



2023 **ANNUAL REPORT**

Responding to our community.

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 to meet the changing needs of our communities:

Funding Agencies



Queensland Government



Australian Government

Community Supporters

Volunteers

Clients

Donors

OzHarvest

Network
Partnerships

Community
Agencies

Referrers
and Staff

COVER PHOTO: Rob (left), a volunteer gardener at Pine Rivers Neighbourhood Centre, helps Xavier (middle) and Brooke, (right) an Encircle Homeless Outreach team member dig up potatoes in the community garden, just in time for school holidays!

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Getting some help for a friend at the free RSPCA clinic - June 2023 Reconnect event for people experiencing housing distress or homelessness at Redcliffe.

Responding to the needs of our Community

Encircle Community Services has remained steadfast in its mission to address the pressing concerns that resonate deeply within our community. The past year has been marked by a renewed focus on key areas that define the well-being of our residents: domestic violence, mental health, cost of living, housing, social isolation, and loneliness.

Mental health and wellbeing has been at the forefront of our initiatives. We recognise the importance of breaking down stigmas, expanding access to social activities and resources, and offering compassionate support to individuals and families navigating these challenges.

We are committed to creating a safer and more supportive environment for those affected by domestic violence. Through partnerships, advocacy, and events that bring our neighborhoods together we aim to support and stand against all forms of violence in our communities.



Neighbourhood Centres

Our local neighbourhood centres and community development approach is central to our vision:

“Our communities will thrive and be resilient by being engaged, connected and supported.”

In connecting with community, our centres provide a safe space where people can be heard, linked to formal and informal support, create meaningful connections with others and build capability.

We provide the opportunity for people to come together to drive local community action. During the last year, in sharing their stories, households faced difficult discussions around the dinner table about the cost of living, the weekly food bill, fuel and maintaining their housing.

In listening and responding, Encircle has provided information, advice, a range of groups and other events aimed at building resilience and capability, whilst also enabling ‘time out’, by delivering a series of community fun days, kids groups and other events that focus on human connection and ‘fun’.

“

Homestay has been solid in providing intensive support to individuals and families to sustain their tenancies. Brisbane North Homestay are very well recognised, and highly respected in the Brisbane North region by all services.

Sisters Inside

”



Adult Literacy

Our Adult Literacy classes unite students from diverse backgrounds and those challenged with speaking, reading, or writing the English language.

The program has been working to provide additional services, and community information sessions. We had a visit from the Petrie Fire and Rescue Service, we linked students with local libraries for programs like first aid courses and various craft and wellbeing activities. We also undertook group trips on trains and buses, so students would feel safe and empowered to use public transport.

The program is evolving all the time to reflect what the community is looking for, and what students would like to learn. For many students, we are a first point of contact, where they feel safe to ask questions, without fear or embarrassment.

There is a great sense of friendship amongst the groups. This is felt by both tutors and students.



Older Persons Action Program (OPAP)

OPAP is annually funded to provide case management, brief intervention and social inclusion activities for seniors living in the Redcliffe peninsula.

A new initiative is the partnership formed between Sesame Lane Care & Kindergarten to reduce social isolation in our senior community members. The “Connection Club” pairs seniors and children to share activities and bridge the generation gap, supporting social bonding and reducing isolation.



Counselling and Families Team

Our team of skilled practitioners worked hard in the community this year, meeting clients and delivering important community events, such as the candle lighting ceremony in May and Moreton Bay says no to violence march in October. The team farewelled a senior manager and welcomed a new manager and other staff.



Homestay

Homestay is an early intervention program that supports individuals and families at risk of homelessness to maintain independent housing. They provide advice, advocacy, information and case management.

The lack of safe and affordable housing options can exacerbate domestic violence situations. In addition, homelessness is disproportionately correlated with Aboriginal and Torres Strait Islander communities.

The team has built up trust and confidence with government, real estate and community organisations.

Making Connections across generations

Longtime Redcliffe resident, Bronwyn, has been attending our local children and seniors daycare program, Connection Club, after she saw the program on Facebook two years ago.

Having suffered grief, loneliness and depression following the loss of her husband, the 76 year-old grandmother of five – and great grandmother of two! – had been looking for a way to reconnect with others.

'Children have always made me smile,' Bronwyn says of her motivation to join the cross-generational program.

After being supported to receive her Blue Card and provided with transport to and from the venue. Bronwyn has been attending every Wednesday to sing, play, draw, and read with local 4-year-olds

Affectionately known as "Bronnie", Bronwyn and fellow senior participant Bob have become beloved favourites of the kids at the daycare program.

'Oh the kids just love Bob,' Bronwyn says. 'They paint his nails and he keeps it on for days - even when we went on an excursion with the group!'

Since joining the program, Bronwyn has relished the return of her spark and improvement in her mood. "It's my favourite day of the week," she says with a smile.

Her hope for the program? To see the group continue to expand so more seniors can delight in the wonder and awe of childhood.

**Contact Encircle Redcliffe
Neighbourhood centre to join the
Connection Club!**

“
Children have
always made me
smile
”



Joint Chair Report

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

HIGHLIGHTS

Name and Logo Refresh

The Encircle Logo is the primary visual device used throughout communications to represent vision and values and express the organisation's visual identity. Encircle has strong brand colours and a recognisable logo. The purpose of the logo refresh was not to change the look of the entire logo but to enhance existing elements and reflect the rebrand "Encircle Community Services". An accompanying Style Guide was launched to accompany the logo refresh.

Board Review

From a strategic perspective, the Board has undertaken an external Board review to provide an independent lens on where we can improve our operations to provide the highest level of strategic vision that supports Encircle to understand community need with responses that meet this need. The review also examined our governance approaches and Board composition to ensure we have the right mix of skill sets to manage the environment we are working in going forward.

Our Thanks

We appreciate the tireless efforts of our Board Members, each providing many hours of service, advice, and guidance to continue to ensure that the programs and activities Encircle offers meet the needs of our communities. Board Directors are volunteers, and we appreciate the dedication and support to deliver our strategic and governance roles.

As we have come out of COVID, our staff have worked hard to support our communities in the face of the new challenges that we are confronting. 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 to.

As an organisation, we will continue to provide appropriate support and responses to these issues. The Board has been extremely impressed with the level of service our teams have been able to provide.

Our neighbourhood centre teams at Lawnton, Kallangur and Redcliffe have also gone above and beyond in developing opportunities for groups and individuals to come together to learn, create, to build connections and to just have fun. The team has also delivered a series of family fun days at each of our venues, where community have come together to enjoy a day out that is affordable and relaxed. We have had huge responses to these events and will continue to offer them.

The Board would like to take this opportunity to thank our CEO, Chris Staines for his leadership in ensuring that Encircle has the appropriate structure and staff capability to continue to deliver services, programs and activities that enable our communities to be connected, resilient and safe. Our thanks also to the Senior Management Team, to all staff and to our wonderful volunteers.

