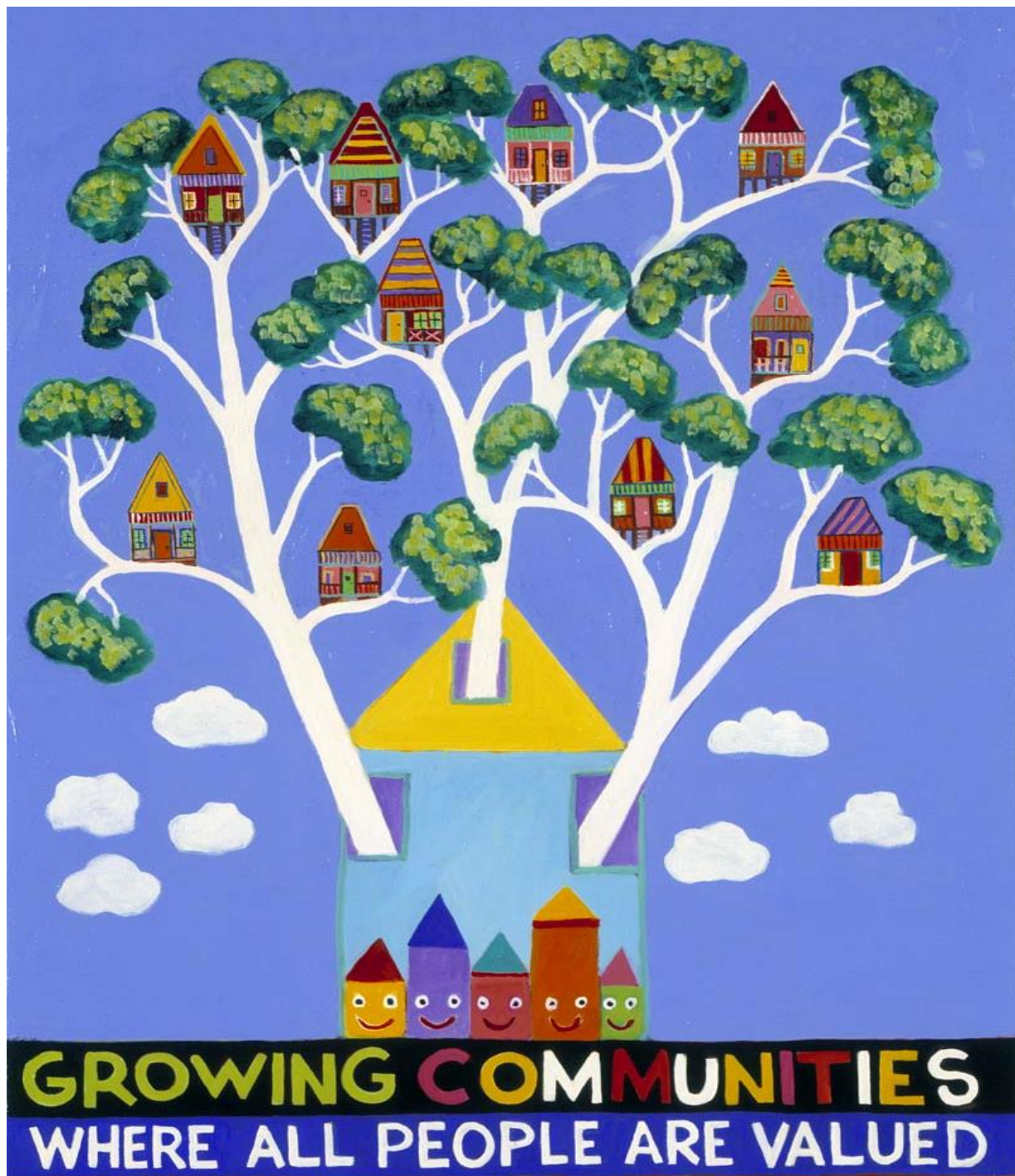


Community Living Association Inc.



Annual Report 2020

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Acknowledgement of Traditional Owners

Community Living Association Inc would like to acknowledge the Traditional Owners of the land on which we live and work. We acknowledge the Turrbal people of the north of Brisbane, the Juggerra of the south and other traditional groups in the surrounding areas.

We acknowledge all of our ancestors, Aboriginal, Torres Strait Islander, and non-indigenous, past and present, for shaping who we are and guiding us into the future. We welcome you to the community we share. We acknowledge this country as a 3 flag nation.



History of the Turrbal People

The Turrbal people are the self-identified traditional custodians of the North Brisbane area and linguistically relate to a poly-block of languages - the Yuggerra (European translated Yuggerra) and Gubbi-Gubbi dialect - which is spoken as far inland as Moggill, North to the Pine River and South to Logan (Steel, 1983, p. 121). An Indigenous people's language belongs to country and creates traditional lore, custom and the country from which it originates, i.e. flora and fauna species. The 'TURR' in Turrbal is translated as 'NO' whereas 'BAL' describes an Indigenous peoples place marker. Central to an Indigenous people's name and linguistic grouping is the root that is an indicator of one's immediate family and their familial reproduction under this name. Underlying this immediate connection is the kinship net-work that connects a people to country. This connection is directly descended from the mother's side, hence the Indigenous expression, "*skin of my country*". (Dr. Peter Whalley, Interview. March 19, 2010. Senior Lecturer QUT Oodgeroo Unit).

Nundah was originally pronounced in the language Yuggerra as both Nyanda and Nandah meaning 'chain of water holes' (Steel, 1983, p. 129). This definition stands in relation to a major Indigenous pathway that was effectively used as a coastal trade route, a site for Corroborres and a meeting spot for various Indigenous groups who travelled North and South along the Coast, as well as for those Indigenous peoples travelling inland (Steel, 1983, pp.123-131).

Post-colonial Nundah was initially named Zion Hill in relation to the presence of the German Moravian Missionaries (who later relocated to the Bunya Mountains) to which local Indigenous Tribes referred to as 'Umpie Daggur' (houses of white men); Zion Hill was later renamed The German Station but was officially re-named Nundah during the 1890's reflecting both local Indigenous historical interest and the connection to Turrbal country.

Pre-colonisation (Steel, 1983, pp. 123-126) there were a large number of Bora Rings or Boos located within the Nundah area; this indicated that a dense Indigenous population were present on country. Bora Rings are traditional initiation sites where young Indigenous men are welcomed into manhood through customary ceremonious rituals such as circumcision, scarification, the learning of sacred song, stories, dance and traditional law. Indigenous people are not homogenous groups but consist of separate nations all encompassing differing languages, traditions, lore and symbology. Therefore Bora Ring ceremonies are conducted in a variety of ways reflecting a particular Indigenous group (Family Representative Committee, 2006, pp. 4-6). Indigenous groups were distinguished from one another by the directions of the incisions (scarification) that were made upon the breasts and arms during

initiation ceremonies i.e. the Turrbal people were differentiated by a fleshy protuberance made upon the wrist by continually casting fishing nets (Dr. Peter Whalley, Interview. April, 17, 2010. Senior Lecturer QUT Oodgeroo Unit) and also displayed chest scars which were arranged in vertical patterns with scarring added to the shoulders of males at the time of a Bora Ring ceremony (Steel, 1982, p. 126). The Turrbal people were known to have participated in Bora Ring ceremonies at Nudgee, Keperra, and Samford neighbouring the Garumngar people. The Bora Ring at Keperra lent itself to the suburbs name as 'Kipper' means young man in Turrbal. Bora Rings still presently exist in Brisbane and can be located at Toorbul Point, Samford, Samsonvale and Mount Esk Pocket (Petrie, 1902, p. 55).

The Turrbal people displayed a continuous connection to country in the Nundah area. The Duke of Yorks camp, that self-identified themselves as Turrbal people, was located in Yorks Hollow which at the time was a gully that passed through Victoria Park and the Royal National Association Showgrounds (RNA). This Indigenous campsite was traditionally known as Barrambin. Another two known Turrbal campsites were located at Toowong and was called 'Baneraba' and Newmarket known as 'Buyuba' meaning 'shin and "[referred] to the straight reach of Enoggera Creek in the vicinity of Bancroft Park" (Steel, 1982, pp. 124 – 125). The Turrbal people of Barrambin, Baneraba and Buyuba were Riverine people and consisted of between fifty to sixty men who utilized a wide array of local resources that were located upon country. Indigenous groups that subsisted along coastal inlets were recorded as having high population densities due to the availability of marine resources producing a picture of "a stable and well-developed coastal settlement patterns" pre-colonisation (Whalley, 1987, pp. 19-24)

CLA expanded to Petrie and Sunshine Coast whose traditional owners are The Turrbal and the Kabi Kabi and Jinibara Peoples

** CLA has compiled this history as part of its commitment to Reconciliation processes in Australia. We recognise that much of the material is sourced from European records and may contain inaccuracies.*

**CLA continues its support of Reconciliation by supporting annual Sorry Day activities with Noongar Reconciliation Group.*

**CLA has only recently begun to work in the Northern and Sunshine Coast area and we have not had the opportunity to compile info on the Indigenous Nations of those areas*

CLA's History

Community Living Program (CLP) was established in 1987 as part of the Commonwealth Rehabilitation Service (CRS). The program, which was attached to the Taringa Rehabilitation Centre, was to support young people with an intellectual/learning disability towards independence. In 1987 the program was moved to the Spring Hill regional unit, its first community-based setting.

People with an interest in the program (Friends of CLP) became concerned when the CRS decided to cut back CLP's resources, and decided to seek funding under the new Disability Services Act (1986). Funds were granted in 1989 for a research and development project. The Friends of CLP incorporated as the Community Living Program Inc. on the 23rd of June 1989. On the 20th January 1995, CLP changed its name to Community Living Association Inc (CLA). CLA now manages CLP, and has sponsored a range of other projects. CLA also manages:

- Village Housing
- Community Connections (Reconnect, School Social Workers).
- ARROS
- Community Projects (Volunteer Programme, The Shed Space, SQW)
- A small research programme (various research projects)
- CLA Student Unit
- BEROs
- CLP
- NDIS Support Coordination
- Plan management

Our Purpose

Community Living Association (Inc.) aims to:

- To contribute to the relief of poverty, sickness and other misfortune and to the promotion of the well-being of individuals, groups or communities who are disadvantaged and vulnerable either socially, physically, intellectually or emotionally (hereinafter called social welfare); in particular those people who experience a learning (intellectual) disability.
- To undertake, or carry out any other benevolent work or purpose.
- To promote, establish carry out and support and to assist in promoting, establishing, carrying out and supporting any social welfare program designed to contribute to the alleviation of poverty, sickness or other misfortune including those undertaken by Statutory Authorities, voluntary Welfare Organisations and other community groups.
- To assist people with 'learning difficulty' to determine and achieve what is important to them.
- To assist people with 'learning difficulty' to stand up for themselves, individually and collectively in the community and to have their say in representing their interests, issues and needs to all sectors of the community and government.
- To assist people with 'learning difficulty' to improve the social and economic conditions of their lives, for example: income, housing, health, transport, sporting, recreational, artistic etc.
- To assist people with 'learning difficulty' to develop a safe and secure life in the community.
- To assist people with 'learning difficulty' to develop their family, friend, partner and community relationships and connections.

- To assist people with 'learning difficulty' achieve a state of good psychological and physical well-being.
- To assist people with 'learning difficulty' achieve a sense of personal potency and of personal meaning.
- To assist people with 'learning difficulty' achieve a sense of meaningful use of time for example; employment, community service etc.
- To collaborate with other organisation's in the achievement of C.L.A.'s objectives.
- To document and record C.L.A.'s work and endeavours.
- To identify and initiate creative responses to the needs and issues of people with 'learning difficulty'.
- To assist community members build better communities through the inclusion of people with learning difficulties.
- To assist families in their commitment to family members with a learning difficulty.

