



Reaching out to the Community



Annual Report

Twenty-Sixth Annual General Report
2018

Deception Bay Neighbourhood Centre

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7 November, 2018

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Our Committee

We have a dedicated Management Committee that hail from the Deception Bay area. They are passionate about managing the centre for the betterment of all in the neighbourhood. The committee meets regularly to ensure the objectives of Deception Bay Neighbourhood Centre are being met.

In 2018 the committee focused on achieving the 2018 strategic targets, as well as beginning preparations for the strategic plan beyond 2019.



Elizabeth Hunt
Committee Member



Christine Stuart
Committee Member



Michael Kennedy
Committee Member



Trish Ferrier
President



Ian Kendrick
Vice President



Denise Eugarde
Secretary



Brendan Power
Treasurer

Our People

We have a great team of 21 staff, 15 volunteers, and four university students that provided activities and services in the centre, and out and about in the Bay. Our team have diverse skills, experience and backgrounds, which enables us to provide a wide range of locally based services. 2018 has been another busy year for our team, as you'll see from the **2018 In Review** report below.

We'd like to give a **huge** shout out and **thank you** to the **team** for their hard work. The team all work part-time, so unfortunately we don't have group photo to add. Instead here's their names in lights.



Our Supporters

DBNC relies on the support of partners and donors. We'd like to give a **huge** shout out and **thank you** to those that have supported us during 2018.

With your support we were able to do more.

Aboriginal Health Services
Adventist Development and Relief Agency (ADRA)
Apache Line Dancing Group
Bailey Road Bakery
Baptist Church Deception Bay
Blanck Towers Lawyers
Bunnings Rothwell
Caboolture Law
Caloundra Community Centre
Coralee O'Rourke, Minister for Communities
Chris Whiting, Member for Bancroft
C&K Kindergarten and Childcare
DBay Counts Residents Group
Deception Bay Library
Deception Bay Reads
Deception Bay Knitting Group
Deception Bay Youth and Community Programs
Deception Bay Communities for Children
Department of Communities, Disability Services and Seniors
Department of Child Safety, Youth and Women
Department of Education and Training (Skilling Queenslanders for Work)
Department of Social Services
Early Years Centre Caboolture
ESA Redcliffe
Freshwater Parish (Deception Bay Anglican Church)
Givit
Good Shepard Microfinance
Hearing Australia
Heart Foundation
Hope Centre
Ikea

Jack Reed Foundation (1000 Haircuts)
Keys to Early Intervention in Homelessness Services (KEIHS)
Learning and Literacy Outreach Project
Lighthouse Centre
Luke Howarth, MP, Member for Petrie
Meals on Wheels
Moreton Bay Community Consortium (Encircle, Bribie Island and District Neighbourhood Centres, Caboolture Regional Domestic Violence Service)
Moreton Bay Regional Community Legal Services
Moreton Bay Regional Council
Palm Lakes Quilters
PCYC Deception Bay
Peter Flannery – MBRC Councillor (Division 2)
Queensland Families and Communities Association Inc. (QFCA)
Queensland Fire and Rescue
Quest Community Newspapers
Red Fox
Relationships Australia
R.O.P.E. Association Inc.
Rotary Samford
Salvation Army Redcliffe
Samford Rotary Club
Share the Dignity
St Vincent De Paul Deception Bay
The Professionals Real Estate Deception Bay
Tom's Law: Personal and Group Training
Uniting Church Redcliffe/Deception Bay
Unity Water
Woolworths Deception Bay
Yamalai Ngopun, Aboriginal & Torres Strait Island Corporation
yourtown (Deception Bay)

President's Report

Thank you to everyone who made the work of the Deception Bay Neighbourhood Centre possible in 2018. It has been an important year because of the significant work undertaken by the staff and volunteers of the centre.

Over the year 11,400 people utilised the services of the centre to assist and support their lives.

The biggest change to the organisation this year was the change of leadership. Jennifer Oflus, our Director retired in early July. Jenny had been the Director for 11 years and played a significant role in the ongoing success of the centre's ability to continue to provide support and assistance to the residents of Deception Bay. She steered the organisation through several difficult years where there was uncertainty due to funding cuts, and today the organisation is in a very good position thanks to her careful stewardship. We greatly value all that she brought to the organisation and her tireless work as Director.



We welcome to Deception Bay Neighbourhood Centre our new Director, Angie Courtenay. She has significant experience in international aid and is new'ish to Queensland. We are very fortunate to have her as Director and we look forward to her leadership of the organisation.

Our Assistant Director, Adriana Poynton also resigned this year. Adriana has worked for the centre for many years, supporting Jenny in her role. Adriana also made a significant impact on the organisation with her wide range of skills. I would particularly like to acknowledge her contribution to the Skilling Queenslanders for Work programs. We wish Adriana well in her new business, writing funding submissions for community organisations.

Another change this year has been the resignation of our Vice President Ian Kendrick. Our first contact with Ian was as a legal aid lawyer when he visited the centre weekly to meet with residents. He then joined the Management Committee and became our Vice President. Ian was extremely supportive of the centre and great value to the committee. He will be greatly missed. We wish him well in his new job, which requires him to leave the area.

A highlight for the organisation this year was that we were chosen as regional finalists for the 2018 Queensland's Training Awards. We were very delighted to be acknowledged for the work that is undertaken by the organisation in preparing residents for employment under the Skilling Queenslanders for Work programs.

