direct to the central intake and we are receiving steady and regular referrals. Referral to our state funded services can either be through self-referral, by family members, carers, other service providers or health professionals.

“

It's not a homeless life for me, It's just that I'm home less Than others like to be.

Akilnathan Logeswaran

”



Total Number of Clients **1,904**

Total Number of Jobs **6,384**
2,754 (HAS) + 401 (U65) + 3,229 (O65)

Information, Advice & Referral **437 hours**

Home Maintenance **3,111 hours**

A DAY IN THE LIFE



86

people received domestic assistance or help with grocery shopping



54

people were driven to appointments and activities



7

people had help with their showering and personal care



12

people received home-delivered meals on wheels



22

older people attended the Paddington Centre and 18 stayed for lunch



32

frail aged people visited the library, played mah-jong, bridge or went to the movies



8

older people had help with managing medication, wound care or attending medical appointments

A SNAPSHOT OF COMMUNIFY SERVICES PROVIDED IN 24 HOURS

6

aged people received in home assessments of their needs



30

households received maintenance, repairs and improvements to safety



29

people living with mental health issues received support from Mentors, attended group sessions or worked to achieve their recovery goals

10

people with younger onset dementia met at the Bavarian Bier Café



135

activities were held in our halls

2 playgroups
17 dance
24 health & fitness
22 social/spiritual
5 drama
11 children/education
12 self help

21

children attended Community Childcare



12

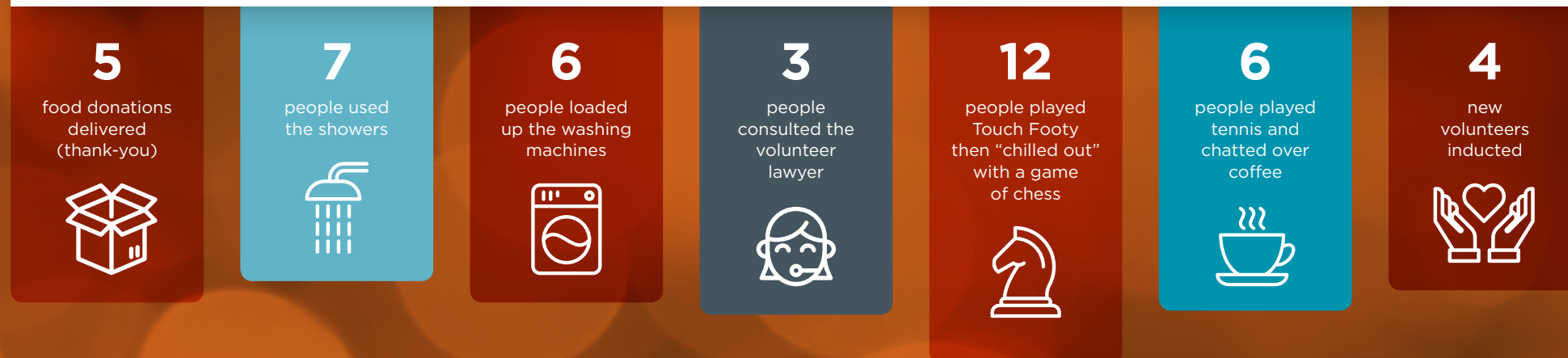
families received support from our Intensive Family Support team



OF COMMUNIFY



24 HOURS INSIDE OUR NEIGHBOURHOOD CENTRES



PROPERTIES & VENUES



PROPERTIES

COMMUNIFY HAS 13 COMMUNITY HOUSING UNITS THAT PROVIDE MUCH NEEDED LONG TERM HOUSING FOR PEOPLE LIVING WITH A SEVERE AND PERSISTENT MENTAL ILLNESS AND/OR DISABILITY.

Seven of these units were gifted to Communify back in 2012 when Kiah Inc. wound up their organisation and dispersed their assets. In 2015 we commissioned an asset management plan for our housing stock which reported that we would need to invest significantly in upgrading the properties over the next five years. We contracted Brisbane Housing Company to undertake a cost benefit analysis examining the costs associated with retaining and investing in our current housing stock and/or selling off or repurchasing new units. The report indicated that the best option going forward was to sell and repurchase. In making this decision we also considered the liveability and suitability of our stock for our high needs clients. The units are old, many with stairs, with poor ventilation and lighting, non-accessible and outdated bathrooms with the cost of repairs escalating each year. We are excited to report that we have purchased seven one bedroom units in Brisbane Housing Company's new development at Lutwyche. The units are due to be completed at the end of October, 2016. The first floor units are well appointed, with modern kitchens and bathrooms, great lighting and ventilation, air conditioning, large balconies, car parking, security and are serviced by a lift.