Mission Statement

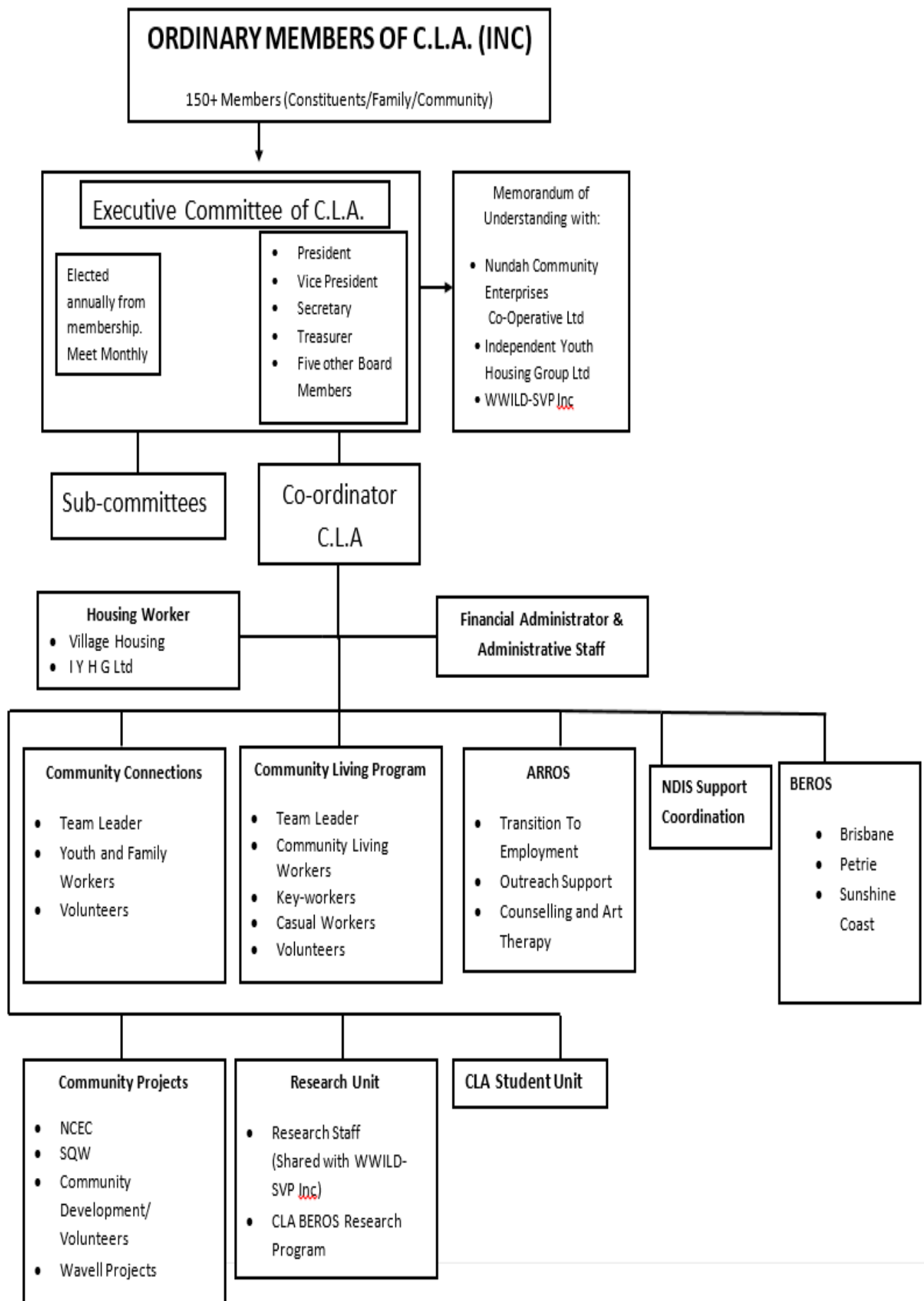
CLA Inc. will seek to carry out its' objectives in ways that are:

- Respectful, kind and encourage one's own control;
- Flexible, innovative and responsive, leading and giving hope;
- Diverse, fun and address the whole self;
- Written down and shared with others;
- Well-resourced and heading toward self-sufficiency;
- Co-operative and collaborative and value all opinions;
- Seek feedback and question deficiencies; and
- Challenge society and change it, acting politically.
- Stable, keeping core values and vitality

CLA's Funding Partners

Grants	Funded By
Community Living Program	QLD Department of Disability Services
ARROS	QLD Department of Disability Services
ARROS Transitions	
BEROS: Transition to Independence	QLD Department of Child Safety
Student Unit	QLD Department of Child Safety
Skilling Queenslanders for Work	University of Queensland
Reconnect	
School-based Social Work	

<p>Student Welfare Workers</p> <p>LDAT</p> <p>BCC Lord Mayors Fund</p> <p>NDIA ILC Programme</p>	<p>QLD Department of Employment</p> <p>Commonwealth Department of Social Services</p> <p>Kedron State High School and Kelvin Grove State College</p> <p>Federal Department of Social Services Australia</p> <p>Dept of Education and Training</p> <p>Alcohol and Drug Foundation</p> <p>Inc Brisbane City Council</p>
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President's Report

What a year 2020 is!

Who would have predicted on 1 January 2020 what we had in front of us for 2020?

In March, COVID-19 threw a huge spanner into how we live our lives. It has also created this underlying tension of uncertainty around everything we do with our daily lives.

CLA has not been immune to this extraordinary world event. However, thanks to the awesome people who work and volunteer for our organisation, we have been able to continue the fabulous delivery of service for which we are well-known.

On behalf of the Committee, constituents and their families, I thank the team at CLA for their dedication to the delivery of awesome services around all the disruption created by COVID-19.

Our special thanks go to Morrie O'Connor as co-ordinator of the organisation. His leadership style means that all the Team Leaders at the organisation love working for our organisation. They are all committed to collaboration, co-operation and community which is a testament to Morrie's ability to lead in a crisis as well as the many years of him fostering this culture for our organisation.

Our special thanks go also to all the Team Leaders and their teams at our organisation for embracing our organisation's mission and applying it with such diligence every day for our constituents and their families. I am sure that there has been a lot of personal sacrifice around what has been required to be done. Your efforts have not gone unnoticed.

Our organisation continues to be financially sound despite the financial constraints and uncertainty of the NDIS system. Our Community Living Program Team continue to work above and beyond these financial constraints for our constituents and their families.

I was privileged to experience first-hand the endorsement from State Government for our BEROS team when I attended the visit from Minister Di Farmer to our program in June 2020.

This highlights the incredibly valuable work that our youth teams perform for our organisation and the at-risk youth in our community.

Some of the other particularly exceptional highlights for the year are as follows.

- We supported two other community organisations Deception Bay Youth Service, Deception Bay Neighbourhood Centre with loans to respond to their communities needs.

- Michael Cherry, Susan Harbottle, Taurean Lea with Richard Warner and Morrie O'Connor gave Keynote Opening Address at 2019 QLD Community Development Conference.

- A number of Information, Linkage and Capacity Building grants from NDIS –
- Young people with a disability and employment (1 year project)
- Young people with a disability – self-advocacy project (2 year grant)
- Scammers Group – 3 year project
- Supported IYHG to gain 1 year grant to support their Strategic Planning

- CLA SQW projects in Landscaping and Hospitality received 2 year funding approvals as a mark of their success in supporting trainees to gain employment.

- Michael Cherry and Felice Kirby starred in Aged and Disability Australia Advocacy financial management videos.

- IYHG work and stories of Jennifur Charne, Paul O'Dea, Craig McAllister feature in Community Resource Unit Crucial Times newsletter.

- 9 Nundah Street purchased. Sold Gellibrand St. Development review underway for 5 to 9 Nundah Street properties.

- 6 constituents attended ASID National Conference in Adelaide.

- Nundah All Stars – Musical.

- QLD Government Social Enterprise Policy Launch by Minister Shannon Fentiman at Espresso Train on 12-9-19.

- Cyberbullying Grant for a project involving students at Kelvin Grove High School.

- CLA-WWILD funded joint research submission to Disability Royal Commission.

- Richard Warner and Michael Cherry to Sydney to participate in funding discussion related to Westpac.

- Scammers Group received Australia Post Grant.

- New School Social Worker engagement at Bracken Ridge High School.

- BEROS – new funding for North Coast (Petrie) and Sunshine Coast.

- Beros – Australian Association of Social Workers - Chloe Warrell presented at the Conference in Adelaide in November 2019 around partnering in our work with young people with complex needs.

- Recyclers Group – Susan Harbottle and Alan Duffy raise \$700.

- Youth Week Project.

- Local Drug Action Project.

- ARROS Transitions re-funded 2 years.

- Purchase of Beros House at Petrie for the North Coast work.

- Craig McAllister, Susan Harbottle, Alan Duffy - selected as peer researchers for research project by Griffith University.

- QLD Training Awards – CLA SQW one of three finalists.

- NCEC – congratulations – Australian Large Social Enterprise of Year.

- Congratulations to Community Connections team in particular Cate and Eden for developing First Time Renters Guide a project that took several tears and great perseverance. The Guide is now available on Qld Youth Housing Coalition Website.

- Thanks to Alan Duffy and those that have worked to keep the Wavell Heights Hall maintained and used through COVID times.

- Various letters to State and Federal governments around constituent matters during COVID lockdown.

If I have missed any other specific highlights I apologise.

All I can say is Thank You to everyone involved at CLA.

It is an honour to be the President of such an amazing community focused organisation that continues to deliver fabulous and innovative services around challenging times.

Denise Gibbons

President

CLA Committee of Management

CLA Inc recognises the rich and vibrant living history of our First Nations peoples around Nundah and the Meanjin (Brisbane) area and their unbroken connection to country - land, sky & waterways. We acknowledge the Traditional Owners & Custodians of the land that CLA Inc occupies today (Turrbal & Jagera people) and understand that the vibrant country fed by the river and bays provided for many people's who travelled to the area. We pay respect to all Elders- past, present & emerging and thank them for their commitment to teaching where possible, the language, stories, rituals, talents and lore of their lands.

CLA Inc is an active member of Noonga Reconciliation Group Inc. and 2020 marks our eighth year of partnership on reconciliation projects where CLA Inc assists the group by;

- Providing space (even in virtual times of COVID-19) for the Noonga committee to meet for their monthly meetings.
- Providing worker and social work student support to help organise an annual National Sorry Day Ceremony at the Kalinga Park Sorry Site in May.
- Supporting community engagement events to raise awareness of Aboriginal & Torres Strait Islander cultures, histories and lived experiences.

National Sorry Day 2020 saw a markedly different way to honour the lives of Stolen Generations' families and communities as plans were adjusted to incorporate COVID-19 restrictions. As the pandemic unfolded across all facets of our lives, Plan A soon became Plan B, turning into Plan C and then quite possibly, ending with Plan D, an online presentation that made a humble attempt to capture the essence of the annual gathering at the local Kalinga Park Sorry Site. If you have not already done so, we invite you to watch the reflection on why National Sorry Day is commemorated every year by visiting:

https://youtu.be/E4ZIG8I9_pQ

CLA Inc would also like to welcome and thank WWild Sexual Violence Program for joining the National Sorry Day Working Group and contributing to the 2020 celebrations.

A special acknowledgement also goes to CLA Inc constituent Taurean Lea for reading the poem "Taken" written by his mother Robyn Lea. Thank you both for the commitment you have to sharing your experience of the impacts of the past, damaging policies and procedures had on so many First Nations people.

CLA Inc also thanks the loyal members of the Noonga Reconciliation Group Inc for continuing our partnership in reconciliation and enabling significant connection to and learning from our local First

Nations communities. We thank the group too, for the practical assistance they provide to young people and families that access support through our funded programs, as well as through other organisations in the north Brisbane region.

ARROS



ARROS has experienced a lot of change in the last 12 months. We began our new team, with Toni as an Outreach Worker and Toni as a Project Worker with ILC. Here they are in November last year running a stall at the Create Foundation's marketplace event.



