

COMMUNITY PLUS QUEENSLAND INCORPORATED

ANNUAL GENERAL
REPORT 2018 - 2019



CELEBRATING 30 YEARS OF
WEST END COMMUNITY HOUSE



ARTWORK BY DUANE DOYLE
FROM THE "NUNNEE BINBEE - GOOD LAND SERIES

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ACKNOWLEDGEMENTS

**COMMUNITY PLUS+ WOULD LIKE TO THANK ALL OF OUR
STAKEHOLDERS. YOU HELP MAKE ALL OF THE WORKS WE DO
THROUGHOUT OUR COMMUNITIES POSSIBLE.**

**THIS YEAR WE WILL BE PLANTING A TREE IN YOUR NAME WITH
CARBON NEUTRAL CHARITABLE FUND (CNCF) TO SAY THANK YOU**

Funding Bodies

Department of Communities, Disability Services and Seniors
Department of Housing & Public Works
Tenants Queensland

Committee 2018-2019

Rebecca Langdon (President)
Jane Holden (Vice President)
Carmel Towler (Treasurer)
Bob Speirs (Secretary)
Pauline Peel (past president)
Susanne Cooper
Regina Hamilton
Marilyn Trad
Kath Chown
Mark Hargraves
Dilhara Sivalingham
Susan Allan (past president)
Norbert Vogal

Darvall McKenzie (dec'd)
Penny Barringham (dec'd)
Neil Barringham
JACOBS
Brisbane City Council
Queensland Families & Communities Association
Moorooka Lions Club
Ekibin Lions Club
All Hallows School
Blue Sky Events
Westpac West End branch
Maeve Le Jeune
Sophie Skordillis
Annerley Baptist Church
Holland Park Church of Christ
Kurilpa Scouts
Murri Ministry
A Place to Belong
Blind Eye Ministries
Oz Harvest

Members of Parliament

Graham Perrett MP
Teri Butler MP
Hon Mark Bailey
Hon Jackie Trad
Cr Jonathon Sri
Cr Nicole Johnston
Cr Ian McKenzie

Cathy Sinclair
Jenny Siganto
Streetsmart
MDA
Bakers Delight Yeronga
Kurilpa Futures
Nancy Cole
James Davidson Architect
Welcome Residential
Inkahoots
Craft Wine Store
Veolia
Harrison Mortimer Sound
Davies Park Market West End
Jet Black Cat Music
Musgrave Park Pool
Mappins Nursery & Aquarium
PopsArt
WorldWide Printing South Brisbane
Bearfoot
The Butter
Sissy Bones
Funk Soul Glee Club
The Yabas

Community Plus+ Queensland Incorporated wishes to acknowledge the Traditional Owners of the lands where Community Plus+ Queensland stands, The Jagera, Yuggera & Quandamooka people and surrounding Traditional Custodians. We pay our respects to their descendants and future descendants on whose land we walk; we gather and we live.



Position Statement on Climate Change

Heating the world's climate by continuing to release greenhouse gases into our air is putting us, our children and theirs, at unacceptable risk of loss and suffering.

We strive at the local level for social justice, social inclusion and communities that thrive and nurture themselves and others.

In the national conversation about urgent action on climate change, we want to hear respectful, and well-informed discussion of climate change science and policy.

We want to see genuine, widespread action to reduce greenhouse gas emissions, transition to a low carbon economy, and adaption to the already unavoidable effects of global warming.

We claim our voice in the climate conversation and our place in climate action for the wellbeing of our local communities.

CHAIRPERSON REPORT

Welcome to the Community Plus+ 2018/2019 Annual Report. I'm thrilled to bring the Chair's report to you on behalf of the Management Committee and in celebration of another exciting year in our community.

The Yeronga Community Centre and Annerley Community Service has been a hive of activity with excitement growing over the development of the new centre on Villa Street. Community Plus+ continues to work with the Queensland Government Departments involved to deliver your centre and we thank the Queensland Government for their commitment to delivering a permanent home for the Yeronga Community Centre. We are excited to be co-locating at the new site with All Gauge Model Railway and Annerley-Stephens History Group.

