



**MAKE
RENTING FAIR**
IN QUEENSLAND

RENTING LAWS NEED TO BE MADE
FAIR, SAFE AND CERTAIN



Acknowledgement

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 Custodians on whose countries we live and work and Elders past, present and emerging. We pay tribute to their 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.

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.

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OUR MANAGEMENT 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 Boarders 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
Joined 2011

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



**MARK
HARGRAVES**
Secretary
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.

OUR MANAGEMENT COMMITTEE



BOB SPEIRS
Secretary
2013 - 2022

Bob joined the Management Committee in late 2012 when he retired 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.



**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.



**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.

OUR MANAGEMENT COMMITTEE



**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.



**ZOE
PASHLEY**
Board Member
Joined 2022

Zoe has worked in Human Resources for over 15 years, initially working with large corporate firms, and in 2017 started her own HR Consultancy Business, supporting Small to Medium Finance and Tech firms with HR needs. Zoe is a certified member of the Australian Human Resource Institute and qualified in HR, Change and Project Management. Zoe moved to West End in 2007 and immediately felt a sense of belonging and acceptance, Zoe joined the Management committee to extend her connections to the community she loves.



**SHANNON
DOOLAND**
Board Member
Joined 2022

Shannon is very proud to be part of the Community Plus+ management committee for a number of reasons. Shannon has worked for key partner Jacobs for over two decades and so is very pleased to represent partner organisations into the committee and to bring the connectivity of a large professional and technical services organisation into the needs of Community Plus+. Shannon's technical background is as an engineer specialising in flooding. Shannon is keen to bring more, strong knowledge around flooding and climate resilience into the ongoing community resilience initiatives undertaken by the Community Plus+ team.



**REGINA
HAMILTON**
Board Member
Joined 2016

Regina is a Human Resources specialist working in the Non-Government sector for 25 years and has extensive experience in leading organisational and human resource system development within a range of community sector organisations.

CHAIRPERSON REPORT



Every year, Community Plus+ grows stronger and more connected with our community. Together, we celebrate the good times and united, we bravely encounter the challenging times.

The Management Committee worked together this year in executing on the governance and financial sustainability policies we created in the prior year and laying the foundations for the creation of a new, living, future focused strategic plan.

Building capacity to be well positioned to co-invest in new programs and crisis responses even when faced with challenging economic circumstances and ensuring we are here when our community needs us most has been pivotal to our work.

Community Plus+ celebrated the Queensland State Government's announcement to increase the base funding to neighbourhood centres in Queensland. We welcomed this acknowledgement of the vital role that Neighbourhood Centres play in our communities and the opportunity to enhance our service delivery capacity. This celebration was shared with our peak body Neighbourhood Centres Queensland and other neighbourhood centres in Queensland. We are stronger together.

Investing in partnerships and growing stronger together is a core pillar in our delivery and I share thanks to all of our partners throughout the past year. I encourage you all to take the time to review the Partners and Supporters list included in this report.

Our committed team under Mel Hilditch's excellent leadership, deliver every conversation and outcome with heart, resiliency and authenticity and I couldn't be more proud and grateful of everything they have achieved during this year. Thank you to my fellow Management Committee members for your commitment and dedication in volunteering your time to ensure the right, effective governance for Community Plus+.

With a heart full of gratitude, I thank every one of you for your ongoing commitment and support. I look forward to the future with optimism of what we can achieve together.

Bec Langdon

A handwritten signature in cursive script, reading "Bec Langdon".

MANAGER REPORT



Starting with our team I extend heartfelt thanks to all staff and volunteers for the passion and commitment they bring to all they do. I would also like to thank the management committee for their excellent guidance, support and contributions over the last 12 months.

Every year as I reflect back on all the collaborative efforts we have been part of, to build community in place, I am proud and grateful to be a member of Community Plus+.

Our work is continually refreshing, creative and responsive, developing solutions inclusive of all to ensure greater community resilience as we face into increasing challenges.

