

ANNUAL
REPORT
2023





OUR VISION

A safe, connected and just community.



OUR MISSION

To be a leader in building and fostering the capacity of our community to be inclusive, safe and connected.

ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation Northside Connect Inc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



OUR VALUES

Inclusion

We believe that inclusive and connected communities foster meaningful relationships and social networks and reinforce people's right to self-determination.

Safety

We uphold people's rights to enjoy places and spaces that are culturally safe, welcoming and respectful of diversity and difference.

Justice

We believe that access to social, legal, environmental and economic justice is a basic human right for all.



"We achieve this through leadership, collaboration and facilitating access to resources, support and information."



PRESIDENTS REPORT



Giving and receiving praise, in an increasingly insular and complex world, is becoming a real challenge. Fair enough, and yet, is it not also fair that we give due where it is...well, due?

For the foreword to this Annual Report, then, I have decided to take the all-praise, all-positive approach. Our challenges as a community organisation can go on hold for a moment. Instead, let's reflect on our successes, our triumphs and the people who make that happen.

One of our big success stories this past year was securing funding for our specialist and sector-leading Domestic and Family Violence Prevention Funding. This funding arose out the great work that has been led by Lisa

Berlin and, thanks to advocacy from the Member for Nudgee the Honourable Leanne Linnard MP and the excellent cost-benefit analysis on the proposal from Sharon Gingell, we were delighted when the (now former) Attorney-General approved our funding bid. Vital work can now be appropriately funded, and resources devoted to meet need. It is a testament to the work and reputation of Northside Connect that we were able to sit with the Minister and government officials and talk plainly and persuasively about our proposal.

Two separate events showed that Northside Connect is more than simply a service provider, we are an integral part of the community.



Firstly, the Long Table Dinner brought together a diverse range of locals, visitors, sponsors, politicians and more, for a terrific and social evening which shows how engaging fundraising can really be. Then later in the year, we took our place alongside our Nundah neighbours to be part of the Nundah Festival. Being amid a large community event like this really emphasises how Northside Connect is a focal point and much more than a building. These events and others like them happen only because of the professionalism and dedication of the Northside Connect team, and in addition to our core service delivery, as well as the efforts of our volunteers and my fellow volunteer management committee members.

There are many more positives which could be articulated. I would like to conclude with a moment which may not seem overly constructive and yet, to me, is arguably the most praiseworthy of all: we have said – or to be more accurate, are progressively saying - goodbye to our Principal Solicitor Eugene White. I was fortunate to attend and speak at Eugene's official farewell at Parliament House recently. To see the terrific turnout from so many institutions and to hear those in attendance speak so freely and warmly of Eugene speaks volumes for both his outstanding body of work for Northside Connect and its previous iterations, as well as the regard in which Northside Connect and its legal service is held. Stakeholders and clients can be assured of the credibility and thoroughness of our efforts. That was the message I took away, at least.

"One of our big success stories this past year was securing funding for our specialist and sector-leading Domestic and Family Violence Prevention Funding."

Focusing on positives does not mean we run away from the tough stuff. That will always be there, and we know there is much we will need to achieve in the short and long term. By taking a moment, though, to recall the great outcomes of the year that has been, we can remind ourselves that Northside Connect continues to have impact and make a difference in the community it serves. I proudly present our Annual Report as a snapshot of that impact.

Yours Sincerely,

Chris Irons
President





ACKNOWLEDGMENT OF FUNDING

The Northside Connect Inc (NCI) would like to acknowledge funding from the following sources:

The Nundah Neighbourhood Centre Program receives funding from the Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts. The Brisbane North Community Legal Service is funded by Federal and State Government, distributed by the Attorney General of Qld under the National Partnership Agreement.

The Domestic Violence Program is funded through Women's Safety and Violence Prevention, Department of Justice and Attorney General of Qld.

NCI also receive additional assistance through one off grants from Government and Philanthropic sources and generous donations from community members, local businesses and other organisations.

We would also like to acknowledge and thank our local members, Councillor Adam Allan, Northgate Ward, Leanne Linard, State Member for Nudgee and Anika Wells, Federal Member for Lilley. At Northside Connect we are very fortunate to have passionate, committed local members who recognise the value of the work we do at Northside Connect and have given us their support over the year in serving our local community.



