



Community Plus+



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Community Plus+ recognises and acknowledges the Aboriginal People of mainland Australia and related island communities and the Torres Strait Islanders as the First Peoples of this Country. We acknowledge the respective Traditional Owners on whose countries we live and work and Elders past, present and emerging.

We pay tribute to First Nations Peoples enduring stewardship of this country, and honour their ongoing contribution to the spiritual, environmental, social, cultural, political and economic fabric of our society. This Acknowledgement is integral to the process of healing, recovery and development of relationships and our shared future with The First Peoples of Australia.

# VISION, MISSION AND VALUES



## VISION

**Active centres for strong communities.**

We listen, respond and evolve, with the communities we're connected to. We care, we respect and we empower the community.

## MISSION

**To harness the strengths, resources, and capabilities of local people to increase the wellbeing of all.**

We are part of creating communities that are equal, connected, and empowered.

## VALUES

**We behave towards people and conduct our business by displaying:**

The principles of social justice.

Actions that make a difference in our community.

Caring, warmth, kindness and sincerity, respect and dignity in all our interactions.

Respect for others, through honesty, fairness and trust.

Empowerment of communities to help them make the best choices to contribute to the community as a whole.

Proactiveness in advocating for social and legal frameworks.

Celebrating our successes and paying tribute for the support we receive.



# OUR COMMITTEE



**BEC  
LANGDON**

**President**  
Board Member  
Joined 2015

Bec has always worked in tech and telco organisations and brings a human and customer centred approach to a technical environment.

Bec started with Community Plus+ through the Borders Breakfast in West End cooking toast and chatting with community members.



**JANE  
HOLDEN**

**Vice President**  
Board Member  
joined 2018

Jane joined the Committee after volunteering at West End Community House and seeing first-hand the real impact CP+ was having.

The opportunity to do purposeful work with passionate and talented staff, volunteers and community members is why she loves being part of Community Plus+.



**CARMEL  
TOWLER**

**Treasurer**  
Board Member  
Joined 2011

Carmel is a Financial and Office Administrator working in a disability organisation in North Brisbane.

Carmel has spent many years working in the community sector with people who are marginalised and experience intellectual and developmental disabilities. She has a Diploma in Business and Administration' majoring in financial administration.



**BOB  
SPEIRS**

**Secretary**  
Board Member  
Joined 2012

Bob joined the Management Committee in late 2012 when he retiring from full-time work dealing with environmental management and climate change.

Living in the neighbourhood, he was drawn to the West End Community House as a frontline service for local people doing it tough.

# OUR COMMITTEE



**REGINA  
HAMILTON**

Board Member  
Joined 2016

Regina is a Human Resources specialist working in the Non Government sector for twenty five years and has extensive experience in leading organisational and human resource system development within a range of community sector organisations.



**PAULINE  
PEEL**

Board Member  
Joined 2014

Pauline has been a senior executive in Brisbane City Council and the Qld and South Australian governments working in the areas of social, cultural, economic development and Indigenous Affairs.

She has consulted to the community and government sectors, nationally and internationally in community engagement, leadership and strategic planning.



**PETE  
WALDIE**

Board Member  
Joined 2020

While obtaining a PhD studying coral reef communities and the human communities that depend on them, Pete observed that community health is not based on the strength of its members, but on the bonds and relationships between them.

Pete shares his passion for sustainable living at work – managing projects for a nature conservation organisation.



**SUSAN  
OSTLING**

Board Member  
Joined 2020

Susan retired three years ago after several decades teaching Fine Art at Queensland College of Art, Griffith University though she continues to supervise postgraduate students.

Susan first had contact with Community Plus through the fundraising venture TRACE initiated in 2015 by Community Plus committee members.



# OUR COMMITTEE



**MARILYN  
TRAD**

Board Member  
Joined 2012

Marilyn has been a member of a number of community groups and committees – most notably as president of the West End State School P&C and Fiesta organising committee.

