

ANNUAL REPORT



We are stronger together

2024

Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which Encircle Community Services 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 that meets the changing needs of our communities:

Funding Agencies



Community Supporters

Volunteers | Clients | Donors | OzHarvest
Network Partnerships | Community Agencies | Referrers and Staff

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We are stronger together: Encircle supporting the community for over 30 years

The story of Encircle Community Services shows a history of responding to the needs of the Moreton Bay community for over 30 years. People know us and trust us to support those in need. That has been, and can only be, achieved by the efforts and actions of many including partners and colleagues in the community services sector, the private sector, government agencies, and the broader community.

Sadly, a lot of challenges have remained the same in the community over the last 12 months. Both the cost of living crisis and the housing crisis are still impacting the lives of many people, along with continued escalation of domestic and family violence, budget draining power bills, and seniors facing social isolation and loneliness.

We supported people this year who never would have imagined they would seek respite from a community charity. Requests for emergency relief across the three neighbourhood centres continued to increase with small amounts of funding being available. In the first quarter of 2024 alone, over 300 households were able to be connected to much needed services and supports as a direct outcome of presenting at a centre.

In welcoming increased funding from the Queensland Government, Encircle was able to expand its Homeless Outreach Access Program (HOAP) framework to enable a more flexible and creative approach in responding to homelessness. The program now aims to provide outreach responses across day, night and weekend, and have capacity to support community members access immediate and emergency accommodation where available.

Likewise, an increase in staffing within our Homestay Program, which provides early intervention/prevention support to households experiencing housing stress, ensures housed families of today are not the homeless of tomorrow.

Our Counselling and Families Programs all saw increased patronage throughout the past 12 months as people continue to battle increased pressures and uncertainty, as well as individual and family challenges.

For those dealing with legal issues, the Pine Rivers Community Legal Service (PRCLS) continued to provide advice and assistance through both appointments and walk in services across the region. By providing free, tailored access to the legal system, PRCLS assisted and built capacity in vulnerable people self-representing in family law, domestic, and family violence matters.

With all indications pointing to the challenges our community faced during the last 12 months remaining into the years ahead, Encircle is determined to keep responding to these needs as we continue to build connected, vibrant, and resilient communities.

66

We supported people this year who never would have imagined they would seek respite from a community charity.



Community Fun Days

Our free Fun Days are by far the biggest community events on our calendar each year. The focus of these days is to give people the opportunity to build community connection and create lasting memories, without it impacting the family budget.

In the past year, events were held at each centre with a different theme for each event. A Spring Carnival was held at Pine Rivers in September; Hava Heart Day, which brought awareness of National Heart Week, was held at Redcliffe in April; and Kallangur held a Winter Sun Festival in June.

Over 2,500 people attended the fun days across the year where they enjoyed a day of free food and drinks, rides, children's activities, and community stalls.

The Community Fun Days are a highlight on the Encircle calendar. There are always lots of smiling, happy faces and we love being able to positively impact our communities by bringing them together.



Joint Chair Report

As Joint Chairs of the Encircle Board of Management, we are pleased to report on another year of achievement.

We are pleased to say that our funding over the last year, through both short and long-term contracts, has increased significantly. With cost-of-living pressures impacting many throughout the community, this funding has seen our staff be able to deliver support to the increasing number of people seeking assistance.

As a direct result of Encircle's advocacy efforts, several programs have been allocated additional funding and over a longer period. This allows us to provide much needed services to a larger part of our community.

The increase in mental health concerns, domestic violence, the housing crisis, social isolation, and people simply trying to manage from day to day have been issues that our program areas and neighbourhood centres have responded too. As an organisation, Encircle will continue to provide support and respond to these issues.

Encircle Staff and Volunteers

Over the last three years our staff levels have grown dramatically, from under 40 to now in excess of 80 people. This is, of course, a reflection of the growing community need in our region. We are pleased to welcome the expertise and passion that these staff have brought to our organisation.

While our volunteer numbers have reduced slightly, we are aware that this is a trend that most not-for-profit organisations are experiencing. We are pleased to say that we are recovering our volunteer numbers slowly and have updated our on-boarding and induction processes for our volunteers to enhance their experience with Encircle. Our goal is that they enjoy their work as much as we enjoy having them.

In December we hosted our first "Togetherness Day", where volunteers, staff and Board Directors came together to connect and celebrate our organisation. This is an important initiative in an organisation where our staff are spread across six locations in Brisbane north and Moreton Bay.

Held bi-annually, the day allows staff and volunteers to get to know each other better. It also provides space and time for staff and volunteers working across all of our programs and locations to discuss enhancements to our work that ultimately provides integrated service delivery to our clients.

Our staff and volunteers work hard to support our communities in the face of the challenges that our communities are experiencing. Their level of commitment has been a highlight of our year.

Board and CEO Changes

During the year, we farewelled Chris Staines after three years as our CEO. The Board would like to thank Chris for his leadership and professionalism. His tenure made a positive change to the way we operate and deliver our services. We wish him well in his new role.

The Board would also like to welcome our new CEO, Barb Power. Barb has had many years operating in the sector, with many years in senior roles, and a wealth of experience in frontline community services. We are excited to have Barb leading our operations and to continue to lead Encircle through the challenges and opportunities of the times we are working in.

During 2023 we also said goodbye to outgoing Board Director, Cheryl Springer. While Cheryl will be missed as a dedicated member of our Board, we wish her the best after providing so much of her time to Encircle.

Following an external recruitment process to attract new blood onto our Board, we welcomed Michele Lark, who also becomes Chair of the Finance and Risk Management Committee, and new Board Director Zac Zahner. Together with our existing Directors, Noel Tracey and Fiona Graham, we are pleased to have a wide range of experience in governance, finance and the community sector to support the strategic role of the Encircle Board.

