



## ANNUAL REPORT 2013-2014

Strengthening individuals and families to take informed control of their lives and together enriching our communities.



# Pine Rivers Neighbourhood Association Inc.

## ANNUAL REPORT

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PRNA Inc. holds Public Liability Insurance with QBE Insurance (Australia) Limited \$30,000,000  
Donations of over \$2 are tax deductible

## ORGANISATION DETAILS

Mailing Address: Encircle Ltd.  
PO Box 489, Lawnton Qld 4501

Phone: (07) 3889 0063

Fax: (07) 32851531

Email: encircle@encircle.org.au

Website: www.pnc.org.au

## MANAGEMENT COMMITTEE

President: William Schardt

Vice President: Patrick Bulman

Treasurer: Quentin Nosovich

Secretary: Richard Haddon

Member: Ken Hunt

Member: Michelle James

Member: Laurelle Muir

Member: Michelle Richardson

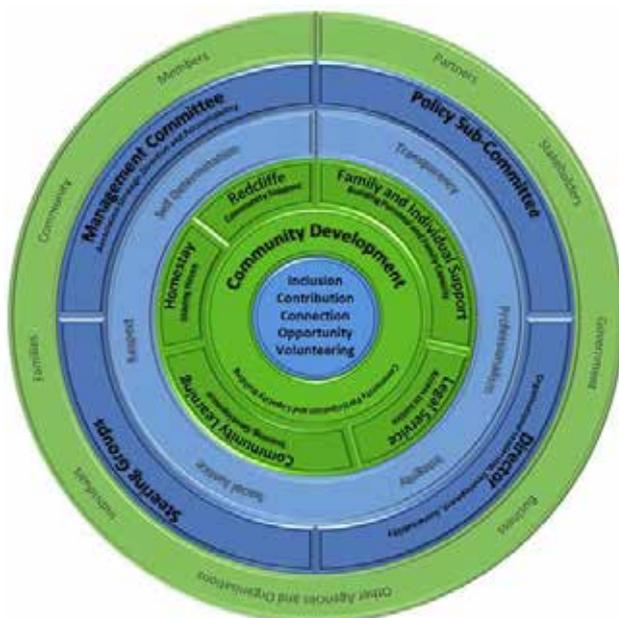
Member: Colin Scobie

Member: Annie Rutkin

## LIFE MEMBERS

|                |                 |                   |                     |
|----------------|-----------------|-------------------|---------------------|
| Betty Blake    | Diane Lack      | Arthur McCutchan  | Shauna Niland       |
| Richard Haddon | June Ditchburn  | Joan Matthews     | Ursula Lypko        |
| Julie Brooks   | Melinda Fleming | Dr. Patricia Rose | Adrienne Margerison |
| Sandy Doré     | Brian Dyer      | Philip Chappel    | Judy Thomas         |
| Joyce Duncan   | William Schardt |                   |                     |

## ORGANISATIONAL STRUCTURE



**Organisational aspirations** – at the heart of PRNC

**Focus areas** – 6 teams provide a range of integrated services, supports and activities.

**Community Development:** Volunteer recruitment, community facilities, No Interest loans Scheme, Community Support, Community Development projects

**Family and Individual Support:** Counselling and Family Therapy, Family Support, Kid's Friends Mentoring

**Legal Service:** Advice, education, casework and law reform activities

**Homestay:** Homeless early intervention and prevention

**Community Learning:** Group supports, education courses and workshops, adult Literacy

**Redcliffe Community Support:** Community Support, Domestic Violence Counselling, Family Support, Family Therapy and Counselling, Humpybong Place, Older Persons Action Program

**Operating principles**

A strengths approach to working alongside people is embodied in this set of principles, supporting the achievement of the organisation's mission.

**Governance and Leadership**

**Management Committee** – Association strategic direction and accountability

**Director** – Organisational leadership, development and sustainability

**Policy Sub Committee** – best practice, upholding standards, risk and quality management

**Steering groups** – guiding and supporting the development of each focus area

**Stakeholders** – individuals and families within our community, association members, the many business, government and community partners who work in collaboration to support responses to community need.

## ENCIRCLE LTD.

*formerly Pine Rivers Neighbourhood Association Inc.*

## 2014 ANNUAL GENERAL MEETING

AGENDA 16 OCTOBER 2014

6.30PM REFRESHMENTS 7PM START



### Welcome by Chairperson - William Schardt

Introduction and short presentation by Bernie O'Regan, CEO on Social Enterprise

### AGM Proceedings

- Apologies
- New members
- Proxy confirmations
- AGM Minutes 16th October 2013
- SGM Minutes 20th March 2014
- Annual Reports - President, Treasurer, Director/CEO
- Vote of thanks to current Board
- Election of Board for 2014/2015
- Chairperson welcomes the new Board
- General Business
- Appointment of Auditor
- Life Membership

Close of formal meeting

Supper



# PINE RIVERS NEIGHBOURHOOD ASSOCIATION INC. MINUTES OF ANNUAL GENERAL MEETING

Held on Wednesday 16 October 2013 at Pine Rivers Neighbourhood Centre

The evening began with finger food and drinks.

## OPENING

The President, William Schardt, opened the meeting at 7.00pm, welcomed all present and acknowledged the Traditional Custodians of the land.

## GUEST SPEAKER

It was decided that it was more appropriate to present this item after the formal business of the meeting.

## APOLOGIES

Trevor Ruthenberg, State Member for Kallangur; Cr Bob Millar; Cr David Dwyer; Laurelle Muir; Elizabeth Hoffmann; Keith and Judy Conder; Louise Skidmore; Lyn Cameron; Pauline Elliott; Colin Scobie.

**The motion is; That apologies be accepted. Moved: Richard Haddon, Seconded: Michelle Richardson; The motion is carried unanimously.**

## PRESENT

Ally Kelly, Sandy Dore, Melinda Fleming, Elissa Nelson, Lynn Bosel, Amanda Thomson, Gary Yule, Anita Perigo, Richard Haddon, Lloyd Black, Kevin Van Katwijk, William Schardt, Brian Dyer, Kym Dwyer, Kristyn Perry, Miranda Lipke, Patrick Bulman, Carol Hughes, Seath Holswich, Quentin Nosovich, Michelle James, Michelle Richardson, Sandy Moor, Jan Payne, Shirley Pepler, Cathy McCuhe, Ken Hunt, Patricia Ross, Donna Davies, Brad Davies, Don Connolly, Letitia Bouloukos, Mitchell Robinson, Annie Rutkin, Lillian McDougal, Sheree Jackson.

## NEW MEMBERS

Sandy Moore, Emma Hassall, Tia James, Janice Cuss, Fe Stokes, Colin Scobie, June Scobie, Lillian McDougal, Gina Robinson, Ally Kelly, Mitchell Robinson, Kristyn Perry, Dot McEwen, Young Parents Program.

**The motion is; That new members be accepted. Moved: Richard Haddon, Seconded: Ken Hunt, The motion is carried unanimously.**

## PROXY CONFIRMATIONS

There were two proxy votes. Elizabeth Hoffmann appointed Jan Payne. Colin Scobie appointed the Chairman. These proxies were accepted by the people appointed and were tabled.

**The motion is; That proxies be accepted. Moved: Richard Haddon, Seconded: Michelle Richardson, The motion is carried unanimously.**

## MINUTES OF PREVIOUS ANNUAL GENERAL MEETING

The minutes of the previous Annual General Meeting held on 17 October 2012 were taken as read, having been circulated and confirmed as a true and correct record of the meeting.

The President (W. Schardt) called for questions on the minutes of the previous Annual General Meeting from the floor. No questions were asked.

**The motion is; that the minutes of the previous Annual General Meeting be accepted. Moved: Michelle Richardson, Seconded: Patrick Bulman, The motion is carried unanimously.**

## PRESIDENT'S REPORT

William Schardt tabled and spoke on his report, and thanked all staff and volunteers for their efforts especially with the move to the new building and taking on programs at Redcliffe. The report was tabled and is available bound in the PRNC 2012-2013 Annual Report for all to read.

## TREASURER'S REPORT

Quentin Nosovich presented his report and spoke to the significant points. The report was tabled and is available bound in the PRNC 2012-2013 Annual Report for all to read.

## DIRECTOR'S REPORT

Melinda Fleming delivered her report and spoke to it. The report was tabled and is available bound in the 2012 -2013 Annual Report for all to read.

## ACCEPTANCE OF REPORTS

All reports were tabled and are available bound in the PRNC 2012-2013 Annual Report for all present to read.

The President, W. Schardt, called for questions on the Reports from the floor. No questions were asked.

**The motion is; That the reports be accepted. Moved: Richard Haddon, Seconded: Ken Hunt. The motion is carried unanimously.**

## VOTE OF THANKS TO THE CURRENT MANAGEMENT COMMITTEE

Melinda Fleming thanked all the Management Committee members for their commitment and dedication over the past year and presented each member with a token of appreciation. Melinda also especially thanked Joan Matthews and Andrew Quain who are stepping down from the Management Committee.

## ELECTION OF OFFICE BEARERS AND COMMITTEE MEMBERS

All positions on the Management Committee were declared vacant and Seath Holswich, State Member for Pine Rivers, was invited to chair the election of the new Committee.

William Schardt thanked the outgoing management committee. He explained that the Management Committee has ten members: President, Vice-President, Treasurer, Secretary, and six committee members. One nomination (duly seconded and accepted) for each position had been received by the closing date.

Seath Holswich thanked the outgoing committee and commended the Association on its move into the new Centre and willingness to take on the delivery of programs in Redcliffe.

Seath Holswich declared that all those nominated will be the new Management Committee as follows:

**President: William Schardt**

Nominator: M. Fleming, Seconder, A Thomson

**Vice President: Patrick Bulman**

Nominator: Q Nosovich, Seconder, K. Hunt

**Secretary: Richard Haddon**

Nominator, M. James, Seconder, L. Muir.

**Treasurer: Quentin Nosovich**

Nominator: P. Bulman Seconder, M. Fleming

**Committee Members**

**Michelle Richardson**

Nominator: R. Haddon, Seconder, M James

**Michelle James**

Nominator: L. Muir, Seconder, K. Hunt

**Laurelle Muir**

Nominator: M. James, Seconder, R. Haddon

**Kenneth Hunt**

Nominator: M Fleming, Seconder, R. Haddon

**Ann Rutkin**

Nominator: A. Thomson, Seconder, E. Nelson

**Colin Scobie**

Nominator: M. Fleming, Seconder, A. Thomson

**PRESIDENT WELCOMES THE NEW COMMITTEE**

William Schardt thanked those on the new committee for volunteering their time to be part of the management of the organisation and thanked Seath Holswich for chairing the election process and for his words of support. William then welcomed the incoming Committee for 2013/2014.

**GENERAL BUSINESS**

There was no General Business

**AUDITORS REPORT FOR THE YEAR ENDED 30TH JUNE 2013**

The Audit Report was presented by Treasurer, Quentin Nosovich, who stated that the Auditors were satisfied with the financial management of the Association.

The report was tabled and is available bound in PRNC 2012-2013 Annual Report for all to read.

The Treasurer called for questions on the Auditor's report but none were asked.

**APPOINTMENT OF AUDITOR**

The motion is; that the Auditor's Report for the year ended 30 June 2013 be accepted, and that 'Skaines, Reeves and Jones', be appointed auditor for the 2013 - 2014 financial year.

