

Celebrating our 30th year



ANNUAL REPORT
2021/2022



Forward

DBNC, community caring for community



Our neighbourhood centre is important, valuable and special.

BARB COOK,
INAUGURAL SECRETARY OF DBNC



Prior to 1989 there were many groups in Deception Bay providing support however they were all doing their own thing and were generally disconnected. There was minimal government funding, services were generally poor, and there was very little local work available.

We came together as a community to make a difference for the benefit of the community, and the outcome was the Deception Bay Neighbourhood Centre.

The Pivotal Role of DBNC in Deception Bay

Karen was DBNC's first Community Development Coordinator and on our website, you can hear Karen's audio speech on DBNC's 20th anniversary. This takes you on a 20-year journey from the beginnings of the Centre. Fast forward another 10 years, have things changed that much?

HERE IS AN EXTRACT FROM HER SPEECH:

Over the years, many volunteer community members and our dedicated staff played pivotal roles in the establishment of programs, projects, and practices that helped shape our Neighbourhood Centre and

Deception Bay as more than a just place to live and work. The dedication among everyone who got involved at DBNC steered the development of this organisation.

What made our Centre prosper is how this family created a welcoming space, where it was important to never underestimate the power of listening and allowing people's stories to be heard. Pair that with a group of people who are passionate with creating positive change in the community, it's the reason why Deception Bay Neighbourhood Centre thrives to this day.



KAREN SMITH/COOMBS,
FIRST COMMUNITY DEVELOPMENT
WORKER/COORDINATOR

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DBNC proudly acknowledges the Traditional Custodians of the land on which we live, play and work and recognise their continuous connection to land, sea and country.

We acknowledge the Aboriginal and Torres Strait Islander people of our community and pay respect to Elders past, present and future.



Strategic Plan 2021-2026

This Strategic Directions document for the Deception Bay Neighbourhood Centre (DBNC) was developed by staff and Management Committee of DBNC after consultation with community stakeholders.

It aims to give broad direction to the work of DBNC and inform the ongoing work plans of staff over the coming years.



Vision

Deception Bay Neighbourhood Centre contributes to building a strong community that empowers people to thrive in their lives.

Mission Statement

Deception Bay Neighbourhood Centre staff and volunteers 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.

ORGANISATIONAL VALUES

1. We acknowledge the Traditional Custodians of the Land on which we live, play and work and recognise their continuous connection to land, sea and country. We acknowledge the Aboriginal and Torres Strait people of our community and pay respect to Elders past, present and future.
2. We advocate for social justice and positive change on issues that affect our community.
3. We respect and value all people and their right to opinion and voice.
4. We strive to respond to people with genuine compassion.
5. We respect and value individual differences and people's rights to their cultural, linguistic, gender identity and sexual orientation.
6. We aspire to be professional in all dealings with all stakeholders.
7. We build effective teams by valuing the health, well-being and safety of our staff and volunteers.

GOALS/OBJECTIVES

1. Establish a participatory development program to work alongside the most marginalised to enhance their voice, ownership and ability to bring about change on issues which affect their lives.
2. Enhance the health and well-being of whole of organisation.
3. Demonstrate effective governance and efficient internal management practices.
4. Build and nurture collaborative relationships and arrangements across the whole of community including business and government.
5. Provide effective community based services.
6. Maintain financial sustainability of the organisation.
7. Explore opportunities for growth to ensure adequate space for existing and future developments.
8. Be responsive to presenting opportunities in line with the Vision.

Our Impact



16 (9.62 FTE)
NUMBER OF STAFF



17
NUMBER OF VOLUNTEERS



FOR EVERY \$1 INVESTED BY THE QLD GOVERNMENT,
THE SECTOR PRODUCES \$4.81 IN COMMUNITY VALUE



21,852

PERSONS ACCESSING
N'HOOD CENTRE
10% increase on 2020/2021



7,437

PERSONS
ATTENDING CENTRE



231

LEGAL SERVICE



2,954

EMERGENCY RELIEF &
FRONT OFFICE SUPPORT
14% increase on 2020/2021



279

PERSONS PRESENTING
FOR HOUSING/
HOMELESS SUPPORT



34,432

SERVICES OFFERED
FROM OUTREACH
FAMILY SUPPORT



544

PEOPLE ATTENDING
N'HOOD CENTRE
GROUPS/ACTIVITIES



5,962

INSTANCES OF SUPPORT
FROM FINANCIAL
RESILIENCE



1,790

PERSONS ACCESSING
COUNSELLING SESSIONS



387

PERSONS ATTENDING
CHATTER & GARDEN



7,437

INFORMATION &
REFERRAL SESSIONS



1,190

REFERRALS TO
EXTERNAL AGENCIES



244

JOB OUTCOMES FROM
ORBITAL EMPLOYMENT
& TRAINING SQW
PROGRAM



273

PERSONS WHO
COMPLETED ORBITAL
TRAINING SQW
PROGRAM



2,700

HOURS OF SUPPORT
OFFERED THROUGH
OUTREACH FAMILY
PROGRAM



315

NO INTEREST LOANS



Management Committee Members



Trish Ferrier **PRESIDENT**

Trish Ferrier has been President of the Neighbourhood Centre for over 10 years.

Trish has been working and volunteering in Deception Bay since 1995. In her role at Deception Bay Community Youth Programs (DBCYP) she worked closely with the Neighbourhood Centre in a wide range of initiatives to build the capacity of the community. Trish is passionate about the importance of good governance of small community organisations. She is also passionate about Community Development being an important part of the work of the Neighbourhood Centre, and is very supportive of the whole of community place based work that has been happening in Deception Bay over the last 20 years.



Michael Kennedy **VICE PRESIDENT**

Michael Kennedy is the Founding Director of Kenedy's Timbers, a family business that has been specialising in the supply of reclaimed and sustainable source timbers for commercial and residential projects since 1995. Kennedys' have a commitment to the environment and a passion for quality and service.

Michael played a large role in putting together the Industry Standards for recycled timbers in 2008.

Kennedys' Timbers has a Head Office / World Class Production Facility in Narangba Queensland with branches also now in Melbourne and Sydney and distributors in Western Australia and New Zealand



Brendan Power **TREASURER**

Brendan is a Certified Practicing Accountant with over 20 years in financial management and strategy setting and has led teams across several industries.

Four years ago, Brendan took up the opportunity to volunteer on the management committee. He is very passionate about contributing to purpose driven organisations like DBNC.



Denise Eugarde SECRETARY

Denise Eugarde is a local who has lived in the Bay for the past 25 years. She is passionate about her community – what the DBNC does to journey alongside individuals and families, those living within it and their well-being, safety and access to accommodation for all.

Denise regularly enjoys bonding time with her fur babies Misty and Toby at the local beach with her husband Brian, loving the friendly and welcoming nature of Deception Bay. Denise has 'green thumbs and fingers', a neighbour calling her place 'The Nursery'. She is an op shop 'Queen' who searches out treasures for her students, friends and family. Denise and her family are here to stay.



Christine Stuart MC MEMBER

Christine Stuart is a Gubbi Gubbi and Iningai woman and business owner of Bulu Yabun.

Christine volunteers as Secretary of Gubbi Gubbi Dyungungoo Group Inc. and shares her culture, history and Gubbi Gubbi language with childcare centres and schools in the community. Christine is the author of two Aboriginal children's language books and teaches the Gubbi Gubbi language as a subject at local schools.



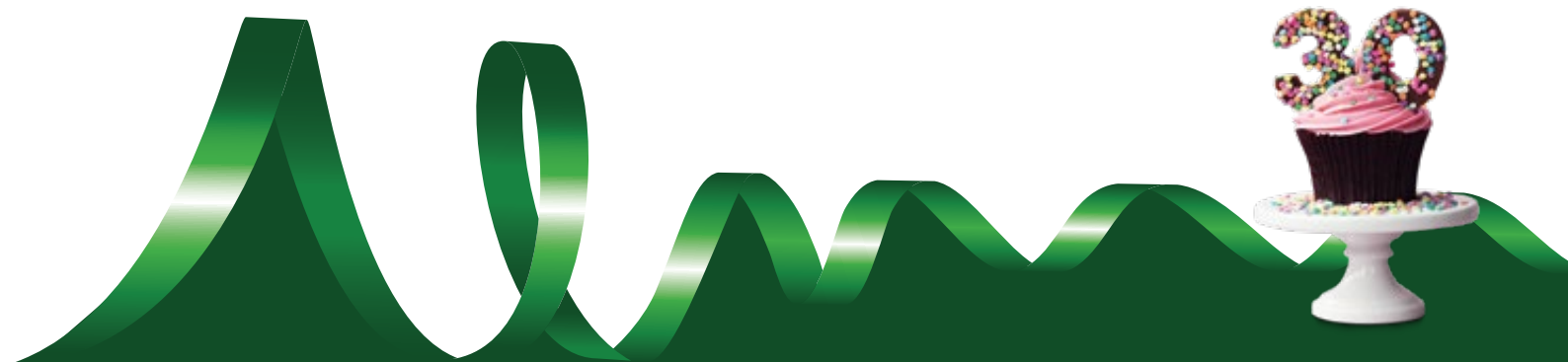
Elizabeth Hunt MC MEMBER

Talofa Lava (hello), my name is Elizabeth Hunt and I'm a long term resident of Deception Bay having moved here from Samoa in 2002. I come from a large family so there's always food, laughter and a bit of craziness happening in our home.

Apart from having the amazing opportunity to serve on the DBNC Board, I am the Secretary for Aiga Samoa Association North Brisbane Inc.

I currently work in Banking as a Risk and Compliance Analyst.

I'm excited to continue to see the growth and development within Deception Bay and wider areas and am grateful for the presence the Neighbourhood Centre has and the amazing support it provides to our community.



