

# Annual Report

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# Agenda

Held at UniSC, 71 Cartwright Road, Gympie on Tuesday 26th November 2024.

Meeting Open:

Acknowledgement of Country:

Present:

Apologies:

Acceptance of New Association Members:

Previous Minutes:

Presidents and General Managers Report:

Treasurers Report:

Remuneration and Other Benefits Disclosure

Election Board Members 2024-2025:

Appointment of Auditor for 2024-2025:

Acknowledgement of Board Member Contribution and Resignation

Presentation of CAI Services

Invitation for Comments from the Floor

Close of Meeting:

# 2023 Annual General Meeting Minutes

## Minutes of the Annual General Meeting of

### Community Action Inc

Held at the University of Sunshine Coast Gympie Campus on Tuesday the 28th of November 2023 at 12.30pm

**Meeting Open:** 12.42pm

**Present:** See attached list

**Apologies:** Liz Fisher, Department of Home Affairs, Tony Perrett, Liberal National Party Member and Glen Hartwig, Mayor, Northa Burnett, Rae Gate, Angeline Medland, Andrea Matthews, Judy Brauer and Kerry Logie. Ruth Tidswell moved that the apologies be accepted and were seconded by Abbie Grant-Taylor. **CARRIED.**

**Acceptance of new Association Members:** It was moved by Katrina Martini and seconded by Sue Wade that all new memberships be accepted. **CARRIED.**

**Previous Minutes:** The minutes of the previous Annual General Meeting of Community Action held on the 22 November 2022 at University of Sunshine Coast were presented.

It was moved by Andrew Nethercott and seconded by Pamela Parkinson that the Minutes of the previous Annual General Meeting of Community Action be accepted as a true and correct record of proceedings. **CARRIED.**

#### **Special General Meeting Minutes:**

The minutes of the Special General Meeting for the changes to the constitution held on 4 April 2023 at 8 Mary Street were presented.

It was moved by Ruth Tidswell and seconded by Abbie Grant-Taylor that the minutes of the Special General Meeting of Community Action be accepted as a true and correct record of proceedings. **CARRIED.**

**President & General Manager's Report:** Jeff Davies presented the President / General Manager's Report. It was moved by Jeff Davies and seconded by Stephen Brown that the President / General Manager's Report be accepted. **CARRIED.**

**Treasurer's Report:** Abbie Grant-Taylor presented the Treasurer's report and Audited Financial Statements of Community Action.

It was moved by Abbie Grant-Taylor and seconded by Stephen Brown that the Treasurer’s Report and Audited Financial Statements for Community Action for 2022 -2023 be accepted. **CARRIED.**

**Appointment of Auditor for 2023-2024:** It was moved by Abbie Grant-Taylor and seconded by Kelly McCabe that Brown, Macaulay and Warren be appointed as Auditors for Community Action for the 2023-2024 financial year. **CARRIED.**

**Election of Office Bearers and Board Members for 2023-2024:** Ruth Tidswell declared all positions vacant and the following nominations for Community Action Inc were read:

Position	Name of Nominee	Nominated by	Seconded by
President	Jeff Davies	Rae Gâté	Abbie Grant-Taylor
Vice President	Angeline Medland	Andrew Nethercott	Shaji Joseph
Secretary	Andrew Nethercott	Shaji Joseph	Rae Gâté
Treasurer	Stephen Brown	Andrew Nethercott	Shaji Joseph
Committee Member	Abbie Grant-Taylor	Andrew Nethercott	Shaji Joseph
Committee Member	Rae Gâté	Andrew Nethercott	Shaji Joseph
Committee Member	Shaji Joseph	Andrew Nethercott	Rae Gâté

It was moved by Ruth Tidswell and seconded by Bernadette Wright that all nominations be accepted. **CARRIED.**

**Annual Report - Presentations by Service Teams were based on the theme - ‘The Story of 2022 - 2023’:**

- Ruth spoke about the Head Office team and presented the ER report.
- Housing Service presented a video representing the experience of the service for 2022 – 2023.
- Youth Service presented a video representing a day in the Youth Service, incorporating some of the activities they did during 2022 - 2023.

- GRDFVS shared the video that was created by some of the children accessing the service for DV prevention month. Talia spoke about the importance of the children's counselling service and commented on the other services provided by GRDFVS and the ongoing high demand for service.
- FLARP– Jules presented the FLARP report.
- MINS - Kupa shared a video representing MINS story for 2022 – 2023.
- Erin House - shared a painting that was done by a previous client and portrayed the experience of women and children experiencing DFV and reflected the shelter's approach to service delivery.
- Ruth presented the final chapter of Community Action's story for 2022 – 2023, as one of gratitude and expressed gratitude for the strong working relationship Community Action has with other service providers and for donations received throughout the year. Ruth expressed gratitude for our funding partners and the effective working relationship with the Contract Officers from the various Departments. Ruth thanked the Board on behalf of all the staff for their investment and commitment of time and expertise throughout the year. Ruth also expressed the gratitude of the staff for the bonus days off between Christmas and New Year and acknowledged that the time off allowed staff the opportunity to recuperate and re-energise for the up-and-coming year. Ruth thanked the Board on behalf of her and Andrea for their support throughout the year. Ruth also thanked staff for their dedication and contribution throughout the year.

It was moved by Ruth Tidswell and seconded by Ashley Albury that the Annual Report be accepted.

**CARRIED.**

**Invitation from comment to the Annual report:**

- Abbie acknowledged the work of the staff of Community Action, thanking everyone for all that they do. It's nice to hear the positive feedback throughout the community.
- Megan – Weerona – thanked Community Action for the consistency of service provision and the stability of being able to refer to the service.
- Steven – special thanks to Ruth and Andrea for all they do.

**Meeting Close: 1.32pm.**

# Funding Acknowledgements



Australian Government  
Department of Social Services

## Department of Social Services

- Emergency Relief Program



Australian Government  
Department of Home Affairs

## Department of Home Affairs

- Settlement Engagement and Transition Support - Multicultural Information Network Service



Queensland  
Government

## Department of Housing, Local Government, Planning and Public Works

- Community Rent Scheme (Housing Service)
- Specialist Homelessness Service (Youth Service)
- Lease agreements on Department owned properties for community housing & crisis housing (Housing Service, Youth Service and Erin House)
- Immediate Housing Response Program
- Local Housing Action Plan program



Queensland  
Government

## Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

- Financial Literacy and Resilience Program
- Emergency Relief Program



Australian Government  
Attorney-General's Department

## Office for Women and Violence Prevention/Department of Justice & Attorney General

- Gympie Region Domestic and Family Violence Service
- Children's DV Counselling (Commonwealth National Partnership Enhancement)
- Erin House
- DFV Rent Assist brokerage
- First Nations Peoples DFV worker (National Partnership Agreement - DFSV Frontline Workers)



## Gympie Regional Council

- Pensioner Units Program (Housing Service)



## Country to Coast, Qld

- Youth Health Clinic (Youth Service)
- Little Beginnings (Youth Service)

***We express our heartfelt gratitude to our funding partners for their ongoing financial support, allowing us to sustain vital service for the community.***



# Our Vision, Mission and Values

## Our Vision

Community Action is a not-for-profit organisation that has a vision for a socially and culturally safe, inclusive, thriving community that embraces diversity.

