



**ANNUAL REPORT
2019/2020**



DECEPTION BAY NEIGHBOURHOOD CENTRE Inc.

**TIMES ARE TOUGH
SO IS DBAY LETS
STICK TOGETHER
CALL US 32042022**

SERVING DECEPTION BAY FAMILIES
Enquiries Tel: 3204 2022 (web)

**WHEN TIMES
ARE TOUGH,
DBAY IS
TOUGHER.**

WHO WE ARE

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 enhances social inclusion and employment opportunities.

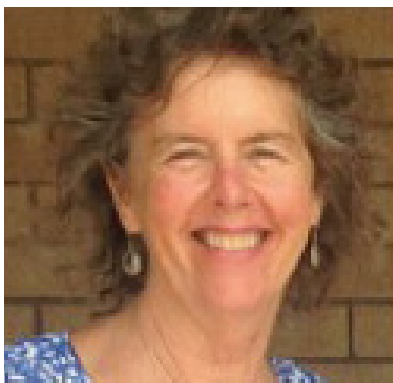
We work collaboratively with the whole of the community with a key focus to provide opportunities to the lives of the most disadvantaged in our community.

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.

The way we work:

- Building on strengths and capacities
- Pursuing equity and valuing diversity
- Peoples rights to respect
- Acknowledging custodians of this land and act to build reconciliation
- Peoples right to opinion and voice and DBNC will only speak on people's behalf by request
- Encouraging innovation
- Collaborating and cooperating as partners
- Working with integrity of process
- Confidentiality, participation, and accountable and transparent practices

MANAGEMENT COMMITTEE MEMBERS



TRISH FERRIER
PRESIDENT



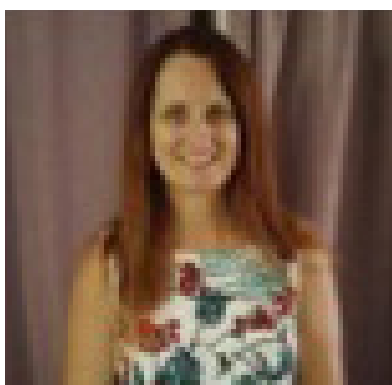
MICHAEL KENNEDY
VICE PRESIDENT



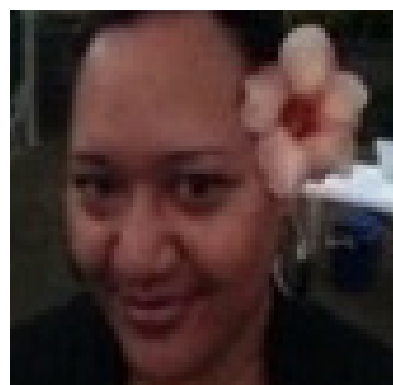
BRENDAN POWER
TREASURER



DENISE EUGARDE
SECRETARY



CHRISTINE STUART
MC MEMBER



ELIZABETH HUNT
MC MEMBER

OUR STATISTICS

NUMBER OF STAFF

25 (10 FTE)

NUMBER OF VOLUNTEERS

26

COMMUNITY PERSONS
CONTACTING DBNC
(VISITS / PHONE CALLS)

7798

INTERNAL SERVICE
REFERRALS

6380

EXTERNAL REFERRALS

2262

TOTAL ACCESSING CENTRE

16440

20% INCREASE ON 2018/19

PERSONS PRESENTING
FOR EMERGENCY RELIEF

2124

FAMILIES ACCESSING
OUTREACH FAMILY
SUPPORT

509

PERSONS ACCESSING
FINANCIAL SERVICES

901

INTEREST LOAN (NILS)
APPLICATIONS

156

PERSONS ATTENDING
COUNSELLING SESSIONS
(INDIVIDUAL AND GROUP)

831

PRESENTATIONS FOR
INFORMATION, ADVICE,
REFERRAL

10137

COMMUNITY MEMBERS
ATTENDING EVENTS /
ACTIVITIES AT DBNC

1281

PARTICIPANTS
ENROLLED IN
TRAINING

168

PARTICIPANTS
COMPLETED TRAINING

147

PARTICIPANTS WITH
JOB OUTCOMES

95

QUALIFICATIONS

**5 CERT III INDIVIDUAL
SUPPORT – AGED AND
DISABILITY; CERT III
HOSPITALITY (CHEFS
EDITION); CERT III EARLY
CHILDHOOD EDUCATION
AND CARE; CERT III
CLEANING OPERATIONS;
CERT I CONSTRUCTION**

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PRESIDENTS REPORT

This time last year, DBNC was looking at the next year with great hope to continue our work as business as usual with a new Director at the helm. This changed in March this year, with the impact of COVID, when it looked like the Centre may need to close. The Management Committee and staff of the Centre were deeply concerned about the impact the lock down and loss of jobs would have on the D'Bay community.

Fortunately, our team were able to prevail and maintain services despite the restrictions imposed by Queensland Health in its successful attempt to prevent COVID 19 taking a hold in our communities.

I and other members of the Management Committee, are so grateful to the staff and volunteers for the superb work they did during this time to ensure that the residents of Deception Bay were not left to fend for themselves. They really stepped up and said yes to the challenge of a lockdown. With the threat of looming job losses, we undertook a fundraising campaign and raised over \$20,000 to meet the extra demand by the local residents. We so appreciate the generosity of our donors.

The Neighbourhood Centre had to close its doors but we kept the window open so that residents could drop by and let us know what they needed. Our Referral and Response Team came to work each day to provide much needed Emergency Relief and to ensure that the residents felt supported

during this most uncertain time. We were one of a few organisations in Deception Bay that could stay open during the lockdown even though the front door was locked. This work is outlined in the report.

In a three week period we had over 600 people visit the Centre. It was a very difficult and emotional time for these people who have never had to seek out support prior to the Pandemic. The main needs were financial, with support for payment of bills and crisis food hampers.

Many thanks to, Caroline Cuckson, who started in the role of Director in November 2019. She demonstrated great capacity to lead the organisation through this difficult time.

We had hoped to complete our Strategic Plan by now, however COVID 19 required us to put it off until later in the year. We are in the process to finalise the plan and set priorities for the next 5 years.

The Queensland Families and Communities Association (QFCA) has been engaging with



Neighbourhood Centres this year in a discussion about the role of Community Development in their work. Staff and myself as President have been involved in this dialogue and we look forward to continuing this work in 2021 with the Sector.

