

# REDLAND COMMUNITY CENTRE INC.

*'Serving this community with care and understanding'*

## ANNUAL REPORT

2017





**REDLAND COMMUNITY CENTRE INC.**  
**ANNUAL GENERAL MEETING**

**Agenda**

**10.30 am – 12 September 2017**

- 
1. **Welcome/Apologies** Garry White, Chair
  2. **Registration of proxies** Allison Wicks, General Manager
  3. **Adoption of 2016 Annual General Meeting minutes**
  4. **Reports:**  
Chair: Garry White  
Auditor: Ross Alcorn, Treasurer
  5. **Appointment of Auditor 2017/2018**
  6. **Acting Mayor, Cr Wendy Boglary's Address**
  7. **Election of Committee Members 2017/2018**  
Cr Paul Gleeson, Redland City Council
  8. **New Board Chair's Address** Garry White
  9. **Acknowledgement of Life Time Member**
  10. **General Manager's Update** Allison Wicks
  11. **Presentation of Long Service Certificates**  
Acting Mayor, Cr Wendy Boglary, Redland City Council
  12. **Guest Speaker** Savannah Falzon, Retirement Care Solutions
  13. **Vote of Thanks** Board Chair
  14. **Meeting Close**

Light lunch will be served at the conclusion of the meeting



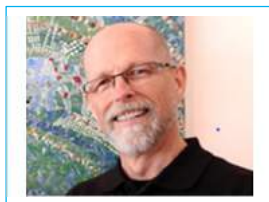
## Table of Contents

Centre People .....	1
About Us .....	3
Annual General Meeting Minutes – 27 September 2016 .....	5
Board Chair's Report .....	12
Audit Report .....	14
General Manager's Update 2016 .....	23
Introduction .....	23
Financial Analysis .....	24
Strategic Planning .....	25
Members & Supporters .....	27
Volunteers .....	30
Emergency Relief Program .....	34
Focus on Families .....	42
Counselling .....	45
New Programs FY17 .....	46
Pipeline Projects for FY18 .....	51
Groups and Events .....	53
Special Annual Projects .....	54
Back Pack to School .....	54
Christmas Project .....	56
Thank You .....	61
Nominations .....	63



# Centre People

## Board Executive Members



Garry White  
Board Chair



David Shellshear  
Board Deputy Chair



Ross Alcorn  
Treasurer

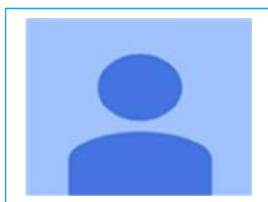


Vacant  
Honorary Secretary

## Board Members



Robyn Bridges  
Board Member



Vacant  
Board Member



Elaine Riley  
Board Member



Margaret Venes  
Board Member



Mike Venes  
Board Member



## Staff Members



Allison Wicks  
General Manager

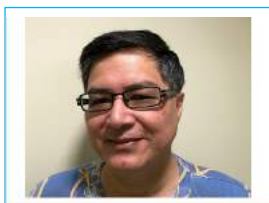


Debbie Spearritt  
Administration  
Manager



Jo Cook  
Volunteer  
Coordinator/Project  
Worker

## GPS Project Workers



Jeff Chong  
Financial Counsellor  
GPS Project



William McGurk  
Money Finder  
GPS Project



# Redland Community Centre Inc.

## About Us

Redland Community Centre is a non-profit community based organisation with offices in Cleveland and Capalaba. We are endorsed by the federal government as a public benevolent institution and registered as a charity with the Australian Charities and Not for profits Commission (ACNC). The Centre generally provides services to people in the suburbs of the Redland City Council area, including the Bay Islands, and the Brisbane suburbs of Wynnum/Manly.

The Centre aims to build community capacity to respond to needs in our community. Those engaged at the Centre aim to:-



Help others, relieve hardship, empower and educate



Build self-esteem and individual capacity



Provide opportunities to be involved; to make a difference

We do this by following the Centre's vision of **'serving this community with care and understanding'**.



## History

In 1977 the Cleveland Rotary Club formed a Drug Awareness Group in Cleveland. That organisation later changed its name to Redlands Awareness Group (RAG) to better reflect the diversity of needs to which it responded.

In Mid 1989 a need was identified for a venue where families and individuals could get together to discuss community issues and obtain welfare related information.

RAG responded to this need by submitting a proposal to the then Department of Family Services, Aboriginal and Islander Affairs – Division of Community and Youth to purchase



premises in Capalaba. The proposal was successful and in April 1990 RAG, under sponsorship and funding from the Redland Shire Council, commenced operating from newly acquired premises at 29 Loraine Street Capalaba under the name of Capalaba Neighbourhood Centre, whilst RAG continued to operate out of Cleveland.

On the 25th of August 1990, the Capalaba Neighbourhood Centre was officially opened by the Minister for Family Services, Aboriginal and Islander Affairs.

Financial assistance provided to RAG by the Redland Shire Council ceased in June 1991. Alternative funding in the form of one-off grants from the Department of Family Services and Aboriginal and Islander Affairs along with recurrent funding via the Family and Individual Support Programme (F.I.S.P.) was accessed.

Capalaba Neighbourhood Centre changed its name to the Capalaba Community Centre Inc. when incorporated on the 15th June 1992.

On the 25th of June 1996, the Capalaba Community Centre Inc. was invited to assume the affairs of RAG in Cleveland at which point the organisation again changed its name, this time to Redland Community Centre Inc., reflecting its wider geographic interests.

In June 1996 the local community in conjunction with the Redland Shire Council, Queensland Government and Life Line committed to a redevelopment programme that resulted in the present purpose designed community centre being constructed on the original site at 29 Loraine Street followed by an official opening in August 1999. The redevelopment of this site required RCC to relocate twice within the area whilst construction took place.

Since that time, valuable community based services have been provided from both the Capalaba site and leased premises in Cleveland under contractual arrangements with Queensland and Federal Government agencies supported by self-generated funding initiatives.

Our long standing and close association with relevant departments at federal, state and local government levels remain a priority commitment going forward in order to underwrite the continuance of the Centre's valuable services to the community.







# Redland Community Centre Inc.

## Annual General Meeting

**Minutes - 27 September 2016**

### **1. Present**

Mr Matt McEachan , Mr Don Brown, Cr Lance Hewlett, Acting Mayor Cr Wendy Boglary, Cr Paul Bishop, Cr Tracey Huges, Mike Venes, Margaret Venes, Sheena Hewlett, Paul Leis, Sue Dobrich, Kev and Del Hudson, David Shellshear, Lyn Shellshear, Beverley Allsop, Robyn Bridges, Pauline Davy, Donna Koning, Michelle Muir, Christine Davis, Garry White, Robyn Robinson, Elaine Riley, Josie Adams, Ian Wallace, Tony Christianson, Justine Kennedy, Karolyn Campbell, Margaret Kostowski, Steph Cotroneo, Diana Bitossi, Steve Spearritt, Jan Reynolds, Allison Wicks, Debbie Spearritt, Eunice Beer.

### **2. Meeting Declared Open**

Mike Venes, the Chair, declared the meeting open at 10.35 am.

He welcomed the guests and members and referred the guests to the Annual Report which includes all reports referred to during the meeting.

### **3. Apologies**

Ross Alcorn, Lynn McNeilly, Mayor Cr. Karen Williams, Kylie Alcorn, Marjorie Wallace, Roger Gray, Beverly Bourke, Gail Armstrong, Cr Mark Edwards, Cr Murray Elliott, Cr Paul Gleeson, Cr Paul Golle, Norman Haupt, Col Sutcliffe, Dr Mark Robinson, Lucy Hind, Vince Jordan, Bev Bird, Cr. Julie Talty, Cr Peter Mitchell, Jenny Leis, Daphne Rogers, David Field, Pauline Jones.

Proxies were received from Ross Alcorn , Kylie Alcorn

### **Motion**

It was moved that the apologies and proxies be accepted.



Moved: Elaine Riley

Seconded: Pauline Davy

Carried

#### **4. Report on registration of proxies**

Allison Wicks, General Manager, reported on the registration of proxies. A total of two (2) proxies were lodged, all in favour of Mike Venes, Board Chair.

#### **5. Adoption of Minutes of last AGM – 2015**

The minutes of the previous AGM were included in the AGM papers.

##### **Motion**

It was moved that the minutes of the 2015 AGM are a true and accurate record.

Moved: Jan Reynolds

Seconded: Paul Leis

Carried

#### **6. Board Chair's report**

Mike Venes - Board Chair referred those Members and Supporters present to page 9 of the Annual Report for his full commentary on the past 12 months activities then proceeded to deliver an abridged version highlighting that the organisation was commemorating 20 years of service as Redland Community Centre Inc. and paying respect to founding office bearers Peter Hunter (President) and Wyn Stevenson (Co-ordinator) who earlier had identified the need for the community services still inherent in what we deliver today.

Mike went on to describe this past year as one involving bereavement, retirement, reorganisation and significant change and accompanied by sustained demand for our services with each challenge being responded to by an organisation that continues to serve the community with care and understanding thanks to the remarkable resilience and commitment of its various stakeholders.

He particularly referenced the retirement of former General Manager – Paul Leis after almost 14 years of outstanding leadership during which time the organisation evolved from humble beginnings to become the formidable community service provider it is today and the successful transition to new General Manager – Allison Wicks who has already visited her own progressive management style on the organisation accompanied by the introduction of new technology aimed at improving our operational efficiency and strengthening and extending our communication platforms.



In pre-empting his retirement as Board Chair, Mike paid tribute to the contributions and support of our talented staff, dedicated volunteers and generous supporters throughout his 5 years in that position and wished incoming Chair - Garry White and General Manager – Allison every success in taking the organisation forward under their leadership.

### **Motion**

It was moved that the Chair's report be accepted.

Moved: *David Shellshear*

Seconded: *Margaret Kostowski*

*Carried*

## **7. Auditor's report**

Members and guests were referred to the 2015/2016 Auditor's Report in AGM papers which confirm a sound financial position.

An enquiry was made by Cr Paul Bishop re a donation of \$2,000.00 made to RCC by Bendigo Bank. The explanation of same was provided by GM Allison Wicks.

### **Motion**

It was moved that the Auditors Report for 2015/2016 be accepted.

Moved: *Mike Venes*

Seconded: *Robyn Bridges*

*Carried*

## **8. Appointment of auditor for 2016/2017**

### **Motion**

It was moved that the accounting firm of Howe, Ford & Boxer, trading as HFB Accounting Pty Ltd, be appointed as auditors subject to a suitable fee and delivery of the audit report at least one week prior to the 2017 AGM.

Moved: *Mike Venes (proxy for Treasurer Ross Alcorn)*

Seconded: *Robyn Bridges*

*Carried*



## 9. Election of Board Members

Acting Mayor, Cr Wendy Boglary assumed the Chair for the election of Officers and, after commending the Centre for the work the Centre does in the community, declared all positions vacant.

Members were referred to the list of nominees in the AGM papers.

Allison Wicks, the returning officer, confirmed that nominations were received by the due date, correctly completed and that the list was publicly displayed. It was confirmed that all nominees were current financial members as were all proposers and seconders.

Mike Venes vacated the chair allowing the election of office bearers for 2016 / 2017 to proceed then advised he would be continuing in the role of Board member. The Chair was vacated with the incoming Chair, Garry White, taking his position.

<b>Chair:</b>	Garry White
<b>Deputy Chair:</b>	David Shellshear
<b>Secretary:</b>	Jan Reynolds
<b>Treasurer:</b>	Ross Alcorn
<b>Board members:</b>	Robyn Bridges
	Pauline Davy
	Elaine Riley
	Margaret Venes
	Mike Venes

### Motion

It was moved that all Board members, as nominated, be endorsed and elected.

Moved: *Diana Bitossi*

Seconded: *Paul Leis*

*Carried with acclamation.*

Deputy Mayor, Cr Wendy Boglary congratulated the incoming Board members.

Garry White, assumed the Chair and thanked previous Board members.



## 10. General Manager's Report

Allison Wicks – congratulated Garry on his election and thanked the RCC Board, both past and present, for their continued support through a time of extensive change.

Allison briefly touched on the major projects that had been delivered over the last six months, the small deficit that was presented in FY16, before expanding on what the Centre's true purpose is – people.

As a result of a survey undertaken on volunteers by the GM, two words were ranked highest being 'hope' and 'family'. Hope was used as an acronym for the Centre being:-

**Holistic** – the all-inclusive culture of the Centre

**Opportunities** – for social connectedness/friendships/help

**People** – all people - of all walks of life, those we assist and those that assist – symbiotic is the relationship people have with this Centre

**Empathy** and understanding – along with a little Excitement when those difficult ER sessions are turned around into a positive outcome or when a NILS applicant receives approval for their loan

**Family** was also expressed as - family is where the heart is and each and every one of you here today are family.

The GM went further to advise attendees that 5200 people were assisted by the Centre in FY16 before thanking the members and supporters for their continued assistance.

Sustainability was raised together with decreasing the Centre's reliance on government funding. Revenue streams for additional revenue were part of the focus for the future for the GM.