Since then, we have grown significantly, welcoming two new Outreach Workers, Darcy and Niamh, two new Project Workers, Gemma and Rita, and adding a counselling team to our service, with Meg, Donna and Kelly. We have also moved offices... but don't worry we didn't go too far! We have a wonderful new space in The Shed, and are still in walking distance from our morning coffee at Espresso Train. Special thanks to some of the young people who have supported our move: Ian, CJ, Ethan and Jarrod – thanks for doing the heavy lifting, moving, collecting donated desks and putting them back together for us in the new office. Your support is very much appreciated.

We've also had some farewells this year – to Mandii, Rani, Chelsea, Laurel and Kelly. Thank you all for your support and service. Thank you also to our student, Alison, and our volunteers, Shannon and Ava, who have contributed so much through their efforts.



We all got our purple gear out to support Wear it Purple Day, which is all about fostering supportive, safe, empowering and inclusive environments for rainbow young people. We hope that you feel welcomed and supported in ARROS, no matter who you are, where you come from or how you identify.

As always, what makes ARROS tick, is really the young people we support. So here are some of their stories: inspiring, encouraging, full of successes and hopes. Well done to you all, including those whose stories are not documented here, and whose stories haven't reached the point of feeling hopeful or inspiring yet.

Transitions and NDIS:

ARROS Transitions program was refunded for an additional two years, which meant we were able to continue our work through transition and post care support. Through this program we were able to connect with young people aged 15 – 21 exiting from child safety to support them in their transition to adulthood.

Since welcoming two new ARROS NDIS workers we have been able to meet and support more young people. This NDIS program supports young people aged 15 years to 25 years with cognitive or intellectual disabilities who are homeless or at risk of homelessness and have an NDIS plan.

There were many wins for ARROS transitions and post care support and NDIS young people, including:

- Several ARROS young people accessing the NDIS – this created lots of opportunities to try new things including music and art therapy.
- Attending ARROS events. We held a couple events this year where we came together, ate yummy food, saw the new space and discussed the Disability Royal Commission.
- Learning to drive.
- Learning skills for adulthood (cooking, cleaning... all the fun stuff!).
- Joining in on community yoga and fitness classes.
- Getting 'P' plates.
- Meeting new ARROS workers.

With the wins came the challenges... the biggest challenge this year has been adjusting to life with social distancing and restrictions. Fortunately, ARROS were able to keep moving and we adapted to using technology to connect with people. The ARROS young people taught us how to use online games, and Netflix party.

Joe:

Joe turned eighteen this year, and is on his way to completing year twelve. After year 12, Joe is hoping to get a job in a bar, have his license and eventually have his own place. ARROS have supported Joe to develop some cooking skills for when he moves out and connect with the Transitions to Employment team to help him towards his employment goal. Joe also did some artwork that he has donated to the new space.

Cyberbullying:

“This artwork was inspired by the concept of cyberbullying. What I first did to start this work was create a bunch of phones using pencil and pen and then draw images in them. I didn’t know what I was going to draw in them first but then I came up with cyberbullying and things that relate to it. I then coloured and edited it in photoshop”.



Person in a bubble:

“The work was for an assignment about self-isolation, and it is just about someone self-isolating themselves in a bubble. I did this with getting pictures off the internet and putting them on photoshop”.



Channy:

Channy has had some really big achievements this year, she wanted to share a few of them with you.

“On the 12/12/19 I got my P Plates!”

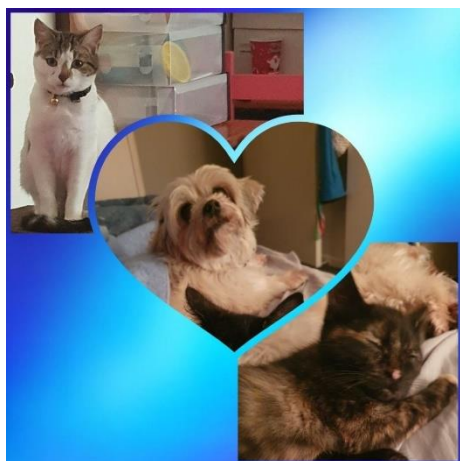


“In 2019 I moved out of a friend’s place and I got my own place, and ARROS helped me getting the keys. Tia my dog was able to come live with me in my new house.”

“Having my first son and I named him Joshua Levi Davis.”



"I got 2 kittens in the last year, Patches and Dora."



"I met this cool worker named Niamh."

"I got to complete the Circle of Security course with 2 ARROS workers and my parenting plan worker."

"I got to go to the Lord Mayors Charitable Trust event with Jess B and it was pretty cool. It was a grant for emergency relief for young people who are at risk of homelessness."



Ryan:

Ryan wanted to share some of his accomplishments this year, this is what he wanted to say about them.

“I have achieved getting my license and green p plates. I found a job as well. Moving out of home. It is pretty good to have my independence and freedom. It is good that I can go wherever, whenever I want”

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

ARROS Submission

ARROS young people were invited to contribute to a joint submission to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC). ARROS held a DRC information night where young people could share their firsthand experiences with the Royal Commission and contribute to social change. A special thanks to Leona Berrie and Peter Birch from the Royal Commission for coming to the event.

A big thank you must also go to the ARROS young people that attended the event as well as those that worked behind the scenes in roles such as designing brochures that were used to discuss these events with young people to encourage their involvement. Young people were also involved in the night through photographing the event and holding stalls in which they were able to sell their beautiful handmade creations of scrunchies and earrings.

Following the information nights, ARROS have planned to hold four art nights in which young people can come together to design and create their portion of the art piece. The art pieces are to represent themselves - who they are, their story, how they see the world, their struggles, what inspires them and brings them joy. Once completed these art pieces will be joined to create one large mural.

Once the art piece has been finished there will be a celebration event to showcase the mural as it hangs in the new ARROS space as a symbol of unity and belonging.

CJ's year with ARROS and NCEC

This year soon after connecting with ARROS' Transition to Employment project I got my first job with NCEC. I learned how to clean and do gardening at Wavell Heights Community Hall with Christian and Alan Duffy as my mentor. I like working with Alan because he is nice, helpful and understanding. With my new skills, I would like to get some more cleaning work and am looking into car washing. My long-term goal is to work with children. I like spending time with children and I think it's important to keep them safe. This year I also did Prep L and got my learner's licence. I'm looking forward to learning how to drive and am now saving for my first car. I'm also looking forward to the ARROS Christmas party this year which I am planning. I'm a good singer and am excited to sing carols for the workers and young people, sell some lolly necklaces that I'm making and share some of my favourite Christmas games and snacks.

Counselling Team

We have 2 counsellors in our counselling team who have expertise in art therapy, working with people with intellectual disabilities, working with people from multicultural background, and working with people with complex needs.

We are currently working with 25 people who have different funding sources including NDIS, Mental Health Care Plan through Medicare, Private Health Insurance, and Victims of Crime.

We provide our counselling support flexibly to cater people's needs (i.e. outreach, counselling rooms in CLA office, zoom, and phone calls).



カウンセリング内容

オーストラリアAASW国家資格所持のバイリンガルカウンセラーによる親身なサポートを提供します。個人対面セッションで行われるカウンセリングで以下の相談に対応できます。

- ❖ うつや落ち込み
- ❖ 不安、悩み事、ストレス
- ❖ 対人関係、職場や学校でのストレス
- ❖ 不慮の事故
- ❖ 適応障害
- ❖ トラウマ
- ❖ 不眠


問い合わせ番号
07 3266 5244
0407 385 700

出張カウンセリング

プロフェッショナル日本人カウンセラーによる
親身なサービス



有資格の日本人カウンセラー にサービスを受ける利点

多くのオフィス型カウンセリングサービスと異なり、クライアントの方が落ち着いてセッションを受けられます。

また、出張サービスのオプションをもうけています。カウンセラーのオフィス、ご自宅、ご近所のカフェ、公園、お子さまの学校のミーティングルーム等クライアントの方の状況に応じてカウンセラーが出張します。

メディケア & 海外旅行保険適用

有資格のカウンセラーは医療保険カバーが幅広く、一般開業医GPの紹介で海外旅行保険・メディケア・学生OSHC保険・OVHC(Visitors Plus)で個人セッションが年間10回まで、全額カバーされます。

カウンセラーについて

- ✓ 来豪17年のオーストラリアAASW認定の国家資格所持カウンセラー
- ✓ コミュニティ・リビング・アソシエーション (Nundah) にてソーシャルワーカーとして所属
- ✓ 現在オーストラリア現地住民、移民、学生、また軽度の知的障害を持つ方々等幅広くの人々に対しメンタルヘルスのサポートを通してカウンセリングを行っている

カウンセリング対象者

- ❖ プリスペン、またはモートンベイカウエシルにお住まいの日本人の方
- ❖ 一般開業医 (GP) から紹介状をもらっている、またはもらう意思のある方

Jonathon's Year

I've been with CLA for three and a half years. In that time I have had to grow and learn through various challenges and mistakes I've made. After leaving foster care, I was vulnerable and alone. I felt behind in life. Having CLA's assistance was long awaited blessing. Through access to support workers, counsellors, and employment support, I have been assisted to find a path of stability that I've never known before. I've been able to achieve things I never thought I'd be able to do. Having support on hand, workers to explain things to me, support me to reflect on my life and help me when I had no one was extremely helpful.

Now that I've gained some understanding through the assistance of CLA and some other support services I have gained traction with working longer hours and for longer periods of time, which is a huge improvement in three years. I've been able to be ready and prepared for challenging situations that have popped up this year, and overcome them successfully. I've learned to slow down and make the right decisions and take steps towards my goals and future achievements. I've also learnt that you should always look after your body before taking too much on, and to stress less, especially this year, having learned from past mistakes and life lessons.

I am a strong advocate for myself and others who have been through similar challenges and am proud to be participating in the ARROS Royal Commission events. I think it's vital that young people share their experiences to enact change. By adding my voice I want to feel that something has been said, in an impactful and clear way, because through the Commission, we have the power and ability to make change.

Throughout the next decade, I intend to use the skills I've developed with the assistance and guidance I've acquired from CLA and some of the other services that I've worked with, especially in 2019 and 2020. I look forward to continuing to build a positive future of peace, stability and good relationships. I know I will have a career by 25, despite where I came from, and all the challenges I've had in life. I am determined to make my own path.

ARROS Transition to Employment Team (T2E)

ARROS were funded through the NDIS Information Linkages and Capacity Building grant to support young people with an intellectual disability and an experience of child safety or youth justice to prepare for and build skills for employment. Throughout the year three project workers Toni, Gemma and Rita supported over 20 young people. In this time, we supported young people to plan events, cope with a global pandemic, contribute to the Disability Royal Commission and overcome barriers to employment. The main themes of our work have been supporting young people to build capacity around life skills, gain work experience, and identify goals to plan for their future.

Our work has been diverse to meet individual needs of the young people involved in T2E. For some, we have worked with them to develop resumes and build confidence to apply for jobs, for others we have supported them to complete schooling or obtain various qualifications. Participants were supported to gain work experience and build their skills in hospitality, retail, photography, working with animals, cleaning and maintenance, furniture building, gardening and building their own businesses. For some, this year saw their first experience of employment. Apart from having extra money, one young person said they have loved having a job because they've been able to make new friends and enjoyed learning things alongside a helpful and understanding mentor. Another young person said with support from CLP and ARROS they were able to keep a full-time job for almost 6 months, which is his longest period so far of working full-time. He said the experience was great for building his confidence and he has been able to reflect and take pride in himself for overcoming so many barriers to employment. He was also able to build relationships and connections that he can utilise when starting his own business in future.

A major part of our work has been goal setting. Through supporting young people to identify their goals, we have been able to organise a micro enterprise group for those who want to build their own business, hold First Aid and CPR courses, and support young people with Prep L and driving lessons to get their licence, thus boosting their employability. Some of the young people identified their goals around education and volunteering experiences to improve their future employability, hence we also worked together in searching for the current available learning and volunteering opportunities both within CLA and the broader community. We have successfully connected our young people with CLP, SQW and NCEC for potential retail volunteering experiences, co-op work and apprenticeship opportunities.