THANK YOU

Thank you to Maike Hale who continues to give us her time and design skills to the creative development of the Annual Report.

Maike enjoys wearing different professional "hats" as a Social Worker, Educator, Learning and Graphic Designer with over 25 years' experience in the Australian and Global Human Service Sector. In January last year, Maike returned to Australian shores after 6.5 years immersing herself in professional and personal experiences in North China, Colombia and Canada.

After maintaining a long-distance relationship with Northside Connect during her time overseas, Maike was happy to find that the 'spark' was still there upon re-connecting. Maike looks forward to maintaining this long term relationship with Northside Connect for many years to come.



CHRIS IRONS PRESIDENT

Chris Irons is the Director of independent strata consultancy Strata Solve, which helps clients untangle strata problems with tailored solutions. For over 5 years Chris was Queensland's Commissioner for Body Corporate and Community Management, the only role of its type in the world, and he has over 2 decades of experience in public sector policy development and leadership roles. Chris is also Director of the Board of Strata Community Association (Qld), another not-for-profit, which is the strata peak body.

A proud Nundah resident, Chris has been a member of Northside Connect's Management Committee for 6 years and has been President for 5 of those. Chris believes in the diversity of the community of which he is part, and can often be found at cafes, bars, barbers and other retailers in Brisbane's northern suburbs. He can also sometimes be found walking Ernest, the retired racing greyhound to which Chris is a human slave.

"The Northside Connect Inc Management Committee for 2022-2023 included these fabulous people:"

WENDY CLARK TREASURER

Wendy Clark has lived in and around Nundah since the 90s and joined the Management Committee as Treasurer in 2018. Wendy holds a Bachelor Degree in Management – Accounting and has worked in small to medium businesses in administration and finance for over 25 years as well as running her own bookkeeping service. Wendy's current role is working for a global software company managing administration staff and accountants in 9 countries.

PATRICIA McARTHUR ORDINARY MEMBER

Patricia retired after spending her career working for the Queensland Courts, Office of State Coroner, Department of Justice and Attorney General and Victim Assist Queensland. Patricia is an active volunteer with the Northside Connect offering her assistance with administrative support, event management and fundraising activities. Patricia has been on the Management Committee since 2011.

STEPHANIE EWERT ORDINARY MEMBER

Stephanie has been a solicitor for over 20 years, working in law firms and community legal centres. She is now Principal Lawyer and Director of her own firm, Whippet Legal. Stephanie is passionate about community organisations and grateful for the opportunity to contribute as a member of the Management Committee.

MATT STEVENS ORDINARY MEMBER resigned March 2023

Matt has been a Northgate-Nundah local for since 2010 and joined the committee in 2022. Matt has worked in the human services sphere for 13 years, in the areas of data analysis, stakeholder and community engagement, program operations, contract management and compliance, training and presenting. He is also experienced as a successful small business owner. Matt is keen to support positive outcomes for the clients and community of Northside Connect.

JESSICA CAMERON ORDINARY MEMBER

A local Northgate resident, Jessica joined the management committee in late 2020. Jessica holds a Bachelors degree in Business, Human Resources and a Post Graduate Certificate in Information Technology alongside a diverse career across travel, transport and mining sectors. A passionate volunteer in a variety of previous roles, Jessica enjoys interacting and contributing to the local community.

MICHAEL POWER ORDINARY MEMBER

Michael Power joined the Committee of Northside Connect at the end of 2016. Michael's experience as a social worker for over 25 years, including management and operational positions, in the areas of child protection, family law, family support, mental health and victims of crime contributes to the broader work of the committee. Michael is committed to supporting the creativity and contribution of the centre as part of the fabric of the local community

OLIVIA KEPPEL ORDINARY MEMBER

Olivia has a Bachelor of Social Work and has experience working in Intensive Family Support and the Domestic and Family Violence Sector. Olivia has previously facilitated community programs with Northside connect and is looking forward to continuing her support as a member of the committee.