I would like to thank our funding partners, including:

- Department of Communities, Disabilities and Seniors,
- Department of Child Safety Youth and Women,
- Department of Education and Training
- Encircle Consortium which is funded by the Department of Social Services
- yourtown funded by the Department of Social Services
- Samford Rotary Club for their funding of our children's dance and theatre groups.

I would also like to thank the staff and volunteers for all their magnificent work in 2018, and especially acknowledge their support of the organisation throughout the leadership change. Their support ensured that the organisation continued to operate while Angie took up the reigns of her Director role.

I would like to thank the Board for their support in 2018. The important task of recruiting a new Director was the work of the Board and it required a significant investment of time for the Board to put in place all the arrangements to ensure a smooth transition. Their support was excellent and I would really like to acknowledge their contribution. I would also like to thank consultant Maria Tennant, Howard Buckley from Deception Bay Community Youth Programs and Carolyn Nolan for their support of the Board throughout the recruitment process.

Deception Bay Neighbourhood Centre has an exciting year ahead. We have a new Director, and we will commence the review of our Strategic Plan as well as explore some infrastructure projects that will support our development in the future.

Best Wishes,
Patricia Ferrier



Treasurer's Report

At the end of financial year 2017-18, Deception Bay Neighbourhood Centre is in a sound financial position as shown in the following summary of the audited financial statements. The centre's cash position is strong, aged debtors are low, and payables at the end of financial year, in the main, consisted of employee entitlement liabilities and contracted grant funding received in advance.

With the previous financial year result in a loss position, it is pleasing to see a positive turn around with a profit of \$10,382. This has been primarily as a result of an increase in funding from the previous financial year.

Program administration costs increased by only 8% against the increased funding which is reflective of the solid cost management practices put in place by DBNC management.

I'm pleased to report that the 2017-18 financial year has been audited and the auditor found the financials presented fairly and without material qualification. The full Auditor's Report was presented to the Annual General Meeting on 1 November 2018.

The Management Committee will continue to explore and develop the use of our assets for the expansion and advantage of the organisation. In the current funding climate, with the continued uncertainty around available ongoing government funding, the Management Committee understands that for DBNC to flourish, we need to expand the diversity of funding sources in this competitive changing culture of the community sector. This is the challenge DBNC faces into the future.

Finally, I would like to thank Jenny Oflus for her directorship throughout the year and extend a warm welcome to Angie Courtenay who has taken up the role left by Jenny's retirement. DBNC's Management Committee, management, staff and volunteers all play an important part in working together to serve the local community and I am proud to be able to contribute to this, albeit in a small way.

Brendan Power
Treasurer

DECEPTION BAY NEIGHBOURHOOD CENTRE

STATEMENT BY MEMEBRS OF COMMITTEE FOR YEAR ENDED 30 JUNE 2018

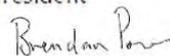
The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

1. Presents fairly the financial position of DECEPTION BAY NEIGHBOURHOOD CENTRE as at 30 June 2018 and its performance for the year to that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:


.....
Patricia Ferrier

President

.....
Brendon Power

Treasurer

Summary Profit and Loss Statement

July 2017 to June 2018

	2017-18	2016-17
Income		
Total funded income	1,014,903	900,040
Total non-recurrent grants	2,778	6,806
Total services and reimbursements	34,986	38,098
Total internal transfers	359,249	333,756
Total other income	19,471	23,919
Workcover reimbursement	765	-
	1,432,152	1,302,619
Expenditure		
Tide and History - History of DBay	-	5,203
Total wages	741,378	685,164
Total indirect wages costs/transfers	21,956	5,064
Total on-costs	176,906	145,114
Total Superannuation	69,437	63,519
Total employment support	10,558	10,174
Total organisational costs	56,594	52,405
Total insurance	10,872	11,900
Total administrative	137,101	134,672
Total property and energy	96,364	90,412
Total motor vehicle costs	30,565	27,558
Total client related costs	70,039	91,129
	1,421,770	1,322,314
Net Profit/(Loss)	10,382	-19,695

Summary Balance Sheet

June 2018

Assets		
Total deposit accounts	208,050	92,068
Total cash on hand	287	538
Total contingency	365,681	356,183
Total receivables	7,048	6,809
	581,066	455,598
Property and Equipment		
Total buildings	5,952	6,145
Total equipment	9,425	13,931
Total furniture and fixtures	1,434	1,786
Total motor vehicles - car	3,451	5,859
Total motor vehicles - bus	2,472	3,295
	22,734	31,016
Liabilities		
Total creditors	6,310	2,910
Total BAS liabilities	9,880	10,771
Total payroll liabilities	28,008	23,880
Total employee provisions	183,389	161,643
Total grants in advance	76,073	4,956
Total other liabilities	14,702	7,400
	318,362	211,559
Nett Assets	285,438	275,056
Equity		
Asset revaluation	7,050	7,050
Retained earnings	268,006	287,701
Current Year Surplus/Deficit	10,382	-19,695
	285,438	275,056

Director's Report

2018 has been a big year for DBNC. With our long serving Director, Jenny Oflus retiring and our strategic plan coming into its last years, 2018 has been a year of consolidating the work we've been doing over the past five years and beginning to position ourselves for the future.