President's Report

Celebrating 30 Years

It is with great pleasure that I write this report celebrating the work of the Neighbourhood Centre over the last 30 years. This work was birthed from community concern and since then hundreds of local people have supported our work. This is a story of community vision, resilience and care. It is a story of a community responding to need, and partnering with government to harness resources to support the community. It is a story of Community Development.

In the early 1990's local residents who were already caring for other community members came together with local and state government, supported by their local members, to co-create a Neighbourhood Centre, that would provide a place for locals to meet, support each

other and to provide training and services for the wider community. The organisation started in 1992 with its first Community Development worker Karen Smith who worked out of the Deception Bay library. The Department of Housing then provided a house in Ansell Avenue for a Centre and then later with further support from the State Government, the first purpose-built Neighbourhood Centre in Queensland was built on the corner of Ewart and Endeavour Streets.

The Centre has responded to expanding community needs during these 30 years. It has endeavoured to be inclusive and supportive. What started with one worker, has grown to 18 paid staff who are skilled in their specific areas of expertise, involved in the running of a vibrant Centre.

There are many people who have been involved in the evolution of the Centre. The story started with the original Organising Committee who worked with government to obtain funding for the first paid staff member. She oversaw the development of the organisation and a new Neighbourhood Centre. There are the volunteers who showed up each day to open the Centre and who helped run the Centre when we had only one staff member.

The Community Development worker worked with other community members to establish the 60s and Better Program and a youth initiative, which became Deception Bay Community Youth Programs, now known as Younity.

The Neighbourhood Centre has been a meeting place for the community during the last 30 years. Important community meetings, with government representatives, the Deception Bay Community Council, the Community Renewal Reference Group, and so on. The Neighbourhood Centre played a key role in the roll out of the Community Renewal Program 2000-2005 with its staff located at the Centre. The Centre has expanded based on the ever expanding community needs.

There has been much change over the last 30 years. Once a sleepy retirement village in the 1980s, Deception Bay is now a vibrant suburb surrounded by new suburbs like Moreton Downs and North Lakes. There has been rapid population growth and many social changes.

We have seen an increase in the number of First Nations people; an increase in the number of Pacific Islanders; a much higher youth population, larger numbers of women in the



workforce, greater inclusion of people with disabilities through the NDIS; greater tolerance of people who have different sexual orientation or are sexually diverse.

Many of these social changes have been reflected in the legislation of Queensland and Australia, and most recently the enactment of the Queensland Human Rights Act, 2019.

An example of this social change was when the Centre was started, the then Prime Minister Hon Paul Keating had not yet made his important Redfern speech acknowledging the injustices that underpinned the settlement of Australia.

Today our Federal Government is moving to reckon with the dispossession of our Indigenous peoples and the ongoing systemic racism that exists within our systems of governance.

The upcoming national conversation on a Voice to Parliament for Indigenous people, truth-telling and treaty is a watershed moment in the history of Australia, where our broader community can come to terms with the past. We hope that working with all levels of government the Centre can be part of this important conversation.

These changes have all lead to changes in the needs of the community and consequently changes in the activities, skills and services provided by the Centre.

The current team at the Centre include a full time Director and staff who provide support to the community in social engagement

activities, parenting, counselling, emergency relief, activities for children, family outreach, financial resilience, access to training and employment support as well as access to other community services and advocacy. The stories and reports in the Annual Report will give insight into the depth of our work.

Of course there are many others in the community who have supported the Centre. The elective representatives, from all tiers of government, who supported the vision of the Centre, the numerous government agencies and workers who shared the community's vision to build and operate a Centre. The interweaving stories of all of the people over 30 years have brought us to today, where we can celebrate our many successes.

There are too many people to list in this report, but as President of the DBNC Board, I would like to express much gratitude to everyone in Deception Bay who have worked so hard to create a Neighbourhood Centre; the residents who have continued to support the Neighbourhood Centre through volunteering or engagement in our activities; the staff who over the years have worked tirelessly to ensure the needs of the residents could be met; other professionals and students who supported the organisation with their expertise; local government who, since our inception, has supported our work; the state government, a major partner through its significant investment in the

well-being of the community; and the federal government through their counselling support program.

The Neighbourhood Centre has changed the lives of many of the people who have walked through its doors – providing a safe place for friendship and connection, support during difficult times, support to families and children and connections to education and employment. The Centre over the years has supported its residents to advocate for changes in government policy or allocation of resources and collaborate with other organisations to bring about change.

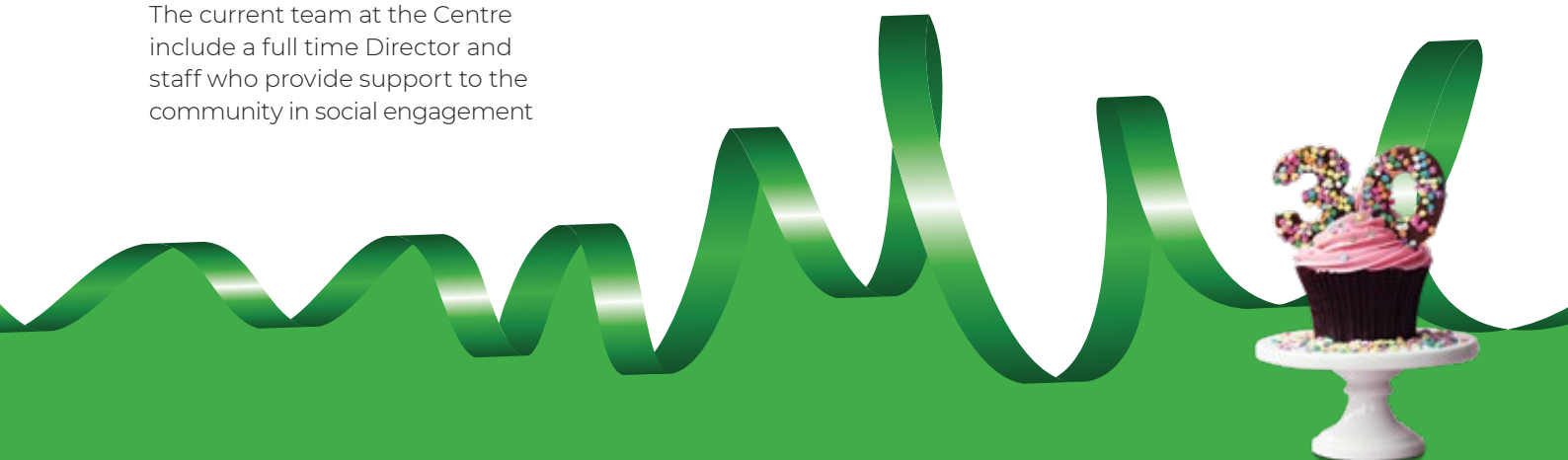
There are still many issues facing the community – rising cost of living; the housing crisis; climate crisis; increases in energy costs etc. However, we know that today, no matter what happens, we have a strong and resilient community and that the Neighbourhood Centre is there to walk alongside its diverse community.

Thank you to the residents of Deception Bay. We couldn't have got here without you.

I would like to acknowledge the traditional owners, the Gubbi Gubbi people who have been responsible for caring for country for over 50,000 years. I would like to acknowledge their elders, past present and emerging.

Trish Ferrier

President of Deception Bay Neighbourhood Centre



Treasurer's Report



For the 2021-22 financial year, Deception Bay Neighbourhood Centre (DBNC) continued to meet our strategic objectives by delivering outstanding services for the local community.

Grants and subsidies from all levels of government continued to represent the largest source of revenue for the organisation. I would like to acknowledge our funding partners for their financial contribution.

DBNC have managed the service requirements of our clients, the safety of our employees and volunteers and the ongoing financial sustainability of the centre.

This, in the current economic climate of significant cost of living pressures for our community and the COVID pandemic still impacting service delivery, particularly in the first half of the financial year.

DBNC's total revenue and other income for the year was \$1.44 million, a decrease of approximately \$0.21 million. This was due to:

- Federal Government job-keeper payments ceasing reduction of \$0.248 million from 2020/2021
- Orbital Funding increasing by \$0.137 million

- Non-current grants reducing by \$0.106 million.

DBNC's total expenditure for the year was \$1.29 million, a decrease of approximately \$0.12 million. This was due to:

- Reduction in employee expenses of \$0.063 million, in line with reduction in revenue
- Other Expenses were effectively managed across programs, and within the operations of the centre throughout the financial year.

DBNC's cash position supports the longer-term financial sustainability of the centre.

In August 2022, the centre purchased another property in Seymour St to support our longer-term planning for financial sustainability of the centre.

Finally, I would like to thank Caroline Cuckson, DBNC's Director, for her vision and strong leadership of the centre, resolute staff, who continue to go above and beyond to support the centre's direction, and my fellow management committee members defining the strategy to ensure we continue to provide the right mix of support and services to our community.

Brendan Power, CPA
Treasurer of Deception Bay Neighbourhood Centre

Concise Financial Report

FOR YEAR ENDED 30 JUNE 2022

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 which a director is a member of, 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 association.

Proceedings on Behalf of Company

No person has applied for leave of Court to bring proceedings on behalf of the Association or intervene in any proceedings to which the Association is a party for the purpose of taking responsibility on behalf of the Association for all or any part of those proceedings. The Association 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 received.

