



west end family care services inc.
annual report 2011 - 2012

contents

management committee structure and members 11 – 12

chairpersons report

staffing arrangements 11 – 12

open house services

community work

our work in yeronga

tenancy advice and advocacy service

kurilpa kiosk

our community meeting spaces

our corporate supporters

financial statements (insert)

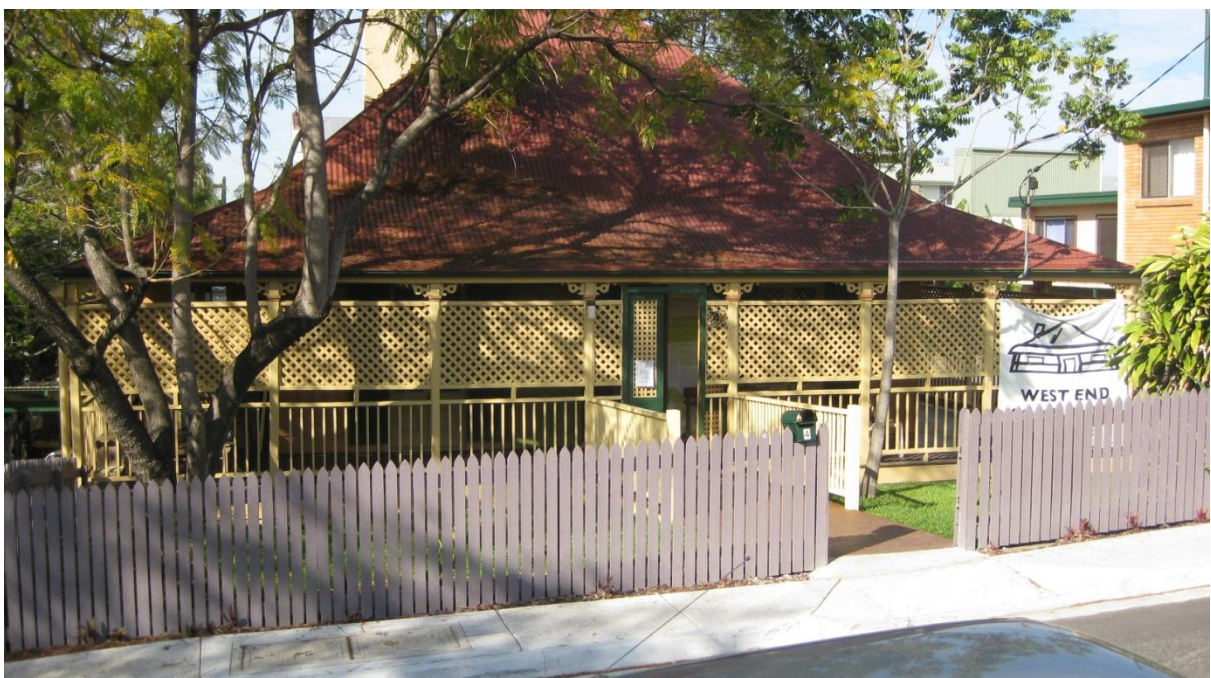
management committee structure and members 11 - 12

West End Family Care Services Inc. is an Incorporated Association constituted in Queensland, Australia.

West End Family Care Services Inc. manages West End Community House, the local neighbourhood centre for West End, South Brisbane and surrounds, and its associated services and venues. From 2011 – 12 West End Family Care Services has also commenced managing the newly established Yeronga Community Centre.

In the past year, the Management Committee of West End Family Care Services Inc. consisted of the following members:

Mary Maher (Chairperson) Kay Pearse (Secretary) Carmel Towler (Treasurer) Tim Quinn, Samantha Goddard, Robert Allan, Gary Penfold (resigned January 2012), Steve Capelin, Helen Wallace, Carolyn Peterken



chairperson's report - mary maher

two steps forward - one back

I saw a great sign the other day.....

We thought 2011 was a tough year. 2012 has been tough in a different way...we have had to take a detour!

One step backward

After more than 25 years of working on the high housing stresses people face in the inner city, in July 2012 West End Community House was advised the Queensland State Government had decided to withdraw funding for this work. Change is inevitable we know, yet this potential loss of 45% of our funding with the State Government's termination of Tenant Advice and Advocacy Service (TAAS) across Queensland put at risk the tenancy assistance for more than 3000 people we have helped each year.

Housing stress underpins many other aspects of individual and community wellbeing including mental health, family cohesion, employment readiness and security, and safety in on our streets. The proposed cessation of the TAAS Program would present significant challenges for the community to meet the needs of those experiencing housing stress. Unfortunately further cuts to community service programs are possible as Government Departments are charged with making \$450m in savings over the next three years.

