

COMMUNITY PLUS +

**2016
|
2017**

ANNUAL REPORT

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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.

Chairpersons Report

Community Plus+ has experienced a year of change and growth. We have built upon our existing programs and developed a plan for a sustainable future. The QSTARS team in their first full year of operation have made a real difference for tenants of the south-side of Brisbane; the *small change café* social enterprise project in Annerley created training & employment opportunities, and the community centres in West End, Annerley and Yeronga continue their successful work through, centre based and outreach activities across the inner southside.

Winning awards for these programs is testament to the passion and ability of our team. Cherry Northam (QSTARS) won the **Annual Statewide QSTARS Grit and Determination Award**; Alex Skinner (Annerley) won **Special Care Central 'Employer of the Month' Award** for his work with the *small change café*, and Jamie who has trained as a barista and works at the *small change café* won **Special Care Central 'Employee of the Month' Award**. Hazel Aue, volunteer at Annerley was recognised as a **'Digital Champion'** by Advance Queensland for her contribution to improving computer literacy and Nasreen Herold from the *small change café* was awarded a **2017 Griffith Australia Day Award** for her contributions to community.



We undertook an organisational alignment process, which sets the foundations for our organisation into the future. The state government completed major renovations at West End Community House (WECH) and the Yeronga Community Centre moved to a temporary home at the local Scout Hut.

Partnerships are fundamental to our effectiveness, and we are fortunate to have outstanding partnerships across all sectors; government, corporate and community. I would like to acknowledge and thank the Qld Department of Communities (DOC) for their ongoing support particularly through the Neighbourhood Centre program. They responded positively to our request for rental support for our Yeronga and Annerley community centres. The Queensland Department of Housing provides funding for tenant advocacy, and Community Plus+ is pleased to partner with Tenants Queensland to deliver this much needed service. A Community Capacity Building Grant from the Commonwealth Department of Social Services (DSS) enabled us to undertake valuable skills development in Annerley and establish the *small change café*. We also thank Brisbane City Council for their continued funding of initiatives such as the *Whoopee Do Crew* music group at WECH and the very successful Community Building Program.



Our corporate partnership with Jacobs - now in its eighth year - was again a highlight. Their contributions are diverse: from active participation in the fundraising for the Brisbane Bike Ride to substantial financial assistance to the community breakfasts. Access to their diverse professional skills from engineering to planning and graphic design enabled many projects such as the Community and Men's Shed at Annerley to be speedily completed at reduced cost.

I'd also like to acknowledge our deep appreciation to all our strategic partners, including the Annerley Baptist Church, who partner in delivering the *small change café*, Re:Source, and many other programs. We also sincerely appreciate the Elorac Place Community Centre, Kyabra Community Association, Bayside Community Legal Service Wynnum, Acacia Ridge Community Centre and the Mount Gravatt Community Centre. Their support really makes a difference.

Chairpersons Report

Fundraising is critical to our success. The Brisbane Bike Ride in May, TRACE 4101 in West End and Paniyiri car parking at the Croquet Club were particular highlights. TRACE 4101 under the leadership of committee member Marilyn Trad and with the amazing support of Inkahoots, Josh Milani, artists and businesses raised \$66,000. I would like to thank the Gordon Bennett Foundation for the donation of one of his fine works which generously boosted our fundraising efforts. The Shank Brothers made us their charity at their 2016 Xmas event, and the Red Lion Hotel in Moorooka held a spontaneous fundraiser after the Annerley Centre was broken into.



We are fortunate to manage the Croquet Club as a unique community asset. Its local history, central location and superb renovation make it increasingly sought-after for a range of private events, corporate functions and community activities. It is well on the way to be financially self-sustaining. The Department of Infrastructure and Regional Development Grant provided much needed funds to upgrade fixtures at the West End Croquet Club with a dollar matching grant. The improvements have increased bookings at the Croquet Club and allowed groups to have access to high quality facilities in our community. Thanks to Terri Butler Federal Member for Griffiths and the Department of Infrastructure and Regional Development for their support.