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



Patricia Ferrier
President



Brendan Power
Treasurer

Dated: 28/10/2022



Income Statement

FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
INCOME			
Recurrent Funding		1,337,878	1,176,720
Non - Recurrent Funding		29,913	146,922
Rental Income		65,021	54,856
Other Income	2	3,578	269,627
Total Revenue and Income		<u>1,436,390</u>	<u>1,648,125</u>
EXPENSES			
Employee Expenses		1,004,649	1,068,051
Administration Expenses		97,078	124,944
Depreciation Expenses		16,257	16,324
Motor Vehicle Expenses		14,457	11,003
Property & Energy Expenses		69,075	64,524
Other Expenses		86,609	119,042
Total Expenses		<u>1,288,125</u>	<u>1,403,888</u>
Surplus from Operations		<u>148,265</u>	<u>244,237</u>

The accompanying notes form part of the financial statements

Balance Sheet

AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
CURRENT ASSETS			
Cash on Hand		257	-
Cash at Bank and On Deposit		748,137	766,073
Receivables and Prepayments		26,392	17,366
Total Current Assets		774,786	783,439
NON-CURRENT ASSETS			
Property, Plant & Equipment	3	595,293	611,550
Total Non-Current Assets		595,293	611,550
TOTAL ASSETS		1,370,079	1,394,989
CURRENT LIABILITIES			
Trade Payables		9,762	16,383
GST Payable		18,511	36,464
Loan Payable - Current		10,667	10,667
Other Payables		49,601	41,632
Employee Provision		125,901	56,706
Contract Liabilities		79,190	241,700
Total Current Liabilities		293,632	403,552
NON-CURRENT LIABILITIES			
Employee Provisions		23,060	78,971
Loan Payable - Non-Current		127,544	134,888
Total Non-Current Liabilities		150,604	213,859
TOTAL LIABILITIES		444,236	617,411
NET ASSETS		925,843	777,578
Retained Earnings		925,843	777,578
TOTAL EQUITY		925,843	777,578

The accompanying notes form part of the financial statements



Director's Report



(nee Smith), the first Community Development Officer.

The recent floods and COVID pandemic have been a true test of the Centre's ability to adapt to the crisis at hand.

During COVID-19 & floods there was an increase in govt services to help people in need. Our Centre had >22,000 presentations in the 2021/2022 period seeking support and >100 presentations related to flood.

When flooding hit Southeast Qld communities during February/March this year, the Centre supported with Emergency relief, assisted individuals and families with government grant applications for home repairs, supported displaced persons with housing stress and homelessness, emotional support and counselling. The Centre also provided support to other providers by acting as a connector in areas such as tenancy and legal support, access to showers and washing facilities, and housing. We acknowledge once again how the community rallied to support the community with donations and providing various counselling and support services.

This year was the first year of implementing our new Strategic

Plan 2021-2025. A lot has been done to steer the Centre towards our Vision.

The establishment of our Community Engagement Team (CET) has been a good start in guiding us to connect into our community and focussing on hearing the stories from our community and how the Centre can support the community needs.

We continue to develop and improve our community connections with our community engagement activities.

We have hosted a number of events this year to engage and connect our community. Our Community Connect Days continue to become more and more popular with both community members and agencies. COVID had an impact on our International Womens Day celebrations, so it was not possible to meet in person, instead we ran a series of stories from women in our community. In 2019, the Centre received funding from Mercy Community Services to start the DBUGG program. This planted the seed for the beginning of our community garden out of which our Chatter and Garden group has blossomed.

This year represents Deception Bay Neighbourhood Centre's 30th Anniversary.

It's been a wonderful journey to read through the historical records from the beginnings of the Centre through the 30 years of serving Deception Bay community. One constant throughout has been change and as the community needs change, the Centre has to be able to adapt to meet those needs.

You will see the foreword in this report, Barb Cook (Inaugural Centre Secretary) captures the story of the beginnings of the Neighbourhood Centre and how the community rallied to establish a community centre and the appointment of Karen Coombs

Every three months, our monthly Tea on the Terrace morning gatherings are held in conjunction with our Community Development activities. This year we ran a joint program for Mens Health Week and Seniors Week. More are planned for the coming year. Our social media connections continue to grow as more people become engaged through our regular stories, videos on Facebook and YouTube.

We have formed great friendships and alliances with other community groups including the RSL, Shed Happens (D'Bay), Burpengary Mens Shed, Helping Hands Quilters, Meals on Wheels, QCWA and Paint D'Bay Read program, to name a few.

We have been able to build community capacity through capturing and recording the personal stories from people in the community. The stories take us on a journey of the lives of people in times of crisis, and included personal interviews, photos and videos.

Evidence gathering will allow us to advocate for change in our community as the stories translate into clearer understanding of what's needed to support our people during crisis.

The Deception Bay community has rallied behind this initiative and as a result our Centre will be able to extend its reach across the Moreton Bay Region, increase awareness and build stronger connections with other local charities and agencies,

supporting disadvantaged individuals and families in our community.

The need for Emergency Relief continues to rise, as much as we appreciate the funding from the State Government, it equates to only \$6 per head. Our partnerships are so vital and special thank you to Glen from Night Owl, OzHarvest and Lighthouse these wonderful people have been invaluable in ensuring we have the capacity to continue to provide food products to support our vulnerable people.

Thanks to Tara (Local Level Alliance) and Luisa (CAMS) and Micah and the Community Development Team at Moreton Bay Regional Council for distributing our regular updates on events and activities within the Centre.

Space is still a major inhibitor of drawing more groups to our Centre. The Community Hall continues to be managed by the Moreton Bay Regional Council One doesn't realise how much the Community Hall was a great connector for the Centre to our community, until its no longer managed by us. We are eagerly waiting for the new tender for management of the Hall to be released soon.

Neighbourhood Centres provide tangible support and assistance to local communities, particularly people and groups who face hardship and vulnerability. There are 143 Neighbourhood and Community Centres around Qld, 127 of which receive base funding from the Qld Government.

In 2021, the Queensland Government called for a Parliamentary Inquiry into Loneliness and Social Isolation in light of the COVID-19 pandemic. As Neighbourhood Centres are core social infrastructures designed to be places of belonging, inclusion, participation and connection. Our peak body, NCQ encouraged the sector to participate in the submission process to highlight their place-based responses to social isolation and loneliness. Our Centre participated by putting in a local report.

The hard work of NCQ in advocating for more funding for Neighbourhood Centres, paid off with the announcement from the State Government that 127 state funded Neighbourhood Centres would receive baseline minimum operational funding of approx \$230k per year.

On that positive note, I hope you enjoy reading our 30th Annual Report and learn more about the value of your local Neighbourhood Centre.

Our theme for 2023 is 'Getting to Know You' and as we continue to strengthen our connections in our community we look forward to meeting with you in 2023.

Caroline Cuckson

Director of Deception Bay Neighbourhood Centre



Programs and Services

Front Line Response and Referral Team

Our Front Line Team is an essential part of welcoming all people to the Centre. Our team includes Teresa, Anne-Marie and Suzanne. Students on work placement from various Universities also assist in this important role.

In the past 12 months, we have been revising our Front Line procedures to ensure that we can offer the services needed to support the people who access our Centre.

The team have a wealth of knowledge and experience and keep up-to-date on the services available within the Centre, the Deception Bay Community and Moreton Bay. This work is vital to ensure that we are able to provide the correct advice, and referral pathways for our clients to get the best possible service to meet their needs. This year, we saw an increase in the number of persons presenting with housing issues and homelessness. The rising rent



PARMINDER (STUDENT), TERESA (FRONT LINE WORKER), ANNE-MARIE (FRONT LINE WORKER)

rates and impact of the February floods compounded the increase in numbers. In 2020/2021 we had an average of 5 people per week presenting at the Centre experiencing housing stress. When we think of people being homeless, a key concern is the number of pets that have to be abandoned or people preferring to sleep rough if it means giving up their only companion.

The Front Line team also provide a welcoming service to the various visiting agencies that provide free support to our community including: Pine Rivers Legal Service, Carer's Qld (NDIS), Accoras (Parents Next), Bloomcare (NDIS).

The Front Line team assist with the co-ordination of the generous donations we receive each year from community members, community organisations, aged care facilities, churches and various businesses in Deception Bay.

Across the year the front office team engaged in over 21,852 instances of connecting with our local community members. This was a 10% increase on 2020/2021 and 25% increase on 2019/2020.

We are thankful for the support from the Department of Communities, Housing and Digital Economy for providing Emergency Relief

Teresa's Story

For the past twelve months I have worked at DBNC working with management to develop a Front Office Client Service Model.

The model is designed so that clients leave DBNC knowing that they are valued members of the community, listened to and importantly that their immediate concerns and needs are met.

I believe that DBNC staff provide practical answers, be it in the form of food, hygiene packs, referrals to the Counsellors or Financial Resilience team or external services. And importantly the front office team provide compassion and empathy when listening to and dealing with all clients.

I find it immensely rewarding when I see a client leave DBNC feeling valued, heard and with their immediate needs always met.

Sometimes it is hard to measure the work that we do but I enjoy the job that I have at DBNC because I believe that we make a difference to clients lives every day.



SHARON RECEIVING DONATIONS FROM OZHARVEST

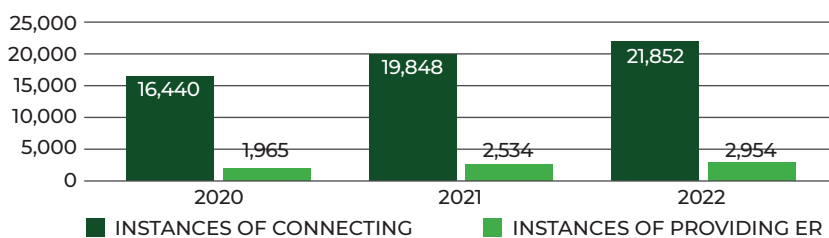
funding. However, demand for Emergency Relief continues to grow with over 2,954 instances of providing emergency relief this year. This was a 16% increase on 2020/2021 and 50% increase on 2019/2020. This equates to approximately \$6 per person.

