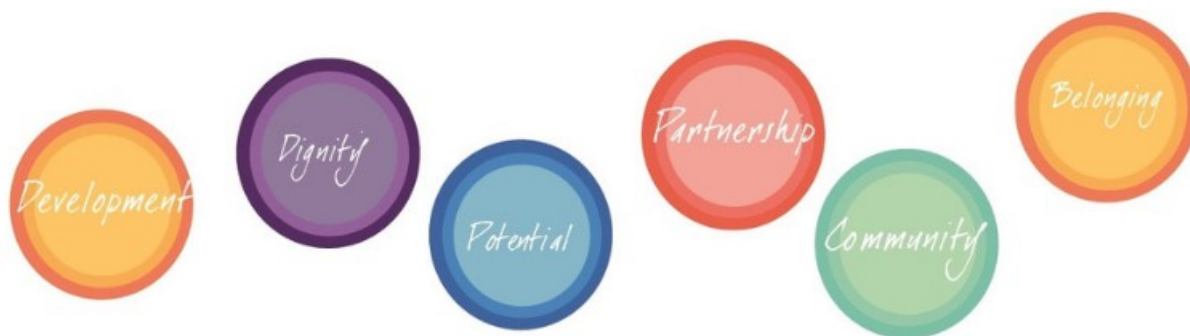


2018

Annual Report



MT GRAVATT COMMUNITY CENTRE Inc



Our Values

Mount Gravatt Community Centre Incorporated (MGCCI) is a registered charitable business established in 1991.

MGCCI is a place where people can come together and link into their communities, creating strong neighbourhoods and hot spots of community activity. MGCCI provides community connections and lifelong learning opportunities, empowering people to enhance their health, social, educational and economic wellbeing. We support local people to become more active, confident and resilient, and form an integral part of the social fabric of Mt Gravatt and our surrounding suburbs. Our common commitment is to:

- Our community members
- Our staff and volunteers; and
- Our sustainability

As a community centre, we proactively seek to work with other agencies and organisations to collaboratively deliver flexible, responsive and holistic services to our community. Our community centre can be accessed by all members of our community in a diverse number of ways, for individuals and groups. There is a place and space for everyone.

Vision

To strengthen our communities' capacity in an inclusive way to enhance quality of life.

Mission Statement

To be welcoming and accessible to our communities, through flexible and responsive approaches, that provides a place and space for everyone.

Values and Organisational Guiding principles

We are **Creative**

We are committed to new ways of responding to changing needs and environments

We are **Collaborative**

We seek opportunities to build partnerships that strengthen our capacity to respond

We are **Welcoming**

We embrace diversity and provide a safe, accessible space for everyone

We have **Integrity**

We are committed to a culture of honesty, accountability, and justice—we do the right thing

We show **Respect**

We aspire to honour human uniqueness and uphold the dignity of all individuals - we listen and encourage inclusive participation

We are **Sustainable**

We meet the needs of the present and plan for organisational and community viability

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About the Centre

In 1990 local member, Judy Spence, invited a group of interested people to discuss establishing a Neighbourhood Centre in the Mt Gravatt district. The first meeting was held at St Bartholomew's Anglican Church with the local Minister, followed by two local meetings.

A small group of people met to design a logo and to write an application for Registered Charity Status. The Centre was initially under the auspice of the Uniting Church until the constitution was written and the name registered with the Office of Fair Trading. Office bearers were elected and monthly meetings were held to write an application for funding under what was previously known as the Family and Individual Support Program (FISP).

Funding was granted in 1991 and 1693 Logan Road was purchased and renovated by the Department of Communities, Disabilities Services and Seniors (formerly known as Family Services, Aboriginal and Islander Affairs).

The Centre was officially opened on the 7th of November 1991 by Anne Warner (the then Minister for the former Department of Family Services, Aboriginal and Islander Affairs) and was staffed by volunteers.

In 1992 funding was granted through the then Department of Communities to employ a full-time Community Worker and a part-time Administrator.

Since then, funding has also been secured from Department of Housing for the Home Assist Secure Program, Disability Services Queensland for Queensland Community Care Service and Department of Health and Ageing for the Commonwealth Home Support Program. This funding is for both Home Modification and In-Home Support.