THANK YOU



The Northside Connect staff team bring substantial experience and skills in a range of disciplines including Legal, Social Work and Human Services, Finance and Not for Profit Administration. The staff of the NCI work collaboratively across all programs to ensure the delivery of services that are innovative and responsive to the needs of the local community.

SHARON GINGELL COORDINATOR

Sharon Gingell has been the Coordinator of Northside Connect since March 2012. She has 30 years' experience in the Community Sector and has experience working in homelessness, family support, domestic violence and mental health. As the Coordinator, Sharon is responsible for the day to day operation, management and development of Northside Connect Inc programs and activities

EUGENE WHITE GENERAL SOLICITOR

Eugene has been a Solicitor with the BNCLS since 2008 including undertaking generalist advice work and community legal education, he held the role of Principal Solicitor from 2008 until July 2021. He was admitted as a Solicitor in 1980 and has practiced primarily Brisbane and in generalist private practice litigation with various periods interstate and in corporate, public and community practice.

YOLANDI BEER PRINCIPAL & FAMILY LAW SOLICITOR

Yolandi commenced in the role of Family Law Solicitor in February 2019 at Northside Connect. Yolandi completed her law degree in 2013 and went on to complete her Graduate Diploma in Practical Legal Training in 2014 and has a wide range of experience in Family Law, Domestic Violence and Will and Estates matters. Yolandi is passionate about assisting vulnerable clients from all walks of life in Family Law and Domestic Violence issues and strongly believes there is no "one size fits all" approach to resolve legal matters.

In addition to being the Family Law Solicitor Yolandi has also been in the Principal Solicitor role since July 2021, overseeing the provision of legal information, advice and referral to members of the community through the Brisbane North Community Legal Service.

CINDY PHILIPP GENERAL SOLICITOR

Cindy's career first began in nursing 25 years ago, returning to complete a law degree as a Mature Age Student half through her career. Cindy first started with Northside Connect as a volunteer with our Wednesday Evening Legal Service, transitioning into paid employment with the daytime service in 2022. Cindy is now employed 2 days a week as a Generalist Solicitor, providing advice, information and referral on a range of legal issues including civil, Family Law and domestic violence.

LISA BERLIN SENIOR DV & FV COUNSELLOR

Lisa has enjoyed a long career with Northside Connect, commencing employment with the organisation shortly after receiving incorporation and funding. Lisa is highly regarded for her expertise in domestic and family violence and is responsible for the development and delivery of a number of domestic violence programs including the Journey's Program and the Facilitator Training Program. The Social Worker provides individual and group programs and services through a centre based, counselling focused model of service delivery.

HANNAH SANSON DV & FV COUNSELLOR

Hannah commenced in her role as our second Domestic Violence Counsellor in January this year, after Northside Connect secured funding for the Domestic Violence Program from the Department of Justice and Attorney General at the beginning of 2023.

In her role she provides individual counselling, co-facilitates the Journeys group and facilitator training alongside Lisa, and engages with the NAADV and NSAAN to collaborate on projects throughout the year. Hannah has a Master of Social Work at QUT and completed her first student placement here at Northside Connect under the supervision of Lisa in 2017. Hannah has experience as a hospital social worker, volunteering for Friends with Dignity's sanctuary support service for people impact by domestic violence, and she has worked and volunteered with young people in out of home care.





SIOBHAN GIBBS COMMUNITY ENGAGEMENT WORKER

Siobhan first came to Northside Connect as a placement student in 2017 then returned in this position in July 2022 to support the neighbourhood centre to restart its regular programs and activities, and since the successful acquisition of Domestic Violence program funding, has been able to be employed permanently part time in the role.

Siobhan supports the ongoing community lunch and food relief programs, playgroup, art group, sewing group, English Language classes as well as supporting community members to create and run new programs and assisting anyone who presents at the centre needing additional support.

KAMAL KAUR LEGAL SERVICES ADMINISTRATOR

Kamal started at the position of Legal Service Administrator in February 2022. Kamal has an overseas law degree and completed her Master of Laws degree from Victoria Law School (Melbourne). She has over seven years of experience working in the Community Legal sector and government sector. Kamal's role is to provide legal admin support to three clinics of Legal Service and manage a team of volunteer lawyers and law students.