To meet the increasing demand, we rely on the generous support of Glen from our Local Night Owl who provides regular drop offs of essential grocery items, Lighthouse Centre Deception Bay for providing regular frozen meals, and OzHarvest who generously provide us with food produce every Friday.

We extend our special thanks to our great team of volunteers who help with the distribution of food produce each Friday.

This year our Front Line Team took advantage of various training opportunities to improve their skills in working with vulnerable people.

Persons Connecting to DBNC & Emergency Relief 2021/2022



Parminder's Story

DBNC has been a great placement! I really have thoroughly enjoyed my Master of Social Work final placement (500 hours) journey, working at DBNC following community-development framework and getting to know people from diverse backgrounds and identifying their needs. I have found working alongside the Deception Bay community very rewarding.

Not only has this experience confirmed my passion for social work, it has also provided me with true insight to the powerful and transformative work that occurs behind the scenes.

The whole DBNC team has been very helpful and supportive; from day 1, they made me feel like I'm the part of the team. I have been involved in different responsibilities including Front-Line Response (client support), referrals, Outreach Family Program, Community Development, DollarSmart Program and in providing

information and referrals to other agencies and organisations, and empowering people to access and utilise local community supports in a positive way.

I have felt very lucky to be a part of such dedicated hard-working team that strives to make positive differences in the life of community members each and every day.

Thanks for everything DBNC.

Anne-Marie's story

Working at the Neighbourhood Centre is never boring! Everyday is different.

What is consistent, and what I really appreciate about the Centre, is the caring and professional nature of my colleagues.

Working in the Centre is rewarding. Daily, I meet individuals who are facing challenges. When they link in with the programs, they change, I can see their shoulders lift, a look of relief and a smile.

Suzanne's Story

I have worked at the Neighbourhood Centre since November 2011, first as a volunteer on the reception.

In 2015 I was offered a job on a permanent part time basis on reception., I have always loved working with people helping them with information or just

having a chat, I find this work very satisfying.

After COVID hit I was in admin for a while until given a chance to go back to reception my happy place.

I love being back on the reception meeting people and helping them.



Community Development



DONNA CAHILL,
COMMUNITY DEVELOPMENT WORKER

Here is a snapshot of ways we have connected to our community in 2021/2022:

CHATTER & GARDEN

We had a big year of growing this past year in both numbers and in the garden beds. Our group became so large that we needed an extra day per week to gather. The additional day became the dedicated gardening day. Thanks to Lynn, Jenny, Cheryl and Jan for working through the torrential rains of summer to regenerate and prepare the garden beds for planting. The beds are now producing a lovely array of herbs and vegetables ready for the picking. The DBNC worm café is doing wonderfully as well, and we hope to be able to offer this product to the community very soon.

We welcomed many new members to the group which meant more birthday celebrations, more sharing of wisdom, a trip to New Farm Park to smell the roses and of course, more chatter. Celebrating together, sharing together and building friendships has become a certainty for the Chatter & Garden group.

I would like to extend a very big thank you to this group for creating such an open and inclusive space for members of our community to join. Thank you for all that you bring to DBNC.



1 SMELLING THE ROSES AT
NEW FARM PARK

2 DBNC OPEN GARDEN

3 CHATTER AND GARDEN GROUP AT
AN EXCURSION TO PLANT SHACK

4 DBNC CHATTER AND GARDEN
GROUP EASTER BONNET ENTRIES

5 DBNC VOLUNTEER JENNY
WORKING THE COMMUNITY
GARDEN

6 MARGARET'S BIRTHDAY
CELEBRATION



STUDENT HUB

We have had another exciting year supporting students on their university placements. We support students to reach their learning outcomes through the OFP program, our ER program and within the CD space.

The students input and fresh lens is an invaluable contribution to our centre and in turn, we are proud to have been a part of their professional development.

One of our students, Ann Callaghan provide us with a LGBTQIA+ Inclusivity proposal to help us increase our approach and inclusion of the LGBTQIA+ community. Thank you, Ann, for this wonderful contribution to DBNC and the community. Thank you also to Rachel and Renatha for all that they contributed to DBNC during their time with us, this past year.

7 ANN CALLAGHAN - DBNC SOCIAL WORK STUDENT



RUOK?

Despite COVID restrictions hampering events at the time, we were able to host our annual RUOK? Twilight walk September 2021.

With the ever-trusted SES by our side, we chaperoned the community along the waterfront through the neighbourhood and back to our centre to enjoy a sausage sizzle, lots of conversations and recognition of mental health struggles.

The impacts of the past few years have certainly tested the nation and with suicide rates increasing we strive to create a safe and open space for the Deception Bay community to come together and share experiences,

encourage each other and look for positive change on the mental health front.

To help promote the voices of our community, we set up a recording booth to capture our guests' messages about the importance of the RUOK message.

In turn, together with our Community Engagement Team, we have started a bit of a tradition in story collection.

We believe in the power and importance of 'story' and aim to incorporate this element into all of DBNC programs and activities where possible.

Check out our YouTube channel at www.youtube.com/dbnc4508 for our community stories.

8 LOCAL SES TWILIGHT RUOK WALK 2021

NAIDOC

We shared in the local NAIDOC festivities at the Mindle Bygul Family Fun Day in September 2021. We absolutely love being a part of this great day. Coming together with First Nations people to embrace the Heal Country theme for 2021 was really epic.

The DBNC stall offered a hands-on art activity that now holds a pride of place in the Centre's reception area. DBNC offered 60 NAIDOC inspired art kits for families during the event which encouraged families to

create their own artwork in the spirit of NAIDOC. It is always a pleasure to be a part of the Family Fun Day.

We look forward to continuing our relationships with First Nations Peoples, and our commitment to attending such important days.





COMMUNITY CONNECT DAYS (CCD) – EASTER SPECIAL

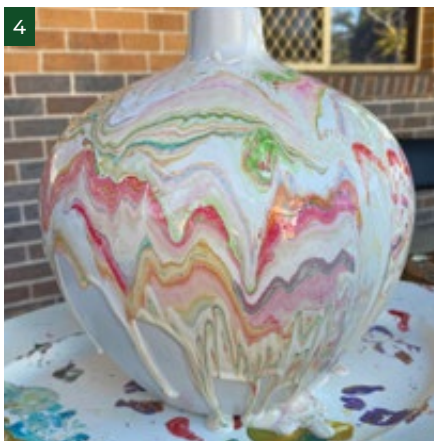
As part of our commitment to providing social capital building opportunities, we host Community Connect Days (CCD) throughout the year. The focus is on bringing people together to enjoy fun activities and share nice food and conversations together. We showcase DBNC's services and community programs with staff getting involved in the activities. Local services and other community groups are also invited to showcase what they can offer.

Our Easter themed CCD featured an Easter bonnet parade judged by the Elders from the Yinarr Yarning Circle.

Congratulations to all our entrants. It really set the bar high for next year! Our Orbital training and employment team hosted kids show bags with our Outreach Family Program team hosting our craft space.

The Easter Egg hunt in the community garden was facilitated by our lovely Chatter & Garden group and of course we had the very popular Moreton Bay Community Rocks (MBCR) offering paint-pouring. It was so much fun!

A very big thank you to Nat from MBCR for facilitating several paint-pouring workshops at our centre this past year. They are always a hit with the community and add such value to our centre and sense of connection.



- 1 JODIE – PROUD WINNER OF THE EASTER BONNET PARADE
- 2 LOTS OF ROCK PAINTING FUN
- 3 PROUD RESULT OF ROCK PAINTING

- 4 PAINT POURING ART – VASE CREATED BY DBNC
- 5 DONNA (COMMUNITY DEVELOPMENT) AND LYNN, DBNC VOLUNTEER COMMUNITY MEMBERS SHOW OFF THEIR EASTER BONNETS
- 6 LOCAL CHILDREN ENJOY FREE FACE PAINTING AND SPORTING THEIR ENTRIES IN THE EASTER BONNET PARADE

RSPCA OUTREACH PROGRAM

DBNC has been fortunate to be chosen as a host centre for the new RSPCA Outreach program. Not only do we get to see more pets arrive at the centre (always a bonus) but we get to be a part of a really important approach to animal wellbeing and pet ownership support.

POP UP VET CLINICS

We have also hosted several of the RSPCA community free pop-up vet clinics that provide on-site vet care for our community pet owners.

This has proven to be a very popular service and is always booked out with over 40 bookings per session.

It's been really positive having RSPCA workers link in with our community right from our building. We can refer community members directly into the program which offers pet supplies, worming treatments, referrals for desexing and vaccinations.

7 RSPCA POP-UP CLINIC PROVIDING FREE PET CARE SUPPLIES

8-9 CARAVAN PARK COLLABORATIVE – SANTA AND HELPER AT BAYVIEW RESIDENTIAL PARK



CARAVAN PARK COLLABORATIVE

Our Caravan Park Collaborative is still going strong with our monthly BBQ's on-site. We all enjoy coming together to play, chat and eat together as well as celebrating the Christmas season with lots of fun activities and delicious local catering. Our aim is to build a strong sense of community within the parks and support vulnerable families and individuals.

Our inter-agency work continues to forge warm referrals into our services and programs and helps to generate great connections to broader services. The community spirit provides a haven for warm welcomes to new residents and allows for residents to take lead positions during the monthly gatherings.

Thanks to Santa for surprising us at the 2021 Park Christmas parties.

QuiHN

Who needs a booster or flu shot or health care plan?

QuiHN visits our Centre on a regular basis as well as supporting our larger community events. We have seen many of our community members receive easy access to much needed flu and COVID shots.