I would like to thank the investment made by the Department of Communities Disabilities and Seniors, Department of Child Safety Youth and Women and Skilling Queenslanders for Work through Dept.. of Employment Small Business and Training in their programs that enable DBNC to support and train community members. They are significant partners in our work and we are grateful for their insight and support.

I would also like to acknowledge the Moreton Bay Community Consortium which is funded by the Department of Social Services and Deception Bay Community Youth Services and Youtown Deception Bay funded by the Department of Social Services for the funding

Our team were able to prevail and maintain services despite the restrictions imposed by Queensland Health.

of some of our programs and the number of grants received from Volunteering Qld, Moreton Bay Regional Council, Mercy Community and the Samford Rotary Club for their funding of our children's dance and theatre groups. Thanks once again to our many donors who supported us during COVID 19 lock down. Your support really assisted us to meet the challenges facing the community.

The Centre also partners with many community organisations which makes it possible for us to work with and support the residents of Deception Bay. Thank you for your ongoing support of the Centre and residents.

I would also like to thank all our Management Committee members, who are so supportive of the Neighbourhood Centre and its vision. Their contribution to the governance of the organisation ensures the Neighbourhood Centre can continue to maintain its important work in the community.

Finally I would like to thank all of the residents of Deception Bay for their trust in their support and access of the Centre.

Patricia Ferrier

President of Deception Bay Neighbourhood Centre Board

TREASURERS REPORT

DBNC reported a surplus of \$66,566 for the financial year ending June 2020.

INCOME AND REVENUES

Total Incomes and Revenue were up approximately 15% from the previous financial year, this being primarily attributable to the Job Keeper subsidies that were provided by the Federal Government during the last financial quarter.

The levels of our recurrent funding from our partners have remained consistent compared with 2018-19 with only a 4.5% increase this revenue stream.

Non-recurrent funding has approximately doubled from the previous financial year, this is largely as a result of the grant for the DBUGG community garden and also smaller grants for Cyber Security awareness.

EXPENSES

The increase in expenses was predominantly due to higher

client costs related to the Orbital programs that are being run. The work required on Endeavour St House to rent it out also contributed to this increase with approximately \$50k spent on this purpose. Also during the year there were a number of some older assets that were written off with the impact being approximately \$12k.

SHORT TERM LIQUIDITY

The balance sheet shows DBNC has significant cash reserves at the end of the financial year.

The centre's current liabilities are primarily made up of our contracted payments received, but not yet spent, employee entitlements and GST obligations.

LONGER TERM POSITION

With the purchase of the house, an asset has now been recognised to reflect the purchase cost.

Correspondingly, the debt over the property has now been recognised. As in other years the

centre also recognises longer-term employee entitlements.

The operation and performance of DBNC is a credit to the ongoing hard work of Caroline and the team. The financial statements have been audited as presenting a true and fair view of the financial position of the DBNC. I would like to thank Sharon and Russell for maintaining and promoting good financial governance in the centre during the year.

Brendan Power CPA

Treasurer of Deception Bay Neighbourhood Centre Board



CONCISE FINANCIAL REPORT

FOR YEAR ENDED
30 JUNE 2020

DIRECTORS' REPORT

Directors Benefits

No director has received or has become entitled to receive, during or since the financial year, a benefit because of a contract made by the company or related body corporate with a director, a firm in which a director is a member or an entity in which a director has a substantial financial interest.

Indemnifying Officer or Auditor

No indemnities have been given or agreed to be given or insurance premiums paid or agreed to be paid, during or since the end of the financial year, to any person who is or has been an officer or auditor of the company.

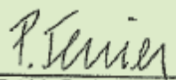
Proceedings on Behalf of Company

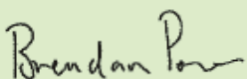
No person has applied for leave of Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The company was not a party to any such proceedings during the year.

Auditors Independence Declaration

A copy of the auditor's independence declaration as required under section 60.40 of the ACNC Act 2012 has been included.

Signed in accordance with a resolution of the Board of Directors:


Patricia Ferrier
President


Brendan Power
Treasurer

Dated: 19th October 2020

INCOME STATEMENT

FOR THE YEAR ENDED 30 JUNE 2020

	Note	2020 \$	2019 \$
INCOME			
Recurrent Funding		1,240,505	1,186,717
Non - Recurrent Funding		33,806	16,989
Other - Services		36,391	35,595
Other Income	2	133,446	14,307
Total Revenue and Income		<u>1,444,148</u>	<u>1,253,608</u>
EXPENSES			
Employee Expenses		1,083,797	949,028
Administration Expenses		62,627	85,069
Depreciation Expenses		13,472	6,388
Motor Vehicle Expenses		11,407	11,089
Property & Energy Expenses		103,233	46,498
Other Expenses		103,046	43,781
Total Expenses		<u>1,377,582</u>	<u>1,141,853</u>
Surplus from Operations		<u>66,566</u>	<u>111,755</u>

The accompanying notes form part of the financial statements

BALANCE SHEET

AS AT 30 JUNE 2020

	Note	2020 \$	2019 \$
CURRENT ASSETS			
Cash on Hand		82	101
Cash at Bank and On Deposit		804,978	804,804
Receivables and Prepayments		7,105	17,896
Total Current Assets		812,165	822,801
NON-CURRENT ASSETS			
Property, Plant & Equipment	3	322,874	16,346
Total Non-Current Assets		322,874	16,346
TOTAL ASSETS		1,135,039	839,147
CURRENT LIABILITIES			
Trade Payables		8,803	27,651
GST Payable		33,537	27,809
Loan Payable - Current		7,237	-
Other Payables		54,697	17,877
Employee Provision		39,823	40,424
Contract Liabilities		225,330	184,118
Total Current Liabilities		369,427	297,879
NON-CURRENT LIABILITIES			
Employee Provisions		85,739	74,494
Loan Payable - Non-Current		146,533	-
Total Non-Current Liabilities		232,272	74,494
TOTAL LIABILITIES		601,699	372,373
NET ASSETS		533,340	466,774
Retained Earnings		533,340	466,774
TOTAL EQUITY		533,340	466,774

The accompanying notes form part of the financial statements



DIRECTORS REPORT

My first year as the Director of DBNC has truly been a baptism of fire...but the journey has been well worth it as I got to meet and work with a great team of dedicated staff and volunteers whose passion lies in working with the people of Deception Bay.

Our achievements this year are many and varied and you will see from the stories in various sections of this report that it's been a massive year for building partnerships and walking alongside our clients to support them in reaching their aspirations and goals.

