

Community Action Inc.

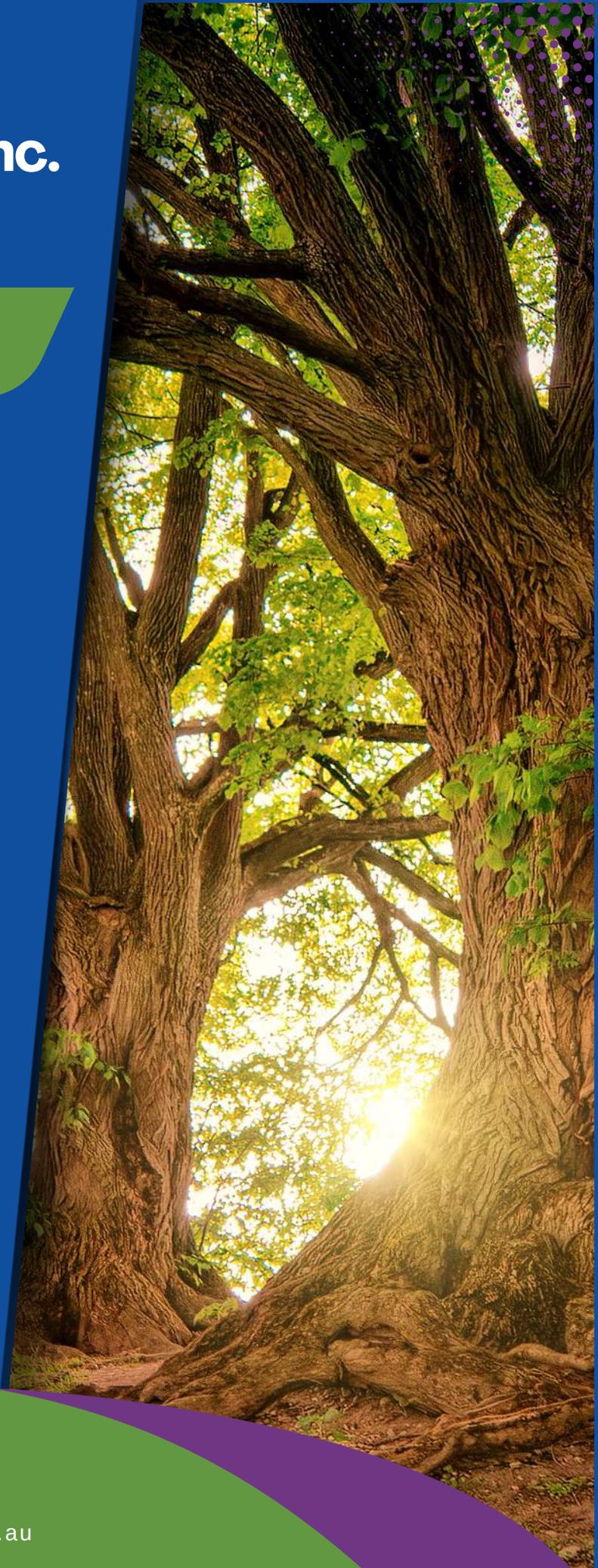
2024/25

Annual Report

Prepared by
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Community Action Inc
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www.communityactiongympie.com.au



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About Us

Community Action is a registered charity with the Australian Charities and Not-for-Profits Commission (ACNC) and endorsed as a Public Benevolent Institution.

The organisation is a Registered Tier 3 Community Housing Provider and holds multiple Australian Taxation Office (ATO) endorsements, including Deductible Gift Recipient (DGR) status, GST concessions, Fringe Benefits Tax (FBT) exemption, and Income Tax exemption.

Based in Gympie, Queensland, Community Action delivers programs throughout the Gympie Local Government area, with a small portion of service delivery extending to Kingaroy.



Our Strategic Priorities

The organisation's direction is guided by four key strategic priorities:

- Service and Impact
- Governance and Administration
- Workplace Wellbeing and Development
- Growth and Sustainability



Program Areas

Community Action delivers services across nine core program areas:

- Housing Service
- Multicultural Information Network Service
- Financial Literacy and Resilience Program
- Youth Service
- Immediate Housing Response
- Local Housing Action Plan
- Erin House
- Gympie Region Domestic & Family Violence Service
- Emergency Relief (ER) Program





OUR ORIGIN

Established in 2011, our story began when we merged Cooloola Youth Service, Erin House, and Cooloola Community Housing Association to form Community Action Inc.

Our organisation was founded on a determination to provide quality, local support and housing within Gympie. Since then, we have grown significantly, expanding our services to better meet the needs of our community.

Today, we continue to be guided by our commitment to care, community and creating opportunities for those who need it most.

2025
2024
2023
2022
2021
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OUR PURPOSE IS OUR MISSION

At Community Action we believe in empowering people to live safe, fulfilling lives through the provision of high-quality community-based services.



OUR VISION

A safe, inclusive, and thriving community.

OUR VALUES

01. EXCELLENCE

Strive for high standards in everything we do.

02. RESPECT

Value the dignity, rights, and perspectives of others.

03. INTEGRITY

Act with honesty and transparency in all interactions.

04. INCLUSIVITY

Embrace diversity and ensure equal opportunity for all.

Community Action

Board of Management

Jeff Davies - President. Jeff brings over two decades of combined experience in social work and governance. He holds a Master of Social Work, a Graduate Diploma in Applied Science (Psychology), and a Bachelor of Applied Science (Psychology). Jeff provides strategic leadership in governance and administration, overseeing the implementation of policies that drive organisational growth and sustainability. He is committed to strengthening sector partnerships and advocating for improved service delivery.

Angeline Medland - Vice President. Angeline contributes a robust background in tertiary education administration and business operations. She holds a Graduate Certificate in Tertiary Education (Management) and a Certificate III in Business Administration. Angeline provides strategic leadership, business management and development expertise, community engagement and project development and management capability. Angeline champions board processes that ensure transparency and efficiency.

Abbie Grant-Taylor - Secretary. Abbie brings significant expertise in social policy particularly related to youth, homelessness and public administration, underpinned by a Master of Social Policy and Planning, a Bachelor of Arts, and a Diploma in Government (Contract Management). Abbie leads the organisation's efforts in governance and records management, ensuring compliance with statutory obligations while supporting strategic initiatives for continued growth and resilience.

Stephen Brown - Treasurer. Stephen is an experienced legal professional with advanced qualifications, including a Masters in Law. Stephen provides oversight of the organisation's fiscal governance, compliance, and reporting. He plays a key role in ensuring financial sustainability and supporting sound administrative frameworks that enable effective service delivery.

Shaji Joseph - Board Member. Shaji brings a diverse academic background, holding a Bachelor of Education, a Bachelor of Arts, and a Bachelor of Theology and Philosophy. Shaji's broad expertise strengthens the Board's capacity in governance, strategic planning, and policy review, contributing to the organisation's vision and ability to adapt and grow in a dynamic sector.

Amanda Finch - Board Member. Amanda is qualified with a Diploma in Project Management, Undergraduate Certificate in Community Services and a Certificate III in Education Support. Amanda is dedicated to enhancing community engagement, fostering continuous improvement, and developing workforce capability. She is a strong advocate for responsive program design and inclusive practices in service delivery.

Ann-Marie Smoothery - Board Member. Ann-Marie is currently pursuing a Bachelor of Human Services. Ann-Marie contributes particular insight into human resource management and disability support, drawing on frontline experience to strengthen advocacy initiatives and inform inclusive strategies that meet the needs of clients and the community.

Community Action

Leadership Team - Head Office

Andrea Matthews - General Manager. Andrea holds a Bachelor of Social Science, a Postgraduate Certificate in Human Resource Management, and a Diploma in Community Services Coordination. Her professional focus includes housing and homelessness, youth services, operations management, human resource management, and program development. Andrea provides strategic leadership to align organisational initiatives with community needs and service priorities.

Moana Whatu - Operations Manager. Moana holds a Master of Social Work (Applied), a Postgraduate Certificate in Child and Adolescent Mental Health, and a Diploma in Social and Community Work (Bi-Cultural). Moana is responsible for developing organisational service capability, supporting continuous improvement in program delivery, and ensuring operational activities align with the organisation's strategic objectives.

Judy Brauer - Quality and Compliance Manager. Judy holds a Bachelor of Social Science (Human Services), an Advanced Diploma in Community Sector Management, and a Certificate IV in Work Health and Safety. Her responsibilities include policy development, continuous improvement, and oversight of compliance across all organisational portfolios, supporting effective governance and risk management frameworks.

Jenny Frdelja - Finance and Business Development Manager. Jenny holds a Certificate of Policy Development and a Certificate IV in Business Administration. With over ten years of experience in local government specialising in IT governance and financial management, she contributes expertise in accountability, compliance, and strategic financial oversight. She leads initiatives to enhance transparency and efficiency through technology and process enhancements. Jenny also leads business development, supporting organisational growth, innovation, and the pursuit of new business opportunities.

Kelly McCabe - Senior Finance Officer. Kelly holds a Diploma of Accounting and a Certificate IV in Bookkeeping and is a registered Commissioner for Declarations. She oversees financial governance within the not-for-profit framework and ensures the sound stewardship and accountability of community funds in line with regulatory and audit standards.

Community Action

Leadership Team – Services

Jo Cameron - Youth Service, IHR and LHAP Manager, with extensive experience in the community services sector, Jo is qualified with a Certificate of Social Housing, Diploma of Community Services, Certificate IV in Alcohol and Other Drugs, Certificate IV in Youth Work, and Certificate III in Business Administration. She plays a pivotal role in the design and delivery of targeted support programs that address youth homelessness, generalist homelessness, and provides emergency relief. Jo also oversees alcohol and other drug support strategies, ensuring that services are responsive to emerging community needs and grounded in best practice. Her leadership fosters collaboration across service streams to deliver holistic, client-centred outcomes.