Our CP+ community is a rich living tapestry of people working adaptively together to help and respond to pandemics (COVID: Social Isolation & Loneliness), housing crisis, flood and rainfall events and the impact of rising costs of living to name a few. All while celebrating the vibrancy of community life by bringing people together through the arts and cultural activities.

Most importantly we learn that all thrive when our local First Nations heritage and culture is respected, acknowledged and embraced. Our place-based approach harnesses the knowledge, leadership and capability available across our community for the greater benefit of all. We continue to demonstrate the deep value of investment in grassroots community-built initiatives by supporting local activities and community initiatives in place.

Thank you to all our supporters and partners for embracing and helping us to achieve our vision of *Active Centres for Stronger Communities*, we look forward to collaborating with community to work towards achieving our new and refreshed vision of *Empowering Communities to be the Heart of Inclusive Social Change*.

Mel Hilditch

A stylized, handwritten signature in black ink.

OUR YEAR IN NUMBERS

34 196

Total No. of Visits

91 969

Info & Referrals

25 890

Meals Prepared

2 887

Volunteer Shifts

QSTARS TENANCY SUPPORT

The Queensland Statewide Tenant Advice and Referral Service (QSTARS) is a free independent advice and referral service for all Queensland renters managed by Tenants Queensland and delivered by Community Plus+ throughout the inner south of Brisbane.

QSTARS had a busy year with the announcement of the first round of tenancy law changes that took effect in October 2022. This announcement was the result of many years of campaigning and submissions to the government by tenants, stakeholders, support organisations and frontline workers. The majority of these new law changes have taken effect on 1st October 2022 and the team is updating our knowledge and advice to assist tenants navigating the transitions and new processes.

In March the QSTARS team delivered tenancy advice as part of the flood recovery hubs at West End Community House and Yeronga Community Centre. The team assisted tenants to end their tenancies, gain access to their bonds and negotiate the return of rents paid in advance. The impact of this event is ongoing, and the team are still assisting tenants with issues around ongoing repairs, rent reductions and mould.

The housing and rental crisis continues to have a massive impact on tenants, and it is now not safe for tenants to exercise their legal rights as it could lead to loss of tenancy and homelessness.

The team have been supporting an increase of tenants receiving Notice to Leave – Without Grounds – this is the cohort that can struggle to find a property to move into by the end of the notice period leaving very few options for tenants to keep roofs over their heads. Community Plus+ Queensland is committed to working in partnership and collaboration with tenants, advocacy groups, organisations and government to create place based solutions that address the housing and rental crisis in our communities.