Jenny's retirement in June celebrated 11 years at DBNC. During her time at DBNC, Jenny led DBNC through many challenging times, as well as triumphs and successes. I'd like to personally thank her for her tremendous work, which at the time of her retirement has positioned the centre very well for the coming years.

Working in Deception Bay – and in the neighbourhood centre – is a unique place to work. It didn't take long for me before I picked up a few gems about DBay and the neighbourhood centre. And that is, that Deception Bay is a tight knit community who have a strong sense of belonging to the Bay, that the centre has a dedicated team that are trusted by the community, and that there is a great comradery and cooperation between organisations in DBay.

This unique combination of community and organisation strengths has made it an exciting and busy second half of the year. My first weeks at DBNC were focused on getting to know the community and other organisations in the Bay, so we can continue to build on the centre's strengths. This meant lots of travel from Caboolture to Pine River, and Samford to Bribie Island to keep those strong organisational links going. We also focused on small changes internally. We rearranged the office, moving the counselling services to the quiet end of the building, started to repaint inside, and we opened up the reception area a little, including opening the doors while the weather is cooler. And of course we've been getting out and about in DBay as well as providing our usual services at the centre.

One challenge I've faced this year at DBNC is trying to describe to potential supporters exactly what it is that a neighbourhood centre does. It's easy to say we do activities and provide services, but more complicated to explain how that works and the great benefits this has in the Bay. So, I'm going to attempt to answer that in two ways.

First, I've made an info chart that gives a snap shot of our services and reach in 2018. (See Services at Centre info charts, page19.) Next, I'm going to hand over to the team to give a more detailed report on what's been going on around the centre in 2018.

Angie Courtenay

2018 In Review

Activities and services in DBNC are provided through a range of funded projects. Our teams provide a recap of the year by project.

For the narrative of this report, we provide details on activities and services that have been delivered from July 2017 to the date of publication. However, the financial and service number figures provided are for the financial year only (July 2017 to June 2018).

For Families in Neighbourhoods

Counselling services and community activities at the centre are partly funded through the ***For Families in Neighbourhoods*** (FFIN) program. FFIN counselling services are provided in the centre for Deception Bay residents as well as for Rothwell to Kippa Ring, and Burpengary–East. The catchment area in the first half of the year also included Murrumba Downs–Griffin, and North Lakes–Mango Hill.

FFIN also supports Tea on the Terrace mornings and the DBNC choir.



I continue to feel privileged to work as a counsellor in Deception Bay, both because of the uniqueness and diversity of the community but also because of the professional support and commitment of my colleagues.

Through FFIN we provide free counselling services to the community. The purpose of counselling is to support individuals to create positive change in their lives – I work with my clients to help them make sense of their story which creates the opportunity for awareness, integration and possible change.

At the neighbourhood centre we continue to be very fortunate that we're able to offer a number of services that compliment individual counselling, such as the Family Outreach Program, courses and workshops (eSafety, parenting and anger management courses), financial counselling, training and employment programmes, and social inclusion activities (Tea on the Terrace and choir).

The FFIN program also delivers social inclusion activities. Tea on the Terrace is a monthly event we hold. We have our regulars who enjoy catching up with each other, as well as new comers and occasional pop-ins. At each Tea of the Terrace we can get anywhere from 10 to 30 community members who stop by for a chat and, well some tea on the terrace! We often have themed morning teas which this year have included Having Fun with Music, Reuse and Recycle, Grocery Bingo, and St Patrick's Day. We also fundraise for the Biggest Morning Tea.

It was again wonderful to attend a morning tea held by the Quilting Ladies of Palm Lakes Retirement Resort to receive their generous donation of handmade quilts for our families.

The Deception Bay Neighbourhood Centre Harmony Choir is another fun social activity that has been running for several years now. The choir continues under the direction of David O'Keeffe, who is a choral instructor who brings a great deal of ability and energy to our choir. As well as singing, we also share a lot of laughter. The choir has performed at several events this year, including the centre's inaugural 'Gala Evening' (with the Rotary Club of Samford Valley providing the catering). This was a wonderful opportunity for the choir and children's programs to showcase their talent. And, the choir now has regular performances at local nursing homes which is great for confidence building and a wonderful way for us to give back to the community. I think it is true that choirs play a large part in strengthening a sense of community and enhancing quality of life.

Susan, DBNC Senior Counsellor



Over page: DBNC Choir at Palm Lakes Nursing Home

Top: Palm Lakes Quilters

Bottom: Christmas Tea on the Terrace

As well counselling work, Susan coordinates case management, case work support and supervises staff with direct client contact. Susan is also involved in the coordination of courses and programmes and provides child safety training to staff. This year Susan delivered the six-week 'Inside Out Parenting' course four times with Narelle Nelles. Evaluations of this course continues to be very positive.

This year Susan took six weeks leave to travel overseas and in that time Laura Adams stepped into the locum FFIN counsellor role. We thank Laura for ably stepping in during Susan's leave.

Community Development

The **Community Development** program at the neighbourhood centre provides activities and initiatives to enhance opportunities for families, children and local residents to engage with other community members. Local events enable families to connect with others to develop and build relationships and to strengthen community cohesion in this diverse and vibrant community.