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

Mike McFillin – Joint Chairperson

Laurelle Muir – Joint Chairperson and Secretary

Finance and Risk Management Committee Report

Chairperson: Michele Lark

Committee Members: Mike McFillin, Quentin Nosovich, Zac Zahner, Chris Staines, Robyn Rose, Stephen Hawkins, and Richard Kumar

The 2023-2024 financial year was another tough one for the communities Encircle has the privilege to support.

In late 2023, the decision was made to seek additional directors to sit on the FARM Committee to help support the organisation to meet these challenges. Two new directors joined the Committee – Michele Lark, who took over as Chairperson, and Zac Zahner. Mike McFillin resigned as Chair of the FARM Committee after many years of exemplary leadership.

The focus during the financial year was to ensure both short and long term financial sustainability. The dependency of the organisation on government funding creates challenges in achieving these objectives. Work continued throughout the year to identify alternative income sources and partnerships that will decrease the dependency on governments for Encircle going forward.

Funds were spent on updating Encircle's IT infrastructure. Hardware and software were reviewed and improved, with a view to ensuring a more future proof IT environment. Staff were trained in cyber security risk management which, along with the impacts of AI, remains an evolving challenge for organisations to manage.

The FARM Committee was involved in identifying new accommodation options for the organisation. This work will continue in this financial year with our new CEO in place.

Encircle's investments were reviewed by the Board and, after recommendations from the FARM Committee, were reinvested in ethical companies. Renewable energy companies are well represented in the portfolio as we aim to have Encircle move towards being a "green" organisation.

The FARM Committee is very grateful to interim CEOs, Robyn Rose and Stephen Hawkins, for their hard work and professionalism during a challenging time.

Meet our Board



Mike McFillin
Joint Chairperson



Laurelle Muir
Joint Chairperson
and Secretary



Fiona Graham
General Director and
Governance and
Nomination Committee
Chairperson



Michele Lark
General Director and
Finance and Risk
Management Chairperson



Dr Noel Tracey
General Director



Zac Zahner
General Director

Encircle Limited – ABN 879 440 922 71

Minutes of Annual General Meeting 2023

6.00pm Wednesday 25 October 2023

Kallangur Neighbourhood Centre

Acknowledgement of Country: We acknowledge Traditional Owners of Country throughout Queensland and Australia, and recognise the continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.

ATTENDANCE	Mandy Barker, Councillor Yvonne Barlow, Rose Butler, Danielle Dimmick, Jo-Anne Hurse, Jennifer Kipfer, Katrina Lewry, Jack Little, Sharyn Malone, Aimee McVeigh, Quentin Nosovich, Karen Rollinson, Robyn Rose, Brijinder Sandhu, Kulwant Sandhu, Tracey Woodward, Rob Campbell, Fiona Graham, Noel Tracey, Cheryl Springer On-line: Mike McFillin, Megan Kay, Laura Murphy, Judith Newton Peirce, Braden Spence, Alicia Stapleton, Linda Nevell.
APOLOGIES	Nikki Boyd (MP), Senator Anthony Chisholm, Yvette D'Ath (MP), Mayor, Councillor Peter Flannery, Mark Furner (MP), Luke Howarth (MP), Ali King (MP), Ann Leahy (MP), Councillor Sandra Ruck, Councillor Mick Gillam, Councilor Karl Winchester.
MEETING OPENING	Stephen Hawkins welcomed attendees and opened the Meeting at 6.00pm.
WELCOME TO COUNTRY	Auntie Sharyn Malone performed the Welcome to Country.
APOLOGIES	The list of apologies was presented by Laurelle Muir. MOTION: That the list of apologies is accepted as read. MOVED: Rose Butler SECONDED: Fiona Graham Carried unanimously.
NEW MEMBERS	No new applications for membership were tabled.
PROXIE CONFIRMATIONS	No proxy nominations had been received.
MINUTES OF THE SPECIAL GENERAL MEETING HELD ON 26 OCTOBER 2022	The Minutes of the Special General Meeting held on 26 October 2022 were taken as read, having been circulated in the Annual Report and confirmed as a true and correct record of the meeting. Laurelle called for questions on the Minutes, but none were asked. MOTION: That the Minutes of the Special General Meeting held on 26 October 2022 are accepted as a true and accurate record. MOVED: Quentin Nosovich SECONDED: Fiona Graham Carried unanimously
MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 26 OCTOBER 2022	The Minutes of the previous Annual General Meeting held on 26 October 2022 were taken as read, having been circulated in the Annual Report and confirmed as a true and correct record of the meeting. Laurelle called for questions on the Minutes, but none were asked. MOTION: That the Minutes of the Annual General Meeting held on 26 October 2022 are accepted as a true and accurate record. MOVED: Noel Tracey SECONDED: Quentin Nosovich Carried unanimously
CHAIRPERSONS' REPORT	Co-Chair Laurelle Muir presented the report for the 2022/2023 year on behalf of herself and Co-Chair Mike McFillin. Laurelle spoke of the Board's recognition and appreciation for Encircle Volunteers, Staff, Senior Management Team and CEO, Chris Staines. Laurelle tabled the Report, which is available bound in the Encircle Community Services Ltd 2023 Annual Report for all to read.
CEO REPORT	Chris Staines presented the CEO Report for the financial year 2022/2023. Chris spoke to Encircle's significant achievements, as well as the challenges for the year. He thanked the Board, Staff and Volunteers for their work during the year. The Report was tabled and is available bound in the Encircle Community Services Ltd 2023 Annual Report for all to read.

