

COMMUNITY PLUS+

ANNUAL REPORT



ANNERLEY, YERONGA, WEST END
+ QSTARS

(QLD STATEWIDE TENANT ADVICE AND REFERRAL SERVICE)

18,015



← Number of people accessed community support, information, referral and advocacy services, meals, drop in and resources across Annerley Community Hub, West End Community House and Yeronga Community Centre for the year

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GOV COMMUNITY PLUG +

Our vision

Active centres for strong communities

Our purpose

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 REPORT

Community Plus+ is well placed to continue to live out our vision of facilitating social justice, community empowerment, improved social connectedness and wellbeing throughout Brisbane's Southside.

I am delighted to present the Chairperson's report for 2015/16. It is pleasing to be able to report a very successful year, which saw our program activities broaden and community connections deepen.

A new initiative for the financial year is a three year contract to deliver the **Queensland Statewide Tenant Advice and Referral Service (QSTARS)** for the south side of Brisbane as part of Tenants Queensland's successful tender to deliver the service state-wide. This complements and extends the successful expansion of CommunityPlus+ and sits alongside West End Community House (WECH), Annerley Community Hub (ACH) and Yeronga Community Centre (YCC). This was largely due to the efforts of our committee members Rod Goodbun and Helen Wallace initially and the addition of the service brings our staff complement to 11 FTE staff including a Coordinator.

I would like to give a **huge thank you to our staff**: the Community Development team in West End, Annerley and Yeronga - Melinda, PJ, Jo, Alex, Kath, Christel, Paul, Robin, Julia, Kylie, Gianna, Nikki, Nasreen, David, Leah, Lenny, Andrew and Anna; the QSTARS team - Peter, Kylee, Cherry, Nerida, Paty, Nancy, Kaitlyn and; the Operation team - Em, Melinda, Paul and Kaitlyn for your great skill and dedication.

During the year we said farewell to Paul, one of our WECH community development workers who unfortunately had to resign due to ill health. Paul's contribution to WECH and the overall administration of Community Plus+, particularly IT is very much appreciated.

I would also like to pay tribute to the work of Em James who resigned in July and who served Community Plus+ for four years first as a community development worker and more recently as the Coordinator. Em's contribution to the Annerley community includes the establishment of the Annerley Junction Traders Association, the Annerley-Stephens History Group and the Annerley Community Hub which, have been instrumental to our work in Annerley and across Community Plus+. We also thank her for her contribution as coordinator, for her dedication and commitment to Community Plus+.

A highlight for ACH for the year was the launch of a community café - **small change café**. It is funded through the grant from the Department of Social Services (DSS) and provides a warm, welcoming and relaxing environment on a Wednesday and Thursday afternoon. The support for the café has been wonderful - from volunteers, Annerley locals, mums needing a good coffee on the after-school run and space for community meetings. The small change cafe is unique as it is by donation and so provides a great venue for many people who can't afford a full price coffee or are feeling excluded from the general coffee shop culture.

WECH was the host for the delivery of the first of the **Building Better Communities programs** following the receipt of a grant from the Brisbane City Council. The program was subsequently rolled out to the YCC and ACH communities. A regular program has been established at the **Boundary St, Kurilpa Kiosk** in partnership with **Anglicare** and Community Plus+ volunteers and the ongoing program including the **Art Group** and the **Borders Breakfast** continue to thrive.



- ← Bread donated by Bakers Delight
Yeronga and Brumbys Moorooka
- Sharing a meal
- Produce from the garden
- Garden Outreach at Yeronga
Community Centre Kate, Gillian
and Zach
- The Croquet Club

YCC has had a very active year including the **community breakfasts**, which provide an important opportunity for the community to build on social connectedness and of course to have a wholesome breakfast. There is also a **community garden** which goes from strength to strength and an art group to name but a few.

Another significant achievement was the successful application to be eligible to access the free **Telephone Interpreter Service (TIS)**. This service is critical for our refugee and migrant community members to access our programs.

The newly renovated **West End Croquet Club in Musgrave Park** has exceeded expectations during the year attracting a diversity of organisations from corporate through to community organisations. Hirers included the internationally renowned Bangarra Dance Company.

During the year Community Plus+ raised \$50748 through the hard work and fundraising efforts of the Committee, staff, friends and volunteers. **The Big Bike Ride** in May raised \$9350.00 and I would particularly like to thank our corporate partner Jacobs our staff, committee members and volunteers who took part in the bike ride. Thanks to the many staff and committee members who ran the many fundraising initiatives including jumble sales, market stalls and raffles throughout the year.

Without the tremendous contribution of our partners it would not be possible to fulfil our charter. Community Plus+ is immensely proud of our award winning, **strategic partnership with Jacobs** (a global professional and technical consultancy company), which has been in place since 2009. This year Jacobs has provided strong and regular support through volunteers at our **weekly community breakfasts**. They also apply their diverse professional expertise to our many needs. Engineers helped with the design of a **new 'men's shed'** at Annerley Community Hub, and the graphic design team provide great support with various printed and web based communication material. Planning is well underway for many joint activities over the next 12 months.

The partnership between Annerley Community Hub and **MDA (formerly known as Multicultural Development Association Queensland)** has been important to the interaction with the refugee community. One example of the partnership is the moving and informative **film and discussion night held during Welcome Refugee week** which Community Plus+ hosted and the partnership enabled beautiful Rohingya, Persian and Afghani food along with an aromatic Ethiopian coffee ceremony.

Ross Alexander Manager of the **Davies Parks Markets** initiated a new corporate partnership with Community Plus+ during the financial year. This included a significant donation to the organisation and providing funds to support a staff member to work on the Croquet Club initiative.

Inkahoots who "create for community, culture and ecology" have supported Community Plus+ with design, graphics and our Annual General Report. They are also assisting with the **Trace Art Exhibition and Auction in West End** and continue to offer us their insight with how to position our organisation in the community and broader political frame.

