





# Encircle Ltd. ANNUAL REPORT

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Encircle Ltd. holds Public Liability Insurance with QBE Insurance (Australia) Limited \$50,000,000  
Donations of over \$2 are tax deductible

## ORGANISATION DETAILS

Mailing Address: Encircle Ltd.  
PO Box 489, Lawnton Qld 4501

Phone: (07) 3889 0063

Fax: (07) 3285 1531

Email: [encircle@encircle.org.au](mailto:encircle@encircle.org.au)

Website: [www.encircle.org.au](http://www.encircle.org.au)

### BOARD

Chairperson:	Richard Haddon	Attendance Percentage: 80%
Vice Chairperson:	Quentin Nosovich	Attendance Percentage: 80%
Treasurer:	Mike McFillin	Attendance Percentage: 80%
Secretary:	Laurelle Muir	Attendance Percentage: 70%
Member:	Michelle James	Attendance Percentage: 70%
Member:	Kenneth Hunt	Attendance Percentage: 70%

### LIFE MEMBERS

Betty Blake	Diane Lack	Arthur McCutchan	Shauna Niland
Richard Haddon	June Ditchburn	Joan Matthews	Ursula Lypko
Julie Brooks	Melinda Fleming	Dr. Patricia Rose	Adrienne Margerison
Sandy Doré	Brian Dyer	Philip Chappel	Judy Thomas
Joyce Duncan	William Schardt	Glenda Vuillermin	Elissa Nelson
Maree Inglis	Tracey Jeans	Rose Butler	Gary Yule
Kenneth Hunt			

ENCIRCLE LTD

## 2017 ANNUAL GENERAL MEETING

AGENDA 25 OCTOBER 2017  
6.30PM FOR 7.00PM START



**Welcome by Chairperson – Richard Haddon**

Presentation by John Moodie

### AGM Proceedings

- Apologies
- New members
- Proxy confirmations
- AGM Minutes 20 October 2016
- SGM Minutes 2016
- Annual Reports – Chairperson, Treasurer, CEO
- Vote of thanks to current Board
- Election of Board for 2017/2018
- Chairperson welcomes the new Board
- General Business
- Appointment of Auditor
- Life Membership

Close of formal meeting

Supper





## MINUTES OF ANNUAL GENERAL MEETING

### 20 OCTOBER, 2016

#### ATTENDANCE:

Richard Haddon (Chairperson), Quentin Nosovich (Vice Chairperson), Laurelle Muir (Secretary), Patrick Bulman (CEO), Ken Hunt, Colin Scobie, Mike McFillin, Michelle James; Amanda Mundy; Elissa Nelson; Tracey Jeans; Carol Hughes; Noel Morris; June Ditchburn; Maree Inglis; Tunde Bulman; Mitchell Robinson; Lisa Rosta; Louise Skidmore; Mark Furner; Jason Croston; Gary Yule; Donna Bullock; Carol Adcock; Julie Luxton; Linda Lavarch.

#### APOLOGIES:

Nikki Boyd; Shane King; Luke Howarth, Peter Dutton

#### MEETING OPENING:

Meeting opened by Richard Haddon (Chairperson)  
at 7:00 pm

#### GUEST SPEAKER

Linda Lavarch provided a presentation to the Meeting on agility of community organisations.

#### APOLOGIES

The list of apologies was presented by the Chairperson:

**MOTION:** That the apologies be accepted.

**MOVED:** Richard Haddon

**SECONDED:** Ken Hunt

**Carried unanimously**

#### MEMBERSHIP APPLICATIONS

Applications for new membership of Encircle Ltd were proposed and seconded.

**MOVED:** Quentin Nosovich

**SECONDED:** Colin Scobie

**Carried Unanimously**

#### PROXY CONFIRMATIONS

Proxy votes were received from:

**Patrick Bulman** – proxy for Andrew Elvin

**Amanda Mundy** - proxy for Patricia Rose and Marjorie Buchanan

**Richard Haddon** – proxy for Diane Lack

**MOTION:** That the proxy votes be accepted.

**MOVED:** Michelle James

**SECONDED:** Ken Hunt

**Carried unanimously.**

#### MINUTES OF PREVIOUS ANNUAL GENERAL MEETING

The Minutes of the previous Annual General Meeting held on 19 November 2015 were taken as read, having been circulated in the Annual Report and confirmed as a true and correct record of the meeting. The Chairperson called for questions on the minutes, but none were asked.

**MOTION:** That the Minutes of the previous Annual General Meeting are accepted as a true and accurate record.

**MOVED:** Richard Haddon

**SECONDED:** Ken Hunt

#### CHAIRPERSON'S REPORT

Richard Haddon tabled and spoke to his report about the year that was. The report was tabled and is available bound in the Encircle Ltd 2015-2016 Annual Report for all to read.

#### TREASURER REPORT

Mike McFillin presented the Treasurer's report for the financial year 2015-2016 and spoke to significant points. The report was tabled and is available bound in the Encircle Ltd 2015-2016 Annual Report for all to read.

#### CEO'S REPORT

Patrick Bulman delivered his report and spoke to it. He thanked everyone for their work during the year. The report was tabled and is available bound in the Encircle Ltd 2015-2016 Annual Report for all to read.

**MOTION:** That the reports from the Chairperson, Treasurer and CEO be accepted as tabled.

**MOVED:** Quentin Nosovich

**SECONDED:** Mark Furner

**Carried unanimously**

#### VOTE OF THANKS TO THE CURRENT BOARD OF DIRECTORS

Patrick Bulman thanked all the Board of Directors for their commitment and dedication over the past year and presented each Member with a token of appreciation.

#### ELECTION OF OFFICE BEARERS AND BOARD MEMBERS

All positions on the Board of Directors were declared vacant and Richard Haddon thanked Colin Scobie as the outgoing Director. Mark Furner chaired the election of the new Board. He also thanked the outgoing Board and commended Encircle Ltd on its work. He explained that the Board is made up of 6 Directors: Chairperson, Vice Chairperson, Chair of Finance & Risk Management, Secretary and 2 ordinary Directors. One nomination (duly seconded and accepted) for each position had been received by the closing date.

Mark declared that those nominated will be the new Board of Directors as follows:

- Richard Haddon (Chairperson)
- Quentin Nosovich (Vice Chairperson)
- Mike McFillin (Chair of Finance & Risk Management)
- Laurelle Muir (Secretary)
- Michelle James (Director)
- Ken Hunt (Director)

The incoming Chairperson, Richard Haddon, then took the chair.

#### CHAIRPERSON WELCOMES NEW BOARD

The incoming Chairperson thanked those on the Board for volunteering their time to be part of the management of the organisation and thanked Shane for chairing the election process and for his words of support. Richard then welcomed the incoming Board for 2016-2017.

#### GENERAL BUSINESS

There was no general business

#### APPOINTMENT OF THE AUDITOR

Mike McFillin recommended the appointment of SRJ Charter Accountants as auditors for Encircle.

**MOTION:** That SRJ Auditors are retained as auditor for the 2016-2017 financial year.

**MOVED:** Mike McFillin

**SECONDED:** Ken Hunt

**Carried Unanimously**

#### LIFE MEMBERSHIP

Richard Haddon advised that Maree Inglis, Tracey Jeans and Elissa Nelson were proposed as Life Members of Encircle Ltd. Marie has ten years of volunteer service, while Tracey has been with the organisation since 1997. Elissa also has ten years of service with Encircle.

**MOTION:** That Maree Inglis, Tracey Jeans and Elissa Nelson be accepted as Life Members of Encircle Ltd

**MOVED:** Michelle James

**SECONDED:** Quentin Nosovich

**Carried Unanimously**

#### CONFIRMATION OF MINUTES

Richard asked the meeting to endorse the Board to confirm the Minutes of the Annual General Meeting and the Special General Meeting at the first meeting of the new Board.

**MOTION:** That confirmation of the minutes of the Annual General Meeting and the Special General Meeting held on 20 October 2016 be undertaken at the first meeting of the new Board.

**MOVED:** Richard Haddon

**SECONDED:** Noel Morrison

**Carried Unanimously**

**CLOSE** The meeting was closed at 8.05pm

## MINUTES OF SPECIAL GENERAL MEETING 20 OCTOBER 2016

#### ATTENDANCE:

Richard Haddon (Chairperson), Quentin Nosovich (Vice Chairperson), Laurelle Muir (Secretary), Patrick Bulman (CEO), Ken Hunt, Colin Scobie, Mike McFillin, Michelle James, Amanda Mundy, Elissa Nelson, Tracey Jeans, Noel Morris, June Ditchburn, Maree, Inglis, Mitchell Robinson, Lisa Rosta, Louise Skidmore, Gary Yule, Donna Bullock.

#### APOLOGIES:

Nil

#### MEETING OPENING:

Meeting opened by Richard Haddon (Chairperson) at 6:32 pm

#### PROPOSED AMENDMENTS TO THE CONSTITUTION OF ENCIRCLE LIMITED

Richard explained the reasoning behind the proposal to amend the Constitution.

As Chair of the Governance and Nominations Committee, Michelle James outlined to the meeting what changes were being proposed and the rationale behind the proposals. This explanatory guide included:

- Change in terminology regarding the term "Treasurer"
- Change to the minimum number of directors
- Change to ensure any changes to the maximum number of directors is made by the Board rather than the Executive
- Change to reflect gender diversity
- Change to assist members to know that those seeking election to the Board are suitable to hold that office
- Change to limit the amount of time a director can serve on the Board
- Change to allow directors to use email to pass resolutions
- Typing, spelling grammatical and formatting errors

Richard presented the resolutions as tabled.

**MOTION:** That the Constitution of Encircle Limited be amended as tabled.

**MOVED:** Richard Haddon

**SECONDED:** Quentin Nosovich

22 in favour. No objections. No abstentions

**Carried unanimously.**

#### MEETING CLOSE

The Meeting was closed at 6.42 pm

## Board



**Richard**  
Chairperson



**Quentin**  
Vice Chairperson



**Laurelle**  
Secretary



**Mike**  
Treasurer



**Michelle**  
Director



**Ken**  
Director

## CEO



**Patrick**  
Chief Executive Officer



**Amanda**  
Executive Services  
Manager



**Elissa**  
Corporate Services  
Manager



**Dean**  
ICT Coordinator



**Tracey**  
Finance Admin



**Ruth**  
Café Coordinator

## Legal



**Louise**  
Principal Solicitor



**Alison**  
Solicitor



**Justine**  
Solicitor



**Miriam**  
Legal Support  
Worker

## Café



**Marion**  
Café Worker



**Barb**  
Café Worker



**Maggie**  
Café Worker



**Shirl**  
Café Worker

## Pine Rivers Counselling and Therapeutic Response



**Eileen**  
Counsellor



**Cheryl**  
Family Therapist



**Claire**  
Counsellor

## PRNC Communities



**Geneive**  
Community Centres  
Coordinator



**Michelle**  
Community  
Support Worker



**Jan**  
Adult Literacy Support  
Worker

## Homestay



**Miranda**  
Homestay Manager



**Rose**  
Homestay Case Worker



**Kelly**  
Homestay Case Worker



**Trish**  
Homestay Case Worker



**Ana**  
Homestay Intake Worker



**Deb**  
Homestay Intake Worker

## GNB Family Support Services



**Lisa**  
Family Support  
Services Manager



**Andrea**  
Young Parents Worker



**Chantelle**  
Young Parents Worker



**Marvin**  
Young Parents Worker



**Elly**  
Family Support Worker



**Donna**  
Family Support  
Worker

## Redcliffe



**Ally**  
Redcliffe Services  
Manager



**Dee**  
Counsellor



**Naddy**  
Community  
Development Worker



**Malcolm**  
Family Therapist



**Mia**  
Family Support Worker



**Sheree**  
OPAP Coordinator



**Alex**  
Administration Support  
Worker



**Steve**  
Cleaner



## Board of Directors 2016-2017

**Richard Haddon** Richard has been involved with Encircle and its predecessor Pine Rivers Neighbourhood Centre since 1998. During this time he has served in the roles of committee member, Vice-president, Secretary and, for the past two years, as Chairperson. Richard has lived in Petrie for over 30 years and has a strong commitment to his community and to the values of Encircle. He is actively involved with the work of the Pine Rivers Care Network and the emergency relief program at his local church. Prior to retirement Richard worked as a special education teacher and as a counsellor in local high schools.

