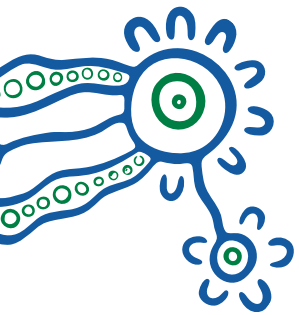


ANNUAL REPORT 2025





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 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 purpose 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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Advocating for Clients, Change, and the Community

Over the past 12 months, Encircle has worked hard to build and maintain connections with Government departments, City of Moreton Bay Council, housing and accommodation providers, advocacy groups, family support networks, and health and wellbeing organisations to ensure we are able to deliver better results and more sustainable solutions when responding to the needs of our community.

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Encircle continues to provide appropriate support and responses to our communities in the face of these challenges that we are confronting.

Cost of living, housing availability and homelessness are still impacting the lives of many people, along with continued escalation of domestic and family violence numbers. As an organisation, Encircle continues to provide appropriate support and responses to our communities in the face of these challenges that we are confronting.

Yet again, we supported people this year who never would have imagined they would need assistance with basic human needs. This was reflected in the patronage at our three neighbourhood centres who saw a 26% increase in those accessing centre facilities such as emergency food relief, computer access, and dignity services including showers and laundry facilities.

Financial counselling sessions (40%) as well as internal (72%) and external referrals (87%) also saw marked increases in the past 12 months.

In addition to advocating with government and funding bodies to expand our programs, Encircle also restructured some of our key areas to support the growing needs of our community.

Both our Homestay and Homeless Outreach Access Program (HOAP) implemented innovative models to address growing housing instability.

The Homestay team, who provide early intervention for individuals and families at risk of housing instability, implemented internal changes to better respond to the 20% increase in demand. This helped them support 648 clients in the past 12 months.

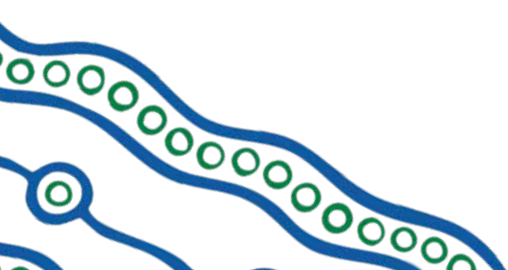
The HOAP team are now also able to support families with emergency housing response which provides 72-hour relief accommodation. Previously this service was only available for singles and couples.

This change has seen the HOAP program provide 24-hour support for those experiencing homelessness and three times the number of placements than they are funded to provide under their contract. In the past 12 months the HOAP team assisted 1,115 clients, including 234 that identify as Aboriginal and/or Torres Strait Islander and 40 with a CALD background.

With mental health being more important than ever, our Counselling team conducted 1,714 counselling sessions in the past financial year. This is a 20% increase on the previous period. We also supported 144 adults with literacy tutoring and conversations classes and 124 families through the Family Support and Young Parent Programs.

The Pine Rivers Community Legal Service (PRCLS) continued to provide advice, information, referrals, and practical support across a wide spectrum of legal issues over the past 12 months. With an emphasis that extends beyond achieving legal outcomes, the team is able to foster stability, empowerment, and clarity for their clients. By remaining committed to addressing the needs of vulnerable community members, PRCLS uses client insights to shape service delivery and contribute to broader discussions on justice, access, and reform.

While we'd love to see them resolved, the reality is the challenges our community continues to face are likely to remain into the years ahead. Our holistic approach to client services, ability to provide wraparound services, and commitment to advocating for the most vulnerable, ensures our clients are actively included, seen, and valued, and they can participate in their lives and community with dignity and purpose.



Community Fun Days



Each year, our most anticipated gatherings are the free community fun days, which are vibrant celebrations designed to bring people in our community together. These events are all about strengthening local bonds and making joyful memories, all without putting pressure on the family wallet.

Over the past year, each of our neighbourhood centres hosted a uniquely themed event that brought local communities together. Pine Rivers came alive with a vibrant Spring Carnival in September, while Redcliffe welcomed the season with an Autumn Festival in April. Sadly, the planned festivities at Kallangur had to be called off due to heavy rain.

Over 1,000 people attended the Spring Carnival where they enjoyed live music, face-painting, community stalls, and kids amusements. At our Autumn Festival we had over 520 attendees where, despite the unpredictable weather, everyone enjoyed the food, entertainment, and fun activities.

Encircle's Community Fun Days create moments filled with laughter, connection, and shared joy. These events light up our calendar each year, offering a chance to unite people from all walks of life and leave a lasting, positive imprint on the Moreton Bay community.



Board Report

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

In another busy year for Encircle, the organisation has continued to work beside our communities. This year was difficult for the many who are experiencing cost-of-living pressures, homelessness, and for the high number of people who are dealing with, or fleeing from, domestic violence.

In supporting our community, we are pleased to report that our level of funding increased from the previous year with the addition of new and expanded programs, some of these coming as a result of our advocacy efforts.

Our staffing and volunteer levels remained relatively stable with around 75 staff members and 120 volunteers.

Encircle continues to provide support to our communities through the delivery of targeted programs, activities, and events. Our three neighbourhood centres at Lawnton, Kallangur, and Redcliffe also offer a place for people to come together and connect with others.

This year has been a time of growth for the organisation. Building on the legacy of previous CEOs, over the past twelve months, Barb Power has made a range of inroads into delivering Encircle's long-term vision of strengthening support to our communities.

Strategic Plan

This year saw the finalisation of our 2025–2028 Strategic Plan. The implementation of this plan will provide a roadmap to support us to more effectively deliver our long-term goals, better serve our communities, and provide leadership within our region.

As we deepen our understanding of community challenges and aspirations, our ability to identify and advocate for community needs will continue to grow.

Our stakeholder development initiatives are also supporting us to build the key relationships that can help to influence positive change. The consolidated community service experience of our workforce will also continue to be instrumental in maintaining the professionalism required to tailor our services to better meet those needs.