QSTARS TENANCY SUPPORT

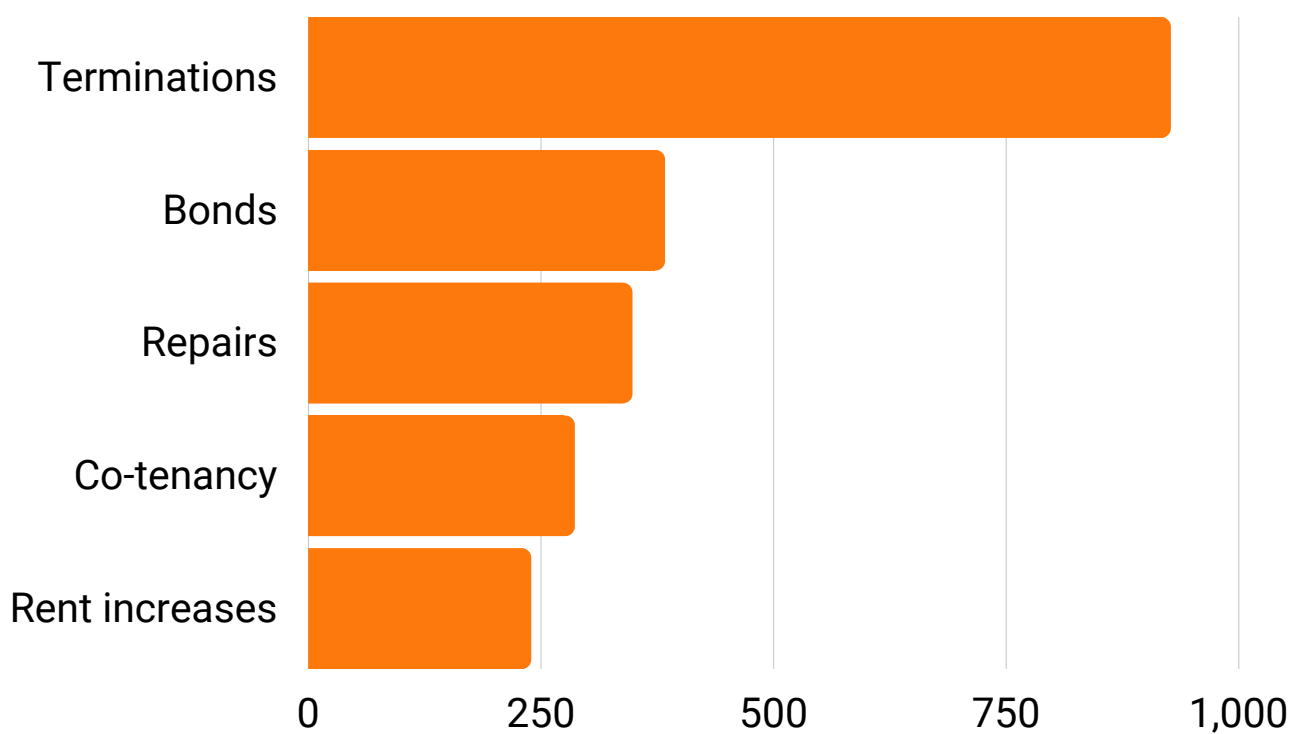


6238 hours
of assistance



1549 tenants
assisted

TOP 5 TENANCY ISSUES



HIGHEST RESPONSE SUBURBS

Inala

West End

Annerley

Woolloongabba

South Brisbane

COMMUNITY RESILIENCE & FLOOD RECOVERY

Community Plus+ is committed to building stronger communities while responding to the current and ongoing impacts of climate change on the local communities we work with across the Brisbane LGA, through development and delivery of recovery and resilience projects and programs.

Our neighbourhood centres have been first responders in the February 2022 floods, delivering immediate event and ongoing responses across the Brisbane LGA in partnership with Queensland Community Recovery and a diverse range of community led support. Community Plus+ builds community resilience by delivering a specialised place based approach to respond and recover with local communities. Embedded in our community, we are here before the flood waters rise and long after they recede.

In the immediacy of the flood and rainfall event, we opened our doors to the community on Sunday, February 27th to respond to flood affected residents. From early March, Community Plus+ partnered with the QLD State Government Community Recovery Team to deliver Community Flood Recovery Hubs through our neighbourhood centres located in Yeronga and West End.

We welcomed and settled in the service teams from Community Recovery QLD, Department of Housing, Services Australia, The Salvation Army, Red Cross, and Lifeline, who worked alongside our amazing team of staff and volunteers to support individuals and families with freshly made meals, access to all forms of material relief, peer support, tenancy advice, information and referrals.

We will continue to build our partnerships with State Government Community Recovery, Resilient Homes Fund, National Emergency Management Agency, Red Cross, GIVIT and the Rotary just to name a few. These partnerships will give us a strong foundation to continue our core work of building inclusive, connected, resilient community.