Richard's long involvement with the organisation provides a historical perspective on the growth and changes that have taken place in the development of Encircle. He has academic qualifications in Community Studies, Education and Counselling, which provide a good understanding of the needs of the community and the nature of the work that Encircle undertakes. Richard has the knowledge, skills and experience to enable him to be an effective Chairperson and Director and to contribute to good governance and strategic planning which are the major functions of the Board of Directors of Encircle Ltd.

**Quentin Nosovich** I bring to the Board an extensive work experience in the Queensland Public Sector in various roles, and I have also undertaken volunteer roles in a number of community organisations/clubs over the last 40 years. Since 2008, I have been both a volunteer and member of the Management Committee of Pine Rivers Neighbourhood Association Inc. and a member of the Encircle Ltd. Board of Directors.

As a member of the Board, I have contributed to the policy development process, particularly in the corporate services area and as a volunteer, I have provided advice to management and staff/volunteers on a range of human resource management and organisational development issues. I have held the roles of Secretary and Treasurer and I am currently Vice Chairperson. In fulfilling those roles, I believe I have always acted in a manner which upholds the values of Encircle Ltd. The issues of Integrity and Accountability are fundamental to everything we do and the decisions made by the Board. Our deliberations on issues require empathy and compassion when dealing with all our stakeholders, and our aim is always to empower our communities by increasing their capacity to take control of their own situations.

**Laurelle Muir** I have been involved with the organisation since 2008 when I became a member of the Management Committee of the Pine Rivers Neighbourhood Centre. I have continued my involvement at that level as a Director of Encircle Ltd and have been Secretary of the Board for the past two years. I have also just been asked to Chair the Business Development Committee.

I have lived in Pine Rivers since 1983 and my original involvement with the organisation was motivated by a strong sense of wanting to give something back to the area. In my professional life, I am a social planner. I have worked in local government for thirty years and have managed community development, social planning and community engagement teams. As a Board Member, I am able to apply my knowledge of working with the community sector to support the

organisation and decisions made by the Board. I also bring managerial experience, strategic thinking and strong people skills. I have a strong belief in treating people with generosity and compassion. These are values that are at the core of the work that the staff and volunteers of Encircle deliver every day.

**Michael McFillin** As an Accountant and auditor I bring a wide range of financial and business experience to the board. I focus on working with people to achieve common goals. I believe I bring a sense of perspective to any given situation.

I wish to be a director of Encircle because for me, it is an effective and meaningful way to give back to the community. My personal values of fair play, honesty and integrity are important parts of any organizational culture. These aspects together with a desire to contribute to the community in a positive way to help others, align my values and goals with that of Encircle.

**Michelle James** I am a partner with a national social justice law firm, Maurice Blackburn, and became involved with Encircle in 2012 when I started volunteering as a solicitor at the Community Legal Service. That led to a request that I join what was then the Management Committee, and subsequently the Board. Even during my short time with Encircle I have seen many changes – from the move to the new premises at 865 Gympie Road, Lawnton, a name change and a move to a company structure. It is a credit to our organisation that these changes have been embraced by our staff and volunteers and that our culture has not been negatively impacted.

I have a long history of volunteering with various community organisations and charities both in the UK and in Queensland and I love that I am now able to contribute at a governance level. I bring to the Board a willingness to work hard for the future of the organisation, and some expertise in governance and leadership, together with my legal skills and networks. I am a strong advocate for transparency and diversity in governance.

**Kenneth Hunt** I bring a diverse wealth of knowledge, experience and achievements in the workplace spanning some fifty years both in Australia and overseas, including civil construction, retail management, security, government and Information and Communications Technology. I have been a volunteer for thirty years working with community organisations to develop positive outcomes through communication, negotiation and leadership, always ensuring respect for diversity of opinion.

I first joined the Pine Rivers Neighbourhood Centre in 2007 as a volunteer IT support officer and was invited to join the Management Committee in 2012. I have played a role in the development of the centre over the past nine years and have been a crucial part of the decision making process which has seen some major changes within the organisation, including becoming a Company Limited by Guarantee. I enjoy the challenge and remain committed to the future success of Encircle. Since joining the organisation in 2007 I have gained an understanding of the community sector and understand that the values of this organisation are those I have fostered for all of my life and believe this is where I can do the most good.

## Encircle STAFF 2016–2017

### CEO

Patrick Bulman	Chief Executive Officer
Amanda Mundy	Executive Services Manager
Elissa Nelson	Corporate Services Manager

### Corporate Services

Dean Muir	IT Officer
Tracey Jeans	Finance Admin
Ruth Peddler	Café Coordinator
Barbara Knights	Café Worker
Magdolna Vasarhelyi	Café Worker
Shirley Meers	Café Worker
Marion Gatkowski	Café Worker
Benjamin Nelson	Café Worker
Sapphire Taylor	Café Worker
Ruth Wilkie	Cleaner

### PRNC Communities Team

Geneive Maher	Community Centres Coordinator
Jan Payne	Adult Literacy Support Worker
Michelle McLean	Community Support Coordinator

### Pine Rivers Counselling and Therapeutic Response

Claire	Counsellor
Eileen Clark	Generalist Counsellor
Cheryl Keil	Family Therapist

### Pine Rivers Community Legal Service

Louise Skidmore	Principal Solicitor
Glenda Vuillermin	Solicitor
Justine Silverthorne	Solicitor
Alison Swift	Solicitor
Miriam Grabec	Legal Support Worker

### Family Support Services

Lisa Rosta	Family Support Services Manager
Donna Bullock	Family Support Worker
Elly Emmett	Family Support Worker
Marvin Julius	Young Parents Worker
Chantelle Hauser	Young Parents Worker
Andrea Mejia Gonzalez	Young Parents Worker
Kerrie-Ann Saunders	Driver

### Homestay

Miranda Lipke	Homestay Manager
Rose Butler	Homestay Case Worker
Kelly McGrath	Homestay Case Worker
Trish Johnstone	Homestay Case Worker
Ana Sandoval	Homestay Intake Worker
Deb Greig	Homestay Intake Worker

### Redcliffe Neighbourhood Centre

Ally Kelly	Redcliffe Services Manager
Malcolm Cassidy	Family Therapist
Dee Dornan	Counsellor
Sheree Jackson	OPAP Coordinator
Mia Scholes	Family Support Worker
Naddy Ryan	Community Development Worker
Alexandra Stowers	Administration Support Worker
Steven Waters	Cleaner

### Contractors

Christine Knight

### Former Staff Members

Miriam Barber  
Tania Hudson  
Carole Walton  
Mara Maloney-Mira  
Jessica McDonald  
Jodie Cowie  
Akindeji Falaki

## CHAIRPERSON'S REPORT



I am pleased to present my third annual report as Chairperson of the Board of Directors of Encircle Ltd.

This year we celebrate 30 years of service to the community by Encircle Ltd and its predecessor Pine Rivers Neighbourhood Association Inc. It is amazing to look back on the way in which this organisation has grown in size and scope and to recall the wonderful people who have made this possible. From the beginning the organisation has been governed first by a Management Committee and now by a Board of Directors elected by the Members.

During the past year Encircle has continued to grow and develop as a strong and effective community organisation providing much needed services for people in our region. Growth and development has involved some operational changes and managing this has been both challenging and rewarding for staff, volunteers and the Board of Directors.

The Board is responsible for setting the strategic direction of the organisation and ensuring that it is governed well in accordance with statutory requirements and good professional practice. Responding to these responsibilities has presented a number of challenges and opportunities which the Board has tackled during the year.

The Board has continued to work on our Strategic Plan following on from the planning process held last year. We have been concentrating on developing a reporting system that clearly shows the progress made in achieving the goals set out in the Strategic Plan. We want this process to be effective and efficient for

our managers and others who are required to report to the Board and to clearly show how the organisation is meeting or working towards its goals. The Board is very grateful to our CEO, Patrick Bulman, for his contributions to this process.

The Business Development, Governance and Nomination, and Finance and Risk Management committees established last year have provided essential advice and information to assist the Board in making decisions. During the year the organisation has started to undertake a review of our IT operations, including a transition to Office 365, a rebuild of the existing website and an assessment of computer and telephone services across our sites. An IT working party has been established to review our current arrangements and to advise on the best way to meet our future information technology needs. I wish to express the Board's thanks to Elissa Nelson for her management of this difficult area.

This year the Board has held a monthly meeting at each of our four sites. At each meeting the staff have given a presentation to inform Directors about the work carried out at their centre. This has been extremely interesting and valuable for Directors and helps to keep the Board in touch with the work of the organisation. Thank you to the staff members who gave of their time to make these presentations.

A major Encircle activity earlier this year was the Multicultural Festival held on Australia Day. It was a wonderful day providing great entertainment and opportunities to interact with the many cultures making up our community, with over 3500 attending this event and achieving so many positive outcomes. The work of Encircle was highlighted, some valuable community links were established and a great deal was learned about managing such events. The Board endorsed and supported this event and our Business and Development Committee is looking at alternative possibilities for future community events. The Board wishes to thank Patrick, Elissa and their team for the huge amount of effort that went into organising this event and to thank all who assisted on the day.

Increasing Encircle's connections with the local community is a major goal of the Board. Establishing partnerships and working relationships with businesses and other community organisations and seeking commercial sponsorships and business opportunities is essential to the future of Encircle. This has been an important focus this year for our CEO, Patrick, with the support of the Business Development Committee and the Board. On an individual level, we are involving the local community by encouraging interested people to

become Members of Encircle and thus increasing and strengthening the membership base which underpins the organisation. The Board has also been active during the year seeking expressions of interest in becoming Directors from people with appropriate experience, skills, qualifications and community involvement.

The effectiveness of the Board is due to the commitment and hard work of our Directors. We are very fortunate that we have a Board whose members work together in a very cooperative and productive way to achieve the required outcomes. I wish to express my thanks to the current Directors for their contributions. I am especially grateful for the support of the Executive, Quentin Nosovich (Vice Chairperson), Laurelle Muir (Secretary) and Mike McFillin (Chair of Finance and Risk Management). Michelle James and Ken Hunt have also made significant contributions as Directors. It has been a pleasure working with them.

We are very fortunate that the Board can safely leave day to day operations in the hands of our CEO, Patrick Bulman, and his very capable and committed staff. I appreciate the very professional and cordial relationship that Patrick and the Leadership Team have with Directors and the way they cooperate with and support the Board. On behalf of the Board I wish to thank all of the staff and volunteers for their hard work and commitment that makes Encircle such an effective and well respected community organisation.

**Richard Haddon**  
**Chairperson**





## Finance Audit and Risk Management Committee Report



This year has proved a challenging one in many respects. With regard to funding, Encircle has been able to retain most of its funding under difficult circumstances and open some new revenue streams. Steps taken during the last financial year to reduce expenses have improved this years' operating result and should continue into the 2017-2018 financial year.

The Finance, Audit and Risk Management Committee has been active in receiving and updating our Risk Management plan and Risk Register during the year and this will continue on an ongoing basis.