No doubt, our biggest challenge and greatest rewards came during COVID 19. We kept our doors open, with a front-line team supporting over 16,000 people who presented or contacted our Centre seeking support. That's a 20% increase

on last year. During this time, we reached out to the community to let them know we were here, we were open, and we were available to have a chat and support them in whatever way we could. The D'Bay community rallied during this time with so many offers of support, donations, and volunteering.

Our craft project was a great hit with the community during COVID. With the support of funding through the MBRC COVID-19 Hardship and Assistance Grant, our team organised craft kits that went out to our elder community members and families with young children. This was especially welcomed when schools went into lock down. Over 400 craft kits were distributed. We also distributed tiles for community members to paint what they liked about DBay. This will be developed into a mural at the Centre to reflect on the community spirit during COVID.

Our outreach family support and counselling services continued

operations albeit going virtual utilising phone, zoom and facetime to support clients. The positives were we were able to reach out to more people using the virtual approach. Our Deception Bay Harmony Choir even went virtual. The need for financial support was a primary indicator of the effect of COVID and loss of jobs and home schooling in particular saw an increase in families accessing loans for computers.

Our 'Orbital' training and employment programs continued to operate during COVID. Special thanks to our training partners in supporting a smooth transition of our participants from classroom to virtual training and offering extra support during this time.

All our teams including staff and volunteers deserve special mention in their ability to continue to stay connected to our community during the COVID lockdown period.

We have seen a significant growth in the number of volunteers in the past 12 months



including the establishment of a student hub. Our volunteers support the Centre, looking after our gardens, providing front line support, assisting with collection of donations, pick-up and delivery of emergency relief and medical needs, putting together craft packs to distribute to families and older members of our community to help them stay connected, and conducting donation drives for our care packs for those who had lost their jobs during COVID, and in general reaching out to the community to let them know they could call in for a chat in person or over the phone. We also had a great response from the volunteers from the Care Army who helped with letter box drops to all household in D'Bay letting people know our doors were still open.

I offer special mention to our 'engine room' staff, the ones that are behind the scenes working to ensure our staff and clients are safe, managing risk, finances, and all relevant compliance requirements. We were successful in achieving

our three year Human Services Quality Standards accreditation.

There is a saying 'A boat doesn't go anywhere if it is not rowed but could go anywhere if its not steered.' This year also was about planning for the future, for DBNC to be successful and to ensure our sustainability we have to dedicate time and resources to the tasks of rowing and steering – both are equally important and must be managed to deliver the best results.

DBNC is here for the community and will only remain relevant if we understand and respond to the current and emerging needs of D'Bay people especially those that are marginalised. COVID allowed us to build better working relationships with local services coming together to work together on strategies to better assist our community.

A special thanks to our Management Committee for their guidance and support over the past 12 months who have helped steer DBNC to a more sustainable and relevant future in the community.

We have been successful in partnering with agencies in filling some of the gaps and providing free service delivery in D'Bay. In the future, we are seeking to strengthen more partnerships and build on our community development framework to find community solutions to support our most disadvantaged.

It's a journey that our team is very much committed to and together with our management committee, staff, and community stakeholders we have started planning our strategic focus for the coming 5 years.

Caroline Cuckson

Director of Deception Bay Neighbourhood Centre Board

As COVID talk turned from an overseas whisper to front and centre in every conversation, there was one thing that never changed within our Neighbourhood Centre and that was the determination that we would be here for our community.

Our compliance team was a huge support, in ensuring we had Business Continuity and COVID Safe Plans to ensure our workers were safe and our services and programs could continue.

Most of our program and service area staff moved to working remotely and their entire programs and support processes to virtual platforms.

While eventually we did have to close our front door due to physical distancing requirements, we adapted by opening the front window to the centre and maintaining social distancing as we prepared for the impact of lockdown.

A core group of staff and volunteers remained in the Centre during this time. We created COVID cleaning schedules and safety plans to ensure that our staff was safe and provided personal protective equipment inc gloves, masks. We purchased hand sanitiser from a gin distillery and this provided some light hearted humour in what was a very anxious period.

We worried as most of our more senior community members and volunteers wisely moved into isolation, but we were determined to creatively

maintain connection to those who were most vulnerable.

This saw the introduction of a partnership with Meals on Wheels and Care Army for letter box drops to distribute information and updates. We set up a weekly phone check in program for anyone in the community who wanted it, to chat with one of our volunteer students for social well being and discuss any identified needs.

Through these checks-in we were able to provide medication support, lawn mowing services, shopping support and links into other wrap around services working remotely.

Our student volunteers spent an entire day in the bus travelling to every Woolworths, Coles, Aldi, IGA and grocery store in the local area to convert the office into a small Food Bank. Daily we would receive calls from community members requesting support due to financial distress, homelessness, and a decrease in mental health. For every one of those calls we would also receive offers of support to donate needed items or enquiring if there was any volunteering that could be useful. The daily donations of practical goods and financial support were incredibly overwhelming for the Centre.

KEEPING OUR DOORS OPEN



The daily donations of practical goods and financial support were incredibly overwhelming for the Centre.

The small acts of kindness such as baskets of handpicked fruit, donations and second hand goods being left at the front door overnight, the warm banana bread hand delivered to hard working staff and volunteers and care packs put together by younger members of the community, have sustained a sense of connection and hope.

What was even more rewarding was the reaction from the community members who directly benefited from that generosity.

While the Centre was remarkable in its ability to adapt, sadly there were a number of group and face to face activities that did have to cease during this period – these included our social inclusion programs such as Tea on the Terrace, Grandparents and Craft Groups.

Throughout the peak lockdown period we began to see that

there were two major themes developing in people presenting to the Centre. There were people seeking social, emotional, and creative connectedness and others who were in crisis and genuinely struggling from a number of compounding factors.

Through grant assistance the Centre was able to create and distribute over 400 craft packs. The craft packs were more than just a distribution number though. These packs became a resource to the community outside of the Centre.

We had one community member who came down every time there was a new pack available, to collect them for all the kids in her street and would leave them at their doorstep.

Facebook was an important medium for keeping people connected in the local D'Bay

community. We had people complete the ANZAC day kits and put their decorated candle jars on their driveway and share social media pictures with others showing their work.

Parents collecting craft packs and fresh bread were incredibly thankful for the free resource, as families with small children struggled to keep them entertained during lockdown.