Encircle Board

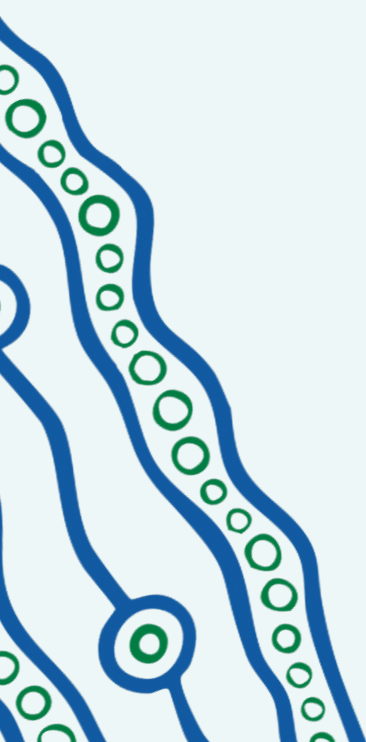
We would like to thank all Board members for the generosity of their time, their sharing of their expertise, and their ability to work together as a team. At the AGM we will officially welcome two new Board members, Jacey Octigan and Matt Stratham, who both provide a range of experiences that will enhance the Board's strategic intent and strengthen Encircle's capacity to work with our communities moving forward.

Finally, we would like to thank Encircle CEO Barb Power for her leadership and the experience she brings to the role. We also wish to thank the Senior Leadership Team, together with all staff and volunteers, for their efforts in the past year, as well as for their commitment to the future of Encircle and its work.

We look forward to continuing to implement our strategic vision, to work more closely with our communities, and to support their capacity to live happy and healthy lives.

Mike McFillin – Co-Chairperson

Laurelle Muir – Co-Chairperson and Secretary





Finance and Risk Management Committee Report

Chairperson:
Michele Lark

Committee Members:
Zac Zahner
Barb Power
Nicole Annetts

The 2024–2025 financial year brought a new Finance Manager and CEO to Encircle. This gave us the opportunity to take a fresh look at the purpose of the FARM Committee and how it could best support Encircle's operations.

Our monthly meetings address all financial aspects of the organisation, including the potential impact of financial decisions on every area of Encircle's operations. This has allowed management and the Board members to develop a forum for meaningful and productive discussions.

In the 2024–2025 financial year the key areas of focus were:

- Improving the budget model.
- Streamlining the financial reporting to the Committee and the Board.
- Reviewing capital purchases to ensure all significant expenditures were fit for purpose.
- Reviewing the Risk Register.

We believe that Encircle is well placed to continue to serve the people of the Moreton Bay region.

I would like to take this opportunity to thank Barb Power (CEO) and Nicole Annetts (Corporate Manager) for their work over the past 12 months. I look forward to seeing what the next 12 months brings.

Meet our Board



Mike McFillin
Co-Chairperson



Laurelle Muir
Co-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 COMMUNITY SERVICES LIMITED — ABN 879 440 922 71

Minutes of the Annual General Meeting

Wednesday 30 OCTOBER 2024

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, present and emerging.

ATTENDANCE	Mike McFillin (Co-Chair), Laurelle Muir (Co-Chair/Secretary), Michele Lark, Noel Tracey, Zac Zahner, Fiona Graham, Barb Power (CEO), Karen Rollinson, Deb Greig, Tania Wilson, Delma Dorman, Dean Cotter, Lea Brittain, Stacey Douglas, Diana Clift, Michelle O'Sullivan, Kara Harradine, Andrew Mayes, Margaretha Martiaux, Linda McCallum, Mark Loynes, Gail Smith, Shane Frost, Danielle Stewart, Andrew Brady, Ragana Willis, Jackie Hain, Pina Asekona, Alex Stowers, Shannon Danby, Shane Livingstone, Robyn Rose, Dominique Samuel, Michelle Lad, Jo-Anne Hurse, Richard Galloway, Kevin Green, Nathan Cleary, Councillor Yvonne Barlow, Latha Elenkovan, Fiona Caniglia, Kika McIntyre, Tanya King, Debbie Fletcher.
APOLOGIES	Rose Butler, Thea Macdonald, Councillor Cath Tonks, Mayor Councillor Peter Flannery, Councillor Darren Grimwade, Hon. Mark Ryan MP, Ivan Frkovic, Ali King, Councillor Sandra Ruck, Hon. Leeanne Enoch MP, Councillor Matt Constance, Valeen Adnams, Kim Poulin, Cheryl van Vuuren.
MEETING OPENING	Barb Power (CEO) welcomed attendees. At 5.06pm.
WELCOME TO COUNTRY	Aunty Stacey Douglas performed the Welcome to Country ceremony.
AGM OFFICIAL WELCOME	Co-Chair, Mike McFillin officially welcomed attendees to the 2024 Annual General Meeting.
APOLOGIES	The list of apologies was presented by Laurelle Muir. MOTION: That the list of apologies is accepted as read. MOVED: Fiona Graham SECONDED: Michele Lark Carried unanimously
PROXY CONFIRMATION	No proxy nominations had been received.
MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 25 OCTOBER 2023	The Minutes of the previous Annual General Meeting held on 25 October 2023 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 25 October 2023 are accepted as a true and accurate record. MOVED: Shannon Danby SECONDED: Michele Lark Carried unanimously
CO-CHAIR'S REPORT	Co-Chairs Mike McFillin and Laurelle Muir presented the report for the 2023/2024 year. They spoke of the Board's recognition and appreciation for Encircle Volunteers, Staff, Senior Management Team and new CEO, Barb Power. Mike tabled the Report, which is available, bound in the Encircle Community Services Ltd 2024 Annual Report for all to read.
CEO REPORT	Mike welcomed Barb Power as our new CEO. Barb presented the CEO Report for the financial year 2023/2024. Barb spoke to Encircle's significant achievements, as well as the challenges experienced during the year. She 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 2024 Annual Report for all to read.
FINANCE & RISK MANAGEMENT REPORT	Michele spoke to the Finance and Risk Management Report. She outlined the key points.