I would particularly like to thank the other committee members, Quentin Nosovich, Ken Hunt, Elissa Nelson (Corporate Services Manager) and Patrick Bulman (CEO) for their support and work for the committee during the year.

**Mike McFillin**

Chairperson, Finance, Audit and Risk Management Committee



## CEO REPORT



I am pleased to present this third annual report as CEO of Encircle.

Our organisation has continued to consolidate and grow its services over the last 12 months. We are privileged to work in an area where on a daily basis we can have such a positive impact on our clients in such a manner that it can at times be life changing.

There is immense pride in seeing the development of the Leadership Team, which is made up of Elissa, Amanda, Ally, Miranda, Louise and Lisa. This talented group of leaders have supported me in driving significant outcomes operationally and strategically as Encircle repositions itself as a leader in the “for purpose” arena.

As an organisation the most important long term investment of all is in its people – attracting great people, understanding people’s talents and needs and helping them stretch to their full potential. Good leaders put personal glory, ease and reward at the bottom of their priorities. They put investment in the future of our staff and volunteers at the top right throughout all levels of the organisation.

There have been many success stories over the last 12 months, too many to mention them all here; however if I was to pick some highlights these would be:

1. The Multicultural Festival was held for the first time in January and welcomed over 3500 people. It achieved substantial positive feedback for the organisation and the services we provide and attracted 17 sponsors.
2. The growth of the Redcliffe Neighbourhood Centre and Pine Rivers Community Legal Service, in particular. These good leaders and their teams have the happy knack of reinventing their services and driving new income streams. They are always prepared to take the “leap of faith” to pursue new ideas and initiatives.
3. An exceptional, dedicated team of staff and volunteers, whose work commitment and focus is nothing short of outstanding.

4. The development and reporting structures around the new Strategic Plan – a working, living document that demonstrates and tracks our successes and allows the Board to stay abreast of our community and business activities.

5. The government move towards 5 year contracts, which allows for greater planning, collaboration and security of employment, and retaining the intellectual property of key staff.

Encircle has kept the accelerator pedal on building relationships with local community and commercial groups. This, along with our social enterprises and generation of new income streams, has allowed Encircle to plough these funds back into areas where we are not funded. Staff and volunteer training is one such example.

The NFP sector faces numerous challenges ahead. Some key findings from the latest “NFP Governance and Performance Study” revealed:

- Culture: A much stronger focus on culture, which is the hallmark of successful organisations.
- Risk Management: If you want to achieve your purpose appropriate risk management controls, systems and processes need to be in place.
- Achieving financial sustainability: The capacity to not simply “survive”, but to actually “thrive” in a competitive “for purpose” environment.
- Reputation: This invaluable asset that can be taken for granted too easily. Reputation should be a key strategic consideration, not merely an operational matter and therefore it is imperative to have policies and procedures in place to safeguard reputational risk.

I would like to take this opportunity to thank politicians from all political persuasions for their support in ensuring the continuance of funding for the exceptional work we undertake. We are especially pleased with the reinstatement of the Pine Rivers Community Legal Service funding, which appeared “at threat” until common sense prevailed and funding was re-established.

For any CEO the support of the Board is critical and Encircle is fortunate to have such a unified and progressive Board. This year the Board gained additional skills through the appointment of new shadow directors who joined Encircle during the annual Board cycle.

Special mention to the Executive Committee, Richard Haddon as Chair, Quentin Nosovich as Vice Chair, Laurelle Muir as Secretary and Mike McFillin as Chair of the Finance, Audit and Risk Committee for their leadership, commitment and strategic direction.

On behalf of Encircle I table this report and take this opportunity to congratulate and thank the many volunteers and staff who contribute daily to the success of this special and respected community organisation.

**Patrick Bulman**  
CEO

## Encircle Statistics

### PINE RIVERS NEIGHBOURHOOD CENTRE

Number of visitors to the centre	7003
Number of phone calls to the centre	9743
Number of families/individuals supported with a referral for food	2244
Number of individuals (and families) supported with bills, including advocacy and information	2599
Number of individuals supported with practical needs e.g. shower, hot meal, laundry facilities	503
Number of individuals and families supported with furniture	43
Adult Literacy sessions	2552
Adult Literacy participants	57
Number of Multicultural Women's Group participants (unique)	54
Number of Conversational Groups participants (unique)	21
Number of volunteers	118
Number of regular hirers utilising the Community Centres	159
Number of casual hirers utilising the Community Centres	153

### PINE RIVERS COUNSELLING AND THERAPEUTIC SERVICES

Generalist Counselling participants Pine Rivers	51
Specialised Family Violence participants Pine Rivers	81
Group Work attendance	5
Family Therapy participants Pine Rivers	61
Group Work Circle of Security attendance	13

### HOMESTAY

Homestay cases	229
Number of referrals	470
Volunteer hours	390

### PINE RIVERS COMMUNITY LEGAL SERVICE

Legal information and referral activities	3404
Legal Advice activities	2458
Duty Lawyer services (from October 2015)	308
Casework	223
Number of volunteers	95
Volunteer hours contributed	7440
Volunteer hours by solicitors	1540

### REDCLIFFE NEIGHBOURHOOD CENTRE

Number of visitors	8569
Number of phone calls	4831
Number of volunteers	38

Intake and Response participants Adults ( 1191) and Children (1059 )	2250
Number of Volunteers for Intake and Response	5
Specialised Family Violence participants	88
Specialised Family Violence Group attendance	32
Family Therapy participants	62
Family Therapy Group attendance	23
Older Persons Action Program members	222
Flexi-Ride trips	986
Older Persons Action Program clients	464
Older Persons Action Program number of hours spent supporting clients	1026

### REDCLIFFE FAMILY SUPPORT

Number of families supported	40
Average percentage of Aboriginal and Torres Strait Islander families supported	5%
Average percentage of Culturally and Linguistically Diverse families supported	5%
Number of group work sessions	3
Average number of group participants	4
Children and Families	118
Bursting Angry Bubble participants	32
Its All About Me Girls Self Esteem participants	24
Always In My Heart participants	10
Freeing My Angry Dragon participants	32
Kids Connect 2 Nature participants	20

### GREATER NORTH BRISBANE FAMILY SUPPORT SERVICE

#### Pine Rivers

Number of families supported	74
Average percentage of Aboriginal and Torres Strait Islander families supported	21%
Average percentage of Culturally and Linguistically Diverse families supported	19%
Number of referrals received	82
Number of group work sessions (as part of three cycles of group work offered)	24
Average number of group participants (parents/children)	9/13

#### Young Parents Program

Number of families supported	101
Average percentage of Aboriginal and Torres Strait Islander families supported	18%
Average percentage of Culturally and Linguistically Diverse families supported	15%
Number of referrals received	103
Number of group work sessions (as part of six cycles of group work offered)	57
Average group participants at each session of Pregnancy Group	14
Average group participants at each session of Young Parents Group (parents/children)	19/18



## Pine Rivers Neighbourhood Centre



It has been a busy year at the Pine Rivers Neighbourhood Centre (PRNC). This year saw us undertake a number of activities and events in response to community need. The rising cost of electricity continues to be a significant burden for vulnerable people in the community. Encircle successfully applied for 'Switched on Communities' funding, which saw the roll out of the 'Seek and Save: How to save money on your electricity' program. The Seek and Save program was very successful and community members are still able to access these great resources. A Community Needs Analysis revealed that the community are overwhelmingly appreciative of the support provided by PRNC, especially its volunteers. Issues identified as impacting the community included: homelessness, alcohol and drugs, insufficient employment and mental health. Activities identified by the community that we could provide included: women's groups, children's groups, families' activities, mental health programs, food and life skills workshops, meditation and mindfulness workshops, health and fitness workshops, budgeting, and school holiday activities.

Supporting the community with practical resources was achieved via a number of appeals this year. These included: 'Spread the Warmth', which saw donations of warm clothing and blankets distributed to vulnerable families and people experiencing homelessness; and 'Bags for Blokes', which was a highly successful campaign where toiletries were collected for men sleeping rough. This campaign complemented the partnership which we established with the '1000 Haircuts for the Homeless' and the meals, showers and laundry facilities that we also provide. The Christmas

Hamper Appeal saw a massive 227 Christmas Hampers distributed by our Pine Rivers Care Network. This appeal is always launched by the Anti-Poverty Week Breakfast, which unites many local organisations, churches and services so that Christmas Hampers reach the most vulnerable in the Pine Rivers region. A laptop with internet access was set up in the Welcome Space in response to a growing number of requests to be able to look for accommodation, apply for bond loans, HEASS grants, NILS loans and other necessary services. A partnership was developed with Partners In Recovery, a mental health support service, which enabled Phil from Partner's in Recovery to work from the centre one morning a week. Emergency relief continued to be provided in partnership with the Pine Rivers Care Network. Alongside this we offered financial counselling, bills support and the furniture ministry. A new initiative was introduced in collaboration with the Riverstop Café where Pay it Forward Coffee Cards are purchased by café patrons and provided to clients accessing the centre who are in crisis or high need of support. The gift of the free coffee from the café has been given many times, often to women experiencing family violence.

In response to community need, two new Playgroups have been introduced bringing the total number of Playgroups at PRNC to three. We now have a Bubs Playgroup, a Grandparents Playgroup and the Playspace Playgroup for any child under 5. Our Mosaics Group and Creative Caring Community Groups continued to work for the benefit of the community while also offering opportunities for people to meet new friends and learn skills. A CALD Leadership





Program was delivered in partnership with the Ethnic Communities Council of Queensland. Ten participants from Iraq, Burma, Africa and India successfully completed this training program.

All of these activities and services are only possible because of Michelle, our Community Support Coordinator, and her amazing team of 21 volunteers.

Adult Literacy continues thanks to the work of Jan, our Adult Literacy Support Worker, and her 34 volunteer tutors and admin assistants. There were 57 students during 2016-2017 who continue to come from a variety of backgrounds and cultures, such as NESB, young, old, with intellectual disabilities or learning difficulties and have varying needs, such as wishing to improve their speaking, reading, writing or numeracy skills. Twenty-two different nationalities were represented in our student group. Students described the service as: "supportive", "fun", "a wonderful learning experience", "encouraging", "My tutor is kind and generous", the tutoring has made me "more confident", "hopeful for the future". We have had monthly tutor meetings where tutors share their experiences and discuss issues or guest speakers, such as local education specialists, attend.

The Conversational English Group at North Lakes Library continues to operate during school terms. Participants of twenty-two different nationalities have attended this financial year. An average of 11 people now attend each week with positive feedback about increased confidence in speaking English being reported. The Multicultural Ladies Group (MCLG) continues to meet twice a month, with outings held four times each year. Outings have included: trips to Sandgate and Shorncliffe, Brisbane City Hall, Parliament House and Maleny- Montville. Mueller College continue to provide their bus and driver free of charge to allow these outings to occur. The group also enjoyed a Harmony Day event, laughing yoga, exercise classes, and making vision boards. Other weeks have been very informative with guest speakers from various organisations such as Queensland Police, Queensland Ambulance, Australian Hearing, Women's Health QLD Wide, and CRH Law addressing the group. The ladies also donated money to the Alzheimer's Association and Brain Cancer Research. Attendance numbers vary from 11 to 30 depending on the event, with approximately 18 usually attending the morning teas. Twenty-nine different nationalities are represented.

Our Community Centres Coordinator, Genevieve and her wonderful volunteer team ensured that the community centres managed by Encircle on behalf of the Moreton Bay Regional Council (MBRC) continued to be utilised to their fullest potential. This year was as busy as ever – Albany Creek Community Centre underwent a massive renovation,

we handed back Woodside Community Centre to MBRC, and took on many more permanent hirers. Well done to Genevieve and her team who have done a wonderful job.

