



Community Plus+

West End Family Care Services Incorporated

Annual Report 2012-13

active centres | strong communities



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Community Plus+ Vision Mission and Values

Our Vision

Our vision is for active centres for strong communities

Our Mission

In communities facing change, Community Plus+ facilitates social justice, community empowerment, improved human relationships and quality of life

Our Values

We act in accordance with the principles of **social justice** as we work with individuals, communities and institutions to address the imbalance of access, equity, rights and participation in the community

We **make a difference** in our community, working effectively with the community and our partners to achieve positive and lasting change for those most in need

We are **caring**, acting with warmth, kindness, sincerity, respect and dignity in all our interactions

We are **respectful** of each other, and base our relationships on honesty, fairness and trust

We **empower** the community, working with individuals to help them make the best choices for themselves, and with communities to contribute to the well-being of the whole community, strengthening community spirit and resilience

We are **proactive** in advocating for social and legal frameworks to protect vulnerable members of the community



Chairperson's Report

Within a rapidly changing environment, the past year has been characterised by much hard work, many challenges, some great successes and most importantly our strong and ongoing commitment to our local communities. Through the past year we have taken time to re-group, re-focus our energies and to move forward in a positive direction. We have worked hard to secure our long term future supporting and working with local residents.

We have continued to grow our sub regional model

Having been provided an opportunity by the State Government to develop a sub-regional model for Community Centre management in 2012, our organisation, West End Family Care Services Inc, took on a new name and identity to reflect this expanded focus. From March 2013, West End Family Care Services has traded as Community Plus+, reflecting the new role for our organisation and embracing our presence in Annerley and Yeronga. This greater sub-regional role has also been reflected in the governance arrangements for the organisation. Local Advisory Committees have been established in West End and Yeronga to ensure local area input into the management and strategic directions for our Centres and Management Committee members from each of our local communities have been recruited. This work, which has strengthened our base and increased our reach, will continue in 2013-14.

Yeronga Community Centre has had its first full year of services, operating from a refurbished shop in Killarney Street, Yeronga. Thank you to the staff and all the volunteers and supporters that worked so incredibly hard to create the warm and welcoming community centre it is today. We are proud that our work has saved this heritage building and its future is now assured. In 2013-14 the Centre will relocate to a more permanent home in the local area, with negotiations currently under way to secure this space. The Centre has built a diverse range of programs and activities for the local area during the past year, including the highly successful "Building Resilience in Kids" Seminar Program and has benefited from a tremendous level of volunteerism from local community members. This continues to grow our capacity to meet the needs of the local community.

Annerley Community Plus, our Annerley district initiative was established late last year and has provided an outreach community development service to the local area. Over the past year, this initiative has supported a range of new community groups including a local Annerley History Group, Annerley Traders, Yarn Jammers and more. We have worked with a range of local organisations and groups to support English classes, and to help build local connections and celebrate community in the local area. We will continue to build our partnerships and initiatives in Annerley in 2013-14 as we continue to look for a permanent home in the area.

West End Community House has continued to offer a diverse program of services and activities for local community members including Playgroup, Art Group, personal counselling and our Boarders Breakfasts. In 2012-13 the House has continued to develop its volunteer base, and worked with a broad range of groups and individuals to improve local relationships and quality of life. We have conducted a listening year program to hear the voices of local residents regarding the issues confronting the community, and the services and initiatives that are required to support community members.

Our highly valued **Tenancy Advice Service** continued to operate throughout the year albeit with an increasingly uncertain future. The withdrawal of State Government funding in 2012 left the Service reliant upon emergency funding from the Commonwealth, which is scheduled to cease at the end of calendar year 2013. This uncertain future resulted in the departure of two of our two long term TAAS staff in late 2013. Our sincere thanks to Peter Maddern and Lisa White for their dedication and service to



the community through their Tenancy Advice and Advocacy work over recent years. While it is likely that we will cease providing this service after more than 25 years, we will continue to look for ways to provide a level of referral and support to local tenants in the coming year.

Securing our long-term future

During August we launched our Friends of Community Plus+ campaign. This important new initiative will help to provide financial support for the services and activities and provides a mechanism for local residents, small businesses and locally based corporations to contribute to our work. We have already received some great support through this campaign, and will continue to develop our Friends network in the coming year.

During 2012-13 Community Plus+ has been successful in applying for grants that have supported a range of initiatives for each local community and our broader organisation. These have included equipment, volunteers and specific program support. We will continue to seek resources to further our work across the sub-region in 2013-14.

Onwards and upwards – helping communities meet their needs

It is clear that local community centres have a significant multiplier effect. For each hour of paid work, many hours of voluntary support are provided through our Committee Members and volunteers. For each dollar of funding we are provided, further resources are levered through donations, in-kind assistance and practical support.