TREASURER'S REPORT	Laurelle spoke to the Treasurer's report on behalf of Co-Chair and Chair of the Finance and Risk Management Committee, Mike McFillin. She outlined the key points.
ACCEPTANCE OF REPORTS	MOTION: That the Reports delivered by Co-Chair Laurelle Muir and CEO Chris Staines are accepted. MOVED: Cheryl Springer SECONDED: Rob Campbell Carried Unanimously
GUEST SPEAKER – AIMEE MCVEIGH	Aimee outlined the history behind the establishment of QCOSS and spoke about the advocacy work that QCOSS is currently delivering on behalf of the Sector. This advocacy is primarily in the areas of the housing crisis and the cost of living. Aimee then took questions from the floor. Laurelle thanked Aimee for attending the AGM and for providing an informative presentation on the background of QCOSS, interesting statistics on the current issues facing our communities and the work QCOSS is doing on behalf of the sector.
VOTE OF THANKS TO THE BOARD	Chris Staines thanked the current Board of Directors for their commitment and dedication over the past year. Gifts were presented to the Directors.
EXTENSION OF DIRECTOR TERM: LAURELLE MUIR	Stephen explained that as per Clause 17.6 of the Constitution, any Director who has served longer than 9 years must stand for re-election to the Board to continue in their role. He explained that the Board had moved a motion at their August 2023 Board Meeting to move a special resolution seeking to re-appoint Laurelle Muir as a director of the Board of Encircle. A nomination for Laurelle's appointment as a director has been duly completed. MOTION: That Laurelle Muir is re-appointed as Director of the Board of Encircle Community Services Ltd. MOVED: Fiona Graham SECONDED: Cheryl Springer Carried Unanimously
ELECTION OF NEW BOARD	The Constitution states that the maximum number of directors will be decided by the Board. The incoming Board is made up of 5 Directors: <ul style="list-style-type: none"> • Joint Chairpersons (2) • Chair of Finance & Risk Management Committee • Secretary • 3 ordinary Directors The new Board of Directors for the 2023/2024 year is as follows: <ul style="list-style-type: none"> • Mike McFillin (Joint Chairperson/Treasurer) • Laurelle Muir (Joint Chairperson/Secretary) • Cheryl Springer (Ordinary Director) • Fiona Graham (Ordinary Director) • Noel Tracey (Ordinary Director) Laurelle welcomed the incoming Board for 2023/2024.
PRESENTATION OF AWARDS	Stephen outlined the criteria for the awards to be presented. Laurelle presented the awards as follows. Laurelle congratulated each award recipient.
GENERAL BUSINESS	Laurelle advised that no general business had been raised.
APPOINTMENT OF THE AUDITOR	Laurelle recommended that SRJ Walker Wayland should be retained as auditors for Encircle Community Services Ltd, as per advice from the Finance and Risk Management Committee. MOTION: That SRJ Walker Wayland are retained as auditors for Encircle Community Services Ltd. MOVED: Quentin Nosovich SECONDED: Cheryl Springer Carried unanimously
CONFIRMATION OF THE MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 25 OCTOBER 2023	MOTION: That the confirmation of the minutes of the Annual General Meeting held on 25 October 2023 be undertaken by the new Board at its next meeting. MOVED: Cheryl Springer SECONDED: Quentin Nosovich Carried unanimously
MEETING FINALISATION	Laurelle thanked everyone for attending and closed the meeting at 7.30pm

CEO Report

The 2023-24 financial year was another busy one for Encircle Community Services as we continued to strengthen our connections and support the vulnerable in our community. The challenges arising from both the cost of living and housing crisis meant we saw increased numbers of people reaching out for help, many of whom had never needed such support before.

Pleasingly, there was additional money provided by some government departments to expand service delivery to meet community need. This meant we were able to increase staffing across many of the Encircle programs in fixed term roles. The Housing and Neighbourhood, Pine Rivers Community Legal Service, Counselling and Families, plus Corporate Services teams all did an exceptional job delivering services and onboarding new staff.

Highlights of the year have been many. You will read about them more in the pages that follow. For me, several events stand out, including:

- Free Community Fun Days were held at the three Neighbourhood Centres. These days brought the community together and allowed many families to enjoy being able to give their children a day out that didn't cost them anything.
- Each year Encircle marks Domestic Violence Prevention Month in May with a dusk Candle Lighting Ceremony, held simultaneously at each Neighbourhood Centre, to commemorate those who lost their lives as a result of domestic and family violence. This year's event saw increased numbers attending at each location with the Redcliffe event live streamed on Facebook.
- In 2024, the annual Moreton Bay Says No To Violence peaceful walk and speaking event moved from October to May to coincide with Domestic Violence Prevention Month. The event was very successful with over 500 people joining us on the day. Moving forward this event will be held on the last Friday in May.

- The Reconnect event in June saw an estimated 300 people from across the region access free resources, advice, information, meals, haircuts, health checks, vaccines, and clothing. A total of 33 service providers from across the service sectors participated, including representatives from housing and homeless, health, family, disability, employment, legal, and emergency relief programs.

On a sad note, in March the Encircle team said goodbye to Chris Staines, who was in the CEO role since 2021. Chris led the team through the pandemic years and oversaw the expansion of programs and the increase in staffing numbers. We wish him well in his next endeavor.

As the Acting CEO, it was a great pleasure to lead the wider Encircle team who get up every day with the aim to make a difference in someone's life that day. They listen, support, and advocate for our clients across all programs and it was a privilege to oversee them while the Board undertook the recruitment process for a new CEO.

Barb Power OAM joined us in July and will lead the team well as we move through the next chapters of the Encircle story.

Robyn Rose – Acting CEO

66 As the Acting CEO, it was a great pleasure to lead the wider Encircle team who get up every day with the aim to make a difference in someone's life that day.