Thanks to partners including Tenants Qld (TQ) in the delivery of QSTARS, the **Anglican**



Great Brisbane Bike Ride
Community Plus+ Team: Susanne,
PJ, Carmel, Christel and Alex.

Church of Australia Yeronga Parish from whom we lease a hall to operate as YCC. Community Plus+ enjoys a really warm partnership with the **Annerley Baptist Church** – our landlord but also a strong support base and friend.

I would like to acknowledge our **volunteers** who turn up each day to support the organization to do what it does...breakfasts, open the doors of our centres, share expertise in computers, art, music. You are all amazing.

And of course thanks to the **government agencies** who support the work of Community Plus+ including Queensland Department of Communities, Child Safety and Disability Services, Australian Government - Department of Social Services, Department of Housing and Public Works and the Brisbane City Council.

Finally, I would like to thank our **Management Committee** who bring their creativity and expertise to ensuring ongoing good governance. Thank you Bob, Carmel, Marilyn, Carolyn, Helen, Bec, Cathy, Norbert, Susanne, Rod and Mike.

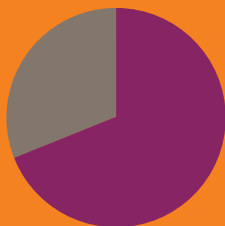
I would like to acknowledge the work of Mike Watkins and Rod Goodbun retired from the committee during the year and welcome Norbert Vogel who joined the Committee during the year.

Finally thanks to our many community supporters, friends and members of the Community Plus+ local support communities for their incredible efforts.

I look forward to working with you all next year as we consider options for creating permanent accommodation for the centres at Annerley and Yeronga. Other challenges include ways of responding to the increasing trend of homeless and vulnerable people visiting our neighbourhood centres.

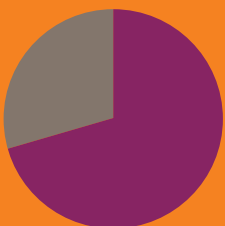
Pauline Peel

Community Plus+ users who
interact in the community
with people they met at one
of our centres



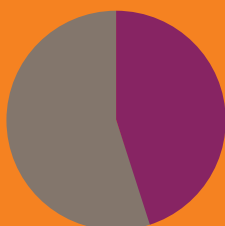
69%

Community Plus+ users who
have made new connections
through the centres



71%

Community Plus+ users
who have met with new
connections outside the
centre



43%

OLD STATEWIDE TENANT ADVICE AND REFERRAL SERVICE (OSTARS)

"I just want to thank you from the bottom of our hearts for listening to our case and your invaluable tenancy advice – both with the legal process and emotionally. It's been a hard few months and having you around gave us a sense of peace and restored our faith that there are good people out there! We truly cannot express how important your input has been and don't know what we would have done without you" (Ebonie)

Welcome home

Community Plus+ has a long and proud history of providing tenant advice and advocacy through the former Tenant Advice and Advocacy Service (TAASQ) program based at West End Community House. We were thrilled to join with other community partners in a combined submission with Tenants Queensland, when the Palaszczuk government opened the newly funded and revised tenant advice and advocacy program for tender.

The Queensland Statewide Tenant Advice and Referral Service (QSTARS) was officially launched in October 2015. Community Plus+ has responsibility for providing tenant advice and advocacy to tenants in the Brisbane local government areas south of the Brisbane River. As a tier 2 partner, Community Plus+ provides advice and advocacy to tenants with a higher level of need, including representation at the Queensland Civil and Administrative Tribunal (QCAT).

The Community Plus+ QSTARS team:

- acknowledges home as a human right, working within a social justice framework
- respects the strengths, capacities and lived experience of local tenants
- works with tenants collaboratively to understand and enforce their tenancy rights

Beginnings

Em James and Nancy Cole laid the groundwork for bringing tenancy advice and advocacy back home to Community Plus+, ensuring the new team would have the space and resources to begin working with tenants. Conceived as a mobile service with a handful of set locations, recruitment occurred in November/December with the team appointed to commence in January 2016.

Cherry, Kylee, Nerida, Paty and Peter commenced their induction, facilitated by Em and Nancy, in mid-January at the Annerley Community Hub, with the service open for referrals from Tenants' Queensland at the beginning of February.

Given the vast area to be covered, the team was able to draw upon existing community connections to establish a series of community access points (CAPS) to enhance accessibility of the service for tenants. Connecting tenants to their local community centre has been a key focus of the team. The team successfully negotiated community spaces for tenants to access the service. Similarly, the team forged new partnerships with a range of community services, to enhance timely and appropriate referrals.

The working relationships with our CAPS is deepening as we develop mutually beneficial strategies for engaging with tenants. In this start-up phase, we have continued to trial innovative models of service delivery across several locations. Currently we offer tenant advice and advocacy from the following CAPS:

- Acacia Ridge & District Community Centre – Monday to Friday
- Annerley Community Hub - Monday to Friday
- Sherwood Neighbourhood Centre - Wednesday afternoons
- Elorac Place – Friday
- West End Community House – Thursday
- Richlands Magistrates Court – Wednesday mornings
- Inala Hub – Thursday
- Wynnum –Tuesday