As well as the Community Plus+ Management Committee, Marilyn currently sits on the Mater Human Research Ethics Committee.



**MARK  
HARGRAVES**

Board Member  
Joined 2019

Mark brings a knowledge of governance, probity, financial and stakeholder management and real estate development.

Mark has lived in the local area for over a decade and believes equality, engagement and environment are the most important factors in building a thriving community.



**KATH  
CHOWN**

Board Member  
2019 -2020

Kath Chown is an informal community organiser in Annerley who has been working in the local area for eight years.

Kath's passion is for Social Inclusion through community events .She is a champion for fundraising for Community Plus+.



**ALLAN  
LUSH**

Board Member  
2020-2021

Allen works as JACOBS Principal Consultant to provide consulting engineering services to the water industry.

He contributes to governance, skills and knowledge in program management, project management, and leadership.

# CHAIRPERSON'S FOREWORD



The year was again impacted by the global pandemic which continued to bring challenge and opportunity to the doorstep of the communities we cover across the inner south side of Brisbane. Community Plus+ is like a colourful jigsaw of connection, having all of the pieces connected makes it complete. Every partner, sponsor, community member, volunteer and employee is a vital piece of our colourful community. Embracing and fostering these connections is key to our success.

Community Plus+ is incredibly grateful to our local member the Hon. Mark Bailey, and the Hon Leeanne Enoch the Minister for Communities and Housing and the Queensland Government for their ongoing support and funding. It's wonderful that Queensland leaders understand the importance of Neighbourhood Centres and the positive impact they have on a community.

The local support of Councillor Nicole Johnson (Tennyson), Councillor Steve Griffiths (Moorooka), Councillor Jono Sri (The Gabba Ward), and Jackie Trad MP and now Amy MacMahon MP (South Brisbane) and Graham Perrett MP (Federal Member for Moreton) provides Community Plus+ additional resources for local programs that create welcome and inclusive opportunities. We also thank our community for your generous donations ongoing throughout the year. We make every dollar count, multiplying every dollar donated for the maximum impact – we thank you for trusting Community Plus+ to deliver what our communities need.

Our people are the heart of what we do. Together, our passion, commitment and drive is demonstrated every single day through conversation, referrals, programs and active advocacy to create better outcomes for our community. Our collective ability to deliver so many engagements and personalised support is always outstanding. We've demonstrated incredible resiliency over the past year to ensure a safe, supported and included community. I know that no matter what challenge our community faces, Community Plus+ has the heart, people, governance and support to continue our critical community inclusion and support.

2021 marks 10 years since the Yeronga Community Centre became a permanent fixture in our community. Born out of the 2011 Brisbane flood, an incredibly challenging time, it wasn't the first or the last challenge for our community and we celebrate the community coming together and creating a network of support and care. Our premises have been less than permanent with several relocations in the 10 years and we are pleased to have secured our current Shottery Street location until 2023.



This ensures no disruption of the neighbourhood centre or tenant advocacy services while we look forward to our permanent home being created at Villa Street thanks to the Queensland State Government. Community Plus+ appreciates the ongoing support and partnership with Jacobs in the design process. They give generously through skilled volunteering while we work together with the Qld Government's Economic Development Queensland and the Department of Communities, Housing and Digital Economy on the design and delivery of the new community building. Our partnership with co-locators for the new Villa Street site, Annerley Stephens History Group and All Gauge Model Railway continues to thrive and we are excited by the possibilities for our community.

Our strategic focus for the year continued to prioritise governance and engagement. Community Plus+ continues to prioritise our financial sustainability through policy and best practise. The Champions model was initiated to create a connected structure between our Management Committee and Operations team. The model has each Committee member aligned to an operational priority. Combining the Champions model with financial sustainability, we ensure connected and responsible governing decisions for the future of Community Plus+.