A message from our new CEO

I am excited to have joined the team here at Encircle. In my short time here, I have been humbled to see the work our team goes about every day to tackle domestic and family violence, to connect the homeless with safe supports, and to feed, clothe and reduce social isolation for our most vulnerable, including children. I am proud to now be leading such a committed, dynamic team.

In the year ahead, Encircle's strategic focus will foreground our commitment to reconciliation for our First Nations communities, families, and colleagues here in Moreton Bay (and beyond). Collectively, we will be developing our Reconciliation Action Plan to determine our way forward and I feel deeply privileged to be leading this journey for us.

I also look forward to our continued partnership with our funders, state and federal, and to deepening our community sector and sponsor relationships, which are so valuable to the work we do. Collectively, we can achieve so much!

I want to acknowledge Robyn for her work as Acting CEO and look forward to the year ahead.

Barb Power OAM - CEO

Leadership Team



Barb Power OAM
Chief Executive Officer



Robyn Rose
Counselling and Families Manager



Stephen Hawkins
Housing and Neighbourhoods Manager



Latha Elenkovan
Community Legal Service Manager



Community Development

Over the past year, our three Neighbourhood Centres – Kallangur, Pine Rivers, and Redcliffe – have experienced a remarkable increase in community groups and volunteer-led activities. This period has been marked by new initiatives and the expansion of existing programs, all working together to address service gaps and enhance our community's vibrancy.

Based on statistics from people presenting at our Neighbourhood Centres, we identified a gap in men's access to social groups and services. In response, we introduced several new initiatives.

The *Men's Connection Circle* at Kallangur, inspired by Māori and Pacific Island cultural practices, has had a significant impact by connecting men from various backgrounds. Pine Rivers launched *You Me He*, building on the success of the *You Me She* groups across all centres, and a First Nations Men's group is currently being developed at Redcliffe. These groups are a direct response by the community development team to meet the identified need for more supportive spaces where men can build friendships, share experiences, and strengthen their community connections.

The Older Persons Action Program (OPAP) continues to offer valuable support to seniors on the Redcliffe Peninsula. Through a variety of activities, OPAP promotes social inclusion, connections, and active participation among older residents.

Our centres embrace a holistic approach to community development, offering a comprehensive range of programs and services to support our members. These include:

- Services Australia, providing essential support and information on government services.
- Financial Counselling, assisting families dealing with financial difficulties due to rising living costs.
- The NDIS Access Program, helping individuals navigate the National Disability Insurance Scheme.
- Community Playgroups, facilitating early childhood development and socialisation for young families.
- The Parkinson Choir, offering creative engagement and social support for individuals with Parkinson's disease.
- Support Groups for Carers, providing emotional and practical support for those caring for loved ones.
- QulHN, delivering quality health information and networking for healthcare professionals.
- Food Support, addressing food insecurity through our largest food relief program at Redcliffe, which provides 150 food parcels and around 45 emergency food packs each week.
- Showers and Laundry Services, offering essential facilities for hygiene and laundry needs.
- Seniors Morning Tea and BBQ, hosting regular social events for seniors to foster community connections and well-being.
- You Me She Women's Social Groups, encouraging women from diverse backgrounds to connect, share, and build supportive networks.
- Book Club, providing a space for reading enthusiasts to discuss literature and build community.
- Women's Art Social Group, offering creative engagement through art.
- Conversational English Classes, supporting non-native speakers in improving their English skills and integrating into the community.
- Adult Literacy Classes, helping adults enhance their literacy skills for personal and professional growth.
- Community Computers, providing access to technology for job searching, education, and communication.
- Community Library, offering a broad range of reading materials and resources for all ages.
- Events raising awareness for men's mental health, organising activities to promote mental health awareness and support.
- Multicultural Community Programs, celebrating and supporting the diverse cultural backgrounds within our community.
- School Holiday Programs, engaging activities and support for families during school holidays to ensure children remain active and connected.



- Community Garden Groups, fostering a sense of community through shared gardening activities and sustainable practices.

This year, we saw stronger community partnerships through active collaborations with local government, community organisations, and increased community consultation. These efforts have bolstered our ability to meet community needs and build more meaningful connections.

Our Neighbourhood Centres collectively handle over 1,000 community presentations each month, addressing a wide range of

needs from financial assistance to social inclusion and support services. This dynamic engagement demonstrates the effectiveness of our comprehensive approach to community support and the positive impact of our services.

We also want to acknowledge that none of this would be possible without the unwavering support of our Front of House staff and dedicated volunteers. Their commitment and hard work are the backbone of our centres, enabling us to provide these vital services and make a meaningful difference in our community.

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



7,738

Free legal services provided

28,152

Community visits/calls



10,380

People who attended an activity at a local Neighbourhood Centre



10,000+

Community items donated



531

Services provided by accredited Duty Lawyers for DFV cases

116*

Community Hall bookings

555

Financial Counselling appointments



130

Total volunteers

Impact figures 2023-24



45,634
Volunteer hours

117

Families supported by Family Support and YPP



425
New counselling clients



7,200
Food parcels provided

111

Seniors who attended OPAP

592

Households supported by Homestay



144

Adults supported with literacy tutoring and conversations classes



116

Households who accessed our Service Integration Initiative

64

Households helped by Service Navigator program

1,381

Counselling sessions held



529

Households support by HOAP

* July 2023 - November 2023 (hall bookings ended 30/11/2023)

Supporting communities to develop capacity and resilience

Homestay

Homestay has achieved significant opportunities in developing the program's capacity and resilience over the past year.

In May we held our first Partners in Tenancy and Community Housing (PITCH) event. Forty-five people attended the event where they heard from a panel of speakers on the theme, "working together in the rental crisis".

The team also developed a Homestay Presentation that is used to educate the community about the program and how to access it. This has been presented to several organisations including Chermide Department of Housing, Nundah and Mitchelton Centrelink offices, LJ Hooker Aspley, and Harcourts Stafford.