I'd like to thank all staff whose skill, expertise and commitment makes our work at Community Plus+ possible: the Coordinator Cleo; the Community Development team from Yeronga, Annerley and West End, the QSTARS team, and the Operations team. I'd also like to thank the volunteer Communications team Jeni, Rosy and Kate for their contribution to this aspect of our work.

A heartfelt thank you also to the Management Committee – Susanne Cooper, Bob Speirs, Carmel Towler, Carolyn Peterken, Regina Hamilton, Marilyn Trad, Norbert Vogel, Bec Langdon, Cathy Bowman and Susan Allan who have put in a huge effort throughout the year. In particular I'd like to acknowledge the work of the Executive – Deputy Chair Susanne, Secretary Bob and Treasurer Carmel.

We are immensely proud of our organisation and the wonderful outcomes achieved within tight resources. You can read about these in the detailed reports provided by QSTARS and each of the centres. And of course, a big thank you to all the volunteers who contribute in so many ways from the community breakfasts, through to the open houses, and communication. We also thank our friends and the members of the local support groups for your support.

We look forward with optimism and excitement to the coming financial year.

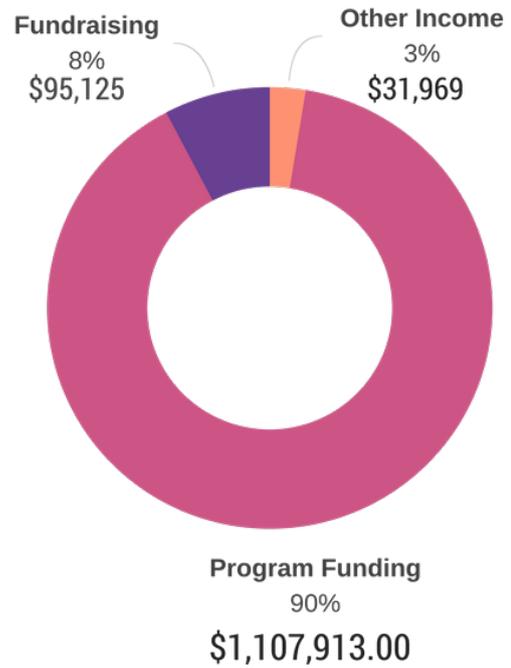
Pauline Peel

Our Identity Statement

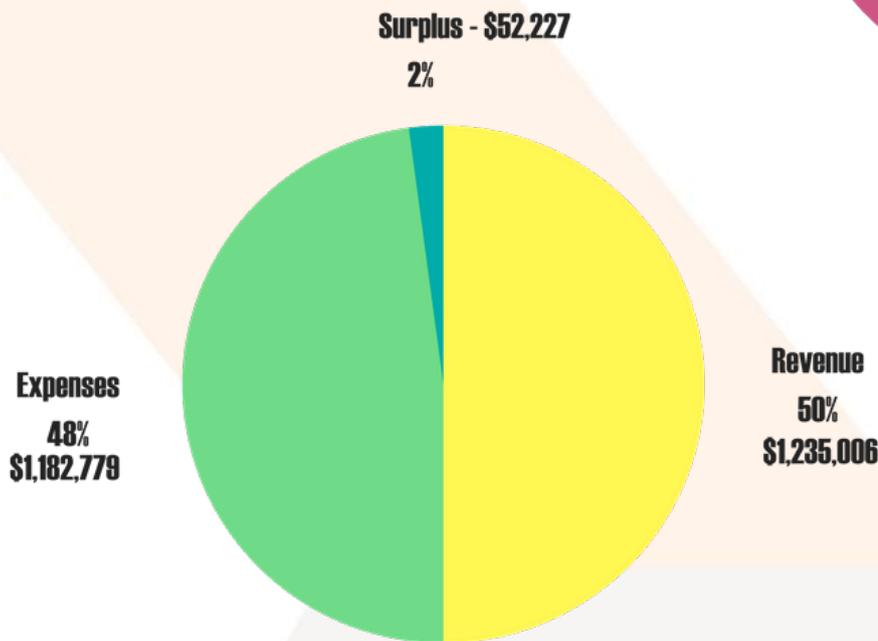
The CP+ I.D. is set of statements that intend to capture the core of Community Plus+. They reflect the views of CP+ MC members, staff and critical friends. These statements will evolve as CP+ uses them to inform our governance and program practice.