Throughout the year many T2E participants also came together to create a submission for the Disability Royal Commission, in response to an issue paper into employment for people with disability. Through coming together, the group were able to articulate how their life experiences have impacted their ability to prepare for, obtain and keep a job. The group also brainstormed other social issues they are passionate about and discussed starting an advocacy group. ARROS were successful in obtaining two more years of funding through the Department of Social Services Individual Capacity Building Grant, with the focus on supporting this advocacy group to get up and running.

BEROS Brisbane

It has been a busy year for the BEROS Service. In addition to the obvious challenges faced in the ever-changing landscape of COVID-19, BEROS has seen rapid change in the size and scope of our service.

Last year, BEROS held a service wide strategic planning day, focusing on the future of BEROS. Part of the BEROS Strategic Plan 2019-2021 was to look at the possibility of expanding BEROS service provision to the Moreton Child Safety region, and expand we did!

This past year, BEROS has expanded service provision to the Lower North Coast Child Safety region. This expansion has seen BEROS double in size, with a second office/overnight support space, the recruitment of two additional case workers, four additional overnight workers, and four additional Street to Home workers. In the coming months, BEROS is expanding further; providing support to self-placing young people in the Sunshine Coast Child Safety Region. This will see BEROS opening up a third location in the Sunshine Coast region, and the recruitment of another team.

In addition to expanding, a number of project areas were identified from the strategic plan, which are currently being developed by BEROS case workers.

Major project areas include:

- Working on ways to ensure that young peoples' voices are reflected in the development and delivery of BEROS, and broader service systems.
 - As part of this project, BEROS has begun work with the peak consumer body representing the voices of children and young people with an out-of-home-care experience, Create Foundation, with their 'Speak Up' programme. The goal of this work is to work with Create to engage with and promote the voices of self-placing young people.
 - BEROS is also exploring ways to integrate young people's voices into policies and procedures, and recruitment processes.
- Developing staff and service cultural competency, specifically in relation to work with Aboriginal and Torres Strait Islander young people.
- Promotion and networking:
 - This year, BEROS was approached by management from the Inala Child Safety Service Centre seeking consultation support for Inala Child Safety staff. BEROS Team Leader, Chloe Warrell, provided consultation around education, harm minimisation, transitions for young people with complex support needs, and networking and resourcing. These consults are set to continue throughout the year.
 - The BEROS Trauma Informed Practice training has been recognised by the Australian Associate of Social Work [AASW], and will be offered as an official training course through the AASW in November 2020.
 - This training will continue to be provided to teams, and student groups within Community Living Association. From this training, members of the case management team are developing an additional training around de-escalation.

BEROS has continued its commitment to providing ongoing professional development opportunities to staff. This year BEROS has completed PD around the following:

- Responding to Non-Suicidal Self Injury – Facilitated by Evolve
- Alcohol and Other Drug training – Facilitated by Dovetails
- Upcoming: Grief and Loss training – Facilitated by the Child Safety practice and Advice team

BEROS have welcomed two students to the service in the second half of the year and we continue to value the opportunity to work with, and support emerging practitioners in the social work field.

This year has seen many challenges due to COVID-19, including prolonged periods of working from home, remote work, and reduced capacity for face to face work. Despite this, BEROS has maintained our commitment to centring young people in practice. By being flexible and responsive to the changes in the COVID landscape, working creatively, and taking necessary health and safety precautions, BEROS has managed to maintain consistent service delivery to young people throughout the year. And for that we're proud.

BEROS North Coast

2019/2020 has been a busy year for BEROS! In December 2019 BEROS expanded its services to the lower North Coast district. This expansion has seen BEROS double its size and led to the purchase of another BEROS house in Petrie. BEROS received many referrals for the North Coast region in the first seven months of working in this area.

BEROS North Coast has also recently received confirmation for funding to continue onto July 2021. We are hopeful this will continue past 2021 so BEROS can continue supporting self-placing young people.

The expansion of BEROS has continued into the Sunshine Coast with a recent approval of funding from the Child Safety Department. This means BEROS now services the entire Moreton Bay region and the hiring of more staff which will see BEROS's numbers increasing again.

Earlier this year BEROS North Coast welcomed the Honorable Di Farmer Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence. As well as Director General (Department of Child Safety, Youth & Women) Deidre Mulkerin, Regional Executive Director (Moreton Region) Julieann Cork and Senior Policy Advisor Gayle Walters. The minister took time to talk to BEROS workers about the work BEROS does with self-placing young people.

BEROS looks forward to what the future holds for us as a service. We are sure there are bigger better things coming our way and we can't wait!

Community Connections

2019-2020

Community Connections

Community Connections (fondly known as Coco's) is one of CLA's Youth Teams. We operate programs that fall under 3 broad areas.

1. Reconnect
2. School Based Social Work (high schools)
3. Student Welfare work (primary schools)

Community Connections works alongside young people and families where there are issues that could lead to early home leaving and/or early disengagement from school. Using an early intervention and community development framework, our work also encompasses group and project work and creating links with the school and wider community.

Well..... I am confident that COVID 19 references will be a constant through this years AGM report – it has been quite the year! I am incredibly proud of the Community Connections team's ability to adapt to online meetings, Zoom, text and phone counselling and support. And to maintain socially distant face-to-face support where that was necessary or preferred by young people. SharePoint and Microsoft Teams has enabled us to remain connected even when many of us have been working from home. It is a credit to the skill, experience, resilience and commitment of the Coco's team that we have been able to deliver service as normal (mostly!) – and of course a massive thanks to Kat for setting CLA up on Sharepoint / Teams / Zoom so rapidly so that we could continue the work safely during lock down and beyond – and to the CLA workers who have spent time sourcing sanitiser, cleansing wipes, masks and gloves! Massive thanks!!!!

2019 – 2020 will be the final full financial year that we are hosting Student Welfare Workers at West End, Virginia and Gumdale State Schools. This funding bucket has not increased since we commenced as an Accredited Employing Authority (AEA) in 2015. We have committed to pricing this service so that there are sufficient hours for the workers in each school to engage in meaningful relationships with children, their families and school staff, but have made the tough decision that sadly, the service is no longer financially viable. The Community Connections SWW's will continue to the end of the 2020 school year and we are currently working with our staff and the schools to ensure a smooth transition to a new AEA.

We have continued to invest energy in strengthening our existing partnerships, as well as building new links to support our work with vulnerable and at-risk young people. We would like to acknowledge and thank all of our stakeholders for their support over the past 12 months.

- We continue to work alongside Picabeen Neighbourhood Centre, Jabiru Youth and Community Services, Youth Outreach Service and ZYPSS (Zillmere Young People's Support Service) as BNYA (Brisbane North Youth Alliance) to seek opportunities to expand support options to young people in Brisbane North.
- Several groups at local High Schools (some co-facilitated with school staff and other community agencies) including Peer Skills, BRITA Futures, and Independent Students groups.
- Facilitating the Northside Intercultural Youth Working Group to link youth work supports for EALD young people across north Brisbane.
- Provided support to the National Sorry Day event (this year via an online event) hosted by Noonga Reconciliation Group Inc.

Community Connections would like to say special thanks to:

The Community Connections Team – Renee, Eden, Cate, Timi (maternity leave), Mandy and Manaali.

Sarah for her work in Reconnect and Kedron SHS before moving into the CLP Team Leader position (congratulations Sarah!)

Madeline, Laurel, Karen and Joceline for their contributions while on student placement.

CLA Inc, in particular Morrie O'Connor, the Management Committee, Carmel, Sylvia, Kat, Nupur and Mandy, and the workers at CLP, ARROS, BEROS and SQW.

Jenny Gilmore, external facilitator for our Strategic Planning days.

Brisbane City Council

The Department of Social Services

The Department of Education and Training

The Department of Child Safety, Youth and Women

Street Smart

The School and Learning communities with which we engage.

The Social Workers and Staff of Services Australia (Centrelink, Medicare) who collaborate with us to find outcomes for young people and families

Elders and community members from the various First Nations communities in the Brisbane North area.

Elders and community representatives from the various communities that have supported the ongoing work with young people and families from diverse cultural backgrounds.

To all the young people and families who have shared their stories with us.

Reconnect Program

This year has been all about adaptation, adaptation, adaptation for our Reconnect workers – well, for all of us really. We welcomed Cate back from her Long Service Leave break and thanked Renee and Sarah for their hard work across both school-based and Reconnect outreach roles. And of course, how could we ignore the adaptation required to respond to the COVID-19 pandemic. Adaptation is a big part of the Reconnect experience; for workers, young people, families and the systems we engage. That's because change is something we *all* face constantly and eventually, with time, reliable information and support from people we trust, we can all work through the discomfort that comes with newness.

To remind those of you that know us and introduce those who are new, the Reconnect Program supports young people aged 12 to 18 and who are at risk of leaving home early. We work alongside young people and the people they identify as important in their lives, to be connected to their goals, relationships and communities. In the past 12 months this has seen us busy supporting individual young people and their families, facilitating groups in our community and working to create bigger changes with projects.

Of the many incredible young people we are lucky to meet, some of the goals we supported them to achieve include:

- Finding safe and meaningful options to live with extended family, when staying with their folks was no longer possible,
- Supporting young people and parents to talk more about their needs, goals and expectations for living together,
- Helping young people as they learn to manage their independent living arrangements and build safe relationships with important people in their lives,
- Improve young people's access to health care, so they can achieve their physical and mental health wellbeing outcomes,
- Finding employment...and post COVID shut down, re-engage with their employer,
- Increasing young people's financial literacy and efficiency with budgeting,
- Supporting gender diverse young people to link with information and healthcare for gender affirmation,
- Helping young people access emergency and short-term accommodation and plan for more stable long-term options,
- Purchasing driving lessons and referring to driver mentor programs to ensure safety and independence on the roads,
- Making changes in their attitudes and use of alcohol and other drugs,
- Advocating and speaking up for themselves within systems (schools, Centrelink, employment, legal),
- Exploring interests and skills to find meaningful activities, hobbies and communities of interest to engage with,
- Using their experiences and knowledge of being a first-time renter to support other young people looking to get into the private rental market.

Alongside support to individual young people, Reconnect also provides responses in the community through group work and community-based projects. These activities help increase skills, knowledge and connections between all community members and aims to strengthen capacity of our systems to reduce young people's experience of homelessness. Below are some examples of this work:

Group work

During the second half of 2019 we were able to deliver our group work "business as usual" and had fun as we worked closely with local high schools in the Brisbane North region to provide early intervention responses to young people. Then...once 2020 ticked over, coming together became harder than usual. Reconnect still tried to find ways to build connections between people and planning continues for group work in the 2020-2021 financial year. The groups we ran include:

- Resourceful Adolescent Program with year 7's at Craigslea SHS
- Peer Skills with year 10 and 11's at Wavell State High School
- Youth Week 2020 Youth Working Group, in collaboration with Jabiru and BEROS – face to face pre-COVID and online during the shutdown. Thought Youth Week 2020 was cancelled at the height of pandemic shutdowns, this work continues with Jabiru and the youth leaders who are created an exception event called GreenDay Challenge. Look out in 2021 for more news.

Projects

Sometimes issues are bigger than one person; bigger than one community even. That is why project work focused on bringing stakeholders together is an essential part of Reconnect's early intervention and prevention work. Sometimes we take the lead on a project and other time we join with expert stakeholders in our local community through interagencies and networks. We also use Action Research to guide our process when trying to make and advocate for systemic change.