The QSTARS team delivered thousands of hours in tenant advocacy this year to many tenants in need of guidance and support. The critical role of the service has been acknowledged through a continuation of the program funding to 2023.

The West End Community House is celebrating 30 years of community engagement this year and has had an exciting year with growing activations both at the Community House and out in the Community through the Boundary Street Kiosk and other areas of your neighbourhood. Relationships continue to prosper in strengthening a community welcoming for everyone in an ever changing environment.

Community Plus+ continues conversations to learn and grow to benefit our community. As one of 7 neighbourhood centres participating in the Community Impact Collaborative, we share knowledge, learning and opportunities. Community Plus+ was also successful in receiving a grant to bring outreach services to Rocklea – expanding our reach and complimenting our existing services.

On behalf of the Management Committee, I share great appreciation to our manager Mel and all staff for their genuine commitment to our community in delivering relevant and inclusive programs and support. From the Management Committee, we farewellled Susan Allan and Norbert Vogel. We share gratitude to Susan for her work on the Organisational Alignment and Norbert for his work on the governance framework. Their work continues to guide and frame our organisation now and into the future. I thank the Management Committee for their volunteer contributions throughout the year and for always bringing new ideas and heart to everything we do.

The Summer's End Garden Party inaugural event was held in February at our Croquet Club. The event brought our community together in celebration while raising much needed funds to continue our operations. Thank you to Jane Holden and Marilyn Trad from the Management Committee for leading the program and to the many volunteers, partners and individuals that contributed to this success. We look forward inviting you to the Summers End Garden Party again in 2020.

Many thanks to our Corporate Partner Jacobs for which we celebrated 10 wonderful years of working together last November. This past year has seen numerous engagements between our organisations from fundraising with the Great Brisbane Bike Ride, employees volunteering at West End Community House and skilled architectural resources assisting with the design of the new Yeronga Community Centre. We are achieving great outcomes together.



You, our community, continue to be the centre of our existence. We heartily thank our many guests, volunteers, supporters and visitors and celebrate the diverse community we serve. We have always been and always will be a place for everyone of all ages and all abilities. Thank you for your ongoing support of Community Plus+. We look forward to welcoming you to a centre or seeing you out and about in our community soon.

Bec Langdon

MANAGERS REPORT

What an impact Community Plus had this year!

Positive impact on individual and community well-being delivered through the commitment and passion of all our volunteers, including management committee & staff, working together with residents, artists, activists, business, schools, universities & government to form new and strengthen existing connections.

Together, we have positively activated community spaces & places through the delivery of a huge program of community events, fundraisers, projects and services across Kurilpa peninsula through to Annerley & Yeronga districts.

'The idea of community can give the impression that 'community' is an independent reality, a fixed and almost permanent state of affairs that has an objective and material quality to it.

Truth is, community is an idea that describes and experiential reality that waxes and wanes, dependent for its existence on the reality and vitality of people's connections with one another, to their place, and what they do or do not do together. By 'community' we do not mean only neighbourhood or village. There can be more or less community within a family, a classroom, or in the workplace.

There can be more community this afternoon than there was this morning because of a kindness done, or less because of hurt or cruelty. The reality of community is the living of it, no more or less.'

I am constantly grateful for and inspired by all who do the work to build connection in our local communities.

A special mention goes out to our President Bec Langdon, thank you for all your support and for the pure delight brought to all by Connor, our newest Community Plus connector.

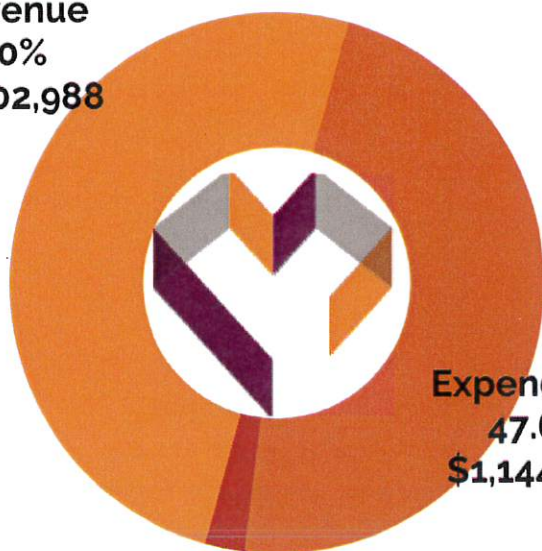
Mel Hilditch

Quote from: Participatory Development Practice: Using Traditional and Contemporary Frameworks: A.Kelly & P.Westoby 2018



