

20 22

ANNUAL REPORT



encircle
connect • transform • enrich

Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which Encircle Ltd. meet, and we celebrate their knowledge, stories, and enduring connection to Country.

We pay our respects to local Elders past and present and commit to supporting First Nations communities in their self-determination.

Thank you to our supporters

We wish to acknowledge and thank all those who have helped us deliver on our mission to be a responsive, adaptive and sustainable organisation to meet the changing needs of our communities:

Funding partners:

Australian Government

Queensland Government

Moreton Bay Regional Council

Legal Aid Queensland

Brisbane City Council

Kedron Wavell Services Club

Walter and Eliza Hall Trust

Community Contribution:

Volunteers

Clients

Donors

OzHarvest

Network Partnerships

Community Agencies

Referrers and Staff

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Addressing and Reducing Social Isolation and Loneliness

Social isolation and loneliness are increasingly playing a role in the physical and mental health of our communities – be it families and younger people, seniors, carers, migrants, refugees, or people with disabilities.

Our clients report their social isolation or loneliness stems from a range of factors including unemployment; living alone; vulnerable housing circumstances and the risk of homelessness; the rising cost of living and its impact on personal finances; increasing stress and violence within families and relationships; and fear of leaving their homes for routine tasks.

We recognise that developing effective interventions is not a simple task because there is no single underlying cause of loneliness and isolation. Different people may be lonely for different reasons, and so a one-size-fits-all kind of intervention will not meet the needs of diverse groups of people.

That said, our connection with community, our infrastructure, our resources, and our mission to be a responsible, adaptive, and sustainable organisation to meet the changing needs of our communities has driven us to focus on addressing and reducing social isolation and loneliness.



Neighbourhood Centres

Our Neighbourhood Centres (NCs) represent critical social infrastructure where everyone and anyone can make connections, feel supported, and receive assistance in a safe, welcoming, and non-judgmental environment. Over the past 12 months, some of our initiatives have included:

- Providing space for community groups to meet, e.g., craft, language and exercise groups
- Educational workshops such as teaching vulnerable people about internet and phone scams
- My Country projects where people from a CALD background come together and share their personal experiences of settling into the Australian community
- Senior outings and social gatherings, e.g., bus trips and barbecues
- Wheel of Wellbeing workshop focusing on supporting individuals to build strategies that support their mental health
- Mindfulness activities helping people to deal with the stresses of life
- Volunteering in our various programs and services providing opportunities for community members to connect with, and contribute to, their local community.



Adult Literacy

Our Adult Literacy classes create safe spaces for those challenged with speaking, reading, or writing the English language to come together. Our one-to-one support helps community members improve their literacy skills as they develop trust and rapport with our tutors. One of our students is 18 years old and struggles with anxiety. Before coming to us, he rarely left his home for four years, and did not complete Grade 10. He has increased his confidence and knowledge through our free tutoring, and as a result, he has enrolled in TAFE to complete his school certificate.

This young man is now more engaged in his community.

Older Persons Action Program

Our experience is that isolation is disproportionately affecting older people. As circumstances dictate that many older people live alone, the only social contact they have is often out of the home e.g., shopping, in respite, at community centres, and places of worship, etc. Older people who do not have close family or friends, or who are already lonely, isolated, secluded, or marginalised and rely on the support of voluntary services or social care services, are at significant risk. Our program provides opportunities for social interactions such as lunches, mystery road trips, movie screenings and craft groups, to name a few as well as a personalised, case management of essential services for the most vulnerable.

Young Parents Program

Young parents routinely report feeling socially isolated once they become pregnant, and upon parenting. Young people report that the significant changes that come along with parenthood impact their friendship groups, family connections, education, and social groups. Most young parents who access the Young Parents Program have the goal of connecting with other parents and young people who are in a similar life stage, identifying that they want to build a new sense of community. Group work is a key aspect of the support we offer as part of the program, as an avenue for parents to build peer connections and support.



“

Nobody should spend too much time in their own thoughts.”

In her early 50s, Kate received an unexpected medical diagnosis, and her resulting disability meant a complete lifestyle change. She had to give up working and studying and found herself feeling extremely lonely, isolated, and experiencing poor mental health.

“

With technology, everything can be ordered and delivered to your door, but it means your world becomes narrower. Nobody should spend too much time in their own thoughts.”

When Kate found a volunteering opportunity at Encircle Redcliffe, she committed a few mornings a week to servicing the community, which she says makes a huge difference mentally, emotionally, and physically. Kate now socialises with a range of people which she enjoys. Even though she suffers physically some days, Kate says realising that many people are in worse situations than her puts her struggles into perspective.

“

Volunteering at Encircle engages my heart, my mind, and my body. I believe that is what community is all about and I found it here.”

Joint Chair Report

Mike McFillin and Laurelle Muir

As Joint Chairs of the Encircle Board of Management, we are pleased to be reporting on another year of achievement, following a year of strategic reflection and restructuring to strengthen our capacity to be a more responsive, adaptive, and innovative organisation. This report highlights the organisation's considerable progress and achievements, supported by the committed efforts of our staff and the dedication and sound decision-making of Board Members.

HIGHLIGHTS



Constitutional Review

With the support of law firm, Clayton Utz, our Constitution has undergone a review to ensure it reflects current legislation and good governance standards. Members will have the opportunity to acquaint themselves with the new document, to consider the changes, and to vote on its adoption at a Special General Meeting.

Encircle Ltd. Rebrand

In 2014, our organisation rebranded to Encircle when Pine Rivers Neighbourhood Association no longer fit our expanding geographic catchment. As we continue to evolve our services, attract new community members to our Neighbourhood Centres, and establish new community and referral networks, the Board has proposed a rebrand to become Encircle Community Services. The aim is to better represent how we engage with and help our community. Members will have the opportunity to consider this proposal and vote on its adoption in October.

Enhancing our Organisational Capacity

The significance of reviewing and updating the organisation's operational structure and building the capacity of our workforce has been the focus of our activity throughout the year. With the guidance of our CEO, Chris Staines, we have streamlined our structure and targeted our recruitment of staff to build on the skills and experience of our existing team. Directors have also recognised the need for the Board to maintain a culture of continuous improvement and have commenced a review ensuring we're operating with effective corporate governance. This process will incorporate both internal and external evaluation and we look forward to reporting on the outcomes and actions that will build Board capacity.

