

**GETTING  
TO KNOW  
YOU**



**ANNUAL REPORT  
2022/2023**

# Foreword

**With great pleasure the dedicated team at DBNC presents this annual report, a heartfelt testament to the collective efforts of our team, volunteers, supporters and the community we proudly serve.**

This year our chosen theme was 'Getting to Know You' – a reflection of our commitment to establishing genuine connections and understanding the diverse stories that weave the fabric of our community. At DBNC we firmly believe that meaningful change begins with getting to know one another – listening, learning and growing together.

Our journey continues as we embrace new opportunities to engage with our community be it through community events, outreach programs or joint initiatives that reflect our shared values.

On behalf of the entire team at DBNC we extend our deepest gratitude to every individual who has played a role in our collective success. As we navigate the future, let us continue to grow together, learn together and make a difference together.

**Thank you from all the team at DBNC.**



**DID YOU KNOW THAT**  
**OVER 20,000**  
**RECORDED INSTANCES**  
**OF PEOPLE UTILISED DBNC**  
**SERVICES IN 2022/2023**

# Table of Contents

Management Committee Members.....	4
President's Report .....	6
Strategic Plan 2021-2026.....	8
Treasurer's Report .....	9
Concise Financial Report.....	10
Director's Report.....	14
Programs and Services .....	16
Community Development (CD) .....	18
Outreach Families Program (OFP) .....	20
For Families in Neighbourhoods (FFIN).....	24
Front Line Response and Referral Team.....	26
Queensland Financial Resilience Program (QFRP) .....	29
DollarSmart (DS).....	32
Family and Relationship Service (FaRs).....	34
Education and Employment (Orbital Works).....	35
Behind the Scenes.....	40
Deception Bay Housing Situation and Housing Crisis Report (2023) .....	42
Staff and Volunteers.....	44
Sponsors and Supporters.....	45
Our Year In Photos.....	46



DID YOU KNOW THAT  
**NEARLY 8,000**  
FAMILIES AND INDIVIDUALS  
WERE ASSISTED BY THE CENTRE

# 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 Practising 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.



DID YOU KNOW THAT  
**OVER 8,500**  
CONNECTIONS WERE MADE  
TO OUR CENTRE SERVICES



### **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



## As we celebrate another successful year at the Deception Bay Neighbourhood Centre, I would like to thank the Deception Bay community, and the staff and volunteers of the Neighbourhood Centre who all make a significant contribution to achieving our vision:

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

Celebration is important as it gives us the opportunity to pause and reflect on what did we well, and to be grateful for the support that enables us to continue our work.

But of course, we need to also consider how we can continue to evolve our work at the Centre, to ensure we work in a way that empowers our community.

On the other side of the referendum, I would like to offer my solidarity to our First Nations people. Whilst not all Aboriginal and Torres Strait Islanders supported the referendum question, it is evident from the results that most of them did vote YES. I

have been told by First Nations people I have spoken to since the Referendum, that they feel they have been rejected by the Australian people and they are hurting knowing that 60% of Australians did not accept the invitation of the Uluru Statement of the Heart. Whether you voted Yes or No, it is important that we reach out to our First Nations brothers and sisters and offer them support, on their terms. After all there is no doubt that their people will continue to be impacted by inappropriate policies and institutional racism across Australia unless we all take the time to heed their advice on how our governments and communities could improve their circumstances.

In an opinion piece I read this morning by Barack Obama, ex-President of the USA, he said to former aides to the

USA government, 'we are all complicit to some degree' in the current bloodshed of Gaza and Israel. He said he asks the question, "Was there something else I could of done".

This is the question in my mind as we move forward from the Referendum: "What else can we do to ensure an improvement in the lives of our First Nations people. Where in my life can I contribute to an improvement".

I was very fortunate to attend the Queensland Community Development Conference organised by Community Development Queensland and the Moreton Bay Council at Sandstone Point, with staff members, Caroline Sharon and Michael from 17-18 October. With 277 other participants we grieved the referendum results and celebrated our work in



**OVER 1,500**  
**COMMUNITY MEMBERS**  
**JOINED IN GROUP AND**  
**CENTRE ACTIVITIES**

community, learning from each other to develop our practice in Community Development.

We also attended a one-day event organised by Neighbourhood Centres Queensland, on 16 October. There were 160 people from across Queensland where we heard from each other and the Department of Treaty, Aboriginal and Torres Strait Islander, Communities and the Arts about the significant changes to Community Development funding in Neighbourhood Centres in Queensland. All Neighbourhood Centres have all received a significant increase in funding to enable this important work to be imbedded in work. Minister Enoch has been a strong supporter of Neighbourhood Centres and has made a personal commitment to improve their resources. We are deeply grateful for her support and the support of the government for empowering local communities to support their residents.

I would also like to thank all our funding bodies, Department

of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts, the Department of Youth Justice, Employment, Small Business and Training, The Department of Child Safety, Senior and Disability Services, Department of Social Services, Good Shepherd, Primary Health Network, City of Moreton Bay, Gambling Community Benefit Fund, and the Australian Communities Foundation. These important partnerships make it financially possible to open the door each day to welcome the Deception Bay community. Your contribution is greatly valued.

I would particularly like to thank our Board, who continue who enthusiastically support the good governance of the organisation. And many thanks also to Caroline Cuckson, who as Director of the organisation has the responsibility of working with the staff and community to achieve our vision.

Our work in the next year will be responding to the increase of homelessness in our community. Increasing rents

and a rise in the cost of living are pushing more and more people to the brink financially. These increasing pressures will play out across our community in Deception Bay, and the question that arises is "How can we all work together to support our neighbours, the Neighbourhood Centre, or our churches or organisations to ensure our children and families can live healthy and sustainable lives". It is everyone's responsibility.

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

# 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.

# Treasurer's Report



## As the Treasurer, I am pleased to present the 2022/2023 financial report for the Deception Bay Neighbourhood Centre (DBNC).

Off the back of the Covid-19 pandemic, DBNC has continued to flourish and provide outstanding services to the community. These services have never been more necessary, with cost-of-living pressures and housing shortages being particularly felt in Deception Bay and surrounds.

### INCOME

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 major funding partners for their financial contribution:

- Department of Children, Youth Justice and Multicultural Affairs
- Department of Employment, Small Business and Training
- Department of Treaty, Aboriginal and Torres Strait Islander Partnership, Communities and the Arts

DBNC's total revenue for the year was \$1.63 million, an increase of approximately \$0.20 million compared to 2021/2022. This was primarily due to increased funding from:

- Good Shepherd – \$152k
- Community Centre – \$120k
- Primary Health Network (PHN) – new income – \$51k

Offset by decreases in funding from Skilling Queenslanders for Work programs – \$148k.

### EXPENDITURE

DBNC's total expenditure for the year was \$1.55 million, an increase of approximately \$0.265 million from 2021-22.

- Employee Expenses were up by 21% compared to 21-22. The increase supports the increase in funding growth (14%) plus increases in superannuation entitlements and also annual increases within the Social, Community Home Care and Disability Services Award.

- Administration expenses increased by \$31k from the previous year related to increases in the cost of Advertising, Marketing, IT and Telephone Expenses.
- Property and Energy Expenses – increased due to initial costs of purchase for the property in Seymour St.

I would finally like to thank my fellow Management Committee members, Director and the DBNC team for the energy and commitment that is put into the operation of the Centre.

**Brendan Power, CPA**  
Treasurer, Deception Bay Neighbourhood Centre

# Concise Financial Report

FOR YEAR ENDED 30 JUNE 2023

## Directors' Report

The Deception Bay Neighbourhood Centre directors present this report, together with the financial statements, on the incorporated association for the year ended 30 June 2023.

### Directors

The names of the directors in office at any time during or since the end of the year are:

Patricia Ferrier  
Donise Eugarde  
Brendan Power  
Elizabeth Hunt  
Christino Stuart  
Michael Kennedy

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

### Operating Result

The surplus of the Association for the financial year amounted to:

Year ended 30 June 2023	Year ended 30 June 2022
\$ 80,748	\$ 148,265

### Principal Activities

The principal activities of the Association during the course of the year were Community Services. No significant change in the nature of these activities occurred during the year.

### Significant Changes in the State of Affairs

No significant changes in the Association's state of affairs occurred during the financial year.

### After Balance Date Events

There have been no significant changes or events arising since 30 June 2023 that would impact this financial report.

### Future Developments

The Association expects to maintain the present status and level of operations and hence there are no likely developments in the operations in future financial years.

### Environmental Issues

The Association's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

### **Dividends**

No dividends were declared or paid since the start of the financial year. The Association is not permitted to pay dividends.

### **Share Options**

No options over issued shares or interests in the Association were granted during or since the end of the financial year and there were no options outstanding at the date of this 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**

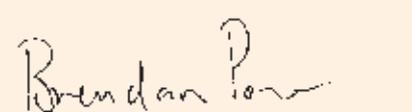
No person has applied for leave of Court to bring proceedings on behalf of the Association or intervene in any proceedings to which the Association is a party for the purpose of taking responsibility on behalf of the Association for all or any part of those proceedings. The Association was not a party 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: 5/10/2023

## Income Statement FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
<b>INCOME</b>			
Recurrent Funding		1,543,460	1,337,878
Non - Recurrent Funding		13,859	29,913
Rental Income		73,540	65,021
Other Income	3	3,385	3,578
<b>Total Revenue and Income</b>		<b>1,634,244</b>	<b>1,436,390</b>
<b>EXPENSES</b>			
Employee Expenses		1,194,452	1,004,649
Administration Expenses		127,914	97,078
Depreciation Expenses		29,471	16,257
Motor Vehicle Expenses		8,537	14,457
Property & Energy Expenses		83,763	69,075
Other Expenses		109,359	86,609
<b>Total Expenses</b>		<b>1,553,496</b>	<b>1,288,125</b>
<b>Surplus from Operations</b>		<b>80,748</b>	<b>148,265</b>