The Centre and its operations are managed by the General Manager and governed by a Board of Management who are responsible for ensuring that the Centre continues to set its strategic direction and meet its accountability requirements.

Message from the President

As I am sure many of our members would be aware, the rollout of the National Disability Insurance Scheme (NDIS) commenced across Queensland in July 2016. Since its rollout in our region in July 2018, it has been a 'game changer' in the local health care sector. As a recent presenter at an NDIS information session said "This is the biggest change to the health care sector since the introduction of Medicare in 1974". MGCCI is not alone in navigating this new path. Over the coming year we will participate in quite a number of think tanks and community alliances. This will unite the sector and ensure these different groups work co-operatively and productively through the change implementation process.

Whilst it is acknowledged that there will still be funding to the sector, the most significant difference will be the change to the way funds are distributed. Our business needs to adapt to this changing environment to continue to provide the variety of services currently offered—and to grow these.

As many of the community sector organisations are realising, the old classification 'not-for-profit' is very limiting in this era. For the Community Centre to run many of the neighbourhood centre programs, so enjoyed by many of our members, our government funded programs must run very efficiently and we must supplement this with other income sources.

In February this year, we welcomed Deb Crompton, our new General Manager. Since joining us, Deb has worked hard with the Board and leadership team to review the business and implement changes that will achieve a surplus in the financial year 2019/20.

Unfortunately, the Community Centre ran at a loss in the 2016/17 and 2017/18 financial years. Currently we are extremely reliant on government funding for all of our services at MGCCI. This is a situation faced by many community centres.

Our new strategic direction, developed by the Board, will be looking to diversify funding sources to ameliorate the risk to our ability to fund services.

After 19 years of dedicated service, last year Ian Lang, our former Board President, handed over the reins to the new 2018 Board, with three of the 2017 Board staying on. I know you join me in thanking Ian for the time and effort he has put into supporting the Centre and its clients, members, employees and volunteers.



In addition to this very significant change, Mel Hilditch resigned from her position as CEO in November 2017, and a number of the senior leadership team also left to move to new roles.

For the three months until Deb commenced, the Board engaged Naomi Matcham to oversee the business. To fill the vacancies created, Deb has engaged a number of new team members.

In the last year, the Board and our new GM have focused on reviewing and aligning the strategic plan to achieve stability, make the business more efficient and improve customer service. As well as reviewing our vision, mission and values and financial situation, initiatives at an operational level have included updating the telephone system, changing the financial software package, and seeking new grant opportunities and revenue generating activities.

In closing, a sincere thanks to all of the current Board Members who have donated their time and energy to make our Community Centre a better place. Thanks also go to Naomi, for stepping in at short notice to deal with a complex situation; to Deb, who has come into a business facing big challenges; and to the team of workers and volunteers who work with our consumers every day. All of these people are passionate and committed to our local community.

I wish everyone a happy and safe Christmas and a great 2019.

Antonia McDonald
Board President

General Manager's Report

It is with pleasure that I present the 2018 Annual Report.

I commenced in February of this year and I now feel that I have a good understanding of the needs of the organisation and the community it serves. My priorities this year have been to establish and re-establish partnerships, develop key relationships with other service providers, and support the staff and volunteers at our Centre. This has been achieved through many face to face meetings, attending network meetings and connecting with organisations through referrals and providing leadership to the MGCCI team.

At the beginning of the reporting year, our Strategic Plan for 2018 – 2020 was formally adopted by the Board of Management. This Plan set six key objectives for the future which can be loosely summarised as: the development of responsive services; community engagement; diversifying our funding base; providing strong governance; working in partnership; and building organisational capacity.

Our key achievements in the past 10 months have seen improved outcomes for the organisation in terms of increased funding and new programs, and a change in our financial management system which has streamlined our processes and reporting. We received a Queensland Day Award from the Queensland Government for the Home and Storm Safe Pilot project in June. This project provided attendees education and information about how to ensure they keep themselves safe in the home, as well as prepare for the storm season. Each attendee was offered a **free** emergency kit and emergency plan workbook to help with their planning and preparation.