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 local communities – they need a variety of local thriving centres responding to needs and facilitating local solutions. Through our sub-regional model Community Plus+ is working hard to achieve a balance between localism and management efficiency - ensuring that local communities are actively engaged with their centres will remain a key focus in the year ahead.

My sincere thanks

We have had so much support through these times of uncertainty and change in 2012-13. Our key corporate partners have continued to support us despite facing increasingly difficult environments. In particular our major partner and supporter SKM have provided funds, volunteers, and a significant level of in kind support that has greatly increased our capacity – our partnership remains an invaluable resource.

The Brisbane Convention and Exhibition Centre has continued to contribute both through cooking lessons and catering, and our new Friends of Community Plus+ have begun to make an important contribution to our future viability and stability. Local businesses such as Absoe, the Stokehouse, Reel Image, Rebel Sports, Kwik Kopy West End and many many more have provided valuable support to our work in the past year, there are too many to mention here.

My sincere thanks and best wishes go to staff for their dedication to our organisation over the past year. Thank you to Joe, Emily, Melinda, Fiona Samira, Sue, Lyn and of course Peter and Lisa. Through a difficult period of change you have continued to work hard for our local communities.



A particular thanks is due to our hard working and dedicated Committee Members - Sam, Steve, Helen, Tim, Mike, Carmel, Robert, Mary, Carolyn and Bob. We are sad to say farewell to Steve, Robert and Sam who have made such an enormous commitment to West End for many years but we were fortunate in being able to welcome our new Committee members, Bob and Mike. In these changing times our Committee members have held the burden of many difficult decisions, and have continued to guide our organisation toward a stronger, more viable future. Your efforts are greatly appreciated and I look forward to working with you in the year ahead.

Dr Kay Pearse
Chairperson

Management Committee Structure and Members 2012 - 13

West End Family Care Services Inc. is an Incorporated Association constituted in Queensland, Australia. In the past year, the Management Committee of West End Family Care Services Inc. consisted of the following members:

Dr Kay Pearse	Chairperson
Carmel Towler	Treasurer
Steve Capelin	Secretary
Tim Quinn	Member
Mary Maher	Member
Samantha Goddard	Member
Robert Allan	Member
Helen Wallace	Member
Carolyn Peterken	Member
Dr Mike Watkins	Member
Bob Spiers	Member



Manager's Report

When asked for a key learning resulting from Brisbane's Flood Recovery during 2011- 12 Brisbane City Council's CEO, Colin Jensen was unequivocal in his response – the incredible multiplier impact of working with community based organisations. Every dollar and hour invested would result in many more being contributed by the community, through volunteerism, expert support, donations, and in many other ways.

In our first full year of working as a sub-regional service, this willingness of the community to give, work with us and support us has been a hallmark of our organisation. In each of our local communities we have connected with residents, community groups and businesses who have been eager to build supportive relationships, links and partnerships. These relationships have already contributed significantly to community life, and will help increase our scope and reach in the future. Our deepest gratitude is due to all who have contributed so much to our local communities this year – your contributions and support are key to our success.

This Report highlights the breadth and diversity of the services and activities of Community Plus+ during 2012 - 13. Collectively, many thousands of individuals from across Brisbane's south have been supported by our human services, our groups, activities and education programs. We have contributed to community life through events, celebrations and research, by activating community spaces and providing venues for the community to meet. To ground this work we have developed Local Community Plans and consulted with local residents, and we have grown the breadth of our services and programs to meet identified needs.

To strengthen our platform to offer high quality, viable community programs, we have reviewed many of our internal systems, policies and approaches, and have continued to update and develop these throughout the year. We have invested in our staff team and team work, professional development and performance, and provided a stronger framework for volunteering within the organisation. In a competitive and increasingly tight fiscal environment, we have secured grant funds for a wide range of community initiatives and resources, from local history projects, gardening courses, parental education and equipment, to capital funds for building development.

Despite these achievements, our organisation has faced on-going challenges and change. The past year has seen increasing uncertainty around the future of our TAAS Program, and the consequent impacts of this on the service, its staff, and across the organisation and community. With increasingly constrained resources, our focus on our long term sustainability has been sharpened, and we have begun to develop new approaches to this issue, including our Financial Friends program. Viability will continue to be a key challenge for our organisation to address in coming years.

We have worked hard to address these obstacles in 2012-13, and our efforts have served to highlight our collective ability to achieve. My sincere and heartfelt thanks to all members of the Management Committee for their efforts during the past year, in a sometimes difficult period your wise guidance, compassion and strong championing of our organisation is invaluable. Our staff team work tirelessly and passionately for their communities, and should take pride in their contributions during the past year.

It has been a privilege to Manage Community Plus+ during the past twelve months and to have had the opportunity to engage with community members throughout the inner south of Brisbane, working with them to strengthen their communities. I look forward to working together and contributing to our communities in the year ahead.