**Moved: Quentin Nosovich, Seconded: Michelle James, The motion is carried unanimously.**

**GUEST SPEAKER**

Melinda Fleming introduced Dr Patricia Rose, of Wildwood Consultants, who has had a long involvement with PRNC as a consultant and is Manager of the Moreton Bay Community Consortium. Patricia and Melinda gave a presentation on "Changing Landscape in Community Services: Implications for the future".

This presentation was supported by PowerPoint slides and addressed the following issues:

1. The growth experienced by PRNC in budget, numbers of staff and volunteers, number of venues and number and types of programs offered.
2. The changes taking place in the delivery and funding of community service organisations and programs as a result of recent reports to government and changes to government policies.
3. PRNC needs to respond to by being open to these changes by taking advantage of opportunities that arise for collaboration with other organisations and possible expansion into other service areas.
4. Changes will be needed and may involve consideration of the appropriateness of the governance structure of PRNA and the geographical area serviced. The commitment to local services and community development must be maintained.

Questions and comments were invited. It was noted that more people with disabilities were using the new Centre as access was better than at the old building. The President thanked Patricia and Mel for their presentation.

**CLOSE OF MEETING**

William Schardt thanked all for coming and invited them to stay for supper. Those who wished to tour the new premises were invited to do so with a staff member.

There being no further business to discuss, the Annual General Meeting for 2013 was closed at 8.00pm.

**Signed as a true and accurate record  
of the minutes of the  
25th Annual General Meeting  
Held on Wednesday 16th October 2013**

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President / Chairperson

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Date

# PINE RIVERS NEIGHBOURHOOD ASSOCIATION INC.

## MINUTES OF SPECIAL GENERAL MEETING

Held on Wednesday 20 March 2014 at Pine Rivers Neighbourhood Centre

### OPENING

The President, William Schardt, opened the meeting at 5.00pm, welcomed all present and acknowledged the Traditional Custodians of the land. He stated that the only business of the meeting was to vote on the Special Resolutions to change the name of the organisation to "Encircle" and to become a Company Limited by Guarantee.

### APOLOGIES

The following apologies were received as recorded on the Apologies Register: Trevor Ruthenberg; Keith Condor; Shirley from YPP; Donna Davies; Brian Dyer; Joan Matthews; Michelle Richardson.

**The motion is; That apologies be accepted. Moved: Richard Haddon, Seconded: Quentin Nosovich; The motion is carried unanimously.**

### PRESENT

The following 19 members attended as recorded on the Attendance Register: Colin Scobie; June Scobie; Estrella Herzo; Melinda Fleming; William Schardt; Quentin Nosovich; Amanda Thompson; Richard Haddon; Annie Rutkin; Patricia Rose; Ally Kelly; Elissa Nelson; Ina Perkins; Michelle James; Diane Lack; Ken Hunt; Lynn Bosel; Patrick Bulman; Laurelle Muir. The following two non-members were present to act as scrutineers: Emma Hearn; Gordon Macpherson.

### PROXY CONFIRMATIONS

The following proxies were presented: Judy Thomas appointing Melinda Fleming; Julie Brooks appointing William Schardt; Wal Rubery appointing Colin Scobie These proxies were accepted by the members appointed and were tabled.

**The motion is; That proxies be accepted. Moved: Richard Haddon; Seconded: Ken Hunt, The motion is carried unanimously.**

### PRESENTATION

Director, Melinda Fleming, gave a brief presentation explaining the process used to bring about the proposed changes. She stated that this process has involved extensive consultation with stakeholders and has provided a number of opportunities for the matters under consideration to be discussed, including at an open Information Forum on 12 February.

President, William Schardt, invited any questions for clarification from those present. The only point raised was that the tag line needs to be clearer. It was explained that the design has yet to be finalised and this would be taken into account.

### VOTING PROCEDURE

The President explained that each of the two Special Resolutions, as printed on the Meeting Notice and ballot papers, would be voted on separately by secret ballot. The

votes would be counted by two independent scrutineers. Only current members of the Pine Rivers Neighbourhood Association were entitled to vote.

### SPECIAL RESOLUTIONS

The following Special Resolutions were put to the meeting. Members then lodged their votes for the Resolutions.

#### Special Resolution 1

The members resolve:

1. That the name of the Association be changed to "Encircle"; and
2. That the Management Committee be authorised to take all actions required for this to become the legal name of the organisation including necessary alterations to the Constitution and registration with the appropriate authorities.

**Proposed by: Richard Haddon; Seconded by: Patrick Bulman.**

#### Special Resolution 2

The members resolve:

1. That the Association:
  - apply to the Office of Fair Trading for authority to transfer the Association's incorporation under Division 1, Part 11A of the Association's Incorporation Act 1981 to a company limited by guarantee pursuant to Part 5B.1 of the Corporations Act to be known as "Encircle" (Company);and
  - delegate to the management committee of the Association power to make application to the Australian Securities and Investments Commission (ASIC) to register the Association as a company limited by guarantee.
2. Upon registration as a company limited by guarantee by ASIC, the Association adopt as its constitution the form of constitution shown on the Association's website at the time of circulation of the notice of Special General Meeting.
3. That:
  - the president of the Association elected at the annual general meeting become the first chair of the Company from the time of registration of the Company and will hold that position until the conclusion of the first annual general meeting held after registration of the Company.
  - all members of the management committee who are elected at the annual general meeting will become the first directors for the Company; and all office bearers will be subject to the terms of the constitution for the Company from the date of registration.

**Proposed by: Richard Haddon; Seconded by: Quentin Nosovich.**

#### **DECLARATION OF RESULTS**

The President announced the result of the ballots as follows;

##### **Special Resolution 1**

Votes for 21; Against 1; Abstentions 0

There being more than 75% of the votes cast in favour the Resolution is adopted.

##### **Special Resolution 2**

Votes for 22; Against 0; Abstentions; 0.

There being more than 75% of the votes cast in favour the Resolution is adopted unanimously.

#### **CONFIRMATION OF MINUTES**

**The motion is; That the confirmation of these minutes be delegated to a meeting of the Management Committee.**

**Moved: Richard Haddon; Seconded: Patrick Bulman. The motion is carried unanimously.**

#### **CLOSE OF MEETING**

President, William Schardt, thanked everyone for their participation. He assured members that they would be kept informed as these decisions were acted upon.

There being no further business to discuss, the meeting was closed at 5.35 pm.

#### **CONFIRMATION OF MINUTES BY MANAGEMENT COMMITTEE**

The following motion was put at the Meeting of the Management Committee on 20/3/2014:

That the minutes of the Special General Meeting held on Thursday 20 March 2014 be accepted as a true and accurate record of the proceedings and decisions of that meeting.

**Moved: Richard Haddon; Seconded: Annie Rutkin; Carried Unanimously.**

**Signed as a true and accurate record  
of the minutes of the  
Held on Thursday 20th March 2014**

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President / Chairperson

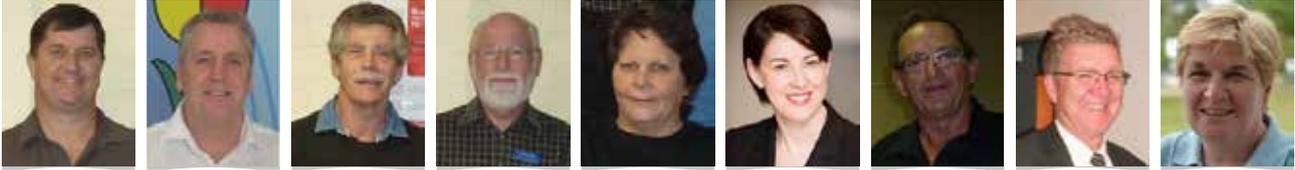
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Date



# WHO'S WHO IN THE ZOO?

## BOARD



William Patrick Quentin Richard Laurelle Michelle Ken Colin Annie

## CEO



Bernie



Saretta



Amanda



Elissa



Dean



Tracey

## CORPORATE TEAM

## COMMUNITY LEARNING



Anita



Jan



Christine

## COMMUNITY DEVELOPMENT



Letitia



Opal



Chris



Ina



Jodie

## REDCLIFFE



Ally



Alesha



Dee



Tania

## YOUNG PARENTS PROGRAM



Anne



Kellie



Lucy



Shirley



Steph



Sandy



Malcolm



Sheree

## FAMILY AND INDIVIDUAL SUPPORT



Kym



Lisa



Cathy



Simon



Eileen

## HOMESTAY



Miranda



Genevieve



Dan

## LEGAL



Lynn



Louise



Glenda



Miriam G



Miriam B



Rose



Kelly



Trish

## **PINE RIVERS NEIGHBOURHOOD ASSOCIATION INC. STAFF 2013-2014**

### **DIRECTOR**

Melinda Fleming  
Saretta Sirett  
Amanda Mundy  
Elissa Nelson  
Dean Muir  
Tracey Jeans  
Ruth Peddler  
Ruth Wilkie

### **COMMUNITY DEVELOPMENT**

Letitia Bouloukos  
Opal Halliday  
Chris Mundy  
Jodie Cowie  
Ina Perkins

### **COMMUNITY LEARNING**

Anita Perigo  
Jan Payne  
Christine Kent

### **LEGAL SERVICE**

Lynn Bosel  
Glenda Vuillermin  
Louise Skidmore  
Miriam Barber  
Miriam Grabec

### **FAMILY AND INDIVIDUAL SUPPORT**

Kym de Thierry  
Lisa Rosta  
Simon Hinch  
Eileen Clark  
Cathy McCabe

### **HOMESTAY**

Miranda Lipke  
Rose Butler  
Daniel Wallace  
Kelly McGrath  
Trish Johnstone  
Geneive Hoppner

### **REDCLIFFE**

Ally Kelly  
Dee Dornan  
Sheree Jackson  
Alesha Shanahan  
Malcolm Cassidy  
Gina Robinson

### **CONTRACTORS**

Patricia Rose  
Ross Adams  
Sandy M

### **FORMER STAFF MEMBERS**

Bronwyn Attwood  
Mark Bolton  
Rebecca Bradshaw  
Kristyn Perry  
Neville Starick  
Jessica Willis

Director  
Operations Manager  
Coordinator, Policy and Human Resources  
Finance Officer  
IT Officer  
Admin Relief  
Café Coordinator  
Cleaner

Focus Area Manager  
Community Centres Coordinator  
Community Development Worker  
Intake and Response Worker  
Support Worker

Focus Area Manager  
Adult Literacy Support Worker  
Support Worker

Principal Solicitor  
Solicitor  
Solicitor  
Solicitor  
Legal Support Worker

Focus Area Manager  
Family Support Worker  
Family Therapist  
Counsellor  
Kids Friends Program Worker

Focus Area Manager  
Homestay Case Worker  
Homestay Case Worker  
Homestay Case Worker  
Homestay Case Worker  
Admin Support Worker

Services Manager/Family Therapist  
Domestic Violence Counsellor  
OPAP/Flexi-Ride  
Family Support Worker  
Family Therapist Counsellor  
Community & Volunteer Development Worker

## PRESIDENT'S REPORT



This is my final report as president of our wonderful organisation. I want to acknowledge everyone who has assisted me in my role over the last 9 years and I am confident that all the people involved will continue the growth and prosperity of the organisation into the future.

This year is certainly another year of big changes.

At our Special General Meeting we voted to change PRNA Inc. from an Incorporated Association to a Company Limited by Guarantee. This is part of our strategic direction to establish a professional and highly accountable corporate structure that will set the platform for our organisation into the future.