Building Community Connection and Expanding our Relationships

With an increasing demand for our services and programs, we recognise the need to build community connection and social capital to help deliver on our vision of resilient, engaged, connected, and supported communities. We are currently developing a model that will strengthen and broaden our connection with community and hope to launch this in the new year, and our CEO, Chris Staines has been instrumental in building relationships with key stakeholders. This year Encircle has developed formal and informal partnership approaches with other Neighbourhood Centres across the Moreton Bay region which will assist us to share resources, ideas, and capacity so we can meet community need and build resilience.

Our Thanks

We appreciate the tireless efforts of our Members of the Board, each providing many hours of service, advice, and guidance for the good of the organisation. Board Directors are all voluntary roles, and we appreciate their dedication and support for the work of Encircle which ultimately benefits the communities we live and work in. Thank you also to Lauren Rogers who we farewelled this year after two years of service. Your contribution is so appreciated.

Our thanks also must go to the volunteers, Leadership Team, and staff who work with commitment and compassion to assist clients and community every day. The challenges of the past eighteen months have highlighted their continuing dedication to making a difference in people's lives.

2022/23 – An Exciting Year Ahead!

Our hope is that 2022-2023 will continue to see us progress as a community, to be healthy, prepared, and more connected. We continue to look forward knowing we are adequately equipped and resourced to meet challenges as they arise and recognise and embrace opportunities as we work to build resilient, engaged, connected, and supported communities.



We recognise and sincerely thank the following members for providing more than 10 years' service to Encircle...

- GARY YULE - Long Service and Retiring
- TRACEY JEAN - Retiring
- MAREE INGLIS - Retiring
- TONY KITTS - Long Service
- JULIA WALLACE - Long Service
- CATHERINE BUB - Long Service
- ALICE KING - Long Service

Finance and Risk Management Committee Report

Chairperson: Mike McFillin

Committee Members: Quentin Nosovich, Shwe McManus, Chris Staines

This year has again been one of change and challenge. We are a different organisation from 12 months ago, and we continue to evolve to meet and respond to the changing needs of our community.

Financially, we are well positioned for the way ahead and have developed an investment strategy that will safeguard our needs for the future. Our financial accounts, as you will see in the back end of this report, are evidence that a solid strategy, considered decision making, and a compelling vision can translate to a favourable economic environment.

As we embrace our financial and organisational sustainability goals and meet the ever-increasing compliance requirements and expectations of our funding bodies, we are committed to remaining disciplined in our focus but flexible in our approach. Our immediate focus includes continued investment in IT infrastructure and recognising the continued challenge of financial sustainability in the face of tightening funding availability and an increasing demand for our services.

I would particularly like to thank the committee members, Quentin Nosovich, Shwe McManus and Chris Staines for their support and work for the committee during the year.

Mike McFillin

Governance and Nomination Committee Chairperson

Chairperson: Fiona Graham

Committee Members: Tereza Lewis, Robert Campbell, Richard Haddon, Chris Staines

Our work this year involved a Board Review (underway), amending the Constitution, reviewing and approving service awards, approving updated policies, updating the Terms of Reference for committees, and understanding legislation updates and possible consequences for the organisation.

My appreciation goes to Clayton Utz who provided invaluable pro bono support for the changes to our Constitution, and to our committee members, Tereza Lewis, Robert Campbell, Richard Haddon and Chris Staines for their active participation during the year.

Fiona Graham

MEET OUR BOARD



Mike McFillin
Joint Chairperson
and Finance and Risk
Management Chairperson



Laurelle Muir
Joint Chairperson
and Secretary



Fiona Graham
General Director
and Governance and
Nomination Committee
Chairperson



Jim Deutschmann
General Director



Dr Noel Tracey
General Director



Cheryl Springer
General Director



ENCIRCLE LIMITED | ABN 879 440 922 71

MINUTES OF ANNUAL GENERAL MEETING

Pine Rivers Neighbourhood Centre & Zoom | 20 October, 2021

ATTENDANCE:	<p>Pine Rivers Neighbourhood Centre: Mike McFillin, Laurelle Muir, Lauren Rogers, Jim Deutschmann, Noel Tracey, Fiona Graham, Elissa Nelson, Casey Locke, Chris Staines, Jason Croston, Miranda Lipke, Gordon Harris, Louise Skidmore, Cheryl Springer, Diane Lack, Danielle Dimmick, Quentin Nosovich, Robert Campbell, Mark Loynes</p> <p>Zoom: Ally Kelly, Alex Stowers, Bree Buttenshaw, Tania Wilson, Gary Yule, Rose Butler, Donna Bullock, Lisa Nelson</p>
APOLOGIES:	Richard Haddon, Laura Murphy, Patrick Bulman, Michael James, Neil Richardson, Tracey Jeans, Lisa Boyd, June Ditchburn, Maree Ingliss, Jarred Maunder
MEETING OPENING:	Meeting opened by Mike McFillin at 6.00 pm
ITEM	DISCUSSIONS
MEETING OPENING	Welcome by Co-Chairs and Acknowledgement of Traditional Custodians
APOLOGIES	<p>The list of apologies was presented by Mike McFillin.</p> <p>MOTION: That the list of apologies is accepted as read.</p> <p>MOVED: Fiona Graham</p> <p>SECONDED: Noel Tracey</p> <p>Carried Unanimously</p>
NEW MEMBERS	<p>Two applications for membership of Encircle were tabled and read by Mike McFillin.</p> <p>MOTION: That the applications for membership of Encircle be accepted as tabled.</p> <p>MOVED: Laurelle Muir</p> <p>SECONDED: Cheryl Springer</p> <p>Carried Unanimously</p>
PROXY CONFIRMATIONS	The Chairperson advised that no proxy votes had been received.
MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 21 OCTOBER 2020	<p>The Minutes of the previous Annual General Meeting held on 21 October 2020 were taken as read, having been circulated in the Annual Report and confirmed as a true and correct record of the meeting. Mike called for questions on the Minutes, but none were asked.</p> <p>MOTION: That the Minutes of the Annual General Meeting held on 21 October 2020 are accepted as a true and accurate record.</p> <p>MOVED: Jim Deutschmann</p> <p>SECONDED: Lauren Rogers</p> <p>Carried Unanimously</p>
CHAIRPERSON'S REPORT	Co-Chair Laurelle Muir presented the report for the 2020/2021 year. Laurelle highlighted the achievements for the year and thanked the CEO, staff and volunteers. Mike and Laurelle tabled the report, which is available bound in the Encircle Ltd 2021 Annual Report for all to read.
CEO REPORT	Chris Staines presented the CEO's report for the financial year 2020/2021 and spoke to significant achievements. He thanked the Board, outgoing CEO Patrick Bullman, Staff and Volunteers for their work during the year. The Report was tabled and is available bound in the Encircle Ltd 2021 Annual Report for all to read.
TREASURER'S REPORT	Mike McFillin presented the Treasurer's report for the financial year 2020/2021 and spoke to significant points. The Report was tabled and is available on the Encircle website for all to read.
ACCEPTANCE OF REPORTS	<p>MOTION: That the Reports delivered by the Co-Chairs, CEO and Treasurer be accepted.</p> <p>MOVED: Noel Tracey</p> <p>SECONDED: Cheryl Springer</p> <p>Carried Unanimously</p>
DISSOLUTION OF OLD BOARD	<p>Mike declared two Director positions vacant.</p> <p>One nomination (duly seconded and accepted) for each of these two positions had been received by the closing date.</p>