Joe Hurley
Manager



Annerley Community Plus

Almost exactly a year ago, **Annerley Community Plus+ began as** an outreach service in Annerley and surrounds. A Community Development Worker, Em James, was hired part-time to focus on fostering connectedness within the local community, supporting community groups and organisations, and working alongside local residents on community projects.

Twelve months later, the richest aspect of Community Plus' involvement in Annerley has been the development of relationships with the dedicated and passionate people of Annerley and surrounds. The start of the year involved a lot of door-knocking, as we introduced our role to local organisations, businesses and residents. It has been a pleasure to meet and begin collaborating with them all. These relationships have identified some specific community needs and opportunities, and we have begun to work on a range of projects and initiatives to develop locally based responses. Some of these are outlined below.

Annerley Connection

The Annerley Connection is a free community guide that raises awareness of local activities, events, news and opportunities to get involved in the local community. In the first few months in Annerley we met with many community groups and organisations doing great work, but noticed the absence of a central information source – hence the launch of the Annerley Connection in March 2013. It is printed every two months and can be found online or at local businesses.

Annerley Community English (ACE) classes

Twice a week, community volunteers meet with refugees, migrants and international students to teach English and share cups of tea, laughter and friendship. ACE is co-ordinated by the Annerley Baptist Church with the assistance of Annerley Community Bookshop, Annerley Community Plus+ and community volunteers.

An off-shoot of ACE classes is the Wheels Project. This project provides recently arrived refugees with donated bicycles to ensure they have affordable transport to English classes and other essential services and activities. It began after we met refugees walking up to 70 minutes each way to get to classes and other activities.

Junction Yarn Jammers

This Junction Yarn Jammers group was inspired by the yarn-bombing of a local bus stop to protest transport cuts. A small group of both new and experienced knitters gather each fortnight in the comfortable lounges of the Bookshop to meet, stitch and plot!

Annerley History Group

Kath Chown from Handmade High Street, Annerley Community Plus, together with a bevy of enthusiastic residents, have initiated the Annerley History Group. We meet on the first Thursday of the month and have some exciting events and projects planned for the coming year. These include a Black Friday Fundraiser, a Walking History of Annerley and collaborating with the library for a very special guest speaker at our March meeting.



Trader's Committee

Annerley Community Plus+ co-hosted the first meeting of the Annerley Traders with Kath Chown from Handmade High Street, and this lively group of 16 is now meeting every two months. Some of the group's current projects include "Welcome to Annerley" signs, painting and replanting the planter boxes along Annerley Road, and a working group to organise the Annerley Junction markets. In the past twelve months three markets have been organised at Annerley Junction to bring energy and interest to the area. Annerley Community Plus supporting the organisation and development of the Markets.

Grants

Throughout 2013 Annerley Community Plus applied for a wide range of grants, often in collaboration with community groups or individuals. To date we have yet to be successful, however a number of exciting projects that we continue to seek support for include: A Walking History of Annerley (with the Annerley History Group); the "People's Yoga" community yoga classes; a regular "Lost and Found Community Exchange" swapping skills, goods and produce (with local community leaders); the Annerley Bike Co-operative; and an Annerley Community Forum.

Developing Community Resources

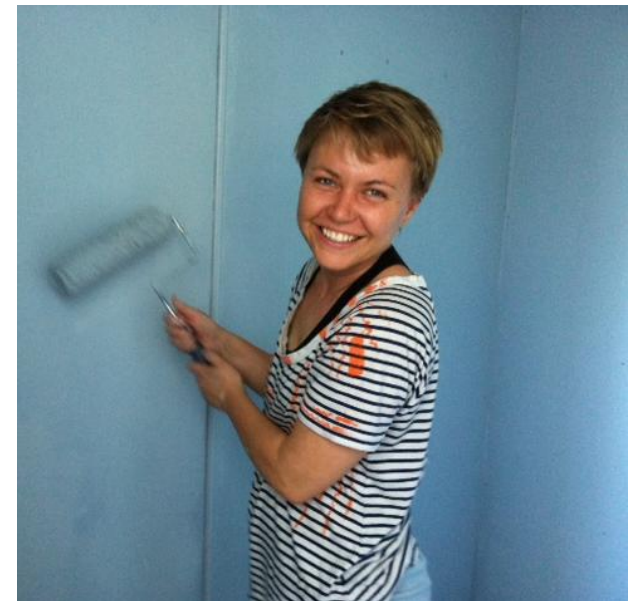
A focus of our work in Annerley throughout the past year has been the development of resources to support community building and capacity. Some of the tangible outcomes of our work include:

- The Annerley Community Profile and work plan is a living document created earlier in the year. It represents a snapshot of Annerley and surrounding areas – including analysis of demographic data, prior research in the area and current statistics – plus community consultation by the ACP+ worker and a community resource directory that lists organisations and groups currently active in the Annerley area, and the services they offer. This resource has been shared with local community organisations, churches and the Library.
- Local business owner Kath Chown has provided Annerley Community Plus+ a small space free-of-charge. "The Box" is now freshly painted with a work desk in addition to storage space for Annerley Community Plus and the local community groups we support. It is a sign of the strong working relationships ACP+ is developing within Annerley.
- The Annerley Community Plus facebook page (www.facebook.com/annerleycommunityplus) is an interactive way to share information and ideas. The page has a strong following. Community Plus is also in the final stages of a new website, which the ACP+ worker has been heavily involved in developing.

We look forward to continuing to work with the Annerley community on these projects and initiatives, and continuing to help build community and connections in the year ahead.

Em James

Community Development Worker | Annerley Community Plus



Yeronga Community Centre

Yeronga Community Centre has begun to thrive and add value to the community in the past twelve months. With refurbishments to Killarney Street completed early in the year, the Centre was able to focus on responding to community needs, developing local services, projects and initiatives. A Community Profile and Plan was developed to support our understanding of the local area, the needs of residents, and the opportunities available. Our Community Workers providing these services and developing the role of the Centre, Melinda McInturff and Fiona McLeod, have been well supported by an army of enthusiastic, talented and dedicated volunteers, greatly increasing the Centre's local impact.

Overview of Services

The Yeronga Community Centre provides regular opening times four days each week (Monday to Thursday), maintaining an open door policy to support universal access to services and support. During the past year the Centre developed a number of specific education and support programs, and supported celebration of community life. We continued to grow our local relationships and networks, and our partnerships with other community groups and services. During the past year, more than 5700 individuals accessed the Centre to obtain information and referral, access telephones and other practical support, or to attend one of our range of groups and activities.



Individual Support

Community Information and Referral Services

The Centre has provided information about services, groups, activities and support within the community, and referral services to local residents seeking access to support. Our on-going development of relationships with community and government service providers has ensured residents have up to date and relevant information available.

Social Isolation

Yeronga Community Centre seeks to provide an avenue for socially isolated persons to interact and develop new relationships, and participate in the community. Our open door policy has supported many isolated community members to find new ways to interact with their local area and fellow community members. Our approach has seen an average of more than 400 persons access the Centre each month.

Volunteering

Yeronga Community Centre operates with a high level of very generous volunteer support. Nearly one in seven people in contact with the Centre is doing so in a voluntary capacity, this is the equivalent of 778 people. The age range is from 10 years old to 88 years of age. Volunteers have been from not only Australia but also the UK, USA, New Zealand and Thailand. Volunteer roles include group facilitation, preparation of morning tea, housekeeping activities, flyer distribution and creation, gardening and staffing stalls. Volunteering helps these community members to connect with their community and fellow residents, share and learn new skills, and provide a meaningful contribution to community life.



Group Programs

Seniors Program

The Seniors Program connects seniors with the community including services, support, activities and each other. Each week, seniors visit the Centre for a morning tea, conversation, game playing and volunteering at the Centre. The Group aims to address the social isolation of local seniors which was identified as an area of need through the Community Development Plan.

Ducklings Playgroup

Ducklings Playgroup is a highly popular activity of the Centre. Ducklings is supported by a dedicated group of volunteers and averages 20 participants a week. The program operates on the principles of care, respect, support and inclusion of young members of our community. The outdoor program allows children, parents and carers to be involved in fine motor activities, such as play dough, threading, painting imaginative play plus story time. During the year the Ducklings went on two excursions, by train to Southbank Parklands for a picnic and play and a walking excursion to Yeronga Memorial Park. Both excursions were well received and provided the children with new opportunities.

Craft Group

The Craft Group worked hard all year with a goal of running the craft stall at Yeronga State School Fete in late 2013. Members of group developed a variety of handmade items including coat hangers, sewing kits, brooches, throws and scarves. The resulting stall was a celebration of activity with volunteer age between 16 to 84. The wider community responded to the craft for sale, the presentation of items and the warmth of the volunteers positively, and proved a successful fund raising venture. The Group provides members an opportunity to learn, develop and share skills, and interact in a positive and productive environment.

Garden Club

The Garden Club was been formed in response to expressed community interest. Over recent months the Garden Club commenced an outreach program twice a month to provide light garden maintenance for those identified in need. The outreach program has helped elderly, disabled and people with mental health issues. The volunteers are small in number, but thoroughly enjoy the outreach program and the intrinsic reward given for volunteering.