## Our Mission

Our mission is to work together with the community to provide services that are responsive to the needs of the community.

## Our Values

- Respect & Compassion
- Collaboration & Innovation
- Integrity & Accountability
- Equity & Diversity
- Commitment & Investment

# Community Action Overview

Registered Charity with the Australian Charities and Not-for-profits Charities (ACNC)

Endorsed as a Public Benevolent Institution

Registered Tier 3 Community Housing Provider

Endorsed by the Australian Taxation Office (ATO) with Deductible Gift Recipient status, GST concessions, Fringe Benefit Tax (FBT) exemption and Income Tax exemption

Our programs are based in Gympie and service the Gympie Local Government Area with a very small portion of work based outside of the region in Kingaroy.

The four key strategic priority areas that drive the direction of our business include:

- Service Delivery
- Governance and Administration
- Growth and Sustainability
- Workplace Culture and Values

We provide services through nine key program areas:



# Board of Management



**PRESIDENT**

Jeff Davies



**VICE PRESIDENT**

Angeline Medland



**TREASURER**

Stephen Brown



**SECRETARY**

Andrew Nethercott



**BOARD MEMBER**

Abbie Grant-Taylor



**BOARD MEMBER**

Rae Gate



**BOARD MEMBER**

Shaji Joseph

# Management Team



## GENERAL MANAGER

Ruth Tidswell

## OPERATIONS MANAGER

Andrea Matthews



## QUALITY & COMPLIANCE MANAGER

Judy Brauer



## ERIN HOUSE MANAGER

Bernadette Wright



## GYMPIE REGION DOMESTIC & FAMILY VIOLENCE SERVICE MANAGER

Talia van Gils



## HOUSING SERVICE MANAGER

Renee Nielsen



## YOUTH SERVICE MANAGER

Jo Ostergaard



# President & General Manager Report

We have chosen the theme 'compassion in action' to showcase our achievements and acknowledge the challenges we have overcome this year.

Compassion is at the heart of all facets of Community Action. It underpins the entire organisation, from governance to operational processes to client service delivery.

Board members demonstrate compassion, civic responsibility, and a strong commitment to ensuring the organisation is performing well, is solvent and is complying with all legal, financial and ethical responsibilities. Each board member generously volunteers their time and expertise and contributes a great deal to the organisation. We wish to thank all board members for their contribution throughout the year and to extend our heartfelt appreciation for the incredible twenty-five-year contribution of Rae Gate, who we are farewelling this year. Rae will remain a part of Community Action as a life member.

Our staff also demonstrate their dedication and compassion every day in the way they sensitively and effectively respond to the needs of the people accessing our services. People accessing our services can be extremely vulnerable with a history of trauma and complex needs. The demand for service is always high and continues to be exacerbated by the ongoing housing crisis and cost of living pressures. On behalf of the Board and Management, we wish to sincerely thank all staff for their commitment, generosity and hard work throughout the year.

We would like to express our gratitude to the Managers for their compassionate support of their teams' well-being and ensuring their capable service delivery. Balancing the fulfillment of contractual and compliance obligations while delivering quality service to clients and ensuring staff welfare is a delicate and challenging task, especially in the context of consistently high service demand coupled with limited resources. This year we supported Managers with professional development in their role by providing a one-day training focusing on Navigating Performance Excellence: Understanding Performance Parameters, facilitated by Amovita International.

We wish to recognise our 'Head Office' team members: Andrea, serving as Operations Manager; Judy, in the role of Quality and Compliance Manager; Kelly, as Senior Finance Officer; and Kari, as Assistant Bookkeeper and Administration Officer. We extend our gratitude for their unwavering commitment over the past year, which has been crucial in maintaining compliance and effective business management, ensuring that Community Action remains in a stable financial position. The core values of respect and compassion are deeply embedded in our policies and procedures, reflecting their presence in our systems and processes.

As a nonprofit organisation, we are affected by escalating expenses and face challenges in covering growing operational costs, which encompass wage and superannuation increases, higher commercial rent, electricity, and insurance, whilst fulfilling contractual obligations and meeting performance targets. So it is therefore with immense pride that we announce this year has been exceptionally productive, and we take great satisfaction in our achievements.

A significant achievement was the purchase of a property at Apollonian Vale for the Housing Service who relocated in March. We acknowledged this achievement by having a grand opening celebration with other services and community members attending. Purchasing this property was a major milestone for Community Action as it has reduced our dependency on commercially leased premises and contributes to the sustainability of the Housing Service.

Notable accomplishments this year include the successful negotiations with the Department of Justice and Attorney General (DJAG) regarding new contracts for our Domestic Violence Services. These contracts feature a 20% increase in core funding and output targets, which is essential for addressing the rising demand for support and has enabled us to employ additional staff at the Gympie Region Domestic and Family Violence Service (GRDFVS) and Erin House Refuge. Furthermore, we secured extra funding from DJAG for a new frontline worker as part of the National Partnership on Family, Domestic and Sexual Violence Responses initiative, which has been allocated to appoint a First Nations Worker at GRDFVS. We successfully obtained a DFV Rent Assist Brokerage grant aimed at helping individuals at risk of homelessness due to domestic and family violence. This grant facilitates access to or maintenance of independent housing by addressing the factors that contribute to their risk of homelessness or hinder their ability to secure accommodation.

We successfully obtained a five-year contract extension from the Department of Housing for our Youth Service, Specialist Housing Service and two-year contract extensions for the Local Housing Action Plan, and Immediate Housing Response for Families Program. These contracts incorporate the Homes for Queenslanders 20% uplift funding, enabling us to employ additional staff. Furthermore, we received extra funding to broaden the Immediate Housing Response program to include singles and couples. Consequently, we have recruited two more staff members and established an agreement with a local motel to utilise the entire facility for our clients. This initiative effectively eliminates the need for emergency accommodation searches and allows individuals to remain in the area until a more permanent housing solution is found.

We have effectively secured a two-year extension for the Financial Literacy and Resilience Program and were successful in our proposal to prolong the Settlement Engagement and Transition Support - Multicultural Information Network Service (MINS) for an additional three years.

This year we received additional Commonwealth Emergency Relief (ER) funding that needed to be spent within a limited time frame. We were able to distribute these funds because Judy and Andrea were willing to work additional hours and prepared to provide extra ER sessions. This allowed us to support an additional 75 households who were experiencing financial hardship. This is a primary example of compassion in action.

Significant achievements include the successful submission of the QShelter, Community Housing Future Business Advisory Grant, which enabled our partnership with Bluebird Consultancy to develop a housing growth strategy. Additionally, we successfully secured a \$20,000 grant from the Foundation for Rural Regional Renewal, generously provided by the Hand Heart Pocket Foundation. This funding allowed us to advance the Building Energy Efficiency project by installing solar panels on one of our properties, a duplex designated for temporary accommodation for women and children fleeing domestic and family violence until they can secure more permanent housing. We are extremely grateful for the support we have received from Gympie and District Sustainability Alliance because without this we would not have been able to implement this energy sustainability project, which is extremely valuable as it offers significant social and environmental advantages. These energy savings are directly benefitting the women residing in the duplex by reducing their energy bills.