The meeting was then advised of a successful Councillors Grant of \$2,427.00. The grant was for electronic safety card devices which will ensure the well-being of the Centre volunteers in remote locations such as Wynnum and the Bay Islands whilst delivering the ER program. Cr Paul Bishop and Cr Paul Gleeson had co-contributed to the amount of \$2,427.00 and were thanked.

News of two new locations being Wynnum/Manly and the Bay Islands for delivery of the ER program was released at the meeting, along with an outline of a new initiative in Triple P – parenting program for 2017.

The GM outlined the Christmas and Backpack to School projects that would soon be commencing and how important these projects are to the children and families we support.

In conclusion a thank you was extended to colleagues; Debbie Spearritt (Administration Manager), Christine Davis (Family Support Worker) and Eunice Beer (Volunteer Coordinator/Special Projects) for their support.



## **Motion**

It was moved that the General Manager's report be accepted.

Moved: Elaine Riley

Seconded: Mike Venes

Carried

## **11. Presentation of Long service awards**

Cr Paul Bishop and Mike Venes presented the awards to:

Elaine Riley :	20 years service
Sue Dobrich :	20 years service
Mary Abbato:	10 years service
Jan Reynolds :	10 years service
Pauline Jones :	10 years service

Cr Bishop then gave an address concerning the importance and value of volunteers and supporters. He outlined achievements of the Centre and recognised the significant role of volunteers and staff members in achieving these outcomes for the community.

Cr Bishop also announced the amount of \$2,427.00 being donated by the Council to allow RCC to purchase remote safety devices for use by staff at offices at Wynnum, Cleveland and Macleay Island offices.

## **12. Lifetime Membership**

### **Presentation of RCC 'Inaugural Life Membership Award'**

New Chair – Garry White invited Mike Venes to come forward to present the Inaugural Life Membership Award to recently retired General Manager – Paul Leis.

Mike explained this citation had been provided for in the original RCC constitution but not previously used and suggested there was little need to remind those present of the outstanding contribution that Paul had made to the organisation and the community at large however long-time colleague and Administration Manager – Debbie Spearritt joined the presentation and recounted many memories of the unique values that Paul brought to the Redland Community Centre throughout his time as General Manager and figurehead of RCC.

Paul responded by thanking all those associated with him during his time at the centre and wished it every success going forward. Members of parliament in attendance, Mr Matt McEachan MP for Redlands and Mr Don Brown MP for Capalaba took the opportunity to add their support for this award to Paul, a person obviously held in very high regard by both.



### **13. Guest Speakers**

The elected members of State Parliament were invited to give a presentation at the meeting.

Mr Matt McEachan MP, elected member for Redlands, spoke of his interest in RCC. He appreciated the support provided by the Centre to those in the southern suburbs of the Redlands and advised of his appreciation of working cooperatively with the Centre. Mr McEachan congratulated the Board members, volunteers and staff members for their dedication to the Centre and the outcomes achieved.

Mr Don Brown, elected member for Capalaba, voiced his appreciation of the Centre's achievements. He also congratulated the Board, volunteers and staff members on the outcomes achieved and reiterated his interest in continuing to provide support as required to the Centre.

### **14. New Membership Fees**

Following research into membership fees levied by other organisations in our region, the RCC Board resolved at its August meeting to adjust our membership fees, and in accordance with RCC Model Rules (Constitution) Clause 6, the following Motion is put to financial members at today's AGM.

#### **Motion**

It was moved that the the Redland Community Centre Membership fees be adjusted as follows:

- Individual Member \$11.00 (currently \$5.50)
- Associate (Corporate) Member \$22.00

Effective from the commencement of financial year 2017 / 2018

Moved: Garry White

Seconded: Mike Venes

### **15. Vote of thanks**

Cr Wendy Boglary was thanked for attending our AGM today and for Chairing the meeting for the election of officers and for her kind words.

The guests, members and supporters were thanked for attending. The staff members were also thanked for organising and catering for the meeting.

Lucky door prizes were drawn.

### **16. Declare meeting closed**

The meeting was declared closed at 11.50 am.

A light luncheon was then taken.



# Board Chair's Report to Members & Supporters

## AGM September 2017

### 2016 / 2017:

It is my pleasure to provide my first Board Chair report to members and supporters.

Last year's AGM was my third meeting as a Board member. My time before that was in various roles of support of the RCC. Now I am much closer to this community centre; to the services and the people that under-pin everything we do; I am more proud than ever before to serve and support the RCC in any way I can.

I reflect on 'Maslow's hierarchy of needs' and what Abraham Maslow identified as the very basic physiological needs humans must have to simply exist. They include food, sleep, shelter, security of family and health. Without these, nothing else matters. When I consider that the bulk of our emergency support was directed toward rent, electricity and gas, food and personal hygiene items, it is obvious that there are too many in our community subject to the threat of not eating, or having a shelter and as such; do not have access to life's basics.

There is no doubt the Redland Community Centre is relevant, needed and one of the Redlands underlying, quiet strengths for many touched by hardship.

As Allison, our General Manager will touch on; the Centre has served a greater and more-broad demand than anticipated. Many, many more people have sought-out and used our services. Through the 16-17 financial year, we closed Cleveland, opened a relief base on Macleay Island and in Wynnum too. We have nearly halved the per client visit cost of the emergency relief program, without reducing the quality of what is provided.

I hope you get a sense that from an emergency relief perspective only, it has been a significantly demanding year. When you consider the increased demand for other services too such as No Interest Loans (NILS), referrals, counselling and other personal support and relief, I also hope you feel and begin to understand how much Allison, Debbie, Jo, Jeff, William and our significant collective of volunteers have contributed to the overall success of the centre.

On behalf of the Board, I congratulate Allison, Debbie, Jo, Jeff, William and all our volunteers for their commitment, discipline and for ensuring the continuity of services throughout a demanding year. I especially recognise Allison, Debbie, Jo and our volunteer contingent for working extra hours without question or reward, for giving the community themselves, their time and their hearts and minds too. To you all, you have our "thanks".

Of note are the quite generous donations from ute-loads of groceries, to people that drop in and donate craft items, food parcels and cash. Grill'd Victoria Point cooked lunch for our





volunteers, a very nice gesture. There have been of course, our strong contingency of benefactors who, donate funds and food; all of which has assisted to build our non-Government funding.

### **Other milestones & achievements during 2016/2017:**

- ✚ We welcomed Jo Cook to the role of volunteer Coordinator/Project Worker. There is no doubting the difference Jo has made in the short time she has been with us; through her energy and drive
- ✚ Our IT capability is settled and best-practice and, is well placed for future demand
- ✚ Our presence on Facebook has improved and has no doubt improved the awareness of our services and facility
- ✚ The Redland Community Centre has proven to be a 'hub' of activity, with a significant increase in use, not only of our services; our room hire has also increased and has grown sufficiently to supplement the centre's income
- ✚ We are being proactive to reduce the use of cheques, in anticipation of banks requiring us to do and in the near future will adopt an updated financial system which automates processes currently being undertaken manually
- ✚ We have introduced new services, such as the community meals, innovated our counselling program that is now a role-model service for other community centres; and prepared for significant changes to how NILS will be provided
- ✚ Installed signage on the building which immediately improved visibility and awareness of the centre

These are just a few of the significant achievements of our people; lead by Allison, with the support and commitment of Debbie, Jo, Jeff, William and our volunteers. We have consolidated our Centre as a trusted, reliable, meaningful and wanted community hub. I commend the Redland Community Centre 2017 Annual Report to RCC Members & Supporters.

Sincerely

*Garry White*

**Chairperson**





## REDLAND COMMUNITY CENTRE INC.

### INDEPENDENT AUDIT REPORT FOR THE PERIOD ENDED 30 JUNE 2017

#### SCOPE

##### **The special purpose financial report and committee's responsibility**

The special purpose financial report comprising the balance sheet, profit & loss statement, accompanying notes to the financial statements and the statement by members of the committee Redland Community Centre Inc. (The association) for the year ended 30 June 2017.

The Committee of the association is responsible for the preparation and true and fair presentation of the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report and are consistent with the financial reporting requirements of the Associations Incorporation Act (Qld) and are appropriate to meet the needs of the members. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

The special purpose financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the Associations Incorporation Act (Qld). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

##### **Audit Approach**

We conducted an independent audit in order to express an opinion to the members of the association. Our audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgment, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly, in accordance with the accounting policies described in Note 1, so as to present a view which is consistent with our understanding of the association's financial position, and of its performance as represented by the

- examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the committee.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

**Independence**

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements.

**QUALIFICATION**

As is common for organisations of this type, it is not practicable for Redland Community Centre Inc. to maintain an effective system of internal control over cash donations, subscriptions and fund raising activities until their initial entry in the accounting records. Accordingly, our audit in relation to this income was limited to amounts recorded.

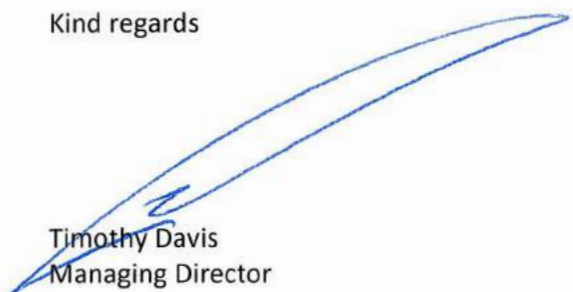
**Qualification Audit Opinion**

In our opinion, except for the effects such adjustments, if any, as might have been determined to be necessary had the limitation discussed in the qualification paragraph not existed, the financial reports presents fairly in accordance with the accounting policies described in Note 1 to the financial statements the financial position of Redland Community Centre Inc. as at 30 June 2017 and the results of its operation for the year then ended.

**Basis of accounting and restrictions on distribution**

Without modifying our opinion, we draw attention to Note 1 to the Financial Statements, which describes the basis of accounting. The Financial Report has been prepared to assist Redland Community Centre Inc to meet the requirements of the associations Incorporation Act (Qld). As a result, the Financial Report may not be suitable for another purpose.

Kind regards



Timothy Davis  
Managing Director

Dated this 01<sup>st</sup> day of August 2017



## **REDLAND COMMUNITY CENTRE INC.**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017**

#### **Note 1: Statement of Significant Accounting Policies**

This financial report is a special purpose financial report that has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Queensland. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act Queensland and the following Australian Accounting Standards:

The financial report has been prepared on an accrual basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) **Income Tax**

As the centre is a registered charity, there is no income tax liability.

(b) **Fixed Assets**

Plant and Equipment and Motor Vehicles are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

(c) **Leases**

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

**REDLAND COMMUNITY CENTRE INC.**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017**

	<b>2016</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>Note 2: Operating Lease Commitments</b>		
Being for rent of Cleveland Office (not continuing)		
Payable:		
- not later than 1 year - prepaid	\$ 0	\$ 4,800
- plus payable if opting to continue	\$0	\$14,400
- later than 1 year but not later than 3 years		
- 1 year option	<u>\$ 0</u>	<u>\$0</u>
	<u>\$0</u>	<u>\$ 36,000</u>

**Note 3: Salary Sacrifice**

Salary Sacrifice Bank Accounts total - \$ 0.

**Note 4: NILS**

Redland Community Centre conducts Redland NILS, a no interest loan scheme for eligible individuals or families living on low incomes, is accredited by the Good Shepherd Youth and Family Service and funded through an overdraft facility provided by NAB Charitable Trust.

As at 30 June 2017, the loan balance stood at \$27,657.94 (2016 \$10,517.66).

**Note 5: Emergency Relief**

As at 30 June 2017, no cash and vouchers were on hand.