Community Education

Gardening Workshops

With funding support from the Brisbane City Council, the Centre has been able to host a number of garden workshops each month since April 2013. Topics have included bee keeping, permaculture, slow food movement, worm farms and composting. The workshops have provided an avenue for the wider community to access the centre as an education facility and all have attracted high levels of participation. Each workshop has been offered by garden and horticulture professionals, who have become strong partners of the Centre. We hope to continue with the gardening workshop program in the coming year.

BRIKS: Building Resilience In Kids Seminars

The B.R.I.K.S program (Building Resilience in Kids Seminars) was established in the Yeronga Community in early 2013, through funding received from the Brisbane City Council under the Natural Disaster Relief and Recovery Arrangements. The suburbs of Yeronga and surrounding communities were severely affected by the flooding of January 2011. The B.R.I.K.S. Program has been one of a range of responses to this disaster, in particular to support the community to come together and learn from experts in the field of recovery and raising resilience in children. The attendance at this Program was 462 in total. These high attendance numbers demonstrated that this seminar program was well received and timely in our community, addressing an issue that resonated with many families following the natural disaster.



Yeronga Community Centre - Celebrating Community Life

The following outlines some of the community celebrations and events of the Yeronga Community Centre 2012 – 13

Month	Event
July 2012	<ul style="list-style-type: none"> • Book launch “Walking The Path To Recovery – The Story of Yeronga Flood Recovery Centre” • Lipscomb University students, Tennessee, 2 days of volunteering
August 2012	<ul style="list-style-type: none"> • Killarney Street opening morning tea • Yeronga Community Centre monthly newsletter first edition
September 2012	<ul style="list-style-type: none"> • Abi Group volunteer Day – 25 employees donated time, resources and equipment
October 2012	<ul style="list-style-type: none"> • Yeronga State High School P & C meeting hosted at Centre • Lions Moorooka funded laying of shed slab and the construction of two garden sheds • Chalkboard created outside to notify community of events at the centre
November 2012	<ul style="list-style-type: none"> • UQ Positive Parenting Program Resilience Evening
December 2012	<ul style="list-style-type: none"> • Kids Community Day at Centre • Bread Basket commenced on Mondays providing free bread for those in need
February 2013	<ul style="list-style-type: none"> • FRRR foundation lunch meeting
March 2013	<ul style="list-style-type: none"> • B.R.I.K.S. (Building Resilience in Kids Seminar) facilitated by YCC • Seniors Lunch at Yeronga RSL commenced monthly • Breakfast hosted by YCC and funded by Brisbane Housing Company
April 2013	<ul style="list-style-type: none"> • Garden Workshops • Presentation to SBIT Indigenous Studies students • Information stall, fairy floss stall and a raffle at Moorooka Lions Fairfield Family Picnic • Commenced documentary on the evolution of CC
May 2013	<ul style="list-style-type: none"> • B.R.I.K.S. workshop • Garden Workshop
June 2013	<ul style="list-style-type: none"> • YCC co-hosted with OzCare Talk It Up in The Pub seminar at Yeronga RSL – 53 people attended • Community Mapping Research Project commenced • B.R.I.K.S. Workshop for Educators – 83 people attended



West End Community House

Individual services

Drop in services

Drop in services have been provided to 3183 people who have accessed the House to make phone calls, photocopier, computers, check housing listings, for tea and coffee, requiring referral to specialized services and make some enquiries.

Information, referral and advice

Information, referral and advice have been provided in person and by phone 2943 times to members of the local community, local services and business. In addition, we have provided almost as many times information to the clients and local community via e-mail, social media and shared network spaces.

Community living support

Intensive and ongoing support has been offered to 91 clients who required support and experienced multiple barriers to access specialised services. On average each client will be assisted 12 -20 times per year.

Individual Counseling services

Individual Counseling services are provided by an experienced psychologist Arietta Carson from Mind Care Psychology. 274 people have received counseling in this year. Initial services have been offered to anyone needing psychological care and currently services are provided to people accessing a mental health care plan. All counseling services are bulk billed and appointments are available on Wednesdays and Thursdays between 9 am and 5 pm.

Group Activities

West End Community Playgroup

West End Community Playgroup is a free community program provided to parents, carers, guardians, grandparents and children from 0 to 5 years of age living in the Kurilpa Peninsula. Playgroup promotes social and cultural inclusion, diversity, facilitates development of friendships and support networks through provision of welcoming space and range of fun and educational activities that support children's development. This year we have hosted 43 playgroups attended by 444 parents and carers and 455 children. Most playgroups have been supported by students, and volunteers have contributed to the program. In addition, to our regular playgroup activities we have offered community education sessions on Infant massage, nutrition and diet for young families and information about the Saver Plus financial literacy program. We have also fortunate to received very good quality toys from local families and Grill'd West End has made a generous donation to assist with renewing playgroup equipment and resources.