- ★ We are a visible and approachable community asset. We champion community life.
- ★ We know that we can achieve more with others (individuals and/or services) through collaboration than we can on our own. Our work methods promote mutual aid and build confidence, capacity and connection.
- ★ We are outward-facing and endeavour to understand the whole of our community - all people, services and systems.
- ★ We start with relationship, and grow by harnessing everyone's energy and strengths – community members, volunteers, staff, committee members, and collegial partners.
- ★ We create spaces that are welcoming of all. We are proactively inclusive and embrace difference.
- ★ We provide space for people to connect and share conversation and ideas. We empower people to act.
- ★ We join 'need' and 'resources' to make the most of existing investment in growing stronger communities.
- ★ We work alongside people to give collective voice to their experiences of injustice and exclusion to achieve social change.
- ★ We are purposeful about how we invest our skills, time and energy. We do what we say we'll do. We use our expertise to deliver value to stakeholders.
- ★ We continually evaluate our process, progress and environment and are committed to improving all aspects of these.

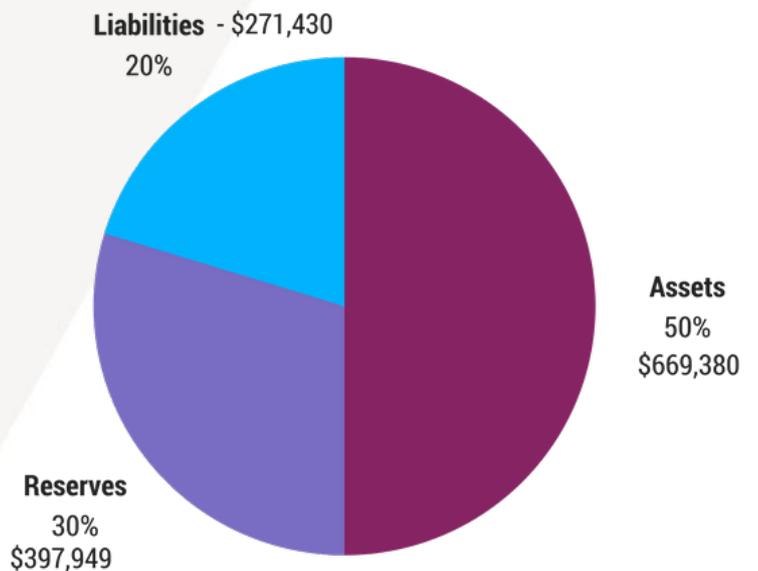
Annual Income



Annual Expenditure



Statement of Financial Position



Queensland Statewide Tenant Advice and Referral Service

Queensland State Tenancy Advice and Referral Service (QSTARS) was still in its infancy in July 2016. Over the last 12 months the Community Plus+ QSTARS team assisted many tenants, with a focus on working collaboratively with tenants to understand and advocate for their tenancy rights. We also built and strengthened the community networks we have fostered since the program's inception a core aspect of our model is outreach through CAPS located with the Annerley Community Hub, Neighbourhood Centre Inala, Bayside Community Legal Service Wynnum, Acacia Ridge Community Centre, and the Mount Gravatt Community Centre.



In February, we celebrated our first birthday with everyone at Community Plus+, tenants and stakeholders. We were particularly proud that tenants chose to share and learn from each other's experiences during the afternoon.

Cherry, a founding Community Plus+ QSTARS Tenant Advocate, was recently awarded the Annual Statewide QSTARS **Grit and Determination Award**. This award is testament to Cherry's expertise and commitment to her work.