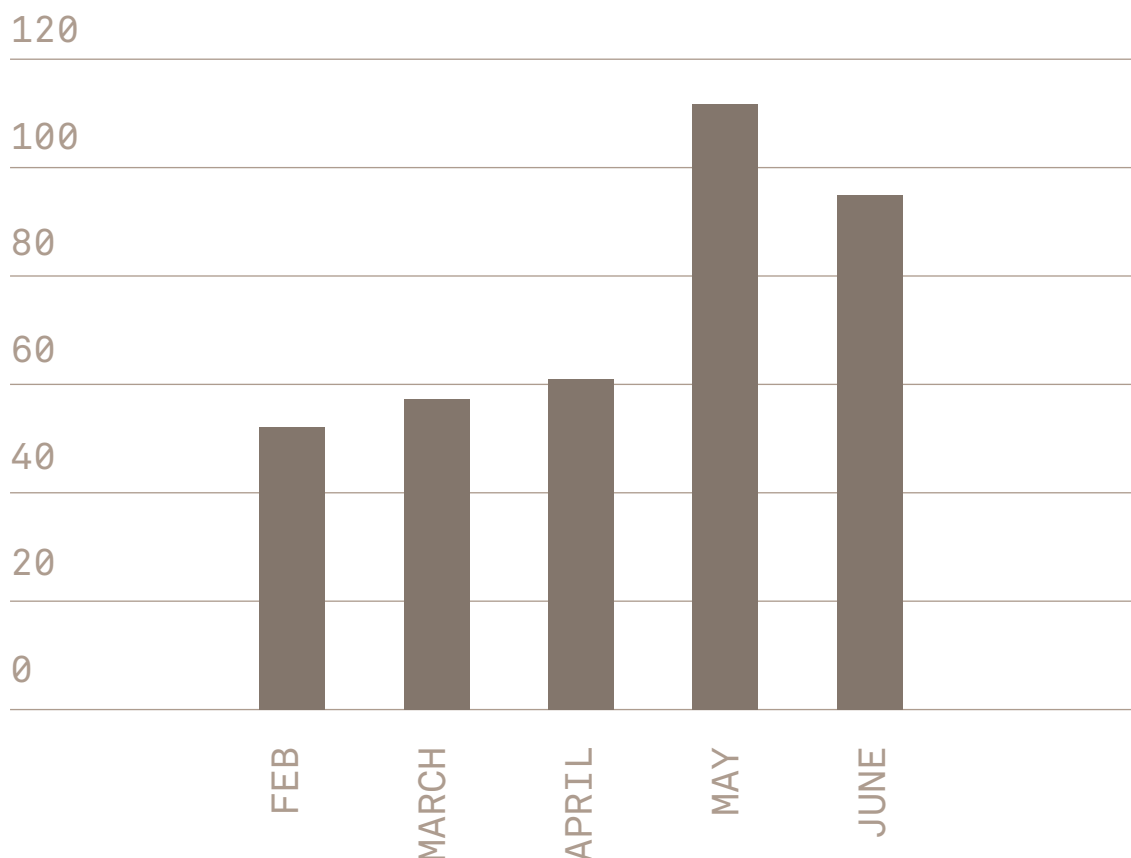
379

Total Number of People Accessing
QSTARS over the 5 months since
its inception

Referral statistics

The QSTARS model is built around a central phone hub, available to all Queensland tenants, run by Tenants' Queensland. The Hub refers tenants in our area to Community Plus+ based on an assessment of need and the complexity of the tenancy matter in question. As a tier 2 and tier 3 provider of services, the Community Plus + QSTARS team provides a range of collaborative responses to empower tenants to know and assert their rights.

Total Monthly Referrals



Break down of referrals

Month	Tenants' Qld referral	CAPS/ Self referral
February	45	8
March	37	20
April	37	24
May	86	27
June	69	26

Tanya

Tanya a young Indigenous woman who is supporting her husband who experiences ongoing mental health issues. Tanya has three children under 9 years of age, including a baby.

When we first met Tanya with her support worker from Kyabra, we were struck by Tanya's commitment to staying in her home as a way of keeping her family together and remaining connected to the local community. Similarly, we were struck by the overwhelming fear that Tanya had of losing her home and the flow-on effects this would have on her role as mother, partner and her mental health. The fear of homelessness was paralysing for Tanya.

Tanya was facing a Warrant of Possession QCAT hearing in a matter that had been ongoing with the Department of Housing since 2015. The matter had been adjourned twice, with the next hearing scheduled in four weeks.

Our mobility meant that we were able to meet with Tanya and her existing supports in a place that Tanya felt comfortable. Accordingly, we were able to draw upon our existing relationship with Kyabra, to quickly establish a trusting and respectful relationship with Tanya. This enabled us to establish the core tenancy issues at hand and to discuss how we might work with Tanya to respond to the Warrant of Possession. Importantly we were able to learn that Tanya is a talented Indigenous artist whose long term goal is to finish her business studies and assist her Aunt in developing the creative abilities of the Indigenous community under a business model owned and operated by Indigenous people.

Tanya felt heard, respected and empowered to share her tenancy history with us. When Community Plus+ became involved, the family had been living under the threat of losing their home for 7 months. The stress that this had placed upon an already vulnerable family was immense. It is testament to Tanya's strength and resolve that she was able to remain engaged with services, collect all the supporting paperwork and letters required for each QCAT hearing, as well as continue to support her neighbours and community. Tanya was relieved that we were able to assist with the tenancy rights issues and to help her understand the nature of the QCAT processes. As a partner of Tenants' Queensland, Community Plus+ was able to draw on their expert legal knowledge to draft the QCAT submission.

Community Plus+ assisted Tanya with drafting the QCAT submission, collating the paperwork, and support during the hearing. We met face to face with Tanya once a week to discuss how everything was going, check all supporting evidence was being sourced and identify any gaps in the evidence. Critically we were able to empower Tanya to tell her story, engage with the legal process and maintain a positive relationship with the Department of Housing.

At the QCAT hearing the adjudicator dismissed the Department's application, resulting in Tanya and her family meeting their desired goal of remaining in their home.

Damon

Damon, an older male with significant health issues, was referred to Community Plus+ via the TQ HUB. As mobility was a challenge for Damon we were able to arrange access for him through a recently established meeting space the electorate office of his local member. Damon felt comfortable meeting us in this space, allowing us to quickly build a trusting relationship. This was critical as the matter had an urgency due to the particular area of tenancy law involved. Damon was facing a potentially binding tenancy agreement in a property that he argued should be condemned.