Other notable achievements include our attendance at the Australian Homelessness Conference, which was held in Adelaide, as well as our sponsorship of the local National Aborigines and Islanders Day Observance Committee (NAIDOC) Family Fun Day event.

We take pride in our workplace health and wellbeing strategy, as it fosters compassion and self-care among staff, thereby improving their capacity to support colleagues and collaborate effectively.

We remain dedicated to offering trauma awareness training for Board members and staff, fostering a compassionate approach towards individuals utilising our diverse support services, who frequently face vulnerability and have complex trauma backgrounds. We also remain committed to supporting staff development by offering secondment opportunities and implementing mentorship and development plans that aid emerging staff members in enhancing their skills.

The Board members and staff extend their sincere appreciation to our funding partners for their continuous financial assistance, which enables us to maintain vital services for the community.

We also sincerely value our strong working alliance with other service providers and are thankful for their assistance throughout the past year. Additionally, we would like to acknowledge the organisations and individuals whose donations and support have bolstered Community Action over the last year. These generous contributions have greatly enhanced our capacity to address the community's support needs.

As we move into 2024-2025 we are preparing for next year's strategic plan, which will determine the organisation's direction and focus for the next five years. This strategic direction will be motivated by compassion at its core because we strongly believe that by combining compassion with creativity, credibility, collaboration and a 'can do' attitude we achieve great outcomes for individual clients and the broader community. We look forward to the coming year with optimism and confidence in our capacity to provide high quality services to the community.

*"Compassion is not a virtue, it is a commitment. It's not something we have or don't have - it's something we choose to practice". Brene Brown*

Jeff Davies  
President

Ruth Tidswell  
General Manager





# Operations Manager Report

## *Empathy + Action = Compassion*

As we reflect on the past year, we are proud to share our commitment to embedding compassion into every aspect of our organisation. As you read through our reports you will see many examples of compassion in action throughout our work with clients, colleagues and the community.

This year, we took significant strides to integrate compassion into the daily fabric of our operations. We translate this to our policies and procedures, our frameworks, our professional development and our health and wellbeing strategy. Compassion is the infrastructure of our organisation and is a key driver behind our success.

Compassion is a practice that guides our decision-making, strengthens our relationships, and ensures that we remain focused on the human side of our work. Research suggests that community service workers showing more compassion is associated with less burnout. Compassion can have powerful beneficial effects not only for the receiver of compassion, but also for the giver (Trzeciak, S. 2023).

### **Highlights from the year:**

- Judy and I provided an additional day of Emergency Relief (ER) per week throughout April and May.
- The expansion of Sentrion to include HR functions has been an invaluable support to my role. This has created efficiencies and stronger processes.
- Ruth and I supported and co-facilitated the Local Housing Action Plan workshop at the Gympie Housing and Homelessness Forum.
- Ruth and I facilitated ER training at the Rainbow Beach Community Centre with the ER volunteers.
- Developed and submitted a proposal to Gympie Regional Council regarding the ongoing management of the council units.
- Attended the National Housing Conference which was a great opportunity to reflect on the sector nationally and globally.
- Successful Multicultural Information Network Service tender for 2024-2027.
- I enjoyed a wonderful period of long service leave.
- We successfully purchased a new property for the Housing Service. This required an office move to downstairs at the Youth Service for Ruth, Judy and I.
- We received funding uplifts for our Specialist Homelessness Services (SHS) and Domestic and Family Violence services.

- Applications completed for a Mobile Support Worker, Community Gambling Fund, and Safe Places funding.
- A Gympie and Community Action lens was provided for the independent review of the housing and homelessness sector and was well received.
- Negotiated CPI into the CCQ contracts.
- Navigated the changes in industrial legislation.
- Supported Jo with the IHR Nationwide Motel proposal.
- We increased to 17 funding agreements across our program areas.
- We welcomed many new programs and staff.
- Completed annual surveys for ER, MINS and Financial Literacy and Resilience Program (FLARP).
- Supported FLARP with recruitment and staff changes.
- Supported Kupa with long service leave and welcomed Genie as the Locum MINS worker.
- We continue to embed a strong health and wellbeing strategy.
- We continue to review our current Strategic Plan whilst preparing for our new 2025-2030 Strategic Plan.

## COMPASSION CONTINUUM



Thank you to our staff for your incredible hard work and dedication – your efforts truly make a difference.

Andrea Matthews  
Operations Manager

# Quality & Compliance Manager Report

*“Requiring accountability while also extending your compassion is not the easiest course of action, but it is the most humane, and, ultimately, the safest for the community” Brene Brown*

Community Action’s quality framework sits at the core of all aspects of our work. It is overarching and encompasses our policy and procedures, standards and accreditation, management framework and practice framework. Our core documents translate the *compassion* we have for the people in our community into *action* – how we deliver services to meet identified needs.

**Policy & Procedure:** Our policy and procedures are reviewed on a triennial basis or sooner where required. They are reviewed in line with service delivery needs, legislation and other regulatory requirements. A key focus has been to reduce the number of policies through consolidation while maintaining the integrity of the content and keeping abreast of legislation changes including respect@work (sexual harassment) and right to disconnect. We continue our focus on psychosocial hazards in the workplace and how we can minimise risk to staff and foster healthy, happy workplace environments.

## **Standards & Accreditation:**

- Community Action undertook the maintenance audit against the Human Services Quality Framework in July 2023 with no non-conformity. We have implemented a number of audit recommendations as part of our continuous improvement process and will undergo a re-certification audit in November 2024. This audit includes assessment of the DFV services against the Practice Standards of the Domestic and Family Violence Services Regulatory Framework. These standards can be summarised as follows:
  - The rights, safety and dignity of victims are paramount
  - Staff understand domestic and family violence
  - Services are evidence-informed
  - Perpetrators are held accountable for their actions
  - Services are culturally safe for Aboriginal and Torres Strait Islander people
  - Services are client-centred and accessible for all
  - Services collaborate to provide an integrated response
- We remain registered as a Tier 3 community housing provider under the National Regulatory System for Community Housing. Our biennial compliance audit is due in February 2025.
- We undertook our annual self-assessment against the ACNC Governance Standards and remain compliant.

**Internal Audit:** We undertake internal audits to ensure compliance with our policies, procedures and practices. In 2023-24 we completed a board file audit, recruitment process audit, staff HR file audit and workplace health and safety site audits. Recommendations and improvements from these audits have included procedural updates, the move to using the Sentrient online HR module for management of employment onboarding and staff/board HR files, implementation of a recruitment register and some minor workplace health and safety adjustments.

**Management Frameworks:** Our management frameworks include risk management, workplace health and safety, human resource management, compliance and reporting. Key outcomes for 2023-2024 include:

- Implementation of the staff onboarding process through the Sentrion HR online portal – this has streamlined the onboarding process with all documents and forms completed through the portal. Evidence from a recent internal audit of employee files shows that implementation of this system is ensuring that 100% of documents and forms submitted through the system are completed and filed in employee records. In comparison, our 2023 audit identified that 61% of staff had at least one document or form missing from their HR file.
- Update of employment contracts in-line with legal advice; and introduction of secondment agreements.
- Updated position descriptions with information regarding demands of the role in response to the Psychosocial Hazards in the Workplace Code of Practice.
- Move away from submitting paper forms, for example, applications for leave, critical incidents, hazard reports, flexible work applications – these are now all completed and lodged through Sentrion.