Bernadette Wright - Erin House Manager, drawing on a Diploma in Community Services Coordination and accreditation as a Justice of the Peace. Bernadette is responsible for the operation and development of specialist domestic and family violence (DFV) shelters, ensuring safe and confidential accommodation and wraparound support for women and children escaping abuse. She guides the provision of specialist housing, crisis intervention, and case management. Bernadette also leads community development initiatives aimed at reducing barriers to safety and supporting long-term recovery for women and families in need.

Renee Nielsen - Housing Service Manager, holding Tenancy Law Training, a Certificate III in Community Services, and a Certificate III in Business. Renee is instrumental in overseeing the delivery of community housing, with particular strengths in business development and project management. She develops strategies that improve access to secure, affordable housing, and pursues partnerships and growth opportunities to expand service capacity. Renee's technical expertise ensures compliance with tenancy law while her innovative approach supports continuous improvement in service delivery.

Talia van Gils - Gympie Region Domestic & Family Violence Service Manager, with a Bachelor of Arts (Honours), Talia brings significant experience to the management of complex DFV programs. She oversees the delivery of crisis response, court support services, and initiatives addressing homelessness associated with domestic and family violence. Talia is committed to improving victim safety and enhancing integrated responses, collaborating with partner agencies to ensure accessible, trauma-informed support for those affected by violence and homelessness.

Our managers and services are supported by the following program leaders:

Kupa - MINS Coordinator, **Tracey** - FLARP, **Kylie** - GRDFVS Team Leader, **Bec** - GRDFVS Child & Youth Team Leader, **Sue** - Senior Case Manager Erin House, **Ashley** - Senior SHS Support Worker Youth Service, **Leesa** - Senior IHR Support Worker IHR.

2025 AGM AGENDA

Community Action

2025 AGM Agenda

1. Meeting Open
2. Acknowledgement of Country
3. Attendees Present
4. Apologies
5. Acceptance of New Association Members
6. Previous Minutes
7. Presidents and General Managers Report
8. Treasurers Report
9. Election of Board Members: 2025-2026
10. Appointment of Auditor for 2025-2026
11. Presentation of CAI Services
12. Invitation for Comments from the Floor
13. Close of Meeting

2024 Annual General Meeting

Meeting Minutes

Annual General Meeting of Community Action Inc

Location: Held at the UniSC, Cartwright Road Gympie on Tuesday the 26th of November 2024 at 12.30pm

Welcome: Ruth Tidswell welcomed everyone and introduced guest meeting chair, Ann Rigbye.

Meeting Open: 12.43pm

Acknowledgement of Country: Ann Rigbye respectfully acknowledged the traditional owners, the Kabi Kabi people.

Present: See attached list

Apologies: Tony Perrett MP (Liberal National Party Member) and Mayor Glen Hartwig, Kay Hoskins (Department of Families, Seniors, Disability Services and Child Safety - previously Department of Justice and Attorney General), Shalini Thomas (Department of Home Affairs).

It was moved by Abbie Grant-Taylor and seconded by Kelly McCabe that apologies be accepted. CARRIED.

Ruth introduced Bridget Born (State Emergency Relief & FLARP Contract Officer).

Acceptance of new Association Members: It was moved by Rae Gate and seconded by Steven Brown that all new memberships be accepted. CARRIED.

Previous Minutes: The minutes of the previous Annual General Meeting of Community Action held on the 28th of November 2023 at UniSC were presented.

It was moved by Shaji Joseph and seconded by Kelly McCabe that the Minutes of the previous Annual General Meeting of Community Action be accepted as a true and correct record of proceedings. CARRIED.

Presidents' / General Manager's Report:

Jeff Davies presented the President's / General Manager's Report. Jeff noted the increase in demand and thanked staff for their compassion in action and managers for support provided to staff. Key achievements were noted, particularly the purchase of the Apollonian Vale property.

Community Action

Meeting Minutes (continued)

Jeff thanked funding partners and donors for supporting our work in the community. Jeff thanked the board and acknowledged outgoing board members – Andy Nethercott and Rae Gate. It was noted that we are currently working on our five-year strategic plan for 2025-2030. It was moved by Jeff Davies and seconded by Steven Brown that the President's / General Manager's Report be accepted. CARRIED.

Treasurer's Report:

Stephen Brown presented the Treasurer's report and Audited Financial Statements of Community Action. Steve thanked Abbie for assistance with the handover of the Treasurer's role and the people in the background who ensure smooth operations. It was moved by Stephen Brown and seconded by Rae Gate that the Treasurer's Report and Audited Financial Statements for Community Action for 2023 -2024 be accepted. CARRIED.

Remuneration and Other Benefits Disclosure:

From 1 July 2024 incorporated associations are required to disclose remuneration and other benefits at their AGM. This applies to management committee members, senior staff, and their relatives.

For the 2023-2024 financial year, the association paid two people a total of \$225,851.89 in remuneration and benefits.

Rae thanked the members and commented that it has been a honour, privilege and pleasure to work alongside the volunteers from the committee.

Election of Office Bearers and Board Members for 2024-2025:

Ann Rigbye declared all positions vacant and the following nominations for Community Action Inc were read (refer to the table on the next page).

Appointment of Auditor for 2024-2025:

It was moved by Stephen Brown and seconded by Kelly McCabe that Brown, Macaulay and Warren be appointed as Auditors for Community Action for the 2024-2025 financial year. CARRIED.

2024 Annual General Meeting

Meeting Minutes (continued)

MEETING MINUTES

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

Acknowledgement of Board Member Contribution & Resignation:

Ann acknowledged Rae's service to the organisation and community. Ann commented that if you want someone to do something, ask Rae – she will roll up her sleeves and get it done. Ann has been very proud to work for the organisation. Cr Dolly Jensen congratulated Rae and the organisation for the work they do in the community. Abbie offered her thanks to Rae and acknowledged the work Rae puts into the community as a whole. Abbie thanked staff for the amazing work they continue to do.

Annual Report – Presentation by General Manager, Ruth Tidswell: Ruth presented the Annual Report. There have been many achievements and examples of compassion in action. Ruth thanked staff and presented a small token of appreciation to committee members. It was moved by Ruth Tidswell and seconded by Stephen Brown that the Annual Report be accepted. CARRIED.

Invitation for Comments from the Floor: Ann Rigbye thanked Ruth and others for the wonderful contributions they make to CAI. Rae Gate reflected that the org has come a long way since amalgamation and congratulated staff.

Meeting Close: 1.45pm.

Community Action

President's Report

Welcome to the 2024-2025 Community Action Inc. Annual General Meeting.

2025 has been a big one, Ruth Tidswell made the decision to move towards semi-retirement. Ruth's effervescent drive, enthusiasm and passion in guiding Community Action over the last 5 years was amazing. Ruth was a joy to work with, and we thank her for her legacy and wish her well for the future. Andrea Matthews has graciously stepped into the role of General Manager and has made the transition seamlessly. We have welcomed Moana Whatu as Operations Manager and Jenny Frdelja has recently commenced in the new Finance and Business Development Manager role.

The Board has experienced its own change this year with Andrew Nethercott and Rae Gate stepping down after years of service and dedication. We welcomed Amanda Finch and Ann-Marie Smoothey. The roles, responsibilities and expectations of Board members have increased over recent years. The current Board is focused and committed to achieving Community Action goals and aspirations while maintaining our grass roots approach to service delivery.

In 2025 the Board and Management team met to develop the next 5-year Strategic Plan. Highlights include:

- **Service Delivery:** Provide accessible, high-quality services that meet individual needs and drive positive outcomes.
- **Governance & Administration:** Provide strong governance and administration, ensuring a highly respected and effective service provider.
- **Growth & Sustainability:** Position the organisation as a valued service provider and enhance its ability to attract funding by growing our resource and asset base.
- **Workplace Wellbeing & Development:** Build a workplace where employees feel connected, work together, and flourish in their careers.

Community Action has always maintained financial stability while expanding service delivery. I believe that Community Action provides gold standard service on a bronze standard budget. One of our aims is to be less reliant on traditional funding models and seek new and diverse methods of funding our services. The Board and Management team have commenced the Housing & Growth Strategy. We aim to increase our capacity to provide social and affordable housing for lower income clients in the Gympie region. To achieve that we are exploring a range of opportunities to increase our housing stock.

Bluebird Consultancy were engaged to help develop our Housing & Growth Strategy, which is exciting and new for Community Action. These plans are in their infancy and differ from our traditional business of attracting funding to provide services to clients in our community. Our aim is to preserve the Community Action culture while finding diverse ways to fund these services.

Community Action

President's Report

Other objectives for 2026 include:

- Expanding digital service delivery for greater accessibility.
- Develop capability framework for the leadership team and individual services.
- Increasing our housing stock and emergency accommodation options.
- Deepening our cultural inclusion initiatives.
- Continuing advocacy for systemic change to address poverty and housing insecurity.

I thank our Board of Management, Management Team, Service Managers and Staff for their dedication and passion. Together, we are building a stronger, safer, and more inclusive Gympie community.

Jeff Davies | President
Community Action Inc.



Community Action

General Manager's Report

In 2024-2025, Ruth Tidswell served as our General Manager, leading the organisation through almost six years before transitioning into her next fulfilling chapter. During Ruth's tenure, we experienced both significant achievements and major challenges—from navigating the COVID era to responding to major flooding. Ruth's legacy lies in embedding trauma-informed practice and strengthening our organisational values.