Damon felt particularly vulnerable as his tenancy dispute was with a 'notorious' group of real estate agents. Removing access barriers meant Damon had the energy, in a space in which he felt comfortable, to draw on his existing social supports to assert his tenancy rights. Through the provision of timely tenancy advice in a safe and accessible meeting space, Damon was able to engage in the formal dispute resolution process and retain a sense of agency even though he experienced the dispute as both hostile and distressing. Feeling safer and empowered, Damon was able to self-advocate to the Department of Housing around his changed circumstances, resulting in a successful offer of a new home.

QSTARS Mobile Site



[ACH]
[ACH]

ANVERLEY COMMUNITY HUB

The small change café has employed its first casual staff member, Jamie, a young deaf man, was originally told that he would not be able to realise his dream of becoming a barista since some barista trainers they approached believed he would not be able to hear the milk frothing. Thanks to some volunteers and our staff member, Alex, he is now employed in the café and makes the best coffee in the small change café.

ACH has continued to thrive in its second year of operation with a large number of volunteers and community members coming together to create a caring, respectful space. The work that the staff and community have focussed on this year has been finding unique ways of reducing people's feelings of isolation and increasing and harnessing the capacity of all people in the community to help one another.

ACH staff have used community development frameworks to strengthen and enhance individuals and group capacities to produce activities which are volunteer led and driven by the needs of those who access the centre from the wider community.

ACH has great ties with the local community including strong partnerships with businesses, schools, faith-based organisations and community groups. Partnerships with local businesses and organisations have continued to thrive and, among many others, the Hub has worked with the Annerley Baptist Church, Annerley Community Bookshop, Annerley Junction Traders Association, Annerley-Stephens History Group, Junction Park State School, MDA, Churches of Christ and Campos Coffee.

small change café

With funding from the Federal Department of Social Services, ACH has opened a small social enterprise café with barista-made coffees, drinks and cakes with payment by donation. This space was envisioned as part of the community centre and open house space where people could sit and enjoy a café atmosphere without feeling the need to pay or fear they would be





← Nasreen and Jamie in the small change café

moved on once they had finished their meal. Extensive work has been undertaken since the Annerley Community Development program began in 2013 which has found that Annerley lacked a space which was open in the afternoons and welcoming of people from all walks of life.

The cafe is run by a dedicated group of volunteers who bake, set up and serve the food and drinks on Wednesday and Thursday afternoons in a leafy courtyard. The tables in the seating area were handmade by a local business Homemade Home and include a long community table where people who may not know each other sit and conversations begin which will hopefully lead to new friendships.

The Hub Community Garden

The community garden at ACH has continued to grow and evolve, with regular attendees every Tuesday, as well as weekend workshops around specific subjects such as wicking beds and composting. The produce from the garden is used by the cooking group to provide emergency meals for local people, and is also given out fresh to people who need it. A local artist has volunteered to make a permanent sign for the garden (and the café) which will be a process that will be undertaken over a number of months.

The Community Ideas Carpark

ACH is the youngest of the three centres and has flourished both in number of visitors, volunteers and new groups in the past year due to the reputation of our other Community Plus+ programs. To ensure that every idea is given the time and energy it deserves, staff have created a visual tool to guide this process. This takes the form of posters of a Carpark, Neighbourhood and Highway to depict ideas that are 'Parked', 'Being Resourced' and 'Operating Independently'. This has allowed staff and volunteers to encourage community members to put their idea onto the board to gauge interest and find a group of people who share a common goal. It also means that all ideas are written down and kept as possibilities for the future. In the first few months using this framework, ACH have been successful in forming a Scrabble Group, the small change café and a Cooking Group with around six more group ideas in the Ideas Carpark for future resourcing.

Open House

In a climate where there are increasingly fewer services to refer to, ACH has found that more people find themselves with limited or no access to vital assistance to address issues affecting their daily lives. This has meant an increase in staff and volunteers working in a crisis support role in the absence of more structured alternatives. To assist with this more intense workload, ACH has taken on a placement of Social Work students from QUT & UQ who have assisted by speaking with people in crisis along with sharing their knowledge from their course work.

Crisis support is an ongoing challenge for ACH and across the organisation and sector which encourages staff and supporting community groups to find unique ways of assisting people in serious crisis such as domestic violence, homelessness and insecure housing as well as assisting those with complex mental health needs.

Events

- This year, Annerley Community Hub joined with MDA (formerly Multicultural Development Association) and the Annerley Baptist Church to bring together people from diverse backgrounds for a movie night and panel, 'The Road to Tooleybuc'. Staff identified that welcome week coincided with Ramadan, meaning that Muslim people were unable to eat during the day which meant the event was held at night as a celebratory Iftar. The panel included people from refugee backgrounds and those who work with refugee communities which meant there was a robust and informative discussion which was led through questions from the crowd. It was a beautiful, joyous and celebratory event of people from all cultures.
- The Annerley Junction Jumble Sale and subsequent Christmas Fair were both huge successes with large numbers of shoppers and stallholders. Feedback from traders was extremely positive. These events have been operating in partnership with Community Plus+ and the Annerley Junction Trader's Association since December 2012 and they continue to be an important part of community celebration and inclusion. This year the Junction Jumble Sale was supported by MDA and there were paid performers and stallholders given free stall spaces who came from culturally and linguistically diverse backgrounds.
- Roman Spur from spurtopia hosted a workshop at Annerley Community Hub where he showed participants how to make a self watering garden bed out of an old bathtub, and mini versions out of broccoli boxes.
- Culture in the Kitchen was another collaboration between ACH, MDA and the Annerley Baptist Church. With the help of volunteers from all organisations there were three events in this program where people from multicultural backgrounds cooked with other local people and presented Afghani, traditional Australian and Aboriginal Bush Tucker and other cultural feasts along with information about each culture and history.