FATIMA BOORONI FINANCE WORKER

Fatima started working at Northside Connect in July 2022 and has a Diploma of Accounting and over 5 years' experience in accounting. Fatima is responsible for all of the accounting responsibilities of NCI including account payable, receivable, payroll, reports, budgeting, Auditing etc. Fatima is really enjoying working in a community service role and has significant background experience working with non-profit organisations. She is a multi-cultural, bilingual woman, an efficient employee and supportive team member.

JO MONEY INTAKE & RECEPTION WORKER

As the Intake and Reception Worker at Northside Connect, Jo is first point of contact for clients and community members seeking assistance including information and referral, legal assistance, domestic violence support and information about our programs and activities. Jo has worked as both a volunteer and paid staff since joining the organisation in 2012 and was previously in the role of Legal Administrator for 6 years.



STUDENTS

Northside Connect continues to commit and host university students on placement to support them in fulfilling their degree requirements.

At Northside Connect we aim to create an environment that fosters and encourages students to grow, build their confidence and develop new skills essential to their future careers. In return students contribute a lot to the work of Northside Connect, taking on a leadership role in various projects, helping to plan and run events, assisting with programs such as food relief and Journeys and developing resources for the community.

Thank you to our students for 2022 – 23, we wish you all the best with your career in the community services sector.

Second Semester 2022
Kirrily Pauli (Bachelor of Human Services)
Alexandra Marks (Bachelor of Human Services)

First Semester 2023
Samantha Jen (Bachelor of Human Services)
Alexis Hood (Bachelor of Social Work)





Volunteers continue to be an integral part of Northside Connect, assisting in the delivery of groups and activities across all program areas. We would like to thank and acknowledge this work and recognise the compassion, commitment and enthusiasm all of our volunteers bring to their roles every week. Volunteers in 2022 - 23 have included:

NEIGHBOURHOOD CENTRE VOLUNTEERS

FRONT DESK/ ADMINISTRATION

- Jennifer
- Trish
- Teagan

FOOD RELIEF & COMMUNITY LUNCH

- Chris
- Claudia
- Diane
- Linda
- Peter
- Siew
- Trish

COMMUNITY LUNCH/EVENTS DJ

- Leo

ENGLISH AS A 2ND LANGUAGE CLASSES

- Georgia
- Jean
- Kimberly
- Margaret
- Marian
- Nook

COMMUNITY GARDEN

- David
- Bernie

YOGA

- Carmel

SEWING GROUP

- Pauline
- Robyn
- Nancy

PLAYGROUP

- Cathy
- Shannon

VOLUNTEER PROFILE

In early 2023, Leo came into the centre with his support worker Chris who had been connected to the centre for some time. They came as Leo's friend had told him about the centre. Chris was looking to connect, and also shared Leo was a DJ looking for work experience.

"I was a House DJ for 3 years and then COVID hit."