The amazing work of all the volunteers at PRNC was celebrated with a Volunteer High Tea in May during National Volunteer's Week. As always, the centre would not operate without the ongoing dedication and hard work of its volunteers.

**Amanda Mundy**  
Executive Services Manager



## HOMESTAY

Homestay has gone from being an Early Intervention service to now also providing brief homelessness support to greater numbers in both our Pine Rivers and Redcliffe regions. The team welcomed a new intake and homelessness support worker to the Redcliffe site. Deb has come with a wealth of experience as a volunteer, providing intake and response support at our Lawnton office for many years. This shift to an increased focus on homelessness supports (in response to community needs) has also been reflected in our annual statistics. Over the last year we had 470 referrals to the program and of these 229 were provided with support. With more brief support periods and longer case management periods, many clients presented with higher levels of complex needs. The nature of the circumstances for many in this homeless client group meant that contact and engagement after being referred did not always occur. The program has continued to have periods when we have not been able to accept referrals and it has been the highly skilled and valued volunteers at our Neighbourhood Centre sites who have responded with supports when this has regularly occurred. Jodie, Michelle, Naddy, and Alex have supervised these volunteers and also provided direct support to the many people that walk through our doors presenting as homeless, at risk of homelessness and with a multitude of other diverse needs. In addition to the volunteer teams working as welcome greeters, on reception phones and intake and response work, Homestay have also

been supported by our dedicated administration support volunteer, Judy.

We would also like to use this opportunity to acknowledge the collaborative work we have been able to provide in partnership with Encircle's Family Support, the Community Legal Service, Counselling Teams, OPAP and our Financial Counsellor Gerry. We would also like to thank the external services that we have continued to work with on a regular basis: Department of Human Services (community liaison officers), the very hard working teams from the Caboolture Housing office, Bric Housing, Neami National (with special acknowledgement for Phil from Neami, who has also tirelessly coordinated the Pine Rivers Community Network), Enhance Care, the Pine Rivers Care Network and Furniture Ministry, Oz Harvest and Jack Reed Barber 1000 Haircuts, Salvation Army Moneycare, and QulHN.

Encircle Homestay have continued to coordinate the Moreton Bay Housing and Homelessness Network (MBHHN), with our annual Reconnect event for Homelessness week held in Redcliffe this year. The event was well attended and in a highly visible location on the Redcliffe waterfront. The event continues to raise community awareness about homelessness, creates an opportunity for people to access services and for service networking. We received financial support for the event from the Minister of Housing and Public Works office, and local members Shane King and Nikki Boyd.





The Breakfast Club, After Dark Saints and Clontarf Beach Baptist Church Tuckerbox Ministries provided catering for the event. Donated clothes were collected from the region's Centrelink offices, fresh produce donated from First Bite and beautifully hand knitted blankets and winter garments and toys were donated by Knitting for Brisbane's Needy. Jack Reed Barbers and their amazing van were there and provided haircuts on the day. 30 services attended the event and entertainment was provided by Deadlee Maardars Aboriginal dance group. The day ran smoothly with special thanks also to Naddy and Steve and the Encircle Redcliffe Community Development volunteers and Warwick from PHN (for their marquee erection and dismantling skills).

The MBHNN also established a Hoarding and Squalor Case Coordination Group (informally called the "Better Homes and Garden Group"). The group is made up of Housing support services, Housing providers (both social and community) and Mental Health services. The purpose of this group is not only to provide coordinated support for clients, but to also reflect, learn and develop skills and strategies that achieve more effective outcomes in working with this increasingly prevalent client group.

On a broader level, Encircle joined the National Partnership Agreement on Homelessness (NPAH) campaign calling for governments to maintain this agreement and also to bring more attention to the Housing and Homelessness crisis in Australia. We met with a variety of local politicians at every level of government, lobbying for their support. While there is still much work to be done to address these issues, on a local level the NPAH funding has been extended for a further 12 months enabling Encircle Homestay to continue this vital work in our region's communities.

To the Homestay team, Ana, Deb, Kelly, Rose and Trish who bring a remarkable mix of practitioner experiences, skills and knowledge, thank you for your dedication and passion for this work and for your team spirit in supporting

each other and our clients.

Thank you again to the clients who put their trust in us to work alongside them through difficult times. Your resiliency and the strengths that shine through despite adversity inspire us and it is a privilege to know and work with you.

**Miranda Lipke**  
Homestay Manager





## GREATER NORTH BRISBANE FAMILY SUPPORT



The Greater North Brisbane Family Support team has enjoyed another year of new developments, as well as the strengthening of services in both the Pine Rivers and Brisbane regions. The team across the Pine Rivers Family Support Program and the Young Parents Program (YPP) has shown creativity and dedication in providing quality services to families accessing both services, supporting families to make significant changes and achieve personal goals.

The two teams have welcomed new team members to the service this year, bringing rich experience and skills to the services offered. The quality of the work provided by both teams has been demonstrated with the expansion of services offered, as well as in the consistent engagement of families in support and in the positive feedback received.

Of note this year, the Greater North Brisbane Family Support team engaged in a community partnership with Sing & Grow Australia (a subsidiary of Playgroup Qld), an evidence-based music therapy program focused on strengthening family relationships and building parents' capacity to support their children's development through the use of music. This partnership was such a great fit for both the Pine Rivers Family Support Program as well as YPP, aligning with the focus and purpose of the support provided in both programs around building parent and family capacities and supporting children's development. The partnership involved the facilitation of an 8 week program in both Brisbane and the

Pine Rivers regions, as well as individual family sessions and community workshops. The partnership was a great success, with strong participation rates and retention of participants throughout the program, in addition to strong positive feedback received from families.

### Pine Rivers Family Support Program

The Pine Rivers team has had another busy year, with the service working consistently at capacity across the year, highlighting the ongoing need for Family Support services in the local community. As a result, the team has explored additional avenues to meet support needs in the community through partnerships and collaborations and through the provision of different service modes including the broadening of group services offered.

In addition to the Sing & Grow group offered this year, the team also worked collaboratively with Encircle's Family Therapist to deliver the Circle of Security program for families. This relationship-based parenting program, which supports parents to build healthy and secure relationships with their children, was delivered multiple times this year, with the program receiving regular requests and consistently strong, positive feedback.

Key themes emerging in the Pine Rivers Family Support Program have included families' reports of experiences with domestic and family violence, substance use, and financial strain. Many families have also reported experiences of

historical trauma and/or mental health issues and the associated impacts on families. The program has also seen emerging trends including more grandparents in the primary caring role and larger families accessing support.

### Young Parents Program (YPP)

YPP has also had a significant year of growth and change amidst delivering individual support and group work services to young families. This year the service reshaped elements of service delivery as part of a developmental process for the service in continuing to best meet the needs of young families accessing the service. These changes have been well received, with consistent involvement in both group work and individual support work. YPP continued to deliver both Pregnancy/Childbirth Education and Parenting Groups to young families and also introduced Community Days to support our young families' connection and engagement with the local community.

This year saw the commencement of a significant partnership with the Royal Brisbane and Women's Hospital, with the introduction of a new Midwifery Group Practice (MGP) set up specifically for young parents of YPP. This MGP provides antenatal care for young mothers by a team of midwives onsite at YPP in conjunction with our Pregnancy group. This partnership supports the development of a relationship between the young parents and the midwifery

team who provide antenatal care through the duration of their pregnancy through to the birth of their baby. This co-location reduces the barriers of cost, travel, and social stigma for young parents and promotes access to important health services in a comfortable community setting.

Key themes emerging for young families accessing YPP have included social isolation, experiences of domestic and family violence, and experiences of historical trauma. Families have also reported significant health impacts, including both mental health and chronic health conditions. Young families also often report significant financial strain and challenges associated with accessing stable, appropriate housing.

### Lisa Rosta

Family Support Services Manager





## PINE RIVERS COMMUNITY LEGAL SERVICE



The Pine Rivers Community Legal Service (PRCLS) has had a challenging year as the community legal service sector faced a 30% funding cut at the end of June 2017. Much time and energy was spent raising awareness of the work that this service, as well as all community legal services, do in their local communities and what effect a funding cut would have on the ability of this service to meet the need in the community for early legal advice. A huge thank you to those involved in raising awareness and for campaigning on our behalf to successfully reverse the funding cuts. Despite these challenges we were able to provide over 5800 legal advice and information services in the last year, demonstrating yet again the increased need in our community.

The service is fortunate to have had the benefit of a long serving, loyal and knowledgeable staff team. Thanks to two of our Solicitors who have made such a difference in the community. Miriam returned to private practice as a family lawyer in February, and Glenda retired at the end of the year. Our team and the community miss the expertise, sense of humour, professional approach and empathy of both Miriam and Glenda.

Special thanks to Glenda. Glenda retired after working for Encircle (what was then the Pine Rivers Neighbourhood Centre Inc.) for over ten years. Glenda began her work at the Pine Rivers Neighbourhood Centre in an administrative capacity and after completing her legal studies and being admitted as a Solicitor, Glenda practised as a Solicitor with the Pine Rivers Community Legal Service. Glenda was

shortlisted for the Queensland Law Society Community Legal Centre Member of the Year Award – a great way to celebrate in her last year.

We welcome Justine Silverthorne to the team. Justine joined us from private practice and her experience as a family lawyer is a great addition to the service.

Thank you to all our volunteers and law students. We have a small core team of staff and a large team of invaluable volunteers. The PRCLS would simply not function without the volunteers and we acknowledge and celebrate the outstanding service of our long serving volunteer, Gary Yule. Gary celebrates ten years of volunteering this year. Gary started at the Pine Rivers Neighbourhood Centre as an administrative volunteer and soon afterwards joined the team of volunteers at the PRCLS. Gary has become an integral part of the team and has trained many new volunteers. Thank you Gary, we appreciate your hard work and look forward to seeing you every week as a friend and colleague.

The service has over 40 volunteer Solicitors who are rostered to volunteer during the day and in the evening. We thank them for donating their time and providing their expert advice. In addition, almost 40 law students volunteered throughout the year and 15 administrative volunteers helped to make the service run smoothly.

The PRCLS's key service is the provision of face-to-face legal advice by appointment during office hours, five days a week. In addition, the Thursday evening walk in service is a

valuable additional service for those needing early advice, as the waiting time for a day appointment is three week on average. There are usually 4-5 Solicitors every Thursday evening, as well as law student volunteers. Thank you to Miles, who reliably attends and volunteers almost weekly to assist with the intake.

Outreach legal advice services at Bribie Island, at the Family Relationship Centre at Chermside and the Family Relationship Centre at Strathpine, as well as at the Redcliffe Neighbourhood Centre continued throughout the year.

Our Solicitors provide the Duty Lawyer Service at Pine Rivers Magistrate's Court for Family and Domestic Violence and for Child Protection. Queensland University of Technology law students accompany the PRCLS Solicitors to court as support for the Duty Lawyer Services, which provides them with experience of supporting clients as well as exposure to court processes.

The community legal education program has grown and developed hugely over the year. Our Solicitors prepared and presented education workshops on a wide range of topics for diverse community groups. The collaborative relationships with universities have allowed us to expand our reach in the community. The Griffith University Law School students "Street Law" Program saw law students working with PRCLS Solicitors to present a range of "Street Law" presentations, and QUT law students on clinical placement at PRCLS have presented workshops for young people at Worklinks in Caboolture and Strathpine. The range of topics of community legal education included: Wills, Respectful Relationships, Police Powers, Parties and the Law, Employment Law for Youth, Consent and the Law, Sexting and the Law, Drugs and the Law, Drink Driving and the Law. A new collaborative arrangement with Rose from the Ethnic Community Council of Queensland resulted in a presentation to the leadership group of new migrants to Australia on how to access the legal system in Australia. In addition, the PRCLS Solicitors also discussed 'family law for counsellors' with QUT Masters students.