West End Community Art Group

West End Community Art Group is a free community program offered at West End Community House every Friday morning from 9.30 - 11.30am for 20- 25 people living with disabilities, mental health issues and those living in marginalised housing in the Kurilpa Peninsula. During the past year we have held 42 Community Art classes which have been attended by 809 participants, 173 support workers from partnering services, 185 volunteers and 29 students and staff.

In total 252 hours of art tuition has been provided by art teacher volunteers Debaran Wright, Sam Eyles and Charlee Pollard, who have continued to generously give their time and knowledge to this program. The program would not be possible without their on-going support and dedication. Donations and sponsorships are also vital for the continuation of the Art Group. During the past year we received support through both small grants and materials from a range of sources including Street Smart Australia, Grill'd West End, Mitre 10 City, Reclink, Reverse Garbage and many other small businesses and individuals.

Art group participants are provided by morning tea that is prepared with lots of love by our volunteers Norma and Lydia, and more recently Caroline and Pebble. They have been supported by generous donations the Hill End Puppy Club, Centacare and the Brisbane Convention and Exhibition Centre.

The Group held two highly successful exhibitions during the year - 12"x12" and Unravelled 6. A mini exhibition incorporating 38 pieces, the 12"x 12" exhibition was held at Loading Dock Espresso for a week with the Launch event attended by nearly 100 people. Unravelled 6 was the sixth major annual exhibition by the Art Group and promoted some of the achievements, strengths and resilience of people living with complex needs in marginalised housing. The exhibition has been held at Croquet Club from 23-26 August 2013 and opening night was attended by 120 people. A further 45 people attended during the exhibition. Generous catering for this event was provided by Brisbane Convention and Exhibition centre – our sincere thanks to them.

Women's Support Group

We have offered 30 support Women's Support Group meetings which have been attended by 120 participants experiencing difficulties related to Bipolar and Depression. The group has been facilitated and supported by 15 volunteers, 4 students and staff. In addition to regular support participants have been offered sessions on financial literacy, women's health and nutrition and community education about Bipolar disorder. The Bipolar Program was a six week clinical psycho-education sessions delivered to 56 women through the mental health care plan. The program has offered intensive information about myths, symptoms, treatment and strategies for self- care. Participants have evaluated support that this group is offering as highly valuable and we are now working with two new volunteers around group development.



Student Placements

This year we have offered two full time placements to social work and social science students from The University of Queensland and University of New England. West End Community House values the opportunity to be part of students' learning experience and to actively contribute to their practice and skills development. In total students have contributed 690 hours to our community development services and their ideas, views and reflections have contributed significantly to our services. We have sought to offer a friendly and supportive learning environment and opportunities to experience a diversity of learning experiences.

Community Programs

Community Cooking Classes

In partnership with the Brisbane Convention and Exhibition Centre, Community House delivered two weekly cooking programs about nutrition and budget cooking. The program included a presentation, information pack and cooking demonstration by Chef Martin, Chef Mathew, Ruta Berzkalns and team. The program was attended by 16 people.

Back in Control Program

Back in control is a six weekly relapse prevention program that has been offered by Queensland Health's Peel Street Clinic over a period of six months. The program has been open to anyone in the community in need of information and education about substance abuse and relapse prevention. West End Community House has provided venue referrals and advertising of the program to support such valuable and much needed service.

Volunteering Program

Community Plus+ and West End Community House have developed a strategy and operational plan to fully develop and implement a Volunteering Program. Volunteers are a part of the back bone of our services and we are committed to providing our volunteers with the best possible support, opportunities for training and fulfilling roles that our volunteers will enjoy and look forward to. Community House currently benefits from 50 to 60 hours of volunteering hours every week and we are striving to develop new opportunities for volunteers to engage with local community through the House. We would like to acknowledge the support and contribution that our volunteers make to our services and local community.

Building Multicultural Communities Program

Community consultations have identified the need for improved access to equipment and community infrastructure for support for members of the local community. The Department of Immigration and Multicultural Affairs has granted funds to purchase office equipment to enhance our existing services and support community members to participate in activities such as job searching, Centrelink enquiries, looking for accommodation, computer literacy and developing new skills and interests.



Projects

Be Prepared Kurilpa Plan

West End Community House is one of 22 key stakeholders who have worked energetically along their community partners and local Councillor Helen Abrahams to increase the resilience and responsiveness within the local community to natural disasters. Local community consultations and community forum were undertaken in collaboration with local residents, businesses, services, Volunteering Qld and SES to identify resources, and identify local community strategy for supporting local community in disasters. A Local Preparedness Plan has been produced and launched (Be Prepared Kurilpa Plan) and copies of the plan are available at Community Plus.