"On behalf of all staff, I want to thank Ruth for her dedication to Community Action. We wish Ruth every success and joy in her future endeavours."

As I step into the role of General Manager, I reflect on the past year—a year defined by grit, determination, and collective effort. We farewelled a small number of staff who moved on to exciting new chapters, and we focused on recalibrating and laying the foundations for the next five, ten, and fifteen years. Our work in this space has been central to preparing for tomorrow. This year, we developed our 5-Year Strategic Plan and further committed to our Housing and Growth Strategy. We redefined and simplified our vision and purpose to honour the shared intention of creating a safe, inclusive, and thriving community. At the heart of this vision is our unwavering commitment to reducing homelessness and domestic and family violence. These are not just social issues—they are urgent, systemic challenges that require coordinated, trauma-aware, and values-driven responses. Through our diligent work, we aim to provide safety, stability, and pathways to recovery for those most at risk, while recognising the profound and lasting impact of trauma on individuals and communities.

Throughout the year, we supported over 4,000 clients, we welcomed 10 new staff members, completed both HSQF and NRSCH audits, and attended several local, state, and national sector events. We also invested in staff wellbeing and capability through professional development and professional supervision opportunities.

As General Manager, my long-term vision is to lead an organisation that drives sustainable housing growth, delivers high-quality services, and creates meaningful, lasting impact. I would like our work to contribute not only to individuals and families, but also to the strength of our communities and the systems that support them.

I am genuinely proud to be working for Community Action and believe our workplace is more than just a place of responsibility; it challenges us, brings us joy, and gives us a shared sense of achievement and connection. I would also like to say thank you to all the staff who make up our village. Your dedication, compassion, and commitment continue to shape who we are and what we can achieve together.

Andrea Matthews | General Manager
Community Action Inc.

Community Action

Quality & Compliance Manager's Report

Policy & Procedure:

Our policy and procedures are reviewed on a triennial basis or sooner where required and are reviewed in line with service delivery needs, legislation and other regulatory requirements. We continued to reduce the number of policies through consolidation this year while maintaining the integrity of the content and keeping abreast of legislation changes, in particular, the introduction of the Child Safe Organisations Act (Qld) 2024.

We have focussed on aligning our policies and practices in line with the 10 Child Safe Standards and the Universal Principal – Cultural Safety, which is about creating culturally safe environments for Aboriginal and Torres Strait Islander children and their families, which broadly means they feel welcome, safe, valued, included and respected.

Standards & Accreditation:

We continue to achieve outstanding external audit results which is a testament to the high quality of leadership and the dedication of all staff to providing high quality outcomes for clients.

- Community Action undertook re-certification against the Human Services Quality Framework in November 2024 with no non-conformity. We have implemented some audit recommendations as part of our continuous improvement process. Future audits will take into consideration the 10 Child Safe Standards and the Universal Principal.
- We remain registered as a Tier 3 community housing provider under the National Regulatory System for Community Housing. Our biennial compliance was undertaken 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 2024-25 we completed a board file audit, HR contract audit, new staff file audit and a new staff recruitment audit. Our move to using the Sentiont online HR module for management of employment onboarding, induction and HR files has been extremely successful. This years' audits highlight a significant improvement in record keeping practices.

Management Frameworks: Our management frameworks include risk management, workplace health and safety, human resource management, compliance and reporting.

Community Action

Quality & Compliance Managers Report

Key outcomes for 2024-25 include:

- Migration of our risk register across to the Sentries risk function. This provides dashboard reporting and linkages of register items to identified risks. Monthly reporting to the board highlights any open risks (risks that continue to be closely monitored and where risk mitigation is being implemented).
- The introduction of the registers function in Sentries has allowed us to move to a centralised system for recording feedback, complaints and appeals, hazards, incidents, maintenance, notifications and quality. This centralised system ensures that critical information is reported, stored and accessible to the people who need it, and the ease of access to evidence for auditing purposes.
- Our suite of compliance training modules for staff has expanded to include Appropriate use of AI in the Workplace, Conflicts of Interest and Code of Conduct.

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 & 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.

Community Action

Quality & Compliance Managers Report

QUALITY & COMPLIANCE

- **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 & Compliance Manager
Community Action Inc

Community Action

Youth Service Report

Taking Action for Our Community

Taking action for our community means more than just our time - it is listening, understanding, and responding to the real needs of our young people and our community. In a world where many feel unheard, stepping up can be the most powerful thing we do. Small actions have big impacts that help to create a united community and enact real change.

Key Data and Highlights:

- Security Camera System upgrades to our office and Crisis Accommodation Properties.
- National Youth Week celebrations to Movie World on the Gold Coast.
- Crisis Accommodation Mural Project.
- NAIDOC Week Celebrations.
- Client Christmas Party at Playback Gympie - always appreciated by our young people.

Crisis Accommodation Program

Our Crisis Accommodation Program housed 36 adults and 15 children over the 2024/2025 financial year, consisting of 19 singles and 13 families/couples. Total single bednights were 2656 with an average length of stay of 139 nights. Total family/couple bednights were 1930 with an average length of stay of 148 nights - this was an occupancy rate of 96.65% overall. The consistently high occupancy rate reflects both the demand for crisis accommodation and the ongoing pressure on the housing system due to a critical shortage of affordable and accessible housing for young people.

Centre-based Support

Centre-based case management support was provided to 111 individuals, including 12 young people under 16 years of age and 29 young people identifying as Aboriginal or Torres Strait Islander. The Youth Service has witnessed an increase in individuals under the age of 16 who are presenting as sleeping rough or in unconventional accommodation.



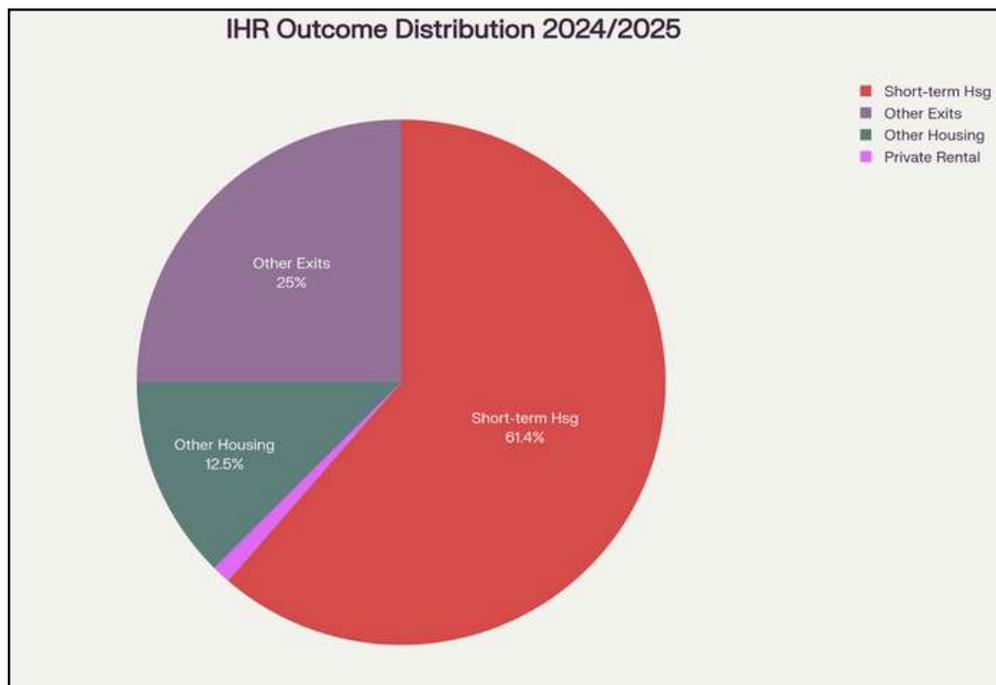
Community Action

Youth Service Report

Immediate Housing Response Program

Statistics:

- 97 households have been assisted in the 2024/2025 financial year
- 88 outcomes were achieved
- 20 First Nations households:
 - 10 singles/couples
 - 10 families
 - 10 over 55 households
 - 9 singles/couples
 - 1 family
- 14 households experiencing DFV:
 - 4 Singles; and
 - 10 families,
- 23 Young Persons households (16-25)
 - 15 singles and couples and 8 families
 - 33 single parent households
- 3926 combined total case management service hours achieved exceeding reportable target values.



Community Action

Youth Service Reports

Local Housing Action Program

The Local Housing Action Plan Program works in partnership with the Gympie Recovery Accommodation Park to transition singles and families into medium to long-term housing options. We have successfully provided support to 110 individual's and 1124 hours of case management services - exceeding our reportable outputs.

Little Beginnings Program

The Little Beginnings Program has had a consistent year with an attendance of 576 individuals. We achieved 1,113 service contacts almost doubling our target value and achieving 193%. All participants shared that they were satisfied with the service and many have expressed interest in a follow-up group which we will be proudly launching in 2026.

GP Health & Wellbeing Program

During the 2024/25 financial year, the program achieved 87% of its annual reportable targets, which is a slight decrease compared to 98% in 2023/24. This downturn is primarily attributed to changes in clinic delivery times. The GP Youth Wellbeing Program has been an invaluable part of our service for over a decade and plays a crucial role in supporting youth health and wellbeing through accessible, targeted, and compassionate care.

Sadly, following the departure of our long-standing and deeply respected GP, Kit, we have faced significant challenges in recruiting a suitable replacement despite our extensive efforts. As a result, it is with great regret that we have had to discontinue the GP Youth Wellbeing Program as we were unable to secure a new practitioner, and the program will not be continuing into 2025/26 financial year.