ACCEPTANCE OF REPORTS	MOTION: That the Reports delivered by Mike McFillin, Laurelle Muir, Barb Power and Michele Lark are accepted. MOVED: Andrew Brady SECONDED: Latha Elenkovan Carried Unanimously
DANCE TROUPE	Barb advised that the Dance Troupe had sent their apologies due to circumstances beyond their control.
GUEST SPEAKER: FIONA CANIGLIA	Barb introduced and welcomed guest speaker, Fiona Caniglia. Fiona provided an extremely comprehensive and informative outline regarding the current housing crisis and the action being taken by the State Government and the sector. Barb thanked Fiona for her presentation, noting the knowledge and vision she had provided around this critical issue.
VOTE OF THANKS TO THE BOARD	Barb Power thanked the current Board of Directors for their commitment and dedication over the past year. Gifts were presented to the Directors.
ACKNOWLEDGEMENT OF CONTRIBUTION OF OUTGOING MEMBERS	Mike acknowledged Cheryl Springer who had left the Board in February after 6 years and spoke of the contribution she had made during that time.
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 6 Directors: • Joint Chairpersons (2) • Secretary • 4 Ordinary Directors The new Board of Directors for the 2024/2025 year is as follows: • Mike McFillin (Co-Chairperson/Treasurer) • Laurelle Muir (Co-Chairperson/Secretary) • Fiona Graham (Ordinary Director) • Noel Tracey (Ordinary Director) • Michele Lark (Ordinary Director) • Zac Zahner (Ordinary Director) Mike and Laurelle welcomed the incoming Board for 2024/2025.
PRESENTATION OF AWARDS	Barb outlined the criteria for the awards, which were presented by Laurelle to the following recipients: Valeen Adnams; Gerry Massingham; Fiona Graham; Richard Galloway; Rose Butler; Ana Sandoval; Alexandra Stowers; Deborah Greig; Jacqueline Hain; Lea Brittain; Karen Rollinson; Melanie Grabski; Thea MacDonald; Tania Wilson; Cheryl Van Vuuren. Laurelle congratulated each award recipient.
GENERAL BUSINESS	Mike advised that no general business had been raised.
APPOINTMENT OF THE AUDITOR	Michele 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: Laurelle Muir SECONDED: Deb Fletcher Carried unanimously
CONFIRMATION OF THE MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 30 OCTOBER 2024	MOTION: That the confirmation of the minutes of the Annual General Meeting held on 30 October 2024 be undertaken by the new Board at its next meeting. MOVED: Andrew Mayes SECONDED: Shannon Danby Carried unanimously
MEETING FINALISATION	Mike thanked everyone for attending and closed the meeting at 6.15pm.

CEO Report

I am honoured to have led the Encircle team over the previous 12 months, as the first female CEO since our humble beginnings in 1987.

I am also honoured to have an all-female Senior Leadership Team to drive and guide the work the team goes about every single day.

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Our neighbourhood centres are the heart of Encircle, and it's the dedication of our volunteers, partners, and supporters that keeps our heart beating strong.

The past year has seen demand for service expansion in order to meet an increase in both need and the numbers of people facing that need.

This year alone, our three key portfolio areas, Housing and Neighbourhoods, Community Legal, and Counselling and Families, have collectively supported over 50,000 people, be it for shelter, domestic and family violence assistance, help with disputes, being a young parent, saving a pet, or keeping a tenancy. This is an increase in demand of over 10% on the last financial year.

Our three neighbourhood centres have continually provided support to over 35,000 people across Moreton Bay, be it for food support, dignity services, financial counselling, group-work, clothing support, education classes like wood burning, and groups such as the Parkinson's Choir.

Our neighbourhood centres are the heart of Encircle, and it's the dedication of our volunteers, partners, and supporters that keeps our heart beating strong. With the help of organisations such as OzHarvest and OneWorld Charity Shop, we keep those in need fed and clothed.

This year has seen staff expansion to support our strategic vision and our work in the community. For the first time, we introduced a Corporate Manager to work with me to drive enterprise expertise. We also now have Business Partner roles providing enhanced support for the Marketing, Communications, and Human Resources of Encircle. We have introduced a targeted approach to attracting and matching volunteers to skillsets, to value-add to the volunteer experience.

With the support of the First Nations community of Moreton Bay, Encircle has achieved the first phase of our Reconciliation Action Plan (RAP), REFLECT RAP. This supports our strategic vision of diversity and inclusion and, importantly, attracting and retaining First Nations staff. Staff yarning circles are now part of the fabric of Encircle. I am very proud of this achievement.

This year, Encircle commenced development of a Community Reference Group to explore, hear from, and advocate with community members to have local needs met.

I want to thank my team for their commitment and high-quality work in the community. I want to thank our volunteers, partners, and supporters whose unwavering support enables us to 'keep the lights on'.

Finally, I want to thank the Board for their trust and support of me as CEO and for their strategic vision. Encircle is a leading and learning organisation. We are stepping in with organisational courage to be the preferred community services provider in Moreton Bay. We are Team Encircle.

Barb Power OAM – Chief Executive Officer



Senior Leadership Team



Barb Power OAM
Chief Executive Officer



Latha Elenkovan
Community Legal Service Manager



Nicole Annetts
Corporate Manager



Robyn Rose
Counselling and Families Manager



Debbie Fletcher
Housing and Neighbourhoods
Manager



Neighbourhood Centres

The last year has been extraordinarily busy for the three neighbourhood centres at Kallangur, Pine Rivers, and Redcliffe.

Statistics show a marked increase in community groups and volunteer-led activities as well as a high demand for basic care support. To provide timely, respectful service, the neighbourhood centres are supported by four main programs, Front of House, Intake and Response, Community Development, and our Volunteer Program.



The work that these programs undertake is centered around our strategic goals of Develop, Deliver, Connect, Advocate, and Capability.

Develop: Building capacity and resilience in our communities

The Community Development team initiates groups that serve to build capacity and resilience for our local communities and families. The focus is on building and empowering our vulnerable communities to flourish and thrive within our neighbourhoods and to provide activities that are sustainable and community-led. This year saw a range of activities occurring within our neighbourhood centres that assist individuals and families to make connections, source support such as hot meals and emergency food packages, and build social relationships.

Groups such as the Gardening group focus on building knowledge while organically forming lasting relationships with participants who share similar interests. Similarly, we have several social groups, such as *You, Me She* where female attendees share their life experiences, providing support, information and building strong networks within the community.