Mt Gravatt Community Centre Inc (MGCCI) is a member of the Queensland Community Alliance which is the largest alliance of civil society in south east QLD. As a group, we have been deeply listening and collecting stories about the pressures on people in the community of Holland Park, Mt Gravatt and surrounding suburbs. Through this process, the community has identified social isolation as the issue we want to act on locally. Furthermore, through our participatory research process with community groups, politicians and academics we have identified that social isolation is not only a sad reality, but it is also a substantial health issue. As a member, MGCCI will continue to participate in the Queensland Community Alliance and drive change to social isolation for our community.

MGCCI is constantly seeking new funding sources to increase our capacity to deliver services to our community. I am extremely pleased to inform you we have successfully negotiated a grant from the Australian



Government, Department of Industry, Innovating and Science to install solar panels on Bernie's, thereby reducing electricity costs and improving the environment. Further, the Queensland Government has provided funding through the Department of Employment, Small Business and Training to deliver a Skilling Queenslanders for Work project, which will train 30 people in Certificate III in Individualised Support—Aged Care. This project will provide additional qualified staff for the aged care industry.

Our current funding streams have continued with the Queensland Government providing 5 years of funding for the Neighbourhood Centre, and the Home Assist Secure program. The Queensland Community Care services are funded until June 2019.

The Australian Government continues to support our organisation with funding under the Commonwealth Home Support Program until 2020. We are extremely grateful for the on-going commitment of the Australian and Queensland Governments to the Mt Gravatt Community Centre Inc and its community members.

Our Member for Mansfield, Ms Corrine McMillan, and her office have been instrumental in providing support to both me and the staff, in the implementation of our new relationship strategy. Throughout the year, Ms McMillan has attended several events held at the centre including: the 2017 end of year event; IFTAAR in June; and visiting and welcoming our Skilling Queenslanders for Work participants in September. We look forward to further consolidating our working relationship with Ms McMillan in the coming year(s).

We are extremely fortunate to have two Lions Clubs in our area, who provide us support to aid our services to the Mt Gravatt and surrounding communities. The Mt Gravatt Mansfield Lions Club has continued its on-going support through regular contribution to our emergency relief program and annual Christmas Hampers. We are extremely grateful for their valuable support. The McGregor Lions Club has provided a grant to help us refurbish the cold rooms on site, which will allow MGCCI to store more fruit, vegetables and other perishable items for the emergency relief program and continuously provide items for our food pantry.

Each week the Mt Gravatt Men's Shed collect and deliver bread to our food pantry, to help provide food relief to our most vulnerable community members. Thank you to the team, we are delighted to have you pop into our centre and have a chat.

I would like to express my appreciation to the staff for their co-operation in the process of change

management that has occurred over the past several months. We are very fortunate to have committed, skilled and knowledgeable staff. Our way of working across programs brings real benefits for the people who use our services. Many residents can move through programs to new opportunities and to find pathways to employment or community engagement through the Centre.

Our Centre relies on the support of volunteers, who serve in many different roles within the organisation. They are an incredible group of people who are generous with their time and share their commitment and care with the community. On behalf of the management and staff, I thank every volunteer at the Centre—we couldn't do it without you!

Finally, I would like to acknowledge the Board of Mt Gravatt Community Centre Inc and thank you all for your support since I joined the organisation.

Deb Crompton
General Manager

MGCCI Board

The members of the 2018 MGCCI Board are highly skilled professionals with extensive experience in human resources, financial management, information technology, government relationships and business management. The board has been responsible for setting the strategic direction towards a sustainable future by adopting sound, ethical and legal governance and financial management policies, as well as by making sure the MGCCI has adequate resources to advance its mission over the past 12 months.

Current Board members are:

Antonia McDonald—President
Sarah Warner—Vice President
Jo-Anne Campbell—Treasurer

Rebecca Hinton—Secretary
Patricia Shine—Board member

Scott Menzies—Board member
Steve Bakker—Board member



In Home Support

Our In Home Support Team delivers services to support members of the community living with disabilities and those who are ageing. The support empowers clients to have greater control over their lives, enabling them to remain in their homes and be as independent as possible. The delivery of the individualised supports can include:

- Domestic Assistance
- Personal Care
- Social Support
- Flexible Respite

We receive two streams of funding, the Commonwealth Home Support Program (CHSP) which provides funding to support people over the age of 65, and funding through Queensland Community Care Program (QCC) to assist individuals under the age of 65 with a disability.