Community Action

Erin House Report

Erin House provides vital crisis accommodation and specialist support for women and children escaping domestic and family violence, offering a safe and inclusive environment where clients can rebuild their lives with dignity and security. Through case management, immediate housing assistance, and a trauma-informed approach, the Erin House team deliver practical aid and advocacy to help residents access essential resources, maintain educational stability for children, and achieve personal safety goals.

Key Data

Accommodation:

- 31 women and 33 children were accommodated during the reporting period.
- 4,839 bed nights were recorded for the year.
- 9 women and 10 children identified as Aboriginal.
- 2 women were originally from the Philippines, 1 woman from the Czech Republic and 1 woman from the Argentine Republic.

Centre Based Support:

- 294 individual women received direct support (most of the women received on average 6 support sessions and were case managed).
- 920 support sessions were completed with women who were not accommodated.
- Frequently, the sessions took most of the day – essential when acute safety needs or assistance to leave the area was required

Safe Phones:

We were able to distribute 23 safe phones for centre-based clients, this includes providing education regarding safety planning around technology and staying safe on social media.

Safety Upgrades:

The Home Safety & Security Upgrades including risk management and safety planning has been essential for our clients. 123 homes assessed for safety and safety upgrades completed during the reporting period. This essential work can only be achieved by having a compassionate and committed team, management and board - always supporting and advocating to help residents access essential resources.

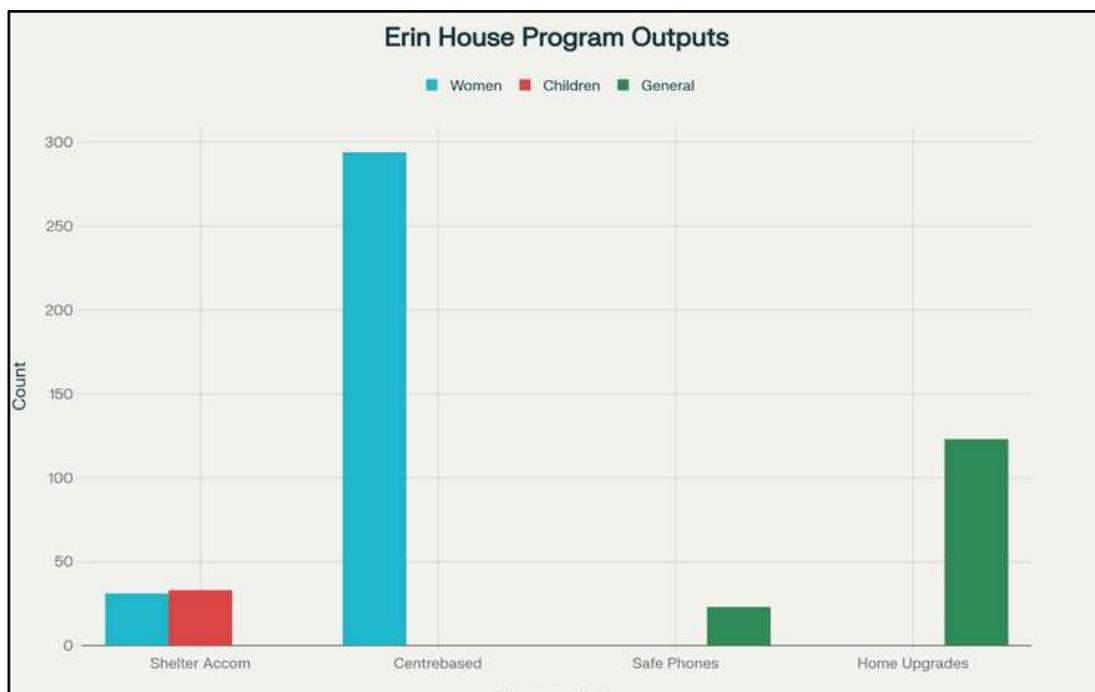


Community Action

Erin House Report

Our Commitment:

The refuge's commitment to empowerment and social justice strengthens community resilience, making Erin House an indispensable part of Community Action's broader mission to address homelessness and family violence in the Gympie region. Strengthening and empowering women to achieve their goals whilst addressing their fears and needs around safety, health, homelessness, isolation, their children's development/wellbeing and addressing financial hardship is the core focus of Erin House.



Bernadette Wright | Erin House Manager
Community Action Inc.

Community Action

Gympie Region Domestic & Family Violence Service

Annual Highlights:

- We were successful with our tender submission to deliver the Embedded DFV Practitioner in Police Station program and have been delivering the program since March 2025, where outcomes for victims, and/or survivors have been transformative in terms of wrap-around support and safety.
- We received funding to provide crisis accommodation to our clients at risk (rather than going through DVConnect).
- We acquitted the DFV Rent Assistance Program, providing support to maintain or start a tenancy to 46 women escaping violence.
- We ran our highly successful Lantern Vigil to celebrate Domestic Violence Prevention Month

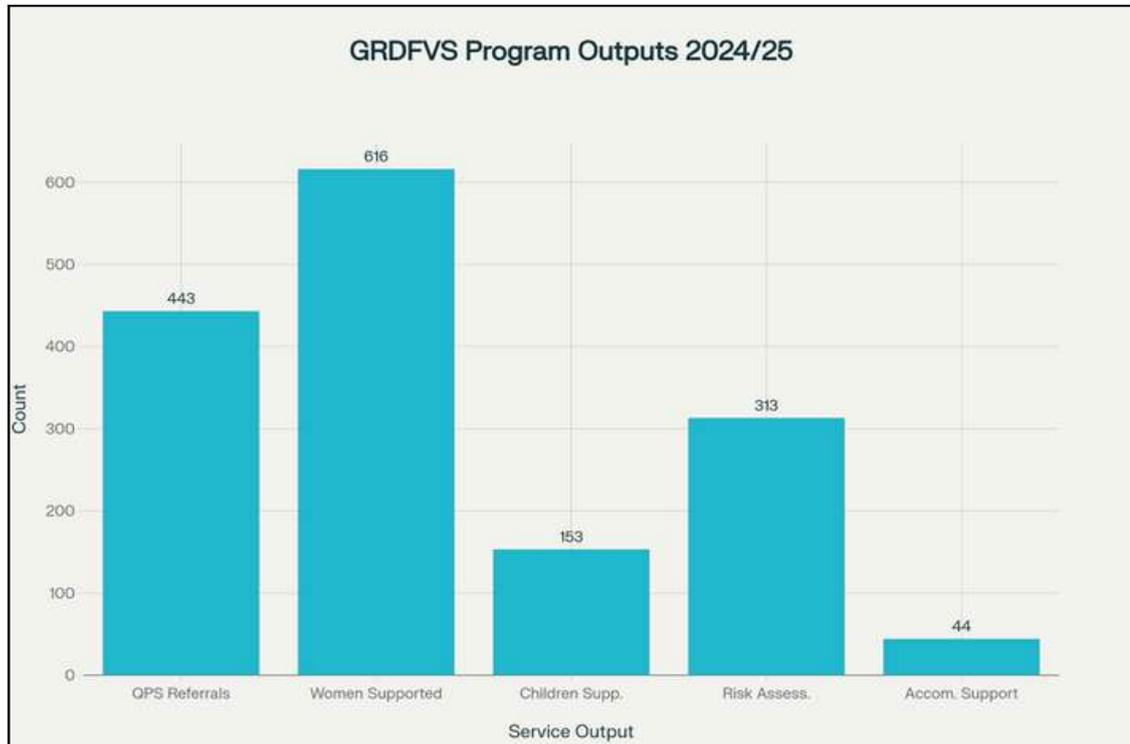
Key Data:

- We responded to 443 QPS referrals (a decrease of 16% from 2023-24)
- We provided support to 616 women (about the same as 2023-24)
- We provided support to 153 children (a 33% increase from 2023-24)
- We kept more detailed statistics for the 2nd half of the financial year
- We received 138 enquiries/self-referrals
- We received 477 other service referrals (not QPS)
- We documented 313 Risk assessments and safety plans
- We supported women to write 128 applications for Protection orders
- We organised accommodation for 44 women at imminent risk of injury or death
- We provided brokerage to support safety outcomes on 187 occasions
- We wrote 209 support letters
- We organised 129 legal advice appointments for women
- We case coordinated with other agencies to increase safety for 193 clients
- We responded to 26 requests to share information
- We responded to 6 subpoenas and 7 requests to share information under the Child Protection Act

Community Action

Gympie Region Domestic & Family Violence Service

GRDFVS



Talia van Gils | GRDFVS Manager
Community Action Inc.

Community Action

Housing Service Report

The past year has been one of growth and continued commitment to providing safe, affordable, and place-based community housing. Our focus has remained the same on delivering positive outcomes for tenants, responding to the evolving needs of the community, and strengthening connections across the sector.

A key highlight of the year has been the development of our Housing and Growth Strategy, which sets a clear direction for the future and reinforces our commitment to providing locally managed community housing for those in need. The strategy focuses on strengthening service delivery, identifying opportunities for sustainable growth, and ensuring we continue to respond to the unique needs of our tenants and the wider community.

To further develop our knowledge and strengthen our capacity to build relationships with key government and sector stakeholders, I completed the three-day Property Development Master Class for Community Housing providers through the Community Housing Futures Program and delivered by the Property Council Academy. In February 2025, I also attended CHIA's annual Affordable Housing Development & Investment Summit in Sydney. These experiences provided valuable insights to support the implementation of the strategy and ongoing growth of our service.