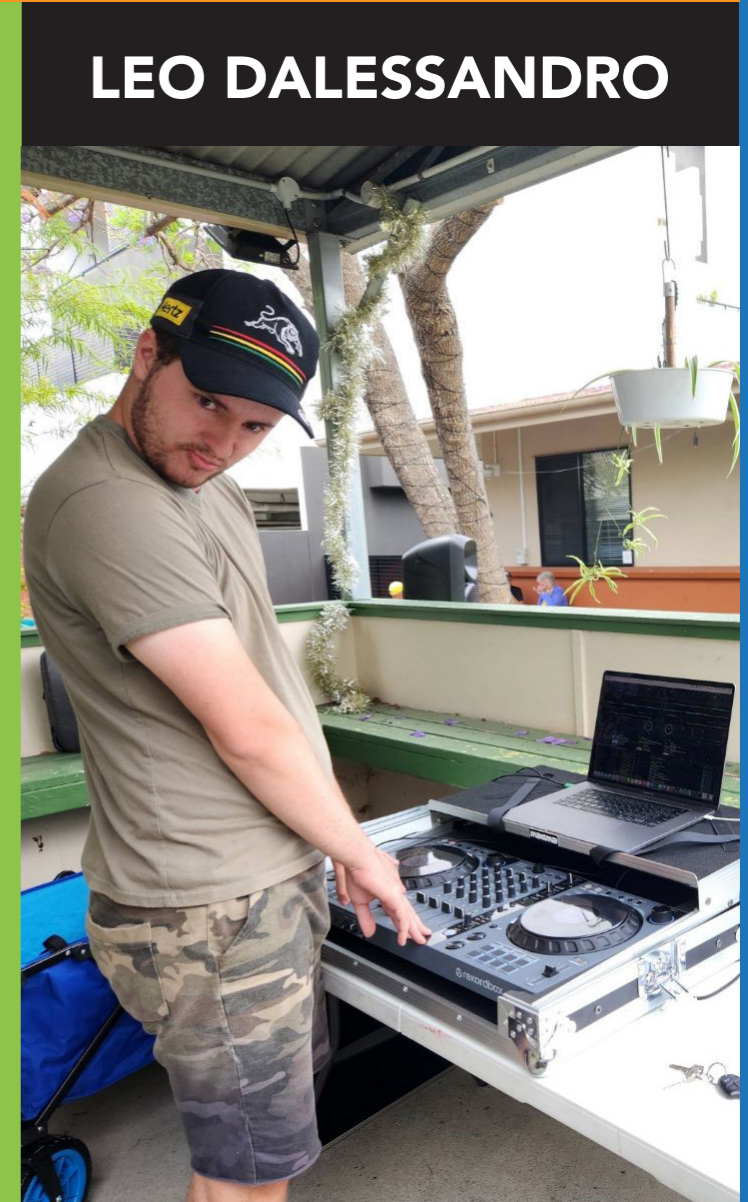
Leo was looking for opportunities to play, and through the support of his team of workers, he started DJing community lunch every fortnight. Leo comes to Northside Connect to play music for the community.

"Music can help calm people down and have less stress."

Leo has adapted his skills to accommodate the people that come to community lunch and played the type of music they liked ranging from funk, EDM and Aussie Rock.

After DJing for some months, Leo had the opportunity to DJ the main stage for Nundah Festival in September and is keen to get more opportunities to play.

Leo is hoping to start his won business, but his dream would be to play Coachella or Tomorrowland someday.



LEO DALESSANDRO

A BIG THANK YOU TO ALL OUR VOLUNTEERS!





THANK YOU





WEDNESDAY EVENING LEGAL SERVICE VOLUNTEERS

Thank you to the BNCLS dedicated volunteers - acknowledged individually here on this page - for their vital contribution, giving freely of their time often after a hard day of work or study.

We provided various Volunteers' inductions and updates; plus the NCI hosted an end of year whole of Centre function for all volunteers, staff and Management Committee, combined with the AGM.

Volunteers' advices retain their overall high quality with only occasional substantive clarification with clients and volunteers necessary.

We sadly had to say goodbye to some of our longstanding legal volunteers due to their increasing work and family commitments:

- Eli Edwards
- Isobel Whittle
- Blake Sonda
- Glenn Carthew

We thank them for offering their time to assist our community by their consistent years of volunteering.