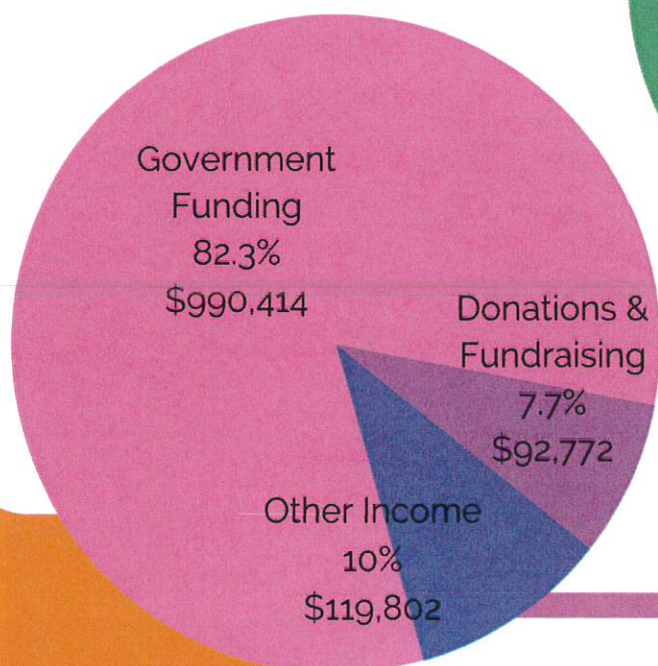
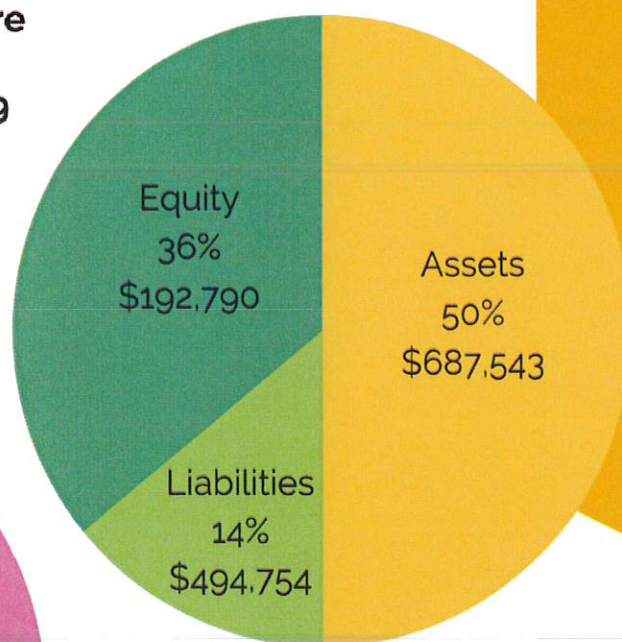
FINANCE REPORT

Revenue
50%
\$1,202,988



Surplus
2.4%
\$57,989

Expenditure
47.6%
\$1,144,999



2018-2019

COMMUNITY ENGAGEMENT & FUNDRAISING



**\$7,500
raised**

SUMMERS END GARDEN PARTY

This inaugural event was an overwhelming success, showcasing our West End Croquet Club. Over \$7000 was raised for Community Plus through tickets sales and sponsorship and over 900 community members coming together for a fun, respectful community building day. It would be great if you can come along to next year's event so please pencil in your diary the 2020 Summer's End Garden Party on **Sunday 23rd February 2020** from 3pm to 8pm at the West End Croquet Club.

CROQUET CLUB

The Croquet Club, one of our three venues for hire, goes from strength to strength as a popular community venue. This financial year we raised over \$26,000 for Community Plus+. From weddings, parties, to dance classes to corporate functions the venue is very much loved and in high demand. The Brisbane Backyard Film Festival was a great event held at the croquet club this year. Thanks to our regular and casual one off bookings you continue to support and care for our venue.