<p>ELECTION OF THE NEW BOARD</p>	<p>MOTION: That the nomination for Jim Deutschmann be accepted.</p> <p>MOVED: Cheryl Springer</p> <p>SECONDED: Lauren Rogers</p> <p>Carried Unanimously</p> <p>MOTION: That the nomination for Cheryl Springer be accepted.</p> <p>MOVED: Lauren Rogers</p> <p>SECONDED: Noel Tracey</p> <p>Carried Unanimously</p> <p>Both members accepted their nomination.</p> <p>The Constitution states that the maximum number of directors will be decided by the Board. The incoming Board is made up of 7 Directors:</p> <ul style="list-style-type: none"> • Joint Chairpersons (2) • Vice Chairperson • Chair of Finance & Risk Management Committee • Secretary • 4 ordinary Directors. <p>The new Board of Directors for the 2021/2022 year is as follows:</p> <ul style="list-style-type: none"> • Mike McFillin (Joint Chairperson/Treasurer) • Jim Deutschmann (Vice Chairperson) • Laurelle Muir (Joint Chairperson/Secretary) • Lauren Rogers (Ordinary Director) • Cheryl Springer (Ordinary Director) • Fiona Graham (Ordinary Director) • Noel Tracy (Ordinary Director) <p>Joint Chairpersons Mike McFillin and Laurelle Muir welcomed the incoming Board for 2021/2022.</p>
<p>PRESENTATION OF AWARDS</p>	<p>Mike outlined the criteria for the awards to be presented and presented the awards as follows:</p> <ul style="list-style-type: none"> • Miranda Lipke - Long Service Award (over ten years' service) • Louise Skidmore – Long Service Award (over ten years' service) • Gordon Harris - Volunteer at Pine Rivers Legal Service (10 years) • Neil Richardson (in his absence) - Volunteer at Pine Rivers Legal Service (30 years) • Michael James – Volunteer at Pine Rivers Legal Service (22 years) <p>The Outstanding Service Award was awarded to Patrick Bulman (in his absence) for his service to Encircle as a volunteer, Management Committee Member/Board Director, and as CEO for six years.</p>
<p>GENERAL BUSINESS</p>	<p>Laurelle Muir advised that no general business had been raised</p>
<p>APPOINTMENT OF THE AUDITOR</p>	<p>Mike McFillin advised that SRJ Walker Wayland are to be retained as auditors for Encircle Ltd.</p> <p>MOTION: That SRJ Walker Wayland are retained as auditors for Encircle.</p> <p>MOVED: Lauren Rogers</p> <p>SECONDED: Noel Tracey</p> <p>Carried Unanimously</p>
<p>CONFIRMATION OF THE MINUTES OF THE ANNUAL GENERAL HELD ON 20 OCTOBER 2021</p>	<p>MOTION: That the confirmation of the minutes of the Annual General Meeting held on 20 October 2021 be undertaken by the new Board at its next Meeting.</p> <p>MOVED: Jim Deutschmann</p> <p>SECONDED: Laurelle Muir</p> <p>Carried Unanimously</p>
<p>MEETING FINALISATION</p>	<p>Close of Meeting: the meeting was closed at 6:44pm</p>

Minutes and attached Action Item List confirmed as a true and accurate record

Signed _____ Date: _____
 Chairperson

Unconfirmed if not signed.

CEO Report

Chris Staines

Loneliness and isolation are insidious and destructive: they eat at the self-esteem of individuals and erode our sense of community. The dictionary I checked defined loneliness as 'sadness because one has no friends or company' and isolation as 'to be or remain alone or apart from others'. A lot of attention has been given to these issues in the last few years as health, economic, and weather challenges have impacted on our community, highlighting the circumstances so many people face each day.

Loneliness and isolation are the antithesis of what Encircle believes in and stands for. They are directly opposed to what our members, volunteers, staff, supporter,s and sister community organisations work towards every day. We believe in companionship, connectedness, and happiness. We are optimistic and positive – we believe we can be part of the solution, part of the common good.

Every day we see the human face of loneliness and isolation. We meet people struggling with mental health issues, with financial pressures, or people living with being homeless. We see the challenges another year of COVID has imposed on so many people, how the increasing cost of living translates into the lives of our neighbours, what the current housing crisis means for real people, and how the impact of the 2022 floods continues to plague individuals, families and our community.