Recognising the importance of the TAAS(Q) Program to disadvantaged community members, the Commonwealth Government announced in October 2012 that it will provide emergency funding to Tenancy Advice and Advocacy Services to ensure that they will continue to operate until at least 30th June 2013, with longer term arrangements to be negotiated as part of the National Affordable Housing Agreement. This is an emerging and pleasing development that will allow us to continue this work for at least the coming months, and continue to work with all levels of Government to ensure a future for this vital service.

Two steps forward

The value to business, government and community of having strong local community centres was made highly visible during the 2011 floods. Community centres are a key part of a community's resilience and in early 2012 West End Family Care Services was appointed the managing body for three community centres on Brisbane's inner south side.

Yeronga Community Centre is up and running, growing as it did out of the Flood Recovery Centre established through the hard work of two amazing volunteers, Fiona McLeod and Melinda McInturff. The Centre runs from a former shop in Killarney Street and has had a huge facelift thanks to the residents and businesses of Yeronga – it's now a community centre with play group, seniors group and an open door to anyone living in the area or the people who pass by on their way to and from the train.

Annerley community is our next focus and we are resourcing a community worker to work with all residents, groups and organisations to celebrate and work with Annerley's multi-cultural population. The worker will have a local base as well as links into West End Community House. The worker will support local initiatives to meet a range of community needs so we are looking forward to further consultations with the local community in Annerley in the coming months.

West End Community House will continue to operate despite the funding uncertainty. We are here for the long haul and we will continue to build on our great base of boarders' breakfasts, the Boundary Street kiosk,



the art activities, play group and the calendar of community events at the House and the Croquet Club Community Hall in Musgrave Park.

Onwards and upwards – helping communities meet their needs

Great boards and great volunteers is what a Government gets when it invests its funding in community organisations. Communities are stronger when they have their own centres. The recent trend in the community sector of ‘get big or get out’ is not the way forward for communities – they need a variety of local thriving centres responding to needs and facilitating local solutions.

Our Management Committee is keen to see this next era, of establishing and managing these three community centres, in full swing. Each area needs to build a Community Reference Group to provide advice to the centres and the Management Committee. Each area also needs a Community Plan – an analysis of the needs and assets of the Yeronga, Annerley or West End – so that we can provide resources where they are most needed from sources including but not limited to government funding.

My sincere thanks

We have had so much support through these times of uncertainty and change in 2012. Our volunteers have continued without missing a beat. This is vital for our clients where the need for stability is so great. Our volunteers have supported our activities and have said many times ‘how can we help?’ Our supporters too have asked the same question. They have helped us by spreading the word about the changes and challenges ahead, as we all adjust to the funding loss. Our *\$40K in 40 Days* partners, many facing their own challenges in these tight times for business, have come through with their pledges and we have greatly appreciated SKM’s expertise, their generous donation from their global AGM dinner and the many hours of volunteering including at the weekly breakfasts and the renovation in a Colville Street hostel.

The Brisbane Convention and Entertainment Centre opened their kitchen again to cooking classes and supplied tasty delights to several of our House functions, the ABIGroup had a day at Killarney Street working on some challenging tasks that needed specialised scaffolding and many hands. They then came over and rebuilt our side fence – little things go a long way in needy times. Phil Heywood and his trusty band of students at QUT have continued their commitment to researching how urban densification will work best and what the impacts on local communities are likely to be. These are just some examples of the range of big and small contributions – my apologies for not covering them all here.

I want to thank a few more people. This is my last Chair’s report as I am stepping aside for a little break in 2013. My sincere thanks and best wishes go to staff for their dedication to the House over these years. Thank you to Joe, Samira, Peter, Lisa, Lindy, Sue and Lyn. We extend a warm welcome to those who will come in to work on our new program led by Joe – supporting the Yeronga, Annerley and West End communities through our community centre work.

To the Committee - Sam, Steve, Helen, Tim, Carmel, Robert, Kay and Carolyn – a true team of talented and generous volunteers, I admire your professionalism and your dedication to steering us through this challenging time. Kay Pearse has agreed to taking on the Chair’s role – thank you Kay. I am very grateful to have had such Committee cohesion and active support during my wonderful years as Chair. We have enjoyed the scenery on this little detour together.