**Practice Framework:**

- **Human Rights** - We are committed to fostering a workplace environment that is consistent with human rights – free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunity. The Human Rights Act (Qld) 2019 is important to our organisation because it protects the rights of vulnerable community members. We support a human rights culture within our organisation, and across communities in Queensland.
- **Diversity and Inclusion** - We recognise, respect, promote and celebrate the value of diversity and adopt and implement inclusive policies and strategies which advance diversity as a positive influence across the organisation. We:
  - Acknowledge and respect the traditional owners of the land – Indigenous Australians.
  - Recognise and value the multicultural nature of Australian society and our community.
  - Promote and encourage a diverse and inclusive work environment by fostering an environment of mutual learning, respect, dignity, openness to other cultures and an appreciation of difference and other perspectives.
  - Attract and retain a board of management whose composition reflects a diversity of backgrounds, knowledge, experience and abilities.
  - Seek to ensure that business practices, systems and processes do not prevent people from diverse backgrounds having equality of opportunity within the organisation and as far as is reasonably practicable, provide culturally appropriate support services for Australian Indigenous and cultural and linguistically diverse (CALD) clients.
  - Educate staff so that they are capable of responding sensitively, sympathetically and justly in any context.
  - Attempt to redress any unfair, discriminatory or illegal practices.
  - Promote activities which celebrate the diversity of our community.

- **Domestic & Family Violence** - We recognise that domestic and family violence is a gendered issue, and that gender inequality is a predominate cause and consequence of domestic and family violence. Domestic and family violence can have lifelong impacts on children and young people who witness and experience violence and significantly impact the relationships between parent, child and community. We operate from a framework that:
  - Understands the dynamics of gender, power and control
  - Understands the impacts on children and young people
  - Is culturally safe
  - Is risk focussed
  - Is informed by trauma frameworks and attachment theories
- **Child Protection** - We are a child friendly organisation, committed to protecting the safety and wellbeing of children and young people from harm and all forms of abuse including physical abuse, emotional or psychological abuse, neglect, sexual abuse and exploitation. Our child protection framework is founded on the international human rights treaty on children's rights – the United Nations Convention of the Rights of the Child and the National Principles for Child Safe Organisations. We have adopted a strengths-based approach to uphold these rights. We are sensitive to cultural diversity while recognising that the child's right to be protected from harm is paramount. We acknowledge the vulnerability of children who enter our services and believe that every child/young person has the right to feel safe and to be protected from all forms of harm.
- **Trauma Informed Practice** - We recognise that trauma is an almost universal experience across our client groups and the need to address it is essential for growth and recovery. Our approach recognises and acknowledges trauma and its prevalence, alongside awareness and sensitivity to its dynamics, in all aspects of service delivery. Our framework is strengths-based which embraces a message of hope and optimism that recovery is possible, and is founded on the following principles:
  - Safety
  - Trustworthiness
  - Choice
  - Collaboration
  - Empowerment
  - Respect for diversity



Judy Brauer  
Quality and Compliance Manager

# Youth Service Report

The 2023 – 2024 year began under considerable strain for young people in the Gympie community. Ongoing housing challenges, driven by heightened demand, rising rents, and escalating living costs such as food, fuel, and utilities, have placed significant stressors on individuals and families in our community. These factors have led to an increased demand for all Youth Service programs, along with greater complexity in those seeking assistance. This year has undoubtedly been marked by a commitment to compassionate action. The scarcity of sustainable long-term housing has resulted in young individuals and families relying on crisis accommodation and motel accommodation through the Immediate Housing Response for Families (IHRF) Program for extended periods. Despite the intensified pressures and numerous challenges encountered during this financial year, I take pride in the unwavering dedication and compassion demonstrated by the Youth Service team towards the youth and the broader Gympie community.

## Highlights

- 9 housing outcomes for families in IHRF program.
- Crisis Accommodation program – three successful outcomes to private rentals.
- Security cameras installed for crisis accommodation properties.
- Youth Week celebrations trip to Australia Zoo.
- Living skills pilot program for accommodated clients.
- Bush tucker garden and mural project.
- Training of staff to deliver Circle of Security and 1,2,3 Magic programs.
- NAIDOC week celebrations.
- Client Christmas party.

## Key Data

### **Crisis Accommodation Program:**

In the 2023 – 2024 financial year, the Youth Service provided crisis accommodation to 16 young families and 20 young individuals. This resulted in a total of 36 accommodated clients who met the established targets, with 4,080 nights of accommodation provided, surpassing the targets by 1.6%. Additionally, there were three successful transitions to private rental accommodation.

### **Centre-Based Support:**

The Youth Service provided centre-based support to 122 individuals, exceeding reportable targets by 205%.

### **Emergency Relief Program:**

The Youth Service delivered ER assistance on 831 occasions to 1383 individuals. The predominant requests for support were related to food and fuel, although there was also a notable demand for utility payments and emergency housing.

### **Immediate Housing Response / Families Program:**

The Immediate Housing Response for Families (IHRF) program supported 60 families, comprising 189 individuals, along with one single female who moved into the Immediate Housing Response (IHR) singles and couples' program for the 2024-2025 financial year. The program successfully facilitated three private rental outcomes, 11 social housing outcomes, and 15 outcomes related to other sustainable accommodation options.

### **Local Housing Action Plan Program:**

The Local Housing Action Plan (LHAP) program successfully assisted 69 individuals, surpassing reportable targets by 102%. LHAP recorded 1285 hours of case management support, exceeding the targets by 27.5%. Additionally, LHAP has facilitated significant achievements for clients, including one individual who successfully navigated the buy-back scheme for their flood-impacted home and now owns a unit on the Sunshine Coast.

### **Little Beginnings Program:**

Little Beginnings facilitated 689 service contacts for young women participating in the program, surpassing our annual target by 120%. All participants expressed positive feedback regarding both the program and its facilitators.

### **GP Health and Wellbeing Program:**

The GP Health and Wellbeing program successfully met 98% of its annual reportable targets for the 2023-2024 financial year. Although clinics could not be offered during the GP's leave, the subsequent return led to a recovery in service attendance, demonstrating resilience despite the disruption. Notably, the fourth quarter experienced a marked increase in participation, contributing positively to our overall performance for the year.

Jo Ostergaard  
Youth Service Manager



## Erin House Report



*Mother Teresa wrote: "I would rather make mistakes in kindness and compassion than work miracles in unkindness and hardness,"*

*Susan Sontag wrote in Regarding the Pain of Others "Compassion is an unstable emotion. It needs to be translated into action, or it withers".*

Isolation from society and a disconnect from community can have a devastating effect on our mental and physical health. We have found that women and children who have been living in an isolated and controlling environment that domestic abuse demonstrates suffer immensely and in varying degrees including a disconnection from the community.

At Erin House we are committed to safety and developing women and children to have the confidence and skills to be able to do things for themselves. We work to create independence, and an environment for lives to change and not to reinforce dependence on the service.