VENUE HIRE

COMMUNIFY OFFERS 16 DIFFERENT VENUES FOR HIRE TO THE COMMUNITY. THESE RANGE FROM LARGE AIRY HALLS TO SMALL MEETING ROOMS AND TRAINING AREAS. RATES ARE KEPT LOW SO THAT SMALL COMMUNITY GROUPS CAN AFFORD TO MEET IN WELL EQUIPPED, WELCOMING, CLEAN SPACES.

Communify's venues are primarily located in the inner north west of Brisbane and include the city fringes such as Spring Hill, Bowen Hills and New Farm as well as Kenmore. We work closely with the Brisbane City Council and lease five of their community halls.

The types of programs, courses, classes and activities that run in our various halls are numerous. They range from local choirs, Chinese martial arts, yoga, meditation, children's learning and craft activities, playgroups, adult art classes, foreign language classes, dance of every variety, acting, social groups, sports groups, fitness groups and more.

We are also able to offer our community partners affordable community space to run their programs and classes, such as Access Arts, QLD Deaf Association, Brisbane Self Defence, The Wendybird self help groups such as NA, AA, SLAA, GA and obsessive compulsive behaviour groups, Playgroup QLD, Bust a Move Dance and Brisbane City Council.

On any given week Communify offers over 135 activities to the Community at our halls. This includes two playgroups, 17 dance groups, 24 health and fitness groups, 22 social/spiritual groups, 5 drama groups, 11 children/education groups and 12 self help groups.

This year we have concentrated on developing an online venue booking system to help stream online enquiries and bookings and hope to launch this system in the second half of 2016.

OUR PEOPLE

AS WE MOVE INTO CONSUMER DIRECTED CARE AND AWAY FROM BLOCK FUNDING WE ARE APPRECIATING MORE THAN EVER THAT OUR PEOPLE ARE COMMUNIFY'S BIGGEST COMPETITIVE ADVANTAGE. WE NOW EMPLOY OVER 130 PEOPLE ACROSS OUR SERVICES.

The core competencies that continue to form the basis of our organisational culture, recruitment initiatives, role descriptions as well as our learning and development plans include: customer service; organisational knowledge; leadership; teamwork and collaboration; communications and relationships; innovation and creativity.

Each year our whole team comes together for a full day of training. This year's focus was on improving the quality of our customer service delivery and taking it to a higher level. Our client service includes adapting ourselves to the needs of individuals, while setting and maintaining appropriate professional boundaries by providing truly exceptional service to not only our clients, but to our fellow colleagues and wonderful volunteers.

100 staff attended a full day in-house workshop that focused on delivering a quality customer service the Communify way. We have adopted customer service as a KPI for all job descriptions.

Our bi-monthly internal newsletter is reported by many staff to be a valuable learning tool... 'that's how I get to find out what other services and people are doing.' Training videos are available for staff and volunteers on a range of topics and are a valuable training resource on organisational knowledge for many of our services.

We develop leadership potential within our teams by supporting ongoing, regular leadership professional development with an external facilitator. This year

6 new managers attended 'New Manager Training', with outstanding feedback. One participant commented "I would highly recommend this training for all managers, old or new. It offered the right amount of theory and practical interaction. I was able to take back ideas and tools and apply these to my team and ultimately I feel more confident in my ability as a team leader." We also promoted emerging leaders by supporting their delivery of in-house training. Two staff trained 50 staff and volunteers in Mental Health First Aid, which resulted in 60% increase in staff receiving MHFA accreditation.

Team building days with a focus on fun, relationship building and improved communications have proved popular. These opportunities for our small teams to come together have far reaching effects on positive relationships and shared team goals.

We have adopted an organisational wide approach to using our intranet as a platform for better communication, knowledge and information sharing on one platform.

FEELING VALUED AND VALUABLE

It's about who we are; not just what we are. We measure success by the way we touch the lives of people and we are inspired by Albert Einstein who said, "Strive not to be a success, but rather to be of value." What fuels our people at work is that we want the work we do to matter. We want to make a difference and to be part of a larger community engaged in the mission that Communify

as an organisation strives for.

Our performance management and professional development ethos is designed around offering opportunities for flexibility, learning assistance and a powerful commitment to treating people as whole human beings. Time is devoted to upskilling individuals and working with people's strengths. Our leaders invest time and energy in us with a deliberate emphasis on collaboration; and we all benefit from a deeper, richer value exchange.

This expression of what we value and how we declare our Communify values is a continual process aimed at aligning our written values to our actual lived values. We are challenged by the changing nature of our work and the unpredictable future, so it is essential that we recognise our resilience, and honour our unique, strong and positive culture.

VOLUNTEERS

Over 215 active volunteers contribute time, energy and expertise to our board of directors, services to our clients and engaging community members in activities such as our English language buddy program and events like the Mental Health Expo. Communify volunteers come from a broad array of backgrounds and choose volunteering as a means to give back, to gain work experience as a pathway to employment in our sector or to re-engage with their community after periods of ill-health or unemployment.