**\$26,278
raised**

other
venues
\$2,400
raised



**\$9,997
raised**

GREAT BRISBANE BIKE RIDE

Community Plus+ and our fundraising partner Jacobs, rode in the Great Brisbane Bike Ride 2019 to raise funds for our centres and programs across West End, Yeronga and Annerley on Sunday 19 May. The teams were made up of staff, supporters and volunteers. \$9,132 was raised to support programs and services provided by Community Plus+ through its centres and outreach.

OPEN DAY YERONGA

Representatives of Yeronga Community Centre, Annerley-Stephens History Group and All Gauge Model Railway Club worked together to host an Open Day at Yeronga Community Centre to showcase Yeronga Community Centre to the broader community as well as the groups that will be co-located at the new Villa St development.

Some 200 people attended the event. The Railway Club had model trains on display as well as a Kids Thomas the Tank play area and the History Group had a stall with photos of the local area and ran a quiz. YCC ran an engagement process showing the iterations of YCC with questions about space, well-being and connection.





WEST END COMMUNITY HOUSE

WE DELIVER OPEN HOUSE DAILY, FOR PEOPLE IN OUR COMMUNITY TO DROP IN, BE INCLUDED, PARTICIPATE AND FIND LINKS TO OTHER SERVICES, AS WELL AS OUR REGULAR GROUPS, ACTIVITIES AND EVENTS; NAIDOC WEEK, SONG WRITING, STORY TELLING, MENTAL HEALTH WEEK; HOMELESSNESS PREVENTION WEEK; SOCIAL INCLUSION WEEK, INTERNATIONAL WOMEN'S WEEK AND SO MUCH MORE!

9109 VISITS 2018-2019
1471 VOLUNTEER SHIFTS

COMMUNITY BREAKFAST

52 WEEKS OF BREAKFASTS;
3000 BREAKFASTS SERVED
BUZZING VITALITY OF MEETING, GREETING,
SEATING AND EATING AMONG OLD AND NEW
FRIENDS

"THIS COMMUNITY CENTRE IS A BEACON OF LOVE" -
MIKE F



CREATE WEST END

1380 CUPPAS, 460 SONGS, THOUSANDS OF SMILES

"WEDNESDAY IS A SPECIAL DAY OF THE WEEK FOR ME. I LOVE EVERYTHING ABOUT IT, THE ATMOSPHERE, THE PEOPLE, THE LOVE - EVERYTHING ABOUT IT IS SPECIAL AND I ALWAYS LOOK FORWARD TO IT." - JUDY

"SEE TOM, PLAY GUITAR, SEE PEOPLE, HAPPY VEGEMITE, ALL THE PEOPLE IN WEST END CHEER ME UP" - TREVOR

MEALS FOR US BY US

EACH WEDNESDAY A BONZAZA OF A FEAST IS SERVED UP FROM DONATIONS FROM OZ-HARVEST; ALL HALLOWS AND ST FRANCIS OF ASSISI CHURCH
YEARLY PLATES SERVED = 1200

WEST END COMMUNITY HOUSE AND FOOD =
BEST COMBINATION EVER



BEGGARS BANQUET

50+ DINING GUESTS, THE BEGGERS BANQUET IS A DINNER FOR THE COMMUNITY IN BOUNDARY STREET; WHERE WECH SHARED AND HOSTED 3 TABLES FOR A POTLUCK FEAST!