As part of our governance changes, we also voted to change our name to Encircle Ltd. This is a very exciting change that

will position us well as we move into a changing funding environment with different opportunities and ways of working in the future. The name Encircle continues to grow on us, and will become a well known brand in the future.

In the midst of these significant changes, our wonderful Director, Melinda made the decision that it was time for her to seek new challenges and follow love to Darwin. After 14 years in the organisation, she was certainly hard to replace and will be missed by everyone, both within and external to our organisation. Her commitment and enthusiasm for our organisation guided us through a significant period of change and growth. With Melinda leading our organisation we have achieved significant growth and expansion while holding onto the core of our values and culture.

I would also like to take this opportunity to welcome Bernie O'Regan to the organisation as our new Chief Executive Officer. Bernie brings with him a wealth of experience and I have full confidence that he will serve our organisation well into the future.

The other exciting part of our organisation is the establishment and development of our Café. As our first business endeavor, I am very excited by with the growth and financial results that are being achieved. It also provides a beautiful soft entry into our main site at Lawnton which supports access to the range of services we offer to the greater community. I really want to acknowledge Sandy Dore for her selfless and tireless efforts in setting up running the café. It is the dedication of people such as this that make our organisation a truly unique place.

I have thoroughly enjoyed my time with the Pine Rivers Neighbourhood Association Inc. and all of the achievements we have made together. I thank you all for your support and wish you all the best for the future.

**William Schardt**



## TREASURER'S REPORT



The audited Financial Statements included in this Annual Report contain detailed information on the organisation's accounts and confirm Pine Rivers Neighbourhood Association Inc. is in a sound financial position.

The continued financial sustainability of the Association provides a buffer when unexpected 'bumps in the road' occur from time to time and helps ensure the organisation's ongoing viability. This buffer allowed us to largely absorb the final back salary payments owing to present and former staff under Pay Equity Regulation 316. It also allows us to ride out delays in receipt of funding and enables the organisation to respond to some important community service needs where funding is unavailable.

That the Association has over a long period maintained a high level of financial sustainability is tribute to the responsible financial management of the Association by the Management Committee and the organisation's operational staff over several years.

To maintain our sound financial position we are committed to operating in an open and accountable manner in our dealings with our community and with our funding bodies.

### ORGANISATIONAL CHALLENGES DURING 2013-2014

The Pine Rivers Neighbourhood Centre (PRNC) has faced some challenging situations during the reporting period which have impacted on PRNC finances. The most significant of these include:

- The final instalment of back pay owing to present and past staff as a result of Pay Equity Regulation 316
- The cost of equipping the Lawnton Centre with furniture and equipment.

The new Lawnton Centre is a wonderful facility for our communities. However, there have been ongoing impacts on the PRNC finances associated with the relocation and establishment. These costs also included the setting up of the Community Café – the River Stop Cafe, with the necessary equipment and additional furniture.

These costs were met without significant impact on the PRNC overall financial position and at no cost to provision of services to our community. Early trading figures indicate that the Riverstop Café will eventually provide an income stream to supplement current funding agreements and resource needed community programs where funding is unavailable.

### BOOSTS TO FUNDING DURING 2013-2014

New or increased funding during 2013-2014 enabled the following:

- Establishment of a Dad's playgroup at the Lawnton Centre
- Provision of shade sails over the children's playground
- Construction of a shed for the Pine Rivers Care Network
- Provision of furniture for the Community Café and garden equipment and tools for the community garden
- Funding from the Good Shepherd to manage the Home Energy Subsidy Scheme (HESS)

As a result of the successful establishment and operation of the River stop Café, PRNC is in discussions with Thiess to provide a workers canteen at the old Amcor Petrie Mill site for the period of construction of the Moreton Bay rail link. This opportunity may provide revenue which can be used to provide new / additional community services.

The 2013-2014 year has brought significant challenges to the organisation and its finances. I am grateful for the support and guidance of the organisation's management committee, staff, and volunteers.

I also thank Skaines, Reeves and Jones, our auditors, for their ongoing advice and support on financial management and practice issues.

### Quentin Nosovich



## DIRECTOR'S / CEO REPORT



This year has been one of change and excitement as well as new directions for our long term Director Mel Fleming. Mel has been with PRNC for 14 years and came to us as group facilitator for the Seasons program. Since that time Mel, with the support of the Committee has expertly led our organisation forward successfully whilst always retaining its core purpose. We have grown considerably with Mel's steady guidance and now enjoy a strong reputation in the sector. Towards the end of this financial year Mel chose a new direction and decided to relocate to Darwin where she now heads up the Territory Variety Club. Her dedication and inspired leadership has positioned us well now and into the future.

After a consultative recruitment process I was selected by the board, PRNC membership and Mel to continue PRNC's vision and fulfil the goals of the strategic plan 2014-2017. I look forward to the challenge and feel both humbled and excited at the opportunity that lies ahead. One major change is the choice of a new name; Encircle Ltd and the elevation of the organisation into a company limited by guarantee. With this new platform we have chosen higher standards of governance with the intention of raising our profile with funding agencies and stakeholders. The new name was chosen to represent our wider scope beyond Pine Rivers into Redcliffe last year and Kedron this year. Our Kedron connection is via the addition of the Young Parents Program, a highly regarded Family Support service that has for many years supported the needs of young parents and their children with child birth education, Young Mum's groups and other support with housing and education. The merging of YPP into Encircle has been a collaborative process and represents a great example of community agencies finding strength through unity.

The services at Redcliffe were due to be put out to tender in

March 2015 but this was extended to September 2015. Our work in rebuilding the vitality and connection of the Redcliffe service has born fruit with a strong recovery of both reputation and community interaction. We have also formed strong links with the Men's Shed who are very active on site as well as other services that we host including Red Cross and SVDP. Our self funded Children's Contact Centre is also operating successfully and meets a significant unmet community need. Much of the success at Redcliffe is due to the dedication of the team and the service manager there, Ally Kelly.

Our new Strategic Plan has also led to some structural enhancements. My title is CEO rather than Director and the Committee has become a Board. Also we have an additional position, Operations Manager which reports direct to the CEO. This position is ably fulfilled by Saretta Sirett.

This year we opened our Riverstop café at the new Lawnton site and appointed Ruth Pedler as our Café Coordinator in November. We also thank Sandy Dore for getting the Riverstop Café up and running.

These days the café is busy and becoming progressively better known and used regularly by groups such as Burnie Brae and the Pine Rivers Chamber of Commerce.

This year we received Funding from Qld Community Foundation which has enabled us to invest in learning and development. Examples include training and services for Emotional Intelligence, Mental Health First Aid, Supervision and Learning and Development and Apply First Aid. We also collaborated with the ATSI agency Murriajabree on the 'Closing the Gap' cultural education initiative.

Our Community Education Focus Area has linked with local schools, in particular Lawnton State School and Kallangur State School. We are currently negotiating an ongoing presence at Kallangur School thanks to the enthusiasm of Anita Perigo.

The outcome of our financial analysis by CSA was positive with our organisation being described as 'lean' in its financial management and compared well with similar organisations.

I would also generally like to thank all the staffing team and volunteers this year for their commitment, tireless enthusiasm and generosity. Especially the Focus area managers; Kym de Thierry, Shirley Pepler, Ally Kelly, Anita Perigo, Letitia Bouloukos, Lynn Bosel, Miranda Lipke. Also my direct support team, Saretta Sirett, Amanda Mundy and Elissa Nelson. I have greatly appreciated to support and advice of Patricia Rose our consultant and the constant encouragement and assistance of Seath Holswich and Trevor Ruthenberg.

**Bernie O'Regan**



## STATISTICS

### PINE RIVERS NEIGHBOURHOOD CENTRE

#### Number of contacts

|   |       |
|---|-------|
| Total number of visitors to the centre    | 7116  |
| Total number of phone calls to the centre | 15717 |

#### Family and Individual Support

|  |      |
|--|------|
| Counselling and Family Therapy participants                                    | 94   |
| Counselling and Family Therapy appointments                                    | 414  |
| Family Support participants  | 114  |
| Number of hours spent supporting families by the family support team           | 1078 |
| Number of hours spent supporting families by Volunteer Family Support Visitors | 318  |
| Kids Friends enquires/referrals  | 15   |
| Kids Friends children/young people engaged                                     | 50   |
| Kids Friends mentors engaged 28  |      |
| Kids Friends total number supported including those on wait list               | 90   |

#### Homestay

|                     |      |
|---------------------|------|
| Homestay cases      | 284  |
| Number of referrals | 411  |
| Volunteer hours     | 1400 |

#### Community Learning

|                                     |      |
|-------------------------------------|------|
| Community education activity groups | 194  |
| Number of participants              | 937  |
| Adult Literacy sessions             | 1560 |
| Volunteer hours                     | 5708 |

#### Community Development

|  |      |
|--|------|
| No Interest Loans  | 57   |
| Total number of volunteers   | 260  |
| Number of occasions Community Centres were used by regular hirers              | 4451 |
| Number of occasions Community Centres were used by casual hirers               | 265  |
| Number of times Intake and Response was accessed                               | 2639 |
| Number of new participants accessing Intake and Response                       | 707  |
| Number of adults (2205) and children (2573) supported with food                | 4778 |
| Number of participants supported with bill, including advocacy and information | 809  |
| Tax Help Appointments and Enquiries  | 298  |

### PINE RIVERS COMMUNITY LEGAL SERVICE

|   |      |
|---|------|
| Legal information and referral activities | 1310 |
| Legal advice activities                   | 2568 |
| Legal advice given at FRC's               | 255  |
| Casework                                  | 190  |
| Volunteer hours contributed               | 3500 |
| Volunteer hours by solicitors             | 620  |

### REDCLIFFE COMMUNITY SUPPORT

|  |      |
|--|------|
| Total number of visitors   | 2816 |
| Total number of phone calls  | 4388 |
| Total number of volunteers   | 57   |
| Intake and Response contacts   | 1424 |
| Intake and Response participants                                     | 1939 |
| Specialised Family Violence (SFVS) participants                      | 61   |
| Generalist Counselling participants                                  | 27   |
| SFVS and Counselling appointments                                    | 736  |
| Domestic Violence counselling participants                           | 108  |
| Domestic Violence crisis hours                                       | 307  |
| Family Support participants  | 41   |
| Number of hours spent supporting families by the family support team | 746  |
| Number of hours spent supporting families by the family support team | 396  |
| Number of Supervised visits at Children's Contact Centre             | 824  |
| Number of Changeovers at Children's Contact Centre                   | 848  |
| Older Persons Action Program members                                 | 281  |
| Older Persons Action Program Flexi-Ride trips                        | 1291 |
| Older Persons Action Program Information, Advice and Referral        | 440  |

## COMMUNITY LEARNING



The Community Learning 2013-14 year has brought participation, much creativity, and exciting knowledge, learning and opportunities for the community. A quick review of the year has shown consistent enrolments across all courses and programs, with over 100 people being involved in Families in Transition, over 60 children with Kids Self Esteem, over 40 adult students matched with tutors, as well as many people linking into Women's Self Esteem, Multicultural and Conversational groups, Parenting courses and School holiday activities.

***Following are a few of the Community Learning achievements from the last 12 months:***

This year has brought a collaborative opportunity between Community Learning and the Kallangur State School. This relationship has developed over the last 12 months, with a Seasons program and Self Esteem workshops held for the school, and the Families in Transition Program running from the site over the last 3 months. This has brought with it an exciting new space to work from in a prime location on School Road, Kallangur. The opportunity now exists for the space to be set up as a community access point for all Encircle supports and services.