Mary Maher
WEFCS Chair, 2008 – 2012.



staffing arrangements 11 - 12

During 2011 – 2012 West End Community House received funding from the Queensland Department of Communities (Housing and Homelessness Services) to deliver the Tenancy Advice and Advocacy Service. This funding contributes to the employment of an Administrator and Community Support Worker for the service. Community House also receives funding from the Queensland Department of Communities to employ a Community Development Worker, this funding also provides a contribution to the wage of the Administrator and Community Support Worker positions.

staff

Lindy Levi	Administrator (until May 2012)
Sue Sweeney	Administrator (from May 2012)
Lyn Canning	Community Support Worker
Samira Taras	Community Development Worker
Peter Maddern	Tenancy Advice and Education Worker
Lisa White	Tenancy Advice Worker
Melinda McInturff	Yeronga Recovery Centre
Fiona McLeod	Yeronga Recovery Centre
Joe Hurley	Coordinator



Melinda McInturff, Lisa White, Fiona McLeod, Peter Maddern, Lyn Canning, Samira Taras and Joe Hurley at the Yeronga Community Centre

volunteers 11 - 12

West End Community House is supported by a large number of committed volunteers who play a wide range of roles to help us deliver our range of services and activities to the community. Some of our key volunteers who have supported us throughout during 2011 – 12 have included:

Debaran Wright	Art Group
Sam Eyles	Art Group
Charlee Pollard	Art Group
Alan Pearce	Gardening and Cleaning
Norma Morgan	Boarders Breakfast and Art Group
Liz Dalley	Art Group
Sam Goddard	Boarders Breakfast
Pam Dowse	Boarders Breakfast
Gresham Brown	Caring for Community House

Staff of our corporate partners, Sinclair Knight Merz have contributed significant voluntary assistance to a range of Community House activities during the past year, including the Boarders Breakfast Program and the Art Exhibition and supporting improvement works to a local hostel. Our thanks are extended to Garry, Susanne, Caleb, Ron, Hope, Kym, Ben, Erin, Debbie, Caroline and all SKM team members who provided this important assistance during 2011 – 2012.



Caleb, Carolyn and Andrew of SKM at West End Community House

open house services

A key component of West End Community House's support for local community members is the provision of open house, or "drop in" services. Community House offers this service to ensure that we remain as accessible as possible to all members of the local community who may need support, and to provide locals an opportunity to connect with what is happening at Community House, and in the broader community.

This is a busy aspect of our service that is supported by all staff at West End Community House. Open house services are at most times during the week when staff capacity permits.

During 2011 – 12 more than 3465 individuals accessed West End Community House for a wide variety of support. This included those who were seeking information about government and community services in the local area, those seeking access to a telephone, individuals and households seeking food or other forms of practical assistance, individuals seeking information about groups and activities in the local area, and those needing to connect when facing a crisis or feeling isolated within the community.

West End Community House regularly receives feedback that this is an important and highly valued aspect of the service that we provide to the community. The provision of open house services helps to ensure that Community House is able to provide timely access to support, helps to build informal networks and promotes inclusion within our community.



Local residents catch up at Community House

community development work report

community art group

Community Art Group is a regular community program offered at West End Community House every Friday morning. The group is facilitated by volunteers' art teachers Deb Wright, Charlee Pollard and Sam Eyles art teacher and support worker from Hive. This group offers very creative, welcoming and safe space for people with disabilities, mental health and who live in marginalised housing in Kurilpa Peninsula and surrounding suburbs. All group activities are free of charge.

Community Art Group relies on donations from local business, schools, services and community members. Reclink Australia periodically supplies wish list art materials and equipment. Grilled West End has kindly donated 100 dollars for purchase of 2 folding tables through Local Matters community project.

As a part of inclusive and caring environment participants are provided by morning tea that is prepared with lots of love by our volunteers Norma Morgan and Liz Daley. Morning tea has been supported by TAAS Borders Breakfast, Micah Projects, SKM and donations from dedicated local residents and volunteers.

The group has been offered for more than 10 years and many participants who often drop in to say hello and catch up with their fellow artists.

christmas breakfast

As a special Christmas gesture, the Brisbane Convention and Exhibition Centre sponsored and cooked breakfast for the Art group participants. Everyone had a lovely time and enjoyed cheerful company of Chef Martin and BCEC senior staff Ruta and Gail.

art exhibitions

unravelled 5

West End Community House Art Group hosted its major community Art Exhibition in May 2012 – "Unravelled 5".

More than 200 people attended the event and 120 art pieces were exhibited for viewing. Sincere thanks are due to: Art group volunteers who worked tirelessly on supporting the artists, and organising the event, Street Smart for providing funding for the exhibition, Reclink Australia and Micah Projects for ongoing support, Kwik Copy for donating posters, Brisbane Convention and Exhibition Centre for catering, and SKM for providing volunteers and promoting the event.



art from the margins

West End Community Art Group has participated in Wesley Mission Art Exhibition “Art from The Margins “ and has been dedicated a special feature wall at the Albert Street Uniting Church. About 50 pieces of the art work were exhibited and 9 artists have been awarded for their achievements. In addition, West End Community Art group has been invited to participate in Wesley Mission Documentary about the meaning of art in people’s life and their personal experience



Artists from WECH and the Hive attending morning tea at the AFTM exhibition

west end community playgroup

WECH Playgroup is a general playgroup organised to meet the needs of families residing in the local areas. This playgroup welcomes parents, carers, guardians, grandparents and children from 0 to 5 years of age and promotes social and cultural inclusion and diversity. During Playgroup children interact and play with other children of similar ages as well as spend positive time with their carers. This also assists parents and carers in developing relationships with other members of the local community.