Groups, Activities and Events held over the year:

Open House, Swap Shop, Resume Help, Monday Morning Art Journeys, Scrabble Tournament, Cooking Group, Community Gardening Group, Computer Literacy Workshops, small change cafe, Community Cafe Pop Up, Annerley Junction Jumble Sale, Annerley Junction Christmas Fair, Garage Sale Trail, Culture in the Kitchen, Annerley Junction Trader's Association, Annerley Stephens History Group, Homelessness Collaborative Action Group,

Stories from the community who visit the Community Centre

A regular CALD visitor, English student and Volunteer said that when he was at his house, he was bored and felt useless. With help from people at ACH, he has been able to get a few job interviews, find some casual employment, increase his English language skills and do meaningful volunteer work at the Hub. He said that ACH made him feel valued and like he wanted to go out and make something of his life. He said, 'We are all just people and you have treated me like the best one.'

A local CALD woman had been visiting the Hub for twelve months as she attended the free English Language class offered by the Annerley Baptist Church twice a week and visited the hub to enjoy the atmosphere and learn new skills. She had sat her Australian Citizenship

Test twice but had unfortunately failed both times. The Hub's volunteers helped her with her most recent attempt where she passed. This was especially exciting since she was unable to read and write in her first language but had learned these skills in English. The test was also conducted on a computer and she had not used one before coming to the Hub to get help with the test.

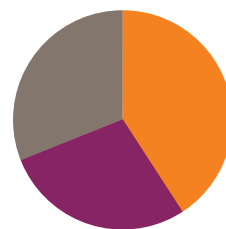
A local Senior, who regularly attends the Hub, forwent his ticket to the cricket because he believed that being in the Hub the day after the Paris attacks was more important to welcome people who may be of Muslim faith and make them feel accepted as he felt they would be feeling scared and concerned for their well-being. He is a vocal Christian who decided to love his neighbours regardless of religion and instead of ignoring the situation, he wanted to be there for those who needed him most that day.

A man arrived at The Hub in the afternoon after open house had closed and knocked on the door. Staff opened up and he asked them shyly for some food and clothing which they were happy to be able to provide. He spoke about how he was in the circus for 23 years before suffering a stroke 3 years ago which affected his cognition, and, finding himself friendless and homeless. He had struggled to keep himself fed, washed and with a roof over his head. He has a dog, 'Old Bill Bailey', who keeps him company at the place he is squatting and he told us that he moved into this spot after being attacked and bullied at another place. He was a kind and proud man who needed the basics to make himself feel a little better.



Numbers of occasions
accessing community
development,
referral, advocacy
and support at each
centre

4977



Yeronga
Community
Centre

5501

West End
Community
House

7260

Annerley
Community
Hub



Alex and volunteers at Annerley
Community Hub

[WECH]

WEST END

COMMUNITY HOUSE

WECH has undergone many changes in the last year including new staff and exciting new initiatives. Current staff Andrew Webster (Centre Based Community Development Worker), Robin Taubenfeld (Community Arts Development Worker), Kylie Deen (Murri Community Development Worker) and Christel Palmer (Outreach Community Development Worker) acknowledge the work of previous staff member Paul Penn and all our wonderful volunteers and partners in the fantastic community initiatives outlined in this report.

Individual Support

Open House Inclusion Work

WECH offers a safe, friendly and engaging open house space for all community members Monday to Thursday 9am – 1pm. This year has seen the further development of an “inclusion team” of volunteers trained in building supportive relationships with community members and connecting them to other people, groups and activities in our centre and local community. We have also seen an increase in local Indigenous people connecting with the open house space through relationship with our new Murri community development worker Kylie.

Information & Referral

WECH assists community members in finding relevant information on needs and issues they are facing and linking into appropriate referral pathways. This year has seen an increase in shared peer knowledge and support in the open house space. With the help of our wonderful UQ students C+/WECH has now developed an up to date referral resource for people seeking assistance for a range of needs.

Individual Counselling

Arietta Carson from Mind Care Psychology has made a great contribution to our services by providing confidential counselling and psychological care to Individuals, couples and families who otherwise would not have access to that service. All counselling services are bulk billed and appointments are available on Wednesdays and Thursdays between 9 am and 3 pm.

QPILCH

The Queensland Public Interest Law Clearing House (QPILCH) has been providing free legal advice to community members fortnightly on a Thursday 9am – 10am. This service has been well attended and beneficial for community members needing this kind of support.

QSTARS

WECH has been happily hosting QSTARS workers this year who have supported many of our community members with tenancy related issues.

Group initiatives

Music Inclusion Project

WECH partnered with Tom Smith and the Whoopee doo Crew to launch a Music Inclusion Project in West End with the resourcing of a grant from the Brisbane City Council Community Development team. The project has seen more than twenty people on the margins in West End write and share their stories through song, both in a group and publicly at different local events and music venues. Many local musicians have connected with the group where relationships and collaborative ventures have formed. A huge success in community inclusion!

Community Art Group (WECH Art Group)

The Community Art Group has had a fantastic year with artworks being included in many exhibitions including The Mental Illness Fellowship Queensland Exhibition and Art from The Margins. The group also held their own exhibition at Tempo Café in West End where many artworks were enjoyed by local residents and some purchased! The art group continues to run with facilitators provided by Micah with support from our Community Arts Development Worker Robin and several volunteers.

Community Playgroup

The Community Play Group continues to attract many local families and is supported by a group of keen volunteers. Parents and children enjoy the safe, inclusive and fun atmosphere the volunteers create and enjoy connecting with other families in their local neighbourhood.

Computer Literacy Support

The computer literacy support program continues to be popular with community members who drop-in to the centre. Many community members have had assistance setting up email and Facebook accounts, applying for jobs and accessing community information. We have two committed volunteers for this group who have found the experience to be a mutual learning process.