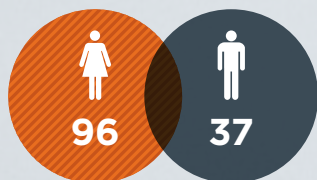
OUR PEOPLE

“

Together
we can.

”

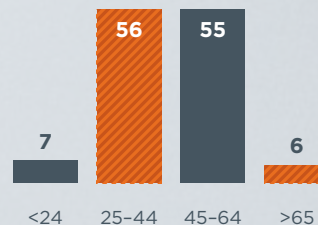




GENDER



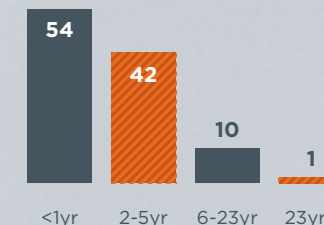
EMPLOYMENT TYPE



EMPLOYEE AGE



EMPLOYEE MOVEMENT



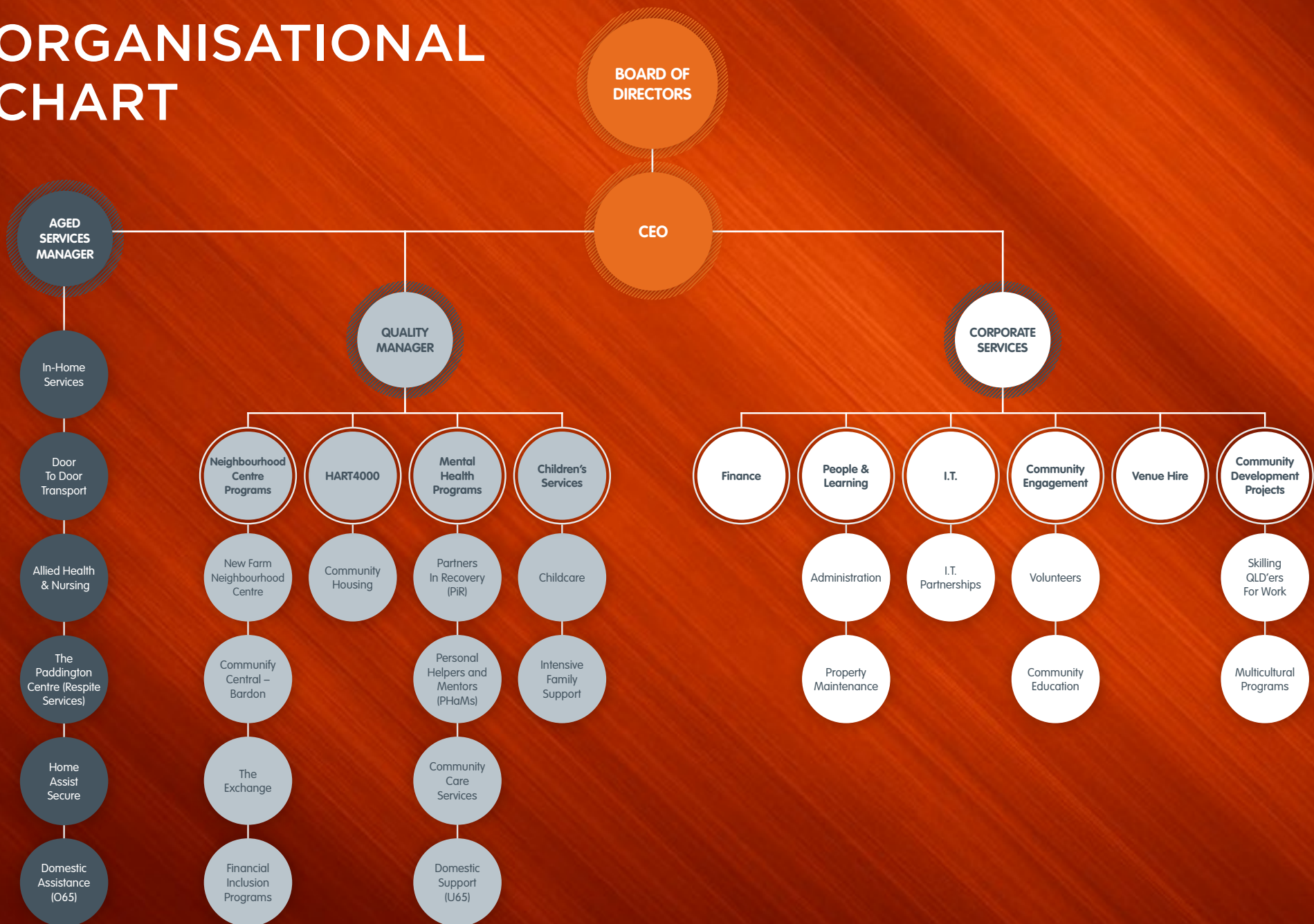
YEARS OF SERVICE

Services such as The Pantry, Meals on Wheels and Door to Door Transport simply could not run without the enormous contribution of our volunteers. Where possible we also engage with corporate volunteers who are looking for a short term team activity. The Commonwealth Bank (Flagship) team brought a sense of fun on the day to this year's Bouncing Back Handball Festival that was coordinated by a team of staff and local New Farm volunteers. Wendybird is a community group led by a collective of Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) people who are working together to intentionally grow a safer and supportive community for people of diverse bodies, genders, relationships and sexualities, their friends, families and children to find meaningful connections. Wendybird facilitates regular community events at the New Farm Neighbourhood Centre, and with the auspice support of Communitify was the recipient of a Department of Social Services Volunteer Grant for volunteers to receive training in first aid, mental health and suicide intervention skills.

High school students from schools including Marist College Ashgrove, Brisbane Boys Grammar and Brisbane Girls Grammar have been long term partners and we value their social visits to The Paddington Centre and their contributions to our children's tutoring sessions at The Exchange. Students from other schools have arranged fundraising activities and collected Christmas treats for The Pantry. We also were able to offer work placements to students from QUT, Griffith University and TAFE Qld.



ORGANISATIONAL CHART



OUR BOARD

CAROLYN MASON — CHAIRPERSON

Carolyn Mason is the Chair of Communitify's Board. Carolyn is a consultant working with clients in areas of leadership, change management, relationship management and policy and strategy. With one client, she has worked with participants from 20 different countries in an AusAID funded program. She brings over 30 years of practical knowledge and experience from holding senior to CEO level positions in government in areas including housing, employment and training, women's policy, health and residential tenancies. Carolyn brings governance and company director skills having been a director on several government boards and the Board of an NGO working against domestic violence.

BEA DUFFIELD

Bea volunteers at The Exchange at Kelvin Grove where she helps people improve their English skills. She believes that Communitify's focus on sustainable community development is the basis for building a compassionate and supportive society. Bea's background is in veterinary microbiology and she has worked in various roles for government and private enterprise. Bea's voluntary work includes assignments with the Australian Aid program and Engineers Without Borders focusing social enterprise capacity building in Vietnam, Cambodia, Jordan, PNG and Indonesia.