WECH Playgroup offers:

- Wide range of play and educational activities that support children’s development;
- Nutritional morning tea;
- Regular positive playtime with their parents and carers;
- Experience in interacting with a variety of children and adults;
- Opportunity for children begins to identify and express their emotions;
- Experiences in listening to music, singing songs and speaking rhymes;
- Opportunities for children to explore their environment and their community and to respond and reflect on their experiences; and,
- Create an understanding of environments outside of the home.

In addition, West End Community Playgroup is playful, fun and welcoming environment that put smile on faces of all children, parents and staff.



inner south interagency network

West End Community House has actively contributed to the development of the Inner Interagency Network throughout 2011 – 2012. Inner-South Interagency Network (ISIN) has been successfully operating since 2009 and has attracted over one hundred different non-government, government agencies and recently private enterprises in inner-south Brisbane that work with people experiencing disadvantage. ISIN's main objectives are networking, sharing information, collaborating, sharing resources, professional development and support and working towards shared issues. Meetings are held every 8 weeks, previously at Croquet Club and currently at Oz Care.

West End Community House has undertaken secretariat responsibilities. To encourage active participation and promote the network's development WECH has undertaken survey regarding:

- Members 'attendance and participation
- Views on operational and administrative arrangements
- Organisational capacities to contribute resources and time to ISIN.
- Relevance of ISIN objectives and usefulness for practice
- Priorities and areas of interest
- Professional development needs

In addition WECH has worked very closely with Caxton Legal Centre, Qld Health and Brisbane City Council on development of Terms of Reference and governance model for the Network.

benjamin andrew footpath library

The Benjamin Andrew Footpath Library provides approximately 2500 free books a month to homeless people across Australia from a range of locations, including West End Community House. During 2012 the Federal Minister for Housing and Homelessness, Robert McClelland named this program as one of the finalists for National Homelessness Services Achievement Award for Excellence or innovation in partnership in delivering services.

West End Community House's Footpath library is accessed by local community members of all ages. The Library is regularly restocked and offers all genres including children's books, cookbooks, novels, self help books, fiction, autobiographies, historical books by Indigenous writers and Australian authors. It is a real pleasure and privilege to be part of The Benjamin Andrew Footpath Library and to support the most disadvantaged community members to access free books and literature. Well done Footpath Library!

international women's day

To celebrate International Women's Day West End Community House hosted a community event that was attended by 35 women from the local community and services in the area. The theme for this year was education, and our guest speaker Helen Schwencke from the Life Long Learning Council of Queensland provided a very informative and heart warming presentation on significance of women's education for the community and society. The event has been opened by local Councillor Helen Abrahams. The entertainment was donated by Jenny Pineapple. Our thanks to the Brisbane Convention Center for supporting this event.



community cooking classes 2012

West End Community House and Brisbane Convention and Exhibition Centre have organised Cooking classes for the third time for local residents. The classes have been delivered at ultra modern cooking facility Sky Room at BCEC. This year's program was delivered in 4 sessions and it has been attended by 27 participants with very diverse interests and life experiences. The topics covered in those lessons were:

- how to read nutritional labels
- value of fresh food and healthy breakfast
- seasonal fruit
- buying cheap, good quality fish
- choosing and preparing different types of meat
- preparing deserts
- presentation and decorations

The BCEC Team has provided the class with exceptional presentations, information and overall expertise has been rated as very pleasant and participants stated that they have highly appreciated opportunity to learn from Chef Martin and his Team.



international day of peace 2012

West End Community House is organised afternoon tea to observe and celebrate the United Nations International Day of Peace on Thursday 20th September at Croquet Club, 91 Cordelia Street, South Brisbane. The theme for this year is "Sustainable Development for Sustainable Peace" and our guest speakers Erin Young from Food Connect and Luke Reade from Energetic Communities have presented on sustainable food and energy solutions for local communities.

The afternoon tea was provided by Brisbane Convention and Exhibition Center, Second Bite and community members to demonstrate the theme of this year's event and to celebrate peace by bringing people together through sustainable food and entertainment.