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

Mike McFillin
Joint Chairperson
and Finance and Risk
Management Chairperson

Laurelle Muir
Joint Chairperson
and Secretary

SERVICE AWARDS

We recognise and sincerely thank
the following members for their service to
Encircle...

- JIM DEUTSCHMANN - Outstanding Service
- JUNE DITCHBURN - Long Service and Retiring
- LILLIAN McDOUGALL - Long Service and Retiring
- LYNELLE BOYLE - Long Service and Retiring
- JANICE FAVELL - Long Service
- BARBARA WHILEY - Long Service and Retiring

Finance and Risk Management Committee Report

Chairperson: Mike McFillin

Committee Members: Quentin Nosovich, Shwe McManus, Richard Kumar Chris Staines

Encircle has enjoyed another financially successful, if difficult year.

We generated an operating profit of \$ 272,162 which is a decrease from last years result.

This lower operating profit was due to the mounting challenges in delivering housing, domestic violence, legal services, and family support programs. In order to continue providing our programs at a meaningful level increases for wages and brokerage made up most of our increased expenditure. The impacts of the cost of living crisis that is impacting Australia and the rest of the world was also felt by Encircle with increased operating costs.

We have continued to invest in our systems and processes so that as an organisation we can grow to meet these and future challenges.

We have taken a critical look at the financial future of the organisation and have commenced a process to broaden our income base with the intention of being less dependent on government funding.

This process will enable us to operate with greater certainty and in the long run, provide additional services to the vulnerable members of our community.

We have also undertaken various projects and reviews to assist in our continuing goal of maintaining financial sustainability.

Looking forward

In 2023/2024, our principal focus will remain on the continued challenge of financial sustainability in the face of increasing demand plus and rising costs, as well as the diversification of our income base to ensure that we can continue to operate in a manner that will fully support the community.

In summary, we are well positioned for the way ahead and have developed a range of strategies that will safeguard our needs and aspirations into the future.

I would particularly like to thank the other committee members, Quentin Nosovich, Shwe McManus and Richard Kumar (Finance, Systems and Administration Coordinator) and Chris Staines (CEO), for their support and work for the committee during the year.

Mike McFillin



Mike McFillin

Joint Chairperson
and Finance and Risk
Management Chairperson



Laurelle Muir

Joint Chairperson
and Secretary



Fiona Graham

General Director
and Governance and
Nomination Committee
Chairperson



Dr Noel Tracey

General Director



Cheryl Springer

General Director



ENCIRCLE LIMITED | ABN 879 440 922 71

MINUTES OF SPECIAL GENERAL MEETING

Kallangur Neighbourhood Centre & Zoom | 26 October, 2022

ATTENDANCE:	Kallangur Neighbourhood Centre: Mike McFillin, Laurelle Muir, Noel Tracey, Fiona Graham, Casey Locke, Chris Staines, Louise Skidmore, Cheryl Springer, Quentin Nosovich, Jim Deutschmann, Gary Yule, Tony Kitts, Professor Karen Becker (USC), Councillor Yvonne Barlow, Kenneth Hunt, Emma Bennett, Lisa Boyd, Deanne Ware, Uncle Mick Douglas, Chrissie Kelly, Stephen Hawkins, Andrew Mayer, Mark Loynes, Karen Rollinson, Shwe McManus, Nicholas Wellins, Deane Dornan, Danielle Dimmick, Navin Prasad Zoom: Donna Bullock, Jacqueline McRae
APOLOGIES:	Catherine Bub, Tracey Jeans, Maree Inglis, Alice King, Peter Dutton, Mark Furner, Terry Young, Peter Flannery, Mick Gillam, Elissa Nelson, Jacqui Geary, Lilly Matich, Robert Campbell, Diane Lack, June Ditchburn, Yvette D'Ath, Jason Croston
MEETING OPENING:	Meeting opened by Stephen Hawkins at 6.10 pm and acknowledged the Traditional Custodians
ITEM	DISCUSSIONS
APOLOGIES	The list of apologies was presented by Mike McFillin. MOTION: That the list of apologies is accepted as read. MOVED: Jim Deutschmann SECONDED: Andrew Mayer Carried Unanimously
WELCOME TO COUNTRY	Welcome to Country was performed by Uncle Mick Douglas. Stephen thanked Uncle Mick for his Welcome and introduced Co-Chair Laurelle Muir
INTRODUCTION OF SPECIAL GENERAL MEETING	Laurelle thanked Uncle Mick for his Welcome and talked to the purpose of the Special General Meeting. She explained that there were two resolutions for consideration
RESOLUTION 1: COMPANY NAME CHANGE	Laurelle spoke to the first resolution which sought Member approval by way of a special resolution to change its name from Encircle Limited to Encircled Community Services Ltd. She explained the background to this proposal, with the new name providing a much clearer reflection of what the organisation delivers to the community. Laurelle asked if there were any questions, but none were asked. MOTION: That the Company adopt a new name of Encircle Community Services Limited. MOVED: Fiona Graham SECONDED: Quentin Nosovich Carried Unanimously
RESOLUTION 2: MODIFICATION OF THE COMPANY'S EXISTING CONSTITUTION	Laurelle spoke to the resolution, explaining that Company was seeking member approval by way of a special resolution to modify its existing constitution (Constitution) in order to modernise the governing document of the Company to create greater alignment with ACNC's template constitution for registered charities and to ensure that the Company's governing document reflects requirements under the Corporations Act and the Australian Charities and Not-for-profits Commission Act 2012 (Cth) (ACNC Act). Laurelle advised that the proposed amendments had been provided to Members for their consideration. Laurelle asked if there were any questions, but none were asked. MOTION: That the Company modify its existing constitution (Constitution) with the proposed amendments. MOVED: Cheryl Springer SECONDED: Noel Tracey Carried Unanimously
MEETING FINALISATION	The Special General Meeting was closed at 6:25pm

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

Signed _____
Chairperson

Date: _____

Unconfirmed if not signed.