The Professional Development training that Community Learning provides has also continued this year. The Seasons Facilitator Training enabled another 30 trained companions to go out into the community to support families by providing grief and loss programs within school and community settings. The Seasons Training and associated Families in Transition program has been running for many years.

The Multicultural Ladies Group continues to meet on the second and fourth Friday of each month with outings held four times each year. This year, there have been lots of fun activities and informative guest speakers such as exercise classes, Thermomix demonstrations, Domestic Violence discussions, Tai Chi classes, representatives from Centrelink, and Carers QLD. Our banner is growing with ladies who have attended coming from more than 20 different countries from around the world. Our outings have included trips to Caloundra, cruising down the Pumicestone Passage and to The Ginger Factory and Mary Cairncross Park. The bus and driver for these outings are kindly provided free of charge by Mueller College at Rothwell. The ladies really enjoy our gatherings.

It is with much anticipation and excitement that we look forward to the next year ahead!!



**The Community Learning Team**

## FAMILY AND INDIVIDUAL SUPPORT



### FAMILY SUPPORT

The Family Support Program has continued to grow in supporting the needs of families in the local community. The program supported 114 participants, including parents, young people and children to work towards individual and family goals to create change in their circumstances. Families were supported by the Family Support Worker, Family and Individual Support (FIS) Manager and by Family Support Visitor Volunteers according to the family need. During the year, the Family Support Worker and FIS Manager contributed 1078 hours directly supporting clients, whilst the volunteer team contributed a further 318 hours. This year has seen an increasing trend in complexity of client need and as such, this was reflected in the number of hours of support required by the Family Support Worker and FIS Manager as compared with the volunteer team. These hours are also indicative of the longer term needs of some of the clients accessing the program.

The Family Support Program has, over the last year seen some significant change. Late last year we had a change in staff with a new Family Support Worker, Lisa Rosta, coming on board and the associated transitional changes. We have also seen changes within the community, with increasing referrals requiring intensive support for the complex needs of families presenting in the community. As such, the Family Support Program has joined with other teams to provide therapeutic groups to help support the growing need. This year, we have presented the Pearls Group for girls aged 15-17yrs in collaboration with Intercept Youth and Family Services, and provided a parenting group 'Being the Parent you Want to Be' in conjunction with the Family Therapy

and Counselling teams at Encircle. We have also seen a reduction in the volunteer team in the last year, in response to the complexity of support required, and as such recruitment strategies have been reviewed and tailored to the program need. The Family Support program also hosted the annual 'Kid's Christmas Party', promoting an event for all families of Encircle with a sit down dinner, live band, celebration and presents for all children. This event was to support a community Christmas celebration at no cost to families. The Family Support Program has also continued to support a local playgroup as a connection point for the community to Encircle, as well as continuing to deliver parenting workshops in Woodford Prison to incarcerated fathers. The program also continues to be engaged with local networks to foster ongoing collaborative relationships and support referral pathways in the community.

### FAMILY THERAPY

The family therapy program has been travelling well over the past year with a reasonable rate of new clients attending the service with a suitable turnover due to clients achieving their desired outcomes. 70% attendance rate is a positive sign and demonstrates meaning that clients are utilising the service provided to them in the timeframe they feel appropriate to meet their needs. Session numbers range from 1-30 sessions, with the average being around 9 sessions per client. Referral sources have changed significantly where the majority of counselling referrals are received from within Encircle; more specifically the Family support program. The clinical complexity of the families and individuals engaging in the service has also increased considerably with more frequent

presentation of people experiencing significant mental health issues. These issues are often underpinned by experiences of Trauma. In the future we are considering supporting more couples in regards to Pre-marriage counselling and relationship work, which will be a welcomed move and more aligned to our early intervention and prevention focus.

### COUNSELLING

Late last year we had a change in staff and welcomed Eileen Clark as our new Generalist Counsellor. Eileen has found her time at Encircle to be exciting and challenging, in part because of the variety of experiences clients bring to each session for discussion and also due to client variety regarding gender, age group and ethnicity. All clients are dealing with multiple challenges on multiple levels, some aspects of which require practical support some of which require therapeutic support (inner work). Often sessions addresses relational work, with self or other (i.e. family, colleague, friend, neighbour or due to interaction with government bureaucracy or an institution and so forth). Clients are dealing with complex and often multiple issues. "Because of the complexity my clients face, I have enormous appreciation for my team experience here at Encircle, as this has created an experience of support for both client and counsellor that is rare in my experience".

### KID'S FRIENDS MENTORING PROGRAM

Kid's Friends has touched many hearts this year and has helped to make changes to the lives of many families. The program has grown and evolved into providing not only one on one mentoring support, but case management for the whole family! Families are presenting with multiple and more complex needs. Parents/Carers are requiring additional information and referral to other appropriate support options, such as family therapy and counselling to assist them with their experience of mental health, grief and loss, parenting difficulties, trauma, domestic violence issues and suicide ideation.

Highlights for the year include: An Archery workshop in July



where 20 young people and children attended with their mentors to learn how to hit their target! Petrie bakery kindly donated the morning tea for this event. 30 children and their families attended an Easter Hunt. Hot cross buns were donated by Lawnton bakery and Easter eggs were provided from Strathpine Aldi's sponsored through Barnardo's. In June a successful and fun Bingo Night took place where 35 people attended. Dominos donated pizzas for dinner and toys that were donated were given away as prizes!

Our Fundraising Activity this year was the infamous Car Wash where staff, volunteers, mentors, mentees and families helped the day to be a huge success. Many local business donated resources, including their time and cars, which raised much valued community spirit! Rotary Club of Pine Rivers Daybreak donated \$1000 to Kids Friends to provide activities for the year. Kids Friends was nominated to be one of 'Our village' 101 Causes! We were also successful in obtaining Defence Force funding for one year for our Kids Friends - Family Resilience Project.

We are now in the process of coordinating a Community Door Art Project and engaging the Men's Shed to offer monthly support to young boys on the waitlist. We are also hoping to introduce a nutritional cooking class through Nest (Nice Easy Simple Tips).

### The Family and Individual Support Team



## HOMESTAY - Early Intervention to Homelessness



The Homestay program has continued to experience a high demand from our local community for support with housing issues and from those at risk of homelessness. The program provided case management support for 284 families and individuals in the last year and has received much positive feedback from clients when following up, past their support periods. Here is some of the feedback received in the last year:

*"Excellent, friendly, supportive and gave me the information I needed"*

*"I learnt to follow things through and they will work out"*

*"I could not have done it without my case worker; because of her I have the confidence to live a good life again"*

*"They made me feel comfortable while helping me get my house in order and not ashamed"*

*"Knowing that I had someone there with me through the hard times, made me feel like life can get better"*

*"They helped me out of the worst experience, breaking lease and moving and all in between"*

*"I feel I have achieved the goals set out to accomplish keeping my house"*

*"The Neighbourhood Centre helped me so much; I now have a lovely home for my children, Thank you so much!"*

*"The assistance given has enabled us to move forward in our finances, future employment opportunities and interpersonal relationships"*

*"I was in a pit that I could not get out of without homestay now I have control of my life I don't feel like I'm going mad thanks to my case worker and the Neighbourhood Centre"*

*"I felt comfortable; I did not feel like a charity case"*

*"I was initially unsure what and why Homestay could assist me, but then I met my case worker: What can I say WOW. She empowered me by showing me ways I could save HUGE money by moving to NRAS style property. This meant downsizing and re-homing some animals- but I felt that my worker was there for me at each step. She assisted with internet and real estate searches, printing applications and paperwork required to apply. Then I was provided assistance with moving too. WOW. This experience has changed my life and that of my boys, I am very grateful"*

*"My case worker is a very caring person and goes beyond his duties to help support you in all circumstances. I will dearly miss him as my case worker. He was my rock in all cases such as in good/bad times. Especially when I had my brain tumor and throughout my recovery"*

One of the many aims of the program is to support clients to develop new skills and knowledge that enables them to be more confident in their abilities and effective in managing their lives. Many of our clients have very limited incomes and do not always have the capacity to increase that income. Being prepared for ongoing regular life expenses and knowing what resources are available and how to manage, negotiate and advocate themselves when unexpected costs arise is part of the work we do alongside our clients. We are currently trialing a new tool to better measure these outcomes, the evaluation tool captures details at the beginning, end and post support periods around practical skills in budgeting and understanding rights and responsibilities within a tenancy and also knowledge of and ability to access other resources in the

community to meet other identified needs.

Many of the clients we work with have a variety of other complex needs, and support provided includes advocacy and often working in liaison with Centrelink, housing providers and property managers, creditors, the justice, education and child safety systems, health services, job network providers and disability services.

The Homestay program has also continued to provide brief support to those who are already homeless or do not require ongoing case support. The program does this by providing information and warm referrals to other relevant support services in the community.

Homestay has been able to provide wrap around support for many clients by working in collaboration with the other services at Encircle and would like to acknowledge the work that has been contributed by Intake and Response and the Care Network, we are particularly grateful for the assistance provided by Care and Concern; the Legal Service, Family Support, Counselling, Community Learning programs, and Community Development programs.

All programs at Encircle are supported by teams of dedicated and hard working volunteers and we would like to acknowledge and thank them for the work and time that they give so generously in support of our clients and the greater local community.

Homestay has been funded for another year, our new service agreement requires outputs reporting, this does restrict the time that we can spend on addressing the structural issues that impact our clients, however we are still very much committed to these aspects of our work. To this end we have and will continue to participate in the Moreton Bay Housing and Homelessness Network, with ongoing working parties for real estate engagement and hoarding and squalor action plan initiatives.