WENDY HOVARD

Wendy has worked for the past 25 years in the inner city community sector and is currently the Tenancy Services Manager with Brisbane Housing Company. She was previously Manager of the 139 Club, the largest community drop-in centre specifically catering for rough sleepers, in South East Queensland. She worked in the Community Housing sector for 15 years, holding a number of positions, including Tenancy Manager, WHS Officer, Training and Induction Coordinator and Local Area Manager. Wendy's skills include community development, strategic planning, and human resource management. Wendy was involved in the development

of the Under One Roof Consortium, was on the Management Committee of both Better Housing Projects and New Farm Neighbourhood Centre and is currently on the Community Connections Committee at the New Farm Anglican Parish.

JUDITH HUNT

Judith works with disability service provider, Synapse, as their Chief Financial Officer. Judith has worked for many years in the not for profit sector in the areas of healthcare and social and affordable housing. Originally from the United Kingdom, Judith also has experience in the hospitality, manufacturing and public utilities industries. She is an Associate Member of the Chartered Institute of Management Accountants (CIMA) and has over 20 years post qualification experience.

KENT MADDOCK

Kent has lived in Milton and New Farm for more than 20 years enjoying the social mixtures and community spirit of the inner suburbs. He has been the President of the New Farm Neighbourhood Centre and guided the amalgamation of the Centre with Communitify in 2014. Kent is an organisational consultant who works in the government, not for profit and for profit sectors on a multiplicity of projects including organisational analysis and design, corporate governance, program evaluation, strategic planning, and leadership of large renewal initiatives.

JANET MARSHALL

Janet has always enjoyed being involved in community and has a long history of voluntary service in community organisations such as The National Trust of Queensland, Planning Institute of Australia and the Queensland Conservation Council. Janet is an urban and regional planner and is currently in a senior leadership role in a private company. Janet contributes property and business leadership skills to the Board.

TANIA KEARSLEY — COMPANY SECRETARY

Tania practiced as a lawyer for more than twenty years before she launched her business that provides independent company secretary and corporate governance services to the not for profit sector. Tania has been working with Communitify as company secretary since 2013 and provides ongoing support to the Board and CEO on governance and compliance issues.