Thank you to my fellow Management Committee members, for your continued thought leadership and high energy input - Peter Waldie, Marilyn Trad, Mark Hargraves, Kath Chown, Susan Ostling, Pauline Peel, Allan Lush, Regina Hamilton and the Executive of Jane Holden (Vice President), Bob Speirs (Secretary) and Carmel Towler (Treasurer).

Our future is bright thanks to our community and many wonderful supporters.

With a heart full of gratitude,

Bec Langdon

A handwritten signature in cursive script, appearing to read 'Bec Langdon', written in dark ink.

# MANAGER'S REPORT



This year more than ever I start by extending heartfelt gratitude to staff, volunteers, committee, partners, supporters and friends who have all worked so well together the past year to ensure we continue to actively listen & respond to and evolve with the communities we're connected to. 2020-2021 is the second year running we, as a place-based organisation run by community for community have responded to the ongoing health, social and economic impacts of the COVID-19.

In all that we have delivered and achieved, we continue to demonstrate how Community Plus is uniquely placed to respond to the impacts of COVID-19 across our communities. Building on strong grassroots relationships enables us to understand changing community needs and our agile modus operandi, anchored in a community development framework, allows us to adapt and respond quickly to meet new challenges and take up new opportunities.

We recognise the immeasurable value of secure funding from the State Government to enable us to confidently plan and deliver a diverse range of neighborhood centre and development programs, projects and events across a regional model, spanning the inner southside of Brisbane from West End through to Annerley, Fairfield and Yeronga. We also thank our partners, Tenants Queensland for their management and support to deliver the Queensland Statewide Tenants and Advice Service (QSTARS) program and for coordination of the Make Renting Fair Campaign in support of progressive reform of QLD renting laws.

After a COVID-19 induced hiatus, we once again took up the work with our corporate partners JACOBS, and our co-locators Annerley Stephens History Group and All Gauge Model Railway, to ensure our expertise in delivering a unique localised model is represented in the design and delivery of the new Yeronga Community Centre building. We look forward to the unveiling of a community asset we can all be proud of.

With 3 lockdowns during the year, we unfortunately had to close the usually wide-open doors of our centres during these periods and I am so proud of the way our team responded to ensure we could continue our core business - connecting with, caring about, and looking after our existing neighbourhoods, reaching out to grow our network, to engage with and support the most vulnerable in our immediate and broader community. We prioritised our online communications; COVID Safe planning & training for staff, volunteers and students and rolled out a series of COVID safe interactive neighbourhood projects to build and maintain local community connections.



Community Plus+ was fortunate to receive the COVID-19 government stimulus payments which reduced the significant financial loss that had been predicted for the financial year. These stimulus payments have been essential given our loss of fundraising revenue in 2020-2021, giving us time to focus on our core business, while refurbishing plans to develop sustainable models of income generation.

Finally, in the following report we have highlighted 3 areas of new work initiated and developed over the past year, that amplify what we can achieve through active partnership with local communities in placemaking across Brisbane's Inner South.

With thanks,

Mel Hilditch

A handwritten signature in black ink, appearing to be 'Mel Hilditch', with a stylized, looped flourish at the end.

# OUR NEIGHBOURHOOD CENTRES AT A GLANCE



Total No. of Visits  
**17 606**



Info & Referrals  
**34 327**



Meals Prepared  
**18 621**



Volunteer Shifts  
**2 081**



# FOOD WITH THOUGHT



At **Community Plus+** we believe everyone should have access to fresh nourishing meals.

Through our **Food With Thought Program**, we provide food relief to people experiencing food insecurity across our communities with support from The Siganto Foundation, Oz Harvest, Food Bank and Bakers Delight Yeronga.

Since the start of the COVID-19 pandemic last year, we have distributed more than 18 000 high nutrition meals to community members impacted by financial hardship. In addition to distributing regular meals, our community pantries are open to the community 24/7 and restocked daily with care items, dry goods and non-perishables.