SUSO

The big purple and blue bus that is parked out the front of the Centre each Thursday is the Footprints Community – Stand Up Step Out (SuSo) laundry and shower facility.

It's open to our more vulnerable community members each week between 12-2pm and offers dignified service, a friendly chat and support to people who are experiencing hardship, experiencing housing issues or sleeping rough.



Outreach Families Program (OFP)

The Outreach Families Program is funded through the State Government Department of Children, Youth Justice and Multicultural Affairs.

OFP provides crisis counselling, practical support and advocacy to vulnerable families with children under the age of 18 years in the Deception Bay, Rothwell, Kippa Ring, North Lakes, Griffin & Murrumba Downs regions.

OFP has built a great reputation within the local and surrounding community so not only do we get referrals from other external agencies which includes Family & Child Connect (FACC), local hospitals and schools, but also many self-referrals due to word-of-mouth.

The families we support often have complex, multifaceted issues that require case planning and collaborating with other



CRYSTAL DAVIS,
OUTREACH SUPPORT WORKER

services to assist them to achieve their goals. Although issues can be varied, overarching themes of housing stress and homelessness, domestic violence and mental health issues seem to dominate the ongoing crises that families present with.

More recently, the area that families seem to be experiencing difficulties and need support from is in relation to understanding the processes and requirements of NDIS applications.

OFP continues to be a fundamental and an in-demand service within Deception Bay Neighbourhood Centre. OFP continues to assist a high volume of families.



BRUCE WILSON,
OUTREACH SUPPORT WORKER

During this financial year, OFP has provided over 2,700 hours of support and assistance to our clients.

ASSISTING FAMILIES AT CHRISTMAS

The need for assistance during the Christmas period continues. In December 2021, DBNC collaborated with Lighthouse Centre Deception Bay, St Vincent De Paul, YourTown, Deception Bay Anglican Church and North Lakes Uniting Church to assist families over Christmas. The generosity of churches and community members allowed OFP to assist families with presents for children and food hampers. Just over 300 families were assisted in the Deception Bay and surrounding areas.

CASE STUDY

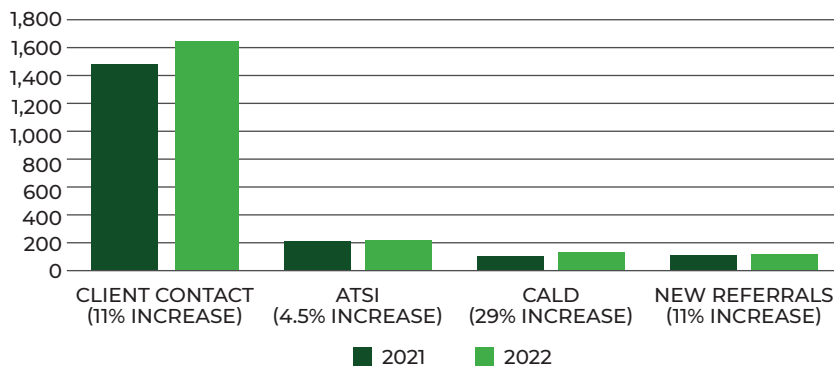
A father of 7 children connected with our OFP. He was no longer in contact with his children after the family breakdown due to domestic violence and addiction issues.

OFP supported him to engage in alcohol and drug

rehabilitation and to reengage in the community. Through our support, he gained full time work and was able to secure permanent housing. Being financially more secure, he was able to purchase a vehicle and get his driving license. More importantly, we provided him

with support in strengthening relationships with his children. Although the relationship with his partner has not rekindled, they are both very supportive of each other which has allowed them to co-parent for the betterment of their children.

Outreach Families Program Statistics 2021/2022



* Client contact is families not individuals within the family. OFP will often work with more than one person within the family and this is not reflected in these statistics.

CHILDREN'S ACTIVITIES

AFTER SCHOOL ACTIVITIES

Last year, we partnered with SWARM (a local Dance studio) to continue our after school Dance program. This provided a great opportunity for our young people to learn from a professional dance company and culminated in a wonderful end of year performance at our AGM last year.

In 2022, we engaged one of our students to undertake a research project to identify what type of after school activities were needed. Consultation was held with young people, parents, carers as well as with other services in the Bay that provided program for young people.

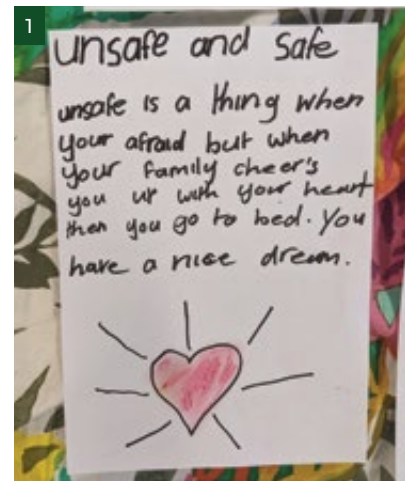
It was evident that since the Dance commenced 16 years

ago, the Bay was offering more variety in programs for young people to access.

We are now moving into a new chapter to provide programs that best suit the needs of our families and young people.

In June 2022, discussions were underway to commence a therapeutic art group called Art Space 22. This is designed for 6–12 year olds to assist in strengthening the children of Deception Bay and surrounds to build confidence, self-esteem and personal growth through the process of participating in themed art classes.

The research also identified other projects that would support our young people in building their social networks in the Deception Bay community. We are currently working on ways to fund these projects.



As mentioned, the Dance program had been running for over 16 years and we would like to thank all of the vital instructors who played a role in facilitating such an engaging, educational and inspiring group for the children and creating memories for them that will last a lifetime. Special thanks to: Linda, Kristie, Lucy, Kia, Rhian, Jess, and Sonny and the SWARM team, you are all legends.

1-2 CHILDRENS ART FROM THE ART SPACE 22 AFTER SCHOOL PROGRAM

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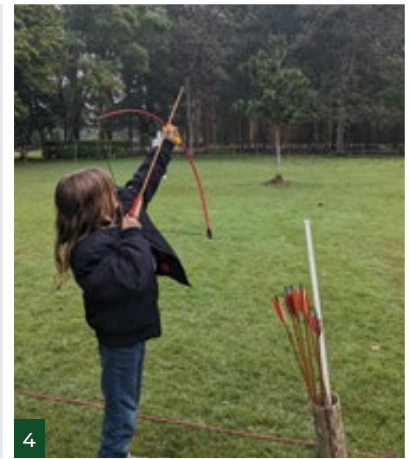
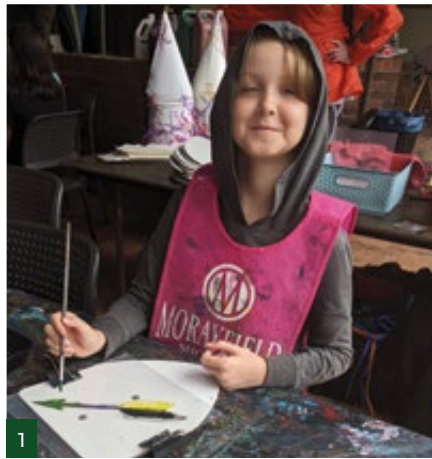
I'm on strict parole conditions but I'm free. Thank you so much for all of your support and letters. I believe it made a big difference for me being free today so thank you..



SCHOOL HOLIDAY ACTIVITIES

OFP feels it is important to offer opportunities to children that provides them different experiences outside of the local community. Due to the increased cost of living, extracurricular activities are not always attainable for the families we support.

The school holiday programs allow children to learn about and engage with individuals and communities outside of their own. They assist in building resilience, confidence, self-awareness and social skills. This financial year, we have been able to take children to Southbank and GOMA, Chermside Aquatic Centre, Inflatible World, CREEC, Ice Skating, Mary Cairncross as well as beaches at Bribie Island and the Redcliffe Lagoon.



1-6 CRAFTING FUN AT 'KID'S DIG IT' ABBEY MUSEUM. CHILDREN WERE ABLE TO DECORATE A CARDBOARD SHIELD AND

CROWN (AS SHOWN IN THE IMAGE), PARTICIPATE IN BOW AND ARROW TRAINING AND AN ARCHAEOLOGICAL DIG!

7 HAVING A SPLASH AT 'THE MILL' PLAYGROUND AND WATER PARK



COMMUNITY PARTICIPATION

OFP is fortunate to have the opportunity to be involved in many aspects of community development events. This year, we have participated in NAIDOC Week, Under 8s Day, DBNC Community Care days. These events provide a wonderful opportunity to engage families who may not be ready to undertake bigger steps to achieve some of their goals.

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, school holiday events or joining in on community based activities such as the Chatter and Garden Group.

- 8 BUSHWALKING AT MARY CAIRNCROSS FALLS
- 9 FUN AT GOMA (GALLERY OF MODERN ART) BRISBANE



KEY ACHIEVEMENTS

An ongoing issue is housing related stress which continues to escalate within the Bay. The February floods added more stress as families who were renting properties were required to move and with many families this meant facing homelessness.

OFP established solid working relationships with Department of Housing which allowed us to provide in-depth accounts of a family's situation and expedite their applications for housing.

We also had regular connection with the Moreton Bay Community Care Coordination Group that provided wrap around case management support for a number of our participating clients which resulted in not only housing support but support for their other needs including mental health and wellbeing.

SPECIAL THANKS

OFP continues to strengthen relationships with groups that provide a range of essential items for struggling families. A big thank you to GIVIT and the

North Lakes Uniting Church and Palm Lakes Retirement Village for your ongoing support and generosity to the local people of Deception Bay.



For Families in Neighbourhoods (FFIN) counselling

FFIN is a free counselling service for individuals who are experiencing personal, family, relationship and/or financial issues.