Thankfully, we also see the power of our community. Every day we see our passionate volunteers contribute their time, skills and compassion so that others have better lives. We see the generosity of our donors – large and small – that brings support and comfort to people they don't know, people they may never meet. We are inspired by people like Kate, and people like Wendy and Peter. You'll meet some of these amazing people and see some of their stories in the following pages. I hope they inspire you too.

I take this opportunity to thank our many supporters and donors, the Queensland and Australian governments and the Moreton Bay and Brisbane City Councils. I thank our members, volunteers, supporters, donors, and staff. I extend sincere appreciation to the many sister community organisations that we work with across Moreton Bay and Brisbane north. Without each of you we could not deliver our work. Our combined efforts make a difference every day. Thank you for your continuing support.

During this last year we have focused on being better at what we do by being better connected, better organised, and better coordinated. These changes have prepared us so that we can confidently move into our future. We are more ready and better able to support our community, ready and able to face the challenges and grasp the opportunities that the year ahead will bring. We're ready to give our best to overcome loneliness and isolation.

Please enjoy the stories and information shared in the pages of this report. It has been a memorable year for Encircle.



MEET OUR LEADERSHIP TEAM



Chris Staines
Chief Executive Officer



Lisa Boyd
Family Support
Services Manager



Stephen Hawkins
Housing and
Neighbourhoods
Manager



Louise Skidmore
Principal Solicitor

About Us

Our Communities

Encircle has never been "About Us".

We're about Anna, who receives a free food hamper when she needs it, packed with essential meal items for her family of eight.

We're about Kate, who wanted a chance to give back and make social connections and found it volunteering at Encircle.

We're about Peter and Wendy, who went out of their way to donate pantry items because Peter remembers all too well what it was like to only have tinned pears to eat for dinner as a child.

And we're about the thousands of individuals and families who access our neighbourhood centres every year, looking for connection and support through social programs and services.

Encircle is a registered charity recognised for our role in fostering community development and participation in Moreton Bay and north Brisbane. We are committed to engaging and connecting communities; developing capacity and resilience in disadvantaged communities; and delivering quality services that respond to community need.

We provide support for vulnerable community members including homeless outreach and early housing intervention, community legal services, and assistance with counselling, family support, financial counselling and adult literacy.

Encircle operates in Kallangur, Kedron, Lawnton, Redcliffe, Strathpine, and Zillmere, supporting the community at large.





Our Impact

Every number shown here represents:



A person in our community who has asked for and received support

+



Someone going out of their way to contribute to their community with a donation

+



A generous community member volunteering their time and expertise



7,302
Attendees of
Neighbourhood
Centre initiatives

9,849

Free legal services
provided



5500
Community items
donated*
*approximate





579
Counselling participants


19,251
Community visits/calls

163
Homeless Outreach Access Program Clients

200
Community Hall bookings

51
Adults supported with literacy tutoring and conversation classes

7,302
Attendees of Neighbourhood Centre initiatives


11,454
Hours volunteered

77
Service Integration Initiative Clients


105
Families supported by our Family Support and Young Parent Programs


2,432
Food parcels provided

135
Volunteers

292
Clients supported in Homestay

Strategic Goal:

Develop

Support communities to develop capacity and resilience

PRCLS

Our legal services assist and build capacity in vulnerable people self-representing in family law and in domestic and family violence matters. We provide free, tailored access to the legal system so that they can improve their knowledge and ability to self-represent.

Complementing our one-to-one free legal advisory service, this year the Pine Rivers Community Legal Service (PRCLS) provided 22 community legal education classes on tenancy, police powers, drivers' licences, and drugs and alcohol at various schools and in youth and adult literacy groups.

Our partnership with QUT has also helped build resilience and knowledge in our community's budding legal practitioners, with law students developing and presenting workshops in collaboration with Worklinks while on placement with us.

Actioning Community Needs Analysis

This year the community development (CD) team focused on responding further to Encircle's 2021 community needs analysis which identified social isolation, housing, financial issues, and unemployment as the main concerns in our community. We delivered an annual activity workplan with a range of appropriate events, projects, and resources that were hosted at our three Neighbourhood Centres to ensure we continue to develop appropriate capacity and resilience in our communities.

Raising awareness of key issues impacting communities is a focus for the CD team. We conducted special celebrations on Harmony Day, Neighbour Day, and Wellness Day and delivered resilience-building programs such as disaster preparedness information sessions, voting education, and mindset workshops. In our Connecting CALD Communities program, we presented the Wheel of Wellbeing workshop and held a special Christmas in July event to connect people from across the region. Activities and workshops like global cooking and gardening talks that we hosted also help build community capacity and social capital.

CAPACITY BUILDING IN ACTION

“I didn't think I would learn as much as I did. I expected to improve my English but I enjoyed the social events like the bus trip to Roma Street parklands and the Christmas in July social and learning from a Fireman who shared safety tips. It's sad to be leaving but I am leaving with more skills and confidence than I could have imagined. I will be telling everyone I meet about my experience!”

Allison Cesarion



Young Parents Program

A young, isolated mother and her 4-week-old baby migrated to Australia and was financially vulnerable and at risk of homelessness. Through our support and advocacy, and with this young mother's own resourcefulness and self-advocacy, she accessed special benefits through Centrelink, access to sustainable housing, and built her social and community connections. This young mother was committed to providing the best opportunities for her child to have a happy and healthy childhood. She demonstrated her resilience through her optimism, identifying and working towards short and long-term goals, and her capacity to cope with the many barriers she faced and overcame. This young mother has met and exceeded all her goals to provide safe and secure housing for her baby, to develop her parenting capacities, and to build her informal social networks.

Homestay

Homestay programs delivered in Brisbane north and Moreton Bay continue to engage with individuals and families at risk of losing their housing, whether that is a private rental, social housing, or even their own house. The team's mobile outreach case management support has been invaluable in stabilising existing housing while supporting households to identify and access more appropriate and sustainable accommodation.

Service Integration Initiative (SII)

The continued funding of SII into June 2025 was welcomed during the year. In focusing on the regional service system structure, the SII has enabled households with housing challenges, in addition to a range of other household needs, to achieve sustainable housing outcomes. During the 2021-22 financial year, the regional care coordination facilitator oversaw two multi-disciplinary care coordination groups (place-based Alliances of local community organisations) which in turn provided coordinated care to 77 households. 80% of these households were able to achieve safe and sustainable housing and support outcomes.