We were also fortunate to receive two grants from StreetSmart Australia this year: a \$5,000 Community Grant and a \$1,000 CafeSmart Grant. These funds enabled us to purchase items for sleeping rough packs, as well as food and fuel vouchers, supporting individuals and families experiencing hardship.

In August 2024, we welcomed Rachel to the Housing Service team as our new Tenancy Support Worker, reinstating a role critical to assisting tenants with support services, NDIS and My Aged Care applications, and identifying other supports to promote stability, wellbeing and housing retention. Since joining the team, Rachel has already supported several families through the child reunification processes with the Child Safety System.

We also welcome back Anne, who has spent the past 12 months working with the Immediate Housing Response (IHR) program and has returned to the Housing Service as a Housing Worker. Her experience and knowledge continue to be invaluable in supporting tenants and delivering quality housing services.



*Contents of our Sleeping
Rough Packs*

Community Action

Housing Service Report

Over the past year, new tenants have joined our service through a range of pathways:

- Five families and two single people housed were from the Immediate Housing Response (IHR) Program.
- Three single men who were engaged with Pete and Jen from IFYS, including one 78-year-old who had experienced homelessness for 15+ years.
- Three men who were previously homeless have moved into our Pensioner Units.
- Three women and their children who were victims of domestic and family violence were provided safe and secure housing.
- Three internal tenant transfers were facilitated to meet ongoing needs.
- One single mother who was referred from the Youth Service.
- We are also proud to highlight the successful transitions of several long-term tenants, reflecting their progress and the impact of stable housing on their lives:
 - Four tenants accepted offers from the Department of Housing.
 - Three families secured private rental accommodation.
 - One tenant has achieved homeownership – a truly remarkable milestone!

These outcomes demonstrate both the diversity of need within our community and the positive impact of stable, supported housing that empowers tenants to rebuild their lives with independence, security and hope.

I would like to acknowledge the support of Riye Arai-Coupe and Gary McLean from Bluebird Property. Their ongoing guidance, collaboration and sector knowledge has been instrumental in progressing the Housing Growth Strategy and our plans for future social and affordable housing development. I would also like to thank the Department of Housing, the Rapid Relief Team, community partners, contractors and lessors for their continued support throughout the year.

Looking back on the year, the progress we have made – from implementing the Housing Growth Strategy to supporting both new and long-term tenants – demonstrates the value of our collaborative approach and the impact of stable, supported housing. We remain focused on building stronger connections, expanding opportunities, and ensuring that everyone in our community has access to safe, supportive, and sustainable housing.

Finally, I would like to extend a heartfelt thank you to my team – Katrina, Julie, Anne, Pam and Rachel. I am incredibly proud of your dedication, resilience, and compassion, which you demonstrate every day in supporting our tenants and community.

Community Action

Housing Service Report

Community Housing (excluding Council Units) - Key Tenancy Metrics by Quarter 2024/2025

HOUSING SERVICE



Renee Nielsen | Housing Service Manager
Community Action Inc.

Community Action

Multicultural Information Network Service Report

SETS in a Rural Context

The Settlement, Engagement, and Transition Support (SETS) Program fosters successful integration for new Australians. In a rural population of 25,000, where essential services are limited, the role of the SETS worker transcends typical referral services. MINS functions as a critical settlement hub, bridging the gap between new arrivals and necessary resources by visiting the clients in office, home or public settings.

Taking Root and Taking Action

MINS is empowering global citizens in Gympie through the SETS Program. We are defined by our name--we do not wait for services to appear—we take action and provide them.

Program Scope and Key Achievements

This year, the program has provided comprehensive, and culturally sensitive support to eligible clients who are on Humanitarian, Permanent, Family and Skilled Visas. This year we recorded a surge in clients originating from Malaysia, Japan, and Europe, along with a growing influx of skilled workers from Brazil. Our action is focused on reducing isolation, building community capacity, and ensuring self-sufficiency for these globally diverse individuals and families. Vulnerable groups served mainly 95 percent women and 5 percent male with extended family including elderly.

Area of Action	Metric/Quantifiable Result	Community Impact
Settlement & Stability	95% of clients successfully connected to permanent/transitional accommodation services.	Ensures a foundation for long-term community presence, relieving pressure on social housing resources.
Engagement & Connection	Established three ongoing bicultural peer support groups (Jap-Eng, Malay-Eng, Braz-Eng).	Directly combats social isolation, which is intensified by a lack of public transport and service density in rural areas.
Transitional Support	9 clients moved into TAFE/further education or secured first Australian employment.	Fosters economic participation, addressing local skill shortages and supporting the financial viability of local businesses.
Service Navigation	Facilitated 305 information sessions and appointments (e.g., banking, driver's licensing, healthcare enrolment, centrelink).	Acts as the vital link to existing services.

Community Action

Multicultural Information Network Service Report

Client Diversity and Focus

Our diverse client base presents unique cultural and logistical challenges. The concentration of clients from Malaysia, Japan, and Brazil requires specialised knowledge of visa conditions, professional accreditation processes, and family support dynamics.

Outcomes Achieved

Our commitment to high-impact, client-centred support is strongly validated by this year's reporting.

Positive Outcomes: 87.5% of clients achieved an overall positive outcome across key settlement domains (Economic Wellbeing, Social Participation, Community Connectedness), confirming the effectiveness of our service model.

Risk Prevention: Zero clients recorded an overall negative outcome. The remaining 12.5% recorded a neutral outcome, demonstrating our program's crucial function in stabilising client circumstances and preventing deterioration, even in crises.

Accountability: With a current caseload exceeding target outputs, our ongoing clients, our assessment compliance rate is 88.9%. This high rate ensures accountability, allows us to immediately tailor support to critical client needs, and establishes a clear baseline (pre-SCORE) to monitor and accurately measure all future positive progress. We remain dedicated to reaching 100% compliance.

Taking Action Against Resource Scarcity

The rural environment alongside eligible visas, presents the most significant barrier to successful settlement. While the community is welcoming, the lack of immediate service accessibility (mental health support, targeted employment services) means the SETS program must:

- **Act as an Advocate:** Relentlessly lobby local service providers (e.g. local council, health networks) to understand and adapt to the needs of new settlers.
- **Build Capacity:** Create local resources (e.g. translating key local information, developing guides) instead of relying on non-existent services.
- **Coordinate the Ecosystem:** Collaborate intensively with the other Community Action staff (e.g. Housing and Financial Counselling) to create a seamless pathway for clients that a larger city would provide automatically.



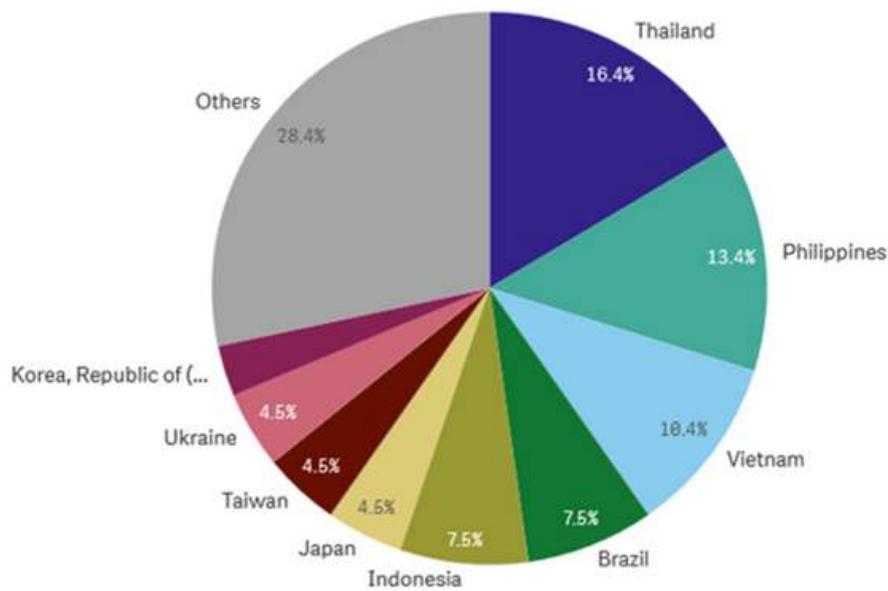
Community Action

Multicultural Information Network Service Report

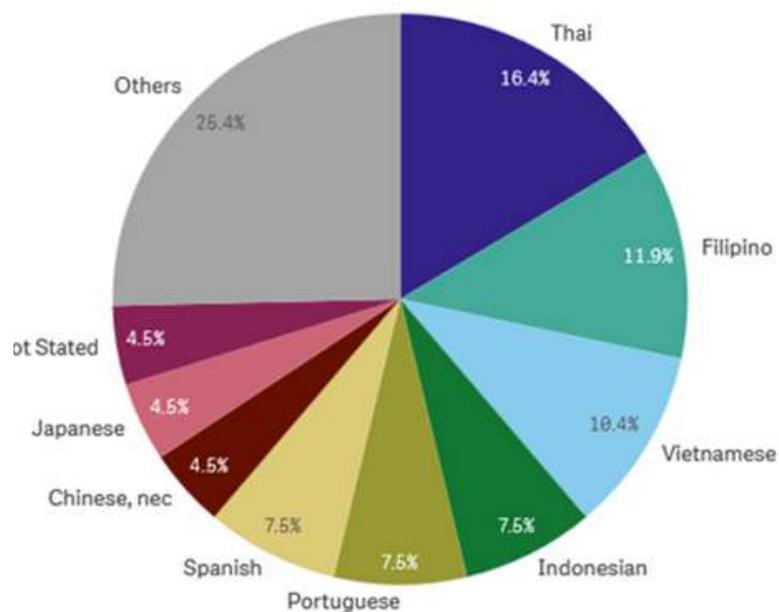
The pie charts below are a representation of clients from around the world assisted by our MINS program for the 2024-25 financial year.