Women who have been controlled, suppressed, abused and isolated have incredible potential to achieve their goals and ambitions when they are away from the hostile environment of domestic abuse.



## **Key Data**

We continue to house women and children at capacity and this year we accommodated more single women. The numbers of women were slightly higher than last year and the numbers of children slightly less than the previous year. 12.5% of women identified as Australian First Nation women, 5% identified as Ukrainian, 4% First Nation New Zealander, and 4% as Samoan. 88 women and 141 children, amounting to 5,364 bed nights provided during the reporting period.

### **Centre Based Support – non accommodated clients 2023 -2024**

Throughout the reporting period 266 women received direct support and assistance. The clients in this group were case managed with 624 dedicated support sessions.

### **Assistance to leave the Gympie Area**

We prioritise the safety of women and children so there are times when we need to assist with relocation due to extreme violence and high-risk behaviours. 12 families (including women without children) were supported to leave the area during the last year.

### **Safe Phones**

Erin House distributed 27 safe phones for centre-based clients, which included providing education regarding safety planning around technology and social media.

### **Safety Upgrades**

It has been more critical this reporting year for women and children to maintain their homes so domestic abuse is not the reason to become homeless. The Home Safety upgrades program has again been essential for our clients, this of course includes risk management and safety planning support. Throughout the year we have completed security upgrades on the homes of 88 women.

We have been able to maintain a fully functioning accommodation and resource facility throughout the year for clients to have immediate and full access to staff and face to face service every day of the year. The work can only be achieved through the resilient, reliant and remarkable Erin House team and all our colleagues at Community Action, Board Members, Professional Supervisors and our generous community.

Bernadette Wright  
Erin House Manager

# Gympie Region Domestic & Family Violence Service Report

Compassion remains central to the support we provide to women and children facing domestic and family violence on a daily basis. This year, we have observed a notable increase in the demand for our services.

## **Key Data:**

- We responded to 520 Queensland Police Service (QPS) referrals (an increase of 48.2% from 2022-2023)
- We provided support to 623 women (26.8% increase from 2022-2023)
- We provided support to 111 children ( 5.6% increase from 2022-2023)

More detailed statistics collected between January to June 2024, identified the following:

- We received 85 enquiries/self-referrals
- We received 79 other service referrals (not QPS)
- We documented 105 risk assessments and safety plans
- We supported women to write 26 applications for Protection orders
- We accommodated 10 women at imminent risk of injury or death
- We provided brokerage to support safety outcomes on 54 occasions
- We wrote 71 support letters
- We organised 70 legal advice appointments for women
- We case coordinated with other agencies to increase safety for 46 of our clients
- We responded to 27 requests to share information
- We responded to 11 subpoenas and 6 requests to share information under the Child Protection act.

## **Our successes in 2023-2024:**

- We partnered with the Qld Department of Justice and Attorney General - Office for Women to deliver training in domestic violence risk assessment using the Common Risk and Safety Framework.
- We made a short film of children's artwork and responses to the question: What advice would you give to a child experiencing abuse at home? The film is very moving and starkly highlights the child's experience and needs in domestic and family violence. We showed this film at our Local Level Alliance and used it to drive discussion about consideration of children's risks and needs as separate to the adult survivor and how our local service system could do this.
- A new Magistrate who has a keen eye for risk in Domestic Violence Protection Order applications was appointed to Gympie.
- In November, our Court Team participated in the design, facilitation, presentation, and attendance at the Domestic Violence Court Assistance Network State-wide Forum held in Brisbane. The two days were fantastic as we got to hear from the Chief Magistrate, key academics, DFV specialist solicitors and many more amazing presentations.

- We received funding to provide the DFV Rent Assistance Program which supports women to maintain a tenancy where the DFV has disrupted their capacity to do this or to commence a new tenancy where this has been necessary due to DFV.
- We successfully secured a tender for a First Nations Specialist DFV Practitioner.
- Funding that had previously been time limited was added to our core funding as ongoing, allowing us to hire an additional worker to support our community partnerships and systems support role.
- We submitted an Expression of Interest to provide a DFV Practitioner in Gympie Police Station. We are waiting to hear if this has been successful.
- The Tin Can Bay Country Club once again generously donated presents for the children connected to our service.
- Alongside all QLD DFV services, we received a 20% boost in funding that enabled us to recruit additional workers to meet demand.

### **Some Challenges in 2023-2024:**

- We mourned the death of a long-term client who had survived multiple abusive relationships. Although her death is not directly attributable to DFV we can see the strong causal relationship of the abuse she suffered for many years.
- We experienced unprecedented levels of demand for DFV support, reflected in 20 new service entries per week. This was overwhelming and unsustainable. The team met with an external facilitator to plan how we could change our service model to meet demand whilst supporting the wellbeing of our staff. We have adopted some ideas but the 20% increase in funding we received in the second half of the year allowed us to expand the team to better meet demand.
- We received very high numbers of Subpoenas and 159 Child Safety Information Requests. These take considerable time to address and detract from our capacity to provide a service to the Gympie community. Proposed amendments to the Family Law Act are expected to lead to a reduction in the number of subpoenas issued to our service once the legislation changes.

Working effectively to support women and children experiencing domestic and family violence requires not only that our workers demonstrate compassion, but that we influence all the systems that women and children need to work within to bring compassionate understanding to our clients. So often systems unknowingly work to decrease safety for women and children if they cannot consider the ways in which the survivor's choices are constrained by the abuse they are experiencing.

Talia van Gils  
GRDFVS Manager



Domestic Violence Prevention Month 2024

# Housing Service Report

At Community Action Housing Service, compassion isn't just a value - it's the driving force behind everything we do. We are dedicated to providing safe, affordable housing and support to those in need. Whether it's helping individuals or families who have faced homelessness, experienced domestic and family violence, struggled with mental health issues or endured addiction, our mission is rooted in turning compassion into concrete actions. We provide more than just housing - we aim to offer stability, dignity and a renewed sense of hope.

In addition to managing properties and supporting our tenants, the Housing Service receives numerous enquiries for housing and financial assistance. While we may not always be able to assist with these requests, we extend our support through essentials like sleeping rough packs, food buckets, Coles, Woolworths, fuel cards, as well as information and referrals to appropriate services.



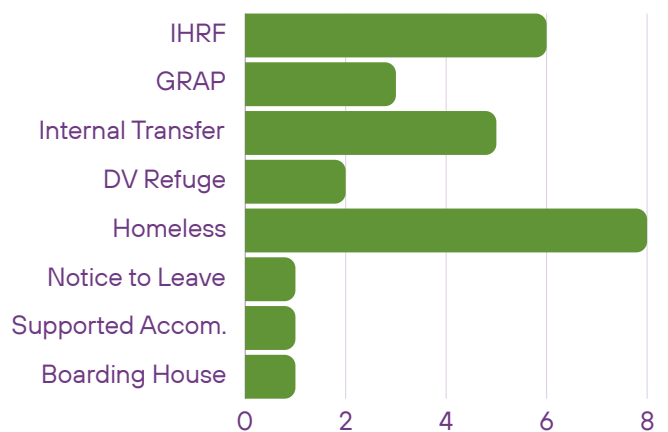
In the 2023 - 2024 financial year:

- \$6000 - was spent on purchasing the contents to make approximately 60 Sleeping Rough Packs.
- \$1250 - Coles and Ampol cards were distributed to people in need.
- 45 food buckets, 35 snack packs and 45 toiletry packs donated by the Rapid Relief Team were distributed to those in need.
- \$3500 Food Relief Grant received through StreetSmart Australia.
- \$2780 worth of Victory Hampers were provided to our tenants at the end of 2023 to assist with food for Christmas.