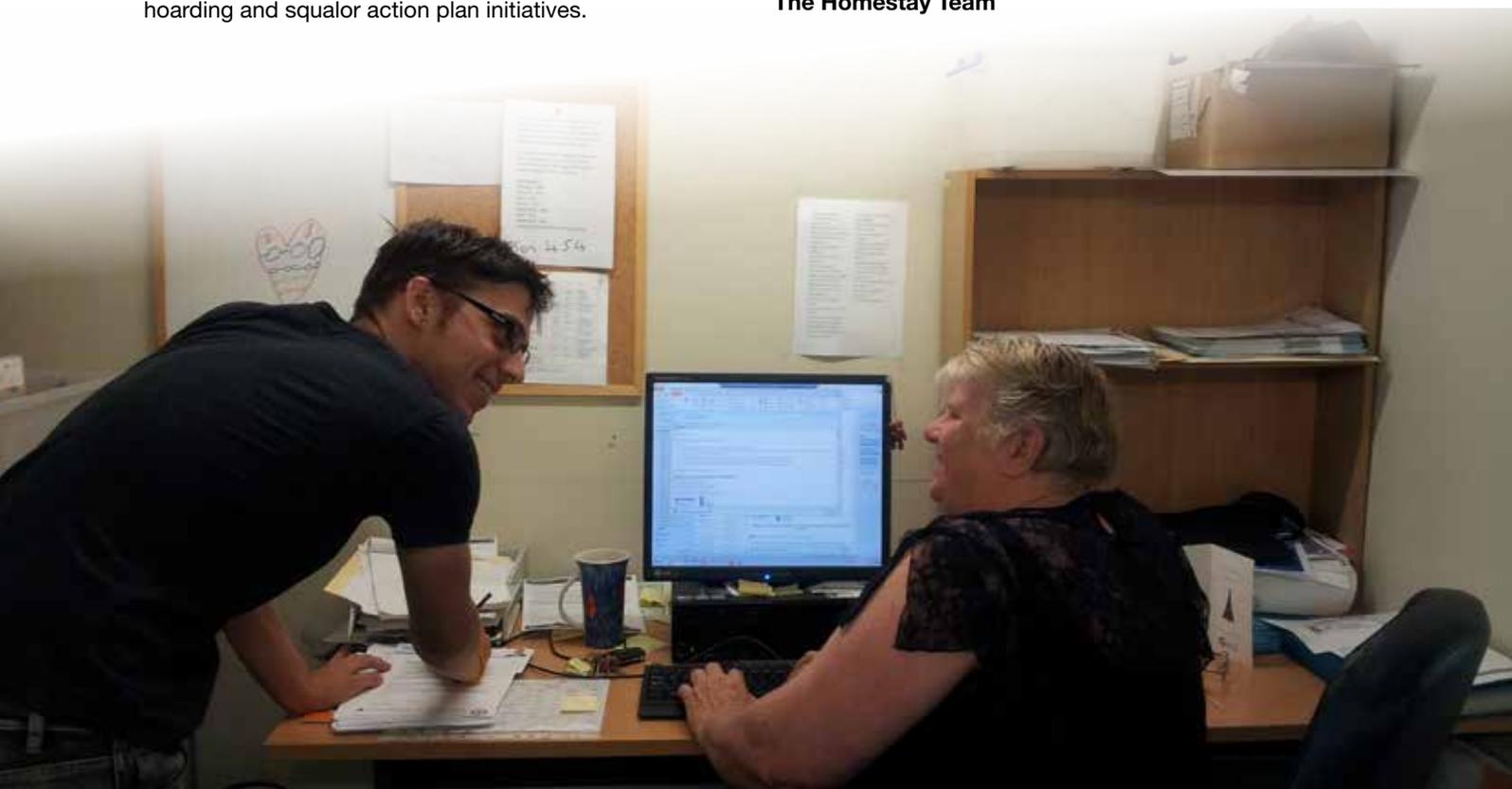
The network held further successful Reconnect events for Homelessness Week, the 2013 event was held in Redcliffe and Caboolture hosted the 2014 Reconnect. It is hoped to bring the event back to Pine Rivers for 2015. This event is always well attended by both members of the general community and relevant support services in the region. It provides an opportunity for meaningful networking and promotion of the services and resources that are available in Moreton Bay.

The event also highlights how easily people could find themselves facing the risk of homelessness. Ill health, an accident, loss of employment, relationship breakdown and delays in obtaining compensation or welfare support can put people at real risk in as little time as a few weeks. The network has a strong attendance at monthly meetings and will continue to be a voice in regard to the needs of our community, especially in regard to the limited services and gaps in services for this region.

The Homestay team has participated in two group supervision/team building sessions, with some inspiring and innovative facilitators. These experiences have enhanced the cohesiveness and strengths of our team and have been invaluable in terms of each team members' professional and personal growth and to how we work together as a collective.

Lastly I would like to acknowledge and thank the Homestay team of workers and volunteers, the work they do alongside their clients has saved many families and individuals from losing their homes and has enabled clients to find their own solutions and reconnect to their innate strengths, resources and hopes for future goals and dreams. Well Done Homestay!

### **The Homestay Team**



## PINE RIVERS COMMUNITY LEGAL SERVICE



This last year has been an exciting time for our Pine Rivers Community Legal service (PRCLS) situated at 3/481 Gympie Road Strathpine, as we continue to aim to meet the demand for legal advice. We have expanded our service to offer onsite legal advice at the Redcliffe offices of Encircle Ltd, for clients experiencing domestic violence, working to complement the counselling and other support already offered.

We would not be able to provide the quality of service that we do without the support of students, volunteers and staff. We have had the support of several work placement students, with our current students being Shallice from College of Law and Scott from ANU. A past work placement student, Mark has now been admitted as a solicitor and has joined our team as a volunteer solicitor, providing a valuable service once a week on employment law. We supported a workplace student, Vikas with his application for admission as a Solicitor and one of our solicitors Glenda attended court to move his application. Congratulations Vikas!

We also thank John and Wanda who volunteer during the day and evening providing valuable criminal advice. Special mention to our wonderful law students and administrative volunteers: Gary, Emiko, Sarah, Tara, Manisha, Angela, Hemant and Kevin. Congratulations to Tara, a law student, who offered us great support and has moved on to employment.

We continue to offer both appointments during the day as well as the Thursday night walk-in service. The demand for the Thursday night walk-in service is very high and we would not be able to offer this service without the much

appreciated advice offered by Solicitors who volunteer their valuable time to assist our community, and in particular we note the many years of service provided by Neil, Michael, and Gordon who have given up their time to help our community since the inception of the service.

Currently each week we have between 4 and 6 volunteer solicitors come to our offices and provide advice. In total we rely on a pool of approximately 37 solicitors, who provide legal advice and assistance for up to 32 clients during the Thursday night walk in service. Special thanks to Tony and Miles whose administrative support and friendly and helpful attitude contribute to making the Thursday night walk-in service run smoothly.

The community and professional culture of our service is very strong as shown by the ongoing commitment of our team. We continue to remain connected and an important arm of Encircle (formerly the Pine Rivers Neighbourhood Centre), although our offices are separate from the Centre and we have our own dedicated telephone number.

In September 2013 Miriam Grabec joined our team as a Legal Support worker and her organisational skills are greatly appreciated. Miriam Barber joined our team in January 2014 and has settled into our expanded team. Lynn, Louise, Glenda and Miriam B continue to provide legal advice appointments each week at the Family Relationship Centres and at the successful outreach at Bribie Island Neighbourhood Centre, and now at Picabeen Neighbourhood Centre.

We continue our highly successful partnership with both the Family Relationship Centres at Strathpine and Chermerside, where we provide legal advice for families

during the mediation process. The positive relationships and the commitment of all staff at both Centres ensure we continue to provide assistance for our mutual clients.

During this financial year we have provided advice on 63% family law matters, 12% wills, 5% employment, 4% credit and debt, 4% civil, 4% consumer complaints, 3% neighbourhood disputes, 3% criminal and 2% other matters including motor accidents and damage, and tenancy matters.

Professional development remains a priority for our solicitors so that they keep abreast of legislative changes. Lynn, Louise, Glenda and Miriam Barber are again attending the Queensland Law Society Family Law Residential, keeping us up to date with all the changes in Family Law. We also attended a two day civil law training seminar presented by Legal Aid.

We are committed to Community Legal Education and recently one of our Solicitors, Glenda co-presented a seminar on Tenancy issues with Dan from Homestay in a great collaborative effort for volunteers working in this area.

The service contributes to a strong networking relationship, with our profile in the community growing strongly. We are active participants in the Moreton Bay District Law Association.

Our Legal Service also actively participates in:

- Community Reference Group for the Family Relationship Centres
- Caboolture Regional Legal Assistance Forum (CRLAF)
- responding to regional service needs Family Law Pathways Network

Our interaction with other programs at Encircle continues, with internal referrals between the legal service and other focus areas, a vital part of our holistic service to the community. We have received volumes of feedback this year, particularly in relation to the way we have supported clients throughout their legal processes.

Whilst PRCLS is an advice service, our commitment to 'walking with' people through their legal matters is an empowering approach and has seen many tell us that they have been able to confidently and successfully self-represent in court proceedings – evidence that our mission statement is alive and well in the legal service.

#### **The Legal Team**



## COMMUNITY DEVELOPMENT



What an enormous and exciting year we have shared as we transitioned into our new site at Lawnton! I was absent for most of the first 6 months of the year, enjoying the birth and delights of my second daughter. Thanks and acknowledgement to Amanda Mundy and Sonja Flett – both held this role at different times in my absence.

In reflecting over an article about neighbourhood centres being an authentic place for authentic community development, Westoby (2012) proposes that we view our own, Lawnton Neighbourhood Centre as: “publicly owned infrastructure where citizens carry out their own development activities.” He advises: “Create a welcoming space; **your centre is a place where people develop a sense of belonging**, and a base from which they can take action.” Indeed, the community development team has taken forward steps in providing opportunity for our local community to carry out activities, to feel welcomed, with a greater sense of belonging. Some of the highlights along this journey include:

### COMMUNITY GARDEN

Our community garden has grown from strength to strength, throughout each season where we have been able to provide some produce to the Riverstop café – supporting the ‘garden to plate’ ethos. We have welcomed new volunteer gardeners to our group, and organised a vision and plan that will carry us through the next five years. We appreciate the wonderful contribution from Genesis Secondary College who have volunteered two ‘garden blitz’s’, with 60+ students.

### COMMUNITY LUNCH

Our weekly Thursday lunches from 12 – 12.30 changed and grew at our new setting; becoming an opportunity

to celebrate and commemorate occasions, and welcome our local community. We appreciate the nourishing food provided by Ruth and her team of volunteers at the Riverstop Café. Particular highlights: celebrating Australia Day and our first birthday on site at Encircle Lawnton.

### VOLUNTEERISM AT ENCIRCLE

Chris explains: Encircle has always had at its foundation a strong volunteer culture and as the organisation expands, this continues to be our backbone. Our active levels are maintained at 260 volunteers at our offices in Pine Rivers and a further 50 volunteers based at our Redcliffe site. 96 new volunteers were recruited over the past year alone and we have seen many of our beloved volunteers gain confidence to move into employment opportunities as a result of their experience with us.

### NATIONAL VOLUNTEER WEEK

We celebrated National Volunteer Week at our new site, in conjunction with Families Week. Volunteers and their families joined us as we extended our appreciation for their efforts and support over the past year with food, live music and tokens of appreciation. Thanks to the student on placement - Jeanne for coordinating this fabulous activity.

### COMMUNITY DEVELOPMENT ACTIVITIES

In creating opportunities for our community to become connected into our space we have welcomed and introduced:

- Dad’s Playgroup – operating Friday mornings (funded by Playgroup Qld), supported by Chris Mundy, CDW. These dads benefit from connection and support with other dads as well as participating in activities with their kids that assist with their development.



- NEST – free nutritional cooking classes – in partnership with Oz Harvest
- Conversation Hour - inviting the community to join us in conversation. Our first conversation (in partnership with CDVRS) explored how to support someone escaping violence in the home. Our second conversation discussed basic budgeting. We look forward to hearing the voices of children at our third conversation hour – during child protection week.
- School holiday activities – our Easter egg hunt was a lot of fun!
- Ageless Grace – a gentle exercise program with a lot of laughter and fun thrown in.

#### **NEW PARTNERSHIPS**

This year we've welcomed new partnerships with the following community organisations that have visiting programs at Lawnton:

- Neami National
- Milestones Employment
- Open Minds
- Brisbane Mind for Kids

#### **NILS**

Chris notes: through the wonderful work of our No Interest Loans Scheme volunteers, our centre has approved 57 loans totalling \$47,373 over the past year to low income community members in need of essential items. The NILS program saw the addition of the Home Energy Saver Scheme in December 2013 which ceased in June 2014. This scheme enabled NILS clients to obtain large government subsidies for energy efficient appliances such as refrigerators, solar hot water systems, washing machines and dryers. Our clients received a total of \$31,112 in government subsidies despite the short life of the scheme. As well as this, many NILS recipients have been able to reduce their ongoing electricity bills as a result of replacing old appliances using large amounts of energy. This year has also seen many NILS clients complete their first loan and take advantage of the AddsUP matched savings program, earning a bonus \$500 when they are able to save \$500 over 6 to 12 months.