The accompanying notes form part of the financial statements



DID YOU KNOW THAT  
**15 (10 FTE)**  
STAFF MADE UP THE TEAM  
OVER THE LAST YEAR AT DBNC

## Balance Sheet

### AS AT 30 JUNE 2023

	Note	2023 \$	2022 \$
<b>CURRENT ASSETS</b>			
Cash on Hand		234	257
Cash at Bank and On Deposit		575,747	748,137
Receivables and Prepayments	4	65,074	26,392
<b>Total Current Assets</b>		<b>641,055</b>	<b>774,786</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	5	1,119,422	595,293
<b>Total Non-Current Assets</b>		<b>1,119,422</b>	<b>595,293</b>
<b>TOTAL ASSETS</b>		<b>1,760,477</b>	<b>1,370,079</b>
<b>CURRENT LIABILITIES</b>			
Trade Payables		7,720	9,762
GST Payable		39,046	18,511
Loan Payable - Current		10,667	10,667
Other Payables		53,804	49,601
Employee Provision		154,142	125,901
Contract Liabilities		332,488	79,190
<b>Total Current Liabilities</b>		<b>697,867</b>	<b>293,632</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee Provisions		36,068	23,060
Loan Payable - Non-Current		119,951	127,544
<b>Total Non-Current Liabilities</b>		<b>156,019</b>	<b>150,604</b>
<b>TOTAL LIABILITIES</b>		<b>853,886</b>	<b>444,236</b>
<b>NET ASSETS</b>		<b>906,591</b>	<b>925,843</b>
Retained Earnings		906,591	925,843
<b>TOTAL EQUITY</b>		<b>906,591</b>	<b>925,843</b>

# Director's Report



## I'm pleased to present our Annual Report for the Deception Bay Neighbourhood Centre (DBNC) for 2022/2023.

It's been quite a year, filled with challenges from the ongoing pandemic and the devastating floods of February 2022, but also marked by our efforts to strengthen our connection with the Deception Bay community, improve our programs, and build new partnerships.

### GETTING TO KNOW YOU

This year, we had over 8,000 visitors to our Centre and we've embarked on a mission of 'Getting to Know You.' Our dedicated community engagement team, have been hard at work capturing the heartfelt stories and experiences that define our Deception Bay community. We've harnessed the power of digital storytelling to share these narratives and showcase the true essence of Deception Bay.

Our Community Connect Days are always a popular event for our community. The feedback from these days has been invaluable, and it's heartwarming to see so many of our community members and families joining in the fun of these days. A special shoutout to the DBNC team who actively participate in these events and a number of hidden talents have emerged. We can't wait for more of these moments to come.

### BUILDING NEW PARTNERSHIPS

This year, we've established a wonderful partnership with the Redcliffe Environmental Forum. This partnership has allowed us to make the most of the newly constructed Deception Bay Environmental Centre on Joseph Crescent for our training courses. We're excited about the potential to extend this collaboration to benefit other community agencies.

### COMMUNITY BUILDING AND DISASTER RESILIENCE

Our commitment to participatory community development has been a driving force behind our efforts this year. We've encouraged everyone across our programs to get involved in connecting, networking, and listening to our community. It's been a learning experience for many of us, but seeing our staff embrace this concept and reach out to the community is incredibly heartening.

This journey has also brought us closer to other Neighbourhood Centres in North Brisbane, Moreton Bay, and the Sunshine Coast. We're on this journey together.

Disaster Resilience has been a significant focus due to the 2022 floods and impending fire and flood seasons. Our team members have undergone training from the City of Moreton Bay, and we've been fortunate to collaborate with neighbouring Neighbourhood Centres to provide the Service Navigator/Targeted Rebuild Case Management program to assist community members who were affected by the 2022 floods in the Moreton Bay region. We extend our thanks to the Department of Treaty, Aboriginal and Torres Strait Islander Partnership, Communities and the Arts and PHN North for their funding contribution which has allowed us to develop resources and capture digital stories from those affected by the 2022 floods.

### KEY COMMUNITY INITIATIVES

Our key community initiatives for 2022/2023 including forming meaningful partnerships with organisations like Burpengary Men's Shed who have supported us with the building of a new garden bench at the front of the Centre. This bench was made possible by the generous donation of the students from Deception Bay North State School. Shed Happens is also



**DID YOU KNOW THAT**  
**OVER 21,000**  
**SERVICES WERE OFFERED TO**  
**OUR COMMUNITY THIS YEAR**

one of our partners, which support men of all ages in addressing mental health issues.

Together with Meals on Wheels, we organised a successful Seniors Week morning tea. Representatives from City of Moreton Bay provided great insights into activities and events for seniors in the Bay.

Our annual 'RUOK' twilight walk for mental health continues to grow, with new faces joining us every year.

This year, we introduced an after-school Art Space 22 activity program, facilitated by our Outreach Family Support team of Bruce and Crystal. Denise, our coordinator of this activity with specialised training in Art Therapy for young people, has made it a very popular activity. Our school holiday activities and trips to local beaches and bush walks are always a hit with our young people, some who have seen the beach for the first time.

## COMMUNITY ENGAGEMENT AND OUTREACH

We've been actively reaching out to our community by participating in various events like NAIDOC, Under 5s, and attending events hosted by other Neighbourhood Centres in Moreton Bay. Engaging with other community members through our participation on

various community boards and networks has given us a great opportunity to stay in tune with the community's needs and how we can be of assistance. It's good for us to hear what's happening in the community and how the Neighbourhood Centre can assist. We attend regular network meetings with local groups in the Bay including Multicultural, Indigenous, Children and Families, Interagency, and Local-level alliance groups to name a few.

## SOCIAL MEDIA AND COMMUNICATION

Our efforts to connect with the community have extended into the digital realm. We're continually improving our social media presence, and our 'Cooking with Barb' videos have proved popular and can be found on our YouTube channel. Keep an eye out for more exciting developments in the coming year. Our monthly 'What's Happening Calendar' and 'What Happened Last Month' segments on our website provide a convenient way to stay updated on the programs, events, and happenings at the Centre.

## ADDRESSING HOMELESSNESS

A significant impact on our community this year has been the increase in the number of people presenting at the

Centre as homeless or at risk of homelessness. The rising cost of living, particularly rents, has created a pressing issue for our community. Although we may not have the capacity to find housing for these individuals, we've established connections with other agencies and can provide short-term emergency relief and support to those in need.

## LOOKING AHEAD

In the coming months, we remain committed to supporting our community and getting to know you even better so we can serve you more effectively. Our journey continues as we strive to work alongside our community and provide the best possible service.

In closing, I'd like to express my deep appreciation to our exceptional team of staff and volunteers. They don't just do their jobs; they go above and beyond to ensure we provide the best possible service to everyone who visits our Centre.

Thank you for your unwavering support, and we look forward to another year of growth and collaboration.

**Caroline Cuckson**  
Director, Deception Bay  
Neighbourhood Centre

# Programs and Services

## Deception Bay Neighbourhood Centre Activities and Community Development

Deception Bay, a close-knit community of 22,000 residents within the Shire of Moreton Bay, is unique in its character. With a primarily older population and large single-income households, it ranks 7th on the SEIFA index for education and social disadvantage. Over 60% of residents are renters, and rent consumes a staggering 60% of their income.

## GETTING TO KNOW YOU: BUILDING COMMUNITY CONNECTIONS

The year 2022/2023 has been about 'Getting to Know You.' We embarked on a journey to connect with our community stalwarts, long-term residents, and those who played a significant role in shaping the Deception Bay Community Centre over its 30-year history. We sought to understand more about our Centre and each other and how connected we are as a community. Through regular staff meetings, peer meetings, and program meetings, we connected with

one another, identified trends, and unearthed emerging needs within our community. As we delved deeper into community connections, we discovered gaps in the services we provided. To bridge these gaps, we started inviting various agencies and community groups to our staff meetings, fostering collaboration and support.

- 1 JACK HILL COMMUNITY RENEWAL
- 2 ALAN GILL AND CHERYL GILL
- 3 CHRISTINE STUART
- 4 BARBARA FROM SWEET PEANUTS
- 5 MARY OTTO
- 6 SANDRA COMMUNITY RENEWAL
- 7 GAIL ROBINSON



## LEARNINGS FROM THE EXPERTS AND COLLABORATING

To deepen our understanding and implementation of Community Development in all our endeavours, we sought the guidance of experts like Peter Westoby and participated in training sessions with Howard Buckley. Alongside other

Neighbourhood Centres, we embraced the knowledge and training from Community Development stalwarts like Bea Rogan, Maria Tennant, and Carmel Paterson. Collaborating with peer groups from other Neighbourhood Centres has allowed us to critically think about how Neighbourhood Centres hold the work of community development, especially in times of crisis.



8 SENIORS WEEK WITH GUEST SPEAKERS FROM MORETON BAY REGIONAL COUNCIL



9



12



11

## THE ROADMAP FOR COMMUNITY ENGAGEMENT: EXPANDING NETWORKS

We expanded our networks in the community by actively engaging in community network meetings and events, covering Indigenous, Multicultural, Interagency, Families & Children, and Local Level Alliances.

By improving our newsletter 'What's Happening' and introducing a 'What Happened Last Month' section, we focused on storytelling, sharing the experiences of our service and program users to provide insights into their journeys. This innovative approach to digital storytelling is in its early stages at the Centre, but we can already see the positive impact it has made. It aligns with our commitment to an action learning process that encourages us to try new things while actively listening to our community.

- 9 OZ HARVEST TRUCK
- 10 OZ HARVEST VOLUNTEERS
- 11 OZ HARVEST VOLUNTEERS JENNY AND LYNN

We formed a community engagement team and our community development work involves everyone at the Centre playing a key role. This endeavour revealed hidden talents among our staff, who played pivotal roles in our flagship Community Connect events. The enthusiasm from our team shone through, resulting in a massive increase in community participation over the past year, with over 150 community members coming together for our 2-hour event held four times a year. Our staff and volunteers actively engaged in activities like cake icing, BBQs, face painting, and trivia.

At DBNC, we hold dear the philosophy of Community Development, and in 2007, we developed a Community Development framework that underpins all our work.

## ADDRESSING KEY ISSUES

In 2021/2022, our engagement team identified service gaps for seniors experiencing social isolation and men and boys in our community. Collaborating with local community groups and service agencies, we developed a project plan to increase engagement.

This led to successful events such as a seniors' morning tea in partnership with Deception Bay Meals on Wheels and City of Moreton. We also established strong partnerships during Men's Health Week with the Burpengary Men's Shed and Shed Happens in Deception Bay. Food relief remains a vital service in Deception Bay, especially given the increasing housing stress and homelessness situation. We continue to collaborate with Lighthouse Church and Food Barn, thanks to Oz Harvest and the generous local community members and charity groups who provide donations of food, clothing, and essential items.