"BEST NIGHT EVER IN SHARING A FEED"



ART GANG

BEAUTIFUL THINGS ARE HAPPENING AT THE GANG.
PEOPLE ARE TEACHING EACH OTHER NEW THINGS AND
INFLUENCING EACH OTHERS STYLES

19-22 PARTICIPANTS EACH WEEK WITH MANY EXHIBITIONS
AT JACOBS; HOPE STREET CAFE; 3RD QUARTER, ART FROM
THE MARGINS; MENTAL HEALTH WEEK EXPO

POETRY GROUP

4-8 PARTICIPANTS EACH WEEK,
PRODUCING 10 POEMS PER SESSION
WE WRITE, READ, CHECK IN AND ALL CONTRIBUTE TOPIC'S

"POETRY GROUP HAS BECOME AN EXCITING, INCLUSIVE AND
CREATIVE SPACE FOR POETIC IDEAS" - SOPHIE

HAIKU POEM

Autumnal
Clarity of Light
Stillness of soul
Falling to bed



RECYCLING WEEK ART WORKSHOPS

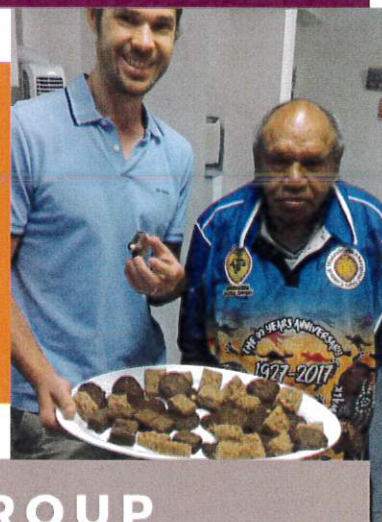
45 LITTLE ARTISTS IN GRADES 2 TO 6, WECH WORKED WITH
WEST END STATE SCHOOL TO PUT ON A SERIES OF ART
WORKSHOPS FOR STUDENTS THEMED AROUND RECYCLING
AND OUR OCEAN

"CAN WE DO THIS EVERY WEEK?!"

ROCK YOUR FLANNIE SHIRT FOOD DRIVE

DONATE FOOD TO HELP
SUPPORT OUR HUNGRY COMMUNITY

AN ANNUAL WEEK COORDINATED
BY HOMELESSNESS AUSTRALIA TO RAISE AWARENESS OF
PEOPLE EXPERIENCING HOMELESSNESS, THE ISSUES THEY
FACED AND THE ACTION NEEDED
TO ACHIEVE ENDURING SOLUTIONS



GARDEN GROUP

THE GARDEN GROUP IS A GREAT OPPORTUNITY FOR
PEOPLE TO BE A BIT ACTIVE, CONTRIBUTE TO A
BEAUTIFUL COMMUNITY GARDEN AND
MAKE SOME FRIENDS

WE ALSO USE THE PRODUCE FROM THE GARDEN IN OUR
FABOULOUS WEDNESDAY LUNCHES!



YERONGA COMMUNITY CENTRE REPORT

YERONGA COMMUNITY CENTRE CONTINUES TO GROW AND BUILD CONNECTIONS IN THE CENTRE AND OUR COMMUNITY. WE THANK EVERYONE WHO HAS PLAYED A PART IN MAKING THE CENTRE A WELCOMING HUB THIS YEAR - THIS HAS HELPED GROW THE CENTRE SIGNIFICANTLY.

SENIORS PROGRAM - MORNING TEAS & EXCURSIONS

OUR MORNING TEAS HAVE CELEBRATED SENIORS WEEK, CHRISTMAS, HARMONY DAY, VOLUNTEERS WEEK, DIWALI, NEIGHBOUR DAY.

"...TO ALL WHO ORGANISED THE TRIP TO TOOWOOMBA, THE ATTENTION TO DETAIL, THE ABUNDANT AMOUNT OF FOOD AND THE SUPPORT OFFERED AND THE CARE AND ENCOURAGEMENT GIVEN... WERE A JOY TO BEHOLD. SEE YOU NEXT TIME."



CRAFTIVISM

OVER 1000 POPPIES MADE FOR ARMISTICE DAY 2018 BY VOLUNTEERS AND RESIDENTS & HUNDREDS OF HEARTS CROCHETED TO PROMOTE BELONGING AND HARMONY AND FOR JUNCTION FEST'S 'THE HEART OF ANNERLEY'

"...LOVED THAT SOMEONE CARED ENOUGH TO DO THIS AND BRING SOME HAPPINESS TO THE COMMUNITY"

BIKE SAFETY WORKSHOPS

IN PARTNERSHIP WITH BRISBANE CITY COUNCIL WITH BIKES SUPPLIED BY TRACTION, YERONGA COMMUNITY CENTRE HELD 2 OF WORKSHOPS WITH 16 PARTICIPANTS.