Madeline McKenzie performing at International Day of Peace

bi-polar and depression women's support group

Based on the demonstrated need for Bipolar and Depression Support Group, West End Community House has established a new support group that will be providing information, support and education to women affected by bipolar and depression. The group is meeting fortnightly on Wednesdays between 10.30 am and 12noon. West End Community House will be providing ongoing support and resources to group facilitators Melanie Stiles and Maureen Young who have offered their skills and passion to support women identifying with Bipolar and Depression.

student placements

As a part of strengthening our partnerships with Universities and South Bank TAFE, during 2011-2012 West End Community House provided 2 short term placement for students from Griffith University, one placement of a student from South Bank TAFE, and two placements to Social Work students from The University of Queensland. All students have provided valuable contributions to the services offered to the local community.

volunteering strategy

Volunteering is a gift for the community, by the community and it is a very important part of the fabric of West End Community House. The House volunteers perform a wide variety of functions such as volunteering for the Management Committee, West End Community Art Group , Bipolar and Depression Women's Support Group , the Borders Breakfast Program and working bees, community events and activities, and helping out generally around Community House. To promote volunteering and provide support and effective management of our volunteers, Community House is developing Volunteering Strategy that will support opportunities for volunteering, engagement, skill development, training and recognition of volunteers for work they do in the broader community.



ABI Group staff helped reconstruct Community House fencing during their Community Day 2012

our work in yeronga

the yeronga recovery centre

Towards the end of June 2011 West End Community House became aware of the work of a group of local residents in the Yeronga area who had banded together to provide support for local families in the community who had suffered inundation through the 2011 Brisbane River Flood. Lead by local residents Melinda McInturff and Fiona McLeod, collectively these residents established the **Yeronga Recovery Centre**, and had worked tirelessly and voluntarily for many months to support the recovery of local families. The Recovery Centre provided meals, access to donated goods, access to community and government services and importantly a supportive and understanding ear.

Whilst the needs of the local community were on-going, the volunteers were increasingly challenged to continue to provide the necessary support, and began to consider closure of the Recovery Centre in the absence of new resources to support its work.

Concerned at the prospect of the withdrawal of this much needed support, West End Community House began to work with volunteers of the Centre and advocated to the Queensland State Government and Brisbane City Council to provide financial support to allow the work of the Centre to continue. This advocacy proved successful and the Recovery Centre was provided funding under the National Disaster Recovery and Relief Arrangements to allow the Centre to continue to operate until February 2012. West End Family Care Services Incorporated agreed to provide the management for the Centre under this funding arrangement.

During the course of its life, the Yeronga Recovery Centre worked with more than 5000 people who had been impacted by the 2011 Flood. This work included supporting more than 500 families to access help, the provision of more than twenty thousand meals, and working with more than 2000 volunteers offering support.

The work of the Recovery Centre has been documented in detail in a Storybook that was developed during 2011 – 2012 – *“Walking The Path To Recovery - the story of the Yeronga Flood Recovery Centre”*.

yeronga community centre

Within the 2011 Queensland State Budget the establishment of the Yeronga Community Centre was announced, following the recognition of the importance of local services to address community needs, particularly in times of crisis, and also the tremendous community capital that the Yeronga and surrounding communities had demonstrated during the period.

The Queensland Department of Communities asked West End Family Care Services Inc. to continue our role with the Yeronga community, and work to develop the new Community Centre with local residents



and stakeholders. This work commenced following the closure of the Yeronga Recovery Centre and will continue throughout this year. Fiona and Melinda, the key workers of the former Yeronga Recovery Centre were engaged to support this work.

A premises at 4 Killarney Street, Yeronga has been leased to house the Centre until State Government arrangements for long term accommodation are finalised. Over past months, this premises, a derelict heritage corner store beside the railway station at Yeronga, has been transformed by the hard work and determination of the staff and a huge team of volunteers and contractors who have been eager to contribute to the new Centre. Particular thanks are due to Pride Home Improvements, Matrix Builders, students of Lippscombe University and ABI Group for substantial contributions to this work and community effort.

The Yeronga Community Centre is now fully functioning and is led by Melinda and Fiona who have continued their journey with the local community. The Centre currently provides a range of groups and activities including Playgroup, Seniors Group, Craft Group and the Mudlarks Women's Group. Consultations regarding necessary services are continuing with the local community and a Community Plan will be developed to help guide the future of the Centre over coming months. A local reference group will be formed to support the work of the Centre, and ensure it remains relevant to local community needs and issues.

It has been an incredible, inspiring year of work with the Yeronga community, and we have much to build upon and look forward to in the year ahead.



tenancy advice and advocacy service report

West End Community House has provided a tenancy advice and advocacy service and housing support to local residents since 1988.

It has been a difficult year for the Service with its sudden uncertainty of funding support from Government, a situation which looks set to continue into the coming year. In July 2012 the Queensland State Government announced that funding for the Tenancy Advice and Advocacy Service (Queensland) would cease from 31st of October 2012. During late September 2012 the Commonwealth Government announced that it would provide funding for the Program to continue until 30th June 2013, and would negotiate with the Queensland State Government to ensure a future for the Program.