ENCIRCLE LIMITED | ABN 879 440 922 71

MINUTES OF ANNUAL GENERAL MEETING

Kallangur Neighbourhood Centre & Zoom | 26 October, 2022

ATTENDANCE:	Kallangur Neighbourhood Centre: Mike McFillin, Laurelle Muir, Noel Tracey, Fiona Graham, Casey Locke, Chris Staines, Louise Skidmore, Cheryl Springer, Quentin Nosovich, Jim Deutschmann, Gary Yule, Tony Kitts, Professor Karen Becker (USC), Councillor Yvonne Barlow, Kenneth Hunt, Emma Bennett, Lisa Boyd, Deanne Ware, Uncle Mick Douglas, Chrissie Kelly, Stephen Hawkins, Andrew Mayer, Mark Loynes, Karen Rollinson, Shwe McManus, Nicholas Wellins, Deeane Dornan, Danielle Dimmick, Navin Prasad Zoom: Donna Bullock, Jacqueline McRae
APOLOGIES:	Catherine Bub, Tracey Jeans, Maree Inglis, Alice King, Peter Dutton, Mark Furner, Terry Young, Peter Flannery, Mick Gillam, Elissa Nelson, Jacqui Geary, Lilly Matich, Robert Campbell, Diane Lack, June Ditchburn, Yvette D'Ath, Jason Croston
MEETING OPENING:	Meeting opened by Stephen Hawkins at 6.26 pm
ITEM	DISCUSSIONS
MEETING OPENING	Stephen Hawkins Opened the Annual General Meeting
APOLOGIES	The list of apologies was presented by Mike McFillin. MOTION: That the list of apologies is accepted as read. MOVED: Jim Deutschmann SECONDED: Andrew Mayer Carried Unanimously
NEW MEMBERS	No new applications for membership were tabled.
PROXY CONFIRMATIONS	Stephen advised that 4 proxy nominations had been received. MOTION: That the list of proxys is accepted as tabled MOVED: Laurelle Muir SECONDED: Noel Tracey Carried Unanimously
MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 20 OCTOBER 2021	The Minutes of the previous Annual General Meeting held on 20 October 2021 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 20 October 2021 are accepted as a true and accurate record. MOVED: Fiona Graham SECONDED: Cheryl Springer Carried Unanimously
CHAIRPERSON'S REPORT	Co-Chair Laurelle Muir presented the report for the 2021/2022 year on behalf of herself and Co-Chair Mike McFillin. Laurelle highlighted the achievements for the year and thanked Board Members, the CEO, staff and volunteers. Mike and Laurelle tabled the report, which is available bound in the Encircle Ltd 2022 Annual Report for all to read.
CEO REPORT	Chris Staines presented the CEO's report for the financial year 2021/2022 and spoke to the significant achievements 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 Ltd 2022 Annual Report for all to read.
TREASURER'S REPORT	Mike McFillin presented the Treasurer's report for the financial year 2021/2022 and spoke to significant points. The Report was tabled and is available on the Encircle website for all to read.
ACCEPTANCE OF REPORTS	MOTION: That the Reports delivered by the Co-Chairs, CEO and Treasurer be accepted. MOVED: Noel Tracey SECONDED: Quentin Nosovich Carried Unanimously
GUEST SPEAKER: Professor Karen Becker	As the Head of the University of the Sunshine Coast's Moreton Bay Campus, Karen talked about the importance of the university to our Region. She explained that previously students living in Moreton Bay had travelled sometimes up to 3 hours a day to attend university. The lack of a tertiary campus also had a major impact on the general lower level of education of people living in the Region compared to elsewhere. Karen explained that currently 42% of students are the first in their family to attend university. The Petrie campus now hosts 3,500 students at Petrie with over 80 programs on offer. Karen's presentation focused on the importance of having a growth mindset, coping mechanisms in the face of setbacks and how learning from these can be a real opportunity. She explained that education at USC not only has a focus on discipline knowledge, but also strives to support students to help them to mature as a good citizen of the world, with connection, collaboration and engagement embedded in the courses. Speaking on the University's learnings from COVID, Karen talked about how students reacted to online learning, with a subsequent appreciation for the power of connections, face to face interaction and support. The campus was also open during COVID to support students who didn't have a safe place to study. Since returning to face-to-face lectures, the University has adapted once again to a model of on-line content, together with interactive workshops. Students have subsequently built connections to support each other and have a shared sense of learning in a supportive way. Mike thanked Karen and acknowledged the importance of growth mindset and the connection that comes with face-to-face interactions.

VOTE OF THANKS TO THE BOARD	Chris thanked all the Board of Directors for their commitment and dedication over the past year and acknowledged the contributions of outgoing Board Members Jim Deutschmann and Lauren Rogers
DISSOLUTION OF OLD BOARD	Stephen declared two Director positions vacant. One nomination (duly seconded and accepted) for each of these two positions had been received by the closing date
ELECTION OF THE NEW BOARD	MOTION: That the nomination for Noel Tracey be accepted. MOVED: Cheryl Springer SECONDED: Jim Deutschmann Carried Unanimously MOTION: That the nomination for Fiona Graham be accepted. MOVED: Casey Locke SECONDED: Laurelle Muir Carried Unanimously Both members accepted their nomination. The Constitution states that the maximum number of directors will be decided by the Board. The incoming Board is made up of 5 Directors: • Joint Chairpersons (2) • Chair of Finance & Risk Management Committee • Secretary • 3 ordinary Directors. The new Board of Directors for the 2022/2023 year is as follows: • Mike McFillin (Joint Chairperson/Treasurer) • Laurelle Muir (Joint Chairperson/Secretary) • Cheryl Springer (Ordinary Director) • Fiona Graham (Ordinary Director) • Noel Tracy (Ordinary Director) Joint Chairpersons Mike McFillin and Laurelle Muir welcomed the incoming Board for 2022/2023..
PRESENTATION OF AWARDS	Mike outlined the criteria for the awards to be presented and presented the awards as follows: • Gary Yule: Long Service & Retiring Certificate • Tony Kitts: Long Service Award • Gordon Harris - Volunteer at Pine Rivers Legal Service (10 years) Mike congratulated Gary and Tony, as well as the Award Recipients who were not in attendance. These were: • Catherine Bub: Long Service • Tracey Jeans: Retiring • Maree Inglis: Retiring • Alice King: Long Service
GENERAL BUSINESS	Laurelle Muir advised that no general business had been raised
APPOINTMENT OF THE AUDITOR	Mike McFillin recommended that SRJ Walker Wayland should be retained as auditors for Encircle Community Services Ltd. MOTION: That SRJ Walker Wayland are retained as auditors for Encircle Community Services. MOVED: Fiona Graham SECONDED: Quentin Nosovich Carried Unanimously
CONFIRMATION OF THE MINUTES OF THE ANNUAL GENERAL HELD ON 26 OCTOBER 2022	MOTION: That the confirmation of the minutes of the Annual General Meeting and the Special General Meeting held on 26 October 2022 be undertaken by the new Board at its next Meeting. MOVED: Noel Tracey SECONDED: Yvonne Barlow Carried Unanimously
MEETING FINALISATION	Close of Meeting: the meeting was closed at 7.28pm

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

Signed _____ Date: _____
Chairperson

Unconfirmed if not signed.

CEO Report

Chris Staines

Increased social isolation and loneliness, the legacies of COVID-19, were compounded during the last 12 months as the cost of living and housing crisis impacted the lives of so many people in our community. Many people, who never imagined that they may need assistance or support have reached out for help during this last year.

It's been a tough year for many individuals and families in our community.