"The recent floods had a devastating impact on my family as my house was fully submerged under water. Thank you Yeronga Community Centre for your kindness and support during a stressful time. You gave us hope of recovery and helped us move back in confidently" - Emily (community member)

YERONGA COMMUNITY CENTRE

Yeronga Community Centre has had a very active year supporting community with information, referrals, food relief, capacity building, community breakfast and social inclusion programs. Earlier in the year, Yeronga in partnership with Community Recovery QLD, became one of the localised hubs to assist residents in the recovery from February 2022 floods in Brisbane. It became the go-to centre for flooded community members, including supporting vulnerable communities affected by the flood to identify and assist with the recovery process.

Community Plus+ continues to work with all stakeholders to ensure the design of the new Yeronga Community Centre, being built at the old Yeronga Tafe site in 2023. The new centre will deliver vital community infrastructure to provide spaces for the local community to meet, access services and participate in social and cultural activities alongside All Gauge Model Railway Club and the Annerley Stephens History Group.

Food With Thought Program

The Food with Thought program was extended during flood recovery to provide meals, sandwiches, desserts and food items seven days per week. Meals were distributed throughout YCC and WECH community fridges and outreach. The Food with Thought program is made possible by the generosity of community donors and supplies sourced from Oz Harvest and Bakers Delight.



Community Engagement

We take delight in delivering an active program of community engagement activities during the year. The program provided opportunities for community members through engagement in creative activities, capacity building, physical wellbeing, and social groups. These include Senior's group, Art Group, Spanish Craft group, Community Excursions and a range of Information Sessions. New additions to the program have included Nia Dance, Poetry Workshops, Barre classes and Self-Defense classes.



WEST END COMMUNITY HOUSE

West End Community House continues to provide a safe and welcoming space to support community members with information, referral, food, computer access, connections, community breakfast and social interaction. In February, West End also became one of the localised hubs to assist residents in the recovery from floods.

Art Gang

The Art Gang continues to empower artists living with mental health, physical and/or intellectual disabilities or those experiencing homelessness and social isolation by creating a unique approach to focusing on personal and professional development opportunities through creative practice. The Art Gang hosted several sell out exhibitions including a pop-up at the People's Park Kiosk and at the house during Mental Health Week.



Community Outreach

The People's Park Kiosk has continued to develop as a vital culturally safe space for First Nations peoples in the heart of West End. The team works in close partnership and collaboration with local community to support access for mob to information and referrals, phone and computer access, cultural connection and social inclusion. Every Wednesday the Whoopee-Do Crew provide a morning full of songs, connection and laughs



Collaborations

Community Plus+ proudly partnered with: West End Community Association, Micah Projects, Triple AAA Murri Country Radio and Brisbane City Council to creatively light up the People's Park Kiosk with the launch of The "Breaking the Boundaries" Go BO. The launch doubled as a community celebration featuring music by Whoopee-Do Crew and First Nations live performances by Jungaji and son Dean Brady. The first artwork illuminating the space was created by WECH Art Gang artist Duane Doyle.



"West End Community House is run by caring, authentic and generous people. I cope due to the sanctuary, support and good food I get here. Thank you for your ongoing support as well as the lovely coffee on a cold winters morning." - Chris (community member)



ANNERLEY COMMUNITY SERVICE

Annerley Community Service has continued to thrive this year with the Community Plus+ team and community members coming together to engage local residents, community groups, organisations and businesses to undertake community initiatives, projects and events within Annerley.

The service has long standing ties with the local community to create strong partnerships and collaborations with: Annerley Baptist Church, Community Connection & Belonging Project, Annerley Junction Fest, Create Annerley and the Annerley-Stephens History Group.

A standout annual event, Annerley Junction Fest was celebrated in October 2022. Community Plus+ proudly supports the Annerley Junction Fest Committee to run the community street festival celebrating the life and culture of Annerley.

The event has transformed to include a creative focus showcasing established and emerging artists, musicians, circus performers, kids' activities, a fashion show, Annerley traders and local community groups.