# Redland Community Centre Inc

## Balance Sheet [Last Year Analysis]

June 2017

	This Year	Last Year
<b>Assets</b>		
Cheque Account RCC 7603	\$111,828.61	\$75,588.12
R.C.C. Investment Account 8957	\$176,412.11	\$173,485.63
RCC Procurement Account 6941	\$9,201.85	\$0.00
Projects Account 2066	\$23,783.18	\$45,933.37
Gift Fund Account 9922	\$10,150.02	\$10,400.00
Gift Fund Holdings Acc. 8852	\$8.08	\$7.84
Capital Replace & Enhance 0180	\$93,973.43	\$94,264.33
Gift Fund Term Deposit 2371	\$71,726.99	\$80,115.94
Staff Leave Obligations 7918	\$29,091.87	\$36,153.60
Sundry Debtors	\$4,278.31	\$4,164.51
Rent in Advance	\$0.00	\$4,800.00
Bond	\$1,500.00	\$0.00
<b>Fixed Assets</b>		
Fixed Assets		
Fixed Assets@Cost-MotorVehicle	\$23,891.64	\$23,891.64
Fixed Assets-AccumDeprec-M.V.	-\$23,891.64	-\$23,891.64
Total Fixed Assets	\$0.00	\$0.00
<b>Plant &amp; Equip</b>		
Plant & Equip @ Cost	\$149,431.00	\$142,185.76
Plant & Equip Accum Deprec	-\$107,374.31	-\$114,704.29
Total Plant & Equip	\$42,056.69	\$27,481.47
Total Fixed Assets	\$42,056.69	\$27,481.47
<b>Total Assets</b>	<b>\$574,011.14</b>	<b>\$552,394.81</b>
<b>Liabilities</b>		
Accrued Charges	\$2,789.99	\$5,101.66
<b>Business Activity Statement</b>		
GST Collected on Receipts	\$11,799.56	\$7,256.88
BAS Liability	\$403.87	\$403.87
GST Paid on Expenses/Purchases	-\$3,450.03	-\$4,498.16
PAYG Payable	\$5,564.00	\$4,362.00
Total Business Activity Statement	\$14,317.40	\$7,524.59
Red.City.Cl. ER T/port costs	\$1,572.54	\$0.00
Seniors Grant 2017	\$1,000.00	\$0.00
Nils Funding 2015-2017	\$1,607.11	\$1,443.35
Capalaba Rotary - F.O.F. grant	\$621.00	\$1,818.18
DSS Volunteer Grant '15	\$799.54	\$4,536.36
State Emergency Relief Fund	\$12,543.39	\$15,995.00
Provision for Annual Leave	\$22,916.00	\$21,434.00
Provision for Long Service Lea	\$12,101.50	\$17,416.00
<b>Total Liabilities</b>	<b>\$70,268.47</b>	<b>\$75,269.14</b>
<b>Net Assets</b>	<b>\$503,742.67</b>	<b>\$477,125.67</b>
<b>Equity</b>		
Retained Earnings	\$477,125.67	\$503,386.30
Current Earnings	\$26,617.00	-\$26,260.63
<b>Total Equity</b>	<b>\$503,742.67</b>	<b>\$477,125.67</b>



# Redland Community Centre Inc

## Profit & Loss [Last Year Analysis]

July 2016 through June 2017

	This Year	Last Year
Income		
Grants	\$217,393.00	\$218,503.65
Wage Subsidy	\$10,000.00	\$0.00
Membership Payments	\$265.00	\$245.00
RCC Groups/Courses	\$4,174.44	\$1,908.87
Focus on Families Income	\$460.00	\$1,099.70
Donations	\$19,365.60	\$24,625.10
Fund Raising	\$454.55	\$5,056.08
GPS Administration Income	\$32,322.27	\$0.00
Administration Fees	\$33,628.24	\$41,204.23
Projects account transfer	\$0.00	\$0.20
Workcover Claims	\$1,974.00	\$0.00
Sundry Income	\$335.57	\$1,280.40
Telephone Calls Income	\$0.00	\$27.00
Hire of Equipment	\$90.91	\$123.64
Volunteer Support	\$0.00	\$2,000.00
Interest Received		
Int Rec'd - R.C.C.	\$1,754.24	\$6,423.34
Interest-Staff Leave a/c	\$484.44	\$1,081.33
Interest-Projects a/c	\$566.25	\$0.00
InterestGift Fund Term Deposit	\$1,611.05	\$0.00
Interest-RCC Invest A/C	\$2,926.48	\$5,733.16
Total Interest Received	\$7,342.46	\$13,237.83
Rent Received	\$54,937.44	\$42,254.19
Interest - Gift Fund Inv. A/C	\$0.00	\$371.02
Gift Fund Holdings Interest	\$0.13	\$7.78
Grant Income		
Gaming Machine-Chairs&Trolleys	\$0.00	\$2,539.53
Caring for Communities 14-15	\$0.00	\$5,000.00
DSS Volunteer Grant'15	\$3,736.82	\$0.00
State E.R. income	\$35,441.61	\$25,610.78
CW ER 2014-16 Income	\$95,352.50	\$104,439.87
Total Grant Income	\$134,530.93	\$137,590.18
GPS Program	\$3,094.73	\$0.00
Red.CityCl. ER t/port costs	\$427.46	\$0.00
Councillors Small Grant-SafeT	\$2,427.00	\$0.00
Capalaba Rotary-F.O.F. grant	\$1,197.18	\$0.00
GPS ER Income	\$5,000.00	\$0.00
NILS Activity Funding	\$0.00	\$551.43
NILS Funding 2015-2017	\$932.32	\$492.55
Total Income	\$530,353.23	\$490,578.85
Cost Of Sales		
Gross Profit	\$530,353.23	\$490,578.85
Expenses		
Adminstration Fees	\$0.00	\$29.32
AGM & Board Costs	\$1,073.55	\$363.38
Internal Admin Expenses	\$0.00	\$825.20
Internal Admin Expenses		
Administration Costs	\$660.00	\$0.00
Advertising/Promotion	\$150.00	\$616.00
Audit/Accountancy Fees	\$3,080.00	\$3,100.00
Bank Charges	\$76.80	\$68.60
Back Pack to School Project	\$11,375.00	\$4,987.50
Bequest Expenditure	\$0.00	\$1,163.00
Christmas Project	\$15,220.69	\$13,292.04
Cleaning	\$5,480.00	\$5,017.27
RCC (Cleveland Office) OperExp	\$735.30	\$1,146.98
RCC (Cleveland Office) Rent	\$1,800.00	\$18,000.00
Consultation Fees	\$0.00	\$4,659.50
RCC Groups/Courses Expenses	\$345.45	\$130.93
Focus on Families Expenses	\$135.79	\$1,042.15

# Redland Community Centre Inc

## Profit & Loss [Last Year Analysis]

July 2016 through June 2017

	This Year	Last Year
Computer Expenses	\$4,578.40	\$2,423.10
Computer Retainer	\$300.00	\$700.00
Depreciation	\$7,523.00	\$5,555.64
Educational Expenses Cause	\$1,020.00	\$0.00
Equipment Purchases	\$178.18	\$12,733.04
Event Costs	\$0.00	\$992.95
Fundraising Expenditure	\$0.00	\$554.12
Hygiene Expenses	\$208.52	\$226.58
Insurance	\$3,159.72	\$0.00
Prof. Indem. & Pub. Liab. Ins.	\$0.00	\$3,481.39
Volunteer Insurance	\$347.28	\$347.28
Electricity	\$11,304.80	\$8,619.33
Grant Expenditure		
Gaming Machine-Chairs&Trolleys	\$0.00	\$2,539.53
Caring for Communities 14-15	\$0.00	\$5,000.00
Councillors Small Grant-SafeT	\$2,427.00	\$0.00
DSS Volunteer Grant '15	\$3,736.82	\$0.00
Red.City.CI ER T/port costs	\$427.46	\$0.00
CW ER 2014-16 Expenses	\$95,352.50	\$104,439.87
State E.R. expenses	\$35,441.61	\$25,610.78
GPS Program	\$3,094.73	\$0.00
NILS Activites Funding	\$0.00	\$551.43
GPS ER Expenses	\$5,000.00	\$0.00
NILS Funding 2015-2017	\$932.32	\$492.55
Capalaba Rotary-F.O.F. Grant	\$1,197.18	\$0.00
Operational Costs	\$0.00	\$209.00
PayPal Expenses	\$50.00	\$0.00
Permits,Licences,Fees &M'ships	\$769.58	\$487.64
Postage	\$226.95	\$843.05
P.O. Box Expenses	\$112.73	\$110.00
Procure.Exp.for re-imbursement	\$798.15	\$0.00
Stationery	\$1,300.79	\$1,205.97
Printing & Publishing	\$0.00	\$194.00
Photocopier Charges	\$1,955.20	\$2,424.78
Rates	\$789.53	\$854.02
Repairs & Maintenance	\$196.62	\$972.85
Scholarships	\$0.00	\$1,000.00
Safety/First Aid Costs	\$852.84	\$0.00
Staff Recruitment	\$0.00	\$653.28
Motor Vehicle Expenses		
MV Registration	\$786.29	\$732.57
MV - Insurance	\$681.32	\$681.32
MV - Fuel & Oil	\$708.88	\$455.08
MV Repairs & Maintenance	\$139.06	\$323.68
MV-Toll Bridge expenses	\$0.00	\$227.27
MV - Purchases	\$290.90	\$0.00
Total Motor Vehicle Expenses	\$2,606.45	\$2,419.92
Training Expenses-Training	\$196.36	\$83.28
Travelling Expenses	\$0.00	\$639.10
Wages & Salaries	\$226,715.65	\$262,141.04
Provision for leave	-\$3,832.50	-\$30,772.00
Salary Sacrifice Accounts	\$30,942.00	\$30,177.36
Visitor/Staff Ammenities	\$669.39	\$587.97
Staff Expenses	\$132.82	\$0.00
Superannuation	\$22,301.76	\$23,185.56
Telephone	\$3,045.33	\$3,691.08
Volunteer Costs	\$2,106.43	\$1,959.77
Volunteer Support	\$0.00	\$2,000.00
Website/Social Media expenses	\$2,191.89	\$1,745.45
Workers Compensation	\$2,658.97	\$2,630.73
Total Expenses	\$513,149.04	\$538,153.31
Operating Profit	\$17,204.19	-\$47,574.46



# Redland Community Centre Inc

## Profit & Loss [Last Year Analysis]

July 2016 through June 2017

	This Year	Last Year
Other Income		
Transfer to Assets	\$9,412.81	\$0.00
Total Other Income	<u>\$9,412.81</u>	<u>\$0.00</u>
Other Expenses		
Transfer to Assets	\$0.00	-\$21,313.83
Total Other Expenses	<u>\$0.00</u>	<u>-\$21,313.83</u>
Net Profit/(Loss)	<u>\$26,617.00</u>	<u>-\$26,260.63</u>

**REDLAND COMMUNITY CENTRE INC.**

**STATEMENT BY MEMBERS OF THE COMMITTEE  
FOR THE YEAR ENDED 30 JUNE 2017**

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report.

1. Presents a true and fair view of the financial position of Redland Community Centre Inc. as at 30 June 2017 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Redland Community Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

.....  
President



.....  
Treasurer





# General Manager's Update FY17

## Introduction

Last year the need for significant change saw the Centre grow wings and fly towards a bright future. The development and implementation of new systems, processes and infrastructure has positioned the Centre in a place of advantage; the ability to seize opportunities and conquer challenges aligned with best practise. I would like to personally thank the RCC Board, volunteers, members and supporters along with my fellow colleagues for embracing these necessary changes and uniting as one group for the betterment of our community.

Our community has directly benefited from the enhanced operational changes with clients now accessing many more free programs, projects, services, groups and workshops than ever before and across three different service areas. Our people are the single most important aspect of what we do and how we do it. Our people are the reason we exist; our clients, volunteers, members and supporters are the ebb and flow of the amazing network that is Redland Community Centre. Without our people we wouldn't exist.

People visit the Centre for all different reasons, for some it is crisis for others it is isolation. Most of our clients, around 80%, have mental health issues. Effective communication skills rank as the highest systemic cause of relationship breakdowns, leading to domestic and family violence. Generally it is our female clients who present to our counsellors with feelings of diminished confidence and self-worth having compromised in a relationship with an all-consuming partner. From the young to the aged, the housed to the homed and everyone in between the Centre takes great pride in delivering support in a caring, understanding and respectful way. We are privileged to be able to be part of our client's lives, to get them back on track and into a life of sustainable, independent living.

Clients who present at the Centre are never turned away as our extensive wrap around support service enables us to advocate and provide information and referrals either in-house or to other agencies. This 'one stop solution' to a range of community issues that we are faced with every day enables our brave clients to only have to tell their story once. This allows our clients to gain trust in us and build community relationships.

As General Manager I am very fortunate to be a part of something bigger than I could ever have imagined – community helping community and yes, we are winning! I live to give and thrive on leading an amazing group of volunteers and staff. Together we deliver hope to our community every day.



Below are some of 'our people' – over 8000 clients for FY17 – whom we thank for allowing us to be part of their lives for a short time.

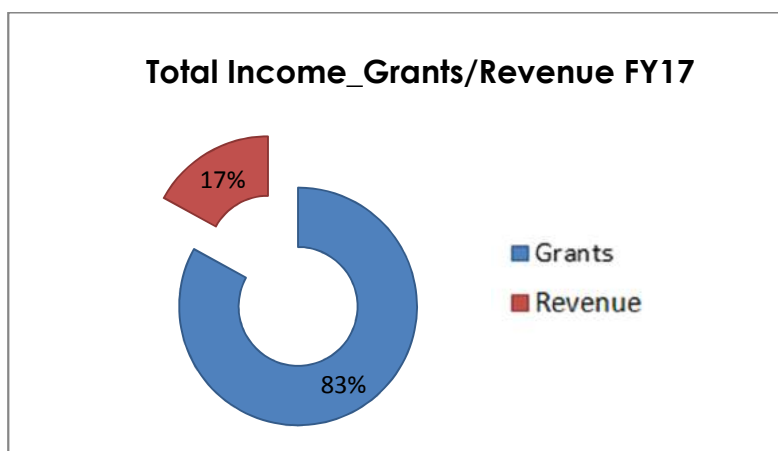


## Financial Analysis

The Centre's Audit Report for FY17 reflects a surplus of \$26,617.00 which is a pleasing result on the back of FY16's deficit of -\$26,260.63.

The strategy of focusing on building revenue streams to provide much needed funds has resulted in the Centre being able to strengthen its financial position over the last 12 months and grow its total equity. Assets have also increased over FY17 with the resultant major projects as reported on in the 2016 Annual Report now complete.

As General Manager one of my Key Performance Indicators is to reduce the Centre's reliance on government funding. An analysis of revenue for FY17 has resulted in the Centre's income being derived 83% from our grant funding and 17% from other sources; against 87% and 13% respectively for FY16.