Older Persons Action Program (OPAP)

The Redcliffe Peninsula's senior population received information and advice that enhanced knowledge, skills, and resilience during the past year. The Public Trustee advised on wills and legal services, Hearing Australia gave information about hearing loss and was accompanied by a free hearing test in their mobile van, Relationships Australia gave a valuable presentation about identifying elder abuse, and Home Instead shared important information about falls and prevention, as well as end of life planning.

CASE STUDY

BUILDING CAPACITY STARTS WITH BUILDING CONFIDENCE

Building knowledge and confidence over a seven-month period saw a 48-year-old woman living with her 6-year-old daughter and 22-year-old son (and often housing her 23-year-old daughter who was in a domestic violence relationship) improve her living and personal health conditions.

After being referred to Homestay by Encircle's Homeless Outreach Access Program following placement into community housing, we were able to provide access to free dental treatment, counselling and financial counselling, brokerage funding provided a bed, mattress, grocery and mobile phone top up vouchers and school uniforms. Supporting her with Centrelink rectified rent assistance error and our worker was even able to support this woman to gain approval for a much-loved pet at her property. Supporting her gain permission for her daughter to stay on occasions when her safety was at risk was a particularly satisfying outcome.

In addition to the tangible support, this woman told us it was the time our worker gave her, sitting with her when making phone calls or attending appointments with agencies, that gave her the confidence to move forward and represent herself.



Strategic Goal:

Deliver

Deliver quality services and programs that positively impact individuals, families, and communities

Community Health Information Sessions

According to a Primary Health Networks report, key areas in our catchment - Pine Rivers, Moreton Bay North, Redcliffe and North Lakes - demonstrate significantly higher levels of socioeconomic disadvantage, poorer health outcomes, and more limited access to health services when compared to other regions.

Coupled with the demand for food assistance in our Neighbourhood Centres, we observed a need for information sessions about nutrition and food sustainability. Our team prepared and delivered a series of community information sessions and workshops to 24 participants over three weeks, helping them to identify and overcome food challenges through education and upskilling.

Family Support

Our programs have direct and positive impacts on the lives of our clients. One of our families moved from interstate after fleeing a domestic and family violence situation. The mother struggled to find accommodation and she and her two children were living in an untenable 'boarding' situation, under the constant threat of eviction. Our Family Support team worked with the family to help them access childcare and link them to specialised medical support and services. We also connected the mother with DV support and counselling, and she was able to gain employment. We supported the family to apply for and receive domestic violence funding and helped them move from the boarding arrangement into their own property with a large yard for the children to play in. As a result, the family's wellbeing has been greatly improved. This is just one example of the many positive outcomes we experience, day in and day out. In fact, 90% of families we supported this past year across our Family Support and Young Parents Programs reported improvements in their goals after completing their case plan.

CASE STUDY



QUALITY LISTENING AND PROACTIVE THINKING PROVIDES QUALITY OUTCOMES

The interconnectedness of our programs is a considerable strength which provides even greater outcomes for our clients than what could be achieved if working in a silo.

When a 67-year-old socially isolated woman living with an ex-partner in an abusive relationship accessed the Domestic Violence (DV) Counsellor at our Neighbourhood Centre, we were able to provide access to the Older Person Action Program. This connection assisted her to apply for housing and food relief which she wasn't able to do on her own due to her lack of digital skills and no email or internet access. With our multidisciplinary approach to case management, we were also able to connect her with a local craft group and activities held during Seniors Month.

While she presented to Encircle for DV counselling, her engagement with us delivered safe and improved living conditions, access to essential household items, and valuable social connections and networks.

Housing and Neighbourhoods

It was a year of establishing and implementing well considered COVID Safe plans to effectively manage and maintain client engagement and support. All outreach, mobile and coordination programs continued to be informed by person-centred, place-based and trauma-informed approaches when supporting clients. Our centre-based programs catered for enhanced social distancing and 'contactless' food parcel deliveries to ensure essential community needs did not go unmet. Our staff participated in a range of learning and development opportunities to ensure practice methodologies are informed by the latest evidence and research.

Kallangur Vintage Markets

Responding to community concerns about social isolation and financial difficulties identified through consultation, the CD team developed and facilitated the Kallangur Vintage markets that brought business and community together amid the frustrations of the pandemic.

366 people attended the event at which 17 stalls showed their wares. The event provided an inclusive space where cheaper priced goods were offered to buyers. The fun of the markets also encouraged community participation. The event was positively received, with many people requesting the event be an ongoing activity.

PRCLS

With expanded funding becoming available from July 2021, PRCLS has expanded services across the Moreton Bay region, and now provides face-to-face and telephone legal services in Caboolture, Deception Bay, Bribie Island, Redcliffe, Kallangur and Strathpine. This has helped us reach more people in need. An impressive total of 9,849 individual legal services were provided throughout the year.

Our Thursday night "drop-in" service remains very popular as it makes access to legal services without an appointment and in situations where urgent assistance is needed much more accessible for clients. This year a new day time "drop-in" services at our Caboolture and Deception Bay locations was introduced, offering additional opportunities for community members who could not previously access our services.

Our free mediation and family dispute resolution services in family law matters remain a unique offering from PRCLS benefiting the community. Demand for this service continues to grow.

91% of PRCLS clients who were surveyed in May told us they had received personalised advice from us, demonstrating the tailored and targeted legal services we provide for clients who access our Solicitors.



Strategic Goal:

Connect

Strengthen connections, networks, partnerships and collaborations through engagement with our communities

Community Development

Encircle's CD team's mission is to strengthen community connectedness, capability, and resilience. The end of the year saw the team focus on developing an evidenced-based Community Development Framework. This Framework will enhance our engagement with communities across Moreton Bay, better informing our practice and the design and delivery of events and services into the future.