As part of that grant we were also able to establish a tile project. This project saw the distribution of 250 tiles, paint and paintbrush packs to locals encouraging them to create a picture that reflects what they love about D'Bay. The tiles we have received back have been amazing and staff members have enjoyed talking to people about what they painted when they brought them back to the Centre. These tiles will become an art installation on the outside of the Centre in the not too distant future.

The Centre was so moved by the commitment and resolve of so many local community members who went above and beyond, generally unpaid, to support anyone in need. We wanted to acknowledge this selflessness and thank people for the positive impact they had on so many individuals in unique





1. DAN (DBNC); CALEB (QUIHN); ELISE (DBNC) – FIRST FLU SHOT FRIDAY
2. DAN (DBNC) PRESENTING MARY WITH LOCAL HERO AWARD

and beautiful ways. We asked the community to let us know who they wanted to nominate as a 'local hero' and each week we would surprise those amazing heroes with a small gift, certificate of appreciation and an embarrassing amount of praise from staff and the community. Our Local Heroes include Mary, Nat, Jasmin, David, Perry and Michelle

On the other side of the coin, we had people from the local and surrounding areas presenting in very difficult circumstances and significant hardship. Through the networks and internal resources, we were able to provide people with practical needs such as sanitary items, food, toiletries, and Go Cards. If we needed specific items, we would put the call out on social media and often had what we needed within days.

We saw an influx in homelessness, domestic violence and mental health presentations and were constantly making referrals to our amazing teams working remotely.

We linked closely with the rapid response team in our community who were accommodating people who were homeless, in hotels. It was heart warming to have individuals return to us a month or so later excitedly informing that they had secured long term housing.

Staff were delighted to see that there were a number of community members coming back to offer emergency relief support, as the Centre had provided the same support to them many years earlier and they wanted to give back.

During COVID the restrictions around access to nursing homes and other facilities required that people have flu shots to enter. We quickly became aware that some of our community members could not afford to pay for the flu shots or there were not enough

supplies to even access in the first place.

Through a partnership with QUIHN, Care Army volunteers, Deception Bay SES, Sanofi volunteers and the Centre, we were able to run two COVID safe 'Free Flu Shot Fridays.' These were big events even without the COVID element and the staff and volunteers put in huge hours to ensure they were accessible and safe. Over 150 people were vaccinated over these two events, but again it was more important knowing that one of our community members could now go into the nursing home to visit family members, or how people could secure and begin employment once they had their vaccinations or the peace of mind it gave an elderly couple to have some defence in place for their physical health.

The peak COVID period was nothing anyone could prepare for, however as a Centre there is little we would or could do differently, should we have to do it again.

The Centre will always fight to be a place of connection and resource of support for the community. We have been overwhelmed by the community's ability to respond internally and do so with humility, compassion, and a wicked sense of humour.

The resilience and kindness in the D'Bay community is something we are proud to be a part of. We have experienced firsthand the strength of individuals, businesses and groups to ensure that the community will not only survive but thrive as we move through the next phase of COVID 19.

Deception Bay should be proud of its response to COVID and the staff and volunteers at the Neighbourhood Centre are so honoured to be a part of this community.



SHARING OUTCOMES

OUR PROGRAMS AND SERVICES

FRONT LINE RESPONSE AND REFERRAL TEAM

This year, the Front Office Team had over 16000 instances of connecting with our local community members and over 2000 instances of providing emergency relief.

The front office provides a variety of support to the community but primarily they are there to listen and ensure the person is able to find the right supports to meet their needs. It may be as simple as providing information about other services or encouraging them to join a community group like the Community Garden.

It may also require supporting individuals and families who present in a very distressed or heightened state, who may have recently become homeless or be experiencing domestic and family violence.

We often see community members arrive to us frustrated by systemic failures and more recently we have experienced a whole new cohort of people who have never had to reach out for help prior to COVID 19.

Due to the significant diversity of presentations, having trained and experienced staff has become essential, especially given this team is most often

the first point of contact for people presenting to the Centre.

It has been inspiring to see the passion and fight of the Front Office Team amidst so much uncertainty and turbulence.

The Establishment of our Student Hub:

In February 2020, DBNC established its first Student Hub. The program allows Social Work and Human Services students to complete a holistic and meaningful placement, as well as creating the opportunities for expanding and improving service delivery at the Centre.

The first Student Hub began with 4 students from various Universities including: QUT, Griffith and CQU. Little did we know, that this Student Hub would be instrumental to our service delivery during the COVID lock down. The students support during this time was unprecedented as they sought the goodwill of many local businesses to donate non-perishable goods for a food bank to provide to our vulnerable community members.

This group of community minded students cemented the Hub program into the culture of the Centre and have since paved the way for two new Hubs, consisting of 8 students from four different universities.



"I joined the Deception Bay Neighbourhood Centre in early February for the final 500 hour placement for my Masters of Social Work. Early on, it was clear that the range of internal services/programs, the diversity of client requirements and a staff cohort with extensive experience would provide many opportunities for rich learning.

With the support of my Programs Coordinator, I was encouraged to enact my social work practice framework through direct and indirect support work with clients. I was encouraged to critically reflect on my practice, participate in new initiatives, suggest business improvements, and to contribute innovative solutions. My placement experience at the Deception Bay Neighbourhood Centre opened my eyes to the strength of the Deception Bay community and the vital role the Centre plays as a key entity within that community."

Sharon Davis
Social Work Student

COMMUNITY DEVELOPMENT (CD)

Well what a year it's been, my first year at the Centre and a year full of challenges but also a time of connection, care and community.

I honestly believe I have the best job in D'Bay. Spending time with local community members, hearing their concerns and walking with them to understand how to approach these issues and to be able to walk alongside people and to be part of the transformation journey.

This year the Centre said its goodbyes to a big smiley part of the Centre, Marilyn who has been a CD worker for the past 9 years but involved with the Centre since 2006 in various roles. Maz was a fixture at all local meetings and events, starting up the Grandparents and Craft Groups and many other wonderful activities.

Here is a snapshot of some of the ways we connected our community:

Dads Group

DBNC partnered with DBCYP to facilitate the Dad and Kids Playtime group. The playgroup is a weekly event every Tuesday at Skye Blue Park. It has been a pleasure to see not only the kids but Dads connect, to see the Dads go from strangers to mates, and to see the kids calling out each other by name as they see their car pull up in the carpark.