Demographics of Clients in Gympie and Noosa, Queensland:

Individual Clients and Support Persons by Country of Birth (Top 10)



Individual Clients and Support Persons by Country of Birth (Top 10)



Community Action

Financial Literacy & Resilience Program



“The program not only helped relieve immediate financial stress but also gave me tools and the confidence to manage future financial challenges. It has made a life-changing difference for my family’s wellbeing and stability”.

At FLARP, Taking Action for our Community isn’t just what we do—it’s who we are. Advocacy, a key part of our service means walking beside those who need support, listening to those who have been unheard, and fighting for outcomes that are fair and just. We take immense pride in this work, and it’s a passion that fuels everything we do. We want every person who comes through our doors, to not only feel seen and supported but to experience real, lasting change. It’s about more than solving immediate problems—it’s about empowering individuals with the tools, knowledge, and confidence to take control of their financial futures and improve their life skills and health and well-being.

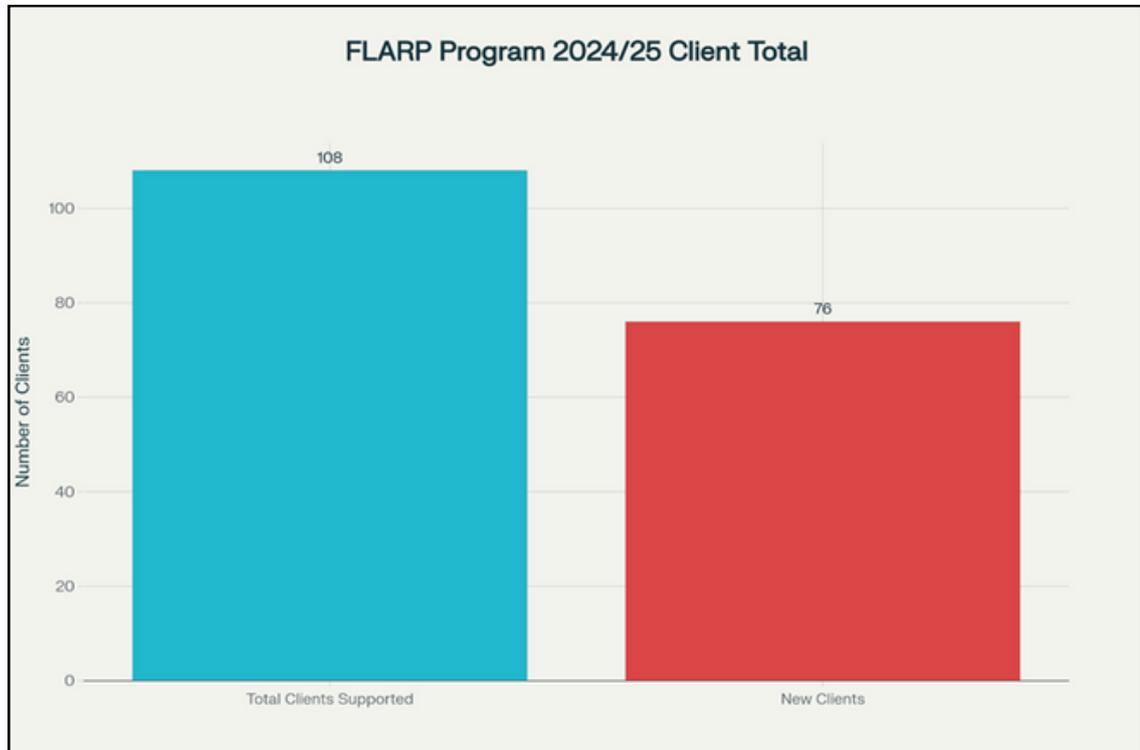
Every day, we strive to ease financial distress, build resilience, and help people understand their rights and responsibilities as consumers. Because when people are empowered and supported, they can make informed decisions—that can change lives---we take action for our community with the aim of seeing our clients to feel empowered—to take action for themselves.

While Taking Action for our Community, FLARP has had a challenging year, the ongoing impacts of the cost of living and housing crisis resulted in a continued rise in clients presenting with a higher rate of complex needs and trauma rather than only seeking support for budgeting or financial issues. The mix of complex needs and financial challenges increases the workload as it is vital to take a slower pace which calls for a higher level of support that’s grounded in trauma-informed practice. Focusing on building trust and rapport from the first appointment, while also identifying existing support networks or arranging appropriate referrals is key. The aim is to take a holistic approach to meeting each client’s needs and reduce any gaps in support, all while working toward positive outcomes aligned with a client’s goals.

Community Action

Financial Literacy & Resilience Program

FLARP



Key Data:

This year 108 clients were supported, 76 of these were new clients, an increase on the previous financial year. 75 female, 33 male and 49 were impacted by Domestic and Family Violence. This financial year saw a rise in clients presenting with arrears in rates, mortgages, ATO debts, and a continued pattern of individuals using multiple Buy Now Pay Later products, such as ZipPay and AfterPay to make ends meet.

There were 48 occasions of Emergency Relief (ER) provided, which ranged from food vouchers, payment for household bills, rates, school fees, motor vehicle registration etc. ER is always provided with a focus on capacity building and not on a band aid approach, ensuring clients are part of the process of identifying and prioritising their current debts and using a strength-based approach to highlight what clients have been doing well. **A total of \$173,598.00 debts were waived.**

FLARP will continue to take action for the Gympie community as we support individuals to build their financial capacity, resilience and well-being whilst they gain more confidence in making informed choices as consumers.

Community Action

Financial Literacy & Resilience Program

This spike in delivering support to clients with complex needs has been challenging, however, this also allowed opportunity to identify areas for professional development to further refine and develop skills to better deliver support to clients and highlighted the importance of staff care and well-being.

FLARP was also impacted by ongoing issues with their office resulting in this not being useable for a large part of the financial year and saw working from home and office sharing as means to an end to ensure uninterrupted delivery of service to our clients. FLARP was incredibly grateful to Talia and the team at GRDFVS for sharing available office to help during this time and to Ruth, Andrea and Moana who were understanding of the impacts on the small FLARP team.

While indeed there were challenges and disruptions this also created opportunity to build on our skills around how to better support clients with complex needs and learn from each story of lived experience shared by our clients, the experts in their lives. It saw us having to think outside the square and reach out to colleagues both internally and externally for advice regarding clients and how to best support them, this in turn has resulted in creating beneficial networks and connections and continue to build referral pathways while sharing knowledge, skills and experience on how we can best support our clients, the most vulnerable within our community with respect and dignity at the forefront of all our service delivery.



Tracey Wiggins | FLARP
Community Action Inc.

Community Action

Emergency Relief Report

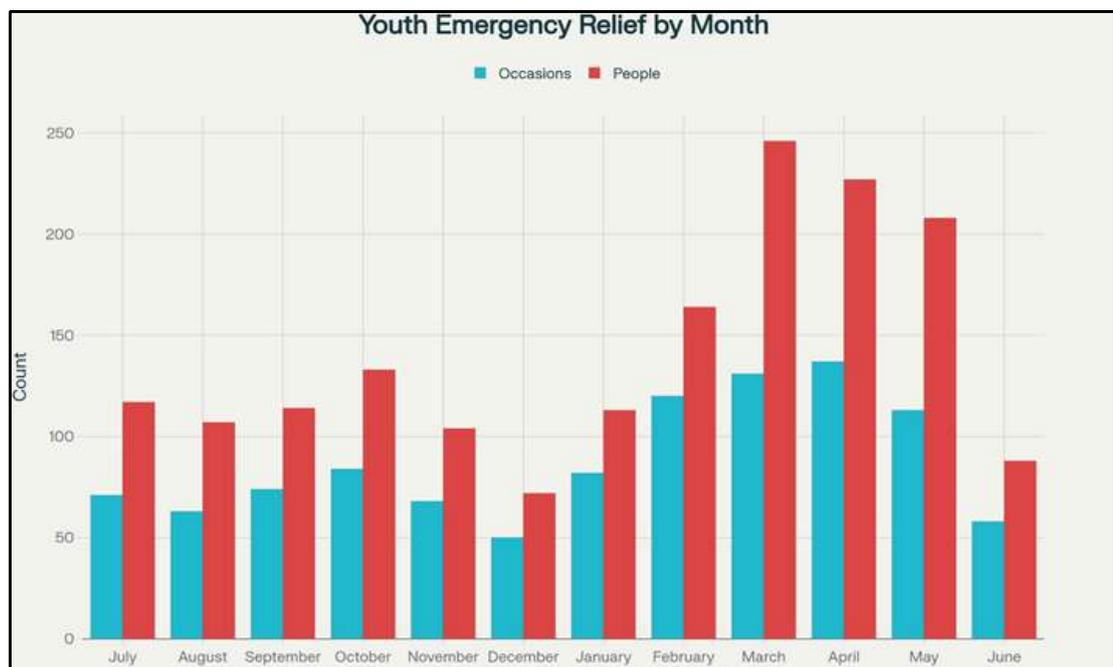
Community Action receives funding from both Commonwealth and State Government Departments and provides Emergency Relief (ER) in three locations. We have formal collaborations with Gympie Community Place, and Rainbow Beach Community Centre, and provide another access point to ER through our Youth Service. 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 393 people.