The last year has also presented many challenges to Encircle Community Services. This report gives an insight into how our team of dedicated volunteers and staff, supported by our funders, donors, partners, and our community, have responded to these challenges. Our report shares information about the increased services that we've delivered, the connections that we've helped to build and solidify, and the positive difference that our dedicated team has made in our community.

The following pages are our story of the year that was.

Governments at the local, Queensland and Australian levels have increased support across all our funded programs since the last report, recognising the growing needs in our community. From our counselling and family support programs to our free community legal service. From housing and homelessness work to our older persons program and neighbourhood centre operations – we have received additional funding that has allowed us to scale up our efforts.

Examples include:

- for the first time, this year we offered our free community fun days at all three of our Neighbourhood Centres (Kallangur, Pine Rivers and Redcliffe) and welcomed approximately 3,500 people,
- extending our candle lighting ceremonies to mark Domestic Violence Awareness month in May drawing approximately 350 attendees,
- \$10,000 funding for each of our Neighbourhood Centres for emergency relief support in the community,
- extra funding allowed us triple our staff in the Homeless Outreach Access Program, supporting homeless people in Moreton Bay to connect to government and community support systems and networks.

We've translated this support into more: more advice and information, more events and activities, more connections, more English language classes for the newest members of our community, more food hampers, more care, more support.

In the last year our entire team of volunteers and staff, with the guidance and encouragement of our Board, has focused on building our technical and organisational capacity and capability. By way of example, our Board finalised an external review to enhance governance practice and performance, and at our last AGM, we changed our name to Encircle Community Services - to help people more easily understand what we do. These and many other efforts have focused on positioning us to better respond to community.

In July our efforts and achievements were recognised at the Moreton Bay Business and Innovation Awards. We were humbled to receive the SRJ Walker Wayland Award for Not-for-Profit Excellence, for the second consecutive year. Congratulations to all our team for this achievement and sincere appreciation to all finalists and nominees in our category.

We recognise the benefits we receive by being a member of Moreton Bay's vibrant and dynamic community services sector.

Our team is always mindful that we are one link in the chain - that we can't succeed alone. We understand that collective action results in better and more sustainable solutions, and we actively seek opportunities to engage with other partners in responding to the needs of our community. I extend my sincere thanks to all of our partners and colleagues in the community services sector, the private sector, government agencies, and broader civil society who have accompanied us along this journey during the last year.

Indications are that many of the challenges that our community face today will remain into the year ahead. Our resolve is hardened, Encircle Community Services is determined to respond to the needs of our community. And we know that we can rely on the generosity and support of our community, our partners, and governments in doing that.

Together we can respond to the needs of our community.

Meet Our Leadership Team



Chris Staines
Chief Executive Officer



Robyn Rose
Counselling and Families Manager



Stephen Hawkins
Housing and Neighbourhoods Manager



Latha Elenkovan
Community Legal Services Manager

SCAN OR CLICK

Watch the presentation of the SRJ Walker Wayland Award for Not-For-Profit Excellence





Some of Our Neighbours

The thousands of individuals and families who visit our neighborhood centres, seeking connection and support through our diverse array of social programs and services are all part of our story.

Encircle is a registered charity committed to fostering community development and participation across our service areas. We believe that vibrant, engaged communities are the backbone of society, and we work tirelessly to facilitate meaningful connections and interactions with the neighbourhood.

We provide support for community members in the areas of homeless outreach and early housing intervention, community legal services, counselling, family and young parents' support, financial and budgeting assistance, social groups and events, older persons' support, adult literacy and many other initiatives.

Encircle operates in Kallangur, Kedron, Lawnton, Redcliffe, Strathpine, and Zillmere, supporting the Moreton Bay and North Brisbane Region.

“

We celebrate multicultural Moreton Bay, and host many social and educational programs, like our popular, volunteer-led Conversational English Classes. The students engage in fun events like the R U OK? Day picnic at Pine Rivers Park (above).



“

We sincerely thank our caring neighbors like Phil (left) who donated craft items for our social groups, and many others who give generously to help locals in need.



“

We love our volunteers like June Ditchburn (left) who retired after serving the neighbourhood for 25 years at Encircle, and Sandra (above) who is a tutor at the Conversational English Classes.

Our wonderful volunteers ARE Encircle!



Event Highlights

Encircle Community Services delivered quality events across 2022/23 to meet our goal of delivering quality services and programs that positively impact our community.



MOVIE NIGHT

KALLANGUR NEIGHBOURHOOD CENTRE

- 135 attendees
- 1 Disney movie
- 200 fairy floss
- 10 volunteers
- 300 bags of popcorn
- 100 snow cones

“ It was my first time here, but won't be my last ”

KONNECTING KIDS TO KULTURE

ALL NEIGHBOURHOOD CENTRES

- 100 attendees
- 40 dances
- 4 First Nations Aunties
- 30 stories told
- 60 rocks painted
- 26 pictures coloured

“ It was by far the best & most culturally authentic kids' program that we attended through the holidays ”



COMMUNITY FUN DAY

REDCLIFFE NEIGHBOURHOOD CENTRE

- 1,400 attendees
- 360 faces painted
- 3 international dances
- 3 jumping castles
- 885 plates of food
- 470 henna skin paintings

“ Thank you to everyone involved. What a fabulous way to bring our community together ”



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



8,178

People attended an activity at a local Neighbourhood Centre



10,817

Free legal services provided



encircle
community
services



6,000+

Community items donated*

*approximate

827

Services provided by accredited Duty Lawyers for DFV cases



164

Households supported by our Homeless Outreach Access Program



21,402

Community visits/calls

211

Seniors attended the Older Persons Action Program

220

Community Hall bookings

120

Adults supported with literacy tutoring and conversation classes



1,365

Counselling Sessions



20,156

Hours volunteered

109

Households accessed our Service Integration Initiative



111

Families supported by our Family Support and Young Parent Programs



141

Volunteers donated their skills



2,576

Food parcels provided

373

Households supported by our Homestay program

544

Financial Counselling Appointments

27

Households helped by our Service Navigator program

Strategic Goal

Develop

Support communities to develop capacity and resilience

Pine Rivers Community Legal Service (PRCLS)

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

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

Service Navigator

The Service Navigator Program assists eligible, flood impacted homeowners (2021-2022 rainfall and flood event) to research and access financial assistance and emotional support.

The program networks with community organisations and groups, and gathers information to improve individuals' resilience and response to recover from traumatic disaster events.

In partnership with Bribie Island, Caboolture and Deception Bay neighbourhood centres, Encircle has a trained staff member offering advice and help navigating government grants and referrals to mental health services, tenancy support, legal advice and insurance advocacy.

Homestay

Homestay supports households to develop improved skills around tenancy sustainment. Queensland Police Service (QPS) have an embedded Police Referral program for members of QPS to connect at risk and vulnerable community members to external support services for a variety of categories.