"I ENJOYED TAKING PART AND THE PRESENTATION WAS EXCELLENT. THE LADIES FROM CYCLEAWAY ARE COMPETENT PRESENTERS AND ALWAYS MAKE THESE SESSIONS INTERESTING."



SUSTAINABILITY PROGRAM

YCC HELD TWO CLOTHES SWAPS, SUPPORTED NEW PLASTIC SAVING INITIATIVE BY RETHINK INFO HUB + STORE, PARTNERED WITH OZHARVEST & SET UP A CENTRE WORM FARM

"THIS INSPIRING LADY, MELINDA MCINTURFF, FROM COMMUNITY PLUS+ AT YERONGA, DID THE MOST AMAZING JOB TODAY, SHOWING OVER 50 PEOPLE HOW TO MAKE THEIR OWN BEESWAX WRAP! THE LITTLE THINGS REALLY DO MAKE A DIFFERENCE. THANKS MELINDA!"



FOOD WITH THOUGHT COOKING GROUP

THIS VOLUNTEER LED PROGRAM COOKS HEALTHY MEALS WITH RE-PURPOSED FOOD FROM OZ HARVEST, FOODBANK, DONATED FOOD AND LOCAL SUPERMARKETS - TO DATE OVER 1000 MEALS HAVE BEEN COOKED AND DISTRIBUTED TO COMMUNITY MEMBERS AT LOW OR NO COST.

"The kitchen is the heart and soul of many homes. This is also true for our community centre. The Cooking Group creates and shares provides nourishment, but it also encourages discussion, builds friendships, spreads ideas and brings people together. It has allowed the centre to continue to grow, and form deep connection to people and place." - Jill, Participant

MULTICULTURAL CRAFT GROUP

THE MULTICULTURAL CRAFT GROUP MEETS EACH TUESDAY AT THE CENTRE FOR CONVERSATION, FOOD AND CRAFT. THE WOMEN'S GROUP ENJOYS CONNECTIONS WITH EACH OTHER AND THE OTHER CENTRE PARTICIPANTS. THE 15 PLUS WOMEN ARE AN IMPORTANT PART OF YERONGA CENTRE.

QUICK QUOTE" - PARTICIPANT



BE CONNECTED PROGRAM

ASSISTING PARTICIPANTS OVER 50 GETTING ONLINE
4 GRANTS OF \$5000 WERE SECURED TO ASSIST OUR
LOCAL OVER 50'S COMMUNITY GET ONLINE IN 2018-2019

"I COULDN'T LIVE WITHOUT THE ASSISTANCE I RECEIVE FROM THE BE CONNECTED DIGITAL MENTOR JOHN: I WOULD NOT BE CONNECTED WITHOUT HIM" - BRIAN, PARTICIPANT

THURSDAY ART GROUP

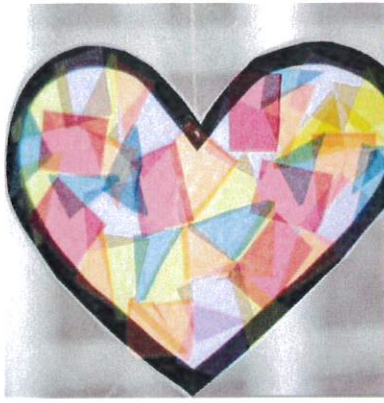
THE ART GROUP CONTINUED TO GROW THIS YEAR, NEW AND EXISTING ARTISTS PRODUCE AMAZING ARTWORKS AND INCREASE THEIR SKILLS EACH WEEK. THANKS TO ROSEMARY (ART TEACHER) WHO CONTINUES TO INSPIRE OUR GROUP.

THE YERONGA ART GROUP WOULD LIKE TO THANK OUR GENEROUS DONORS MR JIM AND MRS RAQUEL COBB, WHO PROVIDE US WITH ATELIER AND CHROMACRYL PAINT AND MEDIUMS. THEIR GENEROSITY AND SUPPORT HAS MADE IT POSSIBLE FOR OUR ARTISTS TO WORK.