The 2017/2018 financial year’s target for delivery of our programs was reached prematurely due to growing demand, demonstrating great outcomes for our clients.

I would like to feature two of our long-term workers in this report, Halimah and Marion.

Our In-Home Support worker Halimah has proven to be a great advocate and support for our clients. Among her amazing outcomes are two of our Social Support clients who have successfully met their individualised support goals. Halimah has been an enormous advocate in rebuilding independence and confidence for each client. One in particular had experienced emotional trauma and was mostly non-verbal, and is now self-assured, confident and independent enough to deal with the challenges of everyday life.

Halimah has also supported another client in the

transition to the NDIS through both advocacy and positive support through the NDIS approval process, and by instilling values and voice to her client.

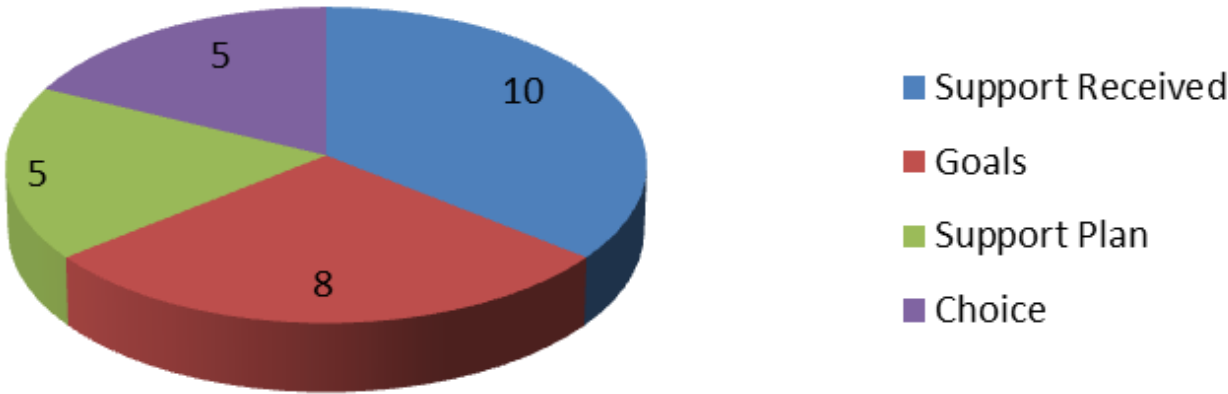
Marion is an all-rounder. She works with clients as an In-Home Support worker, providing different levels of support including supporting carers that may require Respite; assisting Personal Care clients who may require a more precise type of support—for example assistance with grooming or medication reminders; mobility support; and Domestic Assistance. Marion has worked with our organisation for the past 11 years and continues to provide excellent service to our clients. Marion’s outcomes include client development towards independence and social integration into the community. Marion has been an important part of our clients’ lives through her many years of service. Mount Gravatt Community Centre clients have consistently provided positive feedback about the services she provides.

The delivery of our programs is driven by client directed care and each support is personalised to maximise the enhancement in our client’s quality of life. The chart below shows responses from our In-Home clients to a recent survey.

Our team works closely with our clients to identify goals and devise an appropriate plan to achieve them. This can include maintaining overall health and wellbeing. One way we can assist clients with this is by reducing risks of injury through repetitive movements, such as bending or reaching. This also allows our clients to feel more confident in remaining within their homes and not have to go into aged care facilities prematurely.

Sarah Finlay
In Home Coordinator

Current Survey Ratings



Maintenance & Modifications

MGCCI deliver the following programs to provide support at home to individuals and their carers:

- Commonwealth Home Support Program (CHSP)
- Queensland Community Care (QCC) and
- Home Assist Secure (HAS)

During 2017/2018 we have continued delivering access to low cost general maintenance to clients across all three programs. This service is provided with a focus on safety, security and safe access for clients living within their home environment and extends to assisting with the installation of minor modifications to a client's property to enhance the individual's mobility and safe access in and around their home.

During this period approximately 1900 clients have accessed MGCCI for financial assistance with their maintenance or modification requirements. We also provide members of the community with information and referrals to any of our preferred contractors if requested.

Below right is some of the wonderful feedback that we have received from clients over the course of the past 12 months regarding their experiences with MGCCI.



'Client advised that she feels as though MGCCI has made a positive impact on her life.'