COMMUNITY CONNECTION & BELONGING PROJECT

The Community Connection & Belonging Project is delivered by Community Plus+ in partnership with Annerley Baptist Church originally funded as a Pathways out of homelessness pilot by Brisbane City Council. The project was developed as a place-based response to significant numbers of people presenting in the area who were experiencing homelessness.

It continues to create a safe, inclusive, and growing community of people who are finding their own pathways out of homelessness through support from our community connectors.

CC&B has experienced several contextual challenges as it has adapted to the impact of the pandemic, the 2022 floods and the rental and housing crisis. The project evaluation reported that in the last year, options for placing people in housing have diminished significantly. However, despite this challenging environment the project continues to assist community members who are experiencing homelessness and housing stress by providing practical support to address people's individual needs by working with them to navigate complex systems that often overwhelm people when they are at their most vulnerable.

A consistent theme shared by participants is that they have experienced a greater sense of purpose, meaning and belonging from their involvement with the project. With increased understanding of the nature of homelessness and social isolation, the project has built the capacity of our local communities to respond to people in housing distress.



COMMUNITY CONNECTION & BELONGING PROJECT

Annual Outcomes

20 community
connectors
recruited



23 adults
assisted into
housing



120 instances of
information and
referral



3077 community
meals provided
during lunch



COMMUNITY HIGHLIGHTS



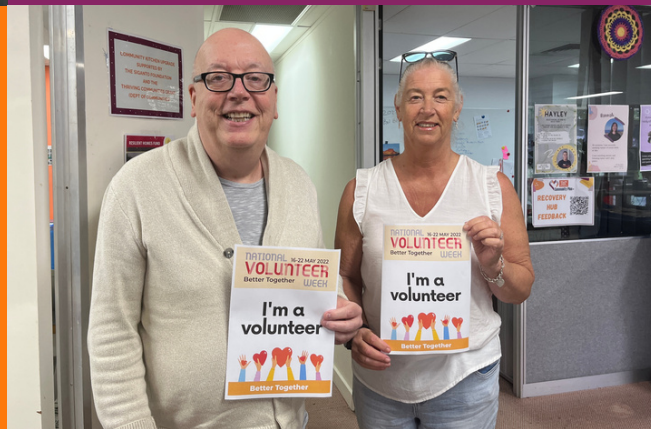
MENTAL HEALTH WEEK ART GANG EXHIBITION

NEIGHBOURHOOD CENTRE WEEK



NATIONAL RECONCILIATION WEEK

NATIONAL VOLUNTEER WEEK



COMMUNITY HIGHLIGHTS



FLOOD RECOVERY DONATIONS

TURNSTYLE BIKE SHED AT WECH



COMMUNITY EXCURSIONS



VISIT FROM CELEBRITY CHEF BEN O'DONOGHUE



COMMUNITY HIGHLIGHTS



STENCILLING
WORKSHOP AT
WECH

COMMUNITY
BREKKY



YCC THANK YOU
MORNING TEA



CHRISTMAS
HAMPERS



FINANCIAL REPORT

Income

During 2021/2022 Community Plus received government funds to support delivery of Neighbourhood Centre & Flood Recovery programs and Tenancy Advice Services in West End, Yeronga and Annerley. We attracted donations of \$83 431, however COVID continued to have an impact on our fundraising activities in the last financial year, therefore our income was down by 12%.

Expenses

While we had less income, we continued to make investments in our staff with additional hours and maintain our offices/sites. Employment costs rose by 13% in 2021/22.

Community Plus+ also invested an amount of funds to increase our community investment profile and impact to continue to be able to invest in community projects to build community resilience.