To improve the efficiency of the QSTARS service, this year included the introduction of a new IT system for all QSTARS partners, implemented by Tenants Queensland (TQ). The Client Information Management System (CIMS) allows Tenant Advocates to formulate reports and access tenant information in a fraction of the time previously required.

Queensland Statewide Tenant Advice and Referral Service

Stories from the year:

The Community Plus+ QSTARS team were contacted when seven tenants, aged 67 to 92, were close to losing their housing. The tenants' vulnerability and risk of homelessness was very high. Kylee and Cherry worked closely with the tenants and attempted to advocate on their behalf with the lessor. These attempts were met with legal correspondence. The team worked closely with the Department of Housing to find possible solutions if housing was lost and sought advice from a TQ legal support officer.



When the matter was heard at the Queensland Civil and Administrative Tribunal, all parties were in attendance and the Adjudicator set the matter down and the parties started mediation. After a long discussion an agreement was reached, and the tenants could stay in their homes.

This outcome was met with cheers and tears from the tenants. They invited Cherry and Kylee to a celebratory lunch, and presented them with a thank you letter to pass on to the Management Committee and Tenants

Queensland. Many of these tenants also celebrated with us at our first birthday.

David (not his real name), a regular visitor at Annerley Community Hub (ACH) was experiencing ongoing tenancy issues. When David was issued with a Notice to Leave, he became very anxious about the prospect of living in emergency accommodation. David felt overwhelmed by the thought of rent arrears, debt and the financial challenges of moving into a new home.

David was initially somewhat wary of engaging with the QSTARS team. Over several months the hub workers encouraged David to discuss his tenancy matters with QSTARS. David began engaging in casual conversation and eventually he shared his tenancy story with a QSTARS Tenant Advocate.

By drawing upon the collective support of Community Plus+, through ACH & QSTARS, David navigated house hunting, securing financial assistance from the Department of Housing and negotiating with real estate agents. To our collective delight, David contacted us to let us know that his application was successful. David has a new home!

Staff

The Community Plus+ QSTARS team, Cherry, Cheryl, James, Kylee, Michele and Paty enjoyed many tenant successes in the last 12 months. We thank Alison, Chris, Peter and Nerida for their contribution to the team and wish them well as they pursue new opportunities. In addition, we thank locums Caroline and Lurline. Special thanks to Nerida and Peter, who played a vital role in establishing the Community Plus+ QSTARS program.



West End Community House

West End Community House (WECH) celebrated many successes in the past financial year, embracing change and trying out new things playing an important part in our ongoing development. We continued many activities and groups including Computer Literacy, Art Group, Gardening Group and Song Writing Group.



For nine months we relocated for WECH renovations and were warmly welcomed by the West End Uniting Church into the lovely hall, next to the Church's house where WECH (and West End Family Care Services Inc.) had its beginnings in the 1980s. We moved back to Norfolk Road in April and appreciate both the West End Uniting Church's welcome and the newly renovated space with improved accessibility.

Community Engagement



West End continues to be a fun-loving, inclusive community. As part of the wonderful **West End Festival**, WECH ran a week of activities and community engagement discussions, at the Boundary Street Kiosk. This was made possible through the extraordinary efforts of Robin, Tom and a team of volunteers.

WECH was proud to be part of another year of **NAIDOC celebrations**, with a stall at Musgrave Park and special events at WECH. To enhance connections with nature and culture, the WECH community enjoyed a wonderful day trip to Stradbroke Island.

The **Song Writing Group** started a collaboration with 4ZZZ radio, recording a monthly digital show. This is another great achievement for this talented group, led by Tom. **The Garden Group** has restarted since we moved back to Norfolk Street, with thanks to John.

Community Breakfasts continued their tradition of comradery and inclusion, thanks to a great volunteer team, including Phil, Wolfgang and Annette. WECH also hosted a **Christmas Dinner and Community Guidance Group** facilitated by Jane Holden. It was attended by over 60 volunteers, community members, staff and committee members.