Deliver: Quality services and programs that positively impact individuals, families, and communities

Over the year the neighbourhood centres have run 692 groups, activities, and events. These included:

- You, Me, She
- Seniors Morning Tea
- Tarago Tours for Seniors
- Art and Craft Groups
- Financial Counselling
- Parent and Kids Playgroups
- Rummikub Social Group
- Parkinson's Support Group
- Gardening Social Club
- Seniors Barbecue
- Adult Literacy and Tutoring
- Wood Burning Classes
- Book Club
- NDIS Support (Local Coordinator)
- Smoking Ceremonies
- Community Fun Days
- Kids Kraft Days
- RSPCA Days (Free Health Checks for Animals)
- Harmony Day

These groups play a critical part in connecting community with each other, and provide information, socialisation, and skill building to promote community wellness and inclusiveness for vulnerable individuals and families throughout the year. They also enable families with children to participate in fun activities for free.

The Community Development team play a key role in consulting, planning, and implementing community-based activities that provide opportunities for all community members to seek company, gain information, access support, and meet like-minded people.



Connect: Working together to create change

The Intake and Response team (I&R) play a pivotal role in connecting the community to the appropriate service. Over the last year the team has supported 800 clients including women and children escaping domestic violence and those dealing with financial hardship, mental health concerns, and substance and alcohol misuse.

I&R conduct face-to-face intakes with individuals and families to ensure they are referred to the most suitable program. This can be an internal referral to a program such as the HOAP team, or an external referral to an appropriate service such as domestic violence specialist services.

Similarly, the Community Development team undertake community consultation by attending local level stakeholder meetings, obtaining feedback from events and groups, and talking with local community members about emerging needs for the local population. This feedback is used to develop and implement much needed social groups and information workshops to ensure community members have access to resources that can improve their lives and take ownership of their future wellbeing.

Advocate: Giving our community a voice

The role of the neighbourhood centres is not only to support communities facing hardship by providing a range of resources, but also to advocate for emerging needs. The Community Development team raises funds by advocating and building strong relationships with local services and businesses to source both fiscal and basic care donations such as food, blankets, and clothing.

This year, Encircle received over 12,000 donations including food, clothing, bedding, blankets, and children's toys. Local government and politicians were also lobbied to highlight the burgeoning need about the high cost of living. The front of house staff managed 33,255 visits and calls to the neighbourhood centres and provided 7,744 hot meals, tea and coffee. These numbers indicate the rising costs of living and provide evidence that advocacy is required for change to occur within the City of Moreton Bay.

Advocacy is essential to the wellbeing of the community, and homelessness has become a stark reality for many in the Moreton Bay community. The neighbourhood centres act as a conduit for these people in terms of equitable access to services and resources. The neighbourhood centres also work in partnership with other businesses and institutions.

For instance, OzHarvest supplied over 80,000 kilograms of food for our thrice-weekly food parcel program that allowed us to supply approximately 9,000 food hampers to the Redcliffe Peninsula community. It must be highlighted that this program could not be operational without the generosity and dedication of Encircle's volunteers.

Capability: A trusted, transparent and effective service

Encircle promotes a trustworthy, transparent, and effective service that is critical to working with the most vulnerable in our community. We walk alongside the community, providing resources, social connections, and information in order for community members to have choice, opportunity, and equity regarding their daily lives.

Building trust with the community is paramount. Clients who access our neighbourhood centres are treated with respect and kindness. Feedback from community members indicates the neighbourhood centres play a vital role for those who need support.

Encircle also ensures that funding is utilised in the most effective manner with all resources and donations distributed in an equitable manner to the community as a whole. All donations are declared, and financial acquittals are completed, to ensure transparency and accountability to local community, government, and funding agencies. Encircle prides itself on being an organisation with integrity and has the appropriate systems and processes in place to ensure organisational reliability and accuracy.



Impact figures 2024-25

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



6,749

Free legal services provided



552

Services provided by accredited Duty Lawyers for DFV cases



9,190

People who attended an activity at a local neighbourhood centre



12,000+

Community items donated



33,255

Community visits/calls



643

Financial Counselling appointments



120

Total
volunteers



18,354

Volunteer
hours



69

Seniors who
attended OPAP



8,965

Food parcels provided



1,714

Counselling
sessions held



121

People supported by
the Service Integration
Initiative



565

New counselling
clients



648

Households supported
by Homestay



1,115

Households
supported by HOAP



100

Adults supported with
literacy tutoring and
conversations classes



31

Households helped by
the Service Navigator
program



124

Families supported by
Family Support and YPP

Supporting communities to develop capacity and resilience

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The inclusion of culturally responsive practices, accessible triage, and capacity-focused case planning helped clients build stability and maintain independence.

Homestay

Across Moreton Bay and Brisbane North, the Homestay Program supported 648 clients, 71% of whom were new to the service. Most clients at presentation were living in formal rental housing (60% private, 39% public/community).

The program reached a broad age range, with over 50% aged 36–55, and built resilience through tenancy education, advocacy and supported referrals to services for support such as mental health support (45% with prior diagnosis), and early intervention strategies.

The inclusion of culturally responsive practices, accessible triage, and capacity-focused case planning helped clients build stability and maintain independence.

Adult Literacy

Our goal is to provide students with a variety of learning experiences that extend beyond the classroom.

Over the past year Adult Literacy and Conversational English students had a number of real-life experiences that helped them gain confidence and learn more about their new surroundings. These included:

- Visits to the Redcliffe and Pine Rivers Museums that provided details on local history as well as showed different household items and tools used in everyday life.
- Korean Cooking experience where our Korean students showcased how they cook in their Australian homes in the same way they would if they were back in Korea.
- A visit to Roma St Parkland where the group received a guided tour and learnt about the different types of gardens and plants found in Australian gardens, including plants they can grow at home and use in cooking.
- Celebrating Harmony Day with the wider community by playing the yakka, making poise balls and weave lace lays, then sharing a meal together.
- Attending the smoking ceremony at Kallangur Neighbourhood Centre where they spoke with local elders about our history and shared traditional food.

Counselling

Between July 2024 and June 2025, the Counselling and Families team supported families throughout Moreton Bay and Brisbane North to build capacity within their own lives.

The state-funded counselling program at Pine Rivers Neighbourhood Centre delivered 463 counselling sessions to residents of The Hills District, Strathpine and North Lakes. In addition, the team also facilitated the *Flourish* and *Wheel of Wellbeing* programs that focused on promoting and maintaining mental health and wellbeing.