Connected with Craft

When Covid first hit and we needed to stop our face to face groups we believed it was important to stay socially connected but stay physically distant. The idea of craft packs came up. All the craft packs had messages of connection and positivity like our "Bee Positive" pack which included a rock to paint as a bee and



to hide around D'Bay to put a smile on peoples' faces when they found it. A big thanks to our volunteer Beris for packing these wonderful kits.

Community Garden Project

This project was made possible through funding from Mercy Community Services. We transformed the DBNC outdoor space into an open, friendly, and therapeutic community garden for vulnerable families in D'Bay to come and enjoy as well as linking our older community with young people. Currently there are 10-20 volunteer participants and 3-4 that have helped us run kids' workshops. During COVID we had to pause the gatherings in the garden space, but kept the community informed through regular facebook updates and photos of the garden. We also distributed seedling kits to the community to grow their own garden. This has been a wonderful bonding, connecting, and learning space for those in the community and the workers alike. The initial hard work is now really starting to pay off as we see some of the veggies bursting out of the ground.

Holiday Fun Day

These events are held in Apex Park each school holidays for families and children, with outdoor activities, games and a free sausage sizzle. We hold these wonderful days to provide a free local event but also to connect families in D'Bay, not only to the centre but to each other. Once again a big thanks to all involved.

Caravan Park Social Gatherings

This year we continued the work with other service agencies to hold regular BBQs at the local Caravan Parks and use the time to foster stronger relationships with young people, older generation and families living in the park. The residents enjoy the group discussions as a way to connect with other residents and workers from the various service agencies. Young parents have mentioned that the kids activities provide ideas for them to use with their families.

Grandparents and Craft Groups

Our Grandparents and Craft Groups continued to meet at the Centre for several years, meeting fortnightly. During COVID the face to face sessions ceased but they kept in touch with each other and the craft packs and regular check in calls by the volunteers at the Centre kept them connected. Keep an eye out for these groups getting back together in the new year.

Under 5's

Late last year we participated in the Under 5's 'messy play day'. Around 500 families attend this event held in D'Bay twice a year. This year's event we provided young people with seed planting kits and gave them information on how to grow their own veggie gardens. It was a wonderful day planting over 120 seedlings with myself and Barb one of our wonderful volunteers.

Walking Group

As part of the COVID response, community members were keen to start a walking group. This group is supported by the Neighbourhood Centre and is community owned.

We can't wait to see what wonderful ideas the community will come up with over the next 12 months.

Dan Allport
CD Worker



OUTREACH FAMILIES PROGRAM (OFP)

The Outreach Families Program is funded through Dept. of Child Safety, Youth and Women. It delivers an outreach program that provides crisis counselling, practical support and advocacy to vulnerable families with children under the age of 18 years in the Deception Bay, Murrumba Downs, North Lakes and Rothwell regions.

Our biggest challenges came at the end of March this year at the beginning of COVID 19 lock down. Our workers transitioned to working from home during this time and connecting to our families using telephone, zoom, and social media to communicate in place of face to face appointments. Working

from home reduced travel time and virtual connection maximised hours of direct (albeit virtual) support. We saw an increase in the number of connections made and this was especially useful in working with young people who embraced the use of technology to connect.

Another positive during this time was the collaboration between all services, coming together to develop strategies to better assist our families during the pandemic. One of the outcomes was the collaborative development of a directory of service operations during COVID.

Many of our families that connect to our OFP are referred by internal or external services or self-referrals. Each year over 500 individuals access our OFP service

1. MARY CAIRNCROSS RESERVE (SCHOOL HOLIDAY PROGRAM)
2. YOUNG PEOPLE FROM CHILDREN'S DANCE AND EXPRESSIONS DRAMA GROUP REHEARSING THE VIDEO ON CYBERBULLYING
3. HAVING FUN AT HALLOWEEN

each year and this year we saw a 20% increase in case numbers during and after the COVID lock down period. We have extended our promotion of the service to social media and have seen an increase in the number of self-referrals to the program.

The importance of being able to provide holistic support to the families is possible as we continue to work collaboratively with other services to ensure the best outcome for families. We continue to engage with other services through the Family and Child Connect (FACC) fortnightly meetings. This is a great opportunity for information sharing between services that can assist with working with families.

During the Christmas period, we worked in partnership with the Lighthouse Centre Deception Bay, St Vincent De Paul, your town and local churches to





provide marginalised families with Christmas hampers and gifts. The generosity of the partners and community members assisted over 300 families in the D'Bay and surrounding areas.

Our Children's Dance Group and Expressions Drama Group are weekly workshops for 6 to 12 year olds. It promotes confidence, self-esteem and personal growth in our young participants. It's an important program as it provides a soft entry point for families to connect to the Centre and access other services and programs. Our instructors, Jess and Rhian, bring a great deal of enthusiasm and energy to the role. A special thank you to Samford Rotary Club who has sponsored our Children's Dance and Expressions Drama Group for the last three years. Unfortunately, they will be unable to continue this support in the coming years, so we are actively seeking funding to continue this vital program for the D'Bay community and its young people.

Highlight of the year was the success in obtaining a grant from the Dept. Child Safety, Youth and Women to develop a short-term program that addressed cyber bullying. The young participants developed a video using role play to promote awareness of cyber bullying.

The Children's Dance and Expressions Drama Group also entertained the residences of Palm Lake Aged Care facility (pre COVID). The residents not only enjoyed the entertainment but also the interaction with the young people, story telling and playing of board games.

Our school holiday activities were also impacted by COVID as a result the majority of these programs have been 'in house' and included craft activities, movie days, and trips to the local parks and beaches where and when permitted.

Regardless of the many varied challenges our OFP workers face on a day to day basis, every day is different and we have the opportunity to be involved in many aspects of community

1. PALM LAKE AGED CARE QUILTERS WITH ONE OF OUR DANCE AND DRAMA YOUNG PEOPLE

2. STAFF JESSICA AND RHIAN (DANCE AND DRAMA)

development and supporting the families to draw on their own resources to identify solutions in managing their issues. If a family is not at the point to work towards making the changes necessary to reach their identified goals, it does not mean the OFP team cease being involved. They are encouraged to stay connected to the Centre through the many other options open to the families such as involving their children in after school activities or school holiday events, accessing community-based activities including our community garden. Within the DBNC community we can guide and support our families to reaching those goals they wish to achieve.



EDUCATION AND EMPLOYMENT 'ORBITAL'

The Orbital team continues to deliver tailored, individually supported training and education to the D'Bay community for various Certificate I, II and III qualifications. Our Orbital programs, are funded by the Queensland Governments Skilling Queenslanders for Work (SQW) Initiative and administered by the Department of Small Business, Employment and Training.