The Homestay Program have produced excellent turnaround times for all referrals received through the Police Referrals program. They are a responsive service that give a level of care to clients that often goes beyond their scope. We appreciate their dedication to their clients and stakeholders alike - QPS

Young Parents Program

The Young Parents Program (YPP) team strive to positively impact young pregnant and parenting families in the Brisbane north region. The aim of the program is to equip young parents to feel more confident in their parenting, to support their understanding of their children's needs and development, and to celebrate and champion their achievements along their pregnancy and parenting journeys.

Building resilience and taking the lead

Vicki found working from home isolating and lonely, and being out of social loops contributed to negative mental health and loss of confidence.

Vicki saw a You Me She, inclusive women's group event on social media and mustered up the courage to attend a workshop at Kallangur Neighbourhood Centre. The friendly interactions and encouragement from Encircle's Community Development Team, empowered Vicki to attend regular workshops and slowly build social connections.

You Me She has been a lifesaver, and helped me overcome a negative headspace.

With new resilience and confidence, Vicki has asked to host an up-coming You Me She workshop at Pine Rivers Neighbourhood Centre, and pass on lessons from her own journey in overcoming isolation. This is a great example of building capacity, by encouraging people to lift others in the community through shared experience and empathy.



Homeless Outreach Access Program (HOAP)

The HOAP program engages with vulnerable community members experiencing homelessness, with the aim of connecting them to services that are able to improve their situation related to housing, health, finances, and social connectedness.

In addition to person-centred, strengths-based and trauma informed approaches, the team also adopts a harm minimisation approach with those experiencing homelessness who also face other challenges such as substance use and threats of violence. These scenarios require support that seeks to reduce harm, whilst other goals are identified and worked on.

To maintain an agile response, the HOAP Team co-locate with other services and Neighbourhood Centres across the region.

General Counselling and Family Therapy

General Counselling and Family Therapy teams provide one on one therapeutic work so that individuals develop skills and strategies to manage their mental wellbeing.

The team also facilitates the Circle of Security program for parents, which is an evidence-based parenting program that supports parents to make sense of what their child is really asking from them, and creates resilience in a child's ability to successfully manage emotions.



I have learned so much from you, I can't believe it. You show me knowledge and strategies to work through things. You show me how to laugh again and to have fun. I am so blessed and thankful for everything you did for me and [my grandchild].

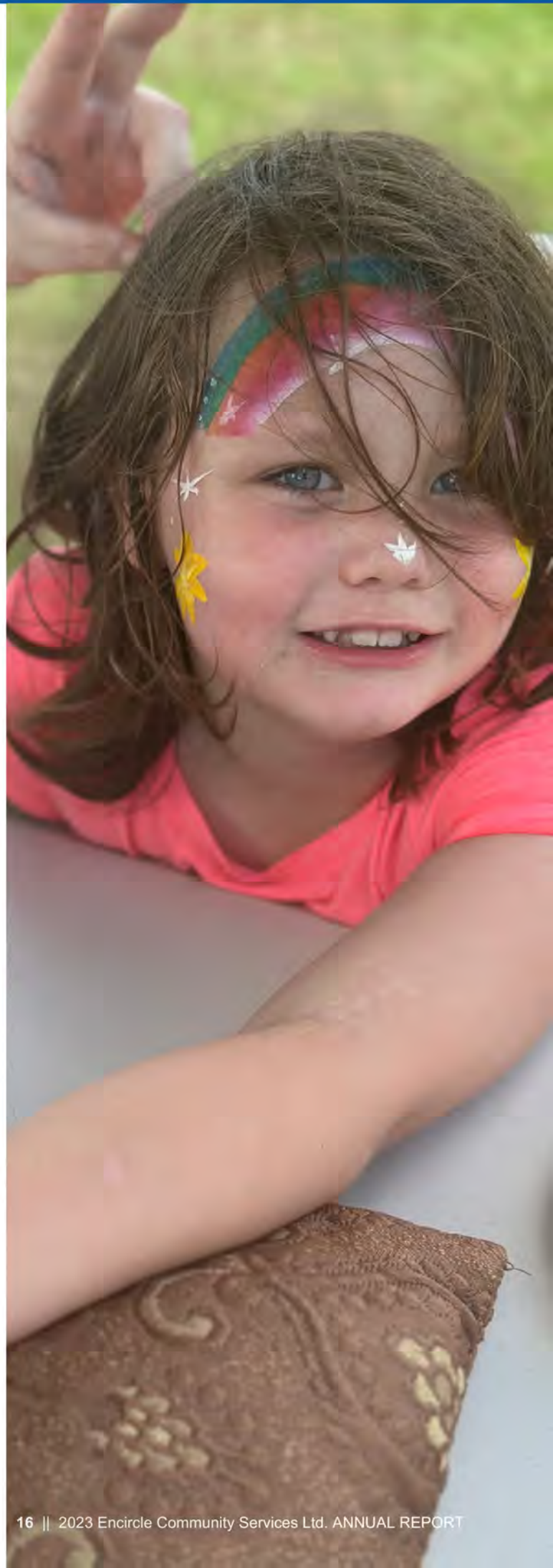


Older Persons Action Program (OPAP)

The Redcliffe peninsula's senior population receive information and advice that enhanced knowledge, skills, and resilience during the past year.

The Public Trustee advised on wills and legal services. Hearing Australia gave information about hearing loss and was accompanied by a free hearing test in their mobile van. Relationships Australia gave a valuable presentation about identifying elder abuse, and Home Instead shared important information about falls and prevention, as well as end of life planning.

SCAN OR CLICK TO SEE AN OPAP MORNING TEA



Strategic Goal

Deliver

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

Counselling and Families

The Counselling and Families team consistently deliver best practice quality services that are client led. In the post-COVID-19 landscape, increased cost of living and housing pressures have exacerbated stress and mental health issues in the community.

The counselling team ran two multi-week Wheel of Wellbeing, stress resilience workshops to give people a practical toolkit of coping mechanisms they could use in everyday life.

The Wheel of Wellbeing (WoW) is a popular program originally developed in the United Kingdom. The wheel focuses on areas of body, mind, spirit, people, place and planet. And delivers research based, proven strategies and tools to boost mental and physical health and wellbeing.

Homeless Outreach Access Program (HOAP)

HOAP aims to deliver effective responses to homelessness. Working closely with the Department of Housing and other key stakeholders across the region, the HOAP Team provides case management support to community members that are experiencing homelessness, whether this be open spaces, sleeping in a car or other improvised dwelling, or couch surfing.

In delivering a respectful, person-centred program, the team links community members with housing opportunities, support improved health and nutrition, connections with financial counselling, along with other capability building programs and groups.

Family Support

The team supports families to bring about positive changes for children and parents. The Family Support team helps families to explore a range of issues including family relationships, children's development, and parenting.