Throughout this period of uncertainty the TAAS has received strong support from many members of the community who have consistently emphasised the importance of continuing the work that is undertaken through the Program, including at West End Community House.

We hope to emerge from this difficult era with more certain and improved funding support arrangements, and the ability to build upon our strong history of delivering high quality services to the rental community.

overview of services 11 - 12

The Tenancy Advice and Advocacy Service provided a multi-faceted housing and information service in the local area throughout 2011 – 2012. The service operated from West End Community House and also offered an outreach component twice weekly via the 4AAA Kiosk during the past twelve months.

The Service operated a dedicated tenancy advice, advocacy and housing information and referral telephone advice line between 8am and 12 noon each weekday, and provided for tenancy and housing related appointments and drop in clients every day until 4pm at West End Community House. Staff offered services from the Kiosk each Wednesday and Friday afternoon between 12.30 and 4.00pm.

The TAAS provided services targeted at the needs of local boarders and lodgers through a range of initiatives during 2011 – 12 including the boarders breakfast program, community bbq's and face to face information advice and advocacy services for residents.

The Service provided a number of community education and information session for local tenants, contributed to local media articles regarding housing and tenancy related matters, and supported initiatives aimed at meeting the needs of particular client groups, including those from culturally and linguistically diverse backgrounds.

In total the Service had some 7048 contacts with tenants throughout the year through advice, advocacy, outreach and education services that were offered to the local community during 2011 – 2012.



tenancy advice and advocacy services

The Brisbane Inner Southside Tenancy Advice and Advocacy Service assisted some 2633 individuals with tenancy information, advice and advocacy services during 2011 – 2012. These services were provided over the phone on the dedicated tenancy advice line, and face to face at West End Community House. Some specific aspects of the services delivered during the year included:

- The Service assisted some 196 households and individuals to prepare for hearings of the Queensland Civil and Administrative Tribunal;
- The Service advocated directly for some 107 households and individuals during the year;
- The Service distributed a range of tenancy related resource materials to tenants and residents seeking support, including more than 250 copies of the Tenants' Union Fast Fact series.

The Tenancy Advice and Advocacy Service continued to play an advocacy and support role for tenants who experience particular difficulties within the private rental market, including those who may be challenged by communication difficulties, and those experiencing discrimination.

The Service supported a large number of households to prepare for hearing of the Queensland Civil and Administrative Tribunal in relation to their tenancies, including eviction applications, termination applications and bond disputes at the end of a tenancy. The demand for this form of support and assistance has remained strong throughout the year. A number of individuals and households were represented by the Service at the Tribunal during the year to support their participation and understanding when particular barriers may have otherwise prevented this.

Local tenants have faced a wide range of issues in maintaining and obtaining appropriate rental accommodation during the year, including the following:

- *On-going high rental levels and an increasingly small supply of affordable accommodation within the local area;*
- *Difficulties with the condition of rental premises and repairs and maintenance issues;*
- *Disputes regarding refunds of rental bonds and related processes;*
- *Tenants have continued to experience issues with tenancy database listings;*
- *Lessors access to rental premises and sale of premises continue to create rental market issues.*

housing information and referral services

The Tenancy Advice and Advocacy Service assisted some 804 individuals and households who were seeking accommodation, or information about housing options and financial assistance during 2011 – 12. The Service provided a range of different forms of support for community members:

- The Service provided households and individuals up to date information about private rental vacancies in the local area
- The TAAS also sought to provide households and individuals up to date information about community and public housing vacancies in the local area
- The Tenancy Advice and Advocacy Service sought to provide those experiencing housing crisis or homelessness with relevant information and support

Examples of this work during the past year include:

- The Service collated real estate agents vacancy listings throughout the year for inclusion within the Accommodation Noticeboard, including daily boarding house vacancy information;
- Maintaining information and networks with a range of local housing providers regarding vacancies, waiting lists and prioritisation;
- A continuing partnership with Four Walls to facilitate access to accommodation for residents;
- Maintaining a register and networks with crisis accommodation providers and other relevant emergency support services;
- Developing networks with housing related community services, including homelessness services;
- Providing practical support, including access to telephones, mailbox services and similar resources where possible.

services for residents of boarding houses and hostels

The Tenancy Advice and Advocacy Service has continued to work closely with residents of residential services during the year, including residents of local boarding houses and supported accommodation and student hostels.

During 2011 – 2012 some 536 individuals were provided with information, advice and advocacy services, a comparable level to the number of households who were supported by the service in the previous year. The Service provided some 241 of these individuals with information, advice services, and some 55 individuals advocacy and support to accessing formal dispute resolution mechanisms.