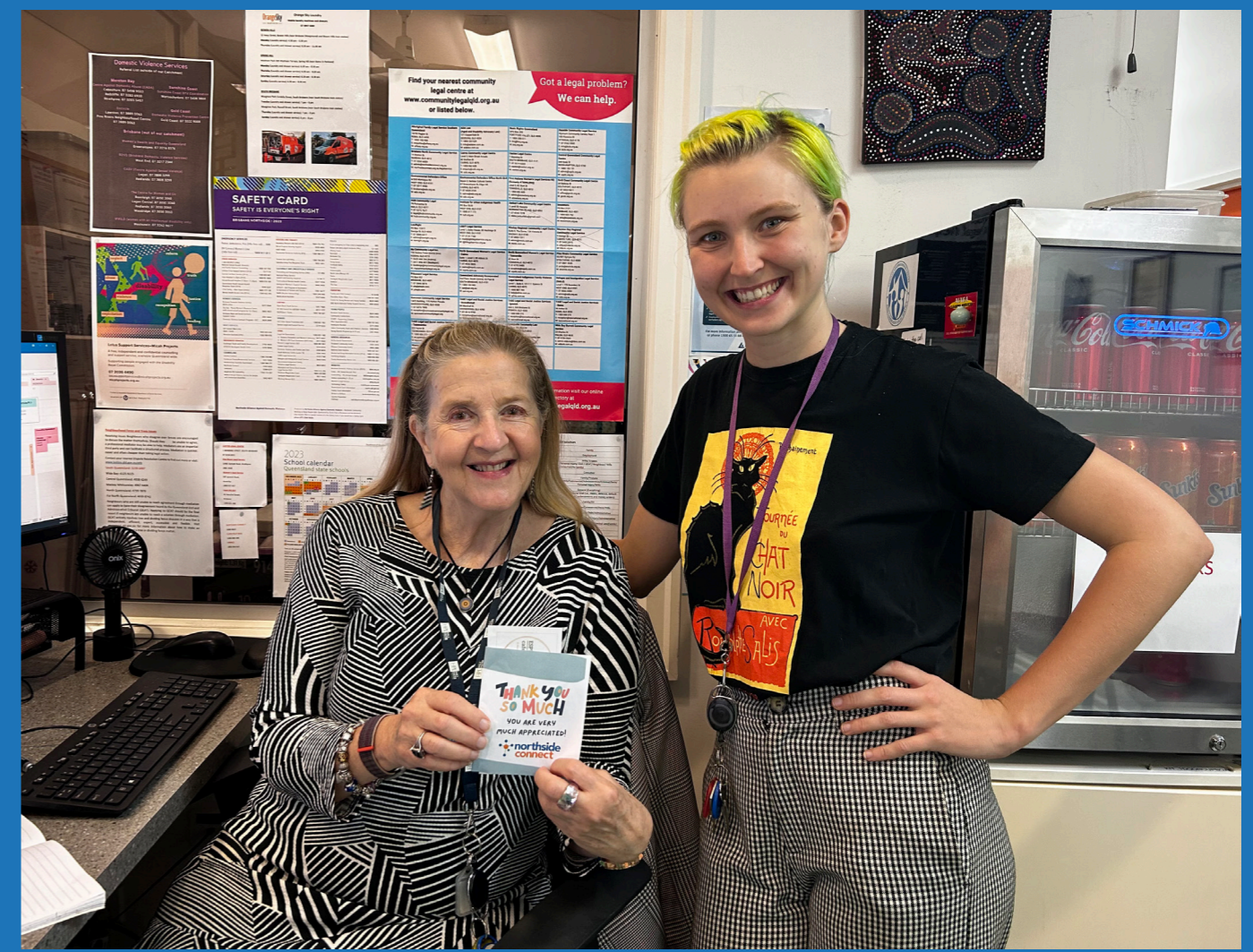


OUR VOLUNTEER LAWYERS

- Aaron Ball
- Liam Spargo
- Teena Maguire
- Isobel Whittle
- Natalie Corica
- Ellen Brown
- Amahlia Riley
- Sam Cooper
- Emily Ballard
- Franco Ciottarello
- Brittany Graham
- Kent Fawke
- Manjo Oyson
- Ciara Furlong
- Ellie Prior
- Cindy Philipp
- Clancy Robba
- Jackson Haswell
- Eli Edwards
- Glenn Carthew
- Darcy Walsh
- Blake Sonda
- Lauren Gracie
- Caitlin Monaghan
- Claudia Esmonde
- Halligan Quinn

OUR VOLUNTEER LAW STUDENTS

- Keily Smith
- Revathy Jayachandran
- Anita Antony
- Caolin Travers
- Luke Roberts
- Kristen Burey
- Peter Varga
- Christina McKay
- Lola Robinson
- Denva Butcher
- Edward Griffin
- Jessica De Luca
- Tasmin McAlister
- Tanzih Ahmed
- Ethan graham
- Michael Arkadiieff
- Summer Brady
- Annie-Jean Kemp
- Tim Rainbird
- Savannah Trafford
- Gus Whittome
- Isa Kumail
- Elizabeth Jorden
- Matt stark



Northside Connect were involved in a number of events through out the year. Events at Northside Connect aim to create opportunities for inclusion, education and celebration.