Community Breakfast (aka Borders Breakfast)

The Community Breakfast has grown in size and conviviality in the last year. As well as providing a tasty breakfast, volunteers have been building meaningful relationships with some of the most marginalised people in our community. With the great work of our Murri worker Kylie we have seen an increase of local Indigenous people attending the breakfast. Community members continue to appreciate the easy access to Centrelink Services and Anglicare Street Nurses at the breakfast.

Community Gardening Group

This year WECH saw the continuation of its small but productive community garden this year. The aim of the gardening project was to connect in community members who have an interest in gardening, to increase the feeling of greenspace at 4 Norfolk Rd and to contribute produce to the community breakfast and the West End Bulk Buyers group.

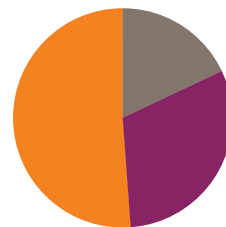


Details from art produced at
the West End Community House
Art Group



Number of occasions
people volunteered
at each Centre for
2015-2016

598



Yeronga
Community
Centre

348

West End
Community
House

1003

Annerley
Community
Hub

Community Education

Building Better Communities course

C+ received a grant to run an 8 week course for West End about Community Development practice with local residents. The course, designed by Praxis (a Brisbane-based community development cooperative) was facilitated by local community workers Dave Andrews (Praxis Co-op), Neil Barringham (A Place to Belong) and Christel Palmer (WECH). 25 local residents, volunteers and community workers completed the course and reported an increase in understanding of community development processes and practice. Six different local community organisations and groups were represented at the course which was a great opportunity to plant the seeds of collaboration.

Volunteer Development

Volunteers at WECH have had some exciting opportunities for development through individual mentoring and group training. Group workshop topics included team development, role training and dealing with aggressive behaviour. Volunteers have reported an increased sense of empowerment and support in their role and we have seen an increase in volunteers from the local area.

Student Placements

WECH has hosted three student placements this year. Students have been quickly immersed in the life of the centre, supporting the inclusion team and group activities. All our student placements have enhanced the resourcefulness of WECH to the local community in their own way, including developing a useful information and referral guide for visitors to the Open House space.

Community Outreach

Create West End

A key project of West End Community House this year has been "Create West End" – a weekly event of music, art, coffee and conversation at the Kurilpa Kiosk and People's Park on Boundary Street in West End. The enthusiastic team of volunteers have worked to develop a warm, fun and inclusive space where anyone from the local community can come to connect and create. The event has been so warmly received by the community that local residents started, on their own accord, making donations of baking, tea and coffee to support the project. Other highlights have been local buskers joining in with the music and a market day combined with Lotus Place crafters.

Community Partnerships

Partnership

WECH has continued to foster a strong partnership with local engineering firm Jacobs. The Davies Park Market are a very welcome new partner and Jacobs continues to support WECH in various ways which we are very thankful for.

West End Bulk Buyers (WEBB)

WECH staff assisted the genesis of a new organic food bulk buying group based at WECH. Attracting more than 20 local residents, WEBB is a welcome tenant and partner at WECH. WEBB members have now formed a food justice team who is keen to donate tomatoes and mushrooms to the community breakfast and assist the garden group in starting a compost project. The group also experimented with a volunteer-for-food arrangement with people on a low income.

Community Venues

The Kurilpa Kiosk (leased by Community Plus+ from Brisbane City Council) is becoming a community venue with increased use from the local community. Several community groups have used the Kiosk including Community Friends, Brisbane Free University and Food Not Bombs. The Kurilpa Kiosk is a free-to-hire space managed by WECH.

West End Croquet Club

West End Croquet Club (leased from the Brisbane City Council) is a community hall which this year saw the renovations completed and opened for community, corporate and private hirers.

The facility has proved to be a popular venue hosting events by various groups, such as dance troupes, community fundraisers, drumming classes, poetry gatherings just to name a few. We thank the community for their support of this venue and the sub committee who have been instrumental in securing additional grant funds to complete the interior fit out and ensuring the venue is well patronised and maintained.

Community Events

Close the Gap Day Event

West End Community House partnered with Micah Projects, ANTAR and Oxfam to host the West End Close the Gap Day at the People's Park in West End again this year. The event was well attended and helped to increase community support and collaboration around Indigenous Health.

Great Brisbane Bike Ride

WECH staff and Community Plus+ Management Committee members joined staff from our partner organisation Jacobs to participate in the Great Brisbane Bike Ride. \$9350.00 was raised for the work of Community Plus+.

NAIDOC week yarning circle

This year WECH decided to celebrate NAIDOC week with a post-breakfast yarning circle. Facilitated by Kylie Deen (ANTAR and WECH staff) the yarning circle was a space where people could share their story, songs, connection to the land and talk about local issues. Twenty local Murri and non-Indigenous people attended the event and reported it to be a significant event in the life of WECH.

Number of People who were
referred to a service (total
across the 3 centres)

1622

YERONGA COMMUNITY CENTRE [YCC]

It has been a fantastic year at Yeronga Community Centre. We welcomed our new community development worker, PJ Humphreys, in July, who has been warmly welcomed by the Yeronga community. We have added to the Open House program this year with a new painting and yoga class and seniors movie morning. Regular events were also held during the year with seniors excursions, Melbourne Cup day lunch as well as an Open Day and Christmas Garden Party. The Community Breakfast program has continued to go from strength to strength and providing a safe and inclusive space for people to connect and share food together. Together we are building a more connected and empowered community.

Painting Group

One of our most treasured seniors, Betty, who was affected by the 1974 and 2011 floods was sharing a photo of a painting she did post the 1974 flood and how much it helped to lift her spirits while her husband was at work during the day. Others also expressed interest in learning to paint and so after a couple of phone calls we had found the most fabulous art teacher, Rosemary MacBride who facilitates this class. There are regularly 15 people who attend every week and have created some masterpieces. Their works have been made into gift cards that are being sold at local events to self fund the group's materials.