It is important to establish in our community that the Centre's management of donations is fully transparent and accountable. Financial donations over \$2.00 are also tax deductible. The Centre was issued a charity 'Tick of Approval' in 2017 by our governing body, Australian Charities and NFP Commission (ACNC). Charities displaying this tick of approval meet the



ACNC standards of best practise, financial governance. The Centre stands behind our policy of 100% of the monies gifted to our projects are fully expended on that project. No administration or operational funds are taken from donations given to the Centre.

The challenge to continue to grow and deliver more services is one that the Centre embraces and delivers on each week. Our philosophy of putting community first is supported by our many valued members, supporters and volunteers. Our funding and your generous donations are put to the community good and are not used for operational costs of any kind. As a community please help the Centre continue to operate by supporting us in hiring our rooms and donating to our 'Operations' cause on our website (<http://redlandcommunitycentre.org/causes/>).

As General Manager it has been a very rewarding year in which the Centre's footprint has been enlarged to three service sites, additional revenue has been generated and our program, projects and services have continued to expand to meet identified community need.

## Strategic Planning

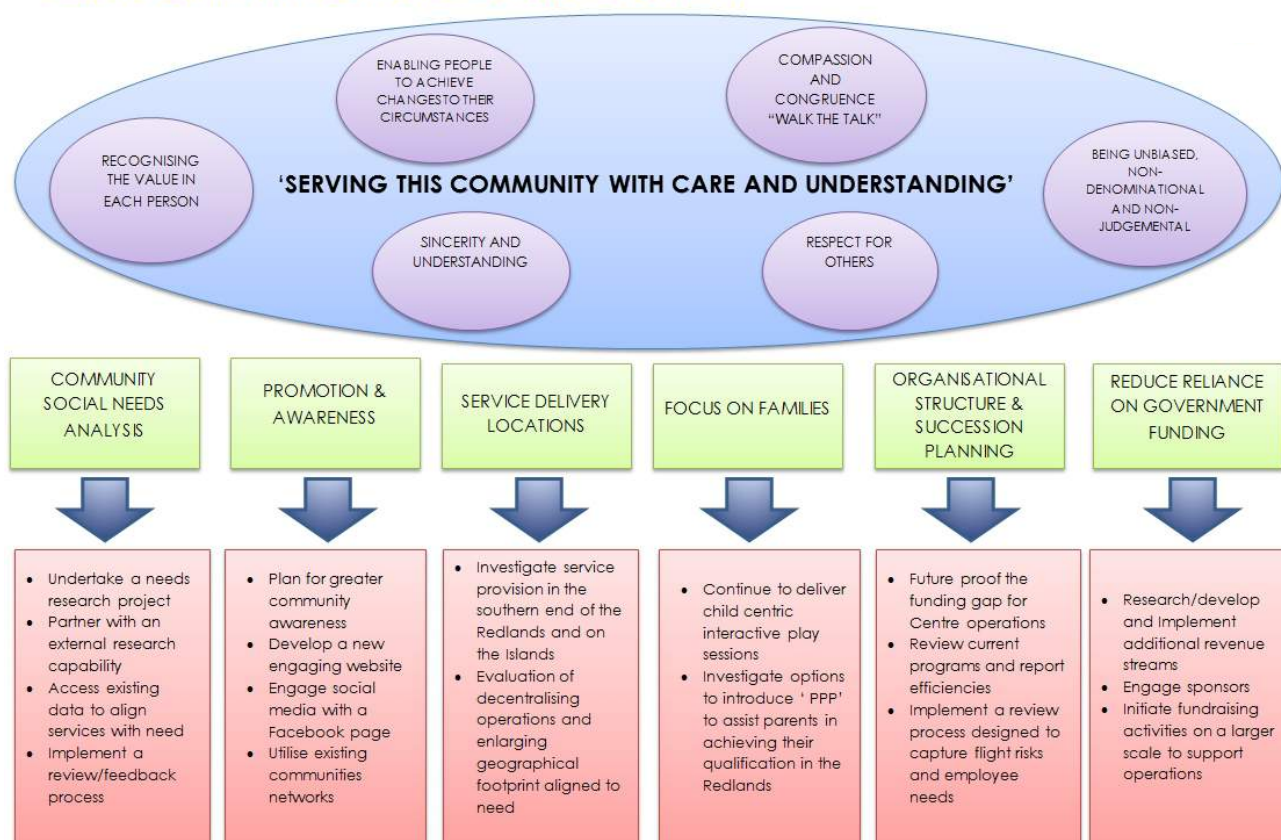
Having a visible roadmap into the future is the single most important planning tool for any organisation. The Redland Community Centre Board has the advantage of a steadfast long-term plan together with community focused members that have been associated with the Redlands for many years and have professional backgrounds in either business or social services. The combination of community values aligned with a professional understanding of the balance required to achieve an aligned strategic vision is an enviable position for the Centre and its future.

The below Strategy on a Page (SoaP) document is an illustration of the strategic planning undertaken and provides a useful visual marketing tool for the Centre. Many of the outcomes are now being achieved with the use of technology, client feedback surveys, evaluation and implementation of new programs and services.

If you would like a copy of our SoaP document a full-page version can be downloaded from our website via our 'About Us' page (<http://redlandcommunitycentre.org/about-us/>) along with an electronic version of the Annual Report 2017.



## REDLAND COMMUNITY CENTRE INC. – STRATEGIC PLAN 2018



As part of a Department of Communities continual improvement process the Centre was required to undertake a self-assessment under the Human Services Quality Framework (HSQF).

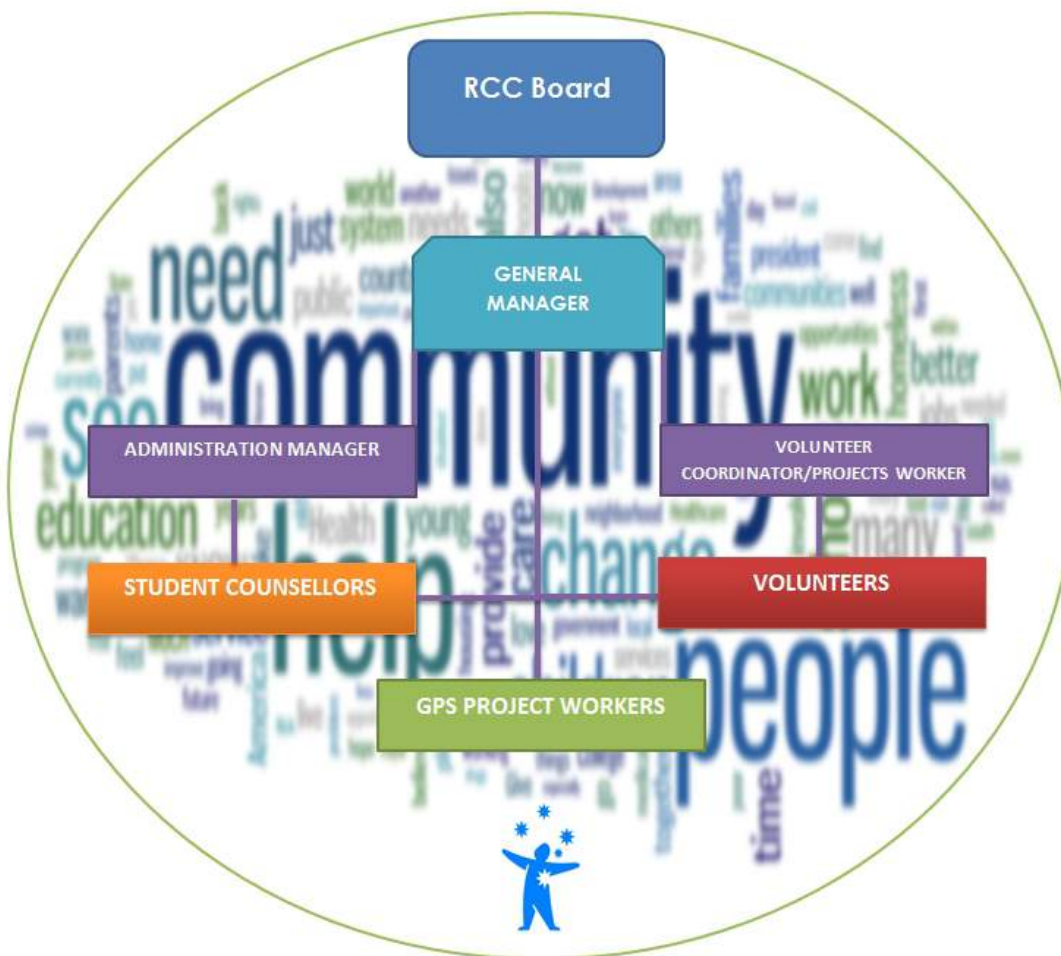
This assessment was wide-ranging and allowed management an opportunity to reflect on current programs across all service areas including organisational policies, practices and procedures. As part of this process the Centre developed an RCC Organisational Chart.

The chart illustrates our Mission and purpose; 'To serve the community with care and understanding' by having our community underpin our people.





## Redland Community Centre - Organisational Chart 2017



## Members & Supporters

THANK YOU goes out to all of our new and existing members and supporters; you are a growing group of committed dedicated members who 'pay it forward' each and every day. Your continued interest and involvement in what the Centre does and more importantly, in supporting the programs and services we deliver is testament to our Redlands community.

### COMMUNITY HELPING COMMUNITY = WINNING 😊

This year we have been blown away by the level of support we have received. Donations both in-kind and financial have arrived through the door and over the counter for all manner of projects. Our Community Share Table has evolved into a well utilised resource which is cost neutral for the Centre and provides our clients with an opportunity to get a range of products; shoes, clothes, toys, Manchester, linen, books, kitchen supplies for free.



Please refer to the end of this report for a full list of our valued supporters who have trusted their donation to us over the last 12 months. By acknowledging your support in this way it is hoped that you will continue to believe in what we do and how we do it. Additionally we also receive donations from Redland community members who wish to remain anonymous and we have respected your right to remain so but THANK YOU one and all!

Communication with our members and supporters moved to an electronic platform over the last year. We hope you have enjoyed receiving our newsletters, invitations and info-blasts whilst being on the move. This initiative continues to assist the Centre greatly in both time management and cost efficiencies. If you haven't already done so please provide us with or update your email address with Debbie our Administration Manager on [info@redlandcommunitycentre.org](mailto:info@redlandcommunitycentre.org) or 3245 2117. We can also provide you with a hard copy of our correspondence if you wish.

Alternatively please provide us with your details on the contact slip below, tear out and leave with Reception next time you are at the Centre:-

.....

### Redland Community Centre – Member & Supporter Contact Information

<b>Name:</b>	
<b>Email:</b>	
<b>Phone:</b>	
<b>Address:</b>	





## Major Supporters



Alexandra Hills Mens Shed



Alexandra Hills State High School



Anglican Church of the Resurrection



Auto Electrical Imports



Bayside Financial Planning



Bayside Smart Business Network



Bennett Family Real Estate



Capalaba Rotary Club



Capalaba Scout Group



Capalaba Uniting Church



Cleveland Uniting Church



Coffee News



Curves Capalaba



Don Brown MP



Grill'D



Lions Club Capalaba



Matt McEachan MP



Moreton Bay Girls College



Mudflat Toys



PJS Accounting



QCWA Cleveland Branch



RDCOTA



Redland Bay Uniting Church



Redlands Christian Reformed Church



Rotary Club Redland Sunrise



St. Andrews Anglican Church



St. Anthony's Parish Ladies Group



St. James Lutheran Church



Stockland Harbourside Shopping Centre



Victoria Point Community Bank

## Our Funding Bodies



Australian Government  
Department of Social Services



Queensland Government  
Department of Communities, Child Safety and Disability Services



## Volunteers

Our volunteers are awesome!!! Results of a client satisfaction survey are in and our volunteers were ranked as AWESOME. The Centre volunteers are 100% committed to making a positive difference in the lives of those less fortunate. Often our volunteers are facing their own personal challenges however they continue to arrive early for shifts, work extra shifts and tirelessly contribute to strengthening and building a better community.

These 71 awesome people *'serve the community with care and understanding'* each day and arrive at the Centre with a range of desirable skills from varying professions and social backgrounds. The mix of volunteers at the Centre ensures 'community' continues to be our focus and dedication. The Centre's purpose is grounded by life experience underpinned by professional frameworks to which our volunteers are trained and trusted to deliver. In financial year 2017 our volunteers provided 7,546 hours (550 more hours than last year) of service, across three geographical locations and were directly involved in delivering a growing number of programs, projects, services and events. All our volunteers freely give of their time, energy and passion and play a significant role in the Centre being able to do more with less.

Together we can make a positive difference but without the dedication of our wonderful volunteers, that difference would be much less and certainly not as bright. Volunteering this year was promoted by 'Give Happy – Live Happy' and we are confident in saying we have a lot of happy people at the Centre with a light of certainty burning bright for the future of our Redlands community.

The Centre celebrated Volunteer Week in May with over 30 volunteers and special guests enjoying a Grill'd BBQ lunch and dessert. Awards were presented to the volunteers as acknowledgement of their contribution to the Centre. This lunch gives the Centre an important opportunity to give back to those who give so much to us during the year. The



event also provides our volunteers the chance to get to know their peers and develop friendships and lasting memories.