Pine Rivers Community Legal Service (PRCLS)

The PRCLS plays a crucial role in empowering our community by enhancing their legal literacy and resilience. At PRCLS, we recognize the daunting complexities individuals face within the legal system. Our dedicated team strives to bridge this gap by providing accessible legal services, ensuring everyone can navigate legal challenges effectively.

Through education and advocacy, PRCLS fosters a community where justice is accessible to all, regardless of background or circumstance. We are committed to empowering individuals and groups, equipping them with the knowledge and support needed to uphold their rights and overcome legal hurdles.

66 Over 50 staff from government, non-government, community, and volunteer organisations participated in co-designing the Moreton Bay Regional Homelessness Action Plan.

Service Integration

In partnership with Q Shelter, and collaboration with key stakeholders and local service providers, Encircle and the Service Integration Initiative co-facilitated the Moreton Bay Regional Homelessness 2024 Action Plan Launch. The Action Plan looked to develop a placed based model to address homelessness needs from an organisational level within the region. Through a co-design model, we looked to facilitate the development of capacity to enhance the region's response to homelessness through a collaborative approach.

Over 50 staff from government, non-government, community, and volunteer organisations participated in co-designing the Action Plan. The Assistant Minister for Housing, Ms Ali King MP, delivered the keynote speech at the launch of the Action Plan. Four actions were developed, and Working Groups nominated to start delivering the Action Plan.

Adult Literacy

This year saw a growth in requests for both Conversation Classes and 1:1 tutoring, as well as continued requests from NDIS providers for 1:1 support to their clients with the view of increasing their life skills and independence.

The skills that each student wishes to develop is as different as each student. There is a strong focus on numeracy with the students wanting to be able to manage their money better in their daily lives. Others want to be able to improve their reading so they can follow areas of personal interest.

In 2023/24, there has been a growth in the diversity of student's backgrounds which makes for some very interesting conversations. We have students from many different South American countries, China, Japan, Korea, Taiwan, Iran, and Syria.

The students are in Australia for many different reasons. Some are visiting family for 4-12 months and want to take the opportunity to improve their English while they can, while others are on tourist or worker's visas.

We are also seeing some past students come back to class when they are again visiting their family. This is a wonderful expression of how much people value the program and enjoy the interactions with each other.



Counselling

The Encircle Counselling team deliver counselling for individuals, families and children through three programs; family therapy, specialised family violence, and general counselling. Funded by both the federal and state government, these programs run across the three neighbourhood centres.

"Counselling has given me a voice, helped me to consider what I need, what's important to me, and then put into action the things I need to do for the changes I want. I love being able to talk it out, to feel heard and dig deeper into what makes a difference for me and my family."

Counsellors also run groups to help develop capacity and build resilience for clients. The Wheel of Wellbeing ran twice in the last twelve months to explore some of the influences on individual wellbeing and develop a better understanding of how to live happier lives.

In addition, the Specialised Family Violence counsellors ran two Reclaiming Your Life groups for female survivors of domestic and family violence.

"This group has been so supportive. Before I came, I felt so alone in my experiences. Being able to connect with other women who have also experienced DV has helped me feel less alone. I feel like I've found a supportive and welcoming community."

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

Intake and Response (I&R)

The I&R Team played a crucial role in several community initiatives this year. Relying solely on donated resources, the team facilitated a Back to School Program that provided 30 fully equipped backpacks for Encircle clients and set up a pop-up stationery stall at Pine Rivers Neighbourhood Centre.

They also administered Emergency Relief Funding Grants to the local community providing gift cards, Go Cards, and access to dignity services such as laundry facilities at Pine Rivers and Kallangur Neighbourhood Centres. In addition, the I&R Team was involved in this year's Reconnect Event, operating the Resources Stall, providing appropriate material assistance to community members seeking practical support.

Family Support

Encircle's Family Support Service is an early intervention, fee free service working collaboratively with families residing in the Pine Rivers and Redcliffe region. The service provides free outreach and / or centre-based support to families with children under the age of 18 living in the home.

Our highly skilled and experienced family support practitioners work in collaboration with each family, providing early intervention and tailored support to meet unique and individual needs of families who may be experiencing vulnerability. The service provides holistic case management support that aims to increase the safety and wellbeing of the family unit through a strength-based, trauma informed approach.

Service Integration

The Service Integration Group meetings supported 116 household cases of homelessness or at risk of homelessness accounting for 298 adults and children. We received 79 new referrals in this period, accounting for 192 adults and children. In addition to these cases, we continue to see trends of social isolation (lack of family or community support), financial difficulties, mental health issues, and domestic and family violence present.

We have delivered 42 sustainable housing outcomes, accounting for 115 adults and children in this period. In 95% of these cases, the additional unmet needs on presentation were also addressed through integrating service delivery with multiple agencies or programs.

Volunteers

Encircle currently has over 125 active volunteers across four sites: Lawnton, Kallangur, Redcliffe, and Strathpine (legal). These volunteers play an integral role in many of Encircle's programs. Our food parcel team and our adult literacy program are run entirely by volunteers.

During Volunteer Week in May, we celebrated all our volunteers with afternoon teas held at Pine Rivers and Redcliffe Neighbourhood Centres. At these events, certificates and Volunteering Queensland pins were presented to all our active volunteers. We also paid special tribute to some of our long serving volunteers—past and present—and those who go above and beyond to give a hand to our community.