The Family Therapy team supported 258 clients across the three neighbourhood centres delivering a total of 622 counselling sessions.

The Specialist Family Violence team supported 149 clients, delivering a total of 629 counselling sessions. The counsellors also co-facilitated two *Reclaiming Your Life* groups, designed for victim-survivors of family violence.

The Family Support Program, operating across Pine Rivers and Redcliffe areas, supported 48 families, including 104 children. The program focusses on providing outreach case management to assist families in strengthening parenting skills and fostering healthy relationships.

The Children and Parenting Support program had 131 individuals participate in programs held in schools or at Encircle Neighbourhood Centres. Highlight programs included *The Power of Words*, a program for girls aged 8-12 that focuses on strengthening relationships and communication skills, and the *Sing and Grow* Program, a music-based initiative for children aged from birth to 5 years.

Additionally, two parenting programs, *Circle of Security* and *Bringing Up Great Kids*, were offered at various centres throughout the year. Both programs equip parents with valuable knowledge about fostering stronger relationships with their children through attachment-based approaches.

Homeless Outreach Access Program (HOAP)

Over the past year, the HOAP team worked closely with individuals to overcome challenges in accessing safe and secure housing. These include providing phones and chargers so they can stay connected with services; assisting with housing applications and referrals to community and social housing; supplying necessary identification and support letters; and providing provisions to promote safety and care while sleeping rough.

We also helped individuals living in temporary refuge accommodation develop the skills needed for long-term housing such as ensuring co-contributions are paid on time; supporting property applications; and offering guidance on maintaining a tenancy.

Intake and Response (I&R)

The I&R program supports community development by equipping individuals with the tools to build on their own strengths. Using a trauma-informed, strengths-based approach, the program empowers clients to actively participate in addressing their unmet and complex needs.

Through holistic assessments and guided referrals, clients are supported to build resilience and confidence as they navigate challenges such as homelessness, family violence, and mental health concerns.

Pine Rivers Community Legal Service (PRCLS)

In 2025, PRCLS reinforced its commitment to fostering strong, legally capable communities by expanding opportunities for individuals to acquire the knowledge, skills, and confidence needed to manage legal matters independently. Our focus extended beyond service delivery; we aimed to enhance the resilience of individuals and communities in navigating legal challenges.

A significant initiative involved collaborating with the Australian Sign Language Interpreters' Association Queensland (ASLIAQ) to provide tailored legal education on wills, enduring powers of attorney, and deceased estates. These workshops, conducted with Auslan interpreters, not only improved legal comprehension among deaf and mute interpreters but also enhanced their ability to support others within the deaf community.

We also refined our communication of legal processes by simplifying complex procedures into clear, actionable steps, providing practical tools, and promoting self-advocacy. Clients frequently reported feeling more empowered and better equipped to handle similar issues in the future.



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



Young Parents Program (YPP)

Operating across Brisbane North, YPP supported 76 families over the past year. During this period, 15 babies were welcomed into the world by the incredible young women who accessed YPP for pregnancy support.

The YPP team provides case management for parents under the age of 19, connecting them with essential services such as midwifery care, youth housing programs, and social workers who advocate for resources and other supports.

Many of these young families face significant financial barriers, particularly when it comes to purchasing essential items like cots, prams, bassinets, car seats, or laptops. To help bridge this gap, donations are regularly sought to provide necessities such as nappies, wipes, baby clothes, bottles, formula, sterilisers, toiletries, food, and baby wraps.

Homeless Outreach Access Program (HOAP)

Our team is available 24 hours a day, 7 days a week, including public holidays. This continuous support allowed us to assist over 1,500 people during the 2024–2025 financial year.

Since launching a dedicated phone line, we've responded to over 585 calls and have made it easier for services like the Homeless Hotline to refer people for support at any time.

We also offered 72-hour respite accommodation; a short-term solution offering a safe, warm place to stay while people waited for more stable options. Though not everyone moved into longer-term accommodation right away, this service provided critical relief during difficult times.

Through our temporary refuge and case management services, we supported over 95 people, including singles, couples, and, thanks to additional funding, families. While initially designed to support 10–12 individuals, we were able to extend that to 36 people at one time.

Intake and Response (I&R)

Despite being an unfunded service, the I&R program delivered high-quality, person-centred support across Encircle's three neighbourhood centres. Clients received individualised assistance, ensuring access to critical services including financial support, housing, mental health care, and family support.

The team facilitated over 800 one-on-one support sessions and participated in community initiatives such as the Back-to-School Program, distributing 40 fully equipped backpacks thanks entirely to donations.

This practical and compassionate support ensures every session met immediate client needs while promoting longer-term stability and wellbeing. This delivery of quality care continues to foster trust, safety, and empowerment in the community.

Older Persons Action Program (OPAP)

OPAP provides inclusive and responsive support services tailored to the evolving needs of older adults in our region. From social support and community connection groups to referral pathways and individual advocacy, our services are designed to reduce isolation and increase wellbeing.

Over the past 12 months, we've seen strong outcomes in client engagement, re-engagement, and connection. Feedback from clients consistently highlights the program's impact in providing meaningful social interaction and a sense of belonging, which is critical to both mental and physical health.

Service Integration Initiative (SII)

The Service Integration Group meetings supported 41 households experiencing homelessness or at risk of homelessness, comprising 121 individuals (48 adults and 73 children). Alongside these cases, recurring challenges such as social isolation, financial hardship, mental health concerns, and domestic and family violence continue to emerge as significant factors.

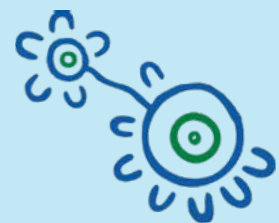
In 2024-25, we delivered 25 sustainable housing outcomes, benefiting 59 people (32 adults and 27 children). In 88% of these cases, the additional unmet needs identified at intake were also addressed through coordinated service delivery involving multiple agencies and programs.

Volunteers

Based at the Redcliffe Neighbourhood Centre is a dedicated team of 18 volunteers who make up the Food Parcel Team. Led by Laurie Day, the team has become a well-coordinated and high-functioning service that provides food on Monday, Tuesday, and Thursday afternoons.