'Client would like to give a big thank you for the service provided... Paul who came out was absolutely wonderful. Thank you very much for all the help.'

'Client was very happy with the grab rails that were installed in her bathroom recently and advised that she thought Tom did a great job and the grab rails have assisted her a lot.'

'We have been most impressed when we have engaged the services of the Home Assist and it is comforting to know that we are being looked after.'

Finally, our most valued resource is our staff and the team of sub-contractors who are pivotal in delivering assistance. To the Call Centre Operator Team who field and direct all calls to our centre, to our Maintenance and Modifications team working in clients' homes delivering the service, and to the sub-contractors who deliver much of our specialised maintenance work, I would like to take this opportunity to thank you all for representing MGCCI in a most positive manner to both our clients and the wider community.

Lisa Stanhope

Maintenance and Modifications Coordinator



Neighbourhood Centre

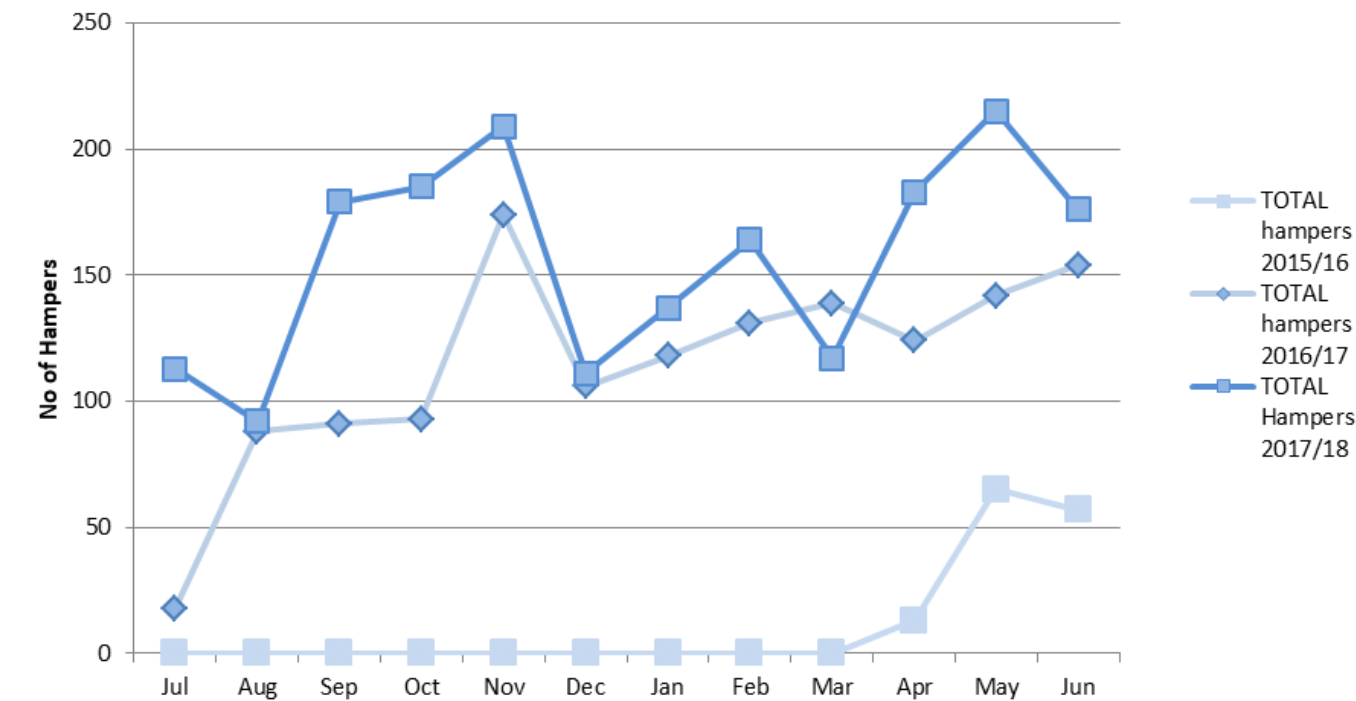
This year the Neighbourhood Centre has continued to offer a range of services, groups and events to a diversity of service users, with the goal of building social connection and capacity, and improving community access to information and services. The Neighbourhood Centre has achieved this through the continued funding support from the Queensland Government Neighbourhood Centre Program.