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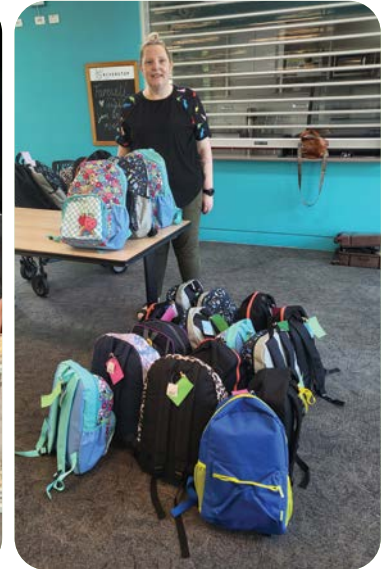
Pine Rivers Community Legal Service (PRCLS)

Ben, an 80-year-old pensioner with a terminal illness, faced a challenging situation after an uninsured accident where he received demands from the other driver's insurance company to pay over \$2,000 for vehicle repairs. Due to hearing impairment and lack of email or computer access, Ben struggled to access legal services and communicate effectively with the insurance company.

Initially advised to enter a payment plan despite believing he wasn't at fault, Ben was worried about increased rent and medical expenses. We provided Ben with advice on his options and clarified that agreeing to a payment plan could imply fault.

We assisted Ben in drafting a letter to the insurance company requesting more information on the accident, halting debt collection, and highlighting evidence supporting Ben's innocence.

Months later, Ben confirmed the insurance company ceased correspondence and abandoned recovery efforts.



Connect strengthen connections, networks, partnerships, and collaborations through engagement with our communities

Pine Rivers Community Legal Service (PRCLS)

PRCLS recognises the gaps in community legal services, particularly in areas like succession planning, which are crucial for those who require specific legal knowledge, such as seniors. To address this issue, PRCLS has focused on providing community legal education and has conducted workshops and talks on topics such as Wills, Powers of Attorney, and Advance Health Directives.

These efforts aim to empower seniors and others who may face challenges in understanding and navigating these legal matters. By actively engaging with these communities, PRCLS enhances access to justice and promotes resilience among individuals dealing with legal complexities.

Young Parents Program (YPP)

YPP provides support to young pregnant and parenting families within the North Brisbane region, who are under the age of 23 years (and their first pregnancy was under the age of 19 years).

The past year saw YPP provide support to 60 families and the arrival of 20 new little ones into the world. Out of the families supported, 11 were supported to find medium or long-term housing, 15 were supported with education and employment goals, 35 engaged in groups (pregnancy and parenting), and 16 attended 10 or more sessions.

Group sessions and workshops covered topics such as financial resilience, healthy relationships, child health and development, tour of RBWH birth suites and physio session, infant swimming lessons, perinatal and infant mental health, messy play, and sensory toy making. YPP also hosted a client Christmas party and two Picnics in the Park.

Service Integration

In June we delivered Reconnect 2024, a free, annual event for people in the Moreton Bay region experiencing homelessness or housing insecurity. The event connects people with service providers in the region to establish pathways to address their housing needs. It's also an opportunity for service providers to network with other service providers to build their knowledge of the service systems and learn what services are available in the region.

Over 300 people attended the event where we provided over 300 free meals, 38 free haircuts, 40 free health checks and vaccinations, and countless free resources including material items. Encircle was the major sponsor of this year's event in partnership with City of Moreton Bay, Breakfast Club Redcliffe, Redcliffe Hockey Club, and the Moreton Bay Housing and Homelessness Network.

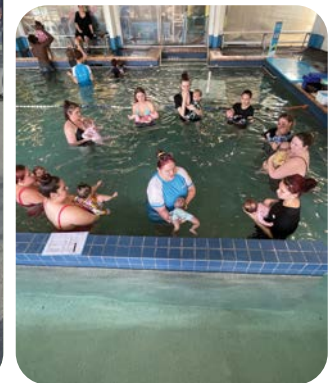
Adult Literacy

The Adult Literacy program has been running under the current format now for five years with continued growth in numbers across the whole program. There are currently 25 tutors working across three Conversational English classes, with an average of 18-22 students at each session. We also have seven tutors who support 12 1:1 students and run training and refresher sessions for tutors three times a year.

While it's hard to measure the exact success of the program, seeing our Conversational English students get a job, become Australian citizens, help out at our Bunnings BBQs, or feel confident enough to manage their own finances, is very satisfying to the tutors.

Bunnings Lawnton has enabled us to staff their BBQs five times a year. The BBQs are staffed by the tutors and, in recent times, we have had some of our students help. They feel this is one way they can give back to the program.

The income generated from these days has allowed us to hire an additional room each Monday for more sessions.



Counselling

Each May, Australia marks Domestic and Family Violence Prevention Month to raise community awareness of domestic and family violence and to send a clear message that such violence will not be tolerated. Encircle is committed to ending violence in the community which is why we held two events to mark the month this year.

A Candle Lighting Ceremony to honour and commemorate those killed by domestic and family violence was held simultaneously at all three of our Neighbourhood Centres on Wednesday 1 May, while our Moreton Bay Says No To Violence (MBSN2V) walk and speaking event rounded out the month on Friday 31 May.

Both these community awareness raising events were very successful with over 1,600 views on the Candle Lighting livestream and increased numbers attending all events.



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

Intake and Response (I&R)

The I&R Program is an unfunded service that operates across Encircle's three Neighbourhood Centres. The Program delivers single-session, holistic assessments tailored to individual community members facing multiple unmet and complex needs. Following assessment, the team facilitates access to essential resources and coordinates referrals to relevant programs and services both within Encircle and the broader community.

In supporting direct access, connection and referral, the program empowers community members to build upon their own capacities using a strengths-based approach.

Within the 2023/24 financial year, the I&R Team provided over 900 support sessions. Clients were empowered to access a comprehensive range of supports aimed at enhancing their safety, security, and well-being, including housing and homelessness, financial assistance, family support, and mental health services.