Over the past financial year, the team distributed more than 85,000kg of rescued food from OzHarvest, alongside nutritious FairShare meals, to more than 9,600 community members.

Every food parcel is thoughtfully prepared and tailored to specific circumstances such as accommodating dietary requirements, the number and ages of children, including pet food, and responding to toiletry requests.



Case Study

A single male veteran was experiencing primary homelessness, living in his vehicle. His circumstances were significantly affecting his mental health, and he was also managing a chronic health condition. With no support from family or friends, and all formal housing pathways exhausted, his engagement with service providers was limited due to the transient nature of his situation and the need to frequently relocate from public spaces.

He eventually sought assistance through a veteran wellbeing program. Through the SII, he was placed in temporary accommodation using crisis funding, which provided a crucial period of stability. This stability enabled him to re-engage with support services and begin addressing his unmet needs.

With support, he completed a social housing application and began attending regular appointments with the veteran wellbeing program.

He was later successfully housed through a community housing provider, who also supported him in furnishing his new home.

His mental health significantly improved, and with ongoing support, he was assisted in applying for a federal government payment. Receiving this payment allowed him to access necessary medical treatments and better manage the cost of living, contributing to a more stable and independent future.



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

Pine Rivers Community Legal Service (PRCLS)

PRCLS maintains its commitment to fostering connections that enhance our impact and provide more inclusive support to the community. By collaborating with other organisations, we expanded our service reach and created pathways for clients to access assistance beyond our in-house capabilities.

This year, we initiated discussions for new partnerships with prominent pro bono law firms to help address unmet legal needs that often fall outside our current scope of focus. Initial conversations have centered around co-developing referral pathways and pro bono support models, enabling clients to access specialised legal assistance while staying connected to the broader services offered by PRCLS.

These prospective partnerships represent a proactive approach to community legal service delivery, acknowledging that no single service can meet every need, but meaningful collaboration can effectively bridge existing gaps.

Additionally, we have continued to strengthen our relationships with local agencies, courts, and support providers through regular outreach, interagency meetings, and co-located service delivery. By building strong, trusted networks, PRCLS is better equipped to address complex legal issues and ensure our clients receive timely, coordinated, and compassionate support.

Counselling

Each May, Australia marks Domestic and Family Violence (DFV) Prevention Month. Encircle hosted two events during the month to raise awareness of DFV and send a clear message that violence will not be tolerated.

Candle Lighting Ceremonies were held on the first Wednesday in May to coincide with the National Day of Remembrance. More than 100 people attended ceremonies across the three neighbourhood centres. This year marked the 16th consecutive year that Encircle has hosted this meaningful occasion.

Despite the gloomy skies, more than 550 people attended the 2025 Moreton Bay Says NO to Violence (MBSN2V) event on Friday 30th May. The walk began with a performance from the QPS Pipes and Drums Band and was led by Kabi Kabi women and their families. A speaking event followed featuring government representatives, frontline workers, victim-survivors, school leaders and community advocates, all sharing powerful messages in support of ending violence.

Homestay

Referrals were drawn from over 20 sectors, including social housing (19%), specialist homelessness services, hospitals, police, schools, and community services. Key suburbs included Zillmere, Stafford, Kallangur, Redcliffe, and Margate, confirming reach across Moreton Bay and Brisbane North communities.

Staff worked closely with local services to respond holistically to families, single parents (38%), older adults, and clients with disabilities.

Collaboration and service integration supported better outcomes and reduced duplication, while SHIP allowed cross-region client management and continuity of care.





Volunteers

We celebrated National Volunteer Week at both our Pine Rivers and Redcliffe Neighbourhood Centres in May.

Volunteers came together at Pine Rivers for team building fun and lunch. Responding to feedback, at Redcliffe we held lunches over three days. Members of the different programs running out of the centre explained what their teams do and how they are impacted by the work of volunteers.

The events allowed volunteers who might not otherwise have met to network and share their experiences in volunteering. One of these connections led to a quilting group sewing bags for our emergency food packs.

Service Integration Initiative (SII)

In June, we welcomed over 200 attendees to the annual Reconnect event. Aimed at individuals in the Moreton Bay region who are experiencing homelessness or housing insecurity, Reconnect provides a vital opportunity for attendees to connect with local service providers and explore pathways toward secure housing. It also serves as a valuable networking platform for service providers to strengthen their understanding of the local service system and build partnerships across the sector.

On the day, more than 300 free meals were served, along with 20 free haircuts, 12 free health checks and vaccinations, and the distribution of countless resources including essential material items such as clothing, bedding and food hampers.

Service Navigator

As part of the Moreton Bay Neighbourhood Centre Resilience Partnership (MBNCRP), the Service Navigator was regularly based at each of the Moreton Bay Neighbourhood Centres to strengthen client support through coordinated case management and collaboration with on-site staff.

One example involves a client based at Deception Bay, who was living in a flood-damaged property affected by structural issues and mould following the 2022 floods. He required advocacy with his tenancy provider for urgent repairs and mould remediation. In addition to these housing concerns, the client was also experiencing significant health and financial challenges, which were impacting his two teenage sons.

The Service Navigator worked collaboratively with the Deception Bay Neighbourhood Centre, the local high school, GIVIT, Thread Together, Team Care Coordination, and the Metro North Mental Health Disaster Recovery Team to provide a coordinated support response for the family.

As a result, the client is now on a path to recovery. His health is being managed, and he is receiving support through My Aged Care funding. Repairs to the home are scheduled, and once completed, a deep clean will be arranged, allowing the family to safely use their new furniture and clothing without concerns about further damage or mould.

This family's progress towards stability and recovery was made possible through Encircle's strong partnerships with these local organisations and service providers.

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

Homeless Outreach Access Program (HOAP)

Advocacy is a vital part of our work. We speak up for people experiencing homelessness to ensure their needs and circumstances are heard and understood. We also advocate for more time and flexibility when individuals are asked to move on from public spaces, so they aren't left without options.

Over the past year we've worked with the Department of Housing to secure housing for clients; partnered with motels and hotels to offer temporary accommodation; and engaged with City of Moreton Bay Council about new local laws impacting people sleeping rough.

Family Support

Encircle is part of a federally funded consortium with Deception Bay Neighbourhood Centre, Bribie Island Neighbourhood Centres, and Centre Against Domestic Abuse (CADA) to provide programs that strengthen relationships, support families, and improve children's wellbeing with the aim to strengthen family functioning. The Consortium saw 431 clients across the four agencies.