Listening year

This year West End Community House undertook a community consultation program to listen to the voice of local community about needs, gaps in services, resources and suggestions how those needs could be addressed. We had the opportunity to consult with small groups and have undertaken 70 individual surveys. These consultations have helped to inform the priorities of our Community Development Plan, which was developed during the year.

Inner South Interagency Network

Over the past year, West End Community House has been one of the key agency members contributing to the work of the Reference Group for The Inner South Interagency Network. The Reference Group works on planning of professional development sessions, development of the Networks presence in the sector and strengthening collaborative relationships between services.

Events

Open House

West End Community House hosted an “Open House” on 9th August 2013 at West End Community House. Community members were invited to hear about our programs and services, meet our Committee, staff members and volunteers, and have a look at our beautiful heritage building. This event provided a great opportunity to engage with local residents, services and traders, corporate supporters and friends of the House. At the Open House, we marked the 30th Birthday of West End Community House, launched our new identity of Community Plus+, and Financial Friends Program. More than 80 attended a great night at Community House.



Celebrating diversity in West End during Mental Health Week

West End community House worked alongside other members of the Inner South Interagency Network (ISIN) to organise a collaborative event to recognise World Mental Health Day. The event was kindly funded by Local Councillor Helen Abrahams, via the Brisbane City Council's Suburban Initiative Fund. More than 100 local community members joined the event for a sausage sizzle, yoga practice, juggling lessons, hula hooping, art therapy, craft activities, a yarnning circle and to listen to beautiful performance of Choir and drumming group from Richmond Fellowship Queensland. More than 12 community agencies contributed to the event, our thanks to each of them.

International Women's day

West End Community House celebrated International Women's Day with 19 women from the local community and business. We celebrated achievements of women in the business world and enjoyed talks by Saba Abrahams, Director at Mu'ooz Restaurant & Catering Social Enterprise and Rebecca Sanders, Manager of Brisbane Service Centre Bank mecu. The event was opened by local Councillor Helen Abrahams and entertainment was donated by young and very talented singer Lydei Gakindi. Community House would like to acknowledge support from Second Bite and local residents who catered for this occasion.



Tenancy Advice and Advocacy Service

The uncertainty of the future of the TAAS Program continued throughout the year, following the Queensland State Government's decision to cease funding for the Tenancy Advice and Advocacy Service (Queensland) from 31st October 2012. During late September 2012 the Commonwealth Government announced that it would provide funding for the Program to continue until 31st December, 2013, and would negotiate with the Queensland State Government to ensure a future for the Program.

Having provided housing and tenancy advice and referral services since 1988, we are disappointed at the prospect of this valued Program losing funding support. 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 at West End Community House.

Particular recognition is owed to TAAS Team members, Peter, Lisa and Lyn who have continued their dedication to providing high quality services in a challenging environment.

Overview of Services

The Tenancy Advice and Advocacy Service provided a multi-faceted housing and information service in the local area throughout 2012 – 2013. The service operated from West End Community House and also offered an outreach component twice weekly via the Kurilpa 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 initiatives including the boarders breakfast program, 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 6514 contacts with tenants throughout the year through advice, advocacy, outreach and education services that were offered to the local community during 2012 – 2013.



Tenancy Advice and Advocacy

The Brisbane Inner Southside Tenancy Advice and Advocacy Service assisted some 2021 individuals with tenancy information, advice and advocacy services during the past year. 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 171 households and individuals to prepare for hearings of the Queensland Civil and Administrative Tribunal;
- The Service advocated directly for some 65 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 200 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 supported by the Service at the Tribunal during the year to ensure their participation and understanding when particular barriers may have prevented this.

Housing Information and Referral

The Tenancy Advice and Advocacy Service assisted some 712 individuals and households who were seeking accommodation, or information about housing options and financial assistance during 2012 – 13. The Service provided a range of different forms of support for community members: including providing households and individuals up to date information about private rental vacancies in the local area, information about community and public housing, and those experiencing housing crisis or homelessness with relevant information and support

This work included collating real estate agents vacancy listings and daily boarding house vacancy information; a continuing partnership with Four Walls and a developing relationship with the Brisbane Housing Company to facilitate access to accommodation for residents, maintaining a register and networks with crisis accommodation providers and other relevant emergency support services; and 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 2012 – 2013 some 461 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 224 of these individuals with information, advice services, and some 32 individuals advocacy and support to accessing formal dispute resolution mechanisms.

The Service assisted 248 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 2012 – 13 the Boarders Breakfast enjoyed a high level of participation and support from residents. The Program averaged in excess of 43 participants each week, however a number of the breakfast events attracted more than 55 persons. In total 1593 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 2012 – 2013. 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 have 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 2pm 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.

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 2012 – 2013 the Kiosk had more some 892 visitors seeking support, and attracted a further 220 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 and 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.

A review of the role of the Kiosk commenced during the year, and a new strategy for further activating the site is being developed.