In 2019-2020 we achieved:

School Events & Expos:

- **Mental Health Week 2019** at Wavell State High School, Craigslea State High School, Kedron State High School and Everton Park State High School.
- **School Leavers Expo** at Wavell State High School – show casing the Private Rental Application “how-to” guide for young people moving into independent living post school graduation.
- **Festival of Love** (14 February 2020) at Jabiru Community College – celebrating the important of all forms of love relationships. Reconnect focused on “What are signs of love in a home?”
- **Newsletter Article Series** – in response to COVID-19 restrictions and at-home learning - for Craigslea State High School, Wavell State High School, Aviation State High School, Kedron State High School, Kelvin Grove State High College, Jabiru Community College and Albert Park Flexible Learning Community. Articles included:
 - Negotiating Time Out
 - Giving UP the F-Word
 - Navigating COVID-19

Action Research: “What would it take for young people to successfully complete and submit private rental applications?”

Years of work have accumulated to achieve the online publication of the First Time Renter “how-to” resource, available state-wide, to assist first time renters with information and tips on submitting strong private rental application. Working with Qld Youth Housing Coalition, Tenants Queensland and Youth Advocacy Centre over the year means our previously developed paper-based booklet has been transformed to a live resource found at: <https://www.qyhc.org.au/first-time-renter/>

We especially want to thank the young people that made contributions to this work, from the beginning to the end. Thanks too, to the contributions of Real Estate Agents and for sharing their process of assessing rental applications. This helped us, and young people, understand how the system works.

Interagency & Networks

- Northside Alliance Against Domestic Violence
 - Orange the World stall at Westfield Chermside during the 16 days of activism against gender-based violence. Reconnect worked on the information stall to engage with the general public and discuss support options for women and young people experiencing D&FV.
 - A GP Seminar Series focused on recognising and responding to risks associated with domestic and family violence (D&FV) and non-lethal strangulation.

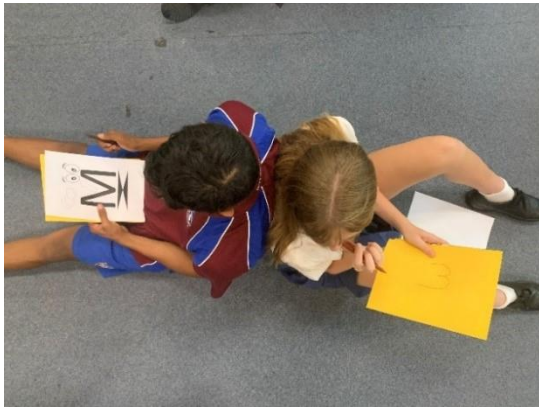
Reconnect helped plan and run this event alongside other organisations in NAADV and QPS, contributing a youth focused element to the context. The goal of the seminar series was to ensure D&FV best practice recommendations were shared with GP's and psychologists in North Brisbane.

- Brisbane North Youth Alliance
 - Renewal, reprint and distribution of 2020 Youth Info Cards.
 - Coordination of training to adapt to service restrictions under COVID-19 measure: *"Becoming an Effective Online Counsellor"*
- Inner Urban Youth Interagency

A group of dedicated organisation who have been meeting for over 20 years to ensure young people's needs are met across our region. During changes to service delivery caused by the COVID-19 restrictions Reconnect participated actively in fortnightly online meetings and helped make adjustments to resourcing where required.
- Local Level Alliance Working Groups

A group of local services responding to the needs of young people and families – these groups have been put on hold during COVID-19 affected service delivery but are starting to reconvene. Community Connections participates in the Housing, Mental Health and Domestic Violence Working Groups. The aim of these working groups is to establish collaborative early intervention responses to the issues identified above.

Here's a few pictures celebrating our year:



Peer Skills at Wavell SHS RAP-A at Craigslea SHS



Mental Health Week at Kedron SHS



NAADV – GP Seminar Series Festival of Love at Jabiru Community College



Signs of love in a home

North Brisbane Community-Schools partnership/Local Drug Action Team (LDAT)

This project work is funded by the Alcohol & Drug Foundation with a focus on early intervention to reduce harmful use of drugs and alcohol by young people. This financial year saw the delivery of the Climate Schools drug education program at Kedron & Wavell SHS. The program was delivered universally across year 8-10 with positive feedback from both students and teachers about content. Young people also gave feedback that they would be less likely to use drugs and alcohol in risky ways.

2020 has seen ongoing planning for the Local Drug Action Team with a focus on a Peer Support project at Wavell State High School called the "Wavell Connections Team" and Parenting support seminars at Kedron SHS. Both of these projects have been delayed this year due to restrictions, with a view to roll out in 2021. Community Connections thanks ADF for their support during this time and a big thank you to staff at both Wavell and Kedron SHS who have committed time and energy to this project.

Community Connections
School Based Social Work
AGM Report 2020

School Based Social Workers have been kept busy throughout the 2019 -2020 financial year with ongoing individual, groups (young women's, Men's and LGBTQI+) and project work, in collaboration with the Kelvin Grove State College (KGSC), Kedron State High School (KSHS) and Bracken Ridge State High School (BRSHS) communities. Community Connections commenced working with BRSHS in Term 4 2019, to support young people at risk of disengaging from education and has continues this work throughout 2020.

In early 2020, we saw an increase in responses for young people and their families impacted by COVID-19, many of whom had never accessed social work support before. The presenting issues relating to this have been increased mental health needs, family challenges (including family tension, financial distress, housing insecurity and food security) and employment and future pathway concerns for young people. This has topped off a very busy year across the school communities; a snapshot of this work is captured here.

To celebrate **Mental Health Week 2019**, Community Connections facilitated activities with both KGSC and KSHS to promote 'Taking Time for Mental Health'. Young people identified ways they currently care for their well-being and were invited to explore mindfulness through origami. Everyone loved the origami - young people, teachers, works and Principals all took time to share in the paper folding fun!

Building on the **mindfulness workshops** mid-2019, which were inspired and co-created with young people at KGSC, these workshops were rolled out for year 9 students' at BRSHS this year. Around 100 students participated to learn more about self-care and wellbeing and had fun learning different strategies to practice mindfulness which included blowing bubbles, making glitter jars, using breathe and drawing. We even had some teachers and senior students get drawn in as they couldn't resist the beauty of blowing bubbles!

Community Connections received funding from the Department of Child Safety, Youth and Women, to run a **Cyberbullying Prevention Project** in collaboration with young people at Kelvin Grove State College. As part of this work, a group of 16 future year 9 leaders participated in a two-day Peer Skills workshop at the end of last year to gear up for their leadership roles in 2020. Participants reported enjoying the two days and came away with new ideas on how to best support their friends and build a safe and inclusive school community. A group of young people have also been meeting each week to create a collection of chairs that represent inclusion and connectedness. These chairs will be used throughout the school as 'friendship chairs' to bring people together and build connectedness.

Community Living Program

The CLP Team has navigated many changes over the past 12 months, some planned, others never imagined.

In December 2019 we farewelled CLP Team Leader Sam Nayda after about 5 years at CLP, including 18 months as Team Leader. Thanks, Sam, for all your efforts! Following Sam's departure Madeline Kadel stepped up as Acting Team Leader while a new team structure was implemented to create two CLP Teams. Michael Wong and Sarah MacDonald commenced as Team Leaders in January & February 2020. Since then, CLP staff have voted on individual team names – Salt & Pepper - to capture both the individual team identities and the unity of one CLP team.

In March 2020, COVID19 lockdown began and CLP office closed. CLP staff moved quickly to establish work from home online and outreach service delivery, alongside rapidly changing infection control and risk management information. Ten months into the pandemic, we are all familiar now with social distancing, hygiene practices, COVID testing, and risk analysis measures to work safely with individuals and groups. It's easy to forget that CLP staff acquired this knowledge quickly and by necessity and continued to support constituents during times of uncertainty. Staff miss saying good morning to each other in the morning. The teamwork CLP workers have demonstrated is testament to their commitment to constituents and colleagues at CLA. Thank you everyone.

Most of the CLP groups had to go online because of Covid-19. Staff and constituents will never forget what Zoom is! As more restrictions are being lifted in QLD, we are hoping that CLP groups will gradually resume face to face soon. All group leaders are completing risk assessments to ensure safety for constituents and staff.

As we know, NDIS policy is changing all the time. Over the past 12 months, CLP staff have demonstrated a high level of flexibility and adaptability to support constituents to achieve their goals. We will continually work hard and support constituents!

Thanks to all staff, students, Morrie, Tania, CLA Team Leaders for supporting the CLP team.

Thanks to all constituents, family & significant others.

Please enjoy the song/poem the CLP team has put together.

CLP's Salt and Pepper Rap Song

We are CLP, we have two teams,
Salt and Pepper, Oh what a dream!
We work pretty hard and we get things done,
But we're also known to have a lot of fun.

We are CLP, want to know what is fun?
We run groups with all our clients!
Shared meal, musical, literacy,
cooking, walking, swimming,
Come and join CLP for an adventure,
cause it is inclusive for everyone!

NDIS makes changes all the time, Don't worry because we are flexible and respond to changes, like we practice yoga all the time.

It is a tough year! It is a legendary year!
We stayed at home! We met on Zoom! None is never alone!
Things can be tough, Covid's rough,
CLP altogether Is more than enough.

Don't be desperate,
If toilet paper vanished, sanitizers emptied.
They are rolled back at CLA.
Let's kill gems! Let's spread joys.
The CLA logo is white and green,
Please make sure we keep good hygiene.

Watch this space as we practice Covid Safe,
To get back to face to face.
Sanitizer, masks we know all the tricks,
If a second wave comes, we will give it a kick,
Don't panic, the end is in sight,
If we all stick together, we'll win this fight.

We miss the groups and meeting face to face,
CLA, what an amazing place!
Constituents work hard and achieve great things!
Morrie is the Boss who sometimes dances and sings!
Sometimes things can get off track,
Don't worry we'll always be here and have your back!

Roses are red, violets are blue,
Salt and Pepper can help you get through.
Emails, phone call and face to face,
Different ways to reach to us!

Yeah, yeah! hey constituents, it's time.
Because everyone here at CLP loves to rhyme.
All the support workers put your hands in the air,
In the air, in the air, in the air, Not in your hair! in the air, in the air.
All the constituents say yo oh!, Now if everyone is ready, let's go.

The Nundah All Stars Group

Due to COVID-19 this year, the Nundah All Stars could not put together our show-stopping musical in September. Instead, the Nundah All Stars faced the internet world by moving our meetings online. Our passion for all things musical still shone through with fortnightly meetings being used to plan for future musicals and events.

A big shout out to the Nundah All Stars for showing positivity and hope despite the challenges. The Nundah All Stars have supported each other through this difficult time and continued to share the love for performing. We have used this time to share what we love most about being in the annual musicals. We hope to come back next year, bigger and brighter to share the magic that singing, dancing and acting creates.

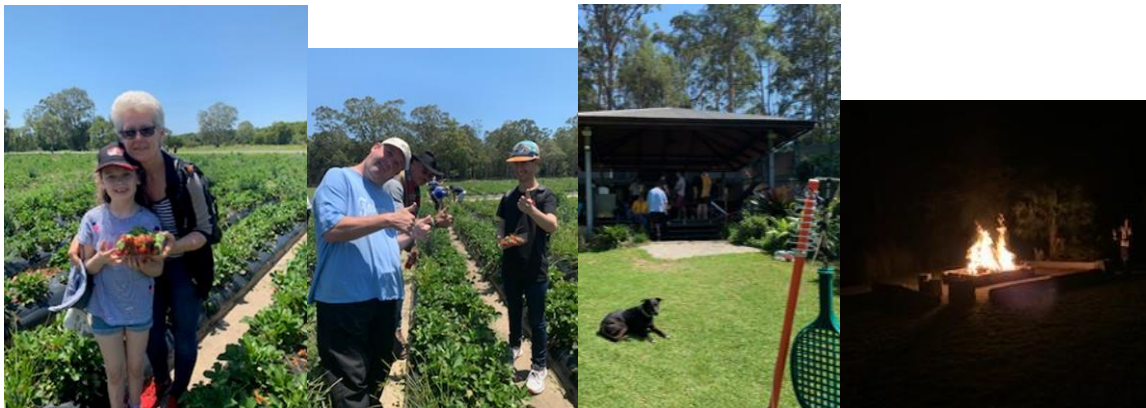
Shared Meal

Shared Meal continues to be enjoyed by CLP constituents and community members. We were very grateful to also receive a grant of \$1000 from the Brisbane Airport Corporation which has supported the group to run affordably for all members.