Since commencing these projects in April 2016, over 572 local community members have enrolled in our courses, with more than 400 gaining employment and further education at the end of their courses.

Our wrap around support service has been a contributing factor to our success. It is designed to support participants to succeed in their study and journey into employment, and many of our participants have accessed our centre services this way.

In 2019/2020, we assisted 168 participants, delivering 5 qualifications across 11 courses. So far this year 95 participants have already started employment and still counting! That's around 57% employment outcomes so far this year across two projects (Orbital 6 and Orbital 7). We strive to offer something for everyone

and deliver accredited training in Individual Support (aged care/disability support), Early Childhood Education and Care, Hospitality, Construction/Forklift and Cleaning Operations.

Our success with these programs is also made possible from our partnership with our training providers who were instrumental in ensuring a smooth transition for our participants from classroom to virtual training platforms during the COVID lockdown period. All our participants stayed connected and the training providers offered further support to assist with their learning.

One of the fun areas that has proven success is our Dress for Success day. This is a valuable bonding and confidence building activity that all our participants look forward to. The DBNC mini bus takes the group to Brisbane where personal stylists work with each participant individually to provide a make-over to prepare them for interviews and employment. All participants leave with at least two new outfits including shoes and accessories such as jewellery and handbags.

Breakfast/Lunch continues to be a hit with the participants. We continue to offer and provide a range of light breakfast and morning tea options via our breakfast and tea trolleys. These trolleys are equipped with an

urn, microwave, and toaster, and provides our participants with a light breakfast and refreshments throughout the day. This initiative is also proving to be a valuable social activity and has become affectionately known as 'The Orbital Breakfast Club'.

Our support to our participants does not stop when the training finishes, as our team continues to provide support with an open-door policy after the course finishes. Our Industry Liaison worker, Jim, retired in March and we would like to acknowledge his valuable work in developing strong employer connections that have once again contributed to the success of our program and welcome Jodie to our team.

We have a diverse range of employer partners and we continue to grow our relationship with local employers who regularly volunteer their time to provide industry presentations, mock interviews (which often result in early employment offers) and in some cases, informative workplace tours for our participants to give them information and exposure to what the 'coal face' looks like.

Graduation celebrations were paused during COVID and were last held in December 2019 for Orbital Works 6 and part of Orbital Works 7. We hope to return the more formal graduation ceremonies as the COVID situation improves in 2021.

There are so many success stories, here are two to share with you.

Harry who has autism completed his training in one of our programs in 2019. He was not able to take up employment as he was caring for his mother whilst she was receiving treatment for an illness and during her subsequent recovery.

Harry had registered with an employment agency but found he was not able to secure job



interviews. Harry and his mum returned to our centre several months later desperate for assistance. Our Orbital team was able to connect him with one of our employers that we felt would be a good fit for him and arranged for him to attend an interview with this employer.



Within 24 hours of his interview with this employer, Harry was offered full time employment. Harry commenced with the employer the following week. Needless to say, both Harry and his mum are ecstatic with the outcome.



Jason was diagnosed with a brain tumour whilst still attending school. After a tough two-year battle, he successfully entered remission. Within six months, Jason joined us for accredited training in Hospitality. From the very beginning, Jason was an inspiration to other students with his positive outlook and determination to complete his course and gain employment. Jason was offered employment at a local restaurant. However, this was delayed due to a downturn in business during COVID-19. When the restaurant reopened later this year, Jason was offered employment. He accepted the offer and is loving his first ever job!

In conclusion, despite the impacts and challenges of the 2019/2020 COVID-19 year has been successful achieving even better results than previous years. The Orbital team continues to grow stronger, working hard to implement new programs and increase positive outcomes for our community while continuing to maintain the high standard of current programs.

Congratulations to the Orbital team, and the participants on their success in 2020.

Beverley Thomas-Beatty
Training & Employment
Programs Manager



1. DRESS FOR SUCCESS
2. INDIVIDUAL SUPPORT TRAINER AND PARTICIPANTS
3. FAIR GO AUSTRALIA MENTORING PROGRAM



FOR FAMILIES IN NEIGHBOURHOODS (FFIN)

For Families in Neighbourhoods (FFIN) program is funded through the Department of Communities, Disability Services and Seniors. The program covers the regional catchment areas of Deception Bay, Rothwell, Murrumba Downs and North Lakes.

Counselling continues to be an important part of the service to the community at the Neighbourhood Centre and the FFIN program provides free counselling for individuals who are experiencing personal, family, relationship and/or financial issues. Speaking aloud and verbalising thoughts and emotions lets people see them from a new perspective, instead of just in the monologue of your own mind – this helps gain new ways of thinking about problems, making sense of the past and see possibilities for the future.

Counselling demand has continued to be steady over the last twelve months with 833 counselling sessions booked during this period. COVID of course had an impact on our group activities but counselling remained fully booked during the shut down with telephone or Zoom sessions with clients. Most people are self referrals but other agencies also refer such as Perinatal Mental Health, Adult Mental Health services, Department of Child Safety, Probation and Parole, hospital social workers and G.P's.

As a counsellor I continue to be privileged to assist people from our local community in creating change in their lives – making a unique contribution (amongst other contributing factors), to the process of change. At Deception Bay Neighbourhood Centre we are very fortunate that in addition to individual counselling we are able to offer our clients a number of additional options to assist them in the change process through referrals to other internal services or connect them with our community partner agencies.

Our 'Parenting from the Inside Out' workshop is a popular course. It runs each quarter and generally attracts a lot of community interest with a wait list between courses of approximately 20 people. This workshop supports families in everyday parenting by exploring parenting strengths, building a greater understanding of child development, attachment and behaviour and exploring communication strategies. Evaluations attest to its value with comments such as: "Thank you so much for teaching me how to deal with things differently". "Great for understanding why kids do what they do". "It teaches to not just focus on the behaviour but why they are behaving that way". "Everyone who has a child should do this course". "You will love it and learn so much".

Our social inclusion activities have continued through monthly Tea on the Terrace and The Harmony Choir. Prior to the COVID

lockdown period, Tea on the Terrace continued as a monthly feature at the Centre with 30 community members becoming regulars. Post COVID, reduced to approximately 14 people as to be safely accommodated in the Community Room within our COVID safe plan. My thanks to Peter who is our 'quiz' master. Peter puts together brilliant music, trivia and other games that have become an important part of Tea on the Terrace.