PETER TRAN

Peter is a Chartered Accountant with over 16 years experience and is a partner in a mid-size accounting firm in the city. Peter has specialist financial knowledge and skill across a broad spectrum of tax and advisory matters and works across a range of industries and professional areas. He joined the New Farm Neighbourhood Centre Management Committee just before its merger with Communitify.

AMY WARD

Amy Ward is a strategic communications and management consultant. She runs a successful management consultancy, OTM, specialising in strategy, commercialisation, communications, change and marketing. Her professional experience spans commercial organisations, government, government owned corporations and not for profits. For close to twenty years she has worked with complex B2B and innovative B2C programs and services across diverse industries such as information technology, eHealth, primary health and community care, telecommunications, mining and resources, management consulting, process control, integrated transport, geospatial, sustainability, retail (online) and more. Amy lives in Brisbane's inner north and is generous in volunteering her expertise as a mentor and as an advisor. In addition to her role as director on the Communitify Board, she is an advisor for the Inclusive Brisbane Board, Professional Advice Alliance and a mentor for the Queensland Government's Mentoring 4 Growth program.

“What fuels our people is that we want the work we do to matter.”

OUR BOARD

BACK ROW (LEFT TO RIGHT):
AMY WARD, PETER TRAN, WENDY HOVARD
FRONT ROW (LEFT TO RIGHT):
BEA DUFFIELD, KENT MADDOCK, CAROLYN MASON
ABSENT: JUDITH HUNT, JANET MARSHALL,
TANIA KEARSLEY

COMMUNICATIONS

THE COMMUNICATIONS SUB-COMMITTEE WORKS TO DETERMINE COMMUNICATION STRATEGIES AND PRIORITIES AND PROVIDES EXPERT GUIDANCE FOR OUR COMMUNICATIONS OUTPUTS. THE COMMITTEE WORKS WITH THE STRATEGIC GOAL TO 'BE RECOGNISED FOR EXCELLENCE AS A CREATOR AND FACILITATOR OF WORK THAT DELIVERS POSITIVE LIFE OUTCOMES AND COMMUNITY CONNECTIONS'.

Community manages two websites and seven Facebook pages that raise awareness and promote engagement with our events, activities and programs as well as serving to promote our brand, vision and culture. The Community Facebook page continues to grow in popularity and has over 1.7k 'likes'. The fortnightly 'What's On' e-newsletter reaches over 3,000 in-boxes and news of what's on in our venues and neighbourhood centres is also promoted and shared extensively by other agencies. This year we have worked on growing the content of the Community website's What's On page which lists details and downloadable flyers for over 70 diverse activities, groups and events. The Community website received over 40,000 visits this year with the most visited pages our venues for



hire, current employment opportunities and What's On. The short videos created show our programs to our broad range of stakeholders. They aim to demonstrate what attending a Community service is 'really like' and also show how volunteers can be involved in our programs. There are short videos of each of our halls that receive a large number of views from groups looking for a venue to suit their activities. Digital media is an environmentally friendly and low cost method for timely communications however many of our service users would not have access to these channels, so printed copies of flyers and our brochures are distributed through our venue noticeboards, neighbourhood centres, doctors surgeries and by direct post.

Community is fortunate to have billboards in prominent locations that provide a high profile opportunity for promotion of our services including Home Assist Secure, Childcare and The Paddington Centre.

Through the support of local media including the Westside News, Village News and the Western Echo, local stories of our activities, events and programs are given regular promotion.

As we have moved into an increasingly competitive consumer directed care market the positioning of our brand and the clarity of our messages is important. Our fleet of vehicles are a recognisable and consistent reminder to our community of the local impact of the work of our staff and volunteer team and our future plans include stronger vehicle branding of our larger vehicles.

PHILANTHROPIC PROGRAMS

MAKE A REAL AND LASTING DIFFERENCE IN YOUR COMMUNITY
BY BECOMING A COMMUNIFY CHAMPION OR PATRON OF NEW FARM.

COMMUNIFY CHAMPIONS

Modelled on the successful Patrons of New Farm program Communiify Champions is a new program that is growing steadily and is reaching its goals of facilitating local giving and local networking. Communiify Champions have held ticketed social events which aim to provide a forum for people to hear about Communiify's work and the impact of their donations. Important to the program is that the key drivers are its Champions or volunteers who are important to the recruitment of new Champions and to developing local relationships. Since its inception the program has raised more than \$11,000 through direct sign ups and has recognised as Champions an additional \$98,000 of further (once off) general donations or specific program donations. As important as these funds are the relationships fostered will provide networking opportunities and positive messages about Communiify's work to be spread through our broader community. Future challenges will include developing loyalty to the program and to continue to encourage local individuals and businesses to support our work by joining the program.