#### **CONSORTIUM COMMUNITY DEVELOPMENT WORK – MEN'S CDW**

The "Men Matter" resource was further enhanced and released to the Moreton Bay Region enabling men to find appropriate services relevant to them. In addition, Chris supported the White Ribbon Campaign held in November.

#### **COMMUNITY CENTRES**

Our Community Centres continue to strengthen our relationships and partnerships within our local community. Over the past 5 years that Opal has held this role, relationships with hirers has grown, enabling wonderful opportunities at the new facility in Lawnton. We are excited about a paper craft group and drama classes that will shortly begin as a result of these relationships.

#### **COMMUNITY SUPPORT**

We said goodbye to Bronwyn during 2013 and welcomed Jodie in late 2013, in the role of Intake and Response Worker. Jodie and Ina have worked collectively as a team in 'community support' to facilitate a warm welcome to the centre and within the I&R response. As a result, we have been in a constant recruitment and training cycle to introduce new volunteers to the new role of 'Greeter.' Along with the changed 'telephone reception' and administration support volunteer roles.

In total, over the past year, Ina has led a team of 38 volunteers and Jodie, a growing team of 8. Of note, we are pleased that 12 volunteers within community support have found employment as a result of their direct experience with us. Three of these volunteers have continued to volunteer with us, whilst undertaking paid work. We are indeed very proud!

The Pine Rivers Care Network, facilitated by Jodie, has achieved a terrific milestone of funding and installing a large shed on site at the Pine Rivers Anglican Church – for the Furniture Ministry. This has been a long term goal finally achieved, to support people we connect with, in need of furniture. We continue to maintain the 'one door' approach with the Care Network.

It's been a great pleasure to lead the community development team of staff and volunteers over the past 7 months that I have returned from leave. Each inspire and encourage within me a great hope for Encircle and our local community. In the words of a favourite poet – Leunig, I look towards the horizon:

#### **HOW TO GET THERE**

Go to the end of the path until you get to the gate. Go through the gate and head straight out towards the horizon. Keep going towards the horizon. Sit down and have a rest every now and again, But keep on going, just keep on with it. Keep on going as far as you can. That's how you get there.

#### **The Community Development Team**



## REDCLIFFE COMMUNITY SUPPORT



The work of Encircle Redcliffe would not be possible without the commitment, skills, experience and wisdom of the, volunteers, students, staff, executive team and board members. Thank you to all the services that we connect and work with to support positive and informed choices for members of the community. Encircle Redcliffe have built strong and positive relationships with individuals, community groups, private and corporate business owners who share our vision of strengthening individuals and families to take informed control of their lives and together enriching our community. Encircle Redcliffe will continue to model and inspire positive change for all members of the community. The community is the heart of all that we do and will continue to do in the future. Thank you.

### **ENCIRCLE REDCLIFFE COMMUNITY DEVELOPMENT**

After a slow start at the beginning of the financial year we needed to establish our identity within the local community.



On 30th July 2013 Redcliffe held an open day which was attended by 100 key local stakeholders who got to meet staff and volunteers and find out about the services available. Many positive partnerships were formed which has supported holistic wrap-around service delivery for the community. We thank Centrelink, Department of Housing, Salvation Army Financial Counselling, Caboolture Regional Domestic Violence Service, Alcoholics Anonymous, Redcliffe Men's Shed and Redcliffe City Rotary who have enabled so many successful outcomes.

In August 2013 Redcliffe staff and volunteers participated in the Our Village Community Challenge. The day was a fabulous opportunity to interact with over 50 agencies in a social environment. It was an amazing team building event which included a team scavenger hunt, endurance challenge, air guitar competition and a dry boat race.

With an increasing number of men presenting in crisis, Encircle Redcliffe in collaboration with Redcliffe City Rotary Club, celebrated international men's day by launching the Redcliffe Men's Shed. The number of men Encircle Redcliffe was able to assist in the last financial year was 381 and Redcliffe Men's Shed now have 56 active members.

Intake and Response had a slow start to the year however within a couple of months, word of mouth had reached the community. With the increasing demand for food and financial assistance and the lack of funding for emergency relief (ER), it became evident that Redcliffe needed to find resources to support clients in financial crisis. In collaboration with Mango Hill Community Inc., Oz Harvest and Secondbite, we were able to offer food parcels containing fresh fruit and vegetables. Redcliffe was approached by Michael from



Redcliffe City Rotary Club who had been working closely with Redcliffe State High School's Interact Club. The club conducted a non perishable food drive and this proved to be a great success with donations of tin soup, vegetables, tuna, salmon and spaghetti. We thank our brilliant team of Intake and Response volunteers for attending to 1,014 client's requests for assistance and making 277 internal and external referrals. A Resource Manual was also developed with up to date referral pathway for people in the Moreton Bay Region.

The diminishing funds available across the sector to meet community need resulted in the establishment of the Redcliffe Care Network in November 2013. The members including St Vincent Kippa Ring, Margate Baptist Church and Redcliffe Uniting Church worked tirelessly to obtain non perishable hampers for those who had been under financial duress during the Christmas period. The Redcliffe Care Network successfully distributed in excess of 400 food hampers.

In late 2013 Encircle Redcliffe made a request through Givit to help supply much needed presents back to school packs. The community responded with an amazing number of donations, in particular the Texta family. Mrs Texta and her two teenage children decided to forfeit their Christmas presents in order to supply a total of 50 back to school packs. The generosity of the Texta family was greatly appreciated and continues in the form of a monthly donation which alleviates those in financial crisis.

On 28th February 2014 Encircle Redcliffe held its first free Family Fun Day which was attended by 170 families. The day was a huge success thanks to the 27 volunteers that worked tirelessly in their various roles. This event also enabled Encircle Redcliffe to conduct a needs analysis to support future planning.

In June Encircle Redcliffe received donations of chocolates and 50 non-perishable food parcels from Mars. A team of fifteen employees from Mars also carried out a working bee in the community garden and donated seedlings. Redcliffe Men's Shed donated nine Chairs and tables that have been scattered throughout the garden.



Encircle Redcliffe currently has 55 volunteers, including 12 men and we offer monthly training to up skill in areas of Mental Health, Drug and Alcohol Addiction, Domestic Violence, Boundaries and Confidentiality. Our reception and warm welcome volunteers have attended to 3,587 phone calls and walk-ins in the last financial year.

**ENCIRCLE REDCLIFFE DOMESTIC VIOLENCE SERVICE**

Specialized Domestic and Family violence (D&FV) counselling was offered to 158 clients with positive outcomes for 83% of clients. 20% of clients identify as indigenous and 19% identify as CALD. 103 Crisis support sessions was provided for clients presenting with a diverse range of complex issues ranging in time allocated from 30 minutes to 4.5hrs (for women fleeing domestic and Family Violence). The trends over the past 12 months were around: domestic violence orders and court related proceedings (including family law); legal; housing and risk of homelessness; economic hardship; mental health and well-being; substance abuse; grief and loss; child care and employment barriers; isolation; relationship conflict; parenting; safety and trauma. After hours sessions are offered to those who are working allowing for greater opportunity and access.

The greatest challenge has been limited access to brokerage funds in supporting women’s relocation and removals’ costs. The highlight has been the collaborative integrated response to domestic and family violence and continuing a much needed service in the Redcliffe area. Strong partnerships were fostered throughout this year and a highlight was a massive delivery of 70 mother’s day gifts generously donated by women’s breast cancer support groups. These were shared amongst 4 services including CRDVS; Women’s refuge; PRNC-Lawnnton and Redcliffe site.

Community awareness raising is a critical part of the work in the field of D&FV around addressing such a complex social issue. In the past year the following events were held:

**Domestic violence prevention month of May**

- Candle lighting ceremony: May 7th 35 people attended this event to acknowledge the experience of those who have been affected by violence and to remember those who have lost their lives and the loved ones left behind.
- Coordinated Community Response 2 Domestic Violence (CCR2DV): 64 people attended the training and positive feedback indicated a strong need for further support for workers in this sector.
- Coordinated Community Response 2 Domestic Violence (CCR2DV):

**Safety Card Launch**

- Information Day at Encircle – Lawnnton: approximately 50 people attended and gained greater understanding and awareness of available supports and how to respond to D&FV safely.
- Domestic violence training for volunteers working with clients on how to respond to D&FV in their professional volunteer roles



### **ENCIRCLE REDCLIFFE FAMILY SUPPORT**

Redcliffe Family Support Services with the support of multiple community services, community members and businesses has grown from supporting on average 6 families at one time, to 17 families a year later.

Family support has worked with 41 families in the last 12 months as well as providing information, advice, referral and crisis support to the community. This is achieved with the support of 11 volunteer family support workers, which work with much dedication in supporting families in achieving their goals.

Family Support has had the pleasure of supporting 3 students to the completion of their studies and 2 students are currently completing their placement within the centre. I would like to take this opportunity to thank the 50+ workers that volunteer their time in supporting the whole of the center on a daily basis; Family Support wouldn't be able to achieve the work that gets done without your support. Thank you!

### **ENCIRCLE REDCLIFFE CONTACT CENTRE**

The children's contact centre facilitates changeovers which allow a space for children and the parent they do not primarily live with to spend time together during the day, overnight, or on weekends.

ECCC is an unfunded children's contact service and during the last year 160 families have passed through ECCC. The contact centre has completed 824 supervised visitations and 848 changeovers for children under age 16. Families who utilise the contact centre are offered additional services by Encircle including referral to services within their local area.

Reunification of children with a parent or significant other in the children's lives is an extremely emotional experience for all involved. The love a child has for a parent is strong and not ever forgotten. It is the first step that the contact centre supports children in building the relationship...however, the rest is up to them. This centre is reliant on the good will of volunteers who give up their time to support these families in need. The Redcliffe Men's Shed also donate their time and provide in-kind support to the centre.

### **ENCIRCLE REDCLIFFE FAMILY THERAPY/COUNSELLING**

Clients range from families, couples and individuals with a range of issues. The number of scheduled appointments from July 2013 to end of June 2014 was 736.

Family Therapy and counselling is conducted Monday to Friday. The Federal funding for Specialised Family Violence will cease in December this year. This will unfortunately impact the community for clients who seek support to break the cycle of domestic and family violence in their lives. Encircle allows all counsellors to talk and work together where possible. The parenting group with a reflecting team is an example of this ability to work across regions.





**OLDER PERSON'S ACTION PROGRAM**

This is the first year that members of the Seniors Community have been represented with a program at Encircle. The Older Peoples' Action Program (OPAP) is Department of Communities funded and is membership based.

Membership is open to all seniors over the age of 50, who are not in paid employment and who reside on the Redcliffe Peninsula, North Lakes/Mango Hill and Deception Bay areas. Membership covers January to January of each year and is paid per person, or per couple.

All members receive a Newsletter which is posted out to them on a quarterly basis. The Newsletters keep them up to date with all activities such as morning teas, guest speakers, bus trips, holidays and Flexi-Ride as well as providing general information, healthy lifestyle tips and

information and a little light hearted humour.

Flexi-Ride is our Community Transport Service. It is a volunteer based service where drivers use their own vehicles to provide transport to medical, specialist, hospital, social and shopping engagements. It can even be used to go to or from the airports. We are not limited by destination or purpose. This is a pre-booked, user pay service and all Flexi-Ride drivers must obtain a Driver Authorisation, issued by Queensland Transport.

Regular activities include Monday morning Coffee 'N Chats with guest speakers, bus trips, special celebrations such as Melbourne Cup, St Patrick's Day and Christmas; Seniors Week Event and an annual trip away.