Professional development and building relationships to better meet the needs of the community remain a priority for our team. The Solicitors attended the Queensland Law Society's Family Law Residential and are part of network groups such as the Pine Rivers Magistrates Court Network and the Family Law Pathways Network.

The PRCLS is a dynamic and creative team, which works hard to provide a professional and supportive service. Thank you to the staff: Glenda, Miriam B, Alison, Justine and Miriam G. The challenge of working in an environment where funding cuts were faced all year has been unsettling and the team has excelled by really making a difference by working with the disadvantaged in the community.

**Louise Skidmore**  
Principal Solicitor





## RIVERSTOP CAFE - GARDEN TO PLATE



Over the past 12 months the popularity of our Café has grown! We continue to have the Pine Rivers Chamber of Commerce and the Daybreak Rotary Club meet here for their breakfast meetings, as well as other groups and members of the community who also come and utilise our Café as a meeting place. This year saw us extend our operating hours to open on Saturday mornings from 7am to 1pm. Saturday trading has grown steadily, with many new members of the community coming and enjoying the fantastic view over the lake out the back.

Without Ruth and her team of hard working volunteers and staff we would not be able to offer the fantastic service that we provide.

Why don't you drop in to sample some of our fantastic offerings? We are open Monday to Friday 7.30am to 2.00pm and Saturday from 7am to 1pm.





## THE COMMUNITY GARDEN



Our grounds have been lovingly taken care of by a hard working team of volunteers who come in every week to tend to our gardens and lawns. Their activities range from watering the grounds to planting new garden beds, mowing the lawns and potting up small pots to sell. Sales from the garden help make the garden sustainable and purchase the resources needed to tend the garden.

Come down and enjoy a coffee at the café and have a wander around the grounds.



## REDCLIFFE NEIGHBOURHOOD CENTRE



This year marks another successful year for Encircle Redcliffe Neighbourhood Centre and the Pine Rivers Counselling team. Firstly, it has been a pleasure to work alongside staff from both the Redcliffe Neighbourhood Centre and Pine Rivers Counselling team. Members of these teams are highly skilled professionals who have years of sector experience, knowledge and wisdom, and who culturally demonstrate Encircle's values of integrity, trust, respect and compassion. Thank you for the privilege. Our success is enhanced by the amazing volunteers who individually bring skills, knowledge and wisdom to our purpose. I thank you for your contribution to your community and to Encircle. Early this year in March 2017, as the Services Manager of Encircle Redcliffe, I was recognised as an outstanding woman leader in our Moreton Bay Community when I was the recipient of the 2017 Soroptimist International Woman of the year award. This award is also acknowledgement of the amazing people who surround me during my working day, who enhance my leadership skills and strategic direction.

The Centre is a thriving hub with services that have been strategically placed in the Centre to provide excellence in a holistic model of support for members of the community. Currently, we share our Centre with Queensland Injectors Health Network (QuIHN), who provide substance abuse counselling and case management; Salvation Army Financial Counselling; Department of Housing; Department of Human Services; Mental Illness Fellowship Queensland (MIFQU) Clinical Mental Health Practitioners providing case management, counselling and goal support; Alcoholics Anonymous; Laurel Place, sexual abuse specialised

counselling service; Redcliffe Men's Shed; Redcross Sandcastle Young Parents Program; Churches of Christ, in home support for Seniors; Redcliffe Crafty Chicks, and Redcliffe Rumikins Social Group. Further to this, visiting services are Oz Harvest, Second Bite, 1000 Haircuts, Association of Relatives and Friends of the Mentally Ill (ARAFMI), Deadlee Mardars; Soroptimist, and Aftercare.

Every year in December Encircle Redcliffe Neighbourhood Centre conducts a community needs analysis and the results from this survey provide direction and insight regarding the services, support and needs of our community. The results of this survey determine the submissions and grants for which to tender. In 2016/2017 we have been successful in the following submissions: Moreton Bay Council, Department of Communities, Australian Government Infrastructure Investment Grant for solar panels, Child Safety and Disability Service, COTA. In addition, the centre has received financial contributions from our Corporate Sponsorship for our many events and projects.

This year staff and volunteers at Redcliffe Neighbourhood Centre provided assistance to community members on 13400 occasions. Evaluations of the services provided showcase improvements for community members who have gained appropriate referrals to services or support felt more connected and had improved life skills from the support, information or advice received. The outcome of the data demonstrates that the Encircle Redcliffe team is making a significant difference in supporting members of the community. The team and I would like to acknowledge



and say thank you to the members of the community for extending your trust to us and for the privilege of working alongside you and supporting you with your goals. Lastly, I would like to acknowledge Encircle's CEO Patrick Bulman for his guidance, belief, trust and ongoing support. It's been a fantastic year, thank you.



### Intake and Response

Intake and Response is a self-funded program that aims at providing general support, free food parcels, community information and referrals. In this industry every day is different as each person presents with their own unique circumstances and needs. Clients who we see through our Intake and Response program highlight the need for more resources. Fortunately, the generosity of community stakeholders, such as Sea Readers Book Club, Redcliffe Scrabble Club, Oz Harvest, Bunnings Rothwell and Soroptimist International Moreton North Inc. allow us to put money towards filling scripts for clients who may be suffering from anxiety, depression or high blood pressure, purchasing shoes or uniforms so a child can attend school, helping mothers to purchase baby formula, or providing a food parcel with fresh food and vegies. Without these partnerships Encircle Redcliffe's Intake and Response program would not be as consistent in its service delivery.

## REDCLIFFE COMMUNITY DEVELOPMENT

Support from our valuable partnerships past and present is essential to the success of how many community members are reached through our various programs. So, unending thanks to all our partners. Community Development is passionate about serving the community and has been developing programs and events to combat social isolation, inform the community on social issues and promote social inclusion. The community garden has been one of the major projects we have undertaken this year. Working with Youth Space and Skilling Queensland, the community garden was created and is now home to five gardening programs. The programs are designed to promote sustainability and to promote social inclusion. They are well attended and are growing in numbers.

This year Community Development has aimed to increase social awareness by promoting social issues such as racism and discrimination through events such as Harmony Day. Harmony Day promotes social inclusion and acceptance of diversity in our society. Seniors Week encourages socialisation in order to combat social isolation. During Seniors Week this year the Mouse Trap Theatre put on a show at three venues reaching over seventy-five seniors. Due to Community Development successfully acquiring funding for Harmony Day and Seniors Week, there has been an increase in awareness in the community regarding these important social issues. The successful application of the Switched on Communities grant through Queensland Council of Social Service (QCOSS) assisted community members in Moreton Bay to understand their electricity bill and their rights as consumers. Community Development is passionate about serving the community and is looking forward to the up-coming events and the growth of the community garden.

Encircle Redcliffe would also like to express our appreciation to our thirty-eight active volunteers who support Encircle Redcliffe Neighbourhood Centre to fulfil its mission. That Encircle Redcliffe is a success is in no small measure due to your hard work. Our volunteers play an integral role in ensuring that we keep our doors open. Your time, skills and efforts are very much needed and appreciated.

This financial year, Encircle Redcliffe responded to 4831 phone calls and 8569 people walk through our doors. With twenty-one skilled Administration and Intake and Response Volunteers, we are able to provide our services and cater to community needs. Encircle Redcliffe is very fortunate to have an "all for one, one for all" culture, where staff members provide bi-monthly professional supervision and training based on topics suggested by our volunteers. Topics have included self-care, resilience building, conflict management, vicarious trauma, and strength based practice.

During National Volunteer Week, we acknowledged our amazing volunteers by hosting a team build day filled with relaxing and fun games, and activities. John Moodie, an inspirational guest speaker, spoke about resilience which was thoroughly enjoyed by all.

### Community Garden Project



Working together in partnership with Redcliffe Youth Space and the Redcliffe Men's Shed gave us a chance to revamp



our community garden. The seventeen young men from the Redcliffe Youth Space received mentorship from the Redcliffe Men's Shed, which assisted the young men in receiving their Certificate I in Construction. The community garden will contribute to food security by enabling people to grow their own food at a relatively low cost and will serve as an opportunity to learn about social responsibility through sustainable living. Our counsellors also utilise the garden as a safe space for clients. From our new garden, we were able to host three new garden projects. Kids "Connect 2 Nature", allowed children aged 0-5 to attend a seasonal program which taught them about sustainability, whilst fostering their own development. The "Young Guns Garden Crew" Project was for children aged 8-15 years old and provided participants with an opportunity to learn about growing and cooking their own foods. "Here we go", in partnership with Aftercare, provided a safe space for those recovering from mental illness, to come in and be a part of the community through the garden. We also host a monthly barbeque with produce harvested from the garden.



### Seniors Week

Encircle Redcliffe's Community Development and Older Person's Action Program successfully collaborated to obtain a grant from Council of the Aging (COTA). The purpose of attaining this grant was to promote awareness of senior isolation, which is a significant social issue in our communities. We succeeded in bringing together senior community members who are socially isolated for a fun day of free music and food. A special thank you to the Mouse Trap Theatre, who volunteered their time to showcase their talents. All seventy-five participants who attended thoroughly enjoyed the event.

### Harmony Day



A successful grant application for Harmony Day enabled Encircle Redcliffe to foster its partnership with Aftercare Kippa Ring, Footprints and Lives Lived Well. Harmony Day encouraged cultural diversity and promoted acceptance, awareness and a sense of belonging. This event involved a mixture of free food, free entertainment and activities, including performances by the Deadlee Mardars, School of Hard Knocks and Bollywood dancing. Feedback from the event was positive, with 90 percent of people feeling a sense of community and 89 percent agreeing that their awareness of cultural diversity in the community was increased.

### White Ribbon Day



Globally, White Ribbon Day is the world's largest male-led campaign to end men's violence against women. November was marked by the launch of our 'Tying Ribbons on Trees' project to raise awareness in the lead up to White Ribbon Day. This year along with the 'Public Oath' we introduced a March against Violence in Redcliffe as a symbol of our continued stand against violence. ERNC's Annual White Ribbon Day on November 25th 2016 was well attended, with over eighty-five people attending. Key community members and government agencies attended this event along with Queensland Police Service, Aboriginal elders, Queensland Health Aftercare, Anglicare, IFS, Soroptomist International, Zonta Men's Shed, Moreton Bay Regional Council, CADA, Uniting Church, local businesses, and residents. A big thanks to Redcliffe Crown Realty for sponsoring this event. Together as a community we stand, taking a public 'Oath' against violence.

### Candle Lighting Ceremony



Encircle Redcliffe Neighbourhood Centre (ERNC) hosted the "Candle lighting Ceremony" during domestic violence month in May. This event brought community members together to remember those who have lost their lives and those who are left behind due to domestic and family violence (D&FV). Domestic Violence is prevalent in our community and our Centre will continue to be a 'safe space' for members of the community seeking support

and will continue to strongly oppose/fight against this social issue in our community. The symbolic lighting of four candles signifies grief, loss and suffering, dignity, humanity and hope of all victims and survivors. Seventy-two participants attended from local community organisations, government and community including: Indigenous elders, Local and Federal member representatives, Qld Police Service, Centre Against Domestic Abuse, SIMNI, Zonta, Metropolitan Funerals, Rotary, Baptist Church, and the voices of community members affected by D&FV. To those lost, we remember!

### REDCLIFFE SPECIALISED FAMILY VIOLENCE COUNSELLING (SFV)

SFV aims to recognise people's individual and unique strengths, resources and capabilities in considering each person's journey. Within this financial reporting period the SFV counselling services provided services to eighty-eight participants. The numbers of group participants from July 2016 to June 2017 were thirty-two.