The Service assisted 268 individuals and households to locate appropriate alternative housing options within the community, including providing support for residents who were applying for social housing.

boarders breakfast program

The Tenancy Advice and Advocacy Service established the Boarders Breakfast Program in 2001 as part of the West End Community Safety Project. The Program has continued since that time, operating every Thursday morning between March and October of each year.

The key aims of the Boarders Breakfast include introducing residents to the services of West End Community House and other community and government agencies, providing information to boarders and lodgers about their rights and responsibilities under the Residential Tenancies and Rooming Accommodation Act, and providing residents with practical support through a nutritious healthy meal, and a supportive staff presence.

During 2011 – 12 the Boarders Breakfast enjoyed a high level of participation and support from residents. The Program averaged in excess of 40 participants each week, however a number of the breakfast events attracted more than 60 persons. In total 1480 residents attended the program during the year.

The Boarders Breakfast was exceptionally well supported by volunteers throughout the year. Members of West End Community House's Management Committee, local community members, workers from community agencies and students supported the program in 2011 – 2012. The Program was also supported by staff of West End Community House's corporate partner, SKM, throughout the year. The Breakfast Program was also supported throughout the year by Spiritus Nursing and staff from Centrelink, who offered outreach services to participants.

Our sincere thanks to each of the individuals who provided support to this much loved program this year.



kurilpa kiosk

The Tenancy Advice and Advocacy Service initiated the Kurilpa Kiosk during 2000. The Project was developed with the support and assistance of Radio 4AAA (98.9fm) who had previously occupied the premises, the Brisbane City Council who own the site, and the West End Traders Association. The Kiosk currently operates between 12.30 and 4pm each Wednesday and Friday afternoon, and opens for other special events and occasions within the community.

The Kurilpa Kiosk seeks to provide community information and referral services for local residents, provide a venue for the promotion of community services and initiatives, and provide a caring presence in the Community Park. Importantly the Kiosk location enables the Service to engage with community members who may otherwise be unlikely to access the service or services in general for support. Effectively the Project has allowed the service to “reach out” to long-term homeless residents and those using public spaces to form supportive relationships that otherwise would not have been possible.

Throughout the past year, the Service has worked with QPILCH and Spiritus Nursing to offer two outreach clinics to homeless persons accessing the Kiosk and the Community Park. Spiritus Nursing have offered a weekly health clinic every Wednesday afternoon, providing primary health care services and health information and referral. QPILCH have offered a Legal Clinic each Friday afternoon, providing assistance with most areas of the law.

During 2011 – 2012 the Kiosk had more some 1280 visitors seeking support, and attracted a further 225 persons to community BBQ's and events. Key areas of service provision from the site during the past year have included:

- Community information and referral
- Health and Legal Clinics
- Social support

The Kiosk has supported a wide diversity of persons, including a high percentage of indigenous community members, homeless persons and those using public spaces.

community education services

The Tenancy Advice and Advocacy Service offered a range of education events and sessions during 2011 – 2012 attracting some 1169 participants to a range of activities. Some of the key activities undertaken during the year include:

- Development and supporting a range of community events to promote the service, including community BBQ's, information displays and supporting the community recovery process after the 2011 flood, including a Riverside Drive Community BBQ;
- Promoting the Service tenancy and housing related issues through local media during the year including articles in the City South News, the Brisbane Times and the Westender Newspaper and ABC Radio and Television news;
- Providing a number of information sessions for community members including students of University and TAFE, multi-cultural and local community groups.



our community meeting spaces

croquet club community hall

At the commencement of 2009, West End Community House entered into a lease for the premises formerly used as the South Brisbane Croquet Club. The Croquet Club Community Hall is located at 91 Cordelia Street, South Brisbane and is set in Musgrave Park. The premises consist of a small hall and large green that was previously used for croquet matches.

The premises is used as a community hall for the local community, providing a new option for local community groups to access an affordable, proximate meeting space. Over the year a wide variety of groups have used the meeting space, including the following:

West End Traders Association
Brisbane Zen Centre
Kurilpa Poets
Inner South Interagency Network
Talkin' the Drum
Reclink
100% Renewables Campaign
Open Minds
The Wilderness Society
Rotary South Brisbane

Brook RED Centre
Friends of the Earth
Dept of Communities
Life Long Learning
Tupperware Theatre
Health Traditions
Mary Maher and Associates
Big Issue Qld
Cr Helen Abrahams
West End Community House Working Groups

developing the hall

West End Family Care Services has a goal of developing the Croquet Club Community Hall into an accessible space for all community members to use.

With the support of a range of our corporate partners, we have lodged a Development Application for the refurbishment of the building, including wheelchair access and the construction of a rear deck, which is currently being considered by the Brisbane City Council.