Yoga Class

Pam and Kellie are local to Fairfield and West End and newly trained yoga teachers. YCC helped them to set up a regular class at Yeronga. There is no other beginners class in the area and it is priced to be accessible to the community to encourage and promote mental and physical wellbeing. Kellie has taken on other opportunities and Pam has continued the early evening class with a great following of regulars. Pam is a lovely, gentle and encouraging teacher where everyone is welcomed.

Community Breakfast Program

The breakfast program in 2015-2016 was conducted for four school terms this year. This was the first time YCC was able to deliver the program during each term. This was made possible due to funding received from Councillor Nicole Johnston, Lions Clubs Q1 and donations made by various local businesses. It is also the dedication of our volunteers, who without them, we would not be able to provide this program to over 100 people per week. The total numbers of attendees was approximately 3000 people from our catchment suburbs and across all ages: from toddlers to 90 year olds and including many of the students from the primary and high schools in Yeronga.

Volunteers

The breakfast volunteers led by Marion (Kitchen Queen) and Darvall (BBQ King), Susanne and Sue made the breakfast run like clockwork week in week out. The program supports community engagement and interactions among people in the community. Many different issues are discussed over breakfast where community members are encouraged to support each other. Staff are also on hand to provide relevant information, referral and support when required. This program enables full time workers and students to volunteer before going to work or school and we encourage others to come and enjoy the vibrant community feel at the community breakfast.

YCC thank our breakfast volunteers for the great support they give to the community breakfast program each and every week, we know in 2016-2017, the program will continue to flourish with their support.

Breakfast and Politics

This year we held a special breakfast morning called Breakfast and Politics.

All of the Moreton candidates running in the 2016 Federal election were invited to the Community Breakfast and on 15th June three candidates attended. The Labor candidate (Graham Perrett), Greens candidate (Dr Kristen Lyons) and Nick Xenophon Team (Des Soares) attended and were available to discuss issues. The breakfast event had a great vibe with 130 people in attendance. It was also exam time for the high school students so they were enjoying feeding their brains on the way to school.

Seniors Excursion Program

The Seniors Excursion Program at YCC has been successful again in 2015-2016 with 4 excursions to various places in South East Queensland. The Seniors program was co funded by Lions Clubs of Queensland and Community Plus+ YCC. The bookings for the excursions highlighted the need in our community for seniors to socialise and share experiences with others from their community in a safe environment with support from YCC staff and volunteers.

Clydesdale Excursion

Seniors Week 2015, YCC took 24 people on a day excursion to the Strathgordon/Clydesdales Farm at Woodford, where the wonderful Harry and Marlene shared their wealth of knowledge and told many stories. It was a highly successful and enjoyable day. The group arrived at the Strathgordon Farm first where we had morning tea surrounded by farmland, horses and peacocks. It was wonderful to breathe the fresh country air. After feeding the horses and seeing the Clydesdales in action we went onto the Woodford Village Hotel for lunch followed by a stroll of the main street. The ladies partook in a little clothes shopping at a local hairdresser salon that had free clothes! One of the seniors organised a raffle and raised \$80 and we also had a lucky door prize so lots of winners on the day. There has been many positive comments and feedback received such as 'when is the next bus trip' and 'it was wonderful'. The relationships and connections that are strengthening are evident after each excursion.

Bribie Island

The seniors group at YCC assisted in organising the bus trip to Bribie Island on the 22nd February. 26 seniors attended, (several new seniors and lots of familiar faces) bound for an exciting day out and about at Bribie Island. Many of the seniors went for a swim in the ocean in the patrolled area and enjoyed being in the ocean. Jeni one of the regular volunteers loved being in the ocean, feeling the waves and sand under her feet. Others went for a walk to the



Darvall - King of the BBQ



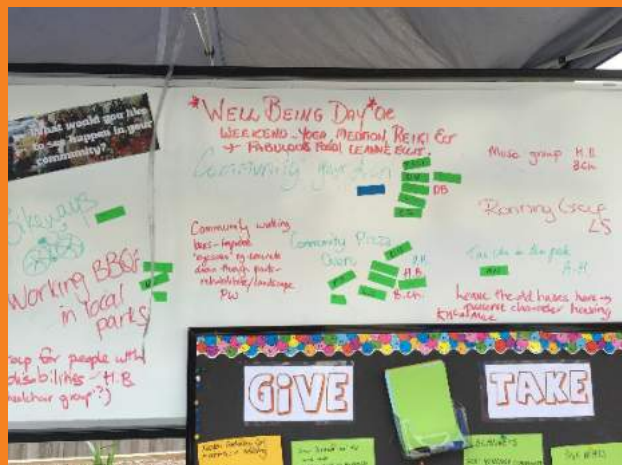
Painting class

Community Breakfast Full House during State of Origin Week.

Enjoying the beach at Bribie Island

Visiting the Clydesdales at Woodford





Dr Kristen Lyons, the Greens candidate for Moreton, talking to Yeronga State High School students.

Christmas party Yeronga.

Community Development Process

Volunteers: Mark, Mike and Ian

park overlooking the beach and enjoyed the fresh sea air in their lungs and the sunshine on their faces. Lunch of chicken, salad, bread rolls, etc. was served picnic style at Bongaree, this was prepared in the morning by the staff and volunteers. The seniors enjoyed each other company, catching up with old friends and meeting new ones. Participants said they had a great day and thoroughly enjoyed it.