Therapeutic group work was offered based on client presenting needs, consisting of children's self-esteem workshops, Probation and Parole target group addressing healthy relationships and change, and women's wellbeing courses. Clients ranged from families, couples and individuals to same sex couples, with a range of presenting issues from diverse backgrounds. Trends over the past 12 months show the majority of issues affecting clients (but not limited to) include: an increase in financial hardship due to cost of living (poverty) and housing issues; more people who perpetrate abuse are accessing support services; attachment; domestic violence and related proceedings; child contact issues; limited support networks; complex mental health; emotional regulation; identity; grief and loss; isolation; safety and trauma related issues; sexual abuse and self-harm; and re-partnering after D&FV. Clients present with a range of issues, never one thing in isolation.

### PINE RIVERS SPECIALISED FAMILY VIOLENCE COUNSELLING

The specialised family violence counselling role experienced a change of counsellor this year. Eighty-one women, men and children affected by domestic and family violence accessed the service during the 2016/2017 financial year. Some of the clients were women, who participated in therapeutic counselling in order to come to terms with their current abuse, and to build knowledge and 'strength' to assist them in leaving their abusive partner. Other women desired counselling to help them to grieve the multiple losses associated with domestic and family violence (DFV), to heal from the experience and to grow as a result of their experience. Financial distress and homelessness is a common result of domestic and family violence and assistance to access appropriate support in this area was a feature of this work. Referrals were also made to crisis services when necessary.

Many women experience lifelong abuse due to experiencing domestic violence in their family of origin, as well as domestic violence in intimate relationships. In order to help break down the isolation associated with domestic violence, group work was offered for validating and healing women affected by DFV. Five women participated in a six week group, which commenced in May 2016. Networking was carried out to inform the community of this work at Encircle. Further networking opportunities have included agency visits, for example, Department of Child Safety, family support services and attendance at networking meetings. A chance to visit the Cherbourg Ration Shed museum and the Murgon family support service with the DV network provided a chance to learn more about the history of Aboriginal people in Australia.

### REDCLIFFE FAMILY THERAPY COUNSELLING (FTS)

Clients varied from families and couples to individuals, with a range of issues. The number of participants receiving support from July 2016 to June 2017 was sixty-two. The number of group participants from July 2016 to June 2017 was twelve. Gaps in services and client presenting needs resulted in specific target groups for children; men's and women's workshops, and couples groups being provided over the year. The family therapy service provides after hours counselling sessions and group work for those who are working to provide greater opportunity and access to support services. The presenting issues for therapy cover a variety of difficulties and experiences and range across individual, family and or couple difficulties such as communication, emotional regulation, intimacy and conflict; parenting issues; developmental transition; grief and loss; domestic and family violence; blended families and single parenting challenges; mental health; and substance misuse. FTS engages the 'whole family system', considering each member's needs and relationships in people's lives in counselling.

### PINE RIVERS FAMILY THERAPY COUNSELLING

During this financial period ninety-five clients received therapy, including 296 couple, family and individual sessions. Therapeutic group work was offered based on client presenting needs, including two Circle of Security parenting groups.

The goal of Family Therapy is to improve the relationships and functioning of the members of a family unit. Family therapy works with the whole family unit or various relationships within a larger family system to reduce distress and conflict by improving interactions and communication between family members. Family Therapy aims to be inclusive and considerate of the needs of each member of the family and/or other key relationships (systems) in people's lives and to recognise and build on people's strengths and relational resources.



The presenting issues range from couple difficulties, such as communication, intimacy and conflict; parenting challenges/skills; interpersonal conflict; developmental transitioning; blended and separated/divorced families and single parenting challenges; sibling rivalry; and grief and loss.

### PINE RIVERS GENERALIST COUNSELLING

The aim of counselling support is to provide clients with an encounter that will assist them to connect deeply with themselves and that which is troubling them, so that the solutions inherent in the challenge can be more fully engaged with, better known and less feared. This takes time, patience, and for many clients, great courage. Encircle is one of the rare organisations that provides clients the possibility of ongoing work over time. For this I am deeply grateful, as are the many people I sit with as they peel back layer upon layer of defensive posturing (physical and emotional) and begin to experience the freedom to live a more authentic life – on their terms.

In the period July 2016-June 2017 fifty-one clients received counselling support. The age range for clients is 11-early 80s. The vast majority of clients are female. The reasons for seeking support are varied and all clients are dealing with multiple concerns, stimulated by both past and present events, for example, relationship challenges (partner, family, colleagues, neighbours); social isolation; individual wellbeing; anxiety; family functioning; parenting; complicated grief and loss; historical and current sexual and physical abuse; post traumatic stress; cultural and social abuse and isolation; housing concerns; separation; kin and foster care concerns; mental health; employment stress; chronic pain and disability; hoarding; depression; addiction and gambling; bullying; and existential anxiety in the face of global concerns regarding the health of the planet.

### REDCLIFFE FAMILY SUPPORT PROGRAM

Encircle Redcliffe Family Support Program offers early intervention and prevention support for families with children under the age of eighteen years residing in the family home. The program assists family members to access supports in the community and develop strategies to enhance family functioning and improve relationships. The Family Support worker provides case management support to assist families to reach their goals.

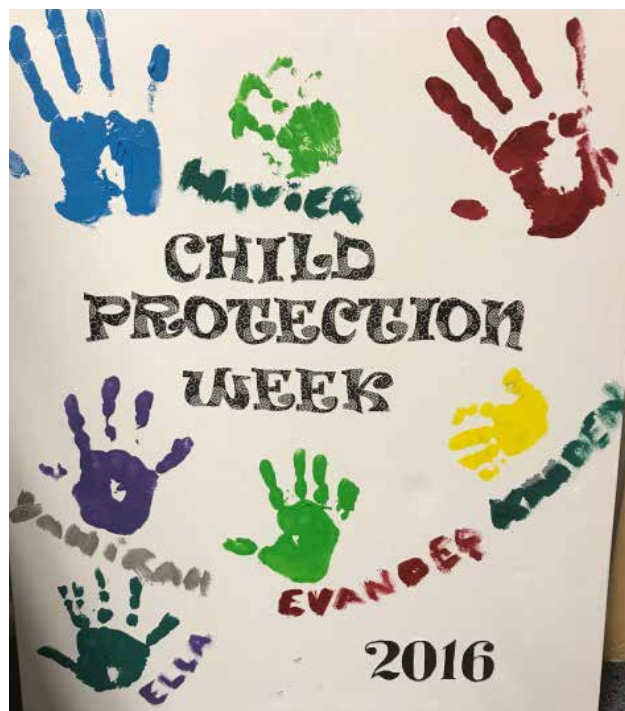
The Family Support Program, in collaboration with other government and non-government agencies, on average supports twelve families at any one time. It provided support over the past twelve months to forty vulnerable families at risk of entering the Child Protection System.

#### Students from Brisbane North Institute of TAFE

Five students from Brisbane North Institute of TAFE with the guidance of the Family Support Worker facilitated a workshop aimed at building strong attachments between

children and their caregivers. The five week program focused on engaging families through fun, meaningful activities, including planting and maintaining lettuces in the community garden, preparing and sharing food that consisted of cheese and lettuce sandwiches and games where participants identified various emotions and discussed strategies to manage challenging feelings and thoughts.

#### Child Protection Week 2016



The Family Support Worker organised a Family Fun Day event at Encircle Redcliffe to promote Child Protection in our community. The event took place in the community garden and incorporated various arts and craft activities and information on support services available in the community. The children and their caregivers who participated in activities involving paint, had the opportunity to create a collage.

#### QUT Social Work Students

The Family Support Worker has committed to taking on QUT Social Work students each year. QUT placement officers provide ongoing supervision to students and workshops to support the supervisor. The connection to the University is positive for the Family Support Program as it provides upcoming professionals with a good understanding of Encircle and the various programs and support Encircle offers to the community. The relationship between QUT Social Work department and Encircle has been extremely positive and supports the vision of giving back to the community.



### Parenting Course

The Family Support Worker facilitated a parenting course 1, 2, 3 Magic and emotional coaching. The parenting course ran for three weeks and addressed challenges and strategies for parenting children under the age of twelve years. In conjunction with the parenting course, two students facilitated a 'life story' workshop for children aged 5-18 years. Feedback from the participants of the course indicated they had gained knowledge and skills in parenting and believed they were more equipped to deal with their child's emotions in a calm and more effective way.

### Christmas Gifts

The Family Support Program, in partnership with Soroptimist, had the opportunity to provide each family member engaged in the Family Support Program with a gift to celebrate Christmas. It has been identified that a number of families with children from low social economic areas express a sense of failure due to not having the means to purchase gifts for Christmas. The Family Support Program strives to support families during this stressful time of year and relieve the financial burden of meeting the demands of societal pressures over the Christmas period.

## REDCLIFFE OLDER PEOPLES'S ACTION PROGRAM (OPAP)



OPAP has ridden the changing tide and rolled into the new specifications as set by Department of Communities with ease. The change of pace from member based recreational activities to client based support has been both challenging and exciting. The overarching objective of OPAP is to reduce social isolation. There are now two sides to OPAP: one is Member Based and the other Client Based. The catchment area for both has remained unchanged: Redcliffe Peninsula, Rothwell, North Lakes/Mango Hill and Deception Bay. Member Based criteria is aged fifty and over (forty if Aboriginal/TL), pay a \$10 per year membership, receive a quarterly newsletter, attend weekly coffee 'n chats, bus trips and access annual OPAP holidays. Client Based criteria is aged sixty and over (fifty if Aboriginal /TL) no membership fees, are more socially isolated and require a more personalised one-on-one level of support.

Services are provided free of charge, which include hospital and specialist appointments, support with shopping, connecting with family and friends otherwise outside the zone of physical contact, and attending weekly small group outings. Advocacy, information and referral to both internal and external services is available across both the member base and client base and also includes external one-off enquiries. 2017 activities have included the Monday morning coffee 'n chats with invited guest speakers each month.

Guest speakers have included Assistant Dogs, Seniors Phone Emergency Alert Service, and RACQ driving for Seniors, plus we held an Anzac Day Service provided by the Redcliffe RSL Club President. Bus trips have included visits to Eumundi Markets, Dayboro Village and the Caboolture Warplane Museum, Christmas in July and Melbourne Cup lunches. The OPAP annual holiday for 2016 was to Macksville in Northern NSW, with fourteen members attending. Our coffee 'n chats are facilitated by Janice who is in her ninth year of volunteering with OPAP and she does all the purchasing, organising and planning; however she is supported by volunteer Michelle with the preparation and setup each week. Lilian has volunteered with OPAP for twenty years and has the huge job of researching, planning and producing of our Seniors Newsletter. This also includes researching, planning and booking our guest speakers, our bus trips and annual holidays.

Clients have been treated to many free outings provided by Alan, our Monday Outing Volunteer. With no more than four passengers, destinations have included fish and chips at Bribie Island, Seniors Lunch deals at Norths Combined Services Club Kallangur or the Sports Club at Morayfield, and outings to Samford, Nudgee Beach, Sunshine Coast and Dayboro. Free tea and coffee with a variety of biscuits are provided on these outings. Each Wednesday volunteer Cat provides a shopping trip for four isolated Seniors, where they are taken to Dolphins Central Coles, to shop for food, pay bills at the post Office and get scripts filled from the local Pharmacy.