**The Redcliffe Team**



## YOUNG PARENTS PROGRAM (YPP)

This is a very brief report to introduce YPP to the Encircle membership. While YPP didn't actually come together with Pine Rivers Neighbourhood Centre until 1 July 2014, substantial work was done with the previous Director, Mel Fleming and consultant Patricia Rose during most of the 2013-14 financial year. Elissa Nelson was also very busy with the financial side of things.

The YPP team thank this group of people for the respect, hard work and good will shown throughout this process. We can all be proud of the Memorandum of Understanding which guided the process as a best practice model of coming together. Saretta and Bernie have continued bringing YPP into Encircle with the same respect for YPP's 30 years of service to pregnant young women and young families. Despite the challenges of integrating various systems, YPP workers who have been employed by Encircle are very happy with this coming together.

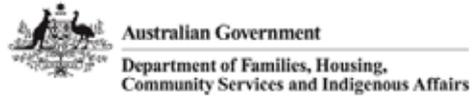
The YPP team of are Anne, Kellie, Lucy (Young Parents workers), Vashi (Healthy Relationships worker), Steph, Ada, Lorelle and Kerrie (casuals) and Shirley (Manager). The team is also enhanced by regular students doing placements at YPP, as well as volunteers. We would all like to thank everyone at Encircle as staff, volunteers and members as well as all the other community partners we work with and of course the young women for working together to support young parents in our communities. We have great hopes and dreams for our future together.

### The YPP Team



## OUR SUPPORTERS

THE CENTRE WOULD LIKE TO SINCERELY THANK OUR SUPPORTERS



# Encircle Ltd

## Financial Statements

For the Year Ended 30 June 2014

**Encircle Ltd**

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**For the Year Ended 30 June 2014**

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## Encircle Ltd

### Directors' Report

30 June 2014

The directors present their report on Encircle Ltd for the financial year ended 30 June 2014.

#### 1. General information

##### Information on directors

The names of each person who has been a director during the year and to the date of this report are:

Richard John Haddon

Qualifications

MEd(SpEd); Grad Dip SocSci(Counselling); BA; CertEd.

Experience

Management Committee/Director 1998-2014. Vice-president 2004-13. Secretary 2013-14. Life Member.  
Teacher (25 years) & school counselor (14 years)

Special responsibilities

Company Secretary. Member of Family and Individual Support Steering Group.

William Schardt

Qualifications

Assoc.Dip.Elec.Eng

Experience

President/Chairperson 2006 - 2014  
30 years experience in the electricity distribution industry across SEQEB, Energex & the private sector.

Special responsibilities

Chair meetings. Leadership. Liaison with CEO.

Patrick Bulman

Qualifications

BBus Admin, Dip Supervisory Management, Dip Personnel Management, Registered Nurse (general, psychiatric, obstetric, qualifications), Australian Institute of Company Directors Course.

Experience

Management Committee/Director (from 2011), Vice-president 2013-14. Health services management (28 years) as State Manager, General Manager, CEO.

Special responsibilities

Management expertise.

Quentin Nosovich

Experience

Community Development Volunteer, Policy sub-committee, Management Committee/Director 2008-2014, Secretary 2 years, Treasurer 2012-14

Special responsibilities

Treasurer, Finance & Policy committees

Michelle James

Qualifications

LLB(Hons)

Experience

Management Committee/Board 2012-2014. Qualified as solicitor 2001.

Special responsibilities

Legal advice.

Laurelle Muir

Qualifications

MSocWelfareAdmin&Planning.

Experience

Management Committee/Board since 2007.  
Community development & social planning (25 years experience)

Kenneth Hunt

Experience

Member of Management Committee/Board, Volunteer (IT)

## Encircle Ltd

### Directors' Report

30 June 2014

#### Information on directors continued

|                     |   |
|---------------------|---|
| Colin Scobie        | (Appointed October 2013)  |
| Experience          | Board member 2013-14.   |
| Ann Rutkin          | (Appointed October 2013)  |
| Qualifications      | Registered Nurse  |
| Experience          | Board member 2013-14. YPP Board member.                         |
| Michelle Richardson |   |
| Experience          | Management committee/Director, Secretary 2012-13                |
| Joan Matthews       | (Resigned October 2013)   |
| Experience          | Past President & Management Committee, Life Member. Lions Club. |
| Andrew Quain        | (Resigned October 2013)   |
| Experience          | Management Committee member                                     |

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

#### Principal activities

The principal activity of Encircle Ltd during the financial year was delivery of support services to members of the local community.

No significant changes in the nature of the Company's activity occurred during the financial year.

## 2. Operating results and review of operations for the year

#### Operating results

The loss of the Company amounted to \$ (215,700) (2013: \$ (103,553)).

#### Review of operations

A review of the operations of the Company during the financial year and the results of those operations show an increase in

The organisation moved to change its name to Encircle Ltd and to become a company limited by guarantee. This process was undertaken with extensive consultation and the decisions were adopted at a Special General Meeting. A new constitution and strategic plan were developed and the increased responsibilities of the Board of Directors were addressed.

The sustainability of the organisation has been (negatively) affected by changes to funding. It has also been impacted by the expenses incurred in amalgamating with the Young Parents Program (YPP), and costs incurred in establishment of a community cafe. The community cafe will, in time, provide a source of income to supplement existing program funding, enabling the provision of additional/ expanded services to the community.

These factors have highlighted the need to reduce expenditure on overhead expenses and to seek higher returns on the organisation's invested funds. Action has been taken in both these areas.

Overall, the organisation's sustainability is sound and measures taken in reducing overhead expenses and increasing

## Encircle Ltd

### Directors' Report

30 June 2014

2. **Operating results and review of operations for the year continued**  
the return on invested funds will result in increasing the level of sustainability over time.
3. **Other items**

#### Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Company during the year.

#### Matters or circumstances arising after the end of the year

No matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

#### Future developments and results

Likely developments in the operations of the Company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the Company.

#### Environmental matters

The Company's operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory.

#### Company secretary

The following person held the position of Company secretary at the end of the financial year:

Richard John Haddon (MEd(SpEd); Grad Dip SocSci(Counselling); BA; CertEd) has been the company secretary since 2013. Prior to this role, Richard John Haddon was the Vice-president.

#### Meetings of directors

During the financial year, 10 meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

|                     | Directors' Meetings       |                 |
|---------------------|---------------------------|-----------------|
|                     | Number eligible to attend | Number attended |
| Richard John Haddon | 10                        | 9               |
| William Schardt     | 10                        | 8               |
| Patrick Bulman      | 10                        | 8               |
| Quentin Nosovich    | 10                        | 7               |
| Michelle James      | 10                        | 8               |
| Laurelle Muir       | 10                        | 9               |
| Kenneth Hunt        | 10                        | 10              |
| Colin Scobie        | 7                         | 7               |
| Ann Rutkin          | 7                         | 6               |
| Michelle Richardson | 10                        | 6               |

Encircle Ltd

**Directors' Report**  
30 June 2014

**Meetings of directors continued**

|               | Directors' Meetings       |                 |
|---------------|---------------------------|-----------------|
|               | Number eligible to attend | Number attended |
| Joan Matthews | 3                         | 1               |
| Andrew Quain  | 3                         | 1               |

**Indemnification and insurance of officers and auditors**

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of Encircle Ltd.

**Proceedings on behalf of company**

**Auditor's independence declaration**

The lead auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001*, for the year ended 30 June 2014 has been received and can be found on page 5 of the financial report.

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

Director: 

Director: 

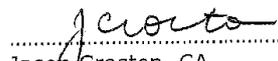
Dated 26-09-2014

**AUDITORS INDEPENDENCE DECLARATION  
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001**

**TO THE MEMBERS OF ENCIRCLE LTD**

As auditor for the audit of Encircle Ltd for the year ended 30 June 2014, I declare that, to the best of my knowledge and belief, there have been:

- i. no contraventions of the independence requirements of the Corporations Act in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

  
.....  
Jason Croston, CA  
Registered Company Auditor  
Brisbane  
SRJ

26 September 2014

Encircle Ltd

**Statement of Profit or Loss and Other Comprehensive Income**  
For the Year Ended 30 June 2014

|  |      | 2014             | 2013             |
|--|------|------------------|------------------|
|  | Note | \$               | \$               |
| Revenue  | 2    | 2,504,930        | 2,287,519        |
| Other income                                   | 2    | 257,031          | 158,560          |
| Employee benefits expense                      |      | (2,074,146)      | (1,759,884)      |
| Depreciation and amortisation expense          |      | (26,105)         | (21,131)         |
| Consortium Disbursements                       |      | (220,602)        | (278,104)        |
| Other expenses                                 | 3    | (656,808)        | (490,514)        |
| <b>Profit for the year</b>                     |      | <b>(215,700)</b> | <b>(103,554)</b> |
| <b>Total comprehensive income for the year</b> |      | <b>(215,700)</b> | <b>(103,554)</b> |

The accompanying notes form part of these financial statements.

**Encircle Ltd**

**Statement of Financial Position**

**30 June 2014**

|                                      | 2014           | 2013             |
|--------------------------------------|----------------|------------------|
| Note                                 | \$             | \$               |
| <b>ASSETS</b>                        |                |                  |
| <b>CURRENT ASSETS</b>                |                |                  |
| Cash and cash equivalents            | 4 588,848      | 957,914          |
| Trade and other receivables          | 5 29,302       | 15,517           |
| Other financial assets               | 6 43,764       | 47,769           |
| <b>TOTAL CURRENT ASSETS</b>          | <u>661,914</u> | <u>1,021,200</u> |
| <b>NON-CURRENT ASSETS</b>            |                |                  |
| Property, plant and equipment        | 7 62,999       | 85,733           |
| <b>TOTAL NON-CURRENT ASSETS</b>      | <u>62,999</u>  | <u>85,733</u>    |
| <b>TOTAL ASSETS</b>                  | <u>724,913</u> | <u>1,106,933</u> |
| <b>LIABILITIES</b>                   |                |                  |
| <b>CURRENT LIABILITIES</b>           |                |                  |
| Trade and other payables             | 8 154,511      | 169,726          |
| Borrowings                           | 9 28,832       | 47,578           |
| Short-term provisions                | 10 15,814      | 10,040           |
| Employee benefits                    | 12 195,040     | 128,069          |
| Other liabilities                    | 11 40,763      | 239,490          |
| <b>TOTAL CURRENT LIABILITIES</b>     | <u>434,960</u> | <u>594,903</u>   |
| <b>NON-CURRENT LIABILITIES</b>       |                |                  |
| Employee benefits                    | 12 19,012      | 25,389           |
| <b>TOTAL NON-CURRENT LIABILITIES</b> | <u>19,012</u>  | <u>25,389</u>    |
| <b>TOTAL LIABILITIES</b>             | <u>453,972</u> | <u>620,292</u>   |
| <b>NET ASSETS</b>                    | <u>270,941</u> | <u>486,641</u>   |
| <b>EQUITY</b>                        |                |                  |
| Retained earnings                    | <u>270,941</u> | <u>486,641</u>   |
| <b>TOTAL EQUITY</b>                  | <u>270,941</u> | <u>486,641</u>   |

The accompanying notes form part of these financial statements.