Counselling at the Centre continues to be in strong demand through the FFIN program. People seek out counselling for various reasons such as major life transitions, unhelpful thoughts, relationship challenges and trauma. But it varies from person to person. Through therapy, the counsellor helps people to create a coherent narrative about their history, discuss difficult feelings or stressors that may affect day-to-day life as well as see new possibilities for their future.

As DBNC counsellors, our approach is collaborative and very dependent on the relationship between client

and counsellor. It has always been and continues to be a privilege to be entrusted with people's unique narratives and assist in the change process. The FFIN program is one of the long standing programs at the Centre. I have worked initially as a locum for Bev Irwin (the original counsellor in the role) from 2003 until her retirement in 2007 at which point I took on the part time position.

As in previous years, the FFIN program (funded by Department of Communities, Housing and Digital Economy) client base are primarily self-referrals as well as referrals from GP's, Perinatal Mental Health, Adult Mental Health, Lifeline, Child Safety and hospital social workers. The program continues to receive referrals internally as well as the added benefit to have 'in house' supports for our clients to refer to such as DollarSmart and Outreach Family Program.



SUSAN GREGORY,
SENIOR COUNSELLOR

INSIDE OUT PARENTING COURSE

This year we have run 4 Inside Out parenting courses with approximately 35 participants completing the course.

This course goes to the heart of parenting by focussing on attachment relationships which is important throughout our entire lifespan. Since we started running the course at the Neighbourhood Centre in 2007 we have had over 450 individuals who have completed the course. Participants regularly give the feedback that they feel they gain a great deal more parenting insights and knowledge in this course than others they have attended.

TEA ON THE TERRACE

The first ever Tea on the Terrace was held in 2007 and was French themed as it fell on Bastille Day. It has continued to be an important way for community members to come together each month. A highlight of the year was our 'Biggest Morning Tea' to raise money for cancer support. Despite an enormous deluge of rain on that day approx. 30 people still turned out to

enjoy the morning and offer their donation and listen to the Harmony Choir. This year some of the Tea on the Terrace mornings have been assisted by Donna through the CD program such as Men's Mental Health month, Book Swap and our own version of 'Antiques Roadshow' where people brought in an old item of interest to share the history with the group.



SOME PARTICIPANT COMMENTS ARE:

”

Thank you Susan and Narelle and the Neighbourhood Centre for a friendly, respectful environment to learn and grow and make a better community.

The benefits I've gained is understanding where I've come from and pinpoint where the changes cause dysregulation in me.

I now know how important it is to give my child what he needs and how I can meet them.

It was a great group who shared lots.

You are doing an amazing job and you explain things in ways that are easy to understand. Keep up the good work.

I would recommend this course to everyone, it's an amazing course, that it will make their understanding their kids more.



HARMONY CHOIR

The Harmony Choir also began in 2007 when a requirement of the FFIN program was to hold social inclusion activities. Here's a snapshot of the Harmony Choir's journey from 2007.

Our first ever performance was Christmas 2007 at Redcliffe Youth Space. Over the years we have been a part of fund-raising concerts, sang at school fetes, church social groups and nursing homes. For a number of years we attended 'The Big Sing', which gave our choir members opportunity to workshop and sing with hundreds of other choirs.

In 2019, we were invited to participate in the 'Help is on its Way' concert where we formed part of a 2,000 strong massed choir backing Glenn Shorrock and Katie Noonan as a fund-raising event for men's mental health. We continue to have great fun in singing together each Tuesday evening.



Harmony Choir we have enjoyed the opportunity to sing at the DBNC Community Connect Day, Biggest Morning Tea, Christmas Tea on the Terrace and of course our annual performance at DBNC's AGM. The choir welcomes newcomers into our group of approximately 14 members. We have in recent months welcomed back two choir participants from many years ago who have decided to join us again – one of whom was an inaugural member!

The benefits of being in the choir are huge - the collaborative nature of singing together is a bonding and community-making experience and offers numerous personal benefits, such as increasing self-confidence, self-esteem and the ability to work in a group. 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.



- 1 FRENCH THEMED MORNING TEA 2007
- 2 FIRST CHRISTMAS CONCERT AT REDCLIFFE YOUTH SPACE 2007
- 3 CHOIR MEMBERS MODELLING OUR FIRST CHOIR SHIRTS 2008



DollarSmart

The DollarSmart program was first implemented in March 2017 and was originally funded for 5 years. The DollarSmart program is designed to assist individuals and/or families to build their financial resilience. It is funded through the State Govt Dept of Communities, Housing and Digital Economy.

I have been running this program from its implementation and has watched it grow and benefit the individuals and families within the Moreton Bay region.

This financial year 2021/2022 the DollarSmart program saw 479 clients for varying financial needs. COVID-19 saw a decline in the number of workshops held, but the face-to-face and one-on-one appointments kept the program alive.

The 2021 census data indicates the family and household income streams for Deception Bay are well below the Qld and National weekly income levels. Compounding factors include the rise in rental costs that impacts on families abilities to manage their day

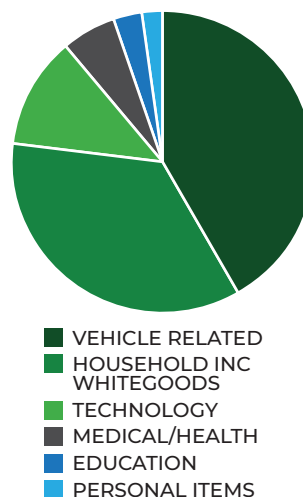
to day living costs. One of our clients reported a \$70 per week increase in their rental costs.

I have been able to assist clients to develop daily budgeting plans and in some instances having their debts waived (over \$45k this financial year). This has allowed them to start afresh with a good financial budgeting plan to assist them in their day to day living.

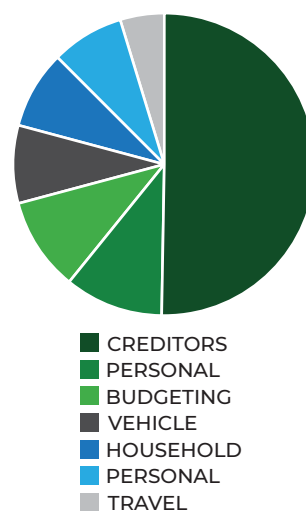
I've developed a recipe book for single persons and families to show them how to manage their food budget with simple low cost recipes. I've also started producing a series of videos on 'Cooking with Barb on a Budget'. These videos are accessible on YouTube at www.youtube.com/@dbnc4508. It's been a fun activity that demonstrates simple recipes with a few affordable ingredients that can feed a family. Staff have also enjoyed reaping the benefits of the cooking demonstrations.

One of the components of financial resilience is enabling clients to access NILS (No Interest Loans). NILS works on the methodology of 'circular community credit'. When one borrower starts making

**No Interest Loans (NILS)
2021/2022**



Types of Financial Matters



GOOD NEWS STORY

The DollarSmart financial resilience worker was working with a homeless gentleman and his teenage daughter. They became homeless due in part to their inability to secure private rental. They were living out of a vehicle which was lent to them, however this was not sustainable in the long term. I informed my

client of the NILS4Vehicles loan available. My client was one of the first to apply and be granted a car loan under this scheme.. After he purchased his vehicle, I supported the client in securing a unit for him and his daughter through the Dept of Housing. The father has gone on to secure full time employment

repayments, the funds are then made available for someone else. These loans are for a multitude of purposes including car related, whitegoods, furniture, household items, technology and many other purposes.

September 2021 saw the introduction of a pilot program from Good Shepherd Microfinance (the providers of the NILS) called NILS4Vehicles.

This program has enabled clients to purchase a motor vehicle with no added costs.

This program has been popular with the DollarSmart clients and has seen 19 applications for a vehicle processed during the 2021/2022 financial year.

These loans are available up to the value of \$5,000.

DollarSmart clients come from a variety of cultural backgrounds. This year the program assisted 76 Aboriginal & Torres Strait individuals, 2 Australian South Sea Islander individuals and 26 Culturally diverse people. Cultural diversity includes individuals from Papua New Guinea, South Africa, Serbia, Iran, Zimbabwe, Argentina and other areas across the globe.



BARBARA WILLIAMS,
FINANCIAL RESILIENCE WORKER



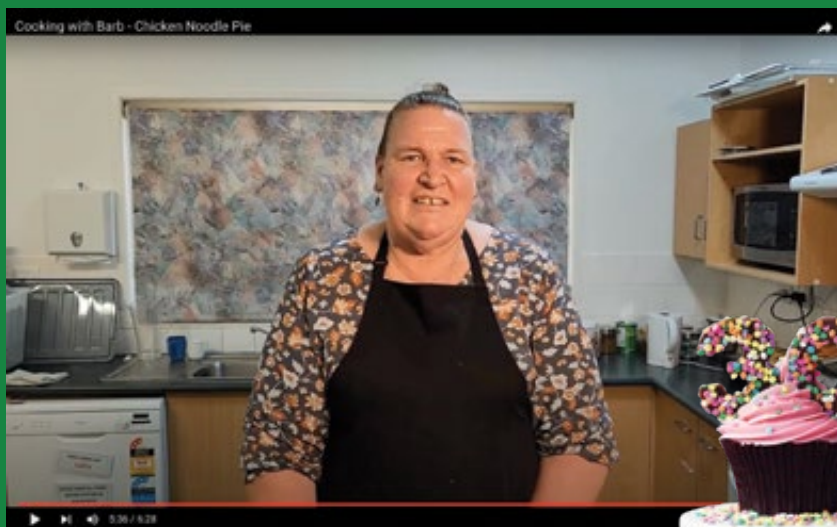
HOMEMADE SAUSAGE ROLLS

COOKING WITH BARB

Throughout the year, our DollarSmart team has posted multiple recipes on Facebook and videos on Youtube to help our community create healthy and delicious meals for their family without breaking the bank!