Homestay

During the past year, Encircle Homestay entered into a mutually beneficial partnership with DOH Caboolture and Chermside that has seen us become better advocates. Through case coordination meetings we are better able to advocate for social housing tenants to sustain their tenancy, while colocation means we are able to advocate for clients to have their social housing applications approved or their rent connect paperwork accepted.

In addition to our DOH partnership, Homestay also continues to build partnerships with NGOs, support services, and funded community groups to support clients back into the workforce and build capacity to sustain their tenancy. The Brisbane North Homestay Team successfully advocated with six services and were able to raise \$6,500 so a clients Warrant of Possession would be removed.

Our ongoing attendance at Service Integration Case Coordination meetings in the Moreton Bay and Brisbane North areas allows us to connect a variety of services and support for clients and present them to Department of Housing for housing support.

Core Cultural Awareness modules are near completion for most Encircle workers which means all workers have the same foundation when advocating for clients from diverse backgrounds.

Service Integration

Encircle continues to manage and lead the Moreton Bay Housing and Homelessness Network. The Network continues to advocate for the housing needs of our region and capacity building of our sector.

This year we continued to deliver information sessions on new and existing programs and deliver a community of practice. In partnership with the QLD Human Rights Commission and QCOSS, we facilitated training on Understanding the QLD Human Rights Act. Members of the Network can now advocate on behalf of their clients to address their human rights utilising a social justice framework of practice.

Homeless Outreach Access Program (HOAP)

At HOAP, we're committed to making a meaningful difference in the lives of individuals experiencing homelessness in the Moreton Bay Region. In the past year, HOAP actively brief-intervened with 529 households, with the highest percentage of clients being aged 46-55 years (29.6%). Notably, 86.8% of our clients were first-time service users.

The primary reason for homelessness for 51.4% of clients was housing affordability stress, while 19.7% had a prior mental health diagnosis.

Young Parents Program (YPP)

YPP is an early intervention, fee free service that works from a strong youth lens approach, tailoring support to meet unique and individual needs of young families. YPP is committed to providing collaborative and holistic strength-based support that is trauma informed, and child aware. YPP are well known for their pregnancy and parenting group work. Additionally, YPP provide outreach case management support where specialist staff support young people to explore and develop knowledge and skills for this new chapter in their journey.



Pine Rivers Community Legal Service (PRCLS)

Jason and his daughter's mother had maintained a shared parenting arrangement since their separation, spanning five years. Concerned about his former partner's risky behaviour, including dangerous driving and substance abuse, Jason decided not to hand over their daughter. It later emerged that his former partner's living conditions were unsuitable for their daughter. Unable to resolve their differences, Jason's former partner initiated urgent court proceedings through a Recovery Application against him.

Seeking immediate legal assistance, Jason approached us. After thorough consultations, it became evident that Jason acted out of concern for his daughter's safety. We promptly prepared all necessary response documents and supported Jason in representing himself in court.

Following the initial court appearance, Jason informed us that the court ruled in his favour. The court granted that his daughter live with him, and that her mother have time with their daughter under specific conditions. Additionally, the court imposed conditions requiring his former partner to provide negative drug test results before spending time with their daughter.



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

Homestay

The key focus of the year was to increase our capability to meet the increasing need of our community during the housing crisis. Both our Moreton Bay and Brisbane North teams expanded in number to meet the ever-increasing community demand.

All workers now have laptops that allow them to rotate across sites and engage with more Encircle staff, creating better connection and increasing our ability to work with other Encircle programs. With the increase in demand on workers, an on-going self-care plan was also put in place linking team members together to manage stress, lower the risk of burnout, and increase the retention of staff.

Internally, templates were developed to improve data capturing and processes were established for better recording of client information, gathering, and storing data. The SHIP database was also updated to enhance the recording platform and better meet the needs of referring agencies and clients.

Overall, Homestay achieved impressive KPIs, well above the required quantity in all areas. These include number of clients supported, number of support hours provided, number of clients assisted with brokerage, and number of properties sustained. This increased capability also increased the effectiveness and appropriateness of case management demonstrating evidenced based methodology



Family Support

It has been a big year for the Encircle Family Support Service with two valued staff members farewelled, another returning from parental leave, and two highly skilled Senior Practitioners joining the team.

Like many other programs, Family Support observed a rise in the complexity and need of families being referred to the program this year. Due to the limitations of program funding, particularly no funding for brokerage, the program increasingly faces challenges in meeting the multiple and complex needs of many of the family units being referred.

However, on their commencement, our new Senior Practitioners worked to develop new relationships and referral pathways within the sector. It is hoped these new pathways will provide an opportunity for families to access support earlier, which will, ultimately, result in fewer families needing crisis or intensive family support services.

Service Integration

Service Integration continues to meet its KPIs and deliverables in accordance with our contractual obligations. With the backbone support from Q Shelter, we undertook an Action Research Framework to review the Service Integration Group mechanism and processes to continually improve our service delivery. The Framework was co-designed in collaboration with Service Integration Facilitators, auspice organisations, and consultation from Department of Housing.

Continuous improvement projects have also been completed or are currently underway. Outcomes will include streamlined access pathways into Service Integration, enhanced place based collaboration and improved outcomes for clients.

66 Like many other programs, Family Support observed a rise in the complexity and need of families being referred to the program this year.

Volunteers

From an organisational standpoint, Encircle took great strides in strengthening its volunteer program this year.

Jelenko Dragisic, former CEO of Volunteering Queensland, was contracted to create a volunteer framework for managing all stages of volunteer engagement within Encircle. As part of the process, he met with volunteers and staff across all sites to get their feedback on volunteering with our organisation.