COMMUNITY BREAKFASTS 45 WEEKLY BREAKFAST'S SERVED

"I LOVE BREAKFAST AT THE CENTRE,
IT MAKES ME SMILE AT ALL THE PEOPLE WHO COME HERE"
"IT IS THE HIGHLIGHT OF THE WEEK TO COME TO THE BREKKY AND
SIT AROUND THE TABLE AND TALK TO OTHERS
ABOUT THE WORLD AND THEMSELVES"
"NICE TO HAVE SOMETHING PRETTY, NUTRITIOUS AND DELICIOUS"



OUTREACH REPORT IN ANNERLEY & YERONGA

This year the community development work included supporting and facilitating eight projects and eight events and auspicing \$21,000 in grants.

ANNERLEY JUNCTION FEST

THE JUNCTION FEST COMMITTEE ORGANISED THREE COMMUNITY EVENTS DURING THE YEAR TO PROMOTE THE LOCAL SHOPPING AREA AND COMMUNITY SPIRIT. THE EVENT EVOLVED TO ALSO INCLUDE FOOD TRUCKS, LIVE MUSIC, KIDS ACTIVITIES, SUSTAINABILITY HUB AND JUNCTION JAZZ IN THE AFTERNOON.

"LIKED THE MUSIC, ATMOSPHERE, PEOPLE AND VARIETY OF STALLS AND ENTERTAINMENT."



CULTURE IN THE KITCHEN

THE "CULTURE IN THE KITCHEN" EVENT IS A PARTNERSHIP WITH MULTICULTURAL AUSTRALIA AND ANNERLEY BAPTIST CHURCH. THREE EVENTS WERE HELD DURING THE YEAR WHEREBY PEOPLE FROM ALL CULTURES CAME TOGETHER TO COOK AND EAT FOOD TOGETHER TO BUILD CULTURAL AWARENESS AND UNDERSTANDING.

CREATE ANNERLEY

THIS GROUP FORMED TO ADDRESS ISSUES OF SAFETY AND INCREASING PEOPLE FRIENDLY SPACES IN ANNERLEY. THEY WERE A KEY PART OF THE JULY 2018 JUNCTION FEST, THAT HELPED THE EVENT EVOLVE TO ACTIVATE MORE SPACES IN ANNERLEY FOR CREATE ANNERLEY. THIS INCLUDED DUDLEY ST CARPARK, JUNCTION JAZZ IN THE JUNCTION HOTEL AND THE SUSTAINABILITY HUB IN ANNERLEY HALL.



CONNECTION INTERNATIONAL STUDENTS NETWORK

THERE ARE 95,000 INTERNATIONAL STUDENTS IN BRISBANE.

THIS PROJECT IS A PARTNERSHIP WITH BRISBANE CITY COUNCIL AND QUT TO HAVE SOCIAL WORK STUDENT PLACEMENTS WORK ON THIS PROJECT TO LISTEN AND RESPOND TO ISSUES FACED BY INTERNATIONAL STUDENTS. A COMMUNITY FORUM WAS HELD WITH 67 INTERNATIONAL STUDENTS ATTENDING. SOCIAL CONNECTION AND HOW TO FIND A JOB WERE IMPORTANT ISSUES TO THE STUDENTS.



RETHINK INFO HUB + STORE PARTNERSHIP

RETHINK IS A NEW INITIATIVE WE SUPPORTED THIS YEAR. RETHINK HAVE A DUAL PURPOSE TO PROMOTE LOW WASTE LIFESTYLE THROUGH SELLING EVERYDAY HOUSEHOLD CONSUMABLES IN RE-PURPOSED AND REUSABLE PACKAGING AND WITH THE PROFITS EMPLOY PEOPLE WITH DISABILITY TO WORK IN THE STORE.