Some of the Youtube recipe videos include:

- Chicken Noodle Pie
- Homemade Sausage Rolls
- Basic Biscuit Mix
- Simple Cheesecake
- Mexican Style Tortilla Snack
- Anzac Cookies



Family and Relationship Service (FaRs)

DBNC is a partner in the 'Moreton Bay Community Consortium' to run the Family and Relationships (FaRs) counselling service.

It's been a very busy year for the FaRs Program. During the year, our group counselling sessions were impacted by COVID but we've seen a high demand in the need for counselling post-COVID restrictions.

The FaRs program has seen a steady waitlist as people are moving back to face-to-face sessions. This year we have supported 53 clients. Although there was a swift transition

back to in-person therapy, the program still offers phone and Zoom sessions to those who are unable to attend in person. Setting phone appointments or using telehealth to access their counselling sessions as an alternate has created a more accessible service to the community as people have come to trust these platforms as a useful way of accessing therapy in situations of bad weather, bad health or busy lifestyles. Leaning on the other avenues to access a session meant a lot of people were able to maintain good therapeutic frequency.

The individual, couples and family therapy space has been a delight to work in with each client bringing such richness to their therapeutic journeys.



**DONNA CAHILL,
COUNSELLOR**

Working with traditional talk therapy as well as expressive arts and Sandplay therapy, the FaRs program has made a significant difference for many people.

In reflection of the 30th year celebrations, it is lovely to look back at all the programs that have operated from the FaRs funds like, outreach sessions at local high schools, Mind the Gap, a life coaching program, self-esteem programs, peer to peer support groups, Fathers and Children – strengthening relationships – Camps, Take Two – children's and families program, parenting courses and Anger Management. All programs have been designed to build healthy relationships which in turn, creates health and strong communities.

As always, it has been a pleasure to be supporting the community of Deception Bay through the FaRs program.



1-2 COUNSELLING ROOMS AT DBNC

Snapshot

What the Census Data tells us about Deception Bay in 30 years

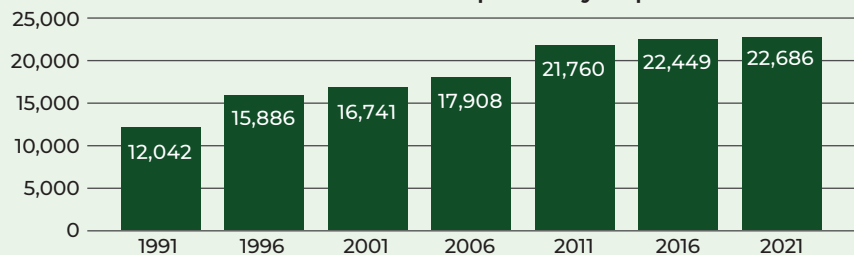
OVER THE PAST 30 YEARS, WE HAVE SEEN SEVERAL POSITIVE CHANGES.

HIGHLIGHT 1



DECEPTION BAY
POPULATION HAS INCREASED
BY 88.4% BETWEEN
1991 TO 2021

Census Data 1991–2021: Deception Bay Population



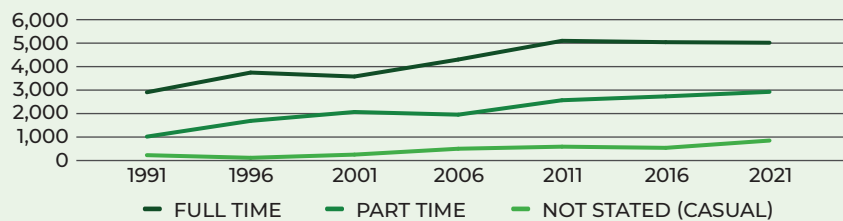
HIGHLIGHT 2



IN 2021 EMPLOYMENT
PARTICIPATION LEVELS
HAVE INCREASED
COMPARED TO 1991

Census Data 1991–2021: Employment

73% increase in full time | 190% increase in part time | 192% increase in casual

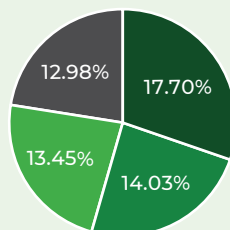


HIGHLIGHT 3

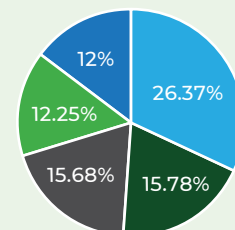


THE TYPE OF WORK
THE RESIDENTS ARE DOING
HAS ALSO CHANGED
FROM 1991 TO 2021

1991 Census: Occupations – Most Represented



2021 Census: Occupations – Most Represented



- TECHNICIANS & TRADESPERSONS
- PRODUCTION & TRANSPORT
- CLERICAL, SALES & SERVICE
- LABOURERS
- COMMUNITY & PERSONAL SERVICES
- PROFESSIONALS



Education and Employment (Orbital)

The Skilling Queenslanders for Work program is funded by the State Government Department of Employment, Small Business and Training.

DBNC Orbital Program has enjoyed another successful year helping change the lives of many of our community members by providing them with training and meaningful employment. We continue to support Deception Bay community in delivering tailored, individual supported training for various Certificate III qualifications and providing a safe, social and fun learning space.

Since commencing in April 2016, we have assisted almost 1,000 local community members.

Approximately 800 have gone on to employment and/or further study, most of these during or immediately upon completion of their qualification, with more securing employment very shortly after. Our most

recent two projects completed during 2022 have achieved 85% employment outcomes. The current project will complete in the coming months and is already at 61% employment.

The Orbital Breakfast Club continues to be a hit with the participants. It is proving to be a valuable social activity providing a range of light breakfast, morning tea, and light lunch options. During the colder months, the participants enjoy hot chocolate with marshmallows and delicious noodles to warm them up! This is a great way for them to catch up on the local gossip!

Shout out to our community partner, the 'Bizi Events' Girls from Yunity. They provided assistance to the Orbital team in putting together the gifts, cards, decoration and presentation folders for our participants' graduations and other DBNC events.

This year alone, despite the ongoing challenges of the COVID-19 Pandemic we have assisted 259 participants, delivering four qualifications across 15 courses. We strive to offer something for everyone



BEVERLEY THOMAS-BEATTY,
TRAINING & EMPLOYMENT
PROGRAMS MANAGER

and deliver accredited training in Individual Support (Aged Care/disability support), Early Childhood Education and Care, Logistics/forklift driving, and Hospitality.

We support our participants to succeed in their study and journey into employment, and many of our participants have accessed our Centre's other services including financial resilience, No Interest Loans, Emergency Relief and Counselling, with others joining our Chatter & Garden group and participating in our Community Care days.

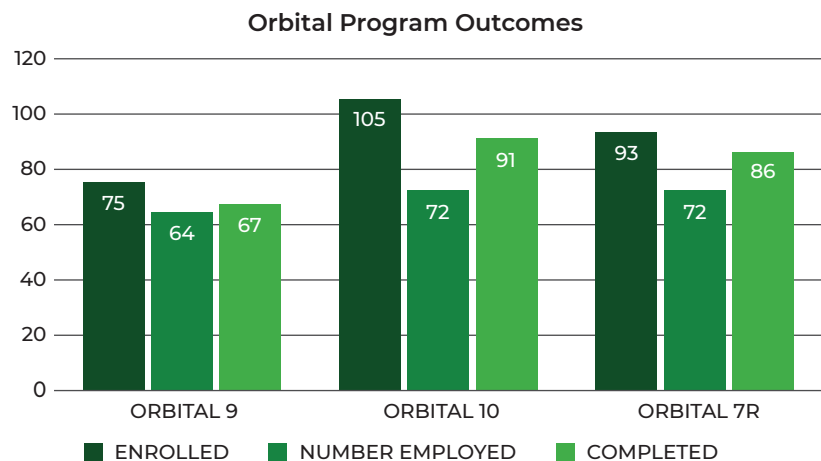
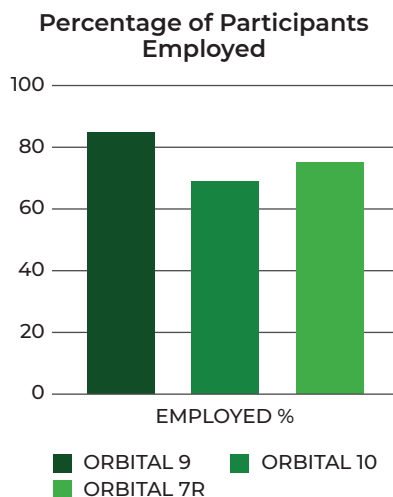
REBUILDING THE LOCAL WORKFORCE

As a result of the many challenges COVID brought to industry, the most affected in our area is Hospitality, Age and Disability Care and Early Childhood Education. For this reason, our projects focussed on these areas during 2022. This has been a positive for both the local community and employers and has resulted in life-changing

outcomes on many levels for our participants and their families.

Employer Industry Presentations continue to be a valuable part of the program. We invite our industry-specific employer partners to meet with each group of participants. This opens up a range of employment opportunities for all participants in all our courses. We continue to

increase our employer partners each year which also helps us to continue to exceed our employment outcomes each year. We currently have a network of over 140 employer partners who are actively involved in our programs delivering presentations, workplace tours, interviews, and most importantly, employment opportunities for our participants.



ORBITAL TEAM

”

TESTIMONIALS

We reach out to DBNC's Orbital team before advertising as your candidates are always such high quality.

EMPLOYER

Your participants are always so eager and quality trained – that's why we like to hire from your program. I always call Jodie (Orbital) first when I need staff, she is so easy to deal with.