We continue to work closely with Rainbow Beach Community Centre, which has a dedicated team of volunteers offering ER assistance bi-weekly in both Rainbow Beach and Tin Can Bay. These volunteers primarily distribute food and fuel vouchers. The RBCC volunteers assisted 152 people this year. We continue to 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 ER assistance to individuals under 25 years of age facing financial difficulties every weekday through our resource centre. This year, the Youth Service delivered ER support on 1035 occasions to 1,617 individuals.

We provided a total of \$307,945.89 in ER support to the Gympie Region.

Youth Emergency Relief by Month 2024-2025



Community Action

Voices of Courage

This is Shae's Story

Shae first presented at the Youth Service on 19 January 2016, just after her 16th birthday and whilst she was still attending James Nash State High School. At the time, she was navigating significant challenges at home – including the impact of parental substance use, and a history of child safety involvement, including the foster care system.

Since that day, Shae's journey has not been an easy one. When Shae presented at the Youth Service she was facing a range of complex barriers, including her own mental health struggles, periods of drug use, and a tumultuous relationship with her partner. Despite these struggles, she continued to seek support through perseverance and whilst she experienced some of life's toughest moments.

Shae has been accommodated within the Youth Service Crisis Accommodation Program on two separate occasions; her most recent accommodation ending was in August this year. Eleven different support workers have supported her at the Youth Service alone and she has utilised every single program we have had to offer, as well as many other services and programs within our organisation and the wider Gympie community.

In community services, we often use terms like "engagement" and talk about the challenges of encouraging youth participation. And whilst, it would be easy for us to only focus on the support that we provided as we are very proud of that work, but we acknowledge that Shae has always been an incredibly capable, strong, and independent young woman. It's these qualities and the willingness to allow us and other services like ours to walk alongside her in her journey even when things felt incredibly hard. And that has been a true testament to Shae's natural resilience and self-efficacy.

Shae is now 24 and is successfully maintaining her own community housing rental. She is also a proud and capable mother of two beautiful children and happens to be an amazing artist. We are so proud of her achievements and thank her for trusting us to walk alongside her through life's most difficult times, providing her with encouragement and support.

Community Action

Voices of Courage

Gympie Women in Business

We had a magnificent night with Gympie Women in Business, and our incredible clients took out first place for the wearable art competition.

The women worked on their art piece for three months during the Friday Art groups and their art pieces colourfully symbolised their personal survival stories. The cruel words depicted on the runway mannequin represented the daily abuse they experienced: being told that they were ugly, fat, and useless, which had a profound impact on their self-esteem and harmed them emotionally. It was a big turnout, 280 glamorous and talented women attended to support this wonderful event in which they all felt safe, comfortable, and confident to be themselves.

Artwork titled "Redemption": This artwork shares survivors' journeys from domestic violence to strength. It starts with a white chain (wedding dress train) at the bottom, showing feelings of being trapped and controlled. The ripped, muddy skirt and red splashes symbolise violence, while bandaged labels display harmful words used by the abuser, highlighting wounds that remain visible. The purple heart signifies Erin House shelter's support, helping women rebuild and find hope. Flowers on the head express growth, and angel wings represent protection, healing, and new beginnings.

Their Journey. Their Story. Their Healing.

This essential work can only be achieved by having a compassionate and committed team, management, and board - always supporting and advocating.



Community Action

Voices of Courage

This story illustrates the critical, life-changing support provided by the Settlement and Engagement Officer to a vulnerable new client in the Noosa region and demonstrates the value of Community Actions' culturally sensitive services.

The client, a woman from the Czech Republic on a temporary 820 visa, was referred by an existing client and reached out for help via text message, as her limited English made phone conversations difficult. She was fleeing a severe domestic violence (DV) situation where her Australian partner had taken possession of all her essential documents, including her passport, visa, driver's licence, and eftpos card. She was living in extreme isolation and fear when she sent the message to Kupa Ngaira, our MINS Coordinator. The message read:

"I was so scared, I thought I would be sent away from Australia, but now I feel safe and strong. Thank you Kupa for all your help!"

Intervention: The complexity of her situation demanded immediate, multi-layered support that integrated settlement expertise with emergency response to establish safety and trust. The initial engagement focused on meeting her where she was most comfortable and using text to communicate (via translation) to build trust and address her most profound fear—her immigration status.

Immigration and Document Security: Kupa assisted the client in securing her online Home Affairs ImmiAccount, changing passwords, and uploading critical DV-related evidence directly to Home Affairs. This action was highly successful, resulting in a letter from the Minister confirming her acceptance into the Family Violence Provisions program and safeguarding her visa application.

Holistic Support Network: Kupa facilitated immediate access to a comprehensive safety net, including referrals to RAILS (Refugee and Immigration Legal Service), DV counselling services, Emergency Relief funds, local Church services, and the Community Women's Group for food, clothing, and social support.

Securing Independence: The total intervention lasted three months, moving her from crisis to stability. She was successfully placed in a DV shelter for three months before MINS secured a referral and placement for her in a private rental.

Outcome: Today, the client is safe and independent. She no longer lives in fear of her partner or deportation, has secure accommodation, and is actively engaging in counselling while building a supportive community around her. This successful outcome demonstrates how Community Action not only provides essential emergency support but also leverages its network and expertise to navigate complex legal and immigration matters—moving a client from crisis to sustained empowerment.

Community Action

Voices of Courage

A FLARP Client Story

Restoring Safety, Confidence, and Control: Supporting a client to reclaim their financial independence after being impacted by elder abuse.

A client was referred to FLARP by an Elder Abuse Prevention Support Service for help with budgeting and finances following the passing of their spouse, while also facing further financial strain due to their adult child living at the house with minimum contribution.

Financial Literacy Worker (FLW) encountered difficulties contacting the elderly individual, as it appeared the adult child was interfering with communication and creating barriers to their parent attending appointments. Discreet outreach by FLW with safety of this individual as a priority eventually led to FLW making contact directly and an appointment being made.

During this first appointment, it became evident from information that our client shared that they had sadly been a victim of financial abuse and fraud perpetrated by their adult child. Our client stated they were feeling ashamed and overwhelmed and it was impacting on their health and well-being. They could not believe this had happened to them and they wanted to become more aware of and gain more control of their finances and how to manage their everyday expenses.

Support provided

FLW focused on a trauma informed approach and building trust and rapport with our client while restoring financial safety and wellbeing. The gaining of consent to liaise with aged care providers, support networks and other third parties ensured a collaborative and holistic approach to service delivery that minimised risk of any gaps in support and ensured transparency around the scope of support available within FLARP. This also ensured that our client felt informed, involved, and in control of their decision-making that would ultimately be part of gaining positive outcomes.

Key achievements of this support included:

- **Bank account security:** FLW assisted the client in working with their bank to secure compromised accounts.
- **Cyber safety:** FLW supported the client in accessing IDCare and cyber-first aid services to check for potential malicious software and identity theft.
- **Fraud protection:** With support, the client obtained credit reports, that were used by our Financial Counsellor to confirm no fraudulent debts were held in their name.
- **Debt resolution:** FLW successfully advocated for the full waiver of a significant electricity debt incurred by adult child not paying and withholding mail from client. FC successfully obtained the removal of other fraudulent debts and ensured these were removed from clients' credit history and report.

Community Action

Voices of Courage

A FLARP Client Story (continued)

- **Bill management:** A new budget was developed with client based on their expenses and income, and manageable payment plans were arranged for ongoing bills.
- **Rates assistance:** FLARP brokerage supported partial payment of rates arrears, enabling client to enter into an affordable rates payment plan moving forward.

Throughout the process, FLARP's client-centered approach ensured that our client was empowered to make informed decisions, restoring both financial and emotional stability. By the end of support, we had met all of the client goals, and they reported feeling safer, more in control of their finances, and significantly less anxious about managing bills and household expenses.

The client expressed gratitude for the support, noting an improvement in life skills and overall well-being. A referral to ongoing counselling services to support their emotional recovery was offered which the client agreed to pursue.

This case highlights the prevalence of underreported elder abuse and the importance of early, holistic, client-focused intervention and working alongside our clients at a pace they feel comfortable with while also ensuring they feel part of the process.

Working alongside this client has allowed both FLW and FC a greater insight into the vulnerability of these clients and how elder abuse can impact an individual's life on so many levels.

We believe this experience has provided FLARP an opportunity to build on and improve service delivery and our ability to support clients impacted by elder abuse.



Gympie Region Domestic & Family Violence

This is the narrative of one of our clients over the 2024-25 year. It is a great example of how a person using violence can disrupt linear journeys and entrap victim/survivors in 'churn'. It is also a hero's journey – in which our client was able to break the cycle.

1 July 2024: The team at Gympie Region Domestic & Family Violence Service receive a referral from police. It says that police attended an incident at Tamika's home and that she is the victim. That's all it says. We try to call Tamika 3 times and leave pretty general voicemail/texts but we don't keep trying in case her phone is monitored and this makes her less safe.

2 August 2024: A second police referral arrives and says that police attended Tamika's home after a tip off from the community and found that her intimate partner, Brett, was holding her hostage inside with a knife. Police saw a lot of bruises on Tamika. Police take out a Police Protection Notice and Tamika's intimate partner has been arrested and is remanded in custody. Our Court Support team meets Tamika at court and this time she is keen to engage. Tamika is mad about what happened. She gives police a statement so they can pursue charges.

6 October 2024: The motel rings us and says Tamika has left a day early. We are unable to contact Tamika.

7 October 2024: Tamika rings us and apologises for not being contactable. She says she felt a bit ashamed to talk to us. She says Brett has realized all the things he has done wrong and he has given up meth and sought help for his mental health. Tamika says she is so excited to have the man she first met and fell in love with back.