Many families seek support when their family has experienced individual or family trauma, domestic and family violence, substance use, mental health impacts, family separation, and financial hardship.

Our team works with families for about six months, providing outreach services and centre-based group work to explore and address their goals. The service connects families to other services and resources in their community, helping build support networks.

Service Integration Initiative (SII)

The Service Integration team works to help strengthen systemic structures through regional networks and leadership groups across Queensland. Each location involved in the initiative has its own Regional Care Coordinator, who focuses on bringing services and agencies together to respond to people seeking housing or homelessness support. This allows the support to extend to other needs, if required. Encircle has delivered this service in Moreton Bay since its inception.

The Moreton Bay Housing & Homelessness Network delivered the annual Reconnect event on 1st June 2023. The purpose of the event is to connect people in the community experiencing homelessness or housing insecurity to services or programs in the region. This year, over 120 people attended and were given free blankets, food, clothing, health checks, haircuts and information. 25 services from across the region participated in the event.

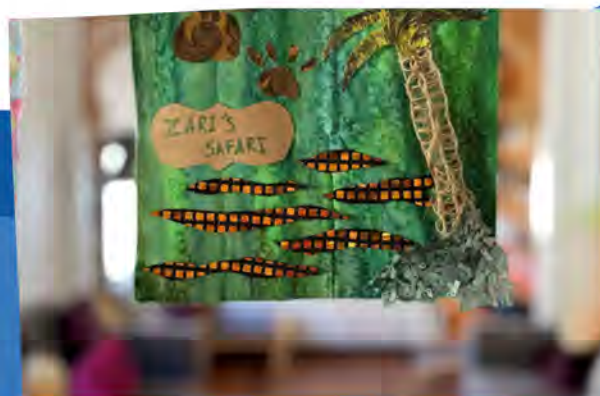
Getting creative at Young Parent's Program

In Term two, Young Parents Program collaborated with University of Queensland Art Therapy student, Stephanie Hulsey to deliver fortnightly creative workshops at our Young Parents Group.

These workshops culminated in the 'YPP Creative Space' event in June where clients, having honed their artistic skills over the course of the program, could contribute to a collective masterpiece that now hangs proudly in the YPP House.

In her facilitation, Stephanie encouraged clients to tell their own story of pregnancy, parenthood and working toward their goals.

The beautiful artwork (right) tells a story of each young parent's journey.





Community Fun Days

Our free, inclusive community fun days were held across all three neighbourhood centres for the first time. These events were designed to foster community cohesion. The first Family Fun Day was held at Kallangur Neighbourhood Centre, and attracted over 750 people. We offered a variety of free family friendly attractions like jumping castles, carnival foods and kid's activities.

Over 1,400 people attended our Community Fun Day at Redcliffe, which was linked to Harmony Week's theme of "Everyone Belongs".

“So much fun!! The kids loved all of it! It's amazing what you put on for the community. Much appreciated!”

Our Spring Carnival at Pine Rivers Neighbourhood Centre Lawnton attracted over 830 people. We offered free fun fair activities and food, community gardening, sensory play, and picnic areas to encourage outdoor seasonal fun.

Pine Rivers Community Legal Service

Love Bites Program

PRCLS team members completed the National Association for Prevention of Child abuse and Neglect (NAPCAN)'s highly regarded Love Bites and Love Bites Junior programs, after PRCLS received additional funding for community legal education initiatives.

The program is designed to equip young people with the knowledge needed to have respectful relationships, encourage and develop their skills in critical thinking and assist them in being able to problem solve and communicate effectively.

The program provides a safe environment in which young people can discuss and learn about their rights and responsibilities in relationships. During the sessions, young people are encouraged to support their friends by utilising safe, healthy, and proactive strategies and make the right choices for themselves and their relationships that are free from violence and abuse.

The Love Bites program has been presented at Redcliffe Youth Space (right) four times this year.



Strategic Goal

Connect

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

Volunteers

Our community thrives because of the selfless contributions of our volunteers. Whether they are interacting at local events, coordinating Adult Literacy classes, keeping our community gardens pristine, assisting with financial services, or lending a helping hand to those in need. **They make a difference.**

Our 140+ Volunteers foster a sense of togetherness and unity that makes our community stronger.

They build connections, bridge divides, and create a more harmonious environment for everyone.

June Ditchburn who volunteered for over 25 years with Encircle and recently retired, demonstrates the life-long connection with staff and locals. By volunteering, you become an essential part of the positive change in Moreton Bay. We are excited to welcome new faces and fresh perspectives to our volunteer team, and we look forward to working together to make our community an even better place to call home.

Pine Rivers Community Legal Service

Collaboration with other community legal services and courts is a regular feature of our legal work in the community.

One of our solicitors represented PRCLS at a fund-raising Legal Walk held each year on National Pro Bono Day. This event raises funds for services that increase access to justice for disadvantaged or marginalised Queenslanders. It was great to connect with the wider legal network for a great cause.

Our solicitors are members of the Magistrate's Court stakeholders' network, the Moreton Bay Regional Legal Assistance Forum, and the Queensland Legal Assistance Flood Recovery Working group. Our referral pathways include the Institute for Urban Indigenous Health, Aboriginal and Torres Strait Islander Legal Service, Relationships Australia, and the Prince Charles Hospital.

Service Integration Initiative (SII)

The Moreton Bay Regional Care Coordination is an active member of the Moreton Bay Placed Based Response Team (PBRT). Place-based approaches are collaborative, long-term approaches to build thriving communities delivered in a defined geographic location.

This approach is ideally characterised by partnering and shared agenda, shared design, shared stewardship, and shared accountability for outcomes and impacts. Place-based approaches are often used to respond to complex, interrelated or challenging issues—such as to address social issues impacting those experiencing, or at risk of homelessness.

Governance

Following the launch of our refreshed logo and name (Encircle Community Services Ltd) we worked with local videographer, Matt Fisher to film an overview of Encircle, narrated by CEO Chris Staines.

The video covers the range of services, support and programs and serves as an overview and introduction to Encircle for stakeholders and external organisations.

Please scan or click to watch the video “Encircle: This is who we are”



Family Support

The Family Support team works with multiple stakeholders across the Moreton Bay region, always working closely with schools, churches and other local community-based organisations that will support the best outcomes for families. The team also looks within the Encircle organisation for pathways that might also be helpful for clients such as Pine Rivers Community Legal Service, Homestay or the Counselling programs.

“

Thank you for everything you have done for our family. We are so grateful, and we will never forget how much Family Support and Encircle has done for us when we had no support elsewhere.

”



Family fun at the Kallangur Neighbourhood Centre movie night

First Nations Connections



Reaching out to the community

Encircle launched a series of resources and events to raise awareness of First Nations culture and history, and to connect with people of all ages and backgrounds. These initiatives were designed to facilitate meaningful conversations across Moreton Bay.