PATRONS OF NEW FARM

New Farm Neighbourhood Centre established the Patrons of New Farm program in 2010 to engage local people and resources to support marginalised people on the New Farm peninsula. Funds raised through the program are used to directly help local people find secure accommodation, engage in recreational and therapeutic activities, engage in rehabilitation programs and engage in civic life. This program makes a real difference in the lives of marginalised people in the local area. Patrons contribute \$1,000 per year to be involved and are provided with opportunities to link with and personally support the marginalised people who live nearby.

Jennifer Egan and Debra Fallon, Co-convenors of the Patrons of New Farm since 2012 were this year presented with a Lord Mayor's Australia Day Achievement Award for their contribution to the program. The Patrons of New Farm now counts over 50 Patrons who support the work of the New Farm Neighbourhood Centre. The donations increased the centre's annual funding by 40% allowing for the provision of more groups, activities and tailored responses to individuals. In May this year the program, with the generous support of Merlo, realised a long held dream to establish a coffee cart at the neighbourhood centre. The Cart brings a vibrant social aspect to the neighbourhood centre as community members drop in for coffee, pay forward a coffee for someone who appreciates the gift and to support the training of an emerging barista.

Together we can
make a difference.

*Communiify
Champions*



communiify.org.au



FINANCE REPORT 2015-2016

COMMUNIFY CONTINUES TO RECORD A STRONG FINANCIAL PERFORMANCE.

This result has been achieved by continuing our downward pressure on Administration expenses as a percentage of total expenses and driving the efficiencies of our front line services and associated costs. As a community based organisation we continue to strive for value for money. This year we undertook a comprehensive analysis of our unit and corporate costs and a review of our suppliers and outgoing expenses. Findings saw us change a number of our systems, practices and suppliers. The transition from cash to direct debits and Centrepay payments is progressing smoothly and Community is achieving system improvement through cashless transactions.

Over the next year we will be purchasing a new accounting system and building a data warehouse to bring together our HR, accounting and client management system. This data warehouse will assist us to streamline reporting, data analysis and integration and will serve as a core component of our business intelligence.

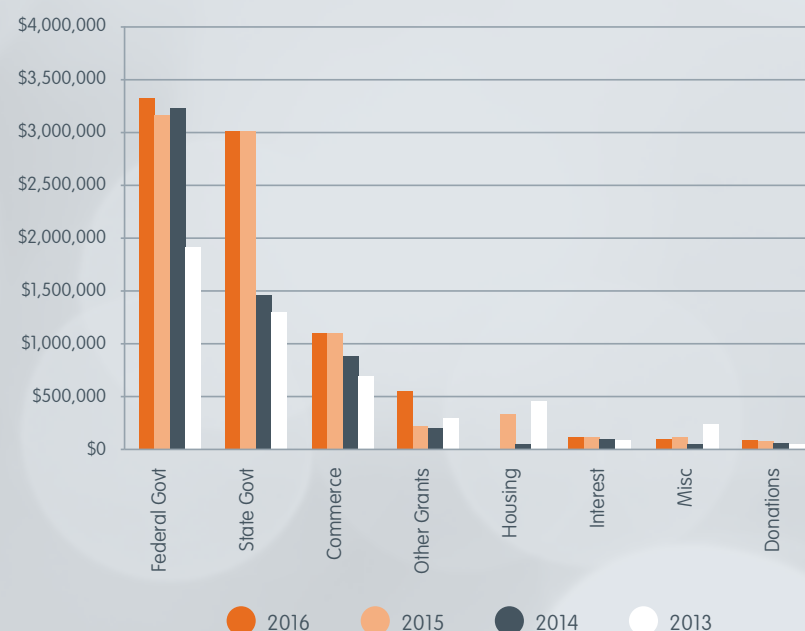
We have seen a number of new income streams through new business, partnerships and philanthropic donations.

Funding initiatives from Federal and State Governments continue to provide the critical revenue streams that we need to deliver our service within this community. In 2015/16 we were able to manage a modest increase of 1.8% in our total revenue and this was fully applied against client service delivery.

Recent sector reform and transition have required a high level of professionalism, innovation, resourcefulness and readiness from our organisation, Community has risen to this challenge, ensuring that there is sufficient financial capacity to thrive within this changing environment.

This year saw the retirement of our CFO Alison Anderson after 6 years of contribution and the engagement of Kim Sommerfeld into the role.