## CELEBRATING COMMUNITY AND EQUITY

This year, we engaged in an online International Women's Day event titled 'Embrace Equity.' Several community members were interviewed, and their stories were published on our Facebook and YouTube channels.

The highlight of 2022/2023 was our end-of-year Community Birthday Celebration, which showcased the vibrant Deception Bay community, including the Samoan dancers

and the DBNC Harmony Choir. A special guest was Bettina Nissan who shared with us the D'Bay Reads program. We also celebrated 30 years of the Neighbourhood Centre's journey.

We maintained the tradition of the RUOK twilight walk for Mental Health, with guest speakers from the RSL, CADA, and Mens Shed. Our 'Tea on the Terrace,' 'Chatter Group,' and 'Gardening Group' continue to thrive. Our connection with Universities has seen a number of student placements this year especially in the social work area.



1-5 SENIORS WEEK WITH MORETON BAY REGIONAL COUNCIL GUEST SPEAKERS  
6 SUSO BUS

## STAYING INFORMED AND DISASTER PREPAREDNESS

We continuously update our Service Directory to ensure access to relevant and up-to-date information on services, entry points, and referral pathways for our community. Disaster Resilience and Preparedness became a key focus area this year, reflecting the impact of the 2022 floods on our community. We collaborated with the community and other Neighbourhood Centres to provide resources, information, and stories of people's journeys, shaping an ongoing project for the coming year.

Supporting the RSPCA outreach program and pop-up vet clinics has been a significant success.

The demand was so high that they had to find a larger venue to continue this program to serve our region effectively.

Housing stress and homelessness continue to dominate our community. Our partnership with Footprints Step Up Step Out (SUSO)

program has provided a regular service to our community with laundry and shower facilities.





- 7 GROUP ON RUOK TWILIGHT WALK
- 8 FUR BABIES AT RUOK
- 9 SHARON, TESS, BEV AND JODIE
- 10 DBNC VOLUNTEERS AT RUOK
- 11-13 COMMUNITY MEMBERS AT RUOK DAY
- 14 BELINDA V
- 15 BIANCA P
- 16 MICHAEL C
- 17 SHARON D
- 18 BEV T
- 19 JODIE G

## OUR IMPACT

In 2022/2023, we recorded over 20,000 instances of people utilising DBNC services and participating in events. We owe this success to our dedicated Community Engagement Team of Belinda V, Bianca P, Michael C, Sharon D, Bev T, and Jodie G.

And to the community a heartfelt thank you for your unwavering support as we grow and connect with our wonderful Deception Bay Community.

**Deception Bay Neighbourhood Centre – Building Connections – One heart at a time.**



CRYSTAL D AND BRUCE W  
FAMILY SUPPORT WORKERS



## Outreach Families Program (OFP)

Welcome to our Annual Report for 2022/2023!

The Outreach Families Program, or OFP, is proudly funded through the State Government Department of Children, Youth Justice, and Multicultural Affairs. We're here to provide crucial support and assistance to vulnerable families with children under the age of 18 in the Deception Bay, Rothwell, Kippa Ring, North Lakes, Griffin, and Murrumba Downs regions.

At OFP, we have established a strong reputation in our local and surrounding communities. This recognition means that we receive referrals from various external agencies, including Family and Child Connect (FACC), local hospitals, schools, and many self-referrals thanks to positive word-of-mouth.

The families we support often face complex and multifaceted challenges that require careful case planning and collaboration with other services to help them

achieve their goals.

In recent times, our community, like the rest of the State, has faced a housing crisis, which has significantly impacted the families we work with. To address these issues, we have developed strong working relationships with the Department of Housing and community-based housing agencies to ensure the best possible outcomes for the people we serve.

The housing crisis has not only affected accommodation but has also led to relationship breakdowns, resulting in domestic violence, financial instability, and declining mental health. In response, we work closely with other programs at the Deception Bay Neighbourhood Centre, providing holistic, wrap-around support for families.

The Outreach Families Program remains a fundamental and highly sought-after service within the Deception Bay

community. Throughout this financial year, we provided a total of 2,611 hours of support and assistance to our clients.

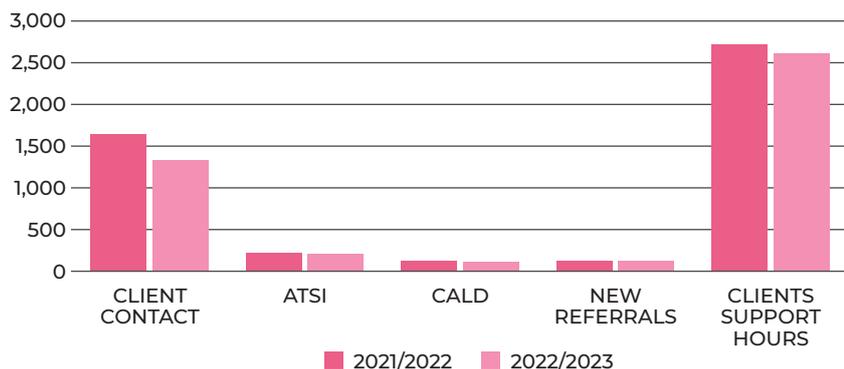
## ASSISTING FAMILIES DURING CHRISTMAS

During the festive season in December 2022, DBNC collaborated with Lighthouse Centre Deception Bay, YourTown, Deception Bay Anglican Church, and North Lakes Uniting Church to support families during Christmas.

Thanks to the generosity of local churches and community members, we were able to provide families with food hampers and presents for children. We assisted approximately 300 families in Deception Bay and its surrounding areas.

*\*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.*

Outreach Families Program Statistics



## CHILDREN'S ACTIVITIES



In July 2022, in collaboration with Denise Eugarde, a local school teacher and qualified art therapist, we initiated a therapeutic art program called Art Space 22. Since its inception, a minimum of 20 children have attended weekly sessions, where they use various art techniques to explore challenging topics such as emotional regulation, mental wellness, and safety.

Feedback from the children indicates that they thoroughly enjoy program. Additionally, the program provides older children with opportunities to become 'leaders' within the group, helping to build self-confidence, leadership qualities, and impart knowledge and skills to younger participants.

We believe in offering children opportunities that provide different experiences outside their local community. Extracurricular activities are not always accessible due to the increased cost of living for the families we support.

Our school holiday programs aim to introduce children to individuals and communities beyond their own, fostering resilience, confidence, self-awareness, and social skills. This financial year, we were able to take children to various exciting places, including Southbank, GOMA, Australia Zoo, Chermside Aquatic Centre, Ipswich Rail Museum, Abbey Museum, Mary Cairncross, as well as beaches at Bribie Island, Scarborough, and the Redcliffe Lagoon.



## COMMUNITY ENGAGEMENT

OFP has been fortunate to participate in various community engagement events, including NAIDOC Week, Under 5s Day, and Community Connect days. These events offer opportunities to engage families who may not be ready for formal support. They are encouraged to stay connected to the Centre through other options, such as involving their children in after-school activities, school holiday events, or accessing community-based activities, including our community garden and choir.



- 8-10 UNDER 5S STAND
- 11 REDCLIFFE OPEN DAY AT BREAKFAST CLUB
- 12 ANNE-MARIE AT THE PACIFIKA CAREERS DAY AT COMMUNITY HALL
- 13 BRUCE AND CRYSTAL AT NAIDOC EVENT
- 14 ROCK CLIMBING NAIDOC EVENT
- 15-16 NAIDOC EVENT
- 17 BRUCE & CRYSTAL ON DBNC STAND AT NAIDOC EVENT
- 18 NAIDOC ENTERTAINMENT AND SPEECHES
- 19 NAIDOC EVENT COLLAGE
- 20 ARTSPACE

### CASE STUDY

During the 2022/2023 year, we supported over 1300 clients. In one instance, a member of a family supported by OFP was experiencing debilitating physical and mental health issues and was struggling to access support through NDIS and Centrelink. We were able to provide support, which took several months but ultimately resulted in the family member gaining access to a Disability Support Pension through Centrelink and, over time, NDIS support. This process required ongoing motivation and support, which could be challenging, but the outcome was a success.

Sometimes the most crucial work we do is to walk alongside our families so that they don't have to face their challenges alone. The client expressed that, without the support of the OFP worker, accessing Centrelink benefits and NDIS would have been impossible, and she might have given up.

We hope you find this report informative and engaging, as we continue to work tirelessly to support the families in our community. Thank you for your continued support and partnership in our mission.

### KEY ACHIEVEMENTS

Housing-related issues continue to rise, with many families facing homelessness. OFP has established a solid working relationship with the Department of Housing, enabling us to provide comprehensive accounts of a family's situation and prioritise their applications. We have successfully assisted numerous families in securing housing, whether through Social Housing or private rentals.

We continue to strengthen relationships with groups that provide essential items for struggling families. We extend our heartfelt thanks to GIVIT and the North Lakes Uniting Church for their ongoing support and generosity to the local people of Deception Bay.

## For Families in Neighbourhoods (FFIN) counselling

The FFIN program at Deception Bay Neighbourhood Centre plays a pivotal role in providing counselling services for individuals who are experiencing personal, family or relationship issues. This program incorporates the SA2 areas of Deception Bay, Rothwell-Kippa-Ring, Murrumba Downs-Griffin & North Lakes-Mango Hill. The program receives crucial funding through the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts.

Most counselling sessions are face to face and telehealth is offered. During the 2022/2023 period, the FFIN program witnessed increased demand in its individual counselling services demonstrating its continued relevance and importance in our community.

The FFIN program is a collaborative endeavour shared

SUSAN G,  
SENIOR COUNSELLOR



with counsellors, Susan G and Donna C. In addition to individual counselling, the 'Inside Out Parenting' course is ran 4 times throughout the year.

During the 2022/2023 period, over 900 hours of counselling was provided to over 400 service users plus four parenting courses were provided with 28 participants completing the course. The feedback from these courses has remained consistently positive, with clients attesting to the program's relevance and effectiveness.

Our clients primarily come through self-referrals and referrals from other agencies, including Mental Health services, Department of Child Safety, hospital social workers, G.P's, and perinatal mental health.