\$ 1 416 212		Total Assets
\$ 515 872		Total Liabilities
\$ 900 340		Total Member Funds

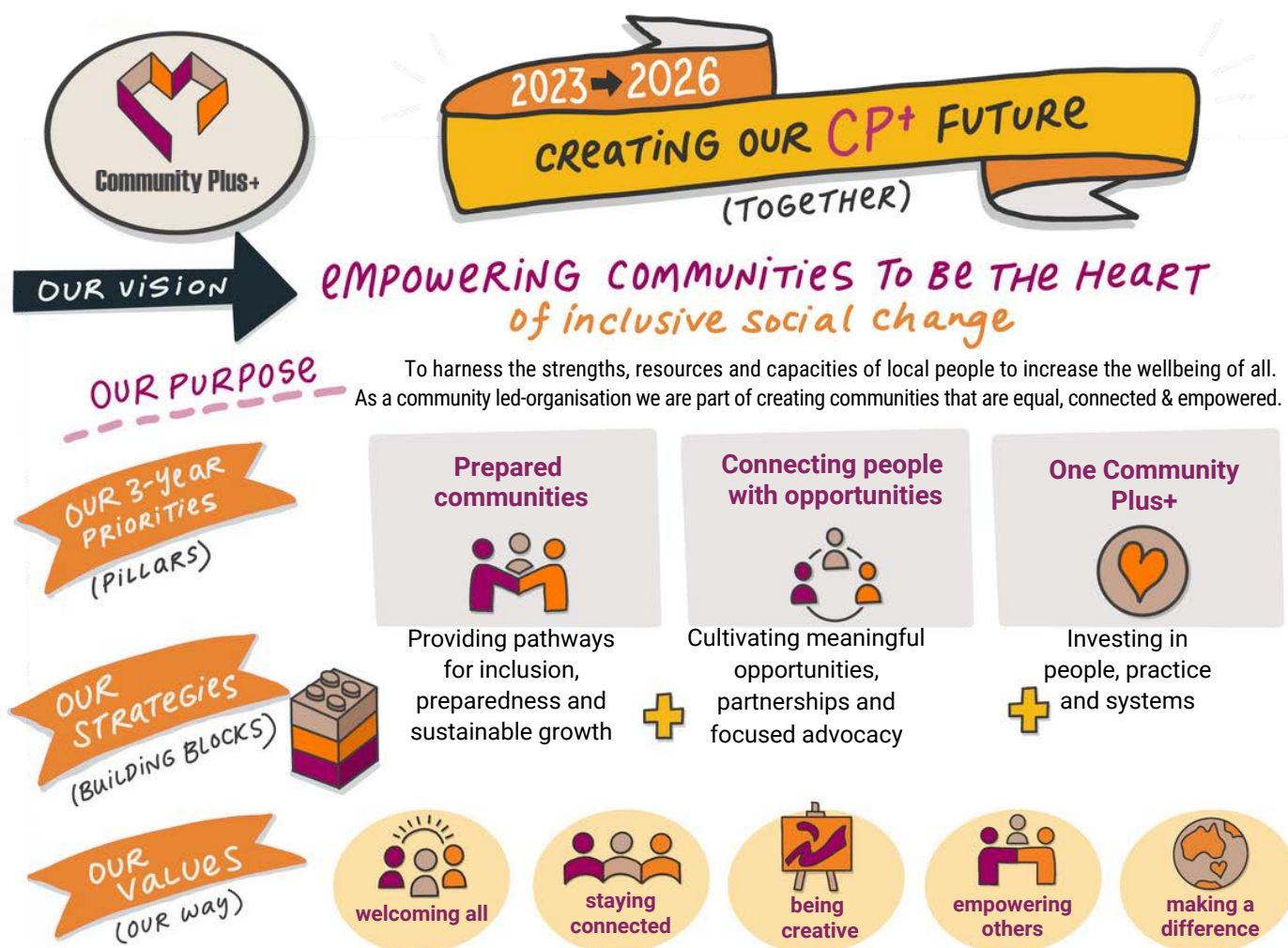
PLANNING OUR FUTURE

Community Plus+ is part of creating communities that are more equal, more connected and more empowered.

Community Plus+ has grown from a history of grassroots advocacy and we continue to enact our strong commitment to social justice and inclusion for the wellbeing of all. Place-based community development is at the core of our practice.