10 March 2025: Tamika has a new job and the kids are doing really well at school. It is much easier to get them to school every day when Brett is not causing constant dramas at home.

8 January 2025: Police are called to another incident at Tamika's home. She has been raped and strangled. Brett is arrested for breach of bail conditions as well as offences related to rape and strangulation. Brett is unlikely to get bail this time.

9 January 2025: Tamika starts counselling with our First Nations worker and recognizes herself in the Power & Control Wheel and the Cycle of Violence.

● Calm ● Tension Builds ● Reconciliation ● Incident ● Breaking the cycle of abuse and seeking help

3 August 2024: Tamika's partner, Brett is released on bail. The order and the bail conditions say that he is not to have contact or come within 100m of Tamika. Tamika stops answering our phone calls. She rings police and tells them she is withdrawing her statement.

4 September 2024: Tamika comes in and says Brett is taking lots of meth and being very scary. He threatens to kill her and the kids or to kill himself if she doesn't give him sex at least twice a day. She doesn't want to go to police again because Brett will kill her if she talks to police. Tamika says if she leaves, he will find her and that the safest thing for her and the kids is to stay. We complete detailed safety plans with Tamika and place her on our imminent risk list. Police make several visits hoping to catch Brett at the address (in breach of the protection and bail orders) but this is unsuccessful. We are worried about how police visits will affect Tamika's safety.

5 October 2024: Tamika says she is ready to leave. We make a shelter referral and place Tamika and her kids in a motel outside of Gympie. Plans are made to get the family to the shelter in another part of the state.

11 April 2025: Brett's case is coming up for trial. Tamika has decided to provide evidence. She is not telling the kids, so they don't get further traumatized. She is very frightened about giving evidence and being cross-examined.

12 June 2025: Tamika gives evidence. Her counsellor attends with her to provide support. It is even more traumatic than Tamika (and the counsellor) feared. Brett is convicted of multiple charges. Tamika is proud of herself for surviving this ordeal and for refusing to tolerate the abuse anymore.

14 End of June 2025: Tamika is offered a promotion at work. She tells our counsellor that she feels like she and the kids are really kicking goals. She is continuing to receive DV Counselling until after the appeal and is completing our 'Riding the Waves' group

13 June 2025: Brett's legal team appeal the conviction. Tamika is devastated because it is NOT all over and she will likely have to give evidence again.

What We Achieved

Our Impact in Metrics

Metric	Figure	Description
People Supported	4,106	Individuals—including women, children, and families—who accessed help for food, shelter, crisis recovery, safety, support and dignity this year.
Funding Agreements	18	Partnerships secured, resulting in 171 annual reports to funders and sustained programs.

Each figure represents a story of safety, dignity, and hope—women and children escaping violence, families overcoming hardship, and people rebuilding lives through essential support. From basic amenities to long-term settlement, our impact is felt in every journey toward security and new beginnings.

These figures are more than just statistics—they represent a profound impact on individuals and the community. It includes women and children living in fear, at risk of imminent harm due to domestic and family violence, and families struggling to afford the basics such as, food, school costs, and essential financial support. It includes people seeking safe shelter, housing, or crisis accommodation and reflects those who access services for basic amenities like a shower or toilet. These funds and achievements go toward helping the most disadvantaged to rebuild their lives through settlement support in Australia. Each represents a real person seeking safety, dignity, and hope.

This report honours both the scale of work and the personal stories behind each number, reinforcing credibility and emotional resonance with stakeholders and funders.



Financial Statements

Community Action Inc

ABN: 90 632 272 097

Income statement

For the year ended 30 June 2025

	2025	2024
	\$	\$
Income		
Interest Received	76,946.88	43,209.52
Profit on Sale of Non-current Assets	-	65,769.70
Revenue	9,079,745.10	7,291,403.28
	<hr/>	<hr/>
	9,156,691.98	7,400,382.50
Expenses		
Administration	1,862,425.41	415,134.24
Audit Fees	22,990.18	8,300.00
Bad and doubtful debt expenses	28,789.51	7,310.63
Client Expenses	637,690.94	1,352,940.34
Depreciation and amortisation expenses	50,861.22	24,687.85
Employee Benefits Expense	4,215,819.46	3,322,123.36
Insurance	149,924.05	113,065.83
Motor Vehicle Expenses	30,837.00	25,354.53
Repairs & Maintenance	94,487.79	83,236.28
Tennancy & Property Expenses	1,188,205.00	1,232,050.14
Unspent Grant	501,836.41	693,504.92
Unspent Grant Repaid	-	5,337.38
	<hr/>	<hr/>
	8,783,866.97	7,283,045.50
Net profit	<hr/>	<hr/>
	372,825.01	117,337.00
Retained earnings at the beginning of the financial year	1,153,625.32	1,005,307.34
Transfer To Reserves	(149,414.77)	30,980.98
Retained earnings at the end of the financial year	<hr/> <hr/>	<hr/> <hr/>
	1,377,035.56	1,153,625.32

Community Action Inc

ABN: 90 632 272 097

Balance sheet

For the year ended 30 June 2025

	Note	2025 \$	2024 \$
Current assets			
Cash and cash equivalents	3	2,678,297.28	2,469,701.18
Trade and other receivables	4	265,924.51	66,820.72
Other current assets	6	82,398.52	81,415.82
Total current assets		<u>3,026,620.31</u>	<u>2,617,937.72</u>
Non-current assets			
Property, plant and equipment	5	3,785,980.50	3,764,647.36
Total non-current assets		<u>3,785,980.50</u>	<u>3,764,647.36</u>
Total assets		<u>6,812,600.81</u>	<u>6,382,585.08</u>
Current liabilities			
Trade and other payables	7	500,124.55	378,643.11
Employee benefits	9	1,037,261.16	919,023.18
Other current liabilities	10	511,271.21	693,799.91
Total current liabilities		<u>2,048,656.92</u>	<u>1,991,466.20</u>
Non-current liabilities			
Borrowings	8	2,328,955.20	2,328,955.20
Total non-current liabilities		<u>2,328,955.20</u>	<u>2,328,955.20</u>
Total liabilities		<u>4,377,612.12</u>	<u>4,320,421.40</u>
Net assets		<u><u>2,434,988.69</u></u>	<u><u>2,062,163.68</u></u>
Members' funds			
Reserves		1,057,953.13	908,538.36
Retained earnings		1,377,035.56	1,153,625.32
Total members' funds		<u><u>2,434,988.69</u></u>	<u><u>2,062,163.68</u></u>

In accordance with Division 2 (9E) of the Associations Incorporation Regulation 1999 and Section 70D of the Associations Incorporation Act 1981, the following Remuneration and other benefits disclosure is made:
For the 2024-25 financial year, the association paid 2 people a total of \$242,906.55 in remuneration and benefits.

FULL FINANCIALS - To view a full copy of the Community Action Audited Financial Statements as at 30th June 2025, please visit:
www.communityactiongympie.com.au/annual-reports/

Community Action Inc

Funding Acknowledgment



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 & 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 Communities, Housing and Digital Economy/Department of Families, Seniors, Disability Services and Child Safety

- Financial Literacy and Resilience Program
- Emergency Relief Program



Australian Government
Attorney-General's Department

Department of Justice & Attorney General/Department of Families, Seniors, Disability Services and Child Safety

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



Gympie Regional Council

- Pensioner Units Program (Housing Service)



Country to Coast, Qld

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

We extend our heartfelt gratitude to our funding partners for their ongoing financial support, which enables us to sustain vital services for the community.

Strategic Plan 2025-2030



VISION, PURPOSE & VALUES

Vision

"A safe, inclusive, and thriving community".

Purpose

Empower people to live safe, fulfilling lives through high quality community-based services.

Values:

Excellence - Strive for high standards in everything we do.
Respect - Value the dignity, rights, and perspectives of others.
Integrity - Act with honesty and transparency in all interactions.
Inclusivity - Embrace diversity and ensure equal opportunity for all.



PRIORITY AREA 1 - SERVICE AND IMPACT

"Provide accessible, high-quality services that meet individual needs and drive positive outcomes"

Objectives:

- Enhance service quality through the provision of evidence-based practice.
- Improve avenues for accessibility.
- Integrate client voice in decision-making to ensure services meet their needs and expectations.
- Build and maintain partnerships and collaborations that drive mutual success and impact.



PRIORITY AREA 2 - GOVERNANCE AND ADMINISTRATION

"Provide strong governance and administration, ensuring a highly respected and effective service provider".

Objectives:

- Enhance our governance model to ensure strategic leadership.
- Strengthen financial management for long-term sustainability and efficient resource use.
- Develop a Reconciliation Action Plan that fosters respect, inclusion and meaningful partnerships



PRIORITY AREA 3 - WORKPLACE WELLBEING AND DEVELOPMENT

"Build a workplace where employees feel connected, work together, and flourish in their careers".

Objectives:

- Attract, develop, and retain staff through effective recruitment strategies and continuous professional development.
- Develop a workforce capability framework.
- Maintain psychological wellbeing and resilience building for all employees.
- Foster open communication and collaboration across teams, ensuring effective information sharing and strong teamwork.



PRIORITY AREA 4 - GROWTH AND SUSTAINABILITY

"Position the organisation as a valued service provider and enhance its ability to attract funding by growing our resource and asset base".

Objectives:

- Identify growth trajectory and annual growth rate to inform growth strategy.
- Review and implement the organisational structure to ensure alignment with strategic goals and operational efficiency.
- Develop a housing and property growth strategy.
- Reposition ourselves for growth and sustainability.
- Explore options for staff office space as the organisation grows.



We thank you for supporting our community.