With the COVID-19 pandemic, the group members have shown incredible resilience and determination. The group members take pride on the community development foundations within Shared Meal where everyone has a chance to contribute and share. Unfortunately, whilst returning to face-to-face interaction in a hygienic and safe manner, this has resulted in changes to how the group is able to operate. We look forward to a time in the future when group members will be able to bring their own plate of food again.

Adventure Holiday Group

De Zen Retreat, Sunshine Coast— From the 25th of October the Adventure Holiday Group set out to a new adventure a place we've never been before. De Zen Retreat was an incredible experience where the group got the chance to experience a weekend filled with fun, laughter, great food and all sorts of amazing activities. The highlights of our trip to De Zen retreat where it was a large area which included a games room, a great time around the campfire, playing a good game of Uno, an excursion to the strawberry farm and we had own very own yoga instructor. De Zen Retreat Kitchen, lounge and outdoor seating area were all next to each other. This is where we found ourselves connecting, having great fun and enjoying our meals. On Sunday afternoon we set off to another adventure, we went to Caloundra Street Fair Markets where we got to experience some live music, arts and crafts and had some beautiful lunch. Our time at De Zen Retreat was somewhat a great experience, and we look forward to our next Adventure Holiday Group trip.



Literacy for Everyday

Right after celebrated the 20th year anniversary, Literacy group has faced a lot of change in the new decade. Even though COVID changed how the group works, it won't change our enthusiasm of learning!

Previously, participants work on their own project with a tutor individually for an hour, follow by game time with the group. Since the lock down, literacy group has been meeting on Zoom every week besides school holiday. Due to the nature of Zoom, it was hard to delivery in the same way. The facilitator Sonia and Patrick tried other methods to involve the whole group together in the learning journey. The bright side of Zoom meeting is that participants can see others' living space and significant others. It turns out create more opportunities for them to bonding with each other. Topics of homework such as 'my hobby', 'my favorite place', 'what I do to cope with COVID', and 'my best advice' also giving the participants a chance to focus on their own life and wellbeing. COVID and safety measurement has discussed by the group, and a guidance PPT was made by the whole group's contribution.

We have two students Jo-Lynn and Laura from UQ join the group. The group has tried some online games like snake and ladder, hangman, bingo and trivia questions. It has been going well especially with the contribution from the students. The participants have been welcome to the new students and keen to meet them in person once literacy resume face to face.

Train Enthusiast Group

Train Spotting – Every fortnight the group ventures out to a train station to spot trains. We often meet at the office and all travel together at the chosen train station and spend the morning train spotting diesel, electric, coal and all sorts of trains. The group train spot and update each other on what trains they have previously seen and the upcoming events.

Online Fitness Group (OFG)

OFG sessions are always a lot of fun and enjoyed by everyone who attends. Originally, we used to go swimming during the warmer months and walking during the cooler months, but with the onset of COVID and the restrictions that it imposed we now do exercises online. Whilst we all miss meeting in person, it's been very successful, and the feedback is always positive. The group has remained committed to participating every week and whilst it took us a couple of sessions to fine tune the sessions, they now run very smoothly. The constituents always say they enjoy it and look forward to participating each week, however they have said they would now like to do one of the two weekly sessions in a park rather than online. I have submitted a Risk Assessment for approval to run a weekly face to face session.

With the constituents' consent here are some great and fun photos taken from a recent OFG session.



Cooking Group

It has been an interesting year for Cooking Group due to COVID. Since COVID we began to meet on ZOOM video calls and discussing various things cooking! We spoke about kitchen hygiene, nutrition and nutritional tables on food, food safety regarding to meats, cross contamination etc. We learnt a lot of new things but we are itching to get back into the kitchen cooking new delicious meals! We are working towards planning to get back to cooking!

Youth Week Group

The Youth Week Group was developed since early 2019, in partnership with Brisbane City Council, Nundah Activity Centre/ Digital Inclusion (QCDI) and Community Living Association. It provides opportunities for young people to be leaders, event producers, and volunteers. Nundah Activity Centre provides the space with virtual reality, gaming, green screen, film technology, pool table, and board games, which young people are interested in. The group developed skills and knowledge around how to organize events, including designing posters, developing the name and schedule for the event day, setting up and organizing the space for event. They successfully ran several events, i.e. Fun Day Friday (Youth Week Event) and Movie Nights. They met new people and built relationship with NAC staff.

Due to the NAC relocation and QCDI as a separate program with uncertainties, as well as the COVID this year, the group are looking for new places to meet up, and the Youth Week Event in partnership with BCC, NAC, CLA had to be cancelled. The group changed to meet on Zoom every fortnight during the lockdown period. We talked about future plans on potential activities to do together, and tried new things, like Bingo, Painting and Guessing on Zoom, which brings a lot of fun and promotes their Zoom/technology skills. However, the group is keen to meeting face to face, and coming back to NAC/QCDI.

It is updated that QCDI is planning to return NAC with COVID safe plan ready, by then the group will be back and enjoy the Friday afternoon there as they used to. At this stage, the group starts meeting at Espresso Train Friday afternoons, which is exciting for everyone!!!



Micah Ball

Every year the Micah Ball stands out as a highlight event for CLP constituents. In August 2019, 50 CLP constituents, staff and students attended the formal event at Brisbane Convention and Exhibition Centre. We enjoyed a fine dining two course meal, live music and danced the evening away!

Micah Ball will be greatly missed in 2020 but we look forward to the opportunity for the event to return in 2021.

Learners License Group

-Timeline: There was one LLG run from Sep 2019 to Jan 2020. There wasn't a group organized in 2020 due to lack of interest and difficulties to organize a time that suits everyone.

-Location: CLP large meeting room.

-Participants: 6 constituents participated in the group in 2019. There was one external constituent came with a support worker. One CLP key worker and one student were involved in running the group. No volunteers involved.

-Achievement: The aim of this group extended from helping constituents to get a learner's license to a broader focus. People who are interested in driving topics are encouraged to come. The LLG has PPT resources and road sign cards, each session has interactive activities to help participants understand road rules and road signs.

-Future: recommended for LLG to run again, target more on constituents of younger age.

Online Social Group

Timeline: There was two social groups run on Zoom from March 2020 to June 2020.

Participants: 10-15 constituents together with their family members joined the group via Zoom. Two CLP key workers, three students and CLP team leader were involved.

Achievement: Positive feedback from the group members. Online group gave constituents opportunities to socialize with others during Covid-19 lockdown. It also contributed to improving constituents' skills and capacity on internet technology.

Nundah Scams Awareness Group

In 2020 the Nundah Scams Awareness Group (NSAG) has done a lot of positive work around their NDIS ILC grant. In March the group appointed a project worker to support their activity, and very soon it became clear that Covid-19 would mean some huge changes for how people could stay connected to each other and how groups could meet and work together. The group spent time learning how to host meetings over zoom and making sure everybody was doing okay during the early stages. Before long, the group became very familiar at using new technologies and participating in different ways, and before long the group membership had grown from 3 members to 10.

Some achievements of the group this year include: Creating a facebook page to share information and alerts with the public (www.facebook.com/nundahfraudsafety), Writing a letter to the ACCC and federal member Annika Wells to discuss the lack of focus on scams affecting people with disability, Several people recording their personal stories to be turned into podcasts in the future, A group meeting with members of the ACCC to talk more about scams, where the ACCC asked to do more work with NSAG in the future, making a group submission to the Disability Royal Commission, meeting with the QDN peer support group to tell other community members about scams, and holding a filming day to capture some great scam scenarios.

The group looks forward to starting to connect with the wider community and finding ways to safely hold sessions to support people to learn how to stay safe from scams.

2019

(Calendar Year)

Outcomes Report



(above) NCEC were finalists in the 2019 Social Traders Awards for our first corporate partnership with Mirvac

OVERVIEW

Nundah Community Enterprises Cooperative (NCEC) provides meaningful work for people with cognitive disabilities who were long-term unemployed, having fallen through gaps in the employment system. This is achieved through the establishment of employment generating businesses. NCEC measures its performance by the sustainability of its businesses and the quantity and quality of employment it creates.

NCEC adopts a *depth* approach to social impact, creating employment for those whom the private market and funded programs had been unable to assist. Our leadership is demonstrated in being finalists in each year of the Australian Social Enterprise Awards (2013-2019) and being awarded Australia's best Social Enterprise in 2015.

ENTERPRISE OUTCOMES

2019 saw growth in trade in both parks and café businesses which have managed 10% p.a. increase (adjusted for inflation) over the previous 10 years. Overall the cooperative made a small-profit (6%) with 70% of its income derived from trading and 30% from other sources (govt and philanthropy) and remains a going concern.

The enterprise focus for 2019 has been on growing parks and landscaping contracts and café and catering trade to generate additional employment for disadvantaged staff and overall enterprise sustainability and economy of scale.

The goal of which is to double in size from 2017 base by end of 2021.

FINANCIAL OUTCOMES

	2019	2018	2017
Total Income:	\$1343,882	\$ 949,388	\$ 893,546
Profit/(Loss):	\$ 82,431	\$ 40,339	\$ 9,558
% from trade:	70%	73%	% 78



(above) Australia’s first Social Enterprise Cafe

STAKEHOLDER OUTCOMES / SOCIAL IMPACT

The Co-op continues to operate according to the model outlined in a Social Return on Investment (SROI) report (2011) which found employment in the Coop to be “highly valuable” to its members and achieving a SROI ratio of 3.31 : 1 (indicating that for every \$1 of investment in the cooperative \$3.31 of social value is created). NCEC maintains its commitment to measuring social impact by reporting annually according to quantitative and qualitative measure

QUANTITATIVE MEASUREMENT

Employment and wage creation for calendar year 2019 is as follows:

Work created for members* = 10,844 (hours) (*members who were from disadvantaged backgrounds and formerly long-term unemployed. Primarily people experiencing intellectual disability/mental illness)

Payments to members = \$234,700 (or 30% of total staff wages) increased from \$156,000 in 2018

Work positions created / sustained for members = 38 (up twelve from 2018)

Training opportunities for disadvantaged job seekers (work experience / placements) = 45

QUALITATIVE MEASUREMENTS

In 2015 NCEC embarked on a three-year research partnership with the University of Queensland (UQ) to document qualitative outcomes for workers within the co-operative as well as our model of sustainable job creation. The study had two key findings:

- 1) Most participants acknowledged they had an increased sense of belonging, happiness and confidence in comparison to past experiences of work.
- 2) The Co-operative culture encourages members to have a say, values workers for who they are, and supports their autonomy.

The findings of this research were published in the leading international Disability studies Journal 'Disability and Society' on May 3rd 2019

VOICES FROM THE RESEARCH

"I get a vote I get to vote and have a part/say, if I think something's not right I can put up my hand and say, 'hey I disagree with this'".

"Feeling good because you have done something for yourself and proud because you have done something for the community"

"This job has helped me to become the person I am".

TRAINING & ENTERPRISE DEVELOPMENT:

Supporting the Social Enterprise Sector:

- After 5 years as secretary NCEC retired from the Queensland Social Enterprise Council, but continues to support the sector by participating in the Minister for Employment's Social Enterprise Round Table.
- NCEC is looking to the development of a new enterprise focused on creating employment for Young People with Disability from disadvantaged backgrounds, in collaboration with At Risk Resource and Outreach Service (ARROS).
- NCEC members gave the opening address to the Queensland Community Development Conference in Toowoomba to a standing ovation.

Hands on Training:

Again this year 40 people with disability and/or refugee background have accessed certified training in partnership with Community Living Association's Skilling Queenslanders for Work (SQW) program in 2019. NCEC hosted trainees in our businesses pro-bono through offering hands on work experience. 70% have found employment post-training.