Community Meeting Spaces

Community Plus recognises the importance of providing low cost, diverse, safe and accessible meeting spaces within our local communities. We currently hire or share four venues within the inner southern suburbs of Brisbane, all of which have contributed to community life in 2012-13.

Croquet Club Community Hall

The Croquet Club Community Hall has hosted a vast array of groups, activities, events and meetings over the past year, providing a place for local residents to teach and learn, celebrate, entertain and be entertained, meet and participate. Community Plus has continued to work on the long term development of this Hall, including negotiating with the Brisbane City Council regarding development approvals and longer term lease arrangements and commencing preliminary building investigations. Community Plus was successful in securing a Community Facilities Grant from the Brisbane City Council to contribute to our anticipated construction costs of the Hall development.

Yeronga Community Centre

We have hosted a number of groups and meetings at the Yeronga Community Centre since the completion of our refurbishment works at Killarney Street earlier in the year. These have ranged from educational workshops to more formal meetings and events. We will continue to share this space to provide programs of support, and which enhance local community life.

West End Community House Community Room

The West End Community House Community Room has hosted a range of internal and external programs and groups throughout the year, all of which are directed toward providing accessible necessary support for community members. Community Plus is continuing to seek funding support for the development of the Community Room to improve accessibility and functionality.

Kurilpa Kiosk

In addition to providing a venue for Community Plus+ and partners services for local residents, the Kiosk and Community Park have hosted a range of community events and activities throughout the year. The Kiosk and Park have assisted in the staging of a number of local community celebrations and supported the Community Friends Food Support Program and Food Not Bombs regular BBQ's. We are actively exploring new uses and approaches to this space, with further activation of the site a key goal in the coming year.



Corporate Support

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.

The past year has seen a wide range of support provided to Community Plus and West End Community House by SKM. This has included professional service contributions such as town planning, graphic design, writing and editing and engineering, volunteer support through the Borders Breakfast Program, the SKM Rouleurs Fundraising initiative and the provision of financial resources to support our work.

These contributions are exceptional and have represent a significant investment in the local community. Our gratitude to SKM and staff for this outstanding support.

Brisbane Convention and Exhibition Centre

West End Community House has continued to enjoy a close working relationship with the Brisbane Convention and Exhibition Centre, which has assisted us to build upon the services we offer to the community. During 2012 - 13 the Brisbane Convention and Exhibition Centre worked with Community House to offer a cooking skills group for local community members, hosted a Christmas breakfast at Community House, and catered for a range of activities including our Annual Art Exhibition. Our sincere thanks to the Brisbane Convention and Exhibition Centre for this generous, with whom we hope to continue to work in the coming year.

40K | 40 Days Program

With the conclusion of the 40K | 40 Days Program in the past financial year, we were pleased to take the opportunity to thank our many contributors who made the initiative such a success, including Steve Wilson, who launched the campaign on our behalf. We were hosted by the Stokehouse Restaurant at Southbank and supported by Urban Circus to stage the evening; we thank both businesses for their generous support.



Funding Support

QLD Department of Communities
QLD Department of Housing
Brisbane City Council – National Disaster Relief and Recovery Arrangements
Brisbane City Council - Access and Inclusion Partnership Program
Brisbane City Council – Suburban Initiative Fund
Commonwealth Government – Department of Heritage and Department of Multicultural Affairs
Volunteering Qld

Donors and Supporters

Community Plus has had a wide range of donors and supporters during 2012 – 13 who have contributed to our work, and our local communities: They have included:

The Institute for Healthy Communities	Ergon Energy
Rock Community Care	Stokehouse Q
Vikki Uhlmann	Mary Maher and Associates
Foundation for Regional and Rural Recovery	Pauline and Denis Peel
The Hon Kevin Rudd	Health Care Management Advisors
Sara Branch and Andrew Russell	Australian School of Yoga and Meditation
Alicia Cameron	Hardings Pharmacy
Bruce Braier	Absolute Events and Marketing
Combined Boundary Street Businesses	Reel Image
Urban Circus	Inkahoots Design
Moorooka Lions	Wardell Pty Ltd
Regina Caeli Over 50's Club	Mind Care Counseling Services
April Whittam	Sinclair Knight Merz
Lipscombe University	QUT
St Vincent De Paul South Brisbane Conference	Gill'd West End
Rebel Sports	



Our people

Yeronga Community Centre

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Fiona McLeod
Jo Sullivan

Community Development Worker
Community Development Worker
Community Development Worker (Relief)

West End Community House

Samira Taras
Lyn Canning
Peter Maddern
Lisa White

Community Development Worker
Community Support Worker
Tenancy Advice and Education Worker
Tenancy Advice Worker

Annerley Community Plus

Em James

Community Development Worker

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