Our resources have been added to the Encircle website, and can be used by the community for educational purposes.

National Apology Day

We provided the full apology speech delivered on 13 February 2008 by former Prime Minister, Kevin Rudd in English, and the three languages most spoken in the Moreton Bay and North Brisbane Region (Tagalog, Punjabi and Samoan).

Please scan or click to access these resources.



National Reconciliation Week

Delma Dorman (Kunkari/Pitjantjatjara), a Community Development Officer with Encircle, interviewed two elders about Close the Gap, which is an initiative to improve life outcomes for Aboriginal and Torres Strait Islander people in key target areas.

Please scan or click to watch the video for some great insights and information.



NAIDOC Week

Primary school aged children across Moreton Bay experienced Aboriginal culture through storytelling, painting, art and dance delivered by First Nations Elders.

The event was designed to strengthen kids' understanding of Moreton Bay's indigenous history and culture.

Over 100 children and parents attended the events held at all Encircle Neighbourhood Centres.

Strategic Goal

Advocate

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

Moreton Bay Says No to Violence

The annual Moreton Bay Says No to Violence event is in its 15th year. This peaceful march connects with local organisations, schools, businesses, and community members and invites them to unite against violence in Moreton Bay. The event took place in October, without any COVID-19 restrictions.

The event started with a peaceful walk along the esplanade at Redcliffe and culminated with speeches at Settlement Cove, where special guests and school and community leaders spoke to approximately 150 audience members.

Candle Lighting Ceremony

2023 was the 15th year of the Candle Lighting Ceremony at Redcliffe Neighbourhood Centre and the second year of simultaneous ceremonies at both Kallangur Neighbourhood Centre and Pine Rivers Neighbourhood Centre.

The Candle Lighting Ceremony remembers those who have lost their lives to domestic and family violence, and Encircle neighbourhood centres hosted this event.

Over all three sites there was increased attendance on the previous year. 387 people were involved either across the three sites or viewing the event on Facebook live feed.

Service Integration Initiative (SII)

Through Care Coordination the Regional Care Coordinator fosters conversations and strategies to address complex cases of homelessness or at risk of homelessness to produce sustainable housing outcomes. This process requires a safe space to advocate on behalf of households that have multiple issues impacting their capacity to sustain a tenancy. Advocacy plays an important role in this process. With certain cases, the Regional Care Coordinator is required to support agencies to escalate extreme cases through mechanisms at a strategic level.

“Both of my caseworkers were friendly, helpful, respectful, communicative, informative and available. This was my first experience of a government funded program that actually delivers, and is helpful. Awesome job. Thank you!”

Family Support

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

SCAN OR CLICK TO
SEE THE 2023
CANDLE LIGHTING
CEREMONY



CASE STUDY

YEBRI CREEK YOUNG PEOPLE:

Background:

The Homeless Outreach Team (HOAP) responded to concerns raised by a community member about a group of young people aged between 14 and 20 years sleeping rough in the bush in the Pine Rivers region.

Initial Engagement:

A safe space was immediately made available for the young people at Pine Rivers Neighbourhood Centre. During the initial engagement, the team provided support for the young people to share their stories.

Advocacy Needs Identified:

- **Rapport:** Establishing trust through a trauma informed lens
- **Story Telling:** Safely gathering information
- **Being Heard:** Taking a person-centred approach, enabling informed decision making, supporting self-advocacy and ensuring a young person's voice is heard.
- **Building Pathways:** Developing pathways to support as part of a client-informed action plan and connecting to other services.
- **Systems Advocacy:** In building the stories, creating pathways, and identifying gaps, blockages and barriers along the way - ensuring that the voice of the young people were heard to influence systemic change.

Strategic Goal

Capability

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

Housing and Neighbourhoods

A key focus of the year was to enhance the quality of data collection, interpretation and reporting. Understanding that the region is experiencing a housing, homelessness and cost of living crisis, it was critical that the organisations was able to fully understand who were impacted and in what way.

As an outcome, sound processes were established that enabled program staff to understand what was occurring in the region, and therefore increased effectiveness and appropriateness of case management or centre-based responses through an evidenced-based way of working.

Service Integration Initiative (SII)

The Service Integration Initiative reviewed our reporting mechanisms throughout the year. Through consultation with the Department of Housing and Care Coordination Groups across the state, enhancements were made to the recording platform and Referral and Consent forms.

Data analysis induced better understanding of community needs and support outcomes.

Technology

This year we launched the new SharePoint teams-based communication system, and desktop phones were replaced. This led to cost savings and other efficiencies by centralising all communications within the existing teams technology. Online training was also rolled out, and a central IT support ticket system installed.

Encircle purchased a Content Management System (CMS) to automate the manual elements of data management, and send visually appealing, targeted information to our database. It is cloud based, secure and has basic data management tools suited to Encircle's needs.

The CMS software will increase community engagement by managing and segmenting data, to deliver relevant and tailored information.

Encircle also invested in social media management software to enable all Encircle social media pages to be accessed from a central dashboard, making analytics and customer engagement easier to measure. The Community Development team has been trained in the program and artificial intelligence technology to streamline social media posts.

Counselling and Families

As mental health professionals, our counselling and families team undergo regular supervision and training to improve program performance and meet community needs.



Encircle Staff celebrate the opening of the new Young Parent's Program house at Emerald Street Kedron

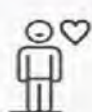
Outcomes, Impact and Social Return on Investment

During the year, the organisation made a significant step away from simply measuring outputs, and instead more toward an outcome and impact focus. Within the neighbourhoods space, the organisation collected a comprehensive range of data sets that supported Neighbourhood Centres Queensland's efforts to determine a 'social return on investment' measure.

Example: Redcliffe Neighbourhood Centre data 2022-23 year

This community value equates to \$15.64 for every \$1 of Queensland Government Neighbourhood Centre funding or \$778.07 for every 1 hour the Neighbourhood Centre was in use.