(above) NCEC Parks Team Celebrate Signing of Contract with Mirvac Toombul Shopping Centre

Skilling Queenslanders for Work

CLA was again successful in receiving funding from the State Government's Skilling Queenslanders' for Work initiative. Due to the success of past projects and a good working relationship with the Department of Employment, Small Business and Training (DESBT), as well as a host of other local organisations, CLA was awarded long term contracts of two years, to host both The Re-Gen Project (Conservation and Land Management) and The Good Food Project (Hospitality).

The Covid restrictions forced both groups to dramatically change the way the programs are run but thankfully didn't force them to shut down. The programs continued to run in slightly more creative ways and continued to see many positive outcomes for trainees and students.

This year also saw CLA nominated for the Queensland State Training Awards, being successful in making it to the final round of three. Although, we were unsuccessful in taking out the first prize, it was an honour to be acknowledged for all the work that is put in to these projects.

The Re-Gen Project

The Re-Gen Project delivered the first two rounds of traineeships in Conservation and Land Management again in 2019/2020. The projects were 20 weeks long and engaged 30 people from disadvantaged backgrounds at the Hendra Pony Club, maintaining the grounds for the safety of horses and riders. Grounds maintenance and small landscaping projects were also carried out at other sites including the Wavell Heights Community Centre and Village Housing.

The team also contributed to planting and maintaining thousands of native trees around Brisbane at various parks and conservation areas through a partnership with B4C (Bulimba Creek Catchment Coordinating Committee).

Trainees achieved Certificate I in Conservation and Land Management, First Aid Certificate and a Construction White Card. Trainees also participated in Job Preparation and Job search activities and employment outcomes continued to be over 55 percent.



The Good Food Project

The project delivers Certificate II in Kitchen Operations supporting disadvantaged Queenslanders with barriers to employment to achieve accredited training and to gain work in the hospitality industry. Our participant cohorts are people with an intellectual disability and people from refugee backgrounds.

CLA works in conjunction with ICE (The Institute for Culinary Excellence) in Coorparoo to provide valuable practical experience in cooking, coffee making and customer service. Students also participate in work experience to further enhance their learning and receive assistance in job search and updating resumes.

The project also works in conjunction with NCEC's Good Food Trailer, enabling course participants to gain a wider variety of work experience; to trial their own food business ideas; and to potentially gain paid employment.



NDIS Support Coordination Team

NDIS Support Coordination Team

The NDIS Support Coordination Team has had another busy but successful year in supporting participants and their supporters in navigating the NDIS system.

It has been two years since the rollout of NDIS in the Brisbane, Moreton Bay and Sunshine Coast Region.

Our team was established in July 2018 with only one full time and one part time Support Coordinator. Two years on, we are a team of six full time and one part time Support Coordinators, offering both Coordination of Supports and Specialist Support Coordination to participants living anywhere between South of the Brisbane River and Sunshine Coast area.

The main functions of Support Coordination include, but not limited to -

- Develop participant's and their supporter's capacity in understanding their NDIS plan;
- Provide assistance and information to participant in identifying, connecting and linking with informal, mainstream and funded supports in a complex service delivery environment. For example, Department of Child Safety, Department of Housing, Department of Justice and Attorney-General, Office of the Public Guardian, Department of Health.
- Assist participant to search for, contact and engage with selected providers based on their needs and plan goals;
- Build participant's capacity in managing and directing their NDIS funds;
- Provide support and information at points of crisis;
- Make referrals for assessments as per their NDIS plan;
- Prepare participant for review by collecting reports from other service providers, evaluating current support and developing new goals.

Support Coordination is a new concept to both CLA and our constituents as NDIS believes there needs to be a separation of services between Coordination of Supports and Service Delivery, which is quite an opposite to the traditional 'case management' model where the key worker has a good understanding and working relationship with the constituent.

The separation of services has posed several challenges to both constituents and CLA. Nevertheless, through collaboration, reflection and numerous phone calls with the NDIA, we have been able to assist a number of constituents to achieve their goals.

Some of the highlights include -

- Two constituents move into Specialised Disability Accommodation where they can develop their independent living skills after living at the family home for the past ten years.
- Constituents are getting appropriate and customised Assistive Technology equipment to assist with daily living and community access. One constituent was very happy that they got to choose the colour of the frame and wheels of their new wheelchair, which is something they have never dreamt of.

- A number of constituents have explored and moved into alternate housing options which are more appropriate to their support needs.

Some of the challenges include -

- Keeping up with all the changes that NDIS announces on a regular basis. This requires the team to be able to digest and communicate new information with participants and their supporters in a timely manner.
- Learning what entails Support Coordination and articulating that to participant and stakeholders.
- Not compromising the quality of service when people have very limited support coordination hours. The team endeavours to look for ways to continue offering holistic, relationship-based and pro-active support through collaborating with the CLP team and other service providers.

We have also been working closely with NDIS planners and Local Area Coordinators in regard to supporting participants with their plan reviews, overcoming barriers with plan implementation, as well as informing the NDIS about the complexity of the people we work with, and the challenges they face on a daily basis.

Looking ahead, there will be more changes and challenges waiting for us. Nevertheless, CLA is committed to continue to learn, reflect and refine our practise as we walk alongside participants and their supporters on their NDIS journey.

The NDIS Support Coordination Team would like to acknowledge and say thank you to:

Current NDIS Support Coordinators –Agnes, Karen, Afra, Luis, Rajiv, Michelle (based on Sunshine Coast), and Heidi

Previous Support Coordinator – Megumi (now working as Accredited Mental Health Social Worker in the CLA Counselling Team)

Ben for his contributions while on student placement.

CLA Inc, in particular Morrie, the Management Committee, Kat, Carmel, Mucy, Sylvia and Mandy, and the workers at CLP, ARROS and CoCos.

To all the constituents and families who have shared their journey and stories with us.



I heard that you got a new scooter from the NDIS this year. How do you like that new scooter?

Belinda: It is good because she is easy to ride, her name is Jessi because I just liked the name, and I've had Jessi for 12 months. I also have a bigger scooter named Matilda but Jessi is good because she is smaller and can fold herself so she can go in the front of the car and into a Maxi Taxi. I also have a motorized wheelchair named Alice and a push wheelchair named Bruce.

Why does Jessi make you happy?

Belinda: Jessi has good lights so she shines the park really well, Jessi shines the lights to see the street lights, and Charlie likes to take rides on Jessi too. Charlie sits between my feet during rides.

I still take the big scooter out (Matilda), even though Jessi is easier to steer, I won't forget Matilda.



I am happy that you are happy, can you give us a quote on how happy you are this year?

Belinda: "I'm so happy to ride Jessi because it makes it easier to get out into the community and make a living."

"I'm very lucky to have scooters."

AGM Report Interview Questions for Steven Thompson



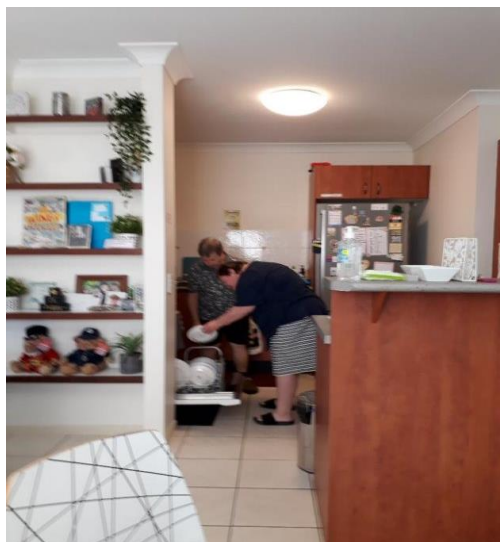
Steven, can you tell me something great that has happened for you this year?

Steven: Going out and having lunch with support workers, going to the movie with Lisa, and my biggest move ever...to my new home so that I can live independently.

Living on your own is a very amazing thing, what do you like most about living on your own?

Steven: The idea of decorating my home, the bar, the kitchen, the garage with posters, setting up the dining room for evening meals. I want to have my own greenhouse to grow my own veggies and invite friends such as yourself, Frank, Lisa, LeeAnn, Frank, Tess, Cathy, Dee, and the people from Independent Living.

Steven: I feel more independent now, I know my area a lot better now. It was nerve-wrecking taking public transport before because I did not know my area that well, but now I do.



Thank you, Steven, living on your own is so good and we are all very happy for you, besides living on your own, is there another happy thing that happened to you this year?

Steven: Getting out sometimes to see the movies, getting involved with catering Kingpins. Having family from England visit me such as my Auntie Helen and Uncle David, two of the most important family members to me, who came to visit before the Covid-19 outbreak.

Thanks again Steven, before we wrap this up, could we get a quote from you about how happy you are this year?

Steven: To make your dreams come true, you must believe that it could come true, be positive, keep working towards it, always be happy, be pleasant at all times, helping others who are less fortunate (one way to do that is to get involved in your local area).

Steven: Life is more important than money.

Steven: Life is a happy song if there is someone to sing along.

Steven would like to thank the following people for his wonderful 2020

Steven: My support workers, Big Tree Supports, NCEC, The Government, Heidi and Agnes from NDIS Support Coordination, my mom and dad, my mom for teaching me that life is all about being aware of the future and for encouraging me so that I have completed every chore and every achievement and my dad for supporting Stephen with converting his favorite video tapes to CD and for bringing him up as his own.



Levi's song

Levi has accessed his NDIS funding package for music therapy to build his capacity around mood regulation, management of behavioural triggers, increasing attention, and etc.

Stay Home Parody

Stay Home

[Verse 1]

There's a virus all around

Stay home, stay home

A pandemic is upon us

Stay home, stay home

Stay inside and stay alive

Now work at home, 9 to 5

There's a virus taking over

Stay home, stay home

[Verse 2]

All should stay at arms length

Don't touch, elbow bump

Feeling lost and isolated

Don't touch, elbow bump

I can stay inside for days

Hopefully a vaccine is on its way

So many rules to obey,

I sure hope Scomo can slay, stay home uh-oh

[Interlude with Levi]

(talk about the precautions needed to be taken at the moment)

Levi: Hey kids, nice to see ya! Stay home, look out for yourselves etc



AND



MAKES A W  RLD OF DIFFERENCE TO ME, BECAUSE....

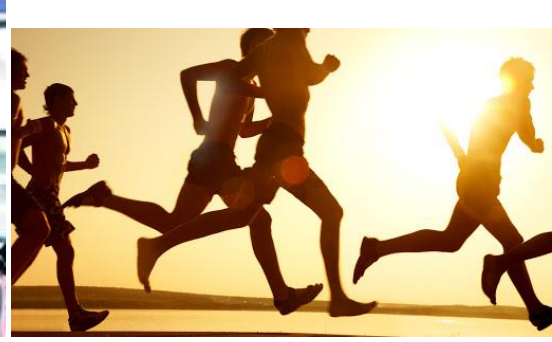
I CAN DO THINGS I LOVE



I CAN MAKE NEW CONNECTIONS



I CAN TAKE CARE OF MY HEALTH AND WELLBEING





Sunny Coast

Specialist / Support

Coordination

CLA Student Unit

"I have cherished my time at BEROS and CLA because of the immense learning experiences I have been involved with. Whether this be working with a young person who is experiencing relationship challenges, or being a part of the diversity working group; the array of experiences has really widened my perspective on social work practice. I am so grateful for the whole BEROS team for demonstrating and teaching me about unconditional positive regard in practice, always encouraging transparency, and being willing to have those informal supervision chats around the office. During placement, I've questioned my own views many a times and had value rubs during outreaches, but this has only enriched my framework and challenged me to be a better social worker. To everyone at CLA, thank-you for your patience and kindness to not just me, but all of the students."

Verity Mitchell (BEROS student)

"Thank you everyone, and especially the dedicated team at CoCos, for your welcome, patient support and challenging me to grow in this placement. From the first week, with the never-ending induction manual, the next few weeks where my brain felt like scrambled spaghetti as I struggled to make connections from one minute to the next, to meeting young people and hearing their stories and working with them to build capacity, learning to navigate centrelink, making multiple calls to the Covid hotline, joining working groups and seeing the fabulous First Time Renters website finished off. It has been a great place to get experience and I know I will be a better social worker because of it. Thank you."