Programs such as the Immediate Housing Response (IHR), Gympie Recovery Accommodation Park (GRAP), and the IFYS Homeless Outreach have enabled us to refer many homeless individuals and families for further support and assistance with temporary accommodation. In turn, we've helped transition some of these clients from short-term housing into more secure and stable accommodation.



## New Tenant Origin



The Housing Service has seen some big changes this year, with the purchase of a new building for the service to call home. We moved into our new office at 10 Apollonian Vale in March 2024 and the feedback from tenants, contractors and other service providers has been very positive!

In May we temporarily bid farewell to our invaluable reception/admin team member, Anne, who has joined the Immediate Housing Response team at the Youth Service as the IHR Support Worker for a two-year contract. Anne has been a dedicated member of our team for seven years, and her presence is greatly missed. This internal recruitment process showcases the exceptional growth opportunities available at Community Action, allowing staff to expand their skills and experience in new roles. We wish Anne every success in her new position and look forward to seeing her continued impact within our community.

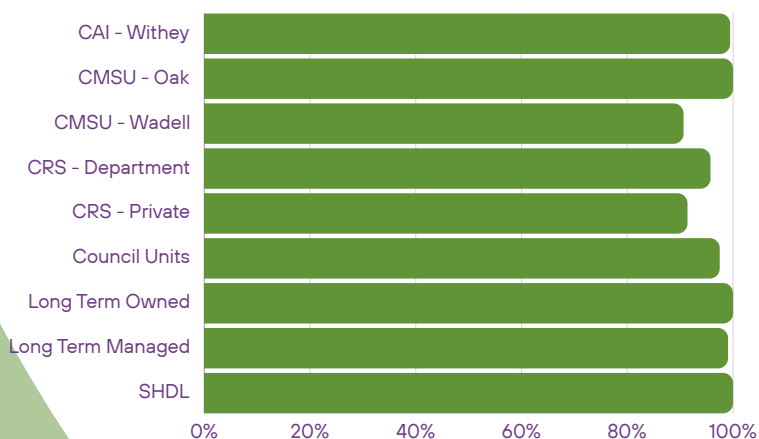
With the assistance of Riye Arai-Coupe who is the Managing Director of Bluebird Consultancy, our submission for a \$50,000 grant for the Business Advisory Program through the Community Housing Futures Program was approved. Riye and her team are collaborating with the Housing Service to build on supply growth plans and delivery strategies and our hope is to be in a position in the not too distant future to increase our housing portfolio to assist many more in need in our community.

As we reflect on the past year, compassion in action captures the heart of our work at Community Action Housing Service. Every interaction and partnership reaffirms the impact of compassionate support for those in need.

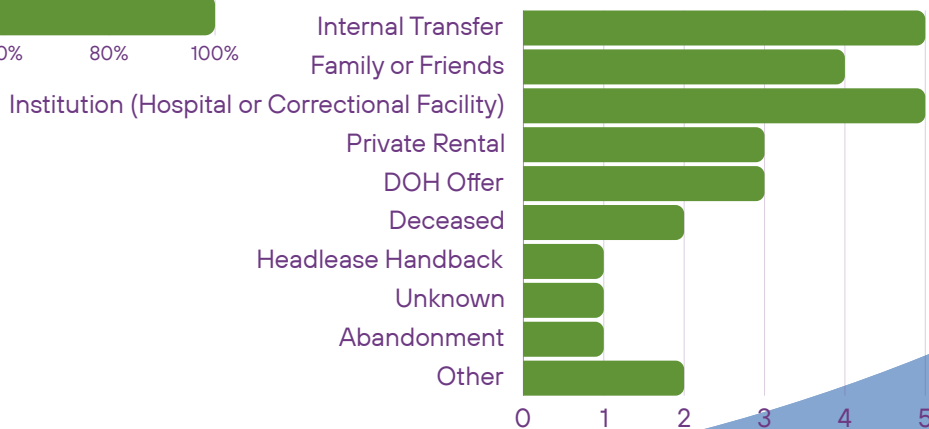
Thank you to my amazing team! Your commitment to the service, our tenants and each other is commendable and an asset to the community.

Our appreciation also goes out to the Department of Housing, community partners, and local support services for their ongoing support in providing crucial services. A significant thank you to our contractors and lessors for their dedicated work in maintaining our properties, ensuring safe and welcoming homes for our tenants.

### Occupancy Rates



### Tenant Exit Point



# Settlement Engagement and Transition Support (SETS) Program Report - Multicultural Information Network Service

Compassion for refugees and migrants is important, but it must be the spark that leads to action and change.

## **Compassion: The Bedrock of Solidarity**

This year, we celebrate compassion – a powerful force that transcends boundaries of colour, race, gender, religion, and nationality. It's the empathy that drives us to stand in solidarity with those who suffer, offering a helping hand and a welcoming heart. This is the core of the Multicultural Information Network Service (MINS) work.

Compassion is not pity. It's recognising the inherent dignity and potential in every individual, regardless of their circumstances. Refugees and migrants, either forced from their homes or having to leave due to extraordinary events, are no different. They are doctors, teachers, nurses, and countless other skilled and talented people and have families to support.

## **The Illusion of Distance**

While technology has connected us globally, it can mask the harsh realities faced by refugees and asylum seekers. The atrocities and devastation they endure are often far more complex and harrowing than can be conveyed through a screen.

## **The Power of Human Connection**

It's truly inspiring to hear about the positive impact MINS has had on the lives of migrants. While it may seem surprising to us, their deep gratitude is entirely understandable.

Migrants and refugees often carry the weight of significant hardship and adversity. They may have fled war-torn countries, endured perilous journeys, and faced discrimination and isolation. During these challenges, the simple act of kindness and support offered by MINS can be a lifeline.

When someone takes the time to listen to their stories, empathise with their struggles, and offer practical assistance, it can have a profound and lasting impact. This human connection can provide hope, strength, and a sense of belonging, transforming their lives in ways we may not fully comprehend.

## **Compassion in Action**

It's crucial to remember that compassion isn't merely an emotion; it's a call to action. By understanding the plight of those who have suffered, we can work to create a more just and equitable world.

## A Catalyst for Change

**MINS** is at the forefront of this movement, providing vital support and services to refugees and migrants. By support in language classes, legal aid, and community programs, MINS empowers individuals to rebuild their lives and contribute to society. However, challenges persist. Systemic barriers, negative public sentiment, and limited resources hinder the integration and well-being of refugees and migrants.