COMMUNIFY QLD FUNDING SPLIT



2015-2016 SUMMARY

	2016 \$	2015 \$
Revenue	8,263,885	8,113,737
Expenses	7,756,676	7,383,410
Surplus for the year	507,209	730,327
Current Assets	4,074,842	3,731,070
Non-Current Assets	5,232,330	5,196,421
TOTAL ASSETS	9,307,172	8,927,491
Current Liabilities	579,599	665,098
Non-Current Liabilities	293,661	335,690
TOTAL LIABILITIES	873,260	1,000,788
NET ASSETS	8,433,912	7,926,703
Reserves	877,888	877,888
Retained earnings	7,556,024	7,048,815
TOTAL EQUITY	8,433,912	7,926,703

STRATEGIC PLAN 2016-2020

BY 2020 COMMUNIFY WILL BE A ROBUST, SUSTAINABLE ORGANISATION. WE WILL BE RECOGNISED IN SOCIETY, BUSINESS AND BY GOVERNMENT AS AN ADVOCATE FOR SOCIAL CHANGE AND INNOVATIVE LEADERSHIP IN FLEXIBLE SERVICE DELIVERY PROVIDING COMMUNITY CARE, SUPPORT AND SOCIAL DEVELOPMENT THROUGHOUT REGIONAL BRISBANE.

IN BUILDING AND CREATING THIS FUTURE WITH THESE ASPIRATIONS, WE HAVE IDENTIFIED FOUR PILLARS TO DEFINE OUR STRATEGIC OUTCOMES:

////////////////////////////////////

1

INFLUENCE

We will bring about social change and inclusion by influencing public policy and awareness through engagement and advocacy.

2

LEADER

We will be an innovative leader in providing consumer directed support through flexible, integrated and networked programs and services.

3

HIGH PROFILE

We will be recognised for excellence as a creator and facilitator of work that delivers positive life outcomes and community connections.

4

SUSTAINABLE

We will remain sustainable in changing times by growing and diversifying our financial resources and embracing new business opportunities.

PARTNERS & SUPPORTERS

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

OUR FUNDERS

- + Australian Federal Government Department of Health
- + Australian Federal Government Department of Social Services
- + Brisbane City Council
- + Brisbane North Primary Health Network
- + National Australia Bank
- + Queensland Government Dept of Communities, Child Safety and Disabilities
- + Queensland Government Department of Housing and Public Works
- + QUT

DONORS

- + Byron Bay Community Centre refugee support group
- + Community Champions (see web for complete list)
- + Dr Marie Siganto
- + Federal Loves Refugees group
- + Lions Club Bardon
- + Lisa Siganto Consulting
- + Mount Glorious Refugee support group
- + Mullumbimby Loves Refugee group
- + Order of St Lazarus
- + Patrons of New Farm (see web for complete list)
- + Pottsville refugee support group
- + Rotary Club Fortitude Valley
- + Rotary Club Ithaca
- + Rotary Club New Farm
- + Sidney Myer foundation
- + Uki Refugee Friendship Group

OUR CONSORTIA BUDDIES UNDER 1 ROOF PARTNERS

- + 139 Club

- + BRIC Housing
- + Brisbane Housing Company
- + Brisbane Youth Service
- + Churches of Christ
- + Footprints
- + Mission Australia
- + QUINH
- + Red Cross
- + Rotary Club Fortitude Valley

HART4000 PARTNERS

- + 139 Club
- + Basic Rights Qld
- + BRIC Housing
- + Brisbane Housing Company
- + Brisbane Youth Service (BYS)
- + Caxton Legal service
- + Compass Housing
- + DVConnect
- + Fortitude Valley Mental Health Service (HHOT)
- + Good Samaritans
- + INCH Housing
- + Jeays Street Centre
- + Mangrove Housing
- + Micah Projects Street to Home
- + Mission Australia Roma House
- + Missionbeat
- + Open Minds
- + Ozcare
- + Pindari Men's and Women's accommodation
- + Qld Police Service
- + QPASTT
- + QPILCH
- + Red Cross
- + Redbourne Referrals
- + Sandbag, Sandgate Community Centre
- + Street Level
- + The Night Café
- + Under One Roof
- + Youth Outreach Service (YOS)

- + Zillmere Family Accommodation Program (ZFAP)

PRIMARY HEALTH - AGED

- + All About Living
- + Burnie Brae
- + Carers Queensland
- + Centacare
- + Coasit
- + COTA
- + Footprints
- + GOC Care
- + Institute of Urban Indigenous Health
- + Jubilee Community Care
- + Nundah Activity Centre
- + RSL
- + Wesley Mission Brisbane

OTHER PARTNERS

- + ACT for Kids Intensive Family Support Program
- + Centacare Brisbane - Respite for Working Carers

PRIMARY HEALTH - PIR

- + Aftercare
- + Ballycarra
- + Footprints
- + Institute of Urban Indigenous Health
- + Mental Illness Fellowship of Queensland
- + NEAMI
- + Open Minds
- + Richmond Fellowship Queensland

TRANSPORT CONSORTIA

- + Burnie Brae
- + Centacare
- + St John Community Transport

DEMENTIA RESPITE CONSORTIA

- + Burnie Brae
- + Alzheimer's Australia, Qld, YOD Key Worker Program
- + Centacare