Karen Becker (CoCos student)

"I have been engaged with the ARROS team this placement, and have had many opportunities to engage in experiences and projects during my time at CLA. I would like to thank the young people engaged with ARROS in welcoming me into their lives and allowing me to spend time with them. I would also like to thank the members of the ARROS team, and my two supervisors Jess Burke and Meg Hassan, for their willingness to share their time and practice wisdom with me. It has been an invaluable experience being able to learn beside you all. Your passion and enthusiasm for the work with you do, and sharing this knowledge and passion with me and my fellow students, has been greatly valued and appreciated."

Alison Luther (ARRS student)

"Working with CLP has been such an immersive experience. The knowledge, insight and skills I have gained were unexpected (in a good way) and so relevant to my future career and social work development.

The entire Pepper's team, in which I have worked more closely with, have been so welcoming and helpful. Their support is fantastic!

I have truly enjoyed the rapport and experiences I have had with constituents and am so thankful that I have been able to have this placement with these experiences.

Thank you to all the CLA team members for the amazing things you do for people every day, you really make such a huge difference to people's lives."

Amy Connelly (CLP student)

Housing

Village Housing

Village Housing

Village Housing is an initiative of CLA that provides long-term housing to Community Living Program (CLP) constituents and other eligible community members.

Village Housing purposely includes people with and without intellectual disability in its aim to create the best life possibilities for people with an intellectual disability. Village Housing hopes to demonstrate that communities can be a place where all people are equally valued and where their gifts and contributions to others can be recognized.

Goals of Village Housing are to:

- Increase housing options for constituents of CLA and other eligible persons in North-East Brisbane;
- Provide safe, affordable and secure accommodation close to public transport and other services;
- Provide supportive accommodation through:
 - A balance of people with and without an intellectual disability;
 - Positive and purposeful interactions with other tenants and neighbours;
 - Engagement of those who are important to constituents in their housing situation; and
 - Engagement of tenants in sharing the management of Village Housing.

Village Housing has 8 dwellings, comprising 6 units and 2 houses.

Over the past year we have undergone some minor alterations and upgrades, including new flooring, blinds, appliances and landscaping.

Village Housing continues to offer good quality, well maintained and affordable housing to people on low incomes and pensions.

Village Housing Crisis Accommodation Program

Village Housing rents one property with a local real estate agent with funding from Queensland Housing Department for crisis accommodation for eligible persons. Village Housing also subsidises a number of people with crisis housing needs in private rental. Funds for this purpose are through donations.

In Home Mentor Scheme

Village Housing also provides support for the In-Home Mentor Scheme which provides in house support to people transitioning to independent living.

Independent Youth Housing Group LTD (Independent Organization, Close partner of CLA)

Independent Youth Housing Group LTD

IYHG is a constituted body which receives ongoing support from Community Living Association. The co-operative has been operating for 30 years and is not for profit and completely run and maintained by its 14 members.

The main goal of IYHG is to provide quality, stable housing for low income earners. IYHG presently has 12 properties in Clayfield, Nundah, Northgate, Woolloowin and Zillmere areas and houses 14 people. Short term one unit is privately rented and will re tenant an existing member/tenant at the end of the next year.

IYHG has continued throughout the year to improve and maintain its' properties. The year saw some minor renovations and upgrades, including kitchen upgrades, new flooring, blinds and hot water systems.

Research

BEROS Evaluation Report- “Emergency response and outreach for young people under child protection orders: The perspective of service users and practitioners regarding service delivery”

“I ditched Child Safety. Like BEROS is like my Child Safety now. Like I just want nothing to do with them [child safety]... I’ve also said to [CSO] like ‘you’re not a bad CSO it’s just Child Safety itself, it’s just not my thing’... And I was like, yes now that I’m independent I want nothing to do with Child Safety. That’s how BEROS came into the picture because they just, they do my clothing allowances for me. They, you know, take me out ... like, BEROS is my Child Safety.” (YP-15)

In December 2018 Community Living Association (BEROS) approached Dr Jemma Venables from the University of QLD to conduct an internal evaluation of the BEROS service from the perspective of young people and staff.

The report was finalised this year in January (2020) after just over 12 months of interviews, surveys and file reviews.

The study sought to increase the capacity of BEROS to meet the needs of young people who have left their approved OOHC placement by building knowledge of:

- the needs of young people who are self-placing or frequently absent from approved placements
- how young people in OOHC experience service provision from the various components of BEROS how young people access and move through the components of BEROS
- how the service components support young people to either return to a safe placement OR be supported to make safe and sustainable choices for independent accommodation
- and strengths, weaknesses, opportunities and barriers for service delivery.

By capturing the perspectives of young people who had accessed BEROS and the practitioners responsible for implementing BEROS services.

The Evaluation design was composed of:

- Practitioner survey (n=12)
- Young person survey (n=9)
- Interviews with young people (n=6)
- Case file review of street-to-home contact notes (1-31st December 2017)

- Review of case management case files (n=17)

The evaluation adopted an approach that was participatory, theory-based and evidence informed. The study comprised three components: 1) practitioner component; 2) young person component; and 3) case file review.

Throughout the mix-method evaluation process it was important to maintain and complete the evaluation in line with the BEROs practice principles with a particular focus on:

- Voluntary engagement in the evaluation
- Young people's leading the engagement and enacting choose and control over how and when they would engage with the evaluation.

So what did we find out from young people?

The evaluation report found that young people felt BEROs followed through and enacted the services core practice principles which included:

- Relationship
- Transparency
- Confidentiality
- Sitting with risk
- Work with young person's reality
- Young person leads the change
- Unconditional positive regard
- Voluntary service access

This was demonstrated in the following quotes from young people

Voluntary service access:

"I had the option. It was you could work with us [BEROS] and we'll help you out with a lot of the support stuff. Or you could easily just say no and we wouldn't bother you again. And I felt like that was really good because it gave me the choice. Well, if I wanted to work with them or not." (YP-I2)

"100%... [because] It's different... Child Safety, I feel like I'm forced to do things, at BEROs, they just give me the choice... They're helpful and they're

not forceful.” (YP-I5)

Unconditional positive regard:

“Well [case management worker] wouldn’t really go off what my files say. She’d go off on what I was saying. She wouldn’t refer it back to anything that’s happened in my previous time. She’d actually go, okay, yes, I can understand that... So, it was really, really good for me just being able to sit there and even just have a rant to her.” (YP-I2)

Relationship based practice/transparency:

“They’re professionals, but they’re also not really. So, they’ll help you with a lot of things, but they’re also people you can turn to and talk to, but not as someone professional but someone as a friend. You can trust them as that sort of person.” (YP-I3)

“The other thing is actually having someone there to talk to. Because if you ring any other support service, you can’t really get them to ring you back and have a conversation with you. Because you’re really messed up. So, it’s really good on the support issue and actually getting a response back.” (YP-I2)

“BEROS actually listen. They don’t sit there and go, ‘yes we’ll get this done’ and you wait three or four months and you say, ‘hey has this been done yet?’ [and they say,] ‘No, still working on it’. It’s, you call them [BEROS], a week later, [and they say,] ‘yes no it’s already organised, just got to wait for approval’.” (YP-I5)

“Because I find it hard to trust people and open up and talk to them. So, they made an effort to get to know me and everything.” (YP-I1)

"They're legit what Child Safety should be. They're hands-on, they're supportive, they're everything Child Safety isn't, yes... I guess that unlike Child Safety, like BEROs actually gives a shit." (YP-15)

Young person takes the lead on change:

"Oh, they supported my decision making 100%. I would say one thing and even though they wouldn't go, 'well, that's a bit of a stupid idea, I don't know what you're on there', but [they would say], 'just know the repercussions if you are actually doing this'." (YP-12)

Confidentiality:

"It was really good that I could have a support network that wouldn't run back to Child Safety." (YP-12)

Young people also indicated feeling BEROs advocated to Child Safety to ensure their needs were being met:

"...if I wanted to do something, like I wanted to find out more about what funding the department could help me with, they'd be on to that... [CM worker] was really good with that. She was really on to the department because they weren't really doing much for me at the time. So, she could see that as well. Yes, and then she got on to it. Yes, I started getting more funding for stuff, and they were a lot quicker about it." – (YP-11)

[CM] actually took me to the Department of Housing for the meeting for this unit. She's the reason I got this unit, because she took me to

the appointment, and she pushed for it. She pushed Child Safety, she pushed Department of Housing, and within a day or two of me looking at this unit they turned around to me like, you've been approved for the house. (YP-I3)

Young people's feedback on improvements to the service included:

1. Young people felt they had less choice over the exit process and timeframes from case management:

"They don't have to stick [around] once they help you reach a goal." – (YP-I4)

2. A second vehicle for BEROS street to home:

"Maybe like a little thing, I don't really know. It's not really anything that matters, they do it well, but they could put maybe an extra car into the night-time sometimes, just because. I reckon it might even help them more, because there's one car. So, they drive around at night-time, and if they go to south side and then back and there. If they had two different areas like south, I don't know, like something, make it easier. I don't know, make it easier for them to drive around at night-time." (YP-I1)

3. Wifi for young person's use in the BEROS house

"Need internet in the house. But other than that, no. Not really. To be honest, they were the greatest support that I had. I wouldn't change a thing about BEROS except for the WiFi." (YP-I2)

4. Alerts and automatic replies that let young people know when workers are in meetings:

"I honestly just reckon that if there was anything negative about BEROS, it would probably be when you ring them sometimes, they are unavailable. Because they do have meetings... I honestly just reckon that maybe they should try and let the young people know when they

have the meetings. So that they don't always call...So, from this time to maybe this time, I'm going to be in a meeting. And stuff like that would be really easier for the young people to understand that if they don't answer the first, second time, maybe then stop calling them." (YP-12)

5. Increase meal budget on outreaches:

"[change] their budget. \$15 you can't get a fucking meal with that." (YPI4)

6. Not exit once the young person achieves their goals:

"Not disengaged" (YP-14)

BEROS is endeavouring to address the above feedback and continue to provide services to young people which are flexible, responsive and young person centred. BEROS has set up a number of project areas which our case managers are responsible for to begin addressing some of the feedback outlined in this evaluation but also in order to ensure our focus remains on elevating and listening to young people's voices.

And to finish off-

I'm just like, it's the best service. I'm just like honestly, it's the best service I've ever worked with, yes, with all the connections through the department, and being in care. Honestly, BEROS and all that, definitely my favourite out of all them. There's just more of a, they just care more. I don't know. It just seems more genuine, the workers, yes. (YP-11)

Here are some websites that are connected with Community Living Association

 <p>Community Living Association Inc.</p>	<p>CLA Inc website: www.communityliving.org.au</p>
	<p>Facebook page: www.facebook.com/CommunityLivingAssociation</p>
	<p>GiveNow: http://www.givenow.com.au/sleeprough On this site you can make a donation to support two projects: Young People's Homeshare Project - Each \$2600 raised will provide 12 months supported accommodation for a young person at risk of homelessness. Strong Families Project - Early intervention support for disadvantaged children.</p>
	<p>Strong Families Solar Project: www.strongfamiliesolar.org This project supports children and families from disadvantaged backgrounds.</p>
	<p>Community Crew Resource Hub: www.communitycrewhub.com This site provides information on supporting people with a disability and their families to explore the options of niche volunteer roles or creating a micro business as an alternative way of meaningfully engaging in community.</p>
	<p>Nundah Community Enterprises Co-operative: www.ncec.com.au The Nundah Co-op provides meaningful employment for people with intellectual disabilities and mental health issues.</p>
	<p>Home Share Project: www.homesharebrisbane.com The idea of homeshare is to create an opportunity for the householder to offer affordable accommodation to a homesharer in exchange for some agreed support or company.</p>

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