We are well versed in delivering place-based solutions through collaborative partnerships. Activating a number of spaces across Brisbane, including West End Community House, Yeronga Community Centre, Annerley Hub, West End Croquet Club and Boundary Street Kiosk.

Our new vision invites us to centre inclusion as key to empowering local communities to generate and share resources to creatively address the changes, challenges and opportunities our city is facing now and in the next few years.



PARTNERS & SUPPORTERS

Community Plus+ would like to thank all of our collaborators, partners, supporters and friends.

Our Partners

All Gauge Model Railway Club
Annerley Baptist Church
Annerley Stephens History Group
Brisbane City Council
Department of Communities, Housing and Digital Economy
JACOBS
Tenants QLD
Triple AAA Murri Radio

Elected Representatives

Cr Nicole Johnston
Cr Jonathan Srianganathan
Cr Fiona Cunningham
Cr Steve Griffiths
Mark Bailey MP
Graham Perrett MP
Amy McMahon MP
Peter Russo MP
Jess Pugh MP
Milton Dick MP
Max Chandler Mather MP

Flood Donors

A and J Electrical
Apex Brisbane City
Aust First Lending
Baby Give Back
Baked Relief
Bakers Delight Fairfield
Brisbane Boys College
Bunnings Oxley
Bunnings Rocklea
Coles Fairfield

Coles Local Stores Ascot, Woolloongabba and Adelaide St
COVIU
DTM Express
Flight Centre Head Office
Givit
Groove Properties
Jane Elvin LJ Hooker Real Estate
Annerley
King St Bakery and Lend Lease
Kyabra Community Association
Labor Party Annerley
Lions Club Pinelands
LOTE Marketing
Nudgee College
Plant Empire
QCWA
Red Cross
Renegade Coffee Roasters
Rotary Club South Brisbane
Rotary Club Stones Corner
Rotary Taylor Bridge
Sandra Dunglison
Siganto Foundation
Stanton and Treby Sales
The Greengrocer Fairfield
Transurban
Yeronga Bakery

Supporters & Sponsors

Acacia Ridge Community Service
A Place to Belong
Annerley Library
Annerley RSL
Annett Cummings
Belong
Benarrawa
Braille House
Brisbane Backyard Film Festival
Building Better Communities
Create Annerley
Cycling Safety
Dawn Daylight
Edmund Rice Foundation
Ekibin Lions
Elorac Place
Emmanuel City Mission
Fairfield Library

Food Connect
Foodbank
Heather Luck
Holland Park Church of Christ
Inala Hub / Southwest Brisbane Community / Legal Centre Inc.
Indi Tansey
Jean Griffin
Junction Fest Group
Kurilpa Scouts –Yeronga
Life Church Salisbury
Lions Ekibin
Lions Pinelands
Love Food Hate Waste
Micah Projects
MKA Lions
Moorooka Lions
Mt Gravatt Community Centre Inc
Multicultural Australia
Murri Ministry
Oxley Creek Catchment Association
Oz Harvest
Pantry Assist Annerley
Phil Carney
Q1 Lions
QCOSS
QFCA
ReThink Info Hub & Store
RNA Solutions
Rotary South Brisbane
Safe Communities
Share Shed
Sherwood Neighbourhood Centre
Southside Antiques Centre
Southside Eyewear
St David's Neighbourhood Centre
The Junction at Annerley
Traction
Turnstyle Community Hub
Upbeats
Victoria Moffrey
Vintage Collective
Voodoo Rabbit Fabric
Welcome Dinner Project
West End Uniting Church
Wilderness Society
Yeronga Bushcare Group
Yeronga Community Garden
Yeronga DP RSL
Yeronga Meals on Wheels
Yeronga Residents

EMPOWERING COMMUNITIES TO BE THE HEART OF INCLUSIVE SOCIAL CHANGE



Community Plus