The resulting Encircle Volunteer Framework (EVF) aligns with both *The National Standards for Volunteer Involvement* and Encircle values. It provides a governance framework that reinforces our organisation's commitment to positive and meaningful volunteer engagement.

This year, we also added a Volunteer Coordinator to the Encircle team. The Coordinator acts as an advocate for our volunteers and is responsible for incorporating the EVF, recruiting and onboarding new volunteers, and supporting our existing volunteers.

Homeless Outreach Access Program (HOAP)

Although HOAP doesn't offer accommodation, we focus on guiding clients towards stable housing through personalised brief interventions, assistance with housing applications, and referrals to essential services. Our approach includes advocating on clients' behalf to remove barriers, connecting them with emergency relief and financial support, and addressing specific needs through strength-based strategies.

In the past 12 months, HOAP successfully assisted 51% of our clients in securing sustainable housing and provided 341 brokerage claims to support clients into stable housing.

We serve a diverse range of individuals, ensuring inclusive and non-discriminatory support. By tailoring our services to each person's unique needs and goals, HOAP promotes self-sufficiency and helps individuals regain stability with dignity and purpose.



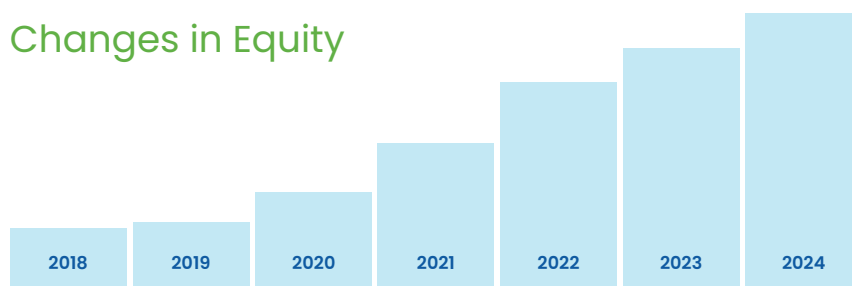
Financial Statements

The 2023–2024 financial year has been positive in terms of growth in the financial stability of the organisation.

As depicted in the financial reports, the organisation has maintained a positive financial position, as was the case last financial year. There have been several challenges with inflation being the major challenge.

The organisation continues to adopt a variety of business strategies to ensure the delivery of effective and efficient, cost-effective programs whilst maintaining a focus on building financial stability.

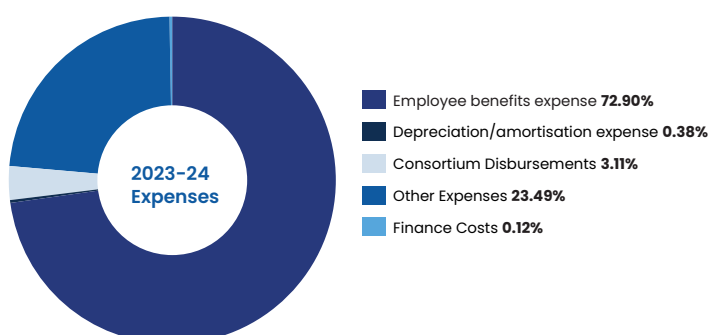
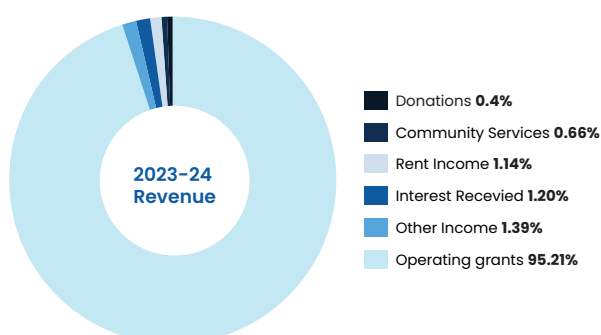
Changes in Equity



Statement of Comprehensive Income

For the year ended 30 June 2024

	2024 \$	2023 \$
Revenue		
Revenue	7,890,596	5,219,097
Other Income	111,418	110,491
Total Revenue	8,002,014	5,329,588
Expenses		
Employee benefits expense	5,668,843	3,886,394
Other Expenses	2,107,671	1,236,896
Total Expenses	7,776,514	5,123,290
Other comprehensive income, net of income tax		
Net fair value movements for available-for-sale financial assets	48,569	65,864
Total other comprehensive income, net of income tax	48,569	65,864
Total Comprehensive Income For Year	274,070	272,162



Financial Statements (cont)

Statement of Financial Position

As at 30 June 2024

	2024	2023
	\$	\$
Assets		
Current Assets	5,987,021	4,208,098
Non-Current Assets	154,131	19,967
Total Assets	6,141,152	4,228,065
Liabilities		
Current Liabilities	3,727,485	2,202,448
Non-Current Liabilities	175,877	61,897
Total Liabilities	3,903,362	2,264,345
Net Assets	2,237,790	1,963,720
Total Equity	2,237,790	1,963,720

Statement of Cash Flow

For the year ended 30 June 2024

	2024	2023
	\$	\$
Cash flows from operating activities:		
Receipts from customers	9,238,044	6,854,367
Payments to suppliers and employees	(7,650,151)	(5,082,037)
Interest received	95,740	15,883
Interest paid	(2,826)	-
Net cash provided by operating activities	1,680,807	1,788,213
Cash flows from investing activities:		
Movements in investments	421,230	(1,763,821)
Net cash provided by / (used in) investing activities	421,230	(1,763,821)
Cash flows from financing activities:		
Repayment of lease commitments	(31,214)	-
Net cash used in investing activities	(31,214)	-
Net increase in cash and cash equivalents held	2,070,823	24,392
Cash and cash equivalents at beginning of year	1,831,142	1,806,750
Cash and cash equivalents at end of financial year	3,901,965	1,831,142



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