Significant support has continued to be provided to Community House from Thomson Adsett Studio 39, Gamble McKinnon Green, Peter Marquis Kyle and SKM to prepare these plans and the related Development Application. Our sincere thanks to these firms for the invaluable and expert assistance that they have provided during the year.

We hope to see this Project substantially progressed over the coming twelve months.

our community meeting room – west end

West End Community House's meeting room on the lower level of Norfolk Road continues to be accessed by a wide range of groups for meetings and activities. As well as being the venue for the Playgroup, Borders Breakfast and Community Art Group, the community meeting room was hired by a range of organisations including:

West End AA Group
Oxfam
Back in Control Program
Young Women and Aspergers Syndrome
Russian Childrens Group
Lands Theatre Group
Art Music Therapy Group
Bi-Polar and Depression Group

our corporate supporters

sinclair knight merz partnership

West End Community House and Sinclair Knight Merz (SKM) entered a partnership agreement in January 2011. The partnership provides a basis for West End Community House and SKM to share skills, knowledge and resources for the benefit of the local community and our organisations. Some of the key areas of focus of the Agreement include capacity building for Community House, providing local community awareness for SKM and opportunities for SKM to participate in and support local initiatives.

Now in its second year, the Partnership has already seen significant progress since the Agreement was formally signed. During 2012 staff of SKM helped to substantially improve a local supported accommodation hostel to improve the quality of life of residents, many of whom access West End Community House regularly. SKM have continued to support West End Community House's Borders Breakfasts throughout the year, with at least two staff members volunteering each week to support this initiative. SKM staff have also supported a number of Art Exhibitions, community events and BBQ's hosted by Community House over the past twelve months.

SKM undertook a major fund-raising effort for West End Community House as part of their Annual General Meeting, raising more than \$25 000 for the House to be devoted to improvements and local initiatives. This much needed support was greatly appreciated by all at the House.

West End Community House has provided a number of presentations to the SKM staff group to build awareness of the local community and some of the issues that we work with, and is continuing to identify volunteering opportunities in the local area for SKM staff. West End Community House looks forward to continuing to develop this important partnership.



SKM CEO Santo Rizutto hands a cheque to Mary Maher, WEFCs Inc Chairperson with staff of both organisations and Cr Helen Abrahams

brisbane convention and exhibition centre

West End Community House has continued to enjoy a close working relationship with the Brisbane Convention and Exhibition Centre during 2010 – 2011, which has assisted us to build upon the services we offer to disadvantaged members of the community.

During 2012 the Brisbane Convention and Exhibition Centre worked with Community House to offer a cooking skills group for local community members. The course offered ten community members an opportunity to learn more about food, meal preparation, understanding ingredients and shopping on a budget - this course built upon a similar initiatives during 2010 and 2011. The Convention Centre also generously hosted a 2011 Christmas breakfast for local community members at Community House, an event greatly appreciated by participants.

BCEC has continued to support West End Community House events during 2011 – 12. The Centre catered for a range of activities including our Annual Art Exhibition and corporate fundraisers, enhancing these events significantly. Our sincere thanks is offered to the Brisbane Convention and Exhibition Centre, with whom we will continue to work in 2012 – 2013.

\$40k in 40 days fundraising campaign

2011 – 2012 was the third year of West End Community House's \$40k in 40 days fundraising campaign. The campaign commenced in June 2010 with the support of ThreePlus, a local communications and marketing business with a strong commitment to corporate social responsibility.

West End Community House has been overwhelmed with the response by local businesses during the first two years of the campaign, and the generosity that they displayed in contributing to the work of our organisation. Despite an increasingly difficult business environment for many of our supporters, we have continued to gain much needed and valued support from a range of supporters during Year Three. The success of the \$40k in 40 days campaign has to a large extent been guaranteed by the hard work of a number of Committee Members, including Robert Allan, Mary Maher, Tim Quinn and Samantha Goddard.

West End Community House would like to offer our sincere thanks for the following businesses and community members who have provided support this year:

Philip Bacon Galleries
Bees Nees
Circus 3d
Emporium Hotel
Richard Kirk Architect
Redsuit Advertising
Cr Helen Abrahams

Caxton Street Agencies
Wilson HTM
Duncan Lowes
Parmalat
RPS Group
Stefan Hair Fashions
West End Natural Therapies

**\$40K
in 40
days**

A purple-tinted illustration of a park scene. In the foreground, there is a dark silhouette of a park bench on the left and a clock tower in the center. The background features several trees with dark outlines and a lighter, textured area representing a sky or distant landscape. The overall style is artistic and monochromatic.

*In a community facing
change, West End Family
Care Services Inc, facilitates
social justice, community
empowerment, improved
human relationships and
quality of life*