The way the program is delivered also encourages social connections, capacity building and sustainability education with staff, students, volunteers and community members. The program was initiated by a core group of staff and volunteers at the start of lock-downs, activating the community kitchen at **Yeronga Community Centre** to nourish the community. Many of this same group, were part of the activation of the community kitchen in the Yeronga Flood Recovery Centre a decade ago.

**Community Plus+** has been working with all stakeholders this year to ensure the design of the new **Yeronga Community Centre**, being built at the old Yeronga Tafe site, delivers vital community infrastructure including a commercial kitchen, as we know from recent and past history this community asset will be activated by and for local people in any future disaster response and recovery.





“So much of what Community Plus+ does flies under the radar... their ability to adapt during the COVID-19 shutdown and support the needs of the vulnerable has demonstrated to us how important it is to have them in our communities,”  
Anna Siganto (Chair Siganto Foundation).



# PEOPLE'S PARK & KIOSK ACTIVATION



July 2020 **West End Community House** proudly partnered with 98.9 FM to positively activate this significant cultural space following a number of stakeholder meetings held in the community the year before raising concerns about, disuse, lack of upkeep, and safety issues. The words of Dan Rennie (98.9 FM Station Manager) & Kylie Waldren (WECH Community Development lead) tells the story best:

**“Being here in West End, it really made sense to have a presence here and to see a logo up there, and even when you walk into this space, you feel that energy. It’s a vibe, and I think you feel that particularly when you know the history of Boundary Street, Musgrave Park and the significant areas for Aboriginal and Torres Strait Islander people,” Dan Rennie**

“Yes, there is quite a strong history. I think by bringing some life into it, bringing in some services. Bringing in 98.9, bringing in health care providers, it just brings life to the space. It’s exactly what it needs, and we don’t want to lose this space.” Kylie said they have set up meetings with stakeholders and traders and received a positive response.

“It’s something that they’ve wanted. They wanted to see 98.9 come back into the space and bring that cultural component back. There’s a lot of history to be shared, and there’s a nice partnership that can be formed from this, and it also brings business back into West End.”

Celebrating with an official launch in September 2020 - 98.9 began broadcasting once again from the KIOSK. Since then we have welcomed, residents, visitors, local traders, musicians, artists, community groups, WECA and Kurilpa Futures and our corporate partners JACOBS into activating the space, with weekly programs and pop-ups for Mental Health Week, significant First Nations Cultural events, Reconciliation Week and NAIDOC celebrations.



## ACTIVATING SPACE THROUGH CULTURAL LEADERSHIP

West End Community House, in partnership with Brisbane Indigenous Media Association, received BCC community funding to engage local artist Duane Doyle to paint up different elements around this space and to supervise and mentor other members of the community to collaborate on this community art project.



# COMMUNITY CONNECTION & BELONGING PROJECT

## PATHWAYS OUT OF HOMELESSNESS

The **Community Connection and Belonging project** is a new community development place based initiative developed and delivered in partnership with Annerley Baptist Church and Brisbane City Council. The project evolved over many years of working together via the Annerley Homelessness Network, listening to people's experiences of insecure housing.

In the listening, we recognise that a home is more than the four walls of a house and community connection and belonging are vital to sustaining housing as well as reducing loneliness and social isolation. The project delivers a community based response to homelessness, engaging local residents as community connectors to walk alongside people as an ally to assist with practical advice and housing support.

Sixteen *community connectors* have been recruited and trained to build Inclusion and Belonging practice in place. Community Connectors contribute in various ways from preparing the weekly community lunch and lounge, helping people move, attend housing inspections and appointments, tutoring in English and much more with an annual contribution to the value of \$183,000.

People linked in with community connectors report they have developed family like relationships and found allyship through the project to help them overcome the challenges of insecure housing, work and finances.