Intake and Response (I&R)

The I&R program advocates for vulnerable community members by truly listening to their stories, understanding their needs, and ensuring their voices are heard. Officers work alongside clients, not only responding to crises but also helping individuals navigate systems and assert their rights.

Homestay

Homestay staff prioritised respectful engagement, trauma-informed practice, and interagency support for clients with complex needs.

First Nations clients made up 14.8% of the combined caseload, well above population averages, which highlights the need for culturally safe housing supports.

With over 45% of clients self-identifying or being diagnosed with mental health issues, the program continues to elevate the voices of vulnerable clients and work alongside health services to advocate for sustainable housing pathways.

Older Persons Action Program (OPAP)

OPAP provides a direct line between older people and decision-makers by actively listening to their stories, challenges, and needs.

This year, we've supported clients through key transitions, including housing insecurity, elder abuse concerns, and navigating aged care pathways, advocating for access to appropriate and respectful services.

Our ongoing advocacy reinforces that older people deserve to be heard, valued, and supported with dignity.



Service Integration Initiative (SII)

The SII led the development of a governing body for the Moreton Bay Housing and Homelessness Network. The body is comprised of key stakeholders from across the housing and homelessness sector within the region. Its establishment aims to enhance the sustainability and long-term effectiveness of the Network, ensuring it can continue to advocate for, and respond to, housing and homelessness challenges in our community.

In addition to this strategic development, the Network continues to deliver information sessions on both new and existing programs and facilitates a community of practice to support collaboration and knowledge sharing amongst members.

Service Navigator

Each client in the Service Navigation Program received support in identifying their goals throughout the intake and case management process. These goals served as a benchmark for clients to track their progress and outcomes. They also guided the Service Navigator in determining areas where advocacy was needed.

Over the year, advocacy efforts included assisting 31 households, case coordination, providing support letters, liaising with local Members of Parliament, and applying for grants on behalf of clients.

Case Study

Referred to OPAP by the HOAP team in February 2025, the client had been homeless for nearly two years, living in a tent along the Redcliffe coastline. Struggling with memory loss, declining health, and a deep mistrust of services due to past experiences, the client had disengaged from support networks and repeatedly refused accommodation options.

In the lead-up to Cyclone Alfred, HOAP and OPAP worked together to urgently secure a boarding house placement. The client refused, leading to emergency shelter during the cyclone. Following this, they accepted temporary hotel accommodation provided by HOAP. During this vulnerable period, OPAP began building trust, supporting the client with medical appointments, ensuring access to food and essentials, and facilitating regular visits with their partner in aged care.

Despite significant memory challenges and emotional setbacks, the client remained firm in their desire to stay in the local area. Unable to secure aged care placement alongside their partner, a Department of Housing unit was eventually offered. OPAP and HOAP coordinated the move. OPAP has continued to provide wraparound support, including transport, shopping, and home setup.

Through a joint phone assessment with My Aged Care, the client and their partner were granted a high-priority Home Care Package which is a vital step toward long-term support. The client is now settled and doing well in their new home, with OPAP continuing to advocate for services that will ensure their safety, wellbeing, and dignity into the future.



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

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These efforts help us remain a responsive, well-governed service, committed to long-term impact and sustainability.



Intake and Response (I&R)

The I&R program is a testament to Encircle's ability to deliver high-impact services with limited resources.

Despite being an unfunded program, the team maintains a transparent, accountable, and highly effective model of service. Staff collaborate across centres, using consistent documentation and streamlined referral processes to ensure quality and continuity of care. By dedicating time to data collection, community engagement, and program development, the team demonstrates operational strength and sustainability.

Their responsiveness to emerging needs ensures that Encircle continues to be a trusted, ethical organisation capable of evolving with its community.

Homeless Outreach Access Program (HOAP)

At Encircle, we value strong partnerships, accountability, and continuous improvement. We've facilitated connection with the Tenancy Skills Institute to help clients earn certificates that improve their chances of securing private rentals.

We hold weekly meetings with the Department of Housing and Council to ensure we're reaching those in need; fortnightly reviews with the Department's contract team to discuss what's working and where we can improve; and have an ongoing engagement with Council to stay up-to-date on local developments and represent our clients' voices.

These efforts help us remain a responsive, well-governed service, committed to long-term impact and sustainability.

Homestay

Homestay underwent a structural realignment this year to improve staff accountability, intake efficiency, and data capture. Client Management Systems usage has been standardised across teams, improving performance tracking and funding compliance.

Ninety-three percent of clients held formal leases, and brokerage use was targeted to ensure timely, impactful financial assistance.

The team's ability to respond quickly, despite high demand and economic pressure, demonstrates a strong team culture of flexibility and a focus on the needs of the community.

The use of regular review and feedback loops ensures services remain sustainable and responsive to local needs.

Older Persons Action Program (OPAP)

OPAP remains committed to delivering a high-quality, client-centered program underpinned by strong governance and sustainable practice. Continued investment in local partnerships also ensures that our program is responsive, resilient, and capable of meeting future challenges while maintaining a strong foundation of trust with the communities we serve.

Pine Rivers Community Legal Service (PRCLS)

PRCLS enhanced its internal capability to remain responsive, ethical, and a sustainable community legal service. This year, our focus was on refining core systems, investing in staff and volunteer development, and strengthening governance practices that support both compliance and innovation.

We conducted a comprehensive review of our intake and triage processes, establishing clearer escalation pathways for complex matters and implementing new tools for early risk identification. These enhancements have allowed us to manage rising demand while maintaining quality and responsiveness in our services.

Internally, we prioritised staff wellbeing and capability through targeted training in trauma-informed practice, cultural responsiveness, and building professional resilience and capability. Our volunteers also benefited from an improved induction program and access to improved mentoring opportunities.

PRCLS upheld a strong emphasis on accountability, with transparent reporting to funders, data-informed service planning, and robust supervision structures. These measures ensure our services are aligned with community needs, delivered ethically, and remain sustainable in the long term.

By consistently strengthening our foundations whilst being flexible, PRCLS is well-positioned to address legal needs, drive systemic change, and provide a safe, stable space for the community to seek support and justice.