To address these challenges, we must:

- **Advocate for Just Policies:** Support policies that protect the rights of refugees and migrants.
- **Promote Empathy and Understanding:** Challenge stereotypes and foster a culture of inclusion.
- **Volunteer and Donate:** Contribute to organisations like MINS to provide direct support.
- **Educate Others:** Raise awareness about the issues faced by refugees and migrants.

By taking these steps, we can transform compassion into tangible action and create a more welcoming and inclusive world.

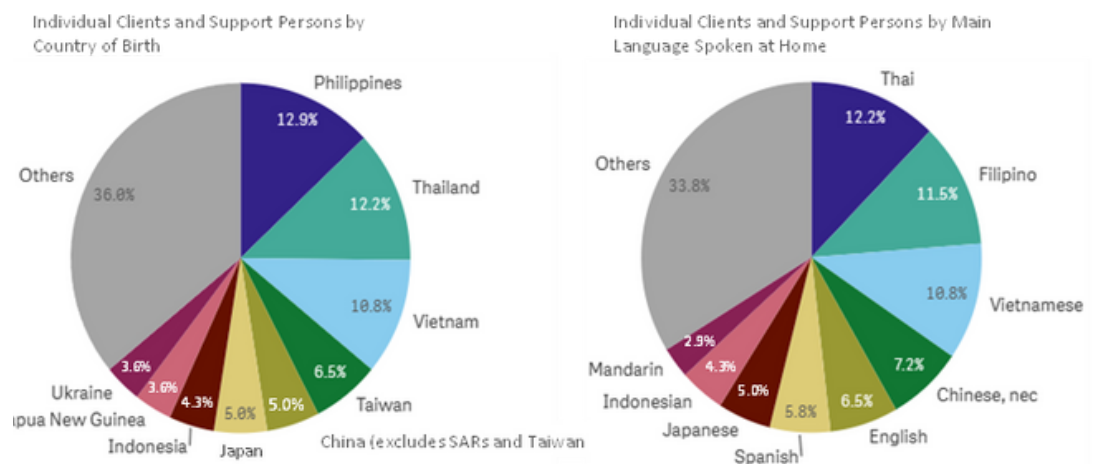
MINS is funded by the Department of Home Affairs to provide Settlement Services to migrants in the Gympie and Noosa regions. The objective of MINS is to help migrants settle into and become a part of our local community by:

- Improving social participation
- Economic well-being
- Independence
- Personal wellbeing and
- Community connectedness

An essential aspect of support is linking migrants to other service providers such as Police, Health, TAFE, Employment and Department of Transport.

## Key Data

MINS assisted a total of 84 clients and participated in 22 group sessions. Below is a representation of clients from around the world helped by MINS in the 2023 – 2024 financial year.



Some of our highlights for the year included cultural recognition events, and welcoming Ukrainian people who have moved to our region and have experienced atrocities and war.



Mrs. Rita goes outside. To the sounds of explosions from Russian guided aerial bombs, she treats people to pies with potatoes. Answering the question, "Where do you hide when there is shelling?" she replies, "Nowhere, we are just praying". Avdiivka. November 8, 2023. photo: [Serhii Nuzhnenko \(Radio Free Europe/Radio Liberty\)](#).



# Financial Literacy & Resilience Program Report

Financial Literacy and Resilience Program (FLARP) and its small but passionate, dedicated team have continued to deliver support and advocacy for multiple clients. We obtain positive outcomes that result in reducing financial stress for many individuals and families in the Gympie community, while also providing ongoing support to build financial capacity, resilience and improve life skills.

Compassion in action is embedded in the service delivery within FLARP. It is in the DNA of this program and represents one of the essential values of Community Action. Without compassion and respect there can be no opportunity to build rapport, no opportunity for another person to feel that their voice is heard and that they are valued and supported without judgment, and no opportunity to empower positive change in a vulnerable person's life. We aim for every FLARP client to experience compassion in action, and I believe our actions, and positive outcomes and feedback from clients captures this.

Despite the challenges faced throughout the year, we welcomed the changes and viewed each obstacle as a chance for growth and learning. We have also celebrated many successes. One of these was meeting funding targets after challenges with recruitment. Another is responding to the continued growth and demand within the Gympie region for our service. Attending the Financial Counsellors Australia National Conference in May was a significant reward, offering valuable insights that enhanced our understanding of the sector and improved service delivery. Additionally, a key takeaway was the information regarding the State Penalties Enforcement Registry (SPER) Domestic and Family Violence withdrawal of fine application process, which has led to numerous successful withdrawals of fines for individuals affected by coercive control related to domestic and family violence.

This year has seen a continued rise in clients struggling to make ends meet and relying on Buy Now Pay Later services such as Afterpay and Zippay for everyday items such as fuel, groceries and car repairs. We have also seen an increase in clients with large ATO debts, mortgage stress and rates arrears, all of which impacts the mental health and well-being of many clients. As the cost of living and housing affordability crisis continues the demand for support is on the rise, further highlighting the great need for FLARP within the Gympie community. On a State level, Financial Counsellors Association Qld (FCAQ) continue to lobby, seeking a fair go for financially vulnerable Queenslanders through an investment in the Financial Counselling sector for further funding to be provided to support the rising demand for Financial Counsellors and Resilience Workers.

The final quarter of this financial year has seen an increase in clients attending the service with a higher level of complex needs and trauma. This necessitates a trauma-informed approach to service delivery, aimed at reducing the risk of re-traumatisation and ensuring that clients receive support tailored to their unique circumstances. Such an approach helps clients feel acknowledged, secure, informed, and empowered regarding their choices and autonomy in their lives.

Although this surge in supporting clients with complex needs has been challenging, it provided an opportunity to identify areas for professional development to enhance skills to provide better assistance to those in need, while ensuring the significance of staff self-care and well-being. Two examples of professional development completed was a two-day Applied Suicide Intervention Skills training and Blue Knot Trauma Awareness training.

To better address the needs of clients facing complex challenges, we have transitioned to a collaborative case management approach. With the consent of clients, the Financial Literacy Worker and Financial Counsellor have worked together with both internal Community Action services and external services. This aims to reconcile the discrepancies between documentation clients are often required to submit and their actual capacity to provide such information, both materially and emotionally. By assisting clients in overcoming these challenges we have alleviated barriers that previously hindered their progress with creditors.

This has also provided an opportunity to build on community connections, referral pathways and raise awareness about FLARP within the Gympie community service sector. This approach has led to clients experiencing greater support during a challenging and sensitive period, ensuring that necessary documentation and information are supplied, frequently resulting in positive outcomes. This collaborative approach has been highly effective with GRDFVS where FLARP is co-located. The co-location and ongoing collaboration between FLARP and GRDFVS regarding mutual clients is assisting in achieving positive outcomes and minimising the risk of clients with complex and ever-changing needs being missed. This ensures the mental, emotional, physical, social and financial needs of all clients are addressed.

This year has seen further changes within the team with the recruitment of a new Financial Literacy Worker, Tracey, and Financial Counsellor, Sharee, who is now filling in for Jules as she heads off into the sunset to pursue her dream of working within the music industry. Jules has been an asset to the FLARP team and built trust and rapport with clients as well as her Community Action team members and community organisations. We wish her great success in her new endeavour and thank her for her hard work and dedication to our clients and community. Sharee brings a wealth of knowledge and experience, a sunny disposition, and is a valued member of FLARP, sharing her knowledge and advocating on behalf of clients, resulting in ongoing positive outcomes.