Unique Visits to
CP+
2,138

West End Community House

Community Education

WECH ran and hosted multiple training sessions, including Trauma Informed Care, Supporting People around the Issue of Suicide, Mental Health training with Neil Barringham and an information lunch with the Continence Society of Australia. During the West End Festival, WECH hosted community forums at the Kiosk in Boundary Street with topics such as Affordable Housing, Activating Public Space and Community Inclusion.

The WECH team supported ten student placements, Chloe, Deborah, Nadia, Jill, Wendy, Haveynhash, Rochelle, Jade, Husai, Georgia and Ricky. We appreciate the enthusiasm and contribution they brought to the WECH house and family.



Stories from our year



The *Whoopee Do Crew's* (Song Writing Group) facilitator, Tom, is amazing at engaging people through music, storytelling and song. One visitor to WECH, Samuel (not his real name) has blown everyone away by writing a song with Tom. Samuel visits the house every day and is a man of few words. However, with Tom's encouragement and support, Samuel now has a song of his own that talks about his time growing up in Brisbane. Every now and then, Samuel can be encouraged to sit in on a warm rendition of his song.

In April, after a filling WECH Community Breakfast, three excited minibus loads of people left from WECH to visit Stradbroke Island. The group enjoyed a sand art ceremony, led by local artist Craig Tapp, a visit to Minjerriba Respite Centre with staff and local elders, a cultural tour and a blessing by Aunty Evelyn Parker. Thank you to everyone involved, especially Aunty Evelyn Parker, Craig Tapp, Minjerriba Respite Centre, All Hallows' School, Murri Watch, Murri Ministry, Dave Martin, Br. Bruce Boas, Necca – Carina Bowls Club, Aboriginal & Torres Strait Islander Community Health Service Brisbane Limited, Dhiyaan Church and ANTaR QLD.

Staff

WECH staff, Kylie and Andrew, are proud of the community work achieved over the past year. We thank Christel, Robin, Tom and David for their outstanding contributions to WECH as they pursue new opportunities. Thank you to Sue for her wonderful facilitation of the art group. We also thank the wonderful volunteers including Jeni (Communications and Online Media) and many others for their support, guidance and valued contribution to the WECH community.

Annerley Community Hub

Annerley Community Hub (ACH) has enjoyed connecting many community members through the sharing of ideas and learning together. Many groups and activities took place at ACH, with community members using the Ideas Carpark to spark ideas and find others with similar interests. Programs included Swap Shop, Resume Help, Monday Morning Art Journeys, Scrabble Tournament, Computer Literacy Workshops, Community Café Pop Up, Annerley Junction Jumble Sale, Annerley Junction Christmas Fair, Garage Sale Trail, Annerley Junction Traders' Association, Homelessness Collaborative Action Group.

Community Engagement



The **small change café** continued to be a wonderful place to meet. Jamie was hired as a barista in August. He makes a great coffee, is a young hearing-impaired man, and the café is his first foray into employment. Jamie, along with Nasreen, served many café customers and hosted a variety of events, including a lunch for people living with a disability and their support workers. Jamie and Alex have recently won the **Special Care Central Awards** for 'Best Employee' and 'Best Employer' respectively. They were nominated by Job Centre Australia. **Nasreen** was also recognised for her contributions to community at the **Griffith Australia Day Awards**. Alex from ACH was also acknowledged. Nasreen works tirelessly in the *small change café*,

helped prepare soup for every meeting at last year's **Building Better Communities** Annerley, and takes on every new task with enthusiasm and joy.

Culture in the Kitchen, in partnership with MDA and Annerley Baptist Church, was a favourite, with themes including traditional Thai and traditional Italian food. These events were typically attended by 50-90 people, with a host group of community members teaching others how to cook food from their culture. **Community Cooking Classes** also brought people together to learn and eat, with some participants joining the **Cooking Group**.



The **Create Welcome** week was celebrated at ACH in the Annerley Baptist Church Hall in partnership with MDA and was a great success. Most guests were new arrivals with refugee backgrounds and everyone came together to share music, food, stories and conversation.