IN THEIR FIRST THREE MONTHS THEY HAVE AVOIDED THE FOLLOWING PLASTIC GOING INTO THE SYSTEM:

112 PLASTIC BOTTLES
461 PLASTIC BAGS
66 TOOTHBRUSHES
2.7KLM OF PLASTIC WRAP

YERONGA COMMUNITY GARDEN

THE COMMUNITY GARDEN IS IN ITS FOURTH YEAR AND THIS YEAR HAVE HAD THREE GRANTS TOTALING \$14,371.30 TO INSTALL SOLAR POWER, AN IRRIGATION SYSTEM AND FOR GENERAL MATERIALS AND PLANTS.

THEY HELD THEIR ANNUAL OPEN DAY AND WON THE EKKAS VERGE GARDEN COMPETITION FOR THE SECOND YEAR.



WOMEN'S WOODWORKING

THE WOMEN'S WOODWORKING PROJECT STARTED DUE TO STRONG COMMUNITY INTEREST AND TO ASSIST ACTIVATE THE ANNERLEY BAPTIST COMMUNITY & MENS SHED. THERE HAVE BEEN SIX SESSIONS WITH THIRTY EIGHT WOMEN ATTENDING WHO HAVE LEARNT BASIC MANUAL AND POWER TOOL SKILLS AND WORKED ON THEIR OWN PROJECT OR A COMMUNITY PROJECT.

"...VERY KNOWLEDGEABLE AND DEDICATED, THEY WERE GOOD TEACHERS" "EVERYBODY WENT HOME REALLY HAPPY"



THE QSTARS TEAM REPORT 2019



TOP 5 TENANCY ISSUES



BONDS



RENT ARREARS



TERMINATIONS



REPAIRS & MAINTENANCE



QCAT



FEEDBACK

"I don't know what I would have done in this situation if not having sat down with you and had you talk me through this situation. I really welcome and appreciate your knowledge understanding and wisdom you showed me. You have made this whole process (which is just another hiccup in my life right now) clear and easier to deal with. Thank you again. I hope that everyone who crosses paths with you appreciates your hard work and effort."

Lauren - Happy Tenant

"We would like to sincerely thank James for all his help and guidance throughout the process of my mum's transition into public housing. James was always there for our phone calls and emails and we really appreciate the time he spent guiding us through each step. Thank you QSTARS for providing the elderly with support and genuine compassion."

Kind regards, TN

HOURS OF ADVICE

Total hours of advice given 18/19

6319 hours

Total hours of advice given 17/18

5716 hours

An increase of :

603 hours

INSTANCES OF SERVICE

Total instances of service 18/19

5590

Total instances of service 17/18

4278

An increase of :

1312



DOMESTIC VIOLENCE STATISTICS



516 Females

84 Males

585 Total DV tenants

TOP 5 SERVICE POST CODES

4101

249 SERVICE CALLS TO WEST END, HIGHGATE HILL & SOUTH BRISBANE

4077

235 SERVICE CALLS TO INALA, DOOLANDELLA, RICHLANDS & DURACK

4109

183 SERVICE CALLS TO MCGREGOR, SUNNYBANK, SUNNYBANK HILLS & ROBERTSON

4122

159 SERVICE CALLS TO MT GRAVATT, MT GRAVATT EAST, UPPER MT GRAVATT, WISHART & MANSFIELD

4178

113 SERVICE CALLS TO WYNNUM & WYNNUM WEST

We have also given service to 224 postcodes outside of our catchment area
Out of area referrals make up around 25% of our total yearly referrals.

OUR VOLUNTEERS

The key word here is amazing. What's not to love about a group of people who choose to spend their time helping others? There's no way to begin to quantify how volunteers make a difference to our centres. CommunityPlus+ recognises these amazing people who spread joy, show compassion, and work tirelessly. Thank you!



OUR STUDENTS

We are committed to workforce development in the community sector and thus have had 18 students on placement across the two neighbourhood centre sites. It is mutually beneficial as we learn from each other and our students make a significant contribution by enhancing our activities, events and projects. A big thank you to all of them.



WEST END
Phil
Keziah
Luna
Tatiane
Marina
Kathy
Anna
Michelle
Ming
Danny
Sarah
Sanchia
Donald

YERONGA
Jenny
Blake
Francesa
Breanna
Quyen





Community Plus Queensland Incorporated
www.communityplus.org.au

2018-2019 Annual General Report