### **Key Data**

In the 2023 - 2024 financial year, FLARP assisted a total of 93 clients, comprising 71 females and 22 males. Among these, 26 were returning clients while 67 were new. Notably, 48 individuals within this group had encountered domestic and family violence.

Throughout the year 60 occasions of emergency relief were provided, ranging from food vouchers, payment for household bills, rates, school fees, motor vehicle registration and medical expenses. This assistance resulted in clients feeling supported and helped to reduce their level of financial distress and barriers they faced. Additionally, FLARP facilitated the waiver of \$131,691 in debts.

FLARP also provided outreach support to the Gympie Recovery Accommodation Park (GRAP) clients monthly and has created valuable networks between FLARP and Department of Housing Officers, along with Local Housing Action Plan workers, and assisted clients who may not otherwise have been able to attend our service.

We look forward to continuing to deliver compassion in action throughout the next financial year and being part of advocating on behalf of vulnerable clients and assisting them to feel heard, seen and valued.

Tracey Wiggins  
Financial Literacy Worker



# Emergency Relief Program Report

*Sometimes it takes only one act of kindness and caring to change a person's life – Jackie Chan*

An individual's life can be transformed by a single act of kindness and compassion, as highlighted by the renowned actor Jackie Chan. This sentiment is particularly relevant in the context of delivering emergency relief support, where demonstrating empathy and care can serve as a pivotal moment, offering hope and assistance during a time of distress and adversity.

Community Action receives funding from both Commonwealth and State Government Departments and provides emergency relief (ER) in three locations. We have formed formal collaborations with Gympie Community Place and Rainbow Beach Community Centre and provide another access point to ER through our Youth Service Resource program.

Gympie Community Place (GCP) provides a weekly emergency relief service to individuals over twenty-five years of age once a week by appointment and primarily offers bill payment for essential items such as rent, utilities, and car registration, as well as support with medical and health related expenses. This year GCP assisted 249 people and distributed a total of \$60,000 funds under the consortium agreement.

We have established an effective working relationship with the Rainbow Beach Community Centre, which has a dedicated team of volunteers offering emergency relief assistance biweekly in both Rainbow Beach and Cooloola Cove. These volunteers primarily distribute food and fuel vouchers, but they have also broadened their support to include assistance with rent, accommodation, and utility bills, in collaboration with Community Action management as circumstances require. The RBCC volunteers provided emergency relief assistance amounting to \$24,459.07 over the course of the year.

We maintain a strong partnership with Gympie Community Place and Rainbow Beach Community Centre, and we sincerely appreciate their assistance, as our impact within the community would be significantly diminished without their support.

Community Action Youth Service offers emergency relief assistance to individuals under 25 years of age facing financial difficulties every weekday through our resource program. This year, the Youth Service delivered emergency relief support on 831 occasions to 1383 individuals, distributing a total amount of \$164,125.87 funds.

This year, we obtained additional funding from both the Commonwealth and State Governments, enabling us to enhance our existing emergency relief programs and create an additional access point for distributing resources to those most in need. The effective allocation of these funds was facilitated by Judy and Andrea, who dedicated extra hours and provided more emergency relief sessions. As a result, we were able to support an additional 75 individuals experiencing financial hardships and distribute a total of \$56,319.98.

ER serves as an essential support service aiding individuals in managing financial crises while also restoring their dignity and trust in humanity. Furthermore, it fosters a strengthened sense of community among those affected.

Ruth Tidswell  
General Manager

# Financial Statements

## Community Action Inc

ABN: 90 632 272 097

### Income statement

For the year ended 30 June 2024

	2024	2023
	\$	\$
<b>Income</b>		
Interest Received	43,209.52	8,846.09
Profit on Sale of Non-current Assets	65,769.70	-
Revenue	7,291,403.28	6,414,165.28
	<hr/>	<hr/>
	7,400,382.50	6,423,011.37
<b>Expenses</b>		
Administration	415,134.24	340,951.41
Audit Fees	8,300.00	8,300.00
Bad and doubtful debt expenses	7,310.63	7,412.91
Client Expenses	1,352,940.34	909,610.48
Depreciation and amortisation expenses	24,687.85	22,250.44
Employee Benefits Expense	3,322,123.36	3,048,586.64
Insurance	113,065.83	103,977.48
Interest Paid	-	163.79
Motor Vehicle Expenses	25,354.53	20,957.06
Repairs & Maintenance	83,236.28	35,523.29
Tennancy & Property Expenses	1,232,050.14	913,930.52
Unspent Grant	693,504.92	49,799.42
Unspent Grant Repaid	5,337.38	746,857.56
	<hr/>	<hr/>
	7,283,045.50	6,208,321.00
<b>Net profit</b>	<hr/>	<hr/>
	117,337.00	214,690.37
Retained earnings at the beginning of the financial year	1,005,307.34	980,008.05
Transfer To Reserves	30,980.98	(189,391.08)
	<hr/>	<hr/>
<b>Retained earnings at the end of the financial year</b>	<u>1,153,625.32</u>	<u>1,005,307.34</u>

# Community Action Inc

ABN: 90 632 272 097

## Balance sheet

For the year ended 30 June 2024

	<i>Note</i>	<b>2024</b> \$	<b>2023</b> \$
<b>Current assets</b>			
Cash and cash equivalents	3	2,469,701.18	3,083,117.40
Trade and other receivables	4	66,820.72	54,086.15
Other current assets	6	81,415.82	73,743.59
<b>Total current assets</b>		<u>2,617,937.72</u>	<u>3,210,947.14</u>
<b>Non-current assets</b>			
Property, plant and equipment	5	3,764,647.36	3,054,553.49
<b>Total non-current assets</b>		<u>3,764,647.36</u>	<u>3,054,553.49</u>
<b>Total assets</b>		<u>6,382,585.08</u>	<u>6,265,500.63</u>
<b>Current liabilities</b>			
Trade and other payables	7	378,643.11	1,092,897.77
Employee benefits	9	919,023.18	851,718.85
Other current liabilities	10	693,799.91	64,926.39
<b>Total current liabilities</b>		<u>1,991,466.20</u>	<u>2,009,543.01</u>
<b>Non-current liabilities</b>			
Borrowings	8	2,328,955.20	2,328,955.20
<b>Total non-current liabilities</b>		<u>2,328,955.20</u>	<u>2,328,955.20</u>
<b>Total liabilities</b>		<u>4,320,421.40</u>	<u>4,338,498.21</u>
<b>Net assets</b>		<u>2,062,163.68</u>	<u>1,927,002.42</u>
<b>Members' funds</b>			
Reserves		908,538.36	921,695.08
Retained earnings		1,153,625.32	1,005,307.34
<b>Total members' funds</b>		<u>2,062,163.68</u>	<u>1,927,002.42</u>

FULL FINANCIALS - To view a full copy of the Community Action Audited  
Financial Statements  
as at 30th June 2024, please visit:  
[www.communityactiongympie.com.au/annual-reports/](http://www.communityactiongympie.com.au/annual-reports/)