Sadly, this year our choir conductor, David, left us so we were conductorless. We do however continue to have great fun in singing together each Tuesday evening.

In July 19, I took a number of choir members to the Convention Centre for rehearsal and performance to sing with Glenn Shorrock and Katie Noonan as part of the Queensland Music Festival 'Help Is On It's Way' project to raise awareness for positive men's mental health. The benefits of being in the choir are huge – the collaborative nature of singing together is not only a bonding and community-making experience, but offers numerous personal benefits, such as increasing self-confidence, self-esteem and the ability to work in a group. I think it is true that choirs play a large part in strengthening a sense of community and enhancing the quality of life. Above all the choir is still about fun and laughter.

Susan Gregory
Senior Counsellor





MORETON BAY COMMUNITY CONSORTIUM

DBNC is a partner in the 'Moreton Bay Community Consortium' with Encircle (lead agency) Bribie Island & District Neighbourhood Centre and Centre Against Domestic Abuse. The Consortium was established in 2005 and is committed to working together to provide services to strengthen relationships, support families, improve children's wellbeing and increase participation in community life.



At DBNC, we run a range of family and relationship services including:

Individual and couples counselling. This is offered 2 days per week with over 480 sessions booked in the past year. During COVID, the counselling sessions continued albeit via Zoom and phone. The transition over to telehealth was managed really well by the community members who were already engaged with our counselling team. They took to the change with great resilience and continued to work on their therapeutic goals.

Engaging with new clients during this time had its challenges but due to the normalisation of the lock down restrictions, our new clients had realistic expectations of engaging with us via telehealth. Overall, our community members adapted quickly to the restrictions and utilised our counselling service as a vital resource to help maintain their mental health during this difficult time.

There have been many positives to reflect on with all that has transpired in the past year in the counselling space. The dedication to mental health within our own community has been nothing short of inspiring.

The 'Take 2' program is a Children and Families happiness and resilience program that builds on the content from Parenting from the Inside Out. This is a fun and interactive 6 week program that supports children (8-12 years) and their caregivers to explore healthy coping strategies and develop emotional intelligence.

Take Charge of Your Anger: Manage Emotions to Improve Family Relationships workshops are run monthly. This is a 2 hour x 6 week program aimed at adult participants seeking support and education on how to manage their anger and negative emotions. It supports the participant to discover strengths within ourself, as well as in significant relationships in order to create allies against anger. During COVID, the numbers reduced to accommodate the COVID safe plan and social distancing requirements. Over 60 participants attended this course during the past year.

**Donna Cahill and
Isaac Williamson**
Consortium Counsellors



DOLLAR-SMART PROGRAM

Our Dollar-smart program supports adults experiencing personal, family, relationship and/or financial issues providing them with financial and material assistance and/or finance counselling and advocacy/ financial resilience.

This is a free service that assists people in Deception Bay and surrounds faced with debt and other financial issues. We provide information, advice, individual advocacy, and referral to assist our clients with the management of their financial resources.

We assisted 679 community members during the year and successfully waived over \$145k in debts. Our educational and supportive model provides information, skills and know how that provides our clients with the confidence to deal with their creditors and empowers them to manage their finances and to avoid financial crisis situations from arising.

Money stress can make us consider solutions that might not be ideal. Our support

includes providing working individually on personalised payment plans as well as holding group budgeting sessions providing hints and tips on how to minimise debt such as electricity usage. This enables the person to pay down their debts while still maintaining dignity in everyday life.

This year, over 189 No Interest Loans (NILs) were approved. This was a 20% increase on the previous year with our busiest period being during the COVID primarily supporting families requiring laptops for their children to assist with their schoolwork whilst at home during the lockdown period. NILs were also approved for car repairs, registration, whitegoods, and educational expenses.

We work closely with other services to provide wrap around support to help our clients. This includes legal, homelessness, family support programs, counselling and education and employment programs.

This year has shown me that working for the Dollar-smart program and the Deception Bay Neighbourhood Centre that people are very resilient



and supportive. Not only the staff, but the clients. They are willing to help where they can, even though they do not have much themselves. This year like no other has allowed me to see the compassion people have within. It also brings me a sense of achievement that what I do to support my clients empowers them to make life changes and improve their lifestyles while living on minimal income.

The one thing that stands out for me about this job is that I am changing people's lives by empowering them and guiding them to becoming financially resilient.

Barbara Williams
Financial Resilience Worker

CASE STUDIES

A young person attended one of my budgeting workshops, she lives with her parents and believed she had no need to budget, but found that when she received her Centrelink benefit there was nothing left about 2 days later. She then had to use the community services for food. It was about

a month after the budgeting workshop that she advised me that she had money in her wallet from one fortnight to the next and had started saving. She thanked me for showing her that budgeting is suitable for everybody.

I have a single mum come in and she was overwhelmed with debt. She came into the centre in tears and having no hope, no where to turn, no one to listen to her. Everything was too hard for her to deal with. After her appointment with me, she left the centre with the understanding of how deep her debt situation was, but there was light at the end of the tunnel

for her. I met her again about 3 weeks later, and she could not thank me enough for taking the time to listen to her concerns, provide some helpful hints and tips on money matters, but also just allowing her time to just speak. She informed me on the second visit, that she was only coming to the appointment that day (first time) as it was booked, but she had intended on never going home, she had planned to commit suicide that day, and it was just me being there providing support that allowed her to see that some people do care and are available to support her and her child and encourage them to make changes and empower her to live her life.

STAFF AND VOLUNTEERS RECOGNISED

Volunteers

Mark C Alan S Keith W
Beris D Heather W Cheryl B
Martin B Barb C Di C
Rosie H Jan R Dflie H
Sue F Scott M

Also

Care Army volunteers
Sanofi Volunteers
SES Volunteers

Student Volunteers

Crystal A Samantha G
Callum W Sharon D
Tori L Lena D

Staff

Caroline C – Director
Elise B – Program Co-ordinator
Kirsty S – Response and Referral Worker
Donna C – Consortium Counsellor/ Response and Referral Worker

Dan A – CD worker
Marilyn B – CD worker
Suzanne D – Administration
Tina R – Administration
Russell B – Finance Officer
Sharon D – Compliance

Bev T-B – Employment and Education Program Manager
Annette C – Orbital Student Support Mentor
Jim B – Industry Liaison Officer Orbital
Jodie G – Industry Liaison Officer Orbital
Jenelle L – Orbital Student Support Mentor

Bruce W – DFP Worker
Crystal D – DFP worker
Kirsten – DFP Worker
Rhian H – Dance and Drama
Jessica G – Dance and Drama

Susan G – Senior Counsellor (FFM)
Isaac W – Consortium Counsellor
Barbara W – Financial Resilience Worker

SPONSORS / SUPPORTERS

A BIG SHOUT OUT TO THE DECEPTION BAY COMMUNITY!