Early Years Partnership Network

Consultation with eight primary schools and early learning centres around Kallangur revealed a number of barriers that vulnerable families face when accessing resources and services, such as family support, food assistance, and evidence-based children's programs. Following these conversations, we helped facilitate the formation of an Early Years Partnership Network, which has grown to include the participation of eight early learning centres and six primary schools. In the short time that the network has been established, we have held a free evidenced-based music therapy class for children aged 0-5 called Sing & Grow, and collectively supported each other by sharing resources and information.

Pine Rivers Community Legal Centre

Collaboration with other community legal services is a regular feature of our legal work in the community. This past year organisations we worked closely with included the International Social Services Australia on international child abduction, and the Aboriginal and Torres Strait Islander Community Legal Centre on family law matters. The Service's Principal Solicitor, was a guest speaker at the International Women's Day breakfast with the theme of "Break the Bias," and is a committee member of the Family Law Pathway Network. Our Solicitors are members of the Magistrate's Court stakeholders' network, the Moreton Bay Regional Legal Assistance Forum, and the Queensland Legal Assistance Flood Recovery Working group. Our referral pathways include the Institute for Urban Indigenous Health, Aboriginal and Torres Strait Islander Legal Service, Relationships Australia, and the Prince Charles Hospital.



CONNECTING YOUNG MOTHERS AT A CRUCIAL TIME

When one of our Young Parent Program (YPP) participants emailed us to share the news of her baby's arrival, she also shared news of another kind - demonstrating the power and value of connections made in our YPP groups.

The young parent attended our pregnancy group for eight weeks, learning parenting skills and making strong connections with other mums. When the woman gave birth late one night, she reached out to one of the other mothers she had met at the pregnancy group to share the news of her baby's arrival, and they both celebrated the moment together.

Since the arrival of both parents' babies, the women have continued to support each other. Making these kinds of connections is one of the key goals many young parents identify when coming to YPP.

The positive impact of building social and emotional connections like this helps young parents feel valued and it enhances the individual wellbeing of both the parents and the children.



Volunteers

Many of our volunteers donate their time and expertise to Encircle, motivated by the need to connect with others. Ask any of our 140 volunteers and they'll tell you they love the interactions with the community and with our staff. Gary Yule volunteered with us for 14 years; Maree Inglis gave more than 20 years to our community work; and June Ditchburn has been with us 24 years and still delights us every Wednesday. It is our privilege to offer our wonderful volunteers the opportunity to contribute to their community. We warmly welcome new volunteers, regardless of age, background, experience or skills - there's a home at Encircle for everyone who wants to connect with their community by becoming a volunteer.

Family Support

Connecting with influential stakeholder groups including Aurora, Child Health, Australian Nurse Family Partnership Program, Kidsafe, Baby Give Back, Nest, and Sing & Grow/Play Matters has been a focus this year. We also established and nurtured relevant local pathways tailored to meet the needs of each family, including with schools, churches and other local community-based organisations. Our collaboration with other community groups has also allowed us to host another successful Moreton Bay Says No To Violence march, and Candle Lighting Ceremony.

In addition to our external connections, this year saw a concerted effort to improve internal relationships and pathways with Encircle's counselling services, PRCLS and Homestay.

Women's Conversational Social Group

Conversations with some of the women joining our Conversational English classes identified that many participants were seeking to connect with other women from non-English speaking backgrounds in a safe women-only space. As a result, we established the Women's Conversational Social Group which improves both social connection and verbal communication for 17 women who had previously struggled with loneliness.

Governance

Following feedback across the community that told us people had heard about us but didn't really know what we do, we have taken the opportunity to better connect through a new name. We will become Encircle Community Services Ltd following a positive vote of our membership at a General Meeting in October. This new name will better position us to raise awareness for, and access to, our programs and services. Our Board has been planning for the establishment of Encircle's Community Reference Group. The Community Reference Group will deepen our connection with local communities across Moreton Bay region, as well as supporting advocacy efforts and identifying partnership opportunities that will support positive social change in the region.

Homeless Outreach

The gravity and extent of the housing and homelessness situation across Moreton Bay has been brought into stark relief in the last year. Encircle's Homeless Outreach program works closely with Moreton Bay Regional Council, the Department of Communities, Housing and Digital Economy (DCHDE) and other key regional stakeholders in coordinating responses to homelessness. Encircle seeks every opportunity to develop meaningful connections and relationships with government, community, and private enterprise in support of people experiencing homelessness. We do this by participating in various industry initiatives such as the 'Council for Homeless Persons Queensland' and Queensland Shelter's 'Learning Exchanges'. We continue to play an important role supporting the annual Redcliffe 'Reconnect' event and facilitating the 'Moreton Bay Housing and Homelessness Network'.

Strategic Goal:

Advocacy

Be an effective advocate for our communities through listening to and understanding their needs and aspirations



Candle Lighting Ceremony

We remain unwavering in our dedication to building community awareness and standing together to advocate for change in our community on the issue of Domestic and Family Violence. In 2022 we took our powerful annual Candle Lighting Ceremony to our Pine Rivers and Kallangur neighbourhood centres. We also live streamed from the main ceremony in Redcliffe so that our online community and other Encircle venues could participate digitally and remotely – joining together to mark the lives of the victims of DFV over the previous 12 months and those loved ones left behind.

Family Support

One of the core roles that our team provides through our Family Support program is to speak up so that the voice of children is considered as part of the support they receive. Our team delivers this responsibility daily, by listening to and respecting the wishes of children, by advocating on their family's behalf with institutions and authorities such as Child Safety, Centrelink, courts, and housing providers.

Our Moreton Bay Says No To Violence peaceful march held in October 2021 saw local community members joining with business owners and prominent personalities to speak out against domestic and family violence in the community. The event was a success again last year with presentations made by the local police inspector, a Griffith University representative, a previous client of Encircle's Specialised Family Violence service, a DFV survivor, and a local high school senior student. The diversity of speakers reflects the reach of this issue into our community and the need for action against DFV at all levels of our community. This event is a prominent display of our community taking a stand and taking action by raising voices against violence.

Homeless Outreach

Supporting people who are homeless is a whole-of community issue and requires a coordinated, joint effort. We bring attention to the housing and support needs of individuals and families so that they are understood and considered, and we work closely with Moreton Bay Regional Council, the Department of Communities, Housing and Digital Economy, and other local community-based service providers to respond to individual cases. We apply social justice principles, ensuring that our clients' voices are heard and taken into account as we develop or modify programs and services, and we continue to be an advocate for clients when systemic challenges are presented.