This year has been very busy for our people on the front-line with new technologies, processes and systems being developed and implemented. Each and every one of our volunteers has been open to change and willing to learn which has seen many improvements to the Centre operations. Our volunteers are all 'Change Champions' – thank you everyone for being so great!!

This year also saw Jo Cook come on-board as Volunteer Coordinator and she has quickly come up to speed with the role, getting to know our many volunteers and has been delivering some new and exciting projects. The Centre's culture of 'family' continues to be a number one priority to ensure we remain united, caring, respectful and compassionate to each other and the people we serve. The urgent and pressing matters must not outweigh the importance of family first.

Below are two volunteer's stories of what brought them to the Centre and what volunteering means to them:-

### **Case Study A**

#### *What brought you to the Centre?*

*Financial need and I saw the Money Finder as I was going to lose my house and then with the Financial Counsellor's help he got me a reverse mortgage and managed to get it all sorted and I have no more debt. At the same time I lost my job so was very anxious.*

*Now not having any debt has given me peace of mind and taken away all my anxiety and I have kept my house.*

#### *Why did you decide to volunteer?*

*Because I received some much help from here, I wanted to give something back to the community.*

#### *What does volunteering mean to you?*

*Gives me a purpose and something to do, it also keeps my mind active and alert. It's also a very pleasant environment to work in with everyone getting along and having a good time.*



## **Case Study B**

### *What brought you to the Centre?*

*The values of the centre were what attracted me to the centre and the skills that I had would fit with my values. It actually took me a while to find a great match.*

### *Why did you want to volunteer?*

*I'd finished work and felt that I had a lot to give as I had spent all my working life in human services and I wasn't finished yet.*

### *What does volunteering mean to you?*

*Contributing to the community and meeting new people having lots of laughs with the other volunteers and it keeps my brain active which is really important to me.*

The Centre is always on the lookout for volunteers. We welcome all members of the community into our family. Your volunteering experience is important to us and one that we want you to enjoy, return to and gain real value from. We take your placement into the most suitable role very seriously for mutual benefit. Some of our volunteers come to us to 'work for an opportunity' and over the past year we have assisted three volunteers gain paid employment as a direct result from experience gained at the Centre. We train you well enough so that you have the skills to leave us and secretly hope that you never will! We are however extremely happy and proud of our volunteers who realise their goal and move into paid employment from being part of our family.

At the present time we are urgently seeking volunteers that would enjoy being placed in our Emergency Relief program. This program is our most utilised, is a face to face role and is directly aligned to crisis and immediate need. If you have a background in social work or case management and would like to be part of our Emergency Relief team we would love to hear from you.

Please access our 'Volunteer' page (<http://redlandcommunitycentre.org/volunteers/>) to register your interest in becoming one of our valued volunteers or phone Jo our Volunteer Coordinator directly on 3245 2117 or [volunteer@redlandcommunitycentre.org](mailto:volunteer@redlandcommunitycentre.org)







## Emergency Relief Program

Community need for our ER program in FY17 was high; the trend for increased demand was felt across all community agencies involved in the provision of emergency relief. This year the Centre assisted over 8000 people in our community (3000 more than FY16) with a range of needs; food, rent, electricity, phone, chemist and fuel were among the highest areas of need.

The trends identified last year continue with single parent families (females aged 30-50) with two dependents recognized as being in most need. An emerging trend that has been lifted from our RCC Wellbeing database is of grand-parents (females aged 50-70) taking on the role of caregiver to grandchildren. This tendency assimilates with the highest demographic of 'disability' being mental health issues for females aged 30-50. The primary area of need was food relief (\$71,696.10 and 54% of the overall budget); with financial assistance for rent/housing amassing to a much lower 21% (41% in FY16) of the spend. The Centre, through a strategy to support people with the development of their own financial management, has reduced the per visit client cost by almost 50% in our ER program which enabled a wider group of our community to be connected to the Centre.

The strategy of collaboration, provision of wrap around services and in supporting and empowering our clients to be part of the solution has been rewarded in many ways. Our ER clients are now offered the opportunity to be part of a structured budgeting program (GPS Project) with assistance provided by the Money Finder along with financial counselling and a no interest loans scheme (NILS). The Centre has a wide network of agencies and referral pathways (mental health, housing, domestic violence, specialist counselling, substance abuse assistance, employment, family coaching, legal etc) that provides our clients with a one stop solution – community hub experience.



During FY17 the Centre assisted our ER clients via outreach, drop-in centre and home visits. The Centre distributed \$130,794.11 in emergency relief to community members in Redlands, Wynnum/Manly and the Bay Islands. During the year the ER Resource Room was revamped to assist our packing volunteers. With the support of the Alex Hills Men's Shed our new room now has floor to ceiling shelves which are a great assistance to our volunteers – Thank you!

Affordable and crisis housing is now at a critical point both nationally and more specifically in our own community. Homelessness within the Redlands became a key issue in FY17 which saw the Centre partner with MICAH Projects and Redland City Council in providing a response to homelessness. Homelessness takes on many different forms being; rough sleepers, those sleeping in cars/tents, couch surfers and/or those living with friends or family on a temporary basis. The Centre has supported the homeless in the Redlands for over 20 years and will continue to assist those less fortunate every day. At the end of the reporting period there were over 150 people who presented as homeless at the Centre; 42% female and 58% male. The Centre's philosophy around our support to our homeless clients is to develop independence not dependency; we like to believe that our assistance elevates people from their situation and moves them towards community re-engagement.

As part of meeting community need the Centre introduced a 'Community Meal' which was conducted throughout winter every Wednesday night. The Community Meal project enabled the homeless or those families/individuals doing it tough an opportunity to eat a hot meal (soup, sausages, lasagne, curries) and drink (tea, coffee, milo) in a relaxed café style setting at the Capalaba Head Office FREE of charge. The Centre has made the decision to take the project one step further and in the coming weeks will provide a breakfast from 7.00am to coincide with the warmer weather. This shift, it is hoped, will also meet the need of disadvantaged school children needing a good breakfast to start their day.

The Centre enlarged its footprint in FY17 and moved forward with two outreach service centres on Macleay Island, as part of the Wellbeing Community Hub and in Wynnum, Bay Terrace. These outreach service centres have supported over 250 clients since their commencement in October.

Redland Bay is another area of identified need the Centre would like to have a presence in. If you know of a space the Centre can occupy in Redland Bay we would love to hear from you. We are also happy to co-locate with another like-minded organisation in these areas and collaborate for greater efficiencies.

It is important to the Centre to constantly review and assess our ER service delivery. As part of the review process an ER program feedback survey was introduced to our clients for their direct input. The survey, undertaken via an application on an iPad removes personal bias and is reliant on client participation when the ER worker is out of the room. The survey results indicate that 80% of our clients rate our service as 5/5 stars. The question of, 'What





more could we have done?' was responded to firstly with greater financial assistance followed by different food. The Centre will continue to review our program to ensure community expectations are exceeded.

If you would like to be part of this very rewarding program we would like to hear from you. ER volunteers typically come to us with backgrounds and experience in social services, case/social workers/management, teaching and other like-minded social programs. Please register your interest in becoming an Emergency Relief Worker on our Volunteer page (<http://redlandcommunitycentre.org/volunteers/>) or email [volunteer@redlandcommunitycentre.org](mailto:volunteer@redlandcommunitycentre.org) to register your interest with our Volunteer Coordinator.

### **Below are some highlights lifted from our RCC Wellbeing Database**

#### **What does our typical ER client look like?**



Single female (30-50)  
with two children, living  
in Capalaba





What is the number one area of need and highest cost within the ER program?

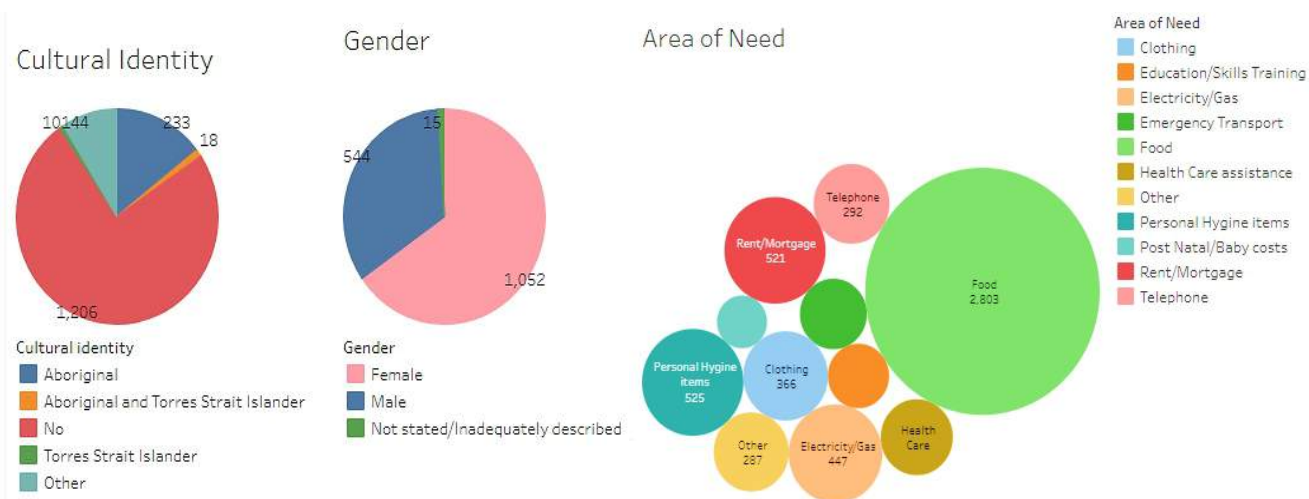


**Food** purchases for FY17 totalled over **\$71,000.00**

The Centre is extremely fortunate to receive donations of food from many different community churches, organisations and individuals – thank you for helping us to assist those in need.

**COMMUNITY HELPING  
COMMUNITY = WINNING**

Would you like to know more about the ER program and the clients we support?

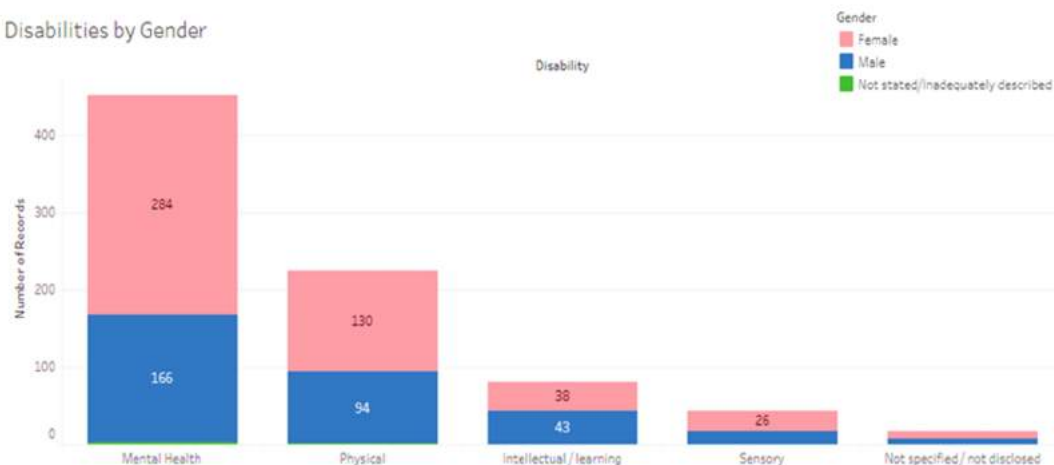




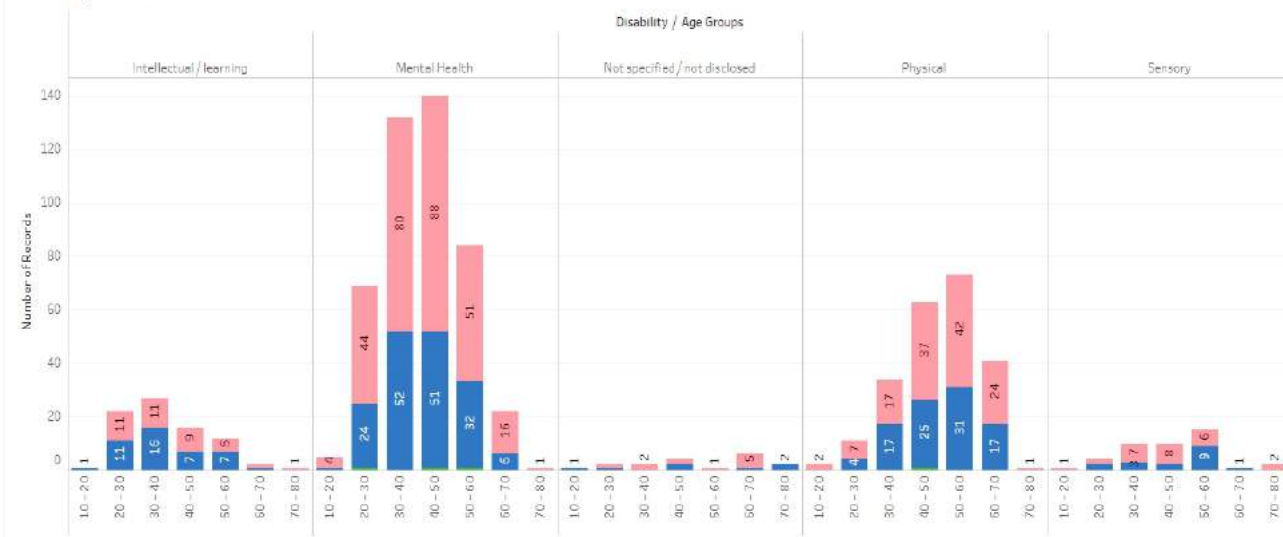
## FY17 Disabilities

Disability	
Mental Health	453
Physical	225
Intellectual / learning	81
Sensory	43
Not specified / not disclos...	18