Service Integration Initiative (SII)

The SII continues to meet its key performance indicators and deliverables in line with contractual obligations.

With backbone support from Q Shelter, the Initiative regularly reviews its processes to ensure practices remain effective and efficient. As part of this ongoing review, Q Shelter consults with service providers accessing Service Integration to gather feedback and inform improvements.

In addition to Q Shelter's support, Encircle engages with partner organisations and community

stakeholders to co-design placed-based delivery of the SII. This collaborative approach enhances service coordination and streamlines access pathways, ultimately improving outcomes for our clients across the region.

Service Navigator

The Service Navigation Program was funded through the Commonwealth and State Disaster Recovery Funding Arrangements (DRFA), with quarterly quantitative and qualitative reports submitted to ensure transparency and accountability.

With the program concluding on 30 June 2025, new client referrals were phased out in the preceding months. The focus shifted to ensuring existing clients were transitioned to other services or referred back to Community Recovery to maintain continuity of care.

Volunteers

This year we said goodbye to some of our longer-term volunteers but were excited to add many more to our team.

Encircle currently has 130 registered volunteers across four sites: Pine Rivers, Kallangur, and Redcliffe Neighbourhood Centres, and the Pine Rivers Community Legal Service. Each of these volunteers plays a vital role in many of Encircle's programs with the volunteer footprint continuing to expand into new areas.

Encircle volunteers support communities by developing and leading programs. Both our food parcel team and adult literacy groups are led by volunteers who coordinate rosters and ensure their programs are delivered to a high standard.

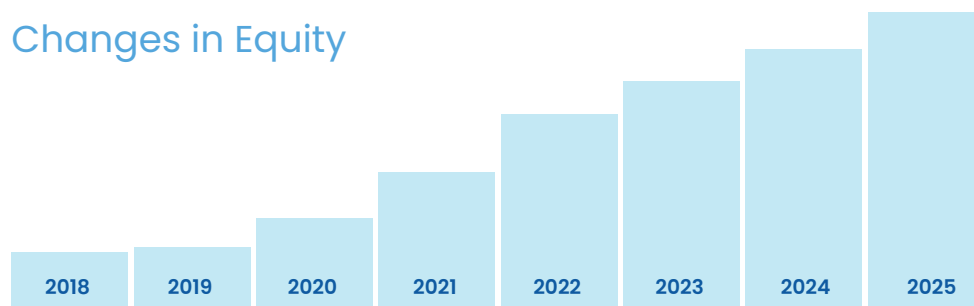


Financial Statements

The 2024-2025 financial year saw continued positive growth in the financial stability of the organisation. As illustrated in the financial reports, the organisation has maintained a positive financial position despite the continued challenge of rising inflation.

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.

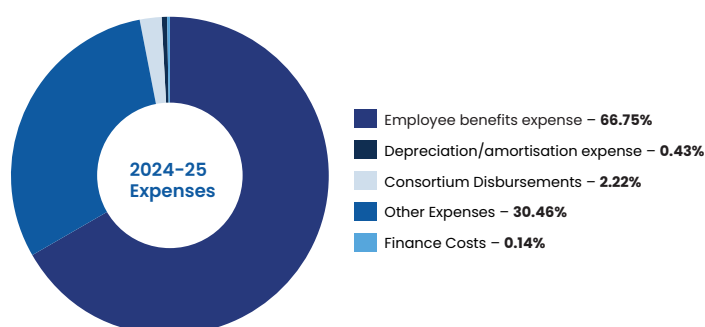
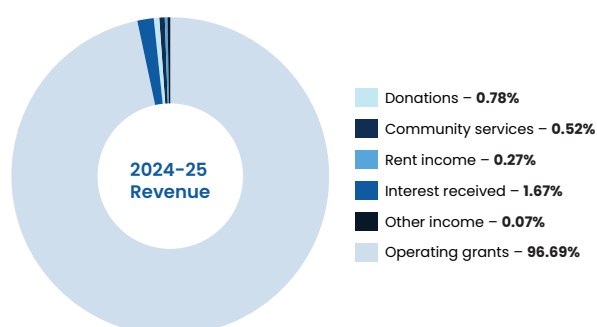
Changes in Equity



Statement of Comprehensive Income and Surplus

For the year ended 30 June 2025

	2025 \$	2024 \$
INCOME		
Revenue	11,454,968	7,890,596
Other income	391,054	111,418
Total Income	11,846,022	8,002,014
EXPENSES		
Employee benefits expense	7,738,707	5,668,843
Other Expenses	3,856,443	2,107,671
Total Expenditure	11,595,150	7,776,514
Other comprehensive income, net of income tax		
Net fair value of financial assets at fair value through profit or loss	56,742	48,569
Total other comprehensive income, net of income tax	56,742	48,569
Total comprehensive income for year	307,614	274,061



Financial Statements (cont)

Statement of Financial Position

As at 30 June 2025

	2025 \$	2024 \$
ASSETS		
Current Assets	6,321,313	5,980,355
Non-current Assets	402,371	160,798
Total Assets	6,723,684	6,141,153
LIABILITIES		
Current Liabilities	3,900,284	3,727,495
Non-current Liabilities	278,005	175,877
Total Liabilities	4,178,289	3,903,372
NET ASSETS	2,545,395	2,237,781
Total Equity	2,545,395	2,237,781

Statement of Cash Flows

For the year ended 30 June 2025

	2025 \$	2024 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	11,824,388	9,238,044
Payments to suppliers and employees	(11,676,794)	(7,650,151)
Interest received	147,667	95,740
Interest paid	(3,378)	(2,826)
Net cash provided by operating activities	291,883	1,680,807
CASH FLOWS FROM INVESTING ACTIVITIES		
Movement in property, plant and equipment	(91,023)	-
Movement in investments	(1,000,000)	421,230
Net cash flows provided by / (used in) investing activities	(1,091,023)	421,230
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of lease commitments	(61,043)	(31,214)
Net cash used in financing activities	(61,043)	(31,214)
Net Increase / (Decrease) in cash and cash equivalents held	(860,183)	2,070,823
Cash and cash equivalents at the beginning of the year	3,901,965	1,831,142
Cash and cash equivalents at end of financial year	3,041,782	3,901,965



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