We aim to do this by holding activities that empower and support locals to put forward their ideas, dreams and concerns about issues that impact the lives of themselves, their families and friends. When needed, we provide support for local residents to develop and strengthen their capacity to raise awareness of emerging issues they've identified and advocate for change to ensure a safe place for the community.

Holiday Fun Day. An event for families and children, with outdoor activities, games and a free sausage sizzle. Held in Apex Park each school holidays.

Seniors Week Event. A celebration for seniors and their families that included a morning tea donated by Woolworths, a performance by children from C&K Kindergarten and the Apache Line Dancing group demonstration.

Harmony Day Celebration. An event to increase awareness and celebrate cultural diversity that included morning tea, cultural dancing, singing, displays, presentations and craft activities.

Volunteers Week Celebrations. An event that included morning tea and a presentation to show our appreciation to our amazing volunteers. DBNC volunteers provide support and assist throughout the year.



Grandparents Group. Grandparents meet fortnightly for morning tea and social activities that included health and well-being presentations, bus trips across the Moreton Bay area and outings to local parks.

Creative Craft Group. The craft group met regularly for a social morning tea where they share their wide range of knowledge and skills with others and create items that they can use as gifts for their families and children.



The neighbourhood centre has been involved in the development and planning of a number of community events, and we love to participate in them too. Our staff, students and our Building Better Communities Volunteers work in collaboration with local organisations, and attended several local events in Deception Bay and the surrounding area.

Deception Bay NAIDOC Celebrations. An annual event that celebrates Aboriginal and Pacific Island peoples. Families and community members enjoy entertainment and participate in outdoor activities.

The Colour Me Happy. Held at the Deception Bay State School, the school community and local agency workers come together at this anti-bullying event and participate in colourful fun and games.

Under 5s Family Fun Day. An event that is held in Deception Bay twice a year and provides free activities and information for families and children

Under 8s week. Deception Bay North State School hosts this event for their families and children. Outdoor games and activities are provided and information is distributed about services available in the community.

Disability Week EXPO. An event hosted by the QDN Deception Bay Support Group where social and community organisations provide information about their services.

Child and Family Alliance. The monthly alliance meeting provides the opportunity to connect with workers from agencies and organisations who deliver services in Deception Bay. The network provides pathways for information sharing and identifies emerging issues and trends that may impact families and children in the community.

Caravan Park (Endeavour Residential Village) social gatherings. Fortnightly gatherings hosted by local agencies and organisations in an informal setting where residents and workers share information about services available in Deception Bay.

In my role as Community Development Worker I am involved at “grass roots “ level and acknowledge and admire the strength and resilience of the locals who are committed to, and focused on building community spirit and who embrace a vision to live their lives in harmony with their families, friends and neighbours in Deception Bay. Deception Bay residents uphold a strong sense of connection and belonging to “the Bay” and are committed to ensuring and enhancing the well-being of their families and children.

Marilyn Bolton, Community Development Worker

Marilyn originally began working at the centre as a volunteer, well over a decade ago now. She leads the community activities that the centre provides through the Community Development program, as well as coordinates the volunteers. Marilyn is an integral part of the centre, and contributes a tremendous amount across the entire centre. She drives the program activities that create opportunities for community members to engage and connect with other local residents in a safe and welcoming environment.

Over page top: Holiday Fun Day
Over page bottom: Volunteers Week
Above: Grandparents Group

Orbital Works

Training and education for Certificate III qualifications is provided through our **Orbital Works** program, which is funded by Skilling Queenslanders for Work (SWQ). We've delivered three **Orbital Works** programs over a 12-month period (Orbitals 3, 4 and 5) with a range of six different qualifications – individual support (aged care/disability support), early childhood education care, retail, hospitality, warehousing/forklift driving and cleaning operations.



Training and education sessions are mostly held across the road from the neighbourhood centre in the Community Hall. This enables participants to easily access centre services, such as counselling and budgeting and financial assistance, providing participants with what we refer to as wrap around services. Wrap around services are designed to support participants to succeed in their study and journey into employment and we're pleased that a number of participants have accessed centre services this way.



An initiative that has worked well this year is providing breakfast and tea trolleys. Equipped with an urn, microwave and toaster the tea trolleys enable us to provide a light breakfast and refreshments throughout the day. Each group is provided with their own tea trolley, which helps build group momentum when studying, and avoids congestion in the kitchen when we have several courses being delivered simultaneously. This initiative is also proving to be a social outlet, and has become affectionately known as 'The Orbital Breakfast Club'.



Support to participants is ongoing; we continue to provide support to participants who are seeking employment after the course finishes. We also work closely with employer groups and have focused this year on expanding employers, and doing more employer recruitment drives with our participants, particularly in the area of aged, disability and home care. We found this opens up a range of opportunities for all participants, not just those in the individual support course, as there are a variety of roles to be filled with these employers.

Above: Hospitality Cert III
Right: Employer recruitment

Over Page Top: Queensland
Training Awards Nominations
Over Page Bottom: Orbital 3
Graduation



We're proud to have been finalists in the 2018 Queensland Training Awards in the Community Training Initiative of the Year category. The nomination is recognition of the quality of the program and successful outcomes for participants.

We're particularly proud of our participants who are setting and achieving their personal goals of further education for personal growth and employment opportunities.