Cedar Creek Winery and Glow Worm Tours

23rd May 2016 – the group travelled to Tambourine Mountain to Cedar Creek Winery and Glow Worm Caves. On arrival the groups spilt into two, one went on the glowworm tour first, which included a brief introduction and explanation about the caves and its construction. Once each group had concluded the information video, they were given small glow sticks to wear so they were able to see where they were going in the cave. The cave was dark and the tour guide showed the seniors different stages of the glow worms with a red light torch (the only light that doesn't disturb the glow worms) and they were able to look at the beautiful lights that were produced by the insect. The other group enjoyed the beautiful lake and rainforest surrounding the winery. The groups then swapped. They all enjoyed morning tea in the gardens and then tasted the wine produced at the winery with information on each wine and its origins. The seniors then enjoyed a lovely lunch at the restaurant which has views over the lake. A wonderful day was had by all and we delivered very tired seniors back to YCC that afternoon.

Comments from participants:

"I had a wonderful time and it was the most enjoyable day of this year so far" ;

"I cannot believe that YCC staff can organise all that and I wanted to pay extra as I felt it was such good value."

Ipswich Rail Museum

24 seniors visited the Ipswich Workshops Railway Museum. The seniors enjoyed a morning of guided tours of the Ipswich Workshop Railway Museum. They enjoyed being out and about sharing stories of how they have been on trains in Queensland and the world. The staff at the workshop were interested in the stories that the seniors had to share and asked some seniors to be involved in their story telling program, which happened in subsequent months. These excursions with the opportunity to spend time together is really valued by the seniors and we want to thank volunteers/students for making the excursions run smoothly through your assistance.

Open Day - Saturday 24th October 2015

YCC held a Car Boot Sale/Open Day on Saturday 24th October as our Open Day in conjunction with the nationally held Garage Sale Trail Day. This was an opportunity to showcase the activities and programs of YCC. There were 15 stall holders

Some of the highlights were:

- 15 stall holders selling a variety of wares
- Approximately 300 people attended
- Most people were local to Yeronga, Yeerongpilly, Moorooka and Annerley
- 30 volunteers contributed to making the event happen.
- 60 plants were sold.
- \$800 was raised from the BBQ, coffee, cakes and plants

- * The feedback received was that it was a fun, well organised and low cost event, the kid's activities were a good initiative and a way to meet and connect with others in the community.
- * We asked people 'What would they like to see happen in the community'. The ideas with the most interest and energy was for a community garden and community pizza oven.

Yeronga Community Gardens Group

From the community engagement process at the Open Day a newly formed Yeronga Community Gardens group has formed. This involved facilitating four months of meetings with local residents while they explored various sites and options for a community garden. The group are providing new energy to YCC's garden space and exploring other options in the community. The interim steering committee are working hard to establish permanent sites and/or sites, membership drive and policy and procedures.

Christmas Garden Party - Wednesday 16th December 2015

We successfully obtained funding through the Lord Mayors Charitable Trust for a Christmas Party which was utilised by having the party catered so that minimal assistance was required for the party to allow our volunteers and community to enjoy an end of year celebration. Some of the highlights were;

- 64 people attended
- Through the Lucky Door Prizes we gave away Lions Christmas Cakes, Coles Vouchers, Hamper, Picnic Blankets. Prizes were donated by Minister Mark Bailey, Graham Perrett MP, Councillor Nicole Johnstone and Brisbane Housing Company.
- Everyone received a gift which was either a potted basil plant arranged by our garden volunteers or sweets made by Yeronga State School Out of School Care.

* The feedback received was that it was a fun and enjoyable evening. There was also feedback that they would have liked some entertainment at the event.

List of groups and activities held at Yeronga

Seniors Morning, Seniors Cooking, Seniors Movies, Bread Basket, Playgroup, Meditation, Community Breakfast, Gardening Group, Garden Outreach, Computer assistance, Craft and Painting Group, Yoga, Farsi Mothers Group, Seniors Excursions, Vacation Care Groups visiting centre, Open Day and Car Boot Sale, Yeronga State School Fete Stall, Christmas Garden Party, Melbourne Cup Party, Koala Joeys.


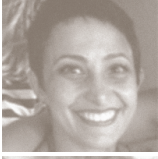





Ian, Shirley and Denis at the Yeronga Christmas Party

Councillor Nicole Johnston and community members enjoying the Christmas Garden Party

Andrew, Rani and Roger enjoying the festivities at the Christmas Garden Party



	Pauline Peel / Chair
	Bob Speirs / Secretary
	Carmel Towler / Treasurer
	Marilyn Trad
	Carolyn Peterken
	Helen Wallace
	Cathy Boman
	Susanne Cooper
	Bec Langdon
	Norbert Vogel (Joined May 2015)
	Mike Watkins (Member up to end May 2016)
	Rod Goodbun (Member up to end Sept 2015)

OUR COMMITTEE

Community Plus+ is a not-for-profit community development based organisation providing services for residents and the broader community of the inner southern suburbs of Brisbane.

Community Plus+ creates welcoming and active spaces where people can meet their neighbours, access support and work together to create positive change in their community.

You can support us through volunteering at our centres, donating funds or skills, or becoming a friend or a patron. <http://communityplus.org.au/home/get-involved/be-a-friend-or-patron/>

Your donation will go directly to supporting those who are sleeping rough or homeless, senior citizens, refugees and migrants along with other disadvantaged people on Brisbane's inner south side with centres in Yeronga, Annerley and West End.

Donations can be made online by credit card /direct deposit or at our centres.

Annerley Community Hub

Phone 32559982

annerley@communityplus.org.au

West End Community House

phone 32172333

[email westend@communityplus.org.au](mailto:westend@communityplus.org.au)

Yeronga Community Centre

phone 38482285

[email yeronga@communityplus.org.au](mailto:yeronga@communityplus.org.au)

Queensland Statewide Tenant Advise and Referral Service (QSTARS)

phone 1300 744263

West End Croquet Club

enquiries and bookings

www.westendcroquetclub.com



www.communityplus.org.au

West End Family Care Services Inc