### Ally Kelly

Redcliffe Services Manager

## ENCIRCLE SINCERELY THANKS ITS SUPPORTERS



Funded by the Australian Government Department of Social Services



**Rotary**  
Club of Pine Rivers Daybreak





**MARK FURNER MP**  
**Member for Ferny Grove**







**Shane King MP**  
STATE MEMBER FOR KALLANGUR





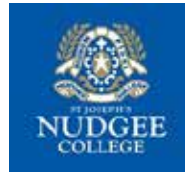
Lutheran Community Care

Intercept Youth & Family Service





*Splay Art Therapy*



*Gerard Bargo*



*Deadlee Maardars Association*





# Encircle Ltd

## Financial Statements

For the Year Ended 30 June 2017

Encircle Ltd

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For the Year Ended 30 June 2017

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## Encircle Ltd

### Directors' Report

30 June 2017

The directors present their report on Encircle Ltd for the financial year ended 30 June 2017.

#### 1. General information

##### Information on directors

The names of each person who has been a director during the year and to the date of this report are:

Richard John Haddon

Qualifications

MEd(SpEd); Grad Dip SocSci(Counselling); BA; CertEd.

Experience

Management Committee/Director 1998-2014. Vice-president 2004-13. Secretary 2013-14. Life Member.  
Teacher (25 years) & school counselor (14 years).

Special responsibilities

Chairperson  
Governance and Nominations Committee

Quentin Nosovich

Experience

Community Development Volunteer, Policy sub-committee,  
Management Committee/Director since 2008, Secretary 2 years,  
Treasurer 2012-October 2014, Vice Chair from October 2014.  
Finance & Policy Committees.

Special responsibilities

Vice Chairperson  
Finance & Risk Management Committee

Mike McFillin

Qualifications

BBus, CPA

Experience

Company Auditor. Accountant and Business Advisor.

Special responsibilities

Finance & Risk Management Committee

Laurelle Muir

Qualifications

BA (Gov) Grad Dip Management, Master Social Welfare  
Administration & Planning.

Experience

Management Committee/Board since 2007.  
Social Planning, Community Development, Community Engagement.

Special responsibilities

Secretary  
Business and Development Committee

Kenneth Hunt

Experience

Management Committee/Board since 2011.

Special responsibilities

Finance & Risk Management Committee

Colin Scobie

Experience

Board member since 2013.

Special responsibilities

Redcliffe Centre Connection  
Governance and Nominations Committee

Michelle James

Qualifications

LLB(Hons)

Experience

Qualified as solicitor 2001  
Management Committee / Board Since 2012

Special responsibilities

Governance & Nominations Committee  
Legal Advice

## Encircle Ltd

### Directors' Report

30 June 2017

#### Information on directors

Julie Jansen	(Resigned 16th August 2016)
Qualifications	B.A Journalism M. Juris(Law) Grad Cert (Management) Grad Cert (Media) Mediation & ADR Certificate
Experience	20 years in journalism and public relations, chiefly in corporate and government arena. JJ currently advises assisting politicians, corporations and lawyers to raise their public profile, improve business, create powerful content or encourage new activity.
Special responsibilities	Media and PR Business Development Committee

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

#### Principal activities

The principal activity of Encircle Ltd during the financial year was delivery of support services to community members.

No significant changes in the nature of the Company's activity occurred during the financial year.

## 2. Operating results and review of operations for the year

#### Operating results

The profit/(loss) of the Company amounted to \$ 96,866 (2016: \$ 168,560 loss)

#### Review of operations

A review of the operations of the Company during the financial year and the results of those operations show an increase in profits. The net asset position of the company has also improved over the past year.

Encircle Ltd continually seeks to reduce expenditure on overhead expenses and to seek higher returns on the organisation's invested funds.

## 3. Other items

#### Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Company during the year except as stated in this report.

#### Matters or circumstances arising after the end of the year

No matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.



## Directors' Report

30 June 2017

### 3. Other items

#### Environmental matters

No matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

#### Company secretary

The following person held the position of Company secretary at the end of the financial year:

Laurelle Muir (BA (Gov) Grad Dip Management, Master Social Welfare Administration & Planning ) has been the company secretary since October 2014 - 2015.

#### Meetings of directors

During the financial year, 11 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	Directors' Meetings	
	Number eligible to attend	Number attended
Richard John Haddon	11	10
Quentin Nosovich	11	9
Michelle James	11	10
Laurelle Muir	11	10
Kenneth Hunt	11	10
Mike McFillin	11	11

#### Indemnification and insurance of officers and auditors

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of Encircle Ltd.

Signed in accordance with a resolution of the Board of Directors:

Director: 

Director: 

Dated

22/8/17

### AUDITOR'S INDEPENDENCE DECLARATION

As auditor for the audit of Encircle Limited for the year ended 30 June 2017, I declare that, to the best of my knowledge and belief, there have been:

(i) no contraventions of the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to read 'j croston'.

.....  
Jason Croston, FCA

Registered Company Auditor

Brisbane

SRJ Walker Wayland

Dated: 28 August 2017

## Encircle Ltd

### Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2017

		2017	2016
	Note	\$	\$
Revenue	4	3,111,869	3,090,982
Other income	4	314,152	279,985
Employee benefits expense		(2,511,192)	(2,651,480)
Depreciation and amortisation expense		(21,079)	(22,365)
Consortium Disbursements		(192,888)	(181,604)
Other expenses	5	(607,575)	(692,604)
<b>(Loss)/Profit for the year</b>		<b>93,287</b>	<b>(177,086)</b>
<b>Other comprehensive income, net of income tax</b>			
Net fair value movements for available-for-sale financial assets		3,579	8,526
<b>Other comprehensive income for the year, net of tax</b>		<b>3,579</b>	<b>8,526</b>
<b>Total comprehensive income for the year</b>		<b>96,866</b>	<b>(168,560)</b>

The accompanying notes form part of these financial statements.



## Encircle Ltd

### Statement of Financial Position

30 June 2017

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	308,676	243,942
Trade and other receivables	7	18,766	15,209
Other financial assets	8	317,680	296,136
Other assets	9	20,338	19,738
<b>TOTAL CURRENT ASSETS</b>		<b>665,460</b>	<b>575,025</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	10	123,221	123,305
<b>TOTAL NON-CURRENT ASSETS</b>		<b>123,221</b>	<b>123,305</b>
<b>TOTAL ASSETS</b>		<b>788,681</b>	<b>698,330</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	11	146,203	156,507
Borrowings	12	-	2,452
Short-term provisions	13	-	29,714
Employee benefits	14	198,024	183,988
Other liabilities	15	23,352	15,545
<b>TOTAL CURRENT LIABILITIES</b>		<b>367,579</b>	<b>388,206</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	14	22,765	8,651
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>22,765</b>	<b>8,651</b>
<b>TOTAL LIABILITIES</b>		<b>390,344</b>	<b>396,857</b>
<b>NET ASSETS</b>		<b>398,337</b>	<b>301,473</b>
<b>EQUITY</b>			
Retained earnings		398,337	301,471
<b>TOTAL EQUITY</b>		<b>398,337</b>	<b>301,471</b>

The accompanying notes form part of these financial statements.

**Encircle Ltd**

**Statement of Changes in Equity**  
**For the Year Ended 30 June 2017**

**2017**

	<b>Retained Earnings</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>
<b>Balance at 1 July 2016</b>	<b>301,471</b>	<b>301,471</b>
Profit for the year	<b>96,866</b>	<b>96,866</b>
<b>Balance at 30 June 2017</b>	<b>398,337</b>	<b>398,337</b>

**2016**

	<b>Retained Earnings</b>	<b>Total</b>
	<b>\$</b>	<b>\$</b>
<b>Balance at 1 July 2015</b>	470,031	470,031
Loss for the year	(168,560)	(168,560)
<b>Balance at 30 June 2016</b>	<b>301,471</b>	<b>301,471</b>

The accompanying notes form part of these financial statements.

## Encircle Ltd

### Statement of Cash Flows For the Year Ended 30 June 2017

	2017	2016
Note	\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>		
Receipts from customers	3,408,568	3,405,811
Payments to suppliers and employees	(3,326,576)	(3,550,179)
Interest received	25,281	7,568
<b>Net cash provided by (used in) operating activities</b>	18 <b>107,273</b>	<b>(136,800)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Purchase of property, plant and equipment	(20,995)	(27,858)
Development expenditure	(21,544)	(8,525)
<b>Net cash used by investing activities</b>	<b>(42,539)</b>	<b>(36,383)</b>
Net increase (decrease) in cash and cash equivalents held	64,734	(173,183)
Cash and cash equivalents at beginning of year	243,941	417,125
<b>Cash and cash equivalents at end of financial year</b>	6 <b>308,675</b>	<b>243,942</b>

The accompanying notes form part of these financial statements.



## Encircle Ltd

# Notes to the Financial Statements

## For the Year Ended 30 June 2017

The financial report covers Encircle Ltd as an individual entity. Encircle Ltd is a not-for-profit Company limited by guarantee, incorporated and domiciled in Australia.

The functional and presentation currency of Encircle Ltd is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

### 1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012.

### 2 Summary of Significant Accounting Policies

#### (a) Income Tax

The Company is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

#### (b) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

All revenue is stated net of the amount of goods and services tax (GST).

#### Grant revenue

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

#### Donations

Donation income is recognised as revenue when received.

#### Other income

Other income is recognised on an accruals basis when the Company is entitled to it.

#### (c) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

## Notes to the Financial Statements

For the Year Ended 30 June 2017

### 2 Summary of Significant Accounting Policies

#### (c) Goods and Services Tax (GST)

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

#### (d) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Where the cost model is used, the asset is carried at its cost less any accumulated depreciation and any impairment losses. Costs include purchase price, other directly attributable costs and the initial estimate of the costs of dismantling and restoring the asset, where applicable.

##### Land and buildings

Land and buildings are measured using the cost model.

##### Plant and equipment

Plant and equipment are measured using the cost model.

##### Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a reducing balance basis over the assets useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Property Improvements	2.5%
Plant and Equipment	10%-66.67%
Motor Vehicles	22.5%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

#### (e) Financial instruments

Financial instruments are recognised initially using trade date accounting, i.e. on the date that the Company becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

## Notes to the Financial Statements

### For the Year Ended 30 June 2017

## 2 Summary of Significant Accounting Policies

### *Financial Assets*

Financial assets are divided into the following categories which are described in detail below:

- loans and receivables;
- available-for-sale financial assets; and

Financial assets are assigned to the different categories on initial recognition, depending on the characteristics of the instrument and its purpose. A financial instrument's category is relevant to the way it is measured and whether any resulting income and expenses are recognised in profit or loss or in other comprehensive income.

All income and expenses relating to financial assets are recognised in the statement of profit or loss and other comprehensive income in the 'finance income' or 'finance costs' line item respectively.

### *Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers but also incorporate other types of contractual monetary assets.

The Company's trade and other receivables fall into this category of financial instruments.

Significant receivables are considered for impairment on an individual asset basis when they are past due at the reporting date or when objective evidence is received that a specific counterparty will default.

The amount of the impairment is the difference between the net carrying amount and the present value of the future expected cash flows associated with the impaired receivable.

In some circumstances, the Company renegotiates repayment terms with customers which may lead to changes in the timing of the payments, the Company does not necessarily consider the balance to be impaired, however assessment is made on a case-by-case basis.

### *Available-for-sale financial assets*

Available-for-sale financial assets are non-derivative financial assets that do not qualify for inclusion in any of the other categories of financial assets or which have been designated in this category. The Company's available-for-sale financial assets comprise listed securities.

The investment in IOOF is reported at cost less any impairment charges, as its fair value cannot currently be reliably estimated.

All available-for-sale financial assets are measured at fair value, with subsequent changes in value recognised in other comprehensive income.

Gains and losses arising from financial instruments classified as available-for-sale are only recognised in profit or loss when they are sold or when the investment is impaired.

In the case of impairment or sale, any gain or loss previously recognised in equity is transferred to the profit or loss.