Encircle Ltd

**Statement of Changes in Equity**  
For the Year Ended 30 June 2014

2014

|                                | Retained<br>Earnings | Total          |
|--------------------------------|----------------------|----------------|
|                                | \$                   | \$             |
| Balance at 1 July 2013         | 486,641              | 486,641        |
| Loss for the year              | (215,700)            | (215,700)      |
| <b>Balance at 30 June 2014</b> | <b>270,941</b>       | <b>270,941</b> |

2013

|                                | Retained<br>Earnings | Total          |
|--------------------------------|----------------------|----------------|
|                                | \$                   | \$             |
| Balance at 1 July 2012         | 590,195              | 590,195        |
| Loss for the year              | (103,554)            | (103,554)      |
| <b>Balance at 30 June 2013</b> | <b>486,641</b>       | <b>486,641</b> |

The accompanying notes form part of these financial statements.

Encircle Ltd

**Statement of Cash Flows**  
For the Year Ended 30 June 2014

|   | 2014         | 2013        |
|---|--------------|-------------|
| Note  | \$           | \$          |
| <b>CASH FLOWS FROM OPERATING ACTIVITIES:</b>              |              |             |
| Receipts from customers                                   | 2,527,741    | 2,378,153   |
| Payments to suppliers and employees                       | (2,892,233)  | (2,413,943) |
| Interest received   | 25,712       | 35,393      |
| Interest paid   | (1,939)      | (2,303)     |
| Net cash provided by (used in) operating activities       | 14 (340,719) | (2,700)     |
| <b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>              |              |             |
| Purchase of property, plant and equipment                 | (20,253)     | (23,456)    |
| Net cash used by investing activities                     | (20,253)     | (23,456)    |
| Net increase (decrease) in cash and cash equivalents held | (360,972)    | (26,156)    |
| Cash and cash equivalents at beginning of year            | 949,820      | 975,976     |
| Cash and cash equivalents at end of financial year        | 4 588,848    | 949,820     |

The accompanying notes form part of these financial statements.

## Encircle Ltd

### Notes to the Financial Statements For the Year Ended 30 June 2014

The financial statements are for the Encircle Ltd as a not-for-profit individual entity.

The functional and presentation currency of Encircle Ltd is Australian dollars.

#### 1 Summary of Significant Accounting Policies

##### (a) Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Corporations Act 2001*.

Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

##### (b) Comparative Amounts

Comparatives are consistent with prior years, unless otherwise stated.

Where a change in comparatives has also affected the opening retained earnings previously presented in a comparative period, an opening statement of financial position at the earliest date of the comparative period has been presented.

##### (c) Income Tax

No provision for income tax has been raised as the Company is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

##### (d) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

##### Grant revenue

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

##### Donations

Donation income is recognised as revenue when received.

## Notes to the Financial Statements For the Year Ended 30 June 2014

### 1 Summary of Significant Accounting Policies continued

#### Interest revenue

Interest is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

#### (e) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the statement of financial position.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

#### (f) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost of fair value as indicated less, where applicable, any accumulated depreciation.

#### Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, is depreciated on a diminishing value basis over the asset's useful life to the Company commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

| Fixed asset class                | Depreciation rate |
|----------------------------------|-------------------|
| Buildings                        | 2.5%              |
| Plant and Equipment              | 20%-50%           |
| Furniture, Fixtures and Fittings | 2.5%              |
| Motor Vehicles                   | 22.5%             |

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

#### (g) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Bank overdrafts also form part of cash equivalents for the purpose of the statement of cash flows and are presented within current liabilities on the statement of financial position.



AUDIT & ASSURANCE

### Independent Auditor's Report

To the members of Encircle Ltd

#### Report on the Financial Report

We have audited the accompanying financial report of Encircle Ltd, which comprises the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

#### Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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An Independent Member of BKR International

An Independent Member of Walker Wayland Australasia Limited

#### SRJ Audit

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Level 16, 307 Queen Street, Brisbane, Qld 4000  
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ABN 60 150 080 689

*Independence*

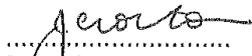
In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of Encircle Ltd, would be in the same terms if given to the directors as at the time of this auditor's report.

*Opinion*

In our opinion the financial report of Encircle Ltd is in accordance with the *Corporations Act 2001*, including:

(a) giving a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the year ended on that date; and

(b) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the *Corporations Regulations 2001*.

  
.....  
Jason Croston  
**SRJ**  
**Director**

Date: 26 September 2014

Address: Unit 3, 27 South Pine Road, STRATHPINE QLD 4500

# ENCIRCLE LTD

## STRATEGIC PLAN 2014-2017

|                              |   |
|------------------------------|---|
| <b>Organisational Vision</b> | Connected, vibrant, resilient communities   |
| <b>Mission/Purpose</b>       | Strengthening individuals and families to take informed control of their lives, together enriching our communities  |
| <b>Strengths</b>             | Integrated range of community support options<br>Collaborative partnerships<br>Community owned and operated<br>Volunteer culture<br>Professional governance<br>Reputation for high quality service delivery |

### EXECUTIVE SUMMARY

Encircle Ltd (formerly Pine Rivers Neighbourhood Centre) is a not for profit community owned and operated company, supporting individuals and families. It was established in 1987 and has approximately 40 staff and 270 volunteers. The organisation provides a flexible range of activities, supports and information in response to personal and community needs within a safe and welcoming environment. Central to this is supporting the most vulnerable and disadvantaged members in our community. Encircle prioritises the development of relationships with other organisations to build the most effective service delivery responses, as evidence by multiple Memoranda of Understanding.

Encircle operates from 5 sites:

- Encircle main office, Lawnton
- Pine Rivers Community Legal Service, Strathpine
- Encircle, Redcliffe
- Encircle Undurba State School, Murrumba Downs
- Encircle Young Parents Program, Kedron

Services and supports include counselling (generalist and domestic violence), family therapy, family support, mentoring, homelessness early intervention, community information, legal service, workshops/courses on a range of personal development and learning topics, adult literacy, seniors' program, community events and community meeting spaces.

Encircle delivers early intervention and prevention services within a strengths based framework; its work is community development oriented, child and young person centred, and family focussed. The following Operating Principles apply: social justice; integrity; respect; partnership; transparency and professionalism.

Encircle manages various funding contracts for short term non recurrent funding, one-off grants, and longer term service agreements with various State and Federal Government Departments. Current service agreements include:

- Qld Government, Department of Communities Child Safety and Disability Services (7): Community Support Service x 2, Family Support x 2, Counselling x 2, Seniors'
- Qld Government, Department of Housing and Public Works (1): Homestay
- Federal Government, Department of Social Services (1): Family Relationship Services (Lead agent for a regional consortium), Families in Transition
- Legal Aid Queensland (administers State and Federal funding): Legal service
- Good Shepherd Family Services and National Australia Bank: No Interest Loans Scheme

Locally, Encircle is supported by a number of service clubs and access to Moreton Bay Regional Council grants. The organisation also accesses philanthropic grants to meet service needs and fund innovative solutions to local issues. Our budget for 14/15 exceeds \$2.8M. A recent financial sustainability strategy has been the establishment of the Riverstop Cafe at Encircle Lawnton – a 'business with heart'.

### SITUATION ANALYSIS

After a decade of planning, construction of Encircle's new purpose built centre at Lawnton by the State Government was completed in May 2013. As a result of enhanced community visibility and profile, demand for services has increased and partnership opportunities have expanded.

An invitation by the State Government to support a suite of services in the Redcliffe community saw Encircle (then PRNC) establish a new site there in 2013. This increased further our geographical spread, workforce and budget. This has created greater consciousness about the importance of integration across sites. The change of name from PRNC to Encircle, which does not geographically identify the organisation, may facilitate other similar opportunities.

In late 2013 the Young Parents Program (YPP) at Kedron and Encircle began conversations with a view to 'coming together'. As of 1<sup>st</sup> July 2014, YPP's funding agreement will transfer to Encircle and YPP will become a fully integrated focus area of Encircle.

With the growth and sophistication of the organisation a decision was made to change from an incorporated association to a company limited by guarantee (Encircle Ltd). This brings more rigorous accountability requirements and Encircle is currently in a transition and rebranding phase.

Further in line with growth, a decision was made to separate the strategic and operational responsibilities of senior leadership early in 2014. A new role of Services Manager was created and has enhanced the coordination and management of Encircle’s diverse programs and locations. The organisation will also soon welcome a new incumbent to the strategic CEO role, with the departure of the previous long term Director.

Changes to the political and funding landscape pose both challenges and opportunities in the future.

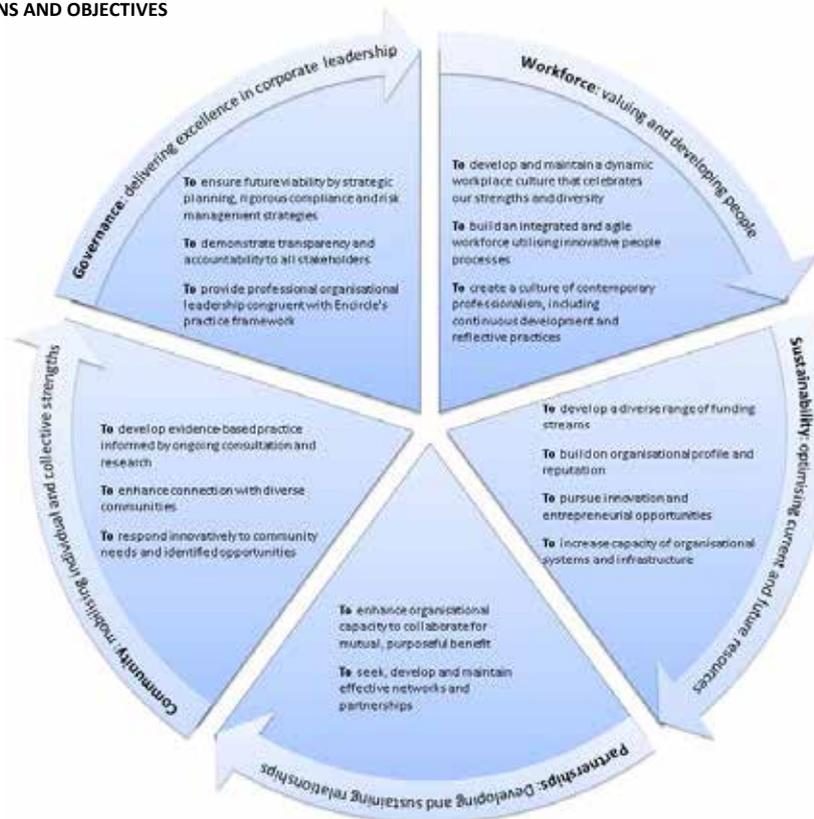
- The Qld Government child and family reforms that emerged from the Carmody report will see greater reliance upon community to participate in the child protection process.
- The Qld Government’s renewal agenda outlines the intent to fund fewer services. This creates a competitive and ‘contestable’ environment that requires more intensive collaboration. These are also priorities for the Federal Government and are impacting upon current funding arrangements.
- The move towards client directed care will see organisations changing the way they do business. Examples of this are the National Disability Insurance Australia and the Stronger Relationships counselling voucher trial.

**STRATEGIC FRAMEWORK**

The Strategic Plan sets the future direction for the organisation. It is developed in a process that seeks broad input from volunteers, staff, community members, external agencies and supporters. Its implementation is overseen by the Board of Directors and is reviewed every three years, with annual planning events supporting its progress. The Strategic Plan is implemented through the development of focus area operational plans which detail objectives, strategies and outcomes. Individual work plans are then developed for each staff member based on their relevant focus area operational plan. Operational plans and work plans are reviewed annually.



**STRATEGIC DIRECTIONS AND OBJECTIVES**



# NOTES



# NOTES