We continually monitor trends in client presentations and types of issues presented. This information helps us tailor our services to meet the evolving needs of our community. Trends continue to be clients presenting with developmental trauma and PTSD symptoms as well as increased anxiety and distress due to threat of homelessness and financial pressures. It is a huge advantage to be in an organisation where we have outreach support and financial resilience programs to further support clients.

## TEA ON THE TERRACE

Our monthly 'Tea on the Terrace' morning teas have become a popular community event, offering residents an opportunity to connect and enjoy each other's company. Themes are chosen by participants, and this year's activities included grocery bingo, line dancing, guest speakers addressing crucial issues like the Stroke Foundation and Elder Abuse. Notably, we also supported cancer research through participation in the 'Biggest Morning Tea' fundraiser.

This event fosters connections and support social engagement, contributing to positive client outcomes. As one counselling client commented "Susan also



runs the morning tea making her a familiar face and therefore someone easy to talk to as she is no stranger. This, for me, has allowed Susan to understand my issues as she can see my challenges outside of the office."

- 1 TEA ON THE TERRACE GUEST SPEAKER CAXTON LEGAL
- 2 TERESA AND LINDA BIGGEST MORNING TEA
- 3 ENJOYING CHRISTMAS TEA ON THE TERRACE

At Deception Bay Neighbourhood Centre, we utilise a person centred and recovery oriented practice organised around the needs of the client. We recognise the importance of supporting our clients comprehensively in their journey towards personal transformation. Our recovery-oriented practice includes referrals to other services that address social determinants impacting on the clients wellbeing and social inclusion such as housing, employment, budgeting, social connectedness, personal safety and trauma.

Referrals are made to other DBNC programs including Family Outreach Program, Financial Resilience programs, and Orbital Employment and Training programs as well as the free legal service, Centrelink and NDIS. Furthermore, clients can engage in various community activities and events hosted at our Centre.

Our 'social inclusion' activities such as our monthly 'Tea on the Terrace' morning teas and weekly gatherings of the Harmony Choir, encourage community engagement and well-being.

Our multifaceted approach to client support emphasizes our commitment to achieving meaningful outcomes.

The FFIN program has continued to meet the needs of our clients, leading to positive feedback and outcomes. We are encouraged by the feedback we continue to receive from our clients.

These testimonials affirm the positive impact of our programs on clients' lives, illustrating our commitment to facilitating meaningful change.

As I reflect on nearly two decades of service at Deception Bay Neighbourhood Centre, I am reminded of the courage it takes for clients to embark on the journey of change. Our team also finds immense satisfaction in assisting clients on their journey to change, witnessing their courage and growth is a source of inspiration and fulfillment.

Our commitment to providing comprehensive support and our dedication to continuous improvement drive our mission to facilitate meaningful change in the lives of our clients.

## TESTIMONIALS

*"The beauty of the service provided is that there is some measure of flexibility with how Susan delivers the service. For example, Susan has been able to provide me with intensive support in times of crisis without me having to worry about how many Mental Health visits I have left...I don't like to think what state my mental health would be in now if I hadn't found...the counselling service offered at Deception Bay Neighbourhood Centre."*

*"The service you and the Centre provide is incredible. Sometimes I think I am doing OK, but it's like walking on a frozen lake, you never know when you're going to step on thin ice and fall through the cracks...you have helped me in so many ways, not only counselling but also referring me to Barbara (Financial Counsellor). I will be forever grateful for your assistance Susan and Barbara."*

*"I am so grateful and thankful that I have been able to access this service. You are helping me get through all that I need to...thank you also for suggesting the Certificate 3 ...offered at the Centre... I have now completed that and been offered work. My children and I are so very thankful because it means I am able to provide a roof over their heads, pay our bills and have food to eat."*



## HARMONY CHOIR

The Deception Bay Neighbourhood Centre Harmony Choir continues to thrive, providing members with numerous mental health benefits. Singing together fosters bonding and a sense of community, while simultaneously boosting self-confidence, self-esteem, and the ability to work in groups. The Harmony Choir is a

source of mutual support and joy. This year, the Choir showcased its talents at Sir James' Terrace Retirement Village/Nursing Home, as well as during our Centre's annual events such as the AGM, the 'Biggest Morning Tea,' and the Christmas Tea on the Terrace.

The Harmony Choir exemplifies how community involvement enhances well-being and contributes to positive life changes.

4 HARMONY CHOIR PERFORMING AT THE 30TH BIRTHDAY AGM

## Front Line Response and Referral Team

We are thrilled to share our journey over the past year, highlighting the incredible team that stands in the frontline of support. Join us as we provide you with a snapshot of our journey over the past year, introduce our dedicated staff, explore our community's needs and discuss our achievements and challenges.

### A YEAR IN REVIEW

At the Front Office, our mission is simple: we welcome all community members to the Centre, providing a safe haven where everyone is valued and supported. Our dedicated team, consisting of Teresa D, Anne-Marie H, and Suzanne D, along with the invaluable assistance of university work placement students, is committed to making a difference in our community.

### PROGRAM OVERVIEW

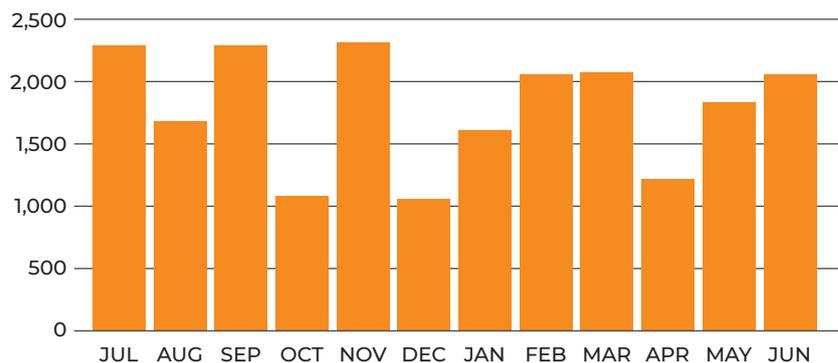
- In the last 12 months, we've observed an increase in clients facing financial hardships and housing instability, reflecting the growing challenges of our times.
- Our Front-Line Team operates with a 'wrap-a-round' service approach, ensuring our clients receive the full support they need, both within our Centre and through our trusted external partnerships.
- Our community members never cease to amaze us with their diversity, resilience, humour, determination, compassion, and generosity. They inspire us daily.

## MEET THE TEAM: FACES BEHIND THE FRONT OFFICE

Let's introduce the heroes of our Front Office team, who make a difference every day:

- **Teresa:** With almost two years of dedicated service at DBNC, Teresa provides unwavering support to clients during challenging times. 'I enjoy being part of a team that is supporting clients through challenging times'
- **Anne-Marie:** Celebrating two years at DBNC, Anne-Marie's journey from a short-term role to a rewarding long-term commitment reflects the heart of our mission. 'Community members and clients who come to the Neighbourhood Centre, no matter what their own situation is, they still have unconditional compassion and reach out to their fellow humans as they share a conversation. There's been offers of support, sharing information and generosity when they hear another's story.'
- **Suzanne:** Starting as a volunteer in 2011 and going permanent in 2015, Suzanne's love for her job shines through her commitment to helping clients find smiles, even in tough situations. 'I love being part of the front office team and welcoming and helping clients is very satisfying. When I go home if I have helped a client leave with a smile on their face and be happy when they leave the centre it makes my soul happy.'
- **Karina:** Karina's recent social work field placement at DBNC opened her eyes to the community's needs, inspiring her future career as a social worker. 'The experience helped me to appreciate neighbourhood centres more and understand more about the community's needs...I have gained a greater understanding of the community and its people. I have been inspired by some shared experiences to further my career as a social worker. To experience a wide variety of rewarding opportunities, DBNC is a great place to do so.'

Number of Services Offered 2022/2023





- 1 DONATIONS FROM BRUNNINGS
- 2 DONATION FROM LITTLE CASTLE BOOKS
- 3 TERESA RECEIVING DONATIONS FROM PALM LAKES RESORT QUILTERS
- 4 MICHAEL RECEIVING DONATIONS FROM STAFF AT SEASONS LIVING
- 5 ARRAY OF HOMEMADE DONATIONS FROM SEASONS LIVING
- 6 CAROLYN FROM FRESHWATER ANGLICAN CHURCH DROPPING OFF DONATIONS OF CHILDRENS BOOKS
- 7 JODIE RECEIVING DONATION FROM RILEY AT DOMINOS PIZZA
- 8 ANNE-MARIE RECEIVING DONATION OF HOMELESS PACKS FROM BRONWYN
- 9 ANNE-MARIE RECEIVING DONATION OF ART SUPPLIES FROM LIA
- 10 ARRAY OF HOMEMADE DONATIONS FROM SEASONS LIVING

## SUPPORT AND SERVICES: MAKING A DIFFERENCE

Our Front Office is a hub of assistance for our community:

- **Oz Harvest:** Every Friday, surplus supermarket supplies, including meat, fresh vegetables, and more, are distributed to families in need, thanks to the efforts of our dedicated volunteers.
- **Emergency Relief:** Our Front Office provides critical support for residents experiencing financial stress, including essential supplies like bread, milk, hygiene products, and even tents and sleeping bags for those without shelter.
- **Donation:** Generous donations from the community and local organisations ensure that our work continues, and we extend a heartfelt thank you to all our supporters.
- **SUSO bus:** in collaboration with Footprints Community Services and their Stand Up, Step Out (SUSO) program. The Footprints SUSO outreach bus provides a weekly service to support individuals that are sleeping rough and/or at risk of homelessness. The service provides a comfortable and safe environment to shower, access laundry facilities and enjoy a cuppa and chat with the SUSO team of volunteers and our team at DBNC.
- **Our Outreach Services:** Special thanks to Carers Qld, Parent Next, Centrelink, Pine Rivers Legal Service who we shared space with at the Neighbourhood Centre this year to provide valuable services to our community.
- We offer sincere thanks for the continued support of Lighthouse to supplement the Emergency Relief program. We thank Pastor David, Cheryl and Tim for their kind and generous support.
- We enjoyed our Christmas celebrations at the Centre and being able to decorate the front office space to bring the spirit of the occasion to the community.



## ACHIEVEMENTS AND GOOD NEWS STORIES

Over the past year, our Front Office team achieved significant milestones:

- Welcoming over 8,000 community members to our Centre, accessing our services, programs and community activities.