We held our third graduation ceremony for our Orbital 3 participants and their family in August 2018. Approximately 60 people, including the local and regional Department of Education representatives, and the Honourable Member Chris Whiting attended to congratulate the graduates and present their certificates. Christine Stuart kindly attended and delivered Welcome to Country and performed a traditional song.

Beverly Thomas-Beatty, Coordinator

Neighbourhood centre changing lives



Susan Singh and Aden Bailey have found a job after studying at Deception Bay Neighbourhood Centre.

PICTURE: LUKE SIMMONDS

It had been 13 years since Aden Bailey last had a job.

The former Philippines national supports her two children here in Australia as well as eight siblings back home after her mother passed away and their father fell sick.

She is one of the good news stories that continues to come out of the revolving employment door that is the Deception Bay Neighbourhood Centre.

DBNC has fully funded 80 students through certificates in hospitality, retail,

warehousing, individual support aged care, childcare and cleaning — 45 of those are already working.

Ms Bailey graduated earlier this month and has been working in a cafe at Woody Point after graduating with a certificate in hospitality.

"I'm very happy I can earn money now and help my kids," she said.

Susan Singh has also found work as a cleaner in a retirement home after completing a cleaning course.

She said it had been two years since she last worked.

"I was working as a housekeeper, but I left that job because my mum has a disability... I had to look after her," she said.

"I was speechless (when I got offered the job)."

Call 3204 2022 for information about courses.

The Orbital Works team have had an extraordinary year in 2018. With the announcement in August of another round of funding for the program, the team has worked hard to start up new programs while continuing to maintain the high standard of current programs. Bev, Lorraine Hagaman, Jim Boorer, Sharon Dornmayr and Cheri Revill formed a formidable team to achieve excellent outcomes for those participants undertaking the course. We congratulate both the Orbital team, and the participants on their success in 2018.

Moreton Bay Community Consortium

The consortium is made up of four organisations that partner to deliver free counselling service across the Moreton Bay region. There is strength in partnership, and we're proud to continue to partner with **Bribie Island Neighbourhood Centre**, the **Centre Against Domestic Abuse** (based in Caboolture) and **Encircle** (Redcliffe Neighbourhood Centre and Lawton) to form this consortium.

We've been a part of MBCC for several years and it continues to be a great partnership for the centre.



Our consortium confidential therapeutic counselling assists those looking for options and ways of responding to issues of concern. General themes that people have sought support for are relationship, self-esteem, grief, anxiety, the impact of financial strain, family and domestic violence, and suicidal ideation. Referrals for other services within the centre and externally is an added benefit that we're able to offer clients.

Donna Cahill, Family Therapist

As well as individual, couple and family counselling sessions, we also offer workshops and programs that support individuals who are looking to understand themselves better and improve relationships.

One program we offered was the **Taking Charge of Your Anger** program. This program is for men and women, but it isn't just about anger. We look at the brain, the nervous system, how we're biologically wired; and how this 'wiring' impacts on our lives and relationships and how we can 'rewire' ourselves.

But at a deeper level the course is about living 'the good life'. Of course what the good life is means something different for each person. But we do share a lot. Over 2,000 years ago philosophers identified two things that keep us from living the good life.

The first is not controlling our impulses, and the second is not being satisfied or appreciative of what we do have. Amazingly, modern research in positive psychology has reinforced this view. A major part of the course focuses on becoming aware of the inner peace that is possible when we can respond rather than react and also appreciate the small but positive things that sometimes go unnoticed. A person living the good life can still get angry but can choose to use that anger in constructive rather than destructive ways.

Isaac Williamson, Family Therapist

Both Isaac and Donna work one day a week at the centre, providing MBCC counselling services. As well as providing free counselling services, this year Isaac has led the **Take Charge of Your Anger** program, which continues to be impactful for those that attend the course, and Donna has lead the family activities with the Outreach for Families Program team.

Father's and their Children - Camp Warrawee

Our camps for **Fathers and their Children** are designed to build strong bonds between fathers and their children through adventure challenges. These challenges promote communication between family members and fosters strength-based support which can be used at home.

Each family is supported to work together in positive ways to overcome a set of challenges, creating a stronger sense of trust and connection. All families are offered a one-on-one debrief during the camp to identify attributes they've noticed in their family during their time at camp.

The camp is delivered in partnership with Bruce from Outreach for Families Program, and co-facilitated by YMCA, and supported by DBNC volunteers (student placements).

Opposite Page: OFP Bushwalk Excursion

Below: Camp Warrawee

Friends for Life

The **Friends for Life** program incorporates activities that promote emotional awareness and resilience in children. Through a series of progressive workshops, participants explore their emotions while learning to understand emotions in others. A diverse range of coping skills are taught, and children are encouraged to take mindfulness activities home to try out with family members. This activity is co-facilitated with Bruce from Outreach for Families, and has been offered three times now, with great success.

Reach Out

We offer this complimentary 4-6 week discussion groups to the Orbital participants. The discussion group aims to recognise the individual's accomplishments and life goals through conversation around work/life balance, changing roles in the home after course completion, juggling budgets, stress management and sharing coping skills.



Outreach for Families Program

Activities and support to families is provided through our **Outreach for Families Program (OFP)**. Through this program, we're able to provide integrated early intervention support to families with children under the age of 18 years.

We use a strengths based approach to working with families; we believe every individual has strengths, as does every family, and we work collaboratively with them to identify and achieve their goals.