This includes the value of:



Improved quality of life
through social connection

\$46,943



Volunteer
contributions

\$258,232



Emergency relief provided

\$1,443,600

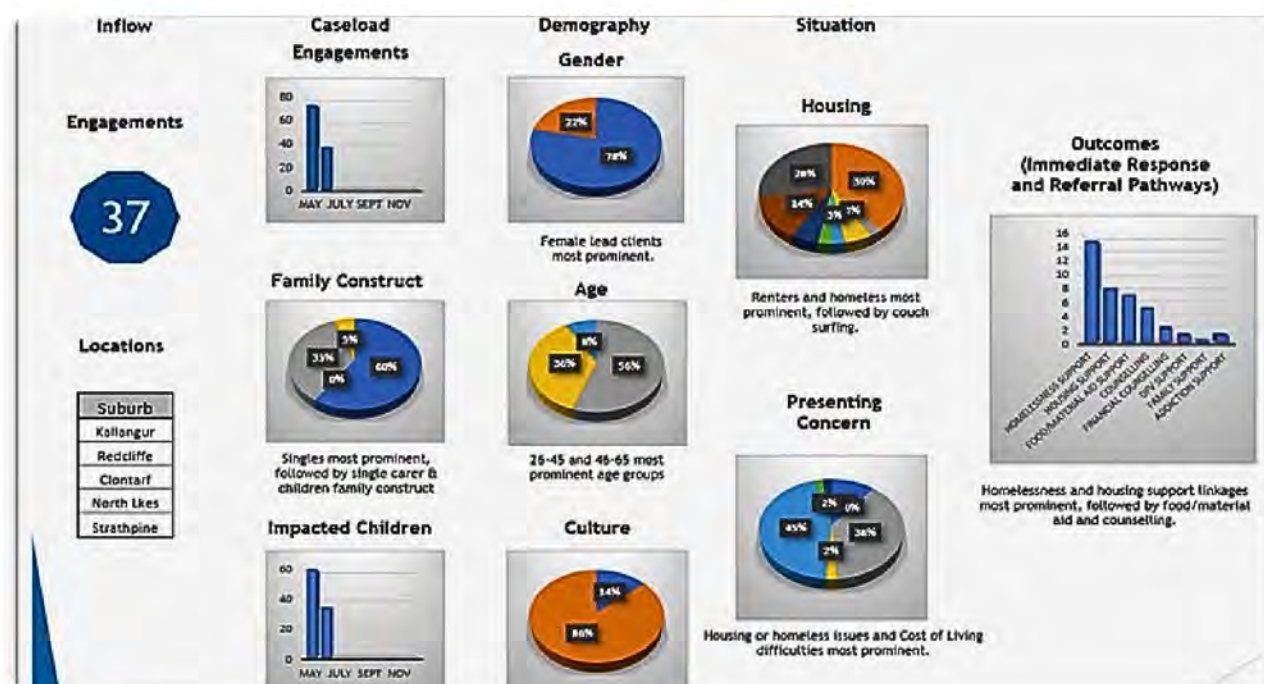


Services
provided

\$196,395

Organisationally, all service delivery areas came together to workshop critical indicators that would inform future responses through trend analysis, presenting issues and ultimately outcomes achieved. These data sets were then compiled into a dashboard for internal and board reporting.

Monthly Dashboard: Intake & Response: June 2023



With the organisation committed to gauging household outcomes and community impact, we are working on taking the next step with learning, development and research planned. Progress is being made in the design and implementation of a community reference group.

Financial Statements

Encircle Community Services Ltd: Statement of Comprehensive Income for the year ended 30 June 2023

	2023	2022
INCOME	\$	\$
Revenue	5,219,097	5,296,248
Other Income	110,491	117,609
TOTAL REVENUE	5,329,588	5,413,857
EXPENSES		
Employee Benefits	3,886,394	3,659,530
Other Expenses	1,236,896	1,204,024
TOTAL EXPENSES	5,123,290	4,863,554
OTHER COMPREHENSIVE INCOME, NET OF INCOME TAX		
Net fair value movements for available-for-sale financial assets	65,864	(58,887)
Total other comprehensive income for the year, net of income tax	65,864	(58,887)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	272,162	491,416

Encircle Community Services Ltd: Statement of Financial Position as at 30 June 2023

	2023	2022
ASSETS	\$	\$
Current Assets	4,208,098	2,264,184
Non-Current Assets	19,967	26,256
TOTAL ASSETS	4,228,065	2,290,440
LIABILITIES		
Current Liabilities	2,202,448	543,561
Non-Current Liabilities	61,897	55,321
TOTAL LIABILITIES	2,264,345	598,882
NET ASSETS	1,963,720	1,691,558
TOTAL EQUITY	1,963,720	1,691,558

Encircle Community Services Ltd: Statement of Cash Flow for the year ended 30 June 2023

	2023	2022
Cash flows from operating activities:	\$	\$
Receipts from customers	6,854,367	5,237,977
Payments to suppliers and employees	(5,082,037)	(5,071,212)
Interest received	15,883	1,574
Net cash provided by (used in) operating activities	1,788,213	168,339
Cash flows from investing activities:		
Proceeds from sale of plant and equipment	(1,763,821)	-
Net cash provided by (used in) investing activities	(1,763,821)	-
Net increase (decrease) in cash and cash equivalents held	24,392	168,339
Cash and cash equivalents at beginning of year	1,806,750	1,638,411
Cash and cash equivalents at end of financial year	1,831,142	1,806,750

Financial Overview

Our Financial Position

The 2022-2023 financial year has been positive in terms of growth in the financial stability of the organisation.

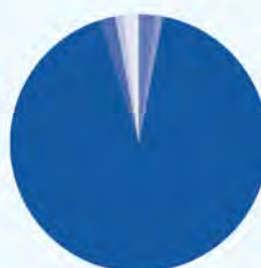
As depicted in the financial reports, the organisation has maintained a positive financial position, as was the case last financial year. There have been several challenges, with inflation being the major challenge.

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



2022-23 Revenue



- Community Services - 1.58%
- Donations - 0.66%
- Operating grants - 93.74%
- Rent income - 1.65%
- Interest Received - 0.30%
- Other Income - 2.07%

2022-23 Expenses



- Employee benefits expense - 75.86%
- Depreciation/amortisation expense - 0.12%
- Consortium disbursements - 4.36%
- Other expenses - 19.62%
- Finance Costs - 0.04%

“

There are many reasons to be optimistic that a bright future lies ahead for Moreton Bay and its people.

”

Looking Forward

On 21 July 2023 Moreton Bay region officially became the City of Moreton Bay with Mayor Peter Flannery describing it as a “coming of age moment”.

It is expected that by 2040, as many people will live in Moreton Bay as do in Tasmania. This growth is already being felt and is reflected in many of the challenges that our community faces each day.

There are many reasons to be optimistic that a bright future lies ahead for Moreton Bay and its people. For example, our growing population brings new experiences, different perspectives, and diversity; the growing economy provides opportunities for new and better jobs and improved living standards; and the expansion of education services (e.g., the University of Sunshine Coast growth) builds on the already strong base for students of all ages.

Above all, it is the strong and quiet sense of community in Moreton Bay that gives us confidence to look forward to a positive future. Encircle Community Services is deeply embedded in our community. We understand and witness every day the friendliness, the willingness to give a helping hand, the authentic and sincere generosity of spirit that is present in our community. The spirit that brings people together – to celebrate the good times and to support each other during the tough times.

We know that challenges will come, and we know that some people in our community will face difficult circumstances.

But we also know that together we can respond to the needs of our community, that we have a positive future ahead.