- Launching a daily support service to assist those people experiencing homelessness or housing stress. Our staff spend time to listen to these people and connect them with services tailored to their needs.
- Recognising the invaluable contributions of all our volunteers including Lyn and Jenny for our Oz Harvest distribution and Martin and Cheryl who dedicate their time to keeping our gardens looking pristine.

- 1 OZ HARVEST VOLUNTEERS
- 2 OZ HARVEST DELIVERY

## CHALLENGES AND SOLUTIONS

As our community's needs continue to grow, we face the challenge of space constraints in our Centre

- With the ever-increasing number of people seeking our services and support, our space constraints hinder our ability to provide the necessary privacy for client interactions.
- We hold space at the Centre for a number of outreach services however, with growing numbers presenting, we don't always have the space to support these services.
- We also face the challenge of taking the time to listen to our clients needs when they present at the front desk. Its important we treat our clients with dignity and respect and have the capacity to provide a private space to hold conversations.

## ENGAGE WITH US

We love hearing from you! Share your thoughts, suggestions, and ideas to help us improve our Centre and make the community feel at home.

Our Front Office team is more than just reception; we are the backbone of the Centre, supporting all programs, events, and the immediate needs of our clients. With just three part-time staff and one volunteer, keeping up to date with all the latest changes and developments in service delivery in the local community, we continue to make a big impact in our community.

Thank you for joining us on this journey, and we look forward to another year of making a difference, one smile at a time.



DID YOU KNOW THAT

**NEARLY 17,000**

INFORMATION AND REFERRALS WERE SHARED WITH OUR COMMUNITY THIS YEAR

## Queensland Financial Resilience Program (QFRP)

Welcome to the Queensland Financial Resilience Program (QFRP) Annual Report 2022/2023. Join us on a journey through our financial resilience initiatives and discover the faces behind our program, the impact we've made and our valuable community connections.

### HOW IT ALL BEGAN

The QFRP is a new program. In May 2022 DBNC was approached by Good Shepherd to participate in this pilot program delivering financial resilience services in one of the 27 priority areas in Qld. This response was initiated by the Queensland Government – Department of Communities, Housing and Digital Economy to support Queenslanders impacted by the COVID-19 pandemic until 30 November 2023.

The team of financial resilience workers support and assist clients to proactively build capability and offer support when experiencing financial challenges. Service offerings may include specialist services including financial counselling, budgeting, and assistance to access the No Interest Loan Scheme (NILS).



### WHO'S ON THE TEAM? MEET THE EXPERTS

Our QFRP team is dedicated to helping individuals and families achieve financial security.

Get to know the professionals who drive our program:

- **Barbara:** As an accredited Financial Counsellor with over 6 years of experience, Barbara assists people in resolving debt issues, paving the way for financial freedom
- **Linda:** With more than 30 years of experience in Community Services, Linda focuses on developing, facilitating programs, and teaching financial capability, making her a cornerstone of our financial resilience efforts.
- **Meegan:** with extensive experience in the banking industry, Meegans connections and knowledge in financial matters was invaluable to the program.

### EMPOWERING FINANCIAL FREEDOM

The QFRP Financial Resilience program empowers individuals and families to achieve financial security through a free, non-judgmental, and confidential service. Our services include financial counselling and assistance to access the No Interest Loan Scheme (NILS).

### QFRP HIGHLIGHTS:

- In the past year we serviced 317 clients and had 925 face to face appointments.
- A wraparound service offering No Interest Loans, budgeting, savings plans, and assistance with energy grants
- We partner with local community services to facilitate financial capability workshops tailored to specific needs.
- The program offers access to No Interest Loans for essential needs, like cars, household goods, medical expenses, and housing-related costs

## EMPOWERING FINANCIAL LITERACY: WORKSHOPS AND EVENTS

In the 2022/2023 financial year we have facilitated 17 Financial Literacy Workshops in partnership with various community organisations. We've also participated in numerous community events to promote this invaluable service. The workshops have been delivered across an array of community services to individuals, families, young people, and the senior community.



- 1 BARB AND LINDA AT YOURTOWN FINANCIAL RESILIENCE WORKSHOP
- 2 LINDA AT GOOD SHEPHERD FINANCIAL RESILIENCE WORKSHOP
- 3 BEV WITH VICTORIA FROM YOUNITY
- 4-5 BARB, LINDA AT TAFE OPEN DAY

## COMMUNITY CONNECTIONS: BUILDING BRIDGES

We extend our thanks to PCYC; Younity; YourTown – Glugor House, Marsden Families, Burpengary High School and Health Hands Womens Group for participating in these workshops. These partnerships have allowed us to let people in the community know of other programs, services and events that are offered through the Neighbourhood Centre and assist people in making more informed decisions.

This program has fostered valuable connections with various community organisations, agencies, and businesses to provide wrap around support needed to meet the holistic needs of the people presenting for

immediate assistance. As well as those already mentioned, we thank the support of Centrelink Community Engagement; NDIS, Pine Rivers Legal Service; Lighthouse Church; St Vinnies; Salvos; Department of Housing; Rent Connect; Encircle Home Stay Program and Mercy Services to name a few

We continue to promote this program through our participation in community events throughout Deception Bay and the wider Moreton Bay region. This included DBNC's Community Connect Days and arranging a promotional booth at various community events including the community connect day at Redcliffe TAFE.





## THE CHALLENGES WE FACE

Over the past year, we've observed significant challenges:

- The rising cost of living and a rental crisis have led to an increased demand for No Interest Loans (NILS).
- Escalating rents in the region have left many paying a large portion of their income for housing, impacting their ability to cover essential expenses and
- A significant percentage of clients have sought assistance due to Domestic and Family Violence.

## ACHIEVEMENTS AND GOOD NEWS

In the past year, our program has achieved significant milestones:

- Engaging with over 80 vulnerable and adults and young adults in our community to learn about financial literacy, living on a budget and managing their finances.
- Partnering with GIVIT to provide over \$10,000 in donations and other supports to families experiencing Homelessness, Domestic and Family Violence, and those affected by the Brisbane floods in 2022.

### TESTIMONIALS: MAKING A DIFFERENCE:

It's heartening to receive feedback from our community both agencies and individuals to know that this program has made a positive difference in their lives.

*"I really appreciated you coming to our team. We all benefited so much from what you spoke about. It is hoped that people take on board what you spoke about to feel more financially secure."*

CHARITY ORGANISATION

*"The support my family received from DBNC changed our lives. We needed to leave a DFV situation, and the NILS loan allowed us to move to a new rental so my children and I could be safe. NILS assisted to help pay for my bond and 2 weeks rent in advance."*

COMMUNITY MEMBER

Thank you for joining us on our journey towards financial resilience and empowerment. We look forward to another year of making a positive impact on our community

The QFRP Financial Resilience Team enjoy working alongside a wonderful team of supportive professionals who are all working towards making people's lives better.

#### QFRP Team

Deception Bay  
Neighbourhood Centre

BARBARA W,  
FINANCIAL COUNSELLOR



## DollarSmart (DS)

This report provides an overview of the programs activities, impact and the stories that make a difference.

### PROGRAM OVERVIEW

The DollarSmart program is a State Government funded initiative through the Department of Treaty, Aboriginal and Torres Strait Island Partnerships, Communities, and the Arts. It operates in the ABS SA2 statistical areas of Deception Bay and Redcliffe, offering free and confidential services to individuals facing financial challenges. The program provides financial and material assistance, financial counselling, advice, information, referral, and advocacy.

### MEET BARBARA, OUR FINANCIAL COUNSELLOR

Barbara is the driving force behind our DollarSmart program. Her dedication has made a significant impact, and this year she received the Recognition Award from Good Shepherd in 2022 for completing 167 No Interest Loans (NILs) in the previous year.

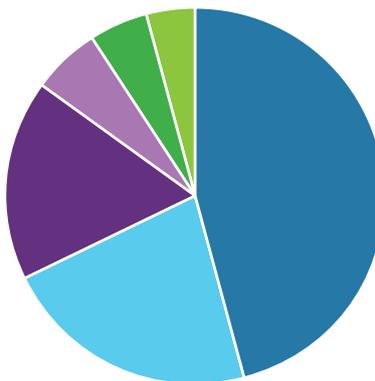
### WHAT WE DO: BY THE NUMBERS

Let's dive into the data for 2022/2023:

- The program operates 3 days a week. In the last year, 342 clients were supported. Over 180 NILs applications were approved, which is a 22% increase from the previous year. The NILs covered various needs including car-related expenses, white goods, furniture, medical expenses and more.

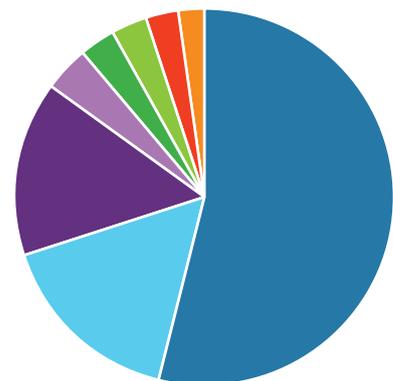
- This year, the NILs expanded to include rental arrears, bonds and assistance for homeless individuals. This allowed us to expand our support to people experiencing homelessness or housing stress with housing application support, emergency relief and identification. This service extended to over 300 home owners facing mortgage stress and renters dealing with rising rental rates.

No Interest Loans (NILS) Purposes 2022/2023



- VEHICLE RELATED
- HOUSEHOLD RELATED
- VEHICLES
- TECHNOLOGY
- HOUSING
- MEDICAL

Financial Matters



- CREDITORS
- UTILITIES
- BUDGETING
- CENTRELINK
- BANKRUPTCY

## COMMUNITY ENGAGEMENT: MAKING A DIFFERENCE

Throughout the year, we actively engaged with our community through various events and activities, including our participation in DBNC community connect days, RUOK day, and the innovative 'Cooking with Barb' program.



The 'Cooking with Barb' is a new video series on YouTube and Facebook, offering budget-friendly recipes and tips. It has received positive feedback from the community and extended to support other DBNC services.

In collaboration with the QFRP Financial Resilience workshops run throughout the community has further strengthened community ties.