Pine Rivers Community Legal Centre

A survey of more than 100 clients in May 2022 revealed that 80% of our clients agreed with the statement "staff listened to my legal problem in a friendly and respectful manner." Our Solicitors support and advocate for our community members across a range of services. We actively advocate for the rights of people impacted by domestic and family violence and child protection concerns through our Duty Lawyer services at the Pine Rivers Magistrates Court. We help people understand the process involved and ensure those who cannot afford legal assistance are able to advocate for their legal rights by providing legal advice, and support with legal tasks and document drafting clinics.

Strategic Goal:

Capability

Be an accountable, transparent, and effectively governed organisation with sustainable resources and systems

Enhancing and building governance capacity has been a focus throughout the last year. A review of the Encircle Constitution has been undertaken to ensure it is contemporary and reflects best practice and the Board has dedicated significant energy to both director development and a review of Board operations.

Housing and Neighbourhoods

Our programs and centre-based services have continued to provide our funding bodies with quality reports and annual workplans that clearly articulate our offerings, engagement, and performance. Current data informs our program and service planning and delivery, helps us to identify emerging trends and issues to government and regional stakeholders and supports our assessment of program performance against community need.

PRCLS

Our legal service collects and records data in accordance with the funding agreements and in the past year we exceeded our target deliverables. We are contractually obligated to deliver 6,674 services during the year, and through the dedication of our team actually delivered 9,849 services - spanning legal advice, legal tasks, legal information, referrals, community education, and facilitated dispute resolution.

In addition to our core funding last year, we received additional support through the Legal Aid Queensland Collaborative Legal Services funding, Queensland State contingency funding to provide flood relief legal service, and Commonwealth Flood Relief Legal Services funding.

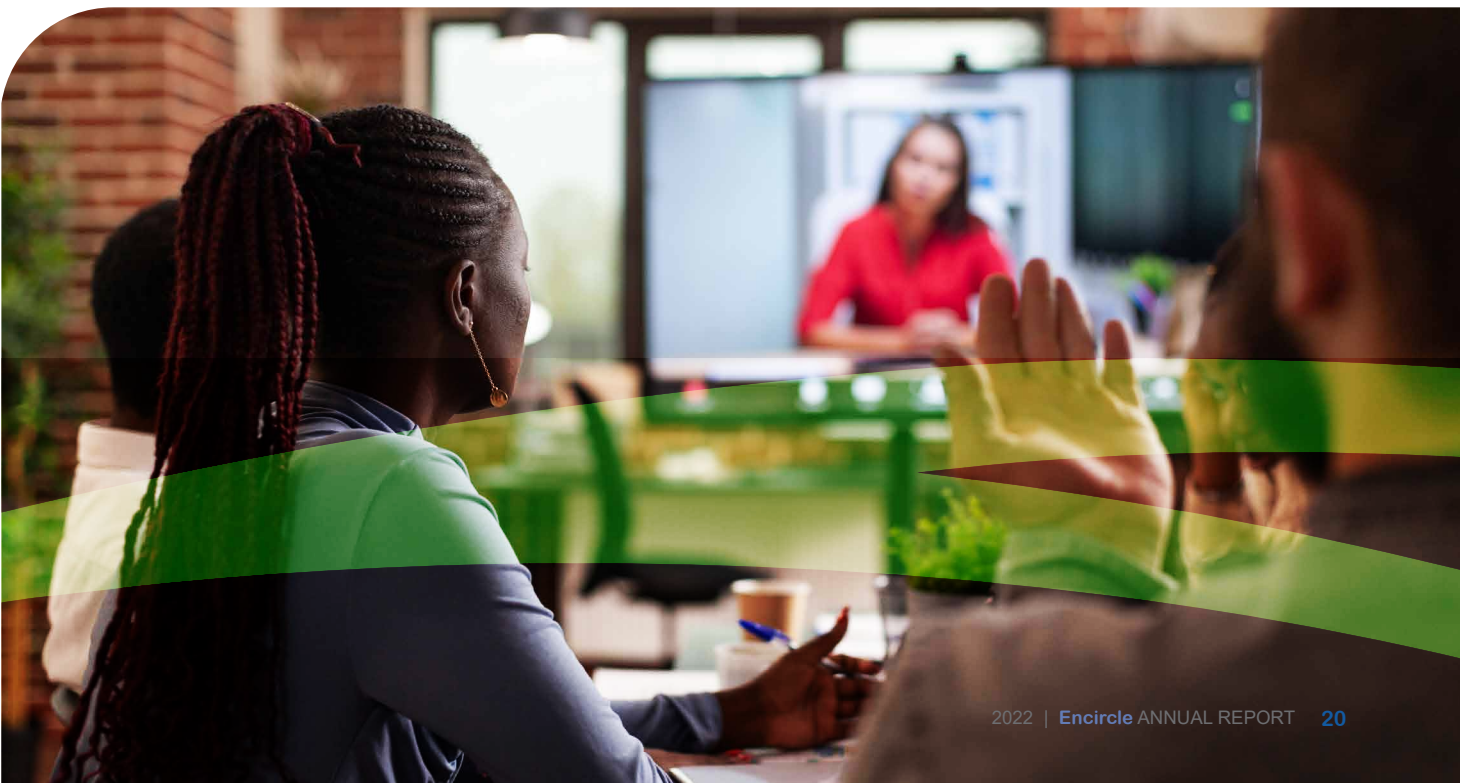
Operational

Ongoing policy development and review processes ensuring we remain current with legislation and good practices

This year we drew to a successful conclusion a multi-year program updating our IT systems and hardware. This has provided the capacity required to respond and adapt to new realities like working from home, increasing outreach and contactless service delivery and has also enhanced our compliance and reporting capacities.

Our thanks go to Moreton Bay Regional Council who undertook a range of refurbishments at the Redcliffe Neighbourhood Centre in the first part of 2022. The works included upgrading the administration area adjoining reception and a major upgrade to the external stairs. These renovations and upgrades are much appreciated by the volunteers, staff and clients.