### Disabilities by Gender

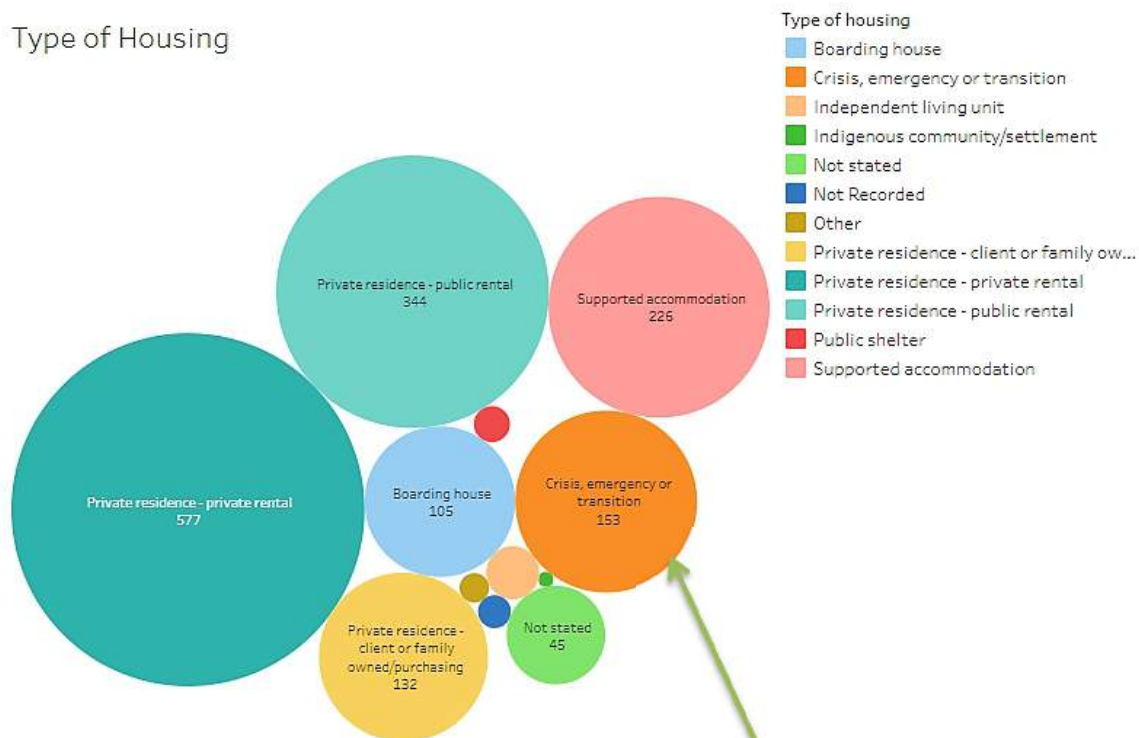


## Disability Detail





## Type of Housing



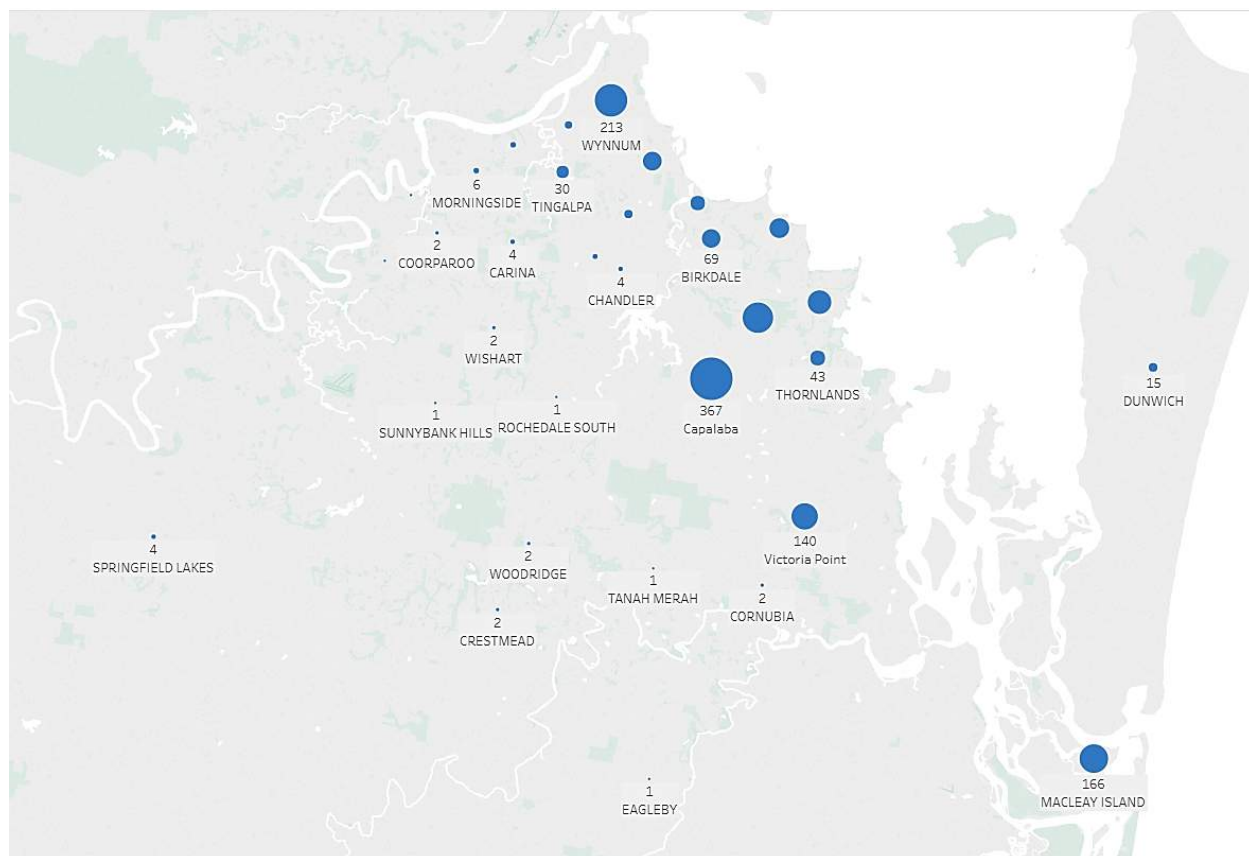
**Homelessness** equates to 8% of our ER clients. On any given night in Australia 1 in 200 people are homeless ([www.homelessnessaustralia.org.au](http://www.homelessnessaustralia.org.au))

These people are identified as 'Crisis, emergency & transition housing' in our database:-

- Sleeping rough
- Hostels/Boarders
- Couch Surfing
- Sleeping in cars
- No fixed address
- Caravan parks



## Where do our clients come from?



## Meet our clients and their stories?

### Case Study C - Male 30-35

Attended the Centre in a very distressed state, stating that he was suicidal. His partner had just told him to leave and never come back and he was afraid that he would never see his two children (aged 4 and 9) again. He was unemployed, had no money and admitted that he was an alcoholic.

Considerable time was spent with this client and with our assistance he spoke with Suicide CallBack Service on the phone immediately.

The Centre assisted him with transport costs to go to a mate's house up the Coast for a week. He said he would keep in contact with us to let us know how he was going which he did.



Three weeks later he came back to the Centre to let us know how he was doing. He had joined A.A. and was staying with a man he had met which was also his A.A. buddy. He was also looking for a job.

He was having counselling and was able to come to arrangements with his ex-partner to see his kids on weekends. He felt his life was heading in the right direction for the first time in years and thanked us for all our assistance with this.

We assisted him with a voucher to purchase clothes as he only had a couple of shorts and shirts.

On a subsequent visit to the Centre he was a different person, he had been Alcohol free for 8 weeks, just got a full-time job, was receiving counselling and getting on with his ex-partner for the benefit of their children. It was so great to see his life turn around.

#### **Case Study D - Female 25-35**

Single Parent with 2 children (ages 7 & 9) presented at the Centre. Had been diagnosed with Breast Cancer and had been receiving Chemotherapy. Did not have a lot of support around her.

Due to her situation she had fallen behind in her rent and electricity. We made contact with Origin and applied for HEEA scheme successfully which took care of her electricity bill completely. The Centre also assisted with one weeks rent as well as having a payment plan put in place where the client could pay a little extra each week until she caught up.

#### **Case Study E - Husband & Wife aged 50 – 60**

Wife contacted RCC Capalaba seeking assistance. Both herself and husband are on Disability Pensions.

Their car had broken down and they were unable to make it to the ER Outreach service on Macleay Island and as the RCC vehicle was at Macleay that day, it was organised for the two outreach workers to deliver a food parcel to their door.

Due to recent medical costs incurred, they were also struggling with paying their electricity account. A payment plan was organised with Origin and a contribution towards the first 2 payments was organised. The couple were extremely grateful for this assistance as it gave them a bit of breathing space and enabled them to purchase the medications needed.





## Focus on Families

“Focus on Families” is one of three important service pillars the Centre facilitates. The Focus on Families pillar is designed to strengthen and support the family unit. Events, courses and workshops delivered under this umbrella provide opportunities for caregivers to interact and play with their children while gaining additional information via our workshops and programs to assist with the important role of parenting and caregiving.

As a direct result of identified community need the Centre will commence delivery of the renowned **Triple P** program in October. The Triple P program is backed by decades of research and has already helped more than 4 million children and their parents ([www.triplep-parenting.net.au](http://www.triplep-parenting.net.au)). This program aims are to build happier families, better relationships and successful kids. The program is a practical way to develop skills, strategies and confidence to handle any parenting situation and will be delivered from the Capalaba Head Office in a group format by an accredited group level 4 trainer. News about this program and how to register is available on our Facebook page as well as soon to be released on our website.

Focus on Families Create and Play mornings are organised at the Centre on the 2<sup>nd</sup> and 4<sup>th</sup> Mondays of each month (except school and public holidays). Children are free to choose from a number of craft and play activities, which may include play dough, painting, collage, play and reading space, puzzles and books, music and singing. While the activities are planned by Focus on Families staff there is great scope for children to use their imagination, experiment, problem solve, engage in pretend play and socialise. Many opportunities are provided for children to develop their fine and gross motor skills and caregivers are encouraged to incorporate play into everyday activities.

During the year 106 adults and 174 children attended the 14 Create and Play mornings.

A parent expressed her appreciation of the mornings when she wrote:

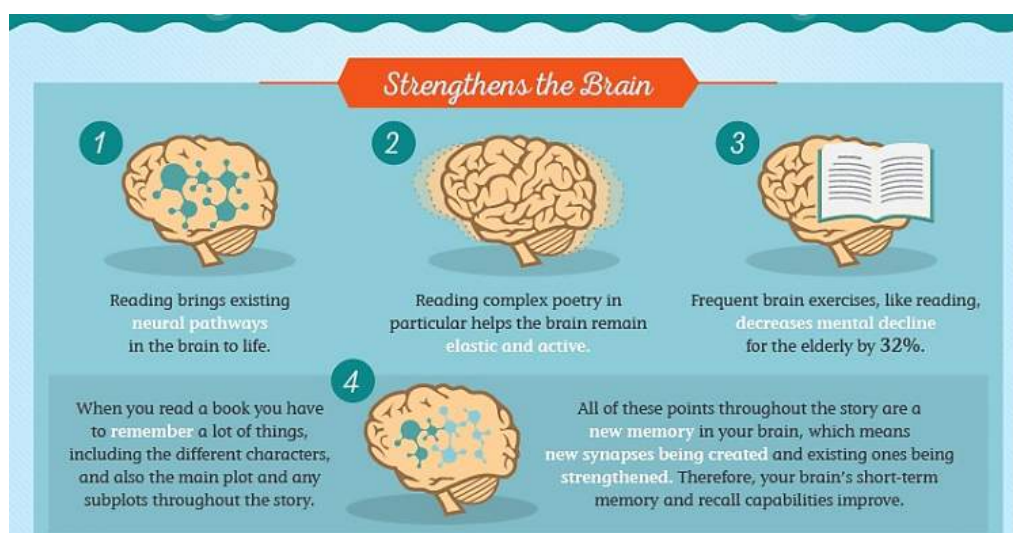


*"Create and Play events provide my kids with a special day just for them, as I am on a low income we don't get out much – we all look forward to it"*

There have been a number of workshops and events arranged this period from 'Know your Child - toilet training' to Easter Egg Hunts where over 40 participants joined in creating Easter masks, singing songs and engaging in a fun and fair Easter egg hunt.