EMPLOYER

The Orbital team prepared a really great resume for me – It helped me feel more confident going to interview.

STUDENT

Thanks for organising my vocational placement... my work placement host employer is so flexible given I have children with high needs and need to spread my placement over a longer time.

STUDENT

WHAT'S PLANNED FOR 2023?

We have four courses to commence from January 2022 and waiting on the funding announcement for our next round of programs due to start in May 2023. In conclusion, despite the continued impacts and challenges of the pandemic, restrictions, and lockdowns, along with the flooding events early in the year, our team have continued to deliver quality, life-changing courses and provide support

for our participants' needs right across the Centre.

The Orbital Works team of Annette, Bev, Jodie and Pauline pride themselves on going above and beyond to help our participants achieve their qualifications and their goals of securing sustainable paid employment. Congratulations to the Orbital team, and the participants on their success in 2022.



Capturing the Heart of the Community through Storytelling

Across the year we met with amazing people in Dbay who shared their stories of struggle, determination, and hope.

A common thread across everyone we spoke to, was the amazing lives they had led; their unique perspective on life; and their lived-in experience. For those that had been doing it tough they shared how others in the community had helped them when they were at their lowest. Many told us what they loved about living in Deception Bay and how wonderful it was that they live in a community that watches out for each other.

For the team of staff and volunteers at the Centre hearing these stories provided evidence that the role they and others played in the community is making a real difference.



- 1 INTERVIEW WITH TONY AT THE BURPENGARY MEN'S SHED FOR MENS HEALTH WEEK
- 2 INTERVIEW PETER, DECEPTION BAY RSL FOR MEN'S HEALTH WEEK
- 3 INTERVIEW WITH JULIE AND ETHAN FROM REDCLIFFE HOLISTIC HORIZONS
- 4 INTERVIEW WITH TREVOR FROM 'SHED HAPPENS' FOR MEN'S HEALTH WEEK
- 5 INTERVIEW WITH ROSIE ON HER INVOLVEMENT AS A COMMUNITY MEMBER WITH DBNC



Each of these stories has been captured in words, photos, and some on film, and have been shared on our social network channels. You can read some of these stories at www.dbnc.org.au

Behind the Scenes

This is a small dedication to the workers ‘behind the scenes’. They provide the support to our Program and Service areas.

OUR COMMUNITY ENGAGEMENT TEAM

CAROLINE, BELINDA, BIANCA, MICHAEL AND SHARON

This team plays a key role in the implementation of the Centre’s Community Engagement Strategies.

They are invested in engaging with the community to share their stories through the use of videography and digital engagement.

This also helps raise awareness of Deception Bay Neighbourhood Centre, who we are and what we do.

They engage with other community organisations and service providers in Deception Bay to help spread the awareness of their services.

This year, the CET captured a number of community stories on video to share on facebook and YouTube.

A new feature has been the ‘Cooking with Barb’ segments that have gained popularity on our Facebook page.

The team develops our Project Plans for all our events and activities and works closely with our Program and Service areas.

They help to identify community needs and ways to connect people with people and with

the various service providers and other community organisations in Deception Bay.

Our ‘Whats Happening’ newsletter; Service Directory; flyers, brochures, posters and reports are all supported through this team.

BUSINESS DEVELOPMENT AND PROJECT SUPPORT

ANDREW

Andrew joined our team to assist with matching our project work with relevant funding sources. He has a strong background in research and data analysis. He recently completed a report on deciphering the 2021 Census data relevant to Deception Bay. This report will be available to the community in the near future.

Andrew says:

DBNC has a long and strong connection to the community.

The Centre has a proud history of delivering local outcomes for local people that changes people’s lives for the better.

I love to be part of an organisation that strives to empower individuals to improve their lives by accessing the Centre’s social, educational, and recreational programs. Using my creativity and management skills, I can help improve outcomes for the most disadvantaged in the Deception Bay community; it’s all about connection and change, and I am all for that.

OUR EXECUTIVE SUPPORT OFFICER

SHELLIE

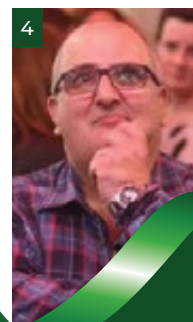
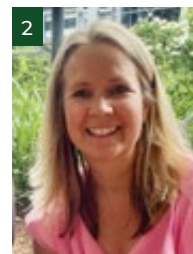
Shellie assists with various administration duties including transcribing all our regular program and staff meetings. This has been a great help in helping us to keep focus on decisions made, and actions to be taken.

OUR FINANCE OFFICER

DONNA

Donna is a quiet achiever. She is an integral part of our team managing all our accounts and payroll.

A big shout out to all our staff for their contribution in supporting our Deception Bay community!



- 1 CAROLINE, MICHAEL AND SHARON
- 2 BELINDA
- 3 BIANCA
- 4 ANDREW

Our History



20 years



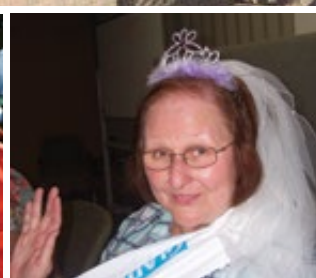
2014



1992



2002

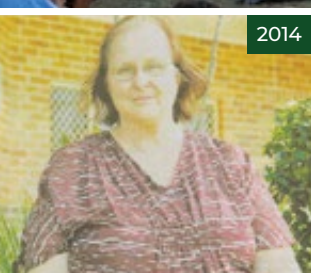
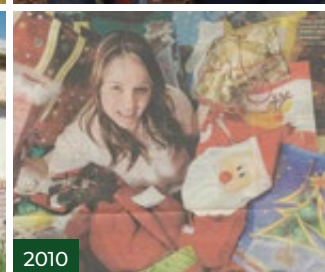


2018



2006





Staff and Volunteers

2021/2022 STAFF

DIRECTOR

Caroline C

FRONT OFFICE

Teresa D – Front Office Manager

Anne-Marie H – Front Office Worker

Peta T – Front Office Worker

Suzanne D – Front Office Worker

Tina R – Administration Support

EMPLOYMENT AND TRAINING

Beverley T-B – Employment & Training Program Manager

Annette C – Orbital Student Support Mentor

Jenelle L – Orbital Student Support Mentor

Jodie G – Orbital Industry Liaison Officer

Pauline A – Orbital Student Support Mentor

FINANCIAL RESILIENCE

Barbara W – DollarSmart – Financial Counsellor/Resilience Worker

OUTREACH FAMILY SUPPORT (OFF)

Bruce W – OFF Family Support Worker

Crystal D – OFF Family Support Worker

COMMUNITY DEVELOPMENT

Donna C – Community Development Worker

COUNSELLING

Susan G – Senior Counsellor – FFIN

Donna C – Counsellor - FaRs

Laura A - Locum

BEHIND THE SCENES

Sharon D – Operations & Program Support

Donna B – Finance Support

Michael C – Communications & Digital Engagement

SPECIAL PROJECTS

Alisha P

Ann C

Dekota T

Hannah R

STUDENTS

Ann C

Rachel W

Renatha D

VOLUNTEERS

Cheryl & Martin

Jenny

Lyn

Cheryl

Peter

Ray

Gayle



We send a big 'shout out' to our wonderful staff, students and community volunteers who have all made a huge contribution to DBNC's success for 2021/2022.

Sponsors and 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 whatever that may be.

SPECIAL THANKS ALSO TO:

- Department Children, Youth Justice and Multicultural Affairs
- Department of Communities, Housing and Digital Economy
- 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
- 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
- Accoras ParentNext
- Dolphins Leagues Club
- Zesty Lemon
- D'Bay Sports Club
- Bright Group Australia
- Redcliffe Area Youth Support
- Beaumont Care Rothwell
- Just Better Care
- Eden Care
- Sunnymede Park
- Envigor
- Deception Bay North State School
- Deception Bay State School
- Bounty Boulevard State School
- Deception Bay High School
- Perinatal Mental Health
- SUSO
- Moreton Bay Elders Women Circle
- Aiga Samoa Inc
- Cr Sandra Ruck
- Paint Dbay ReAD
- Moreton Bay Community Rocks
- North Lakes Uniting Church
- Night Owl – D'bay
- Moreton Bay Regional Council
- Expect a Star
- Your Home Care
- Green Leaves ELC
- Pallet Masters



Shout Out

To our wonderful community donors –
we have done so much more because of you.



Denise's Story

I have lived and worked in Deception Bay for nearly 30 years and couldn't think of anywhere else I would rather live. I love my work as a teacher at the local school and the great people that I meet in the area.

Like many of the locals I can be found walking my dog along the foreshore most mornings. It is here where we get to know each other even if it is just to say Hi as we walk by. Over the years I have seen people reach out to others who are not doing

so well. This is what it means to live in a real community. And the wonderful thing too, is that by reaching out to others we not only help improve their lives, but you feel great too!

Read more of Denise's story:
www.dbnc.org.au/denises-story



John's Story

It is not easy to ask for help, but sometimes in life, you just need to ask. We want to share with you the story of 'John' and how Bruce from the Centre was able to help him and his boys, simply because John stood up with courage and asked.

The neighbourhood centre is here in Deception Bay to connect you with the help you need.

Watch John's story here:
bit.ly/DBNCJohnStory



Our Year in Photos







Deception Bay Neighbourhood Centre Inc.
24 Endeavour Street, Deception Bay Q 4508

www.dbnc.org.au info@dbnc.org.au 07 3204 2022
[facebook.com/DBNC4508](https://www.facebook.com/DBNC4508) [instagram.com/DBNC4508](https://www.instagram.com/DBNC4508)