The project has provided the opportunity for community connectors to also experience deeper community connections and belonging.

A Community Lunch is held every Monday with an average of 45 people attending. All are welcome to be involved in the preparing and sharing of the lunch, to create valued roles and relationships. Our *Community Lounge* is held every Wednesday where people can seek support with keeping and finding a home as well as other practical needs.







## Community Connections

"This was our turning point. It gave us a new life. We feel so blessed to link up in this community and receive this assistance. We feel strong connection and sense of gratitude here."

"I feel welcomed here and not pressured to conform. Even though I've just moved out into my own place, I still came back to lunch for the friendship, network, and cultures."

"I came because I was grieving. I have taken on new skills, including cooking, I am so happy. I am involved as a volunteer and still get support"

# Community Connection and Belonging Project ANNUAL OUTCOMES 2020-21

**16** community connectors recruited



“ Life is busy but there will always be someone who needs help. This is a community to come to and give to that holds so much happiness. ”



**ASSISTED**

**23**

**ADULTS**



**six children**



**ON**

**HOUSING**

“ I have discovered NOT everyone looks homeless ”

**79**

**INSTANCES of**

**Information & Referral**

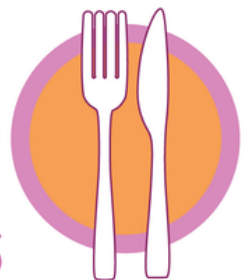


**COMMUNITY LUNCH**

“ We feel so blessed to link up in this community and receive this assistance. ”

**TOTAL**

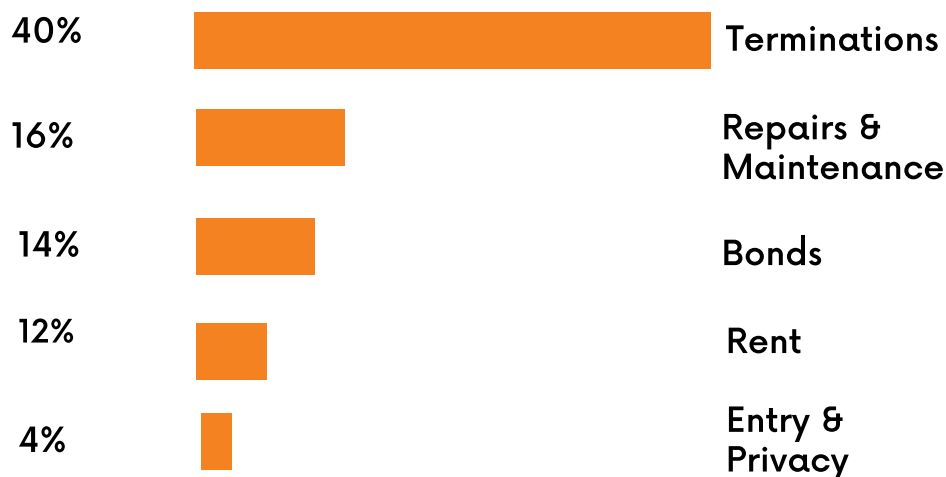
**408**  
**attendees**



“ Giving is absolute Joy! ”

## 2 207 Tenants Assisted

### TOP 5 TENANCY ISSUES



### TOP 5 POST CODES

4101	4076 - 4078	4103 - 4104	4151 - 4152	4122
West End	Darra	Annerley	Coorparoo	Mt Gravatt
South BNE	Inala	Fairfield	Carindale	Mansfield
Highgate Hill	Richlands	Yeronga	Camp Hill	Underwood
	Durack		Carina	
	Forest Lake			

## International Tenants' Day 2020

QSTARS partnered with Connecting International Students Brisbane to deliver an online workshop giving international students as one of the proportionally highest groups affected by the outcomes of COVID-19, opportunity to workshop pressing matters relating to renting and tenancies.