- 1 BEHIND THE SCENES OF COOKING WITH BARB, MICHAEL ON CAMERA
- 2 BARB COOKING FOR COOKING WITH BARB VIDEO
- 3 COOKING WITH BARB, POTATO SALAD

## TRENDS, ISSUES AND COMMUNITY NEEDS

Over the past year, several significant trends and issues have emerged;

Homelessness is on the rise, with more individuals and families facing rental arrears and potential evictions. The cost of living is increasing, while incomes and support payments remain stagnant, leaving many individuals struggling to balance essential expenses

## CELEBRATING ACHIEVEMENTS AND GOOD NEWS

We've had the privilege of witnessing transformations in the lives of our clients. Here's a case study:

A client came to the DollarSmart service who was also affected by the 2022 floods and impacted by domestic and family violence. The client needed resources for the children's education, and essential household items. The DollarSmart program worked closely with the client to prioritise needs, utilising the GIVIT program the client was able to source the education resources needed and approval to access the NILS program allowed the client to purchase essential furniture. The client was also referred to the DBNC Outreach Family Program for social interaction opportunities for their children in the school holiday programs. Thanks to the Orbital Employment and Education team, who enrolled the client in one of their programs, the client is now employed and has a more stable future, both financially and emotionally

The most rewarding aspect of working at DBNC is the transformative impact the program has on clients' lives. A listening ear and empathy can make a profound difference, bringing smiles and hope to those in need.

Thank you for your support and I look forward to another year of making a positive impact in our community.

## Family and Relationship Services (FaRs) Program

Welcome to our Annual Report for the Family and Relationship Services (FaRs) Program.

### WHAT IS FARS?

The FARS Program is federally funded through Department of Social Services and is a collective effort by the Moreton Bay Community Consortium Partners, dedicated to providing counselling services to individuals, families, and couples across the Moreton Bay region.

Our main aim is to enhance well-being and strengthen family relationships. People come to us for support on various challenges, including improving family communications, addressing emotional and mental well-being, developing parenting skills, managing life transitions, and overcoming past traumas.

We offer various therapeutic approaches, including cognitive behavioural therapy, mindfulness, sand play therapy, expressive art, family therapy, and person-centred therapy. This service also serves as a valuable referral pathway to other programs at our Centre and to our partner agencies in the community.

### OUR COUNSELLOR

Our counsellor is Donna C who is a qualified and experienced counsellor registered with the Australian Counselling Association. Donna also has certification in Sand Play Therapy and Symbol Work Therapy.

### OUR COLLECTIVE EFFORTS

At DBNC, we deliver the FARS Program in partnership with Encircle (Redcliffe, Pine Rivers, and Kallangur Neighbourhood Centres), Centre Against

DONNA C,  
COUNSELLOR FARS PROGRAM



Domestic Abuse (CADA), and Bribe Island and District Neighbourhood Centre. These collaborations enable us to reach more individuals and families in need.

### ADDRESSING KEY ISSUES

Clients seek counselling support around a range of issues including improving family connections, couples therapy, addressing children or adult emotional and mental well-being, developing parenting skills, and managing various life and family changes and transitions and overcoming past trauma.

### OUR IMPACT

We've witnessed countless clients experiencing positive transformations, including improved self-awareness, enhanced parent-child and intimate relationships, better mental health and well-being strategies, as well as newfound confidence and boundary-setting skills.

### CHALLENGES IN THE COMMUNITY

Donna has been leading the program since 2017. She points out the rising cost of living as a dominant cause of stress among clients. This issue has generated increased stress related to rising mortgage and rental rates leading to housing insecurity.

### EMPOWERING OUR CLIENTS

Despite this negative impact, our community continues to persevere, utilising resources referred to them to support positive changes. Many of our incredible clients have turned challenges

into success stories by applying new strategies learned in therapy and engaging with services like QSTARS, CADA, Pine Rivers Legal Services, DollarSmart, and QFRP Financial Resilience programs

A number of our clients have turned their challenges into triumphs by applying new strategies learned in therapy. Some have pursued further education and gained qualifications through our Orbital Training and Employment program, leading to sustainable employment, improved mental health, and expanded social networks.

### COMMUNITY INTEGRATION

An essential aspect of our program is connecting clients with community resources and encouraging them to explore opportunities to engage with other services and community-led projects.

### A YEAR OF TRIUMPHS

Each year, it's immensely satisfying to be part of our clients' journeys, helping them overcome life's challenges and improve their relationships with families and friends.

As a no cost service, we take pride in offering quality therapy to the people of Deception Bay, ensuring that support is available to everyone who needs it. We look forward to another year of making a positive impact on our community.

# Education and Employment (Orbital Works)

We are excited to present our annual report for the Orbital Works Training and Employment Program, covering the period from July 2022 to June 2023. Here, you'll find valuable insights into our program's activities, achievements, and the incredible people who make it all possible

## MEET OUR TEAM

Our dedicated team has been the driving force behind the success of the Orbital Works program:

- **Bev:** Program Manager since April 2016
- **Annette:** Student Support Mentor since March 2020
- **Jodie:** Industry Liaison Officer since July 2020
- **Tessa:** Student Support Mentor and our latest recruit to the Orbital Team

With over 60 years of combined experience in employment, training, and community services, our team is well-equipped to support our students from enrolment to employment and beyond.

We're here to ensure our participants receive the guidance and assistance they

need to achieve their goals. Our team also connects the participants with other DBNC services and external service providers when required. This wrap around service is a critical success factor of the program as it assists the participants to overcome barriers to complete the course and extends into their time in work placement and employment.

## PROGRAM OVERVIEW AND DATA

The Skilling Queenslanders for Work Program is funded through the State Government Department of Employment Small Business and Training (now the Department of Youth Justice, Employment Small Business and Training)

Our program offers a range of Certificate I, II, or III Nationally Accredited qualifications chosen from the Queensland Government Skills Priority list, which reflects areas in need of skilled workers. In the past year, we delivered three qualifications across 14 courses: Certificate III in Individual Support Age/

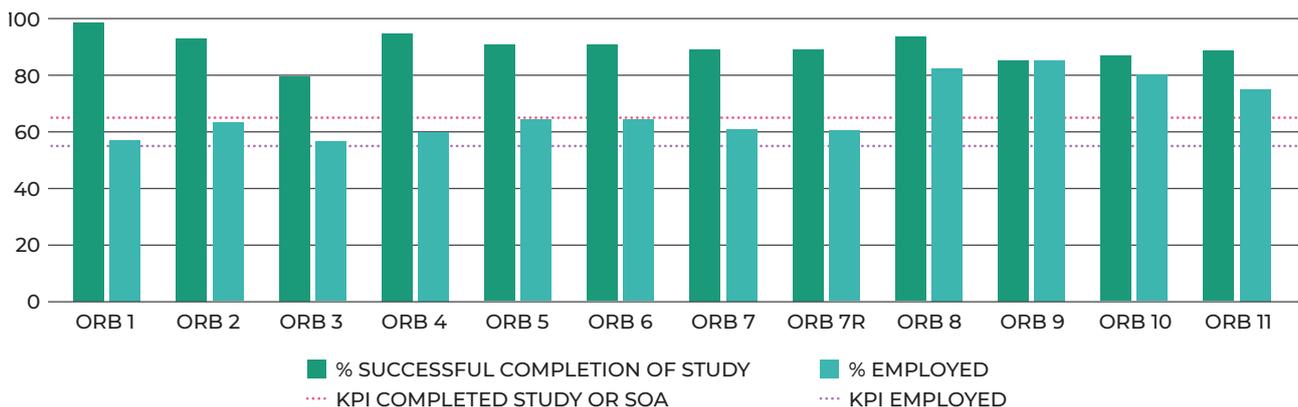


**BEVERLEY T,**  
ORBITAL WORKS TRAINING & EMPLOYMENT PROGRAM MANAGER

Disability (dual qualification), Hospitality, and Early Childhood Education and Care.

We are proud to share that during the last 12 months we delivered these courses to over 185 local community members achieving over a 75% employment rate. We offer complete support, from the first day of class to well beyond course completion, assisting students in transitioning into employment and continuing to offer post-participation support, enabling access to all DBNC programs and services. The program goes from strength to strength as we have been able to work with our network of employers to secure ongoing work to over 70% of our participants.

Training & Employment Outcomes by Orbital Program



## EVENTS AND ACTIVITIES

We recognise and celebrate the achievements of our students, and our graduation celebration events are a testament to this. Twice a year, we host graduation ceremonies to acknowledge our students' hard work and accomplishments. Throughout the year, there are a number of class team building activities. These activities not only involve the students but extends to connect the students with our DBNC activities with our staff getting involved in the fun activities.

Activities and events include:

- **Fashion Fix:** A fun fashion show where the Orbital Team and some students strut their stuff. Prizes for the best and most affordable outfits add to the excitement. We video the event and showcase this on our Facebook and YouTube channel.
- **Graduation:** We celebrated the first of two 2023 Graduations earlier this year, with local MP Chris Whiting and representatives from our funding department in attendance. It was an event filled with pride and achievement. The graduates celebrate this event with family and friends.
- **Classroom Graduations:** On final day of class, our students bring along their unique cultural cuisines to celebrate. This is always a great experiences.

- **Workshops/Classes:**

We often organise presentations and workshops to enhance the student's skills. For instance, our First Aid Training is vital for students undertaking training in Early Childhood Education and Care. We also connect our students with the Centre's other services and often invite staff at the Centre to connect informally with our students and spend time chatting about the various services on offer.

- **Community Connect Days:**

The Orbital Team actively participates in various community events and Centre events. It's an opportunity to connect with community members and other service providers. This year we also participated in the RUOK Twilight Walk, as well as special events such as Easter and Christmas.

1-6 FASHION FIX AT ENVIRO CENTRE





## TRENDS, ISSUES AND COMMUNITY NEEDS

Over the past year, we have noticed a significant increase in the rising cost living, rent affordability challenges, homelessness, and other economic hardships. Our connection and collaboration with other DBNC support services has connected more people with this training program. As a result, we have seen a significant increase in the number of persons showing interest in the courses on offer. Some of our students were living in difficult conditions at the beginning of their courses, but through the assistance of our other programs they have

been able to secure stable accommodations. Domestic Violence has also affected some of our students, driving them to seek a better life through education. We have been deeply involved in providing support, counselling, and emergency assistance where needed.