Food Relief

The existing partnership with Acacia Ridge Community Centre, which supports the delivery of food relief

through the Neighbourhood Centre, has continued throughout this financial year. The need for food relief continues to grow within our local community, as evidenced by the increased distribution of food parcels from year to year. In addition to providing immediate relief, our food relief service provides the opportunity for connection, more in-depth engagement and provision of support to members of the community experiencing financial hardship. In total, 1881 food parcels were provided over the course of the financial year, which is an increase of 37 per cent from the previous year.

Relief Food Hamper Distribution



Agency Partnerships

Partnerships between the Neighbourhood Centre and a number of other agencies have continued in the past year, allowing service users increased accessibility to a range of services. Services offered in partnership include free tax help sessions (ATO), Centrelink support (Centrelink), computer lessons (Be Connected), access to clothing and goods at no cost (YMCA Op Shop), substance abuse counselling (QulHn), a reading and writing group (A Place to Belong) and tenancy advice (QSTARS). Events including the Community Iftaar (breaking of the daily fast during Ramadan) and the Wellbeing Market have also been delivered collaboratively with the support of other community members, community organizations and Brisbane City Council. Thank you to these individuals and agencies for

partnering with us to increase accessibility for our local community members to additional and much needed services and support.

Neighbourhood Centre Groups and Activities

We continue to support a number of groups at the Neighbourhood Centre, offering community members avenues for social connection, skill development, emotional support, learning and fun. Groups include Conversations With Purpose multicultural women’s group, Karulabo Mira Buai (One Family Dreaming) group, the Seniors Social Group, Paint Pals Social Art Group, Crochet and Knitting Friendship Group, ConneXions, Card Making, Afternoon Friends, English Conversation, InStitches Sewing Group and the Ukelele Group.



Additional groups and services hire MGCCI spaces including rooms within the Neighbourhood Centre and Bernie's Place. Over 20 groups in total operate from MGCCI spaces.

Homework Club

The Homework Club has continued throughout the year to support students of Seville Road and Mount Gravatt primary schools. Thank you to Sunny Jegamonhan and Wendy Blackmon for facilitating the Homework Club and to the volunteers, Malissa, Robin, Albert and Santa for providing tutoring to students. Over the past year Homework Club operated for 33 weeks and supported as many as 25 primary school students throughout the year.

Staff and Volunteers

The staff and volunteers at the Neighbourhood Centre have been instrumental in providing a warm and welcoming environment at the Centre throughout the year for our visitors. I would like to express my

appreciation to First Contact Officer, Janene Strooband for consistently going the extra mile in ensuring the needs of service users and visitors of the Centre are met, and for her flexibility through times of change. The commitment of and work put in by our volunteers is also greatly appreciated. We currently have 28 centre-based volunteers who support the day-to-day operations of the Neighbourhood Centre. I would like to thank all of the volunteers who have worked alongside us this year including Katrina, Emil, Malcolm, Richard, Toni, Mick, Ann, Jessie, Lorna, Mary, Nancy, Vi, Jack, Rafal, Chaher, Ritta, John, Jeff, Thelma, Errol, Bernard, Suzette, Susan, Richard M, Richard L, Lisa, Ikonina, Samuel and Rupa.

Ellen Walker

Centre Coordinator



Get Involved

The Mt Gravatt Community Centre Board, management and staff extend their thanks to the community for their support of our organisation. We look forward to assisting and working with clients and fellow service providers in the coming years to create a stronger and more connected community.

If you would like to support the Mt Gravatt Community Centre, there are many ways you can contribute:

Volunteer

Share your time and skills to make a difference.

Become a Corporate Partner

Work with us by sharing your expertise and/or financial support.

Fundraise

Organise and run your own fundraising event for Mount Gravatt Community Centre.

Donate

Give a single donation or join a regular giving program.

Make a Bequest

Leave a lasting legacy by including Mount Gravatt Community Centre in your will.

Contact Us

Ph: (07) 3343 9833

Email: operations@mgcci.org.au

Address: 1693 & 1697 Logan Road Mount Gravatt Qld 4122

Website: www.mgcci.org.au

Facebook: www.facebook.com/MtGravattCommunityCentre/

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