Reading and story-telling has also been another very important component of the Focus on Families suite of programs with staff trained in presenting the Smith Family Let's Read – Early Literacy Program. The program is designed to raise awareness (with parents and care givers of children 0 to 5years) about the importance of early literacy and the many different ways to encourage and promote reading.

The Centre with the generous support of Capalaba Rotary Club has provided 170 families with information from the Smith's Family Let's Read program. During the year and as part of the Centre's Backpack to School and Christmas projects over 1000 books have been distributed to children. The project's aim is to develop an early love for reading which is proven to improve your mind and body.



Source: <https://experteditor.com.au/blog/brain-books-benefits-reading/>



Thanks to Capalaba Rotary our 'Let's Read' room, where families learn about the many benefits of reading, is now complete.







## Counselling

Crisis and general counselling has been a part of the Centre services since 1992 and it plays a significant role in supporting our suite of programs and in '*serving this community with care and understanding*'.

In FY17 the hard decision was made to farewell our long-serving Family Support Worker due to the loss of funding for that program. A farewell event was held in November which provided everyone with an opportunity to say thank you for a job well done.

A new model of counselling was implemented at the Centre, in partnership with the Australian College of Applied Psychology (ACAP), which continues to provide the community with FREE counselling via mature age students. Students deliver counselling at the Centre over two (2) days a week; Wednesday and Thursday. There is no age, gender or barriers to entry into our counselling program, with clients self-referring and remaining with the program until their issue is self-managed. This partnership has mutual benefits in that the Centre is assisting students in gaining their formal qualifications/employment together with providing the community with a FREE service.

South East Queensland has one of the highest incidents of domestic violence in the state. Clients presenting at the Centre with domestic violence issues are immediately made aware of and referred to both our crisis counselling service along with our ER, NILS and GPS programs. General counselling is also a much needed service to community members who are suddenly faced with job loss, sickness, relationship breakdown, grief and homelessness.

As a new initiative the Centre also offers Career Counselling as part of our Job Readiness program.





## New Programs FY17

# JOURNEYMEN



In response to the increasing trend in relationship breakdowns including domestic and family violence and as an early intervention focus, the Centre developed a men's only self-help group titled, 'Jouneymen'.

The group has been developed to provide a place for men to go to talk about anything on their mind. The group is not a therapy session. Participants are asked not to give advice or respond with ideas or suggestions. The group is asked to allow participants to talk about their issues and then thank each other for sharing their thoughts.

## GPS Project – Money Finder

---



The GPS program commenced in March and was implemented to assist members of the community to gain a greater understanding of money management. Money management is the number one reason people seek assistance through emergency relief. The program has an early intervention focus which aims to address financial management problems before they reach crisis point. The project is funded by the Department of Communities and will be facilitated by the Redland Community Centre for a period of five (5) years.

The program employs both a Financial Literacy Worker which the Centre calls 'Money Finder' and a Financial Counsellor. This program is based on one-on-one 'booked'



appointments and group workshops/training. The appointments are of 1 hour duration and cover the hours of 8.30am to 7.00pm – Monday to Friday; sessions can be booked for Wynnum/Manly, Bay Islands and Capalaba locations. Workshops and training is delivered at schools and other venues as required. The program also has the availability of undertaking home/house visits if required.

This initiative also acts as a referral pathway to supplement supports such as Emergency Relief (ER), No Interest Loans (NILS) and crisis/generalist counselling.

Clients can be referred to the program in a number of ways; Emergency Relief program, community and/or inter-agency referrals or a self-referral.

The program is open to all residents residing in the Redlands, Wynnum/Manly and Bay Island area/s with a particular focus on young people who have recently left home; the homeless or those at risk of homelessness, seniors or people who have recently escaped domestic and family violence you are encouraged to seek our support.

To book your appointment with our 'Money Finder' please email [moneyfinder@redlandcommunitycentre.org](mailto:moneyfinder@redlandcommunitycentre.org) or phone 3245 2117.

#### **Case Study E – GPS Financial Counsellor Client (CS)**

*CS is currently living in Community Housing in Manly West. An in-depth counselling session revealed that she was from a socially disadvantage suburb of Melbourne. She had contracted HIV through unprotected sex with her partner who was a drug user. She informed me that she was attempting to bring criminal charges against her partner for knowingly infecting her and was separated from him. Client also informed that she has a child by him, and two children with a previous partner.*

*Client claimed to have two university degrees and had experience in social work within the Domestic Violence interventions. Her language and manner seemed to fit with disclosure.*

*After conducting a statement of position it was quickly established that her position was in deficit and that she had managed to provide for her family with some assistance with ER and continue to meet her living expenses and creditor payments.*

*She informed me she had a history of mental health issues that increased with the suicide of her father and was affected quite badly by this in or around June 2016 and subsequently was not able to work. This resulted in a period of ER at the Centre.*



At the outcome of the session we established that she would be eligible for the Home Energy Emergency Assistance Scheme. She had been informed about the scheme twice and had not taken up the offer. At this point she was motivated to apply and she was successful in obtaining the subsidy on the 29/6/2017.

She also felt confident in tackling the long standing issue of her SPER debt that was caused in part of her debt being caused by her work. She had to look at the vehicle logs and the dates of travel and cross reference these on her itemised toll statements.

Similarly she felt trapped in her surroundings and wanted to move out of the community housing as it constantly reminded her of her father and that by getting a job even if it was packing supermarket shelves she could start to get into a new place and a fresh perspective.

This client provides a solid example of a change in motivation through a counselling session that goes beyond the job description of a financial counsellor and into an agent of change.

#### **Case Study F – GPS – Financial Counsellor Client (Chris)**

I first encountered Chris on the National Debt Helpline. He called feeling stressed out and suicidal due to financial pressures. He had lost his full-time job four months ago that he had been in for eighteen years. He was receiving frequent calls from his creditors regarding payment arrangements.

The debts originally were related to helping his adult children and grandchildren so that they could have the benefit of an easier life. His spouses wage and Centrelink Newstart Allowance were just making ends meet for rent and basic living expenses. He was worried that she was nearing retirement age herself and how would they manage.

Within a week of making a financial counselling appointment to see me Chris managed to obtain a casual job. When we did a statement of position reflecting his household budget Chris understandably could not support the payments to his creditors in the long term.

We discussed his situation and the long term sustainability of his debts and the impact it was already having upon his health and relationship. Together we went through the option of the Bankruptcy and all of its ramifications. In the meantime Chris had granted authority for me to act as his authorised representative. Thereby relieving him of the harassing



creditor calls whilst we got together all the information required for submitting to the Trustee in Bankruptcy.

By acknowledging and taking responsibility for his past debts, Chris was able to use bankruptcy to improve his quality of life; greatly reduce his stress and gain much needed sleep. He was able to contribute to the household budget and they were able to focus and enjoy "quality time" back into their relationship.

Chris journey remains a standout for me in that the act of Bankruptcy can turn around an extremely negative emotional and financial situation into a distinctly positive one. There is more counselling than financial in this role.

#### **Case Study G – GPS – Money Finder Client (JS)**

Client came in seeking assistance to pay an overdue Telstra account. 10 months earlier JS had moved about 30 kilometres to Cleveland. Her bill showed she was paying for two bundles. JS also has a mental illness which impairs her ability to problem solve as most in society can. She originally thought the second bundle was for her son, who stayed in the original area, but different house. When advocating found out that JS has notified Telstra of her move, but had forgot to mention the cable connection needed to be cut off. The new tenants found they had WIFI already connected and started downloading heaps of data to the amount of over 100 G.B, per month. When JS tried to have this rectified it was suggested she go to the old address and ask the new tenants to repay her. When I was speaking to the billing department they suggested the same strategy. It took 150 minutes and talking to the manager in the Philippines, but we achieved an outcome of \$770 being refunded back into her bank account. The client refused credit as an option.

#### **Case Study H – GPS – Money Finder Client (AA)**

Client has sought assistance in paying an overdue Optus account. In the previous 6 months, client had left a Domestic Violence situation. Both her and her daughter then spent 3 months in a refuge. On getting her own place, she spent all her income setting up home. Major items such as fridge and washing machine were purchased. Advocated with the hardship department of Optus. R.C.C, agreed to support with \$150, and Optus wavered the remainder of the bill. This equated to over \$370, and left her with a 0 balance. My role also entails showing clients where they can save on necessities such as food supports. I expect to not see this



client again, and that is my aim, to give the information to enable them to take control of their future.

## **NILS Program**

The No Interest Loan Scheme (NILS) has been part of the Centre's suite of programs for 5 years with over 120 loans being approved in that time.



The Centre has been fortunate to be one of only two service providers to be awarded funding to continue the program under the new platform in 2018.

For many of our clients paying for essential goods and services is a struggle, and the effect of going without can be huge. Without a fridge you can't store fresh food, without a computer kids can be left behind at school.

The NILS offers people on low incomes (<\$45K) safe, fair and affordable loans (up to \$1,500) for fridges, washing machines and furniture, as well as car registration and repairs, education and medical expenses.

The volunteers who deliver this program are committed to providing our clients with a friendly introduction into the loan process and a repayment schedule aligned to their financial circumstances aimed at alleviating and not adding to financial hardship.

### **Case Study I – NILS Loan 1**

*This joint NILS loan was for a young couple living in rental accommodation on Coochiemudlo Island. They had completed two previous NILS loans, one of which was through the Redland NILS.*

*They both arrived at Reception with the receipt of their final NILS payment [being aware we would not have the information ourselves for another few days] and a completed application for a new loan. They expressed a keenness to gain a new loan as soon as possible.*

*The application was impeccable, so an appointment was booked for the next available day. The loan was for a lap top for their primary school aged son who had special needs and had been wanting a lap top since the beginning of the year. The parents had paid off their existing loan early and had done their very best to expedite the loan process in order to get the lap top for their son.*





Redland NILS was able to hand a cheque over within days after the couple arrived at Reception.

### **Case Study J – NILS Loan 2**

*NILS applicant was a lady in her sixties on a carer's pension who just wanted a new lounge suite. She turned out to be a quiet, unassuming lady who had, based on the bit of small talk during her application interview, had a few knocks during her life. Her husband had recently entered a nursing home and, therefore, she was effectively separated. She kept saying that she "doesn't want to cause any trouble" but would "really like a new lounge as the old one is falling to bits".*

*The client needed a bit of assistance with her budget but otherwise her application paperwork was great. We were able to help her out to purchase a brand new lounge in a short space of time. It made her day.*

## **Pipeline Projects for FY18**

The Centre is always on the lookout for new projects and programs that fit identified community need and align with our values and Mission.

In the coming year the Centre is hopeful of being funded to deliver a number of new programs including:-

### **'Shall We Dance' – Dementia Dance Group**

A unique dance group aimed at people living with dementia. This program provides both free movement and music which are the two most important areas of need for people with dementia (source: [https://m.medicalxpress.com/news/2017-08-reverse-aging-brain.html?utm\\_content=buffer85aaa&utm\\_medium=social&utm\\_source=facebook.com&utm\\_campaign=buffer](https://m.medicalxpress.com/news/2017-08-reverse-aging-brain.html?utm_content=buffer85aaa&utm_medium=social&utm_source=facebook.com&utm_campaign=buffer))

Participants are asked to dress as 'dancers' and engage with a qualified dance instructor who in turn choreographs the movements with the delicate nuances of the dementia dances. Carers and dances are empowered to 'move' in any way they feel to release themselves from the now and into a world of freedom.

This program is very special and it is hoped that our submission for funding is granted. If the Centre doesn't receive funding the Centre will endeavour to source other avenues of support for this much needed program. The program will be free to attend and will launch on Saturday, 16 September 2017 at the Centre at 10.00am, 29 Loraine Street, Capalaba.

If you or anyone you know of would like to join this group please don't hesitate to email us on [info@redlandcommunitycentre.org](mailto:info@redlandcommunitycentre.org) or phone 3245 2117 – alternatively if you would like to sponsor this group please email [gm@redlandcommunitycentre.org](mailto:gm@redlandcommunitycentre.org)



## Redlands Runway Project

In response to the high cost of preparing children for school proms and debutante balls the Centre would like to coordinate a program that allows for gowns, shoes, bags, suits and associated items to be donated for underprivileged children to wear on their special night.

The Centre will hold the items, prepare and fit garments, provide free hairdressing and makeup for these children on their special night/s. The Centre is currently looking for a space to store the items.

This program is seen as one that will make a positive impact on the lives of children who would otherwise feel isolated and socially unaccepted.

If you or anyone you know of would like to join this group as a volunteer please don't hesitate to email us on [volunteer@redlandcommunitycentre.org](mailto:volunteer@redlandcommunitycentre.org) or phone 3245 2117 – alternatively if you would like to sponsor this program or have an available space for us to store the garments please email [gm@redlandcommunitycentre.org](mailto:gm@redlandcommunitycentre.org)

## Mixed Bag of Cooking

Redlands is a wonderful multi-cultural community and the Centre would like to recognise each and every one of our members with the 'Mixed Bag of Cooking' program.

The program aims at uniting people through the love of food and cooking. Celebration and food comes together in the form of weekly cooking demonstrations with the attendees offering their own recipes before demonstrating to the class how to cook and eat their cultural dish. Participants are encouraged to 'tell the story of their food, their family and their traditions', grow friendships and enlarge their personal networks in relation to social connectedness in relation to available services and information.