## COMMUNITY CONNECTIONS

We believe our success in achieving higher than average employment outcomes is attributed to the strong relationship connections we have nurtured over the years with various local employers and agencies. We cannot thank

them enough for their ongoing support. In fact, in a number of instances we are considered the 'go to' for a number of our employers for our students. We attribute this in part, to the ongoing support we provide to the employer and the graduate during their employment.

We also pay special thanks to a number of other community members, registered training organisation partners and community organisations that promote and encourage their community members and networks to participate in our courses and those that provide extra support for many of our participants by way of donations of goods and services.

7 ANNETTE, JODIE AND BEV AT GRADUATION 2022

8-9 GRADUATION

10 GRADUATING CLASS

## HERE ARE A FEW INSPIRATIONAL STORIES



Deborah was extremely grateful for the support she received and expressed her desire to volunteer at the Centre in the future.



Jesse completed his qualification and found stable employment, leading to personal growth and newfound independence.



Krysteena thanked the Orbital team for helping her through her course, which made it possible for her to afford rent increases and maintain her accommodation.



Ray, has proven that you are never too old to learn. At 73, he gained part time employment as an Individual Support Worker, bringing about a positive change to his life.



DID YOU KNOW THAT  
**OVER 1,000**  
EMERGENCY RELIEF  
CONTACTS WERE MADE  
OVER THE LAST YEAR

## ACHIEVEMENTS AND GOOD NEWS

We are thrilled to report consecutive funding wins that allow us to provide life-changing opportunities to our local community members. Our program's continued success in providing training, support, and employment opportunities is remarkable. We've expanded our services to other locations in Moreton Bay such as Redcliffe, Strathpine, and Caboolture. Moreover, we've secured a 3-year contract on our recent project, promising a bright future for our team and students.

We've been privileged to witness the transformative journeys of many students. We have initiated the use of digital story telling to allow our students to share their journey to employment and inspire others.

ORBITAL TEAM BEV, JODIE, TESS AND ANNETTE



### WE ASKED OUR TEAM WHATS THE BEST THING ABOUT WORKING AT DBNC:

*"The best thing about working at DBNC is collaborating with a great team of people who work together for the betterment of our community."*

BEV

*"I absolutely love my job and the people I work with. It's heartwarming to witness the positive changes in the lives of our students."*

ANNETTE

*"I have worked here at the Neighbourhood Centre for just on 3 years and it has been the best 3 years of my working career.*

*The depth of compassion and caring that is shown every single day to our local community makes me feel very proud to work here.*

*Watching individuals transform from day one when they start a program with us to completion is absolutely amazing and makes my role so worth while."*

JODIE

*"I'm grateful to be working with such a committed team, especially the Christmas elves! I'm excited for what's to come in the coming year."*

TESSA

### WHAT THE FUTURE HOLDS

In the upcoming year, we are eager to continue our successful programs. Expanding our program reach to additional locations within Moreton Bay is a goal for the coming year.

The Orbital Works team is passionate about helping our participants achieve their qualifications and employment goals. We take immense satisfaction in witnessing students coming back to share their journey and experiences. Obtaining a qualification and employment is only the beginning of their personal journey towards a brighter future.

We congratulate all our students and remain committed to assisting more individuals in our community through life-changing opportunities to come.

# Behind the Scenes

## Finance and Operations Team

### MEET THE TEAM

- **Sharon D – Operations and Program Support:** Sharon oversees all financial and compliance operations of DBNC. Her role is vital in ensuring compliance with legislative requirements and all requirements for Human Services Quality audits and Financial Audits.
- **Donna B – Finance Support Worker:** Donna is a key member of the finance team, responsible for managing all accounts and payroll.

### OUR TEAM'S FOCUS

In the past year, our Finance and Operations team at DBNC has maintained a strong focus on keeping the organisation in alignment with contractual and legislative requirements. We have also effectively managed funds and actively participated in various program and community activities, while monitoring trends and addressing community needs.

### FUNDING OVERVIEW

The team monitors and manages the funding from 23 different sources, totalling just under \$2 million. Our team has overseen approximately 12,800 transactions during the financial year.

## ENGAGEMENT IN CENTRE AND COMMUNITY

In addition to our financial and operational responsibilities, our team has been actively engaged in several activities and events. These include participation in DBNC's Community Connect Days and contributions to events like Sausage Sizzles and Face Painting stalls. We have also been participants in the community, attending network meetings and events.

### COMMUNITY CONNECTIONS

Sharon's active involvement in the Moreton Bay Regional Interagency Network meetings and Disaster Management discussions has enabled us to establish valuable connections and acquire insights and knowledge.

### OBSERVATIONS AND TRENDS

Over the past year, we have observed an increase in costs for both clients and operating expenses at the Centre. Additionally, there have been changes in the types of presentations and an increased number of individuals seeking assistance. In summary, our Finance and Operations team at DBNC plays a pivotal role in the management of funds, ensuring compliance, and active participation in community events and discussions. We remain committed to addressing the changing needs of our community while



SHARON D

maintaining strong connections with both community members and other agencies.

We also introduced an innovative project 'Cooking with Barb' video series, in response to a growing need among individuals utilising our emergency relief services. These videos aim to educate people on cooking simple and budget-friendly meals.

In summary, our Community Engagement Team is dedicated to fostering connections within the community, capturing stories, and addressing specific needs through projects and initiatives. We recognise that community development is a collective effort and remain committed to improving the lives of community members through collaborative initiatives



DID YOU KNOW THAT  
**NEARLY 3,000**  
CONNECTIONS TO LOCAL  
SERVICES WERE MADE  
OVER THE LAST YEAR

## Business Development Support Worker

### ANDREW

In the heart of our operations, Andrew, our dedicated Business Development Worker, has played a pivotal role in identifying and assisting with funding applications over \$2million to empower our community. His unwavering commitment and diligence have been the driving force behind these remarkable achievements.

Andrew possess an amazing talent for research and data analysis, a skillset that has provide instrumental in shaping some of our community initiatives. Most notably, he recently completed a 2023 Deception Bay Support Research and Statistical Information report – comprehensive and enlightening document that offers a deep understanding of our Deception Bay community.



ANDREW,  
BUSINESS DEVELOPMENT WORKER

A key focus was on identifying the gaps and needs within our community, often in collaboration with our Community Engagement Team. This process is essential in sourcing funding that aligns with these needs, establishing strategic partnerships that enhance community support and mapping government resources.

Andrew's contributions have been nothing short of extraordinary. His dedication and expertise has contributed to our mission of empowering the lives of Deception Bay residents, especially the most vulnerable.



SHELLIE,  
EXECUTIVE SUPPORT OFFICER

## Executive Support Officer

### SHELLIE

Shellie's role as our Executive Support Officer, plays a pivotal role in keeping us on track with minute taking and note taking during our regular staff and program meetings. Her attention to detail and ability to capture the essence of discussions is invaluable. Not only does she keep our meetings organised, but she also helps us remain focussed on our priorities and goals. Shellie's role is essential to our team.

# Deception Bay Housing Situation and Housing Crisis Report (2023)

## INTRODUCTION

The Deception Bay Neighbourhood Centre (DBNC) presents this report to shed light on the housing situation and growing housing crisis in Deception Bay. The data within this report is sourced from the 2023 Deception Bay Support Research and Statistical Information report, compiled by DBNC's Business Development Support Worker, Andrew Philippou.

This report serves as an invaluable tool for DBNC to better understand the housing landscape in our community and its pressing challenges. While we understand that solving the housing crisis is a complex challenge, we are committed to actively listening to the needs and concerns of our community members.

Our role is to be responsive to these challenges, facilitating community driven initiatives and fostering collaborative efforts with local authorities and stakeholders.

We may not have all the solutions, but we have a commitment to make a meaningful difference in the lives of those affected by the housing crisis utilising the resources and tools available to us.

## OVERVIEW OF DECEPTION BAY



DECEPTION BAY HAS EXPERIENCED A REMARKABLE

**88.4%**

POPULATION GROWTH FROM 1991 TO 2021

Notably, the growth rate between 2011 and 2021 has shown a more modest increase of 4.25%.



THE COMMUNITY COMPRISES A SIGNIFICANT BABY BOOMER POPULATION, CONSTITUTING NEARLY

**1/4**

OF THE RESIDENTS

## HOUSING SITUATIONS

In Deception Bay, the most common housing situations in order are as follows:

**1 Rental**

**2 Own a home with a mortgage**

**3 Own a home outright**

The most common household compositions are:

**1 Family households with children**

**2 Lone person households**

**3 Couples households with no children**

## Rental Market



DECEPTION BAY IS GRAPPLING WITH A TIGHT RENTAL MARKET, REFLECTED IN A VACANCY RATE OF

**0.7%**

AS OF AUGUST 2023 THERE WERE 21 RENTAL VACANCIES IN DECEPTION BAY



THE CURRENT ASKING RENTAL PRICES FOR HOUSES AND UNITS ARE

**\$503 & \$440**

RESPECTIVELY  
(August 2023)

## Rental Price Trends



RENTAL PRICES IN DECEPTION BAY HAVE SURGED SIGNIFICANTLY, WITH A

**44%**

INCREASE SINCE 2021

It is crucial to note that Census data represents average rental prices based on a specific period and may not reflect the most up-to-date market conditions.

## Housing Asking Prices



THE CURRENT ASKING SALES PRICES FOR HOUSES AND UNITS IN DECEPTION BAY STAND AT

**\$615,930 & \$389,862**

RESPECTIVELY

OVER THE PAST 10 YEARS HOUSING PRICES HAVE DEMONSTRATED THE FOLLOWING TRENDS:



ALL HOUSES  
**6.9%**  
INCREASE



3 BEDROOM  
HOUSES  
**7.3%**  
INCREASE



ALL UNITS  
**3.4%**  
INCREASE



2 BEDROOM  
UNITS  
**2.3%**  
INCREASE



COMBINED  
(ALL TYPES)  
**6.3%**  
INCREASE

## Demographics



THE WEEKLY FAMILY INCOME IN DECEPTION BAY AVERAGES

**\$1,219**

IN 2021



AN RAI SCORE OF 100 INDICATES THAT HOUSEHOLDS PAYING

**30%**

OF THEIR INCOME ON RENT ARE AT THE CRITICAL THRESHOLD LEVEL FOR HOUSING STRESS



LOW INCOME FAMILIES PAYING CLOSE TO OR MORE THAN

**30%**

OF THEIR INCOME ON RENT ARE GENERALLY CONSIDERED TO BE EXPERIENCING HOUSING STRESS

## HOUSING CRISIS IMPACT ON DBNC

The housing crisis, homelessness, and increasing mortgage and rental costs have increasingly affected the community of Deception Bay. Within the Centre, we have observed a growing number of community members seeking assistance due to housing stress and homelessness-related concerns. This surge in demand is concerning and underscores the pressing need for support and solutions. As the Centre strives to aid these individuals, the strain on DBNC's supports and services

is palpable. Our dedicated staff are tirelessly working to support these people, actively seeking community driven solutions while utilising the tools and resources currently available to them.