An initiative to strategically realign our organizational structure was undertaken in the last part of 2021 and into 2022. This exercise has delivered a lighter and more robust management arrangement that positions Encircle to better respond to the expectations of our clients and communities in the dynamic operational environment.



Impact Reporting

For three decades, measuring output and outcomes has been inherent in our work. We want to know that the work we're doing is making a difference, that it is changing our clients' knowledge and behaviour, and that our work is building capacity and resilience in the communities we serve.

This year we've delved deeper into the real impact of our outcomes for individuals, and we are establishing what that means for the long-term wellbeing of our community.

Significant human and group level outcomes can be achieved through an effective, evidenced-based community development framework informed by social justice, human rights, inclusion, and self-determination.

Longer term outcomes can also be achieved at the community level such as increased cohesion, social and economic participation and citizenship, improved health and wellbeing, enhanced food security, and system reform.

This year, we finalised a review by an external consultant that has helped us to identify ways in which we can measure our impact, focusing specifically on our homelessness outreach. This foundational work will guide our efforts designing an impact measurement framework and support our broader community development framework.

These tools will help us deliver better community development programs and services. They will help build strong, more resilient and connected communities in Moreton Bay.



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Financial Statements

Encircle Ltd: Statement of Comprehensive Income for the year ended 30 June 2022

	2022	2021
INCOME	\$	\$
Revenue	5,296,248	5,085,335
Other Income	117,609	819,955
TOTAL REVENUE	5,413,857	5,905,290
EXPENSES		
Employee Benefits	3,659,530	3,826,029
Other Expenses	1,204,024	1,734,499
TOTAL EXPENSES	4,863,554	5,560,528
OTHER COMPREHENSIVE INCOME, NET OF INCOME TAX		
Net fair value movements for available-for-sale financial assets	(58,887)	46,729
Total other comprehensive income for the year, net of income tax	(58,887)	46,729
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	491,416	391,491

Encircle Ltd: Statement of Financial Position as at 30 June 2022

	2022	2021
ASSETS	\$	\$
Current Assets	2,264,184	2,180,393
Non-Current Assets	26,256	63,992
TOTAL ASSETS	2,290,440	2,244,385
LIABILITIES		
Current Liabilities	543,561	918,997
Non-Current Liabilities	55,321	125,246
TOTAL LIABILITIES	598,882	5,560,528
NET ASSETS	1,691,558	1,200,142
TOTAL EQUITY	1,691,558	1,200,142

Encircle Ltd: Statement of Cash Flow for the year ended 30 June 2022

	2022	2021
Cash flows from operating activities:	\$	\$
Receipts from customers	5,237,977	5,726,690
Payments to suppliers and employees	(5,071,212)	(5,299,237)
Interest received	1,574	20,132
Net cash provided by (used in) operating activities	168,339	447,585
Cash flows from investing activities:		
Proceeds from sale of plant and equipment	-	11,378
Net cash provided by (used in) investing activities	-	11,378
Net increase (decrease) in cash and cash equivalents held	168,339	458,963
Cash and cash equivalents at beginning of year	1,638,411	1,179,448
Cash and cash equivalents at end of financial year	1,806,750	1,638,411

Financial Overview

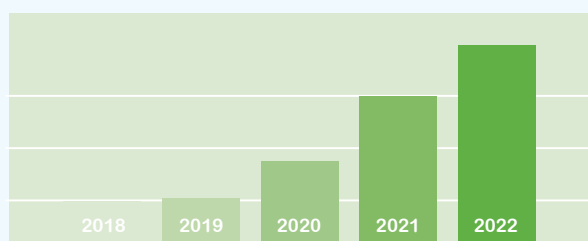
Our Financial Position

Despite another challenging year with the impacts of Covid, severe weather events, and the rising cost of living and operating a business, this past year has closed out in a strong financial position.

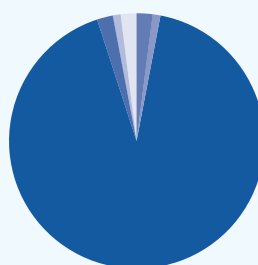
Deliberate and considered decision making has ensured we remain a responsive, adaptive and sustainable organisation that is ready and able to meet the changing needs of our community. Guided by our strategic goal of being an accountable, transparent and effectively governed organisation with sustainable resources and systems our staff and Board have worked hard throughout the year and achieved a pleasing financial result.

Our gratitude goes to SRJ Walker Wayland for their contribution to this financial year's audit.

Changes in Equity

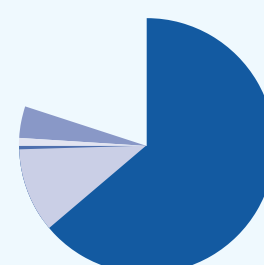


2021-22 Revenue



- Community Services - 1.65%
- Donations - 0.21%
- Operating grants - 94.14%
- Rent income - 1.46%
- Interest Received - 0.37%
- Other Income - 2.17%

2021-22 Expenses



- Employee benefits expense - 75.24%
- Depreciation/amortisation expense - 0.78%
- Consortium disbursements - 4.19%
- Other expenses - 19.74%
- Finance Costs - 0.05%

Looking Forward

Our region is dynamic and on the cusp of monumental growth. We're mindful of the significant role we play in ensuring the voices of our communities are heard and their needs are met.

Moreton Bay is the third largest council in Australia, with **470,000 residents** currently calling the region home. With forecasts predicting **40% growth by 2041** it is expected our regional population will **grow to 690,000** over the next 20 years.

By comparison Tasmania currently has a **population of about 570,000**.

Recognising and understanding this dynamic economic growth and how it effects and impacts social development and community wellbeing will be integral to the decisions that we make and the actions that we take in the interests of the community.

Our Vision to see our communities thrive and be resilient by being engaged, connected and supported will become increasingly more essential as we navigate these changing and unpredictable conditions.

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Our region is dynamic and on the cusp of monumental growth.”





www.encircle.org.au
07 3889 0063
encircle@encircle.org.au