On behalf of all our staff and volunteers at the Deception Bay Neighbourhood Centre we want to extend a heartfelt thanks to all our members, supporters, friends, partners, and donors.

We know there are some people who prefer not to be publicly recognised, but you know who you are and so do we.

You have made our year such a success walking with us in reaching out to the community and supporting their needs and helping them reach their aspirations what ever that may be.

Special thanks also to:

- Department of Child Safety, Youth and Women
- Department of Communities, Disabilities and Seniors
- Department of Employment, Small Business and Training (SQW)
- Encircle
- Deception Bay Community Youth Program (DBCYP)
- Yourtown Deception Bay
- Department of Social Services
- Moreton Bay Regional Council
- Mercy Community – Moreton Bay Creative Communities
- Good Shepherd Finance
- Chris Whiting MP
- Hon Luke Howarth MP
- Sanofi
- Samford Rotary Club
- Volunteering Qld
- Meals on Wheels Deception Bay
- QuIHN
- Goodstart Early Learning Moreton Bay Region
- Qld University of Technology (QUT)
- Griffith University
- Central Qld University (CQU)
- Lighthouse Centre Deception Bay
- St Vincent De Paul
- Freshwater Anglican Church
- Lions Club Kippa Ring
- Community Care Beenleigh NILS
- GS Microfinance
- Legal Aid
- Mission Australia
- Hope Centre Moreton
- SES Deception Bay
- Qld Fire Emergency Service
- KEIHS (Keys to Early Intervention in Homelessness Service)
- Moreton Bay Regional Community Legal Service
- Qld Health – Immunisation Clinic
- Rent Connect
- Carers Qld (NDIS)
- Centrelink
- Coles, Woolworths, Aldi, IGA
- Bunnings Rothwell
- Seabrook – McKenzie Aged Care
- Heartfelt Funerals – Deception Bay
- Ballycara Aged Care
- Suncare community Services
- Rothwell Kids ELC
- Little Scholars School of Early Learning
- Bay Explorers Early Learning
- Play and Learn Childcare Centre
- Sunrise Kids Early Education and Childcare Kippa Ring
- FINA
- Accoras ParentNext
- Dolphins Leagues Club
- Zesty Lemon
- D'Bay Sports Club
- Rowdys Car Carriers
- Devere Cleaning Solutions
- Bright Group Australia
- Redcliffe Area Youth Support
- Fair Go Australia
- Beaumont Care Rothwell
- Just Better Care
- Eden Care
- Sunnymede Part
- Envigor
- Deception Bay North State School
- Deception Bay State School
- Bounty Boulevard State School
- Deception Bay High School
- Perinatal Mental Health

The Beautiful E from the CD groups popped by for a chat and to deliver some freshly baked banana bread for everyone.

E wanted to say thank you for all the services that the Centre is providing and a special hello to M and S too.

We will freeze portions of the bread so that anyone dropping in can get some too.

Hope this brightens up everyone's Thursday! Keep up the great work!

I want to say a massive thank you for all of your help so far. You have actually changed my life. Even the little things giving me toilet paper when I needed it. You are a life saver.

Thank you so much, J J

Love what you do for the community.
Showgun Barbershop

This email is to say that the work that DBNC's Dollar-smart Program and B have done for me has helped me immensely.

Without B's help in a very stressful and dark period of my life I don't know where I would be. B helped me to understand my situation and advised me that there is light at the end of the tunnel and it is something that we can work towards together.

True to her work, we have been working together making my situation better and her advise has always been sounds. She is always available to discuss my situation and to put my mind at ease and we are making progress.

The Dollar-smart Program in my mind is a great community service and I would only hope that more people utilise this service, as it will certainly make their lives better, as it has for me.

Yours sincerely, L

FEEDBACK FROM OUR COMMUNITY

Since 2018 living in Deception Bay I have required help on several occasions.

I firmly believe that if B had not intervened, I would not have my house or my life now. Support with my housing and financial planning has helped me maintain some dignity. I felt that I was losing everything.

The information and actions of B, I now have help at home. My power is sorted, my dog is alive thanks to a nils loan arranged by B then this year my car was off the road and once again I was supported with applying for a nils loan and back on the road.

Please understand my dog is 14 and my baby, my car is my safety and my home if anything goes wrong. This incredible woman has given me confidence that I have someone to turn to if I need help.

I recommend her to anyone I come across who is in real need of help to survive.

There have been some horrible emotional times and I know that B always considers the best possible outcome for my best interest. B helps me to want to get better, by believing in me and guiding me through the toughest of times.

A true hero in my eyes and a woman I proudly look up to. Please know many people depend on her, I'm one. B is an asset to the Neighbourhood Centre and our community. Thank you for your time and assistance.

D

The Dollar-Smart Program has been beneficial to me and many people I know as it has taught me how to budget my money and spend within my means. I have managed to reduce my debt dramatically and negotiate with lenders with the assistance of B's help and support. I would suggest to anyone needing assistance with budgeting and finances to seek assistance with the Dollar-Smart Program.

Kind regards, T

I spoke with a couple of ladies out the front this morning and they were very positive about providing the subtle selection table out the front on Fridays.

They said it was such a great option for people in need and felt more accessible and welcoming.

Never met any people as kind, caring and helpful all under the same roof at one time.

E

Amazing people ready to help you any way they can.

T

To the Deception Bay Neighbourhood Centre Staff,
Volunteers and Friends,

Thank you for your kind craft gifts and beautiful pictures with messages of positive affirmation for our Residents at Seabrook to enjoy. You brought smiles to all our faces during this very challenging time.

May you all stay safe and keep smiling and we look forward to inviting you into our home and meeting our Residents when we are able.

Once again thank you, and please accept this gift voucher as a token of our appreciation and hope it goes towards making other people smile like it did to us.

From all the residents and staff at
McKenzie Aged Care - Seabrook

Parenting course excellent, thanks.

P





“SUNRISE OVER DECEPTION BAY”



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