Annerley Community Garden Group attracted new members and achieved great results in organic food production, even supplying vegetables to the **Cooking Group**, which has evolved and flourished. With a core group making weekly batches of emergency food and weekly meals for those attending ACH. Emergency meal packs through the Ansaar Project have been given to refugee families, ATSI families and others requiring assistance.

A successful **Community Brekkie** program launched in April, providing free breakfasts and a welcoming, inclusive space for people living in insecure accommodation, particularly those living in local boarding houses. Many thanks to a regular visitor, Gavin, for promoting the program.

ACH established another a social enterprise called **Re:Source**, based in the **Community and Men's Shed**. Re:Source assists people from refugee backgrounds to construct and sell a range of recycled timber garden beds and planter boxes.

Community Education



Construction started on the Annerley Baptist Church's **Community and Men's Shed** in September. The Church, in partnership with Community Plus+ has done a remarkable job of creating a safe space for men and women to learn new skills, make social connections and a practical contribution to the community.

This year, ACH hosted multiple groups of 15-20 students from the Queensland Program of Assistance to Survivors of Torture and Trauma (**QPASTT**) **Support, Skills and Connect** program. Students took part in cooking, gardening, and carpentry skills and enjoyed a meal in the hall. Several students look forward to returning as volunteers. A **Centrelink** program continued to bring new workers to ACH and people made great contributions to projects and groups, with thanks to **Sarina Russo Job Access**. In addition, **free Barista Training** was held this year to assist community members gain new skills.

ACH enjoyed Caitlyn, Kaitlyn and Peter's student placements this year. We thank them for their energy and commitment to building engaged and cohesive communities.

Stories from the year

In March, ACH hosted a group of 18 students from the **QPASTT Support, Skills and Connect** programme. Students took part in cooking, gardening and carpentry, culminating in a shared meal in the Hall. Not only was it a wonderful experience, but the program was a useful reference for our upcoming social enterprise project. One of the best moments over the two days was the completion of a planter box by a group of women who had never before used carpentry tools, and the incredible pride that they had in their work.



The **small change café** volunteers noticed an increase of visitors in crisis. To meet this need, the volunteers established a separate cooking group. The group formation was assisted by ACH staff, students and the Annerley Baptist Church. This group is a great example of community development in action, with ACH staff facilitating links between volunteers, students, the Church and Secondbite to provide approximately 15 - 20 emergency meals per week.

Hazel and the **Annerley-Stephens History Group** won the **John Oxley Library Community History Award**. Hazel is a wonderful volunteer at Community Plus+.

Staff

The year of connections and achievements at ACH also brought some changes including the departures of fabulous workers Kath and Ili. They both made wonderful contributions to ACH and we continue to keep in touch at community events. Alex continued ACH's community development and social enterprise work while developing the next generation of practitioners by supervising social work students. We are thankful for all our volunteers, donating their time to make ACH a welcoming, friendly space. In addition, the Annerley Baptist Church have once again contributed much to our partnership, with special thanks to Bruce.

Yeronga Community Centre

Yeronga Community Centre (YCC) had an active program of community development activities, groups and projects during the year including: Bread Basket, Seniors Group, Seniors Excursions, Cooking Group, Swap Shop, Playgroup, Community Breakfast, Computer Assistance, English Classes, Meditation, Art & Craft Groups, Beginners Yoga and the Community Garden group.



New additions to the program have included Seniors Gentle Yoga and Mindfulness Yoga. The Seniors Gentle Yoga was suggested by the Seniors Group to encourage more movement for their health and wellbeing.

Another addition has been the establishment of the **Yeronga Community Gardens Group**. A Steering Committee was formed, and the group has been working across two sites. A smaller site at YCC where people with disability are supported to participate and a larger site at Yeronga State High School (YSHS) with weekend working bees. An **Information Day** was held in September to promote and raise awareness in the broader Yeronga and Annerley communities. There was music from the high school students, iced tea and cakes, garden tours and bee hotel workshops. Fifty people attended, and new members were signed up on the day. The group were successful in obtaining a **Cultivating Community Gardens grant** to implement vertical and raised garden beds. The group are also participating in Brisbane City Council's **Composting Hub** pilot program.