The work that we do on a day to day basis, via home visits or walk ins, includes information and referral, advocacy, addressing parenting and/or behavioural issues, establishing household routines, emotional support and supporting children who are experiencing difficulties at school or home. We also provide after-school activities (dance, drama and the EFFECTIVE program), school holiday programs, camps and children's reliance program.



School Holiday Activities

We continue to have a great response to our school holiday activities, which allows us to provide a range of activities for smaller groups of children in the local community. These activities are an opportunity for children to build social connections with their peers, to travel outside of the local area, and to have something exciting to share with their teachers and friends when they return to school. Activities this year included excursions to Southbank to GOMA and the museum – we caught the City Cat in, which many of our children have never experienced before (going under bridges creates great excitement!), ice skating, Australia Zoo, Sea Life, bush walks and beach trips.





Above: Dance and Drama Performance

Below: Father's and their Children Camp

Opposite Page Right: Bribie Island Excursion

Opposite Page Left: South Bank Excursion

Opposite Page Bottom: Australia Zoo Excursion

Dance, Drama and EFFECTIVE

Four afternoons a week, OFP holds dance, drama and EFFECTIVE classes. These workshops are for children aged between 5 to 13 years old. The activities aim to strengthen children's learning in a fun, creative and designed to promote confidence, self-esteem and personal growth.

Approximately 34 children attended across the four days. We thank Rhian and Jessica for all their hard work over the past 12 months.



Father's and their Children Camp

We enjoyed holding the fathers and their children camp for a second year. Through adventure based, experiential learning families worked together to complete activities or tasks set, and also reflect on what they could have done differently to achieve the task goal easier next time. (See Donna's MBCC report for more information.)

Friends for Life Program

Friends for Life is a social skills and resilience building program, recognised by the World Health Organisation as effective at preventing anxiety for children aged 8-11 years. It reduces anxiety and provides participants with the tools to rise to life's challenges, and make the most of setbacks and adversity.

Crystal Davis and Bruce Wilson, Family Support Workers

Crystal and Bruce are well respected by the community and work closely with families and their children in Deception Bay and surrounding areas. Both work tirelessly to provide support when and where needed, and we thank them for their tremendous efforts this year.

DollarSmart

Our DollarSmart program provides personalised support for people who have identified a financial need or difficulty, from Deception Bay through to Redcliffe and surrounding suburbs.

Through DollarSmart we provide financial resilience support to people experiencing financial stress. By addressing immediate needs, providing early detection and intervention services, and providing education opportunities participants are able to build confidence and sustainable skills in managing finances, and build financial resilience.

Individual Support

Our Financial Resilience Workers are able to assist clients with their applications for the No Interest Loan Scheme (NILS) through Good Shepherd Microfinance, as well as collaborate with Foresters Community Finance to apply for a Community Loan. Some of the purposes of these loans have been for vehicle registration and/or repairs, vehicle purchase, white goods, household furniture, and rental property bond loans.

Workshops

We also conducted budgeting and educational workshops. The workshops we've held in the past year were on "Grow Your Own" (a guide to growing vegetables at home), GIVIT and other charitable organisations, and budgeting (electricity and energy savings, and meal planning on a budget).

Through DollarSmart we've worked collaboratively with the National Debt Helpline, the Salvation Army's Financial Counsellors, GIVIT and other not for profit organisations within the community to give the clients as much support for their individual needs as possible.

The DollarSmart program has improved the quality of many client's lives. We have advocated on a number of client's behalf with their creditors to freeze interest or place their accounts on hold, allowing clients to bring down the balances and enabling them to save money in case of emergencies.

Clients range from as young 16 years old – just starting out in life – to single individuals, couples and families. We also assist members of the community who are retired. DollarSmart acts to provide crisis intervention and prevention, advocate on behalf of clients with their debtors, facilitate NILS loans, and run budgeting and financial education workshops.

It was good. It really helped!

Great workshop!

It was interesting and really opens your eyes with budgeting.

Great workshop, very informative and relevant.

It has helped me understand my spending costs and my budget.

Services at the Centre

Being based in Deception Bay creates a great opportunity for us to collaborate with others to bring more services to the Bay, making it easier for the community to connect when needed.

This year we have provided the following services at the centre.

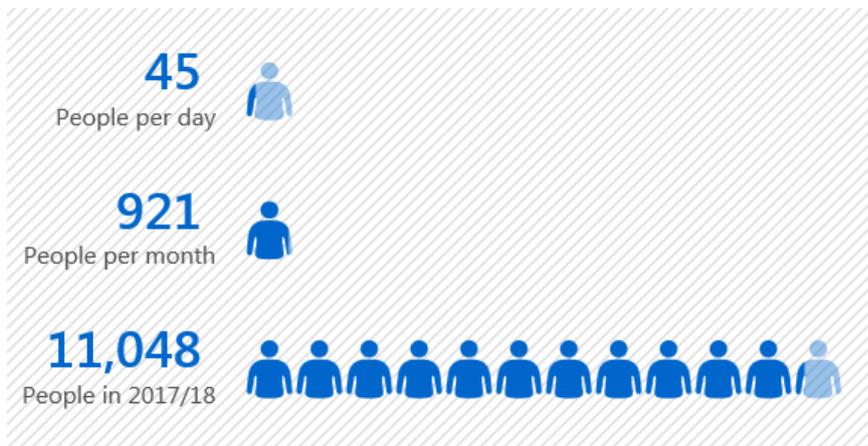
- Counselling
- Family support
- Parenting courses
- Children's activities
- Emergency relief
- Training programs
- Financial counselling

And, we have also provided referrals to services across the Moreton Bay region.