## CONCLUSION

In conclusion, the data presented in this report underscores the urgency of addressing the housing crisis in Deception Bay. With a booming population, a significant Baby Boomer presence, and tight rental market conditions, it is essential to focus on sustainable solutions to ensure affordable and secure housing for all residents.

DBNC is committed to further research, community support, and advocacy to alleviate the housing crisis in our community. We recognise the importance of ongoing data collection and analysis to guide our efforts.

## REFERENCES

- 2023 Deception Bay Support Research and Statistical Information report, Andrew Philippou.
- Various data sources and market reports.

# Staff and Volunteers

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.

## 2022/2023 STAFF

### DIRECTOR

Caroline C

### FRONT OFFICE

Teresa D – Front Office Manager  
Suzanne D – Front Office Worker  
Anne-Marie H – Front Office Worker

### FINANCIAL RESILIENCE

Barbara W – Financial Counsellor/  
Resilience Worker – DollarSmart  
Meegan E – Financial Resilience Worker  
Linda H – Financial Resilience Worker

### EMPLOYMENT AND TRAINING

Beverley T – Orbital Works Employment &  
Training Program Manager  
Pauline A – Orbital Works  
Student Support Mentor  
Annette C – Orbital Works  
Student Support Mentor  
Jodie G – Orbital Works  
Industry Liaison Officer  
Jenelle L – Orbital Works  
Student Support Mentor

### OUTREACH FAMILY SUPPORT (OFP)

Bruce W – OFP Family Support Worker  
Crystal D – OFP Family Support Worker

### COUNSELLING

Susan G – Senior Counsellor – FFIN  
Donna C – Counsellor – FaRs  
David G – Counsellor

### BEHIND THE SCENES

Donna B – Finance Support  
Michael C – Communications &  
Digital Engagement  
Sharon D – Operations & Program Support  
Sam V – Administration Support

### COMMUNITY ENGAGEMENT TEAM

Belinda V – Brio  
Bianca P – Brio  
Michael C  
Sharon D  
Beverley T  
Jodie G  
Caroline C

## STUDENTS

Jessica S  
Marissa S  
Karina B  
Parminder K

## VOLUNTEERS

Cheryl & Martin  
Jenny  
Lyn

# Sponsors and Supporters

## A big shout out to the Deception Bay Community!

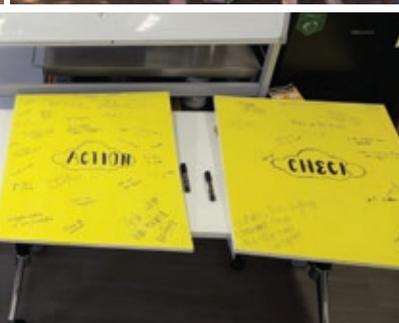
On behalf of all our staff and volunteers at the Deception Bay Neighbourhood Centre we want to extend a heartfelt thanks to all our members, supporters, friends, partners, and donors. We know there are some people who prefer not to be publicly recognised, but you know who you are and so do we.

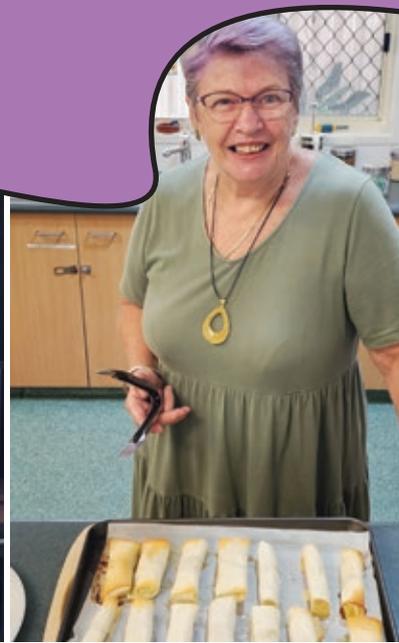
You have made our year such a success walking with us in reaching out to the community and supporting their needs and helping them reach their aspirations whatever that may be.

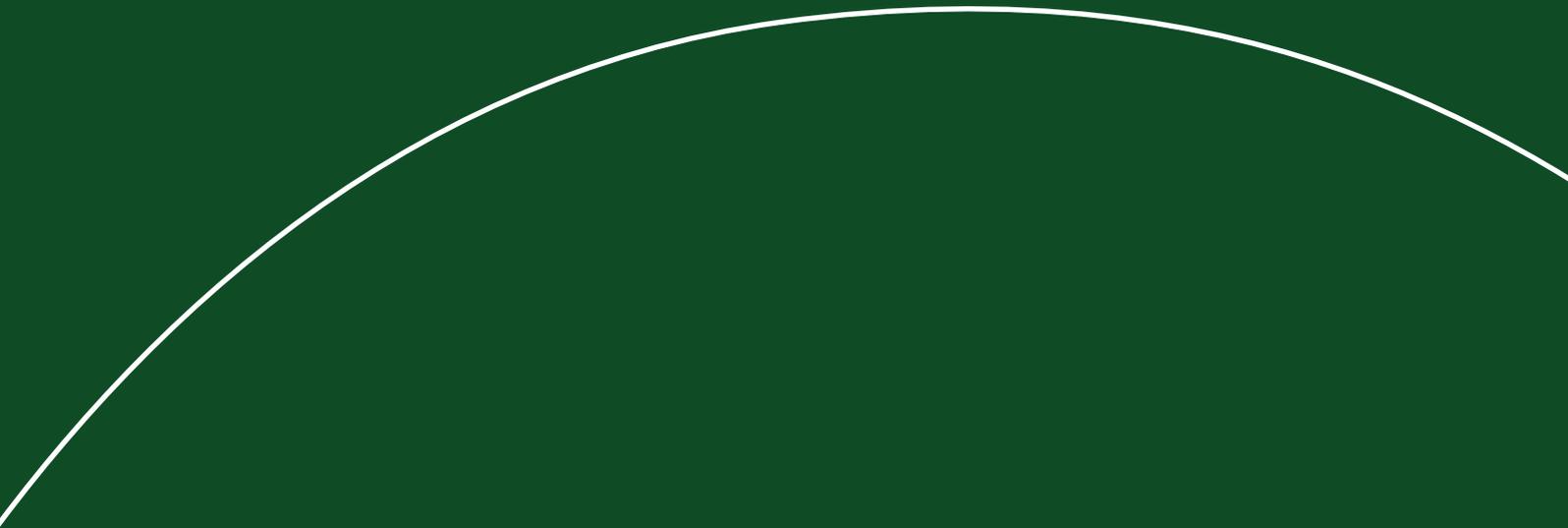
### SPECIAL THANKS ALSO TO:

- Accoras ParentNext
- Aiga Samoa Inc
- Ballycare Aged Care
- Bay Explorers Early Learning
- Beaumont Care Rothwell
- Benevolent Society
- Bounty Boulevard State School
- Bribie Island Neighbourhood Centre
- BRIC Housing
- Bright Group Australia
- Brunnings Garden Products
- Bunnings
- Burpengary Mens Shed
- Caboolture Neighbourhood Centre
- Caloundra Neighbourhood Centre
- Carers Qld (NDIS)
- Caxton Legal Service
- Central Qld University (CQU)
- Centre Against Domestic Abuse
- Centrelink
- Chameleon House Youth Service
- Child and Youth Mental Health Services
- Churches of Christ
- City of Moreton Bay
- Coles, Woolworths, Aldi, IGA
- Community Care Beenleigh
- Deception Bay High School
- Deception Bay North State School
- Deception Bay Sports Club
- Deception Bay State High School
- Deception Bay State Primary School
- Dolphins Leagues Club
- DV Connect
- Eden Care
- Encircle
- Envigor
- Expect a Star
- Family and Child Connect
- Footprints Community Services SUSO
- Freshwater Anglican Church
- Goodstart Early Learning Moreton Bay Region
- Green Leaves Early Childcare Centre
- Griffith University
- Good Shepherd Microfinance
- Heartfelt Funerals Deception Bay
- Hope Centre Moreton
- Independent Youth Services
- Institute for Urban Indigenous Health
- Just Better Care
- KEIHS
- Legal Aid
- Lighthouse
- Lions Club Kippa Ring
- Little Scholars School of Early Learning
- Lives Lived Well
- Local Employers
- Local GPs
- Meals on Wheels Deception Bay
- Meals on Wheels Moreton Bay Region
- Mindle Bygul Aboriginal Corporation
- Mission Australia
- Moreton Bay Care Coordination Group
- Moreton Bay Community Rocks
- Moreton Bay Elders Womens Circle
- Moreton Bay Housing & Homelessness Network
- Moreton Downs State School
- Nambour Neighbourhood Centre
- North Lakes Unity Church
- Paint D'Bay ReaD
- Pallet Masters
- Perinatal Mental Health
- Pine Rivers Legal Service
- Play and Learn Childcare Centre
- Qld Fire Emergency Service
- Qld University of Technology (QUT)
- QSTARS
- QuIHN
- Redcliffe Area Youth Support
- Redcliffe Hospital
- Rent Connect
- Rothwell Kids Early Learning Centre
- RSPCA
- Salvation Army
- Sandbag
- Seabrook-McKenzie Aged Care
- SES Deception Bay
- Shed Happens
- St Vincent De Paul
- Suncare Community Services
- Sunnymead Park
- Sunrise Kids Early Education and Childcare Kippa Ring
- Uniting Care
- Volunteering Qld
- Yonunity
- Your Home Care
- YourTown Deception Bay
- Zesty Lemon

# Our Year in Photos







**Deception Bay Neighbourhood Centre Inc.**  
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