Community Engagement

YCC participated in many local community events including the **Moorooka Laneway Festival**, **Fairfield Family Picnic**, **Yeronga State School Fete** and **Neighbour Day**. These events were a great opportunity to be active and present in the community to raise awareness of the variety of activities, groups and projects as well as increase social connection through knowing ones neighbours. It is also an opportunity to raise funds and at the Moorooka Laneway Market the **Art & Craft Group** sold tote bags and Christmas cards made from their original artworks.



YCC co-organised the **Fairfield Family Picnic** with Councillor Nicole Johnston and Moorooka Lions. YCC had seven stalls with different activities on the day including a Seniors Lounge, Coffee Cart by *small change café*, a Children's Art Activity, Unity String Art Activity, Community Wishing Tree, Community Garden Plant Stall and the People's Park Activity. The **Yeronga State School Fete** was held in May and the Seniors Lounge and *small change café* coffee cart also attended this event.

Community Education



This year the centre hosted several community education workshops in different areas: budgeting, continence, healthy eating, composting and worm farms, art therapy and community building.

The introduction of the Brisbane City Council's **Community Composting Hub** program has been a great success. This program provides a community drop off point for home compost that is used in the community garden. Two composting workshops were delivered to introduce the program and provide education around home composting and worm farms.

Building Better Communities was the community building and leadership course delivered through a Brisbane City Council grant for Annerley and Yeronga residents. Up to 25 residents participated in the course and the participant feedback was very positive. There have been many positive personal, professional and community outcomes from the course and an increase in engagement and connection with the community.

This year YCC facilitated three TAFE Community Service student placements, Billy, Crystal, Brooke, two Masters of Social Work student placements, Thiri, Aidan, an art therapy placement, Genevieve, as well as various Centrelink placements. These placements have contributed immensely to the activities and projects delivered by YCC and many continue to volunteer long after their placement has been completed.

Stories from the year:

This year we pay tribute to **Darvall** who lost his battle to cancer. Darvall was a much-loved volunteer. He was there week in and week out to cook the barbeque for the weekly community breakfast, as well as special events. Darvall was generous, reliable and a true gentleman. YCC held a beautiful memorial for Darvall to honor his memory and contribution to the community. Darvall will always be remembered as the King of the BBQ and we thank him for all the support he gave to the community. RIP Darvall, we miss you.



Jo started volunteering with us this year. Jo was previously a chef in the military and her severe arthritis brings difficulties in standing for long periods. Jo was finding it difficult to use her skills and do what she loves. She now volunteers three mornings a week in the kitchen, preparing delicious morning teas and is a part of the community breakfast team that cater for between 60-80 people every week. Jo has a beautiful smile and heart and we love having her around. Jo says that “she loves volunteering with YCC and she wants to stay for as long as she can”.

A huge hit for the year was an event put on by **Seniors Group** led by Marion who produced a night of entertainment called **A Night with your Neighbourhood Stars**. After months of planning, sourcing performers, costumes and props and hours of rehearsing a wonderful night at YCC was enjoyed by 80 people. It was a fun night with over 30 performers.



You Can Ask That was a video project to give voice to community members who frequent YCC and give a visual of the demographic they represent. The questions gave the participants a chance to ponder over what draws them to the centre and what it means to them. The process also encouraged participants to reflect on the contribution they make and how their contribution adds to the fabric of the centre and how it functions. The video can be viewed on Yeronga Community Centre's YouTube channel, the video is titled **“You Can Ask That - Yeronga Community Centre”**.

Staff

Thanks to Melinda, PJ, Jo and Rachael who all contributed to the staff team as Community Development Workers during the year. The team are proud of their achievements during the year and the contribution to increasing social connectedness and sense of belonging in the community.



Community Plus+

www.communityplus.org.au

WEST END FAMILY CARE SERVICES INC.