- Food relief
- Homelessness
- Financial crisis
- Counselling
- Family support

We were pleased to have the following services available at the centre this year.

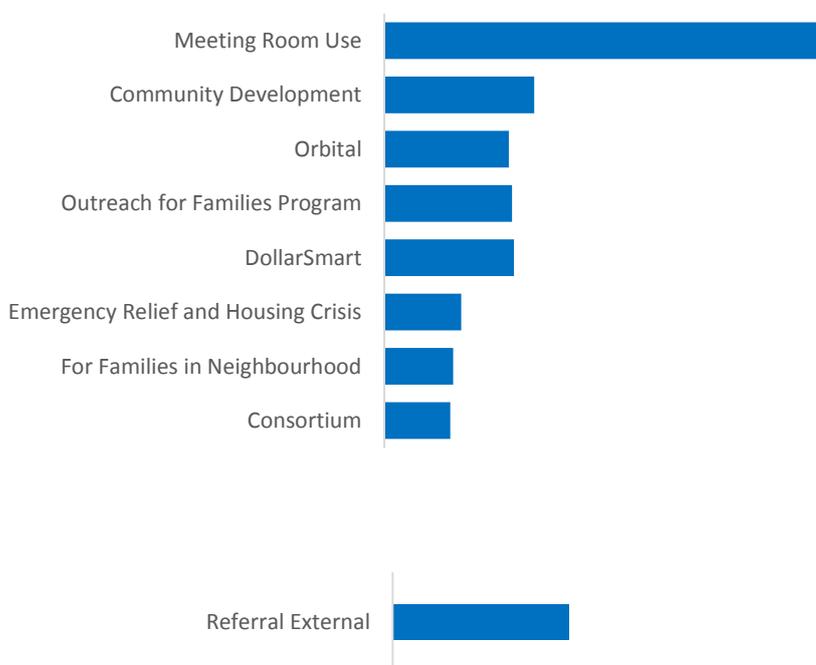
- **Centrelink**
- **KEIHS** – Keys for Early Intervention in Homelessness Service
- **Mercy Community** provided their Caring Dads Program at the centre at Dad-friendly times
- **Moreton Bay Regional Community Legal Service**
- **Moreton Bay Regional Council** continue to provide free immunisation to young children
- **Tax Help**



On average, we've provided services to 45 people a day, or over 11,000 community members this year.



Significantly more females have had contact with the centre over the year.



A rough snap shot of service use highlights that demand for community space is very high.

It also highlights that our group activities and services are in equal demand (community development, Orbital, OFP and DollarSmart), and that one-to-one individual services are a key part of our daily work (emergency relief, housing and homelessness, FFIN and Consortium).

In comparison, a rough snap shot of referrals to external services shows that the centre is an important hub for the community, connecting people to external services, as well as providing services at the centre.

Note: Figures are averaged and are used to demonstrate service use only. This is not a report of actual service levels, as funding for staff hours per program varies and hasn't been factored into the above analysis. Therefore the data should not be used to compare service levels between programs.

Strategic Plan in Review

Progress of the Strategic Plan's key targets has continued over the year.

Programs and Activities

Programs and activities continue to be delivered, as reported by the team in the previous section.

Links with Alliance and Coalition Boards

Deception Bay has a strong network of local organisations that are dedicated to providing the community with locally based services and activities that the community wants. The Director and Community Development Worker have attended the Child and Family Alliance monthly network meetings over the year, which has been invaluable for connecting with other service providers in the Moreton Bay region. We will continue to use this forum to strengthen networks and identify opportunities to grow services in Deception Bay.

The Coalition of Community Boards continues to support not for profit organisations in Queensland. DBNC is keen to continue its involvement with the organisation and is working with other community organisations in the region to look at opportunities of strengthen the capacity of boards to continue their important work in creating a dynamic civil society which is the basis of a healthy democracy.

As part of the new Director's induction, Trish Ferrier our President took Angie to meet other neighbourhood centres in our region. As part of this process, Trish has built consensus with other Presidents to advocate for keeping Skilling Queenslanders in Work funding at community based centres.

Alternative Funding

Our funding stream for this year has largely remained the same, however, we are tracking funding opportunities closely, and have submitted three joint proposals to new funders in the past two months.

To support successful outcomes in seeking alternative funding in the future, we will create a marketing plan that is designed to achieve our mission and strategic goals. We have begun the marketing plan by simplifying the logo and creating a brand guide so that DBNC is easily distinguishable and promotable.

Policies

Thanks to the tremendous work that Carolyn Nolan, Acting Director undertook on the centre's policies in 2016, and which Jenny Oflus, Director completed in 2017, there are no material updates to policies this year.

Developmental Model in Neighbourhood Centre Work

Monitoring the neighbourhood centre developmental model has continued this year, most notably with the Director's participation in research funded by the State Government for drivers of good practice in neighbourhood centres, and through supporting the Queensland Families and Community Association lobbying for increased place-based services funding.