OUR MATES

- + 139 Club
- + Access Arts
- + Alfred and Constance
- + All About Fruit
- + Alzheimer's Australia, Qld, YOD Key Worker Program
- + AMPARO Advocacy
- + Anglicare Homeless Services for Women and families
- + Anju Design
- + Apex
- + Ashgrove Bowls Club
- + Ashgrove State School
- + Ashgrove West Uniting Church
- + Australian Catholic University
- + Australian Labor Party - Baroona Branch
- + Bank St Kindy
- + Banneton Bakery
- + Bardon Anglican Church
- + Bardon Physio
- + Bardon State School
- + Bedford Park Stakeholders Committee
- + Bhutanese Community North-Side
- + Blue Care Red Hill
- + BRASS network
- + Brisbane Boys Grammar
- + Brisbane Domestic Violence Service
- + Brisbane Girls Grammar
- + Brisbane Powerhouse
- + Brisbane Refugee and Asylum Seeker Support network members
- + Brisbane Tree Experts
- + Brisbane West Lions Club
- + Brisbane Youth Service
- + Brook Red
- + Brumby's - Red Hill
- + Bunnings Stafford
- + Byron Bay Community Centre
- + CBRE Asset services
- + Christ Church Milton
- + Coles New Farm
- + Community Sector Industry Alliance (CSIA)
- + Compass Housing
- + Digital Media Research Centre
- + Emphyrean Lighting
- + Federal Loves Refugees group
- + Fortitude Valley Chamber of Commerce
- + Fortitude Valley Homemaker Centre
- + Friends of Bedford Park
- + Fruity Capers
- + Going for a Song Choir
- + Good Shepherd Microfinance
- + Greater Brisbane Hoarding and Squalor Strategies Group
- + Griffith University
- + Grill'd
- + Hands on Art
- + Harmony Place
- + Headspace Taringa
- + Hilder Road State School
- + Hillbrook School
- + Holy Spirit School
- + Homemaker The Valley
- + IGA New Farm
- + Inala Community House
- + Innercity Interagency
- + Ithaca State School
- + Jeays Street Steering Committee
- + Jobs Australia
- + Kalka
- + Karen Community north-side
- + Keperra Sanctuary
- + Lang Park PCYC
- + Lions Club - Brisbane Inner West
- + Lord Mayor's Charitable Trust
- + Loud and Clear Choir
- + Lumen 8 Architectural Lighting

- + Marist College Ashgrove
- + Medfin
- + Mental Illness Fellowship of Victoria
- + Merlo
- + Merthyr Bowls Club
- + Metro North Hospital and Health Service
- + MICAH
- + Milton Anglican Church
- + Mitchelton Primary school
- + Mobile Rehab
- + Mount St Michaels School
- + Mt Coe-tha Electoral office
- + Mt Nebo State School
- + Mullumbimby Loves Refugee group
- + Multicultural Development Association
- + Nappy Collective
- + New Farm Bowls Club
- + New Farm District Historical Society
- + New Farm State School
- + New Hope Brisbane - Kelvin Grove
- + New Way Community Chapel
- + Newmarket Bowls Club
- + Newmarket Community Pre-schooling Centre
- + North Brisbane Partners in Recovery
- + Nundah Community Health Student Clinic
- + Nutrifresh
- + Open Minds
- + Open Training & Education Network - Tafe NSW
- + Optus
- + OzHarvest
- + Payne Rd State School
- + Peer Sing in West End
- + Piccabeen Community Centre
- + PPP Parenting
- + Project Activate QUT
- + QCOSS
- + Qld Fire and Emergency Services

- + Qld Police and the Police Liaison Team
- + QPILCH
- + Queensland Alliance for Mental Health
- + QUT
- + RAI
- + Rainworth State School
- + Ray White Ashgrove
- + Raynors Meats
- + Red Cross Homestay
- + Roma House
- + Romero Centre
- + RSPCA
- + Samford Valley Steiner School
- + Scomodo Voice Singers
- + SCT Logistics
- + Second Bite
- + Share the Dignity
- + Sherwood Neighbourhood Centre
- + Social Scaffolding
- + St John Ambulance (Qld)
- + St Michaels and All Angels
- + Stockland
- + Tafe Brisbane
- + Terry Gabbett
- + The Bakeologist
- + The Gap High School
- + The Gap Primary
- + The Gap Uniting Church
- + The Gap Ward
- + The Munroe centre
- + The Village News
- + The Western Echo
- + The Westside News
- + There is always a way to help - fundraising group
- + Uki Refugee Friendship Group
- + Uniting Care Community
- + Village News
- + Vine restaurant
- + West Ashgrove Uniting Church
- + Westpac Bank - New Farm Branch



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OUR FUNDERS



Australian Government