## Notes to the Financial Statements

### For the Year Ended 30 June 2017

#### 2 Summary of Significant Accounting Policies

Losses recognised in the prior period statement of profit or loss and other comprehensive income resulting from the impairment of debt securities are reversed through the statement of profit or loss and other comprehensive income, if the subsequent increase can be objectively related to an event occurring after the impairment loss was recognised in profit or loss.

##### *Financial liabilities*

The Company's financial liabilities include borrowings, trade and other payables (including finance lease liabilities), which are measured at amortised cost using the effective interest rate method.

##### *Impairment of financial assets*

At the end of the reporting period the Company assesses whether there is any objective evidence that a financial asset or group of financial assets is impaired.

##### *Financial assets at amortised cost*

If there is objective evidence that an impairment loss on financial assets carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial assets original effective interest rate.

Impairment on loans and receivables is reduced through the use of an allowance accounts, all other impairment losses on financial assets at amortised cost are taken directly to the asset.

Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

##### *Available-for-sale financial assets*

A significant or prolonged decline in value of an available-for-sale asset below its cost is objective evidence of impairment, in this case, the cumulative loss that has been recognised in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment. Any subsequent increase in the value of the asset is taken directly to other comprehensive income.

#### **(f) Impairment of non-financial assets**

At the end of each reporting period the Company determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

## Notes to the Financial Statements

For the Year Ended 30 June 2017

### 2 Summary of Significant Accounting Policies

**(f) Impairment of non-financial assets**

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

**(g) Cash and cash equivalents**

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

**(h) Employee benefits**

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Changes in the measurement of the liability are recognised in profit or loss.

**(i) Provisions**

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured at the present value of management's best estimate of the outflow required to settle the obligation at the end of the reporting period. The discount rate used is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the unwinding of the discount is taken to finance costs in the statement of profit or loss and other comprehensive income.

**(j) Going concern**

Encircle Ltd is dependent on the Commonwealth and State Governments for the majority of its revenue used to operate the business.

The entity has been assessed as a going concern based on the fact that at the date of this report the directors have no reason to believe the Commonwealth and State Governments will not continue to support Encircle Ltd. Management is proactively seeking alternative methods of generating additional (non-government grant) income and lowering costs to negate any future losses.

## Notes to the Financial Statements

### For the Year Ended 30 June 2017

#### 3 Critical Accounting Estimates and Judgments

The directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

##### **Key estimates - impairment of property, plant and equipment**

The Company assesses impairment at the end of each reporting period by evaluating conditions specific to the Company that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

##### **Key estimates - provisions**

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

##### **Key estimates - receivables**

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.



## Notes to the Financial Statements

For the Year Ended 30 June 2017

### 4 Revenue and Other Income

#### Revenue from continuing operations

	2017 \$	2016 \$
<b>Revenue</b>		
Rent income	83,863	113,735
Operating grants	2,931,098	2,938,362
Donations	23,481	24,902
Provision of services	48,144	6,415
<b>Total revenue</b>	<b>3,086,586</b>	<b>3,083,414</b>

#### Finance income

Interest received	25,281	7,568
<b>Total finance income</b>	<b>25,281</b>	<b>7,568</b>
<b>Total revenue</b>	<b>3,111,867</b>	<b>3,090,982</b>

	2017 \$	2016 \$
<b>Other Income</b>		
Community centres	156,541	97,875
Children's contact centre	517	31,230
Cafe	114,082	115,142
Community Services	43,012	35,737
<b>Total other income</b>	<b>314,152</b>	<b>279,984</b>

## Encircle Ltd

### Notes to the Financial Statements For the Year Ended 30 June 2017

#### 5 Result for the Year

The result for the year includes the following specific expenses:

	2017	2016
	\$	\$
<b>Other expenses:</b>		
Advertising	12,049	22,070
Bad debts	2,095	21,079
Bank charges	6,482	1,800
Brokerage fees	36,596	28,985
Cafe expenses	45,669	48,279
Cleaning	5,614	7,337
Client support services	14,483	8,758
Community centres expense	5,673	61,743
Computer expenses	50,125	65,121
Consulting and professional fees	48,570	95,595
Electricity and water	28,265	32,256
Equipment	25,850	23,122
Insurance	27,457	6,286
Meeting expenses	20,684	28,600
Motor vehicle expenses	45,895	43,826
Photocopier charge	25,385	21,139
Postage	3,820	3,131
Rates and taxes	12,746	10,543
Rent	37,090	32,066
Repairs and maintenance	16,262	25,484
Security costs	2,331	2,177
Stationery	15,221	15,130
Subscriptions	16,545	18,178
Sundry expenses (including quarterly transfers)	-	18,619
Telephone and fax	34,422	49,362
Travel	5,014	1,918
<b>Total other expenses</b>	<b>544,343</b>	<b>692,604</b>

## Encircle Ltd

### Notes to the Financial Statements

For the Year Ended 30 June 2017

#### 6 Cash and cash equivalents

	2017	2016
	\$	\$
Cash at bank and in hand	307,448	243,550
Other cash and cash equivalents	1,228	392
<b>Total cash and cash equivalents</b>	<b>308,676</b>	<b>243,942</b>

#### Reconciliation of cash

Cash and Cash equivalents reported in the statement of cash flows are reconciled to the equivalent items in the statement of financial position as follows:

	2017	2016
	\$	\$
Cash and cash equivalents	308,675	243,942
<b>Balance as per statement of cash flows</b>	<b>308,675</b>	<b>243,942</b>

#### 7 Trade and other receivables

	2017	2016
	\$	\$
CURRENT		
Trade receivables	20,861	15,209
Provision for impairment	(2,095)	-
<b>Total current trade and other receivables</b>	<b>18,766</b>	<b>15,209</b>

#### 8 Other financial assets

	2017	2016
	\$	\$
CURRENT		
Available for sale financial assets	(a) 317,680	299,211
NILS Loans receivable	-	(3,075)
<b>Total current other financial assets</b>	<b>317,680</b>	<b>296,136</b>

#### (a) Available-for-sale financial assets comprise:

CURRENT		
Unlisted investments		
- units in unit trusts - cost	317,680	299,211
<b>Total available-for-sale financial assets</b>	<b>317,680</b>	<b>299,211</b>

Unlisted investments are not traded in an active market and therefore fair value cannot be reliably measured.



## Encircle Ltd

### Notes to the Financial Statements For the Year Ended 30 June 2017

#### 9 Other Assets

	2017	2016
	\$	\$
<b>CURRENT</b>		
Prepayments	20,338	19,738
<b>Total current other assets</b>	<b>20,338</b>	<b>19,738</b>

#### 10 Property, plant and equipment

	2017	2016
	\$	\$
<b>PLANT AND EQUIPMENT</b>		
Plant and equipment		
At cost	133,904	130,636
Accumulated depreciation	(86,859)	(74,885)
<b>Total plant and equipment</b>	<b>47,045</b>	<b>55,751</b>
Motor vehicles		
At cost	136,237	118,510
Accumulated depreciation	(90,053)	(81,746)
<b>Total motor vehicles</b>	<b>46,184</b>	<b>36,764</b>
Improvements		
At cost	31,885	31,885
Accumulated depreciation	(1,893)	(1,095)
<b>Total improvements</b>	<b>29,992</b>	<b>30,790</b>
<b>Total property, plant and equipment</b>	<b>123,221</b>	<b>123,305</b>

#### 11 Trade and other payables

	2017	2016
	\$	\$
<b>CURRENT</b>		
Trade payables	46,125	39,956
GST payable	81,765	86,820
Other payables	18,313	29,731
<b>Total current trade and other payables</b>	<b>146,203</b>	<b>156,507</b>

## Encircle Ltd

### Notes to the Financial Statements For the Year Ended 30 June 2017

#### 12 Borrowings

	2017	2016
	\$	\$
<b>CURRENT</b>		
NILS loans	-	2,452
<b>Total current borrowings</b>	-	2,452

#### 13 Provisions

	2017	2016
	\$	\$
<b>CURRENT</b>		
Provision for vehicle replacement and FBT expense	-	29,714
<b>Total current provisions</b>	-	29,714

#### 14 Employee Benefits

	2017	2016
	\$	\$
<b>Current liabilities</b>		
Long service leave	57,014	54,292
Annual leave	141,010	129,696
<b>Total current employee liabilities</b>	198,024	183,988
	2017	2016
	\$	\$
<b>Non-current liabilities</b>		
Long service leave	22,765	8,651
<b>Total non-current employee liabilities</b>	22,765	8,651

#### 15 Other liabilities

	2017	2016
	\$	\$
<b>CURRENT</b>		
Amounts received in advance	23,352	15,545
<b>Total current other liabilities</b>	23,352	15,545

## Notes to the Financial Statements

For the Year Ended 30 June 2017

### 16 Key Management Personnel Disclosures

The totals of remuneration paid to the key management personnel of Encircle Ltd during the year are as follows:

	2017	2016
	\$	\$
Short-term employee benefits	123,418	118,095
<b>Total key management personnel remuneration</b>	<b>123,418</b>	<b>118,095</b>

The total remuneration paid to key management personnel of the Company is \$ 123,418 (2016: \$ 118,095).

### 17 Related Parties

#### (a) The Company's main related parties are as follows:

##### (i) Key management personnel:

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity are considered key management personnel.

For details of remuneration disclosures relating to key management personnel, refer to Note 16: Interests of Key Management Personnel (KMP).

Other transactions with KMP and their related entities are shown below.

##### (ii) Other related parties include close family members of key management personnel and entities that are controlled.

Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

#### (b) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.



## Notes to the Financial Statements

### For the Year Ended 30 June 2017

#### 18 Cash Flow Information

##### (a) Reconciliation of cash

	2017	2016
	\$	\$
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Cash and cash equivalents	308,675	243,941
<b>Total reconciled cash</b>	<b>308,675</b>	<b>243,941</b>

##### (b) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2017	2016
	\$	\$
<b>Profit for the year</b>	<b>96,866</b>	<b>(168,560)</b>
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	21,079	22,365
Changes in assets and liabilities, net of the effects of purchase and disposal of subsidiaries:		
- (increase)/decrease in trade and other receivables	(3,557)	38,353
- (increase)/decrease in prepayments	(601)	(19,738)
- increase/(decrease) in trade and other payables	(4,950)	(30,567)
- increase/(decrease) in provisions	(1,564)	21,347
<b>Cashflow from operations</b>	<b>107,273</b>	<b>(136,800)</b>

#### 19 Events Occurring After the Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

#### 20 Company Details

The registered office of and principal place of business of the company is:

Encircle Ltd  
865 Gympie Road  
Lawnton QLD 4501

Encircle Ltd

## Directors' Declaration

The directors of the Company declare that:

1. The financial statements and notes, as set out on pages 6 to 21, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
  - a. comply with Accounting Standards - Reduced Disclosure Requirements; and
  - b. give a true and fair view of the financial position as at 30 June 2017 and of the performance for the year ended on that date of the Company.
2. In the directors' opinion, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Director ..... 

Director ..... 

Dated

22/8/17

## INDEPENDENT AUDITOR'S REPORT

To the Members of Encircle Limited

### *Report on the Audit of the Financial Report*

#### *Opinion*

We have audited the financial report of Encircle Limited, which comprises the statement of financial position as at 30 June 2017, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statement, including a summary of significant accounting policies, and the directors' declaration.

In our opinion the financial report of Encircle Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2017 and of its performance for the year ended on that 30 June 2017; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### *Basis for opinion*

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### *Responsibilities of Directors for the Financial Report*

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

#### *Auditor's Responsibilities for the Audit of the Financial Report*

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Company.
- Conclude on the appropriateness of directors' use of the going concern basis of accounting and based, on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.



We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



.....  
Jason Croston  
SRJ Walker Wayland  
Director

Date: 28 August 2017

Address: Unit 3, 27 South Pine Road, BRENDAL QLD 4500