The program will culminate each year in an "Open Day" which will see the Centre open its doors to the Redlands community to come and join other cultures and celebrate with food samples and sharing of traditions, stories and a recipe book.

If you or anyone you know of would like to join this group please don't hesitate to email us on [info@redlandcommunitycentre.org](mailto:info@redlandcommunitycentre.org) or phone 3245 2117 – alternatively if you would like to sponsor this program email [gm@redlandcommunitycentre.org](mailto:gm@redlandcommunitycentre.org)





## Groups and Events

The Centre continued to support several community groups who align with our values, promote social connectedness and evoke a sense of 'community'.

If you are interested in finding out more about our groups please head to our Facebook page or our website here (<http://redlandcommunitycentre.org/events/>)

Name of Group/Agency	Attendance	# of times at Centre
Art on Friday	388	48
Women's Interaction Group	547	19
Craft Group	345	41
Card Making	197	22
Crochet Group	132	32
Redwrites Writing Group	47	9
Readers Anonymous Book Club	30	4
WeR1	242	16
Tax Help Assistance	84	14
Relationships Australia	230	46
Mylestones Disability Employment Service	236	140
Ostara Disability Employment Service	134	47
Irlen Diagnostic Clinic	43	11
Community Resource Unit	11	3
Queensland Seafood Industry	7	1
Smith Family – Lets Count Program	17	2
Lives Lived Well	198	48
My Path Education	288	32
ARC Group Pty Ltd	196	28
Envigor	4	1
Ikon Institute	143	13
Just Better Care Australia	8	1
Churches of Christ	17	2
Eckankar	87	11
QUIHN	46	9
Department of Justice	23	5
Royal College of Healthcare	208	25
Dispute Resolution Centre	4	1
Strategix Training Group	70	10
YFS Ltd	23	1
Bayside Community Legal Service	176	22



UnitingCare Community	22	2
Tenants Queensland	6	1
Carers Queensland Counselling	6	3
Benevolent Society	24	2
<b>Total Groups/Agencies</b>	<b>4239</b>	<b>672</b>

## Special Annual Projects

### Backpack to School

Starting a new school year is a demanding time for children and families. It is expensive and for most of our clients presents a range of emotions including stress and anxiety. Often these financial pressures increase tension within families and, as a result, relationships and children suffer. Often, children and young people start school without the basic equipment they need. They start the year at a disadvantage which is never recovered; their school experience is not one of excitement and enthusiasm. Often these students become the victims of bullying because they are different. With the withdrawal of Federal Government family supplements for school costs in 2017 this placed many of our community members already experiencing financial stress into crisis.

The project saw a record amount of families in 2017 access our support which resulted in demand outstripping supply on a number of days the program operated. These clients were asked to return the next day as supplies of backpacks were replenished as no child started the year without some level of assistance. Feedback for the 2017 project rated the service as 5/5.

The Backpack to School Project was developed to assist families who are doing it tough to get the necessary resources for their children to start the year correctly. The community really supports this project by generously donating both financially and 'in-kind' (stationery) resources. In essence this project is all about COMMUNITY HELPING COMMUNITY = WINNING. Redland Community Centre acts as a conduit where the resources are distributed via a fair and equitable process to families in need.

This project is one of our largest 'cost' projects. To assist the program to run in 2018, with the expected high demand from our community, the Centre is launching a monster raffle in September, at the AGM, to assist with the cost of vouchers and backpacks.

The 2017 project was a huge assignment with 299 students receiving back packs and stationery items (102 more students than in 2016). 120 families (39 more than in 2016) were assisted with school supplies through our project. Of the 299 students, 222 were prep or primary school students and 77 were secondary school students.



Written feedback was also received from many parents who received support.

- ✚ "Just wonderful help I received today. I'm very grateful for all your help. It has taken a bit of stress from me to be able to start my two children at school on the 1<sup>st</sup> day. Thanking your kindly."
- ✚ "I'm so touched by your service – the food, school items, the gift vouchers. I'm so grateful. Thank you so much for your help. God bless for your services and your hard working team. Thank you so much. Being out of work is hard – great service here."
- ✚ "This school year, the day before school goes in for 2017, I have literally got almost nothing for my son to enter High School.....I'm a single mum with 3 boys and a foster child, I work part time and my income is so low due to Origin utilities, rent that I simply cannot make ends meet. It's heart breaking and sometimes I can't see a way out! Thank God for your help today. With your help I can put 2 kids in shoes and school supplies and make some spaghetti for dinner. It's the little things that matter. God Bless you."
- ✚ "Always find everyone at Community Centre helps as much as they can and even just the school bags are a big help with everything being so tight this year I couldn't do Christmas for my kids so thanks for this help as always."
- ✚ "I really appreciate the help and support provided. I don't know what I would have done without it. You guys are of great help for people in need."

### **Case Study K – Young Family**

#### *What brought you to the centre?*

*Found the program advertised on Facebook*

#### *Why did you need to use the Backpack to School Program?*

*As the back to school bonus had finished they were worried about being able to give their child all the necessary equipment to return to school*

#### *What does it mean to you?*

*Relief that my child could go to school and be fully equipped and not be made fun of or be the odd one out. So thankful that we were doing this for the community*





## Christmas Project 2016

The purpose of the Christmas Family Package project is to provide families doing it tough with the opportunity to experience an enjoyable Christmas Day. We act as a conduit for the community. The project is strongly supported by community donations, through both in-kind and cash donations.

### Statistics:

- 277 families were assisted with Christmas packages (100 more families than 2015)
- 656 children and 359 adults were involved

Comparison to previous years assistance:-

	2012	2013	2014	2015	2016
Families	140	151	144	177	277
Children	365	423	363	432	656



## **We take the following approach:**

*"This is your community contributing to Christmas, not taking responsibility for Christmas"*

It's important that the families involved are treated respectfully – you'll see from some of the comments below that community members are not only thankful for the support they receive, but also for the respectful manner taken by staff and volunteers.

Clients are able to apply for assistance by completing an application form, outlining their needs, their situation and their plans for Christmas. Based on the information we receive, a customised Christmas package is constructed for each family.

Packages usually include food items and goodies to ensure family members enjoy a special festive meal on Christmas Day. This year the food hamper contained a fresh ham. Clients who identify with having special dietary requirements are issued a voucher so that they don't miss out.

Items generally included in the customised Christmas package:

- ✓ At least 2 customised gifts per child for under tree
- ✓ 5-6 items as stocking fillers per child
- ✓ At least 1 book per child
- ✓ Christmas wrapping paper
- ✓ Christmas name tags (if available)
- ✓ Christmas cards (if available)
- ✓ Bon Bons/Christmas Crackers
- ✓ Extra items per family – i.e. napkins, Christmas plates, cups etc. – when in stock

Christmas food hampers as listed below:

- Fresh Leg Ham
- Dips
- Custard
- Pudding
- Mince Tarts
- Tinned Fruit
- Lollies/Chocolates
- Chips
- Chocolate Chip Cookies
- Corinthian Wafers
- Fruit Juice/Soft Drink
- 2 Boxes of Savoury Biscuits
- Extra items as donated














Participants of the 2016 Christmas project were asked to rate the service that they had received with a 1 to 5 (5=best) star rating. The score given was 5/5, some parents shared



emotional heartfelt thanks for providing their family with hope and a break from reality for just one day.

The following comments were provided by community members when they were asked, "What does this assistance mean to you?"

-  *This means the world to us, kids can now have a Christmas day.*
-  *Without your assistance, there wouldn't be a Christmas for my family this year – thank you so very much.*
-  *Huge effect on our lives – can't thank you enough.*
-  *A great deal actually. Been struggling for so long.*
-  *Thank you for your help. There would be no Christmas without this help.*
-  *It's great to know there are people that care. We can have a nice Christmas Lunch with a few presents now. Thank you.*
-  *This means the absolute world to me and my kids.*
-  *My daughter won't miss out on Christmas this year now after her father passing away earlier this year.*
-  *We've inherited our grandchildren, only just started receiving payments, this will help so very much.*
-  *Puts presents under the Christmas tree, takes the stress off.*
-  *This is the first Christmas in many years that I will have nice presents to give my kids. Thank you.*

From these comments, you can see that this project is powerful – it achieves its primary purpose of providing families with an opportunity to experience a lovely Christmas day – importantly, it also sends a message to many in the community that others, unknown to them, care for them.

We sincerely thank all those who were involved in and supported our 2016 Christmas Project. We look forward to working with you all again this year for a bigger and brighter 2017 Christmas Day.









Moreton Bay Girls College –  
every child and teacher brings in  
a gift to put under the empty  
Christmas Tree during a  
Christmas Service.



## **RCC 2017 Christmas Project**

**Launches - Monday, 13 November 2017**

If you would like to be part of our

**'Giving Christmas'**

Please contact **Debbie** on

**[info@redlandcommunitycentre.org](mailto:info@redlandcommunitycentre.org) or 32452117**





# Thank you!

To all our valued supporters who have assisted us  
over the last 12 months with donations

1300epromo Pty Ltd  
Alcorn, Geoff  
Alexandra Hills Mens Shed  
Alexandra Hills State High School  
Anglican Parish of Waterloo Bay  
Auto Electrical Imports P/L  
Barron, Leigh  
Bayside Financial Planning  
Bayside Kindergaten & Childcare  
Bayside Smart Business Network  
Bessell, Steve  
Bojarski, Leanne  
Bradford, Daphne  
Branie, Julie  
Brown, Don MP  
Burrows, John  
Butler, Caroline  
Callaghan, Lauretta  
Campbell, Kirsteen  
Canterbury Clothing Co.  
Capalaba Uniting Church  
Casey, Bev  
Chemist Warehouse  
Chinn, Jenny  
Church of Resurrection  
Clark, Mr & Mrs  
Cleveland Uniting Church  
Connors, Kate

Crespan, Valena  
Cuerden, Robyn  
Curves, Capalaba  
Dal-Maso, Arrigo & Karilyn  
Daniels, Stephanie  
Davy, Ann  
Dennet, K  
Edwards, Katy  
Foster, Nikola  
Gildersleeve, Sue  
Gillies, Rhonda  
Givit  
Gooch, Cardanne  
Goodstart Early Learning  
Graham, Nicolette  
Green, Carol  
Grill'D Pty Ltd  
Hayes, Andrina  
Healthy Slimmers  
Heelass, Cathy  
Hind, Lucy  
Hiscock, Liezl  
Hobbs, Karen  
Holdway, Julie  
Hollingsworth, Norma  
Ifeelgood Gym  
Kumar, Sashi  
Laird, Leanne



Lee, Shiela  
Linkin, Sharon  
Lions Club, Capalaba  
Lloyd-West Lucien  
Mainly Music  
Matilda's Quilters  
McEachan, Matt MP  
McManus, Bart & Kath  
McVie, Anne  
Meehan, Rhonda  
Mercer, Lorraine  
Miller, Nicki  
Moore, M  
Moore, S  
Moreton Bay College  
Morris, Liela  
Mud Flat Toys  
Newnham, Angela  
Nicholls, Pauline  
Oliver, Noelene  
O'Neill, Naomi  
P.J.S. Accountants  
Pannam, Yolande  
Pesch, John  
Purple Patch Advisory  
Q.C.W.A. Cleveland Branch  
Ray White Real Estate, Capalaba  
RDCOTA  
Redland Bay Uniting Church  
Redland City Bulletin  
Redland City Council - Customer  
Serv. Team  
Redland City Lions  
Redlands Bridge Club  
Redlands Christian Reformed  
Church

Redlands Community Financial  
Services Ltd  
Redlands Easter Family Festival  
Redwrites  
Rooding, Kim  
Rotary Club of Capalaba  
Sank, Lorraine  
Sinclair, Tamara  
Smith, Bruce  
Smith, Karleish  
St Andrews Church  
St Anthony & St Lukes Parish  
St Anthony's Catholic Primary  
School  
St John, Raelene  
Star Community Transport  
Stockland, Cleveland  
Stokell, Julie  
Swift Place Craft Ladies  
Thomas, Bev  
Trinity Playtimes  
Victoria Point Community Bendigo  
Bank  
Victoria Point Uniting Church  
Webster, Chris  
Whitfield, Glen  
Wicks, Rachel  
Williams Global Freight  
Wills, Barbara  
Winter, Clarissa  
Womens Interaction Group  
Woolford, Richard & Pam  
Wynnum Presbyterian Craft Group  
RCC Volunteers

*Numerous Anonymous Donors*



# Nominations

## Redland Community Centre Board

### 2017/18

### AGM TO BE HELD ON SEPTEMBER 2017

Position	Name of Nominee	Proposer	Seconders
Chair	Garry White	Beverly Bourke	John Coogans
Deputy Chair	Chris Webster	David Shellshear	Mike Venes
Hon Secretary	David Shellshear	Garry White	Ian Wallace
Treasurer	Ross Alcorn	Mike Venes	David Shellshear
Board Member	Robyn Bridges	John Coogans	Ligaya Lowndes
Board Member	Elaine Riley	Beverly Bourke	Helen Kelly
Board Member	Margaret Venes	Ian Wallace	Gillian Irvin
Board Member	Mike Venes	Diana Bitossi	Helen Kelly
Board Member	Samuel Walker	Helen Kelly	Ligaya Lowndes