# CELEBRATING COMMUNITY



## CULTURE IN THE KITCHEN

## COMMUNITY DONATIONS



## LUMINOUS LANTERN PARADE WORKSHOPS

## INTERNATIONAL TENANTS DAY





## CHINESE NEW YEAR

## RETHINK STORE 2ND BIRTHDAY



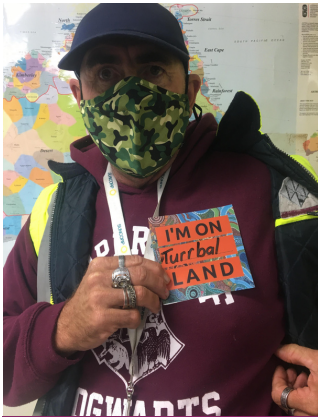
## RECONCILIATION WEEK



## LOCAL BUSINESS SUPPORTING LOCAL COMMUNITY







## NAIDOC WEEK

## YCC ART & CRAFTIVISM



## WECH ART GANG @ ART FROM THE MARGINS

## NEIGHBOURHOOD CENTRE WEEK





# FINANCIAL OVERVIEW

Organisation Surplus at 30/6/21

**\$290,197**

Including Job Keeper & Government Cash Stimulus

**\$382,388**

While the organisation received these additional funds we continued to operate and provide essential service to our community and operate our community venues.

Fundraising and other Donations were minimal in 2020/2021

**\$ 1 555 555**



Total Assets

**\$ 619 850**



Total Liabilities

**\$ 935 705**



Total Equity

Current Assets to Current Liabilities 2.5%

Community Plus+ has an unqualified Audit for 2020/2021

# ACKNOWLEDGEMENTS



COMMUNITY PLUS+ would like to thank all of our collaborators, partners and supporters.

## MAJOR PARTNERS

Department of  
Communities, Housing  
and Digital Economy  
Brisbane City Council  
JACOBS  
98.9 FM  
TENANTS QLD  
Annerley Baptist Church  
Siganto Foundation

## ELECTED REPRESENTATIVES

Graham Perrett MP  
Terri Butler MP  
Mark Bailey MP  
Amy MacMahon MP  
Hon Leeanne Enoch  
Cr Jonathan Sri  
Cr Nicole Johnston  
Cr Steve Griffiths  
Cr Fiona Cunningham  
Jackie Trad MP

## SUPPORTERS & SPONSORS

Aunty Dawn Daylight  
Uncle Desmond  
Dwayne Doyle  
Dan Rennie  
Nancy Cole  
Donna Bowe  
Ben & Dee O'Donohue  
Jan Bowman  
Gabrielle Chrisholm  
Sandy Trembarth QPF  
Mauve LeJeune

Good Things Foundation  
Edmund Rice Foundation  
OZ Harvest  
Food Bank  
The Food Angels  
Ubuntu Foundation

Neighbourhood Centres QLD  
Multicultural Australia  
All Gauge Model Railway Club  
Annerley-Stephens History  
Group

Murri Ministry  
ASTICHS Brisbane  
Braille House  
MICAH  
Kurilpa Futures  
WECA  
Street Smart  
CBA

University of Queensland  
Queensland University of  
Technology  
Lipscomb University  
Tennessee  
All Hallows' School  
Yeronga State High School

Yeronga Service Club  
Impact Boom  
G.E. Mallans Bulk Meats  
Bakers Delight Yeronga  
Billy Kart Kitchen West End  
Renegade Coffee Roasters  
Little Clive Cafe  
A&J Electrical  
Lions Club of Ekibin  
Rotary Club of Brisbane -  
Taylor Bridge

*Thank you to the many others who have supported Community Plus+*





Community Plus+



WEST END COMMUNITY HOUSE



ARMIDALE COMMUNITY SERVICES



VIRGINIA COMMUNITY CENTRE



Qstars  
2ND STATEWIDE TENANT ADVICE AND REFERRAL SERVICE