Opportunities for Collaboration across the Local and Regional Areas

Deception Bay Neighbourhood Centre is highly regarded by the community and other community based organisations, and so there are numerous opportunities for collaboration across the region. The main constraint we have is limited space in the centre – we are nearly at full capacity for all our rooms. This year we have collaborated by bringing other services into the centre, and we are also joining other organisations out in the community to support activities and services. See Community Development and Outreach for Families reports above for details.

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In Memory

Lastly, we'd like to say farewell to Cheri.

In August this year we lost Cheri, a key member of our team.

Cheri worked with the Orbital team as a Case Manager, supporting participants to achieve their education and employment goals. She also led the intake and emergency response at the centre for community members in immediate need.

Cheri was also a mother of four, and a proud grandmother of three.

Not one to sit still, Cheri was training for a triathlon as well as being a working mum. Her energy and enthusiasm was tireless.

Cheri passed away on 31 August, at just 48. We are grateful for having had her in our lives.



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Reaching out to the Community

Strategic Plan 2014 - 2019

Enhancing our community's ability to positively develop self, family and community

The strategic directions document for the Deception Bay Neighbourhood Centre (DBNC) was developed by the staff and committee of DBNC after consultation with key stakeholders in 2014. The document gives broad direction to the work of DBNC and informs the ongoing work plans of staff over the coming years. It is expected that the document will be reviewed annually.

Mission Statement

Deception Bay Neighbourhood Centre is a catalyst in the community for empowering local people to achieve their goals and advocate for change on issues that impact on our people and community.

We do this by supporting and providing services, activities and initiatives that include and enhance social inclusion and employment opportunities.

We work collaboratively with the whole of the community. Our key focus is to provide opportunities for the most disadvantaged people in our community.

Vision

Deception Bay is a community that recognises and celebrates its cultural diversity and welcomes all people into its strong and vibrant community life.

Deception Bay Neighbourhood Centre is an integral part of this rich community life and supports individuals and groups in the pursuit of their own goals that are congruent with DBNC values.

Our vision is to provide a safe and welcoming environment in which to work collaboratively with people who are experiencing disadvantage to enable them to find pathways to fully participate in every part of life they choose.

Fundamental Values

The fundamental values of Deception Bay Neighbourhood Centre are:

- To acknowledge the generations of indigenous people who have acted as custodians of this land and be committed to building reconciliation in our local community.
- To treat all people with respect and value individual differences and people's right to express cultural, linguistic and gender identity.
- To respect confidentiality of personal information shared.
- To value people's right to have their own opinion and voice, and to not speak on people's behalf unless requested to do so.
- To work developmentally with people to address their issues of concern.
- To work with other organisations and groups to benefit the local community.
- To believe in participatory, accountable and transparent practices.
- To provide a safe and welcoming approach and environment and attempt to respond to everyone who walks through the door.

Strategic Goals

The major goals for the DBNC for the next 3-5 years are as follows:

- To enhance the leadership role of the Neighbourhood Centre in building capacity and community capital through the development of community development initiatives, infrastructure, connections and networks.
- To strengthen the community's ability to advocate for change on issues that affect their lives.
- To provide community services which are developmental in the areas of (a) families and (b) employment.
- To develop DBNC as an organisation with effective and efficient management and administration.
- To enhance certainty of viability by developing new income funding streams.

Key Strategies

The following critical strategies will be pursued by the DBNC:

1. Continue with the existing service delivery programs and activities, while funding is available.
2. Maintain the developmental model of service delivery in all services and activities.
3. Monitor government policy and impending impacts, and develop mechanisms to respond to ensure that the vision of DBNC is maintained.
4. Maintain a watching brief on collaboration opportunities in emerging programs, with the objective to take a lead role where appropriate.
5. Explore and develop alternative income streams to government funding.
6. Review and develop policies and procedures based on industry standards.
7. Develop a plan to mobilise local community volunteers with the capacity to support the Neighbourhood Centre in the priority areas of business enterprise/community activities and events/IT capacity/building expansion.
8. Explore and develop online opportunities for the DBNC to raise its profile and expand community engagement in activities.
9. Maintain connections and participation in local, regional and state networks, such as the Alliance and the Coalition of Boards.
10. Maintain a well-managed organisation with focussed and effective staff and a skilled management committee.
11. Finalise the strategic plan (review in 12 months), operational plan, and work plans.

Key Targets

The following key targets will be achieved by the DBNC over the next 1-5 years:

Targets	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5
Deliver existing programs and activities	X	X	X	X	X
Maintain linkages with Alliance and Coalition Boards	X	X	X	X	X
Determine opportunity and capitalize on possible additional facilities including the Council Community Hall and the Department of Fisheries Facility	X				
Recruit volunteers and establish relevant sub committees to plan and develop: A. Alternative funding options B. Community activities and events C. Internet online opportunities D. Building/facility expansion/acquisition	X				
Alternative funding option/s secured		X	X	X	X
Determine a succession plan for the replacement of key staff and Management Committee members	X				
Policies reviewed and modified	X	X	X	X	X
Monitoring of the developmental model in NC work	X	X	X	X	X
Report on Government policy changes/opportunities for collaboration across the local and regional area	X	X	X	X	X
Finalise the strategic plan and operational plan	X				
Review the strategic plan in 12 months given the uncertainty of financial opportunity		X			