SEPTEMBER 2022: NUNDAH FESTIVAL



AUGUST 2022: HOMELESSNESS WEEK



SEPTEMBER 2022: CHILD PROTECTION WEEK



NOVEMBER 2022: VOLUNTEERS THANK YOU & ANNUAL GENERAL MEETING



OCTOBER 2022: SEXUAL VIOLENCE AWARENESS MONTH



DECEMBER 2022: CHRISTMAS IN THE VILLAGE & HUMAN RIGHTS WEEK





MARCH 2023: INTERNATIONAL WOMEN'S DAY & HARMONY DAY

APRIL 2023: LET'S HAVE A YARN, COMMUNITY CONVERSATION



LET'S HAVE A YARN

Are you undecided or unsure of your vote in the referendum?

Come for a yarn to hear what's being proposed.

Listen and Share your questions, thoughts and concerns about the yes and no campaigns.

Welcome. The conversation will be safe and inclusive for all.

When: Saturday 22nd of April
2pm-4pm
Where: Northside Connect, Nundah 4012

RSVP 19/04/23 to admin@northsideconnect.org.au
OR call 3260 6820

MAY 2023: DOMESTIC VIOLENCE PREVENTION MONTH & SORRY DAY



NUNDAH NEIGHBOURHOOD CENTRE



In the 2022 State Government budget, the Neighbourhood Centre sector was granted a significant funding increase with all Neighbourhood Centres receiving base line funding of \$230,000 per annum. This funding was granted after significant lobbying from our peak body Neighbourhood Centres Qld and was in recognition of the vital work we do in the area of social isolation and community connection.

Although Nundah Neighbourhood Centre already had existing funding at this level, this win provided an opportunity for Northside Connect to put forward a successful proposal to the State Government, with the support of our local member Leanne Linard, for separate funding for our domestic violence services. Being granted DV funding then gave opportunity for the Neighbourhood Centre to focus on the work its best known for, social inclusion, community development and creating safe space for all. The employment of a Community Engagement Worker, Siobhan Gibbs, who brought key community development skills and knowledge to the role, saw the Neighbourhood Centre program flourish with the introduction of additional activities and more purposeful responses to the diverse needs of our community.

SOCIAL INCLUSION & COMMUNITY DEVELOPMENT

Northside Connect has a focus on social inclusion and community engagement, and now with a dedicated Community Engagement Worker, the organisation has put extra energy behind the regular programs, including restarting some that had to be stopped in early 2020. Following is a quick snapshot of our groups and

activities throughout the year.

In August 2022, the centre's playgroup restarted with two new volunteers, Cathy and Shannon, and a small group of 4 families. Very quickly through word-of-mouth, the group grew, and with support from placement student Kirralee, the playgroup blossomed. By July 2023, several of the playgroup members were sharing birthdays, connecting together outside of the group, and most weeks boasts 10 families who regularly attend.

Our community lunch program was also revitalised through the support of the new Community Engagement Worker, cooking fresh meals for community members each week, and developing a sense of community for those who attend. The community lunches often now include agency visits from organisations such as Quihn with their remote health nurse van for free check ups, Services Australia workers, NDIS staff, Energy and Water Ombudsman and more.

The program allows people to gather, and to be supported through not just financial or housing stress, but social isolation also. Several members of the community attend for the social aspect, with one man sharing his story.

"I was in and out of hospital, and the social worker said I needed to get better at having a chat with people and making friends. I come to have a chat with the nice volunteers and with the nice people and get a feed too which is good."

The new energy for the Neighbourhood centre offerings has meant a broader demographic of people attending events and activities. The centre in 2023 also started a new Art Group, after surveying of community members in 2021 revealed there was a demand for this group.



CLIENT CASE STUDY

As the cost of living crisis increases the centre has observed an increase in requests for emergency food relief for community members. In late 2022, one man presented seeking an emergency food hamper. His story was similar to many, he had lost work and income and was unable to afford his current rental property so found himself living in his car and crashing with friends. He presented on two occasions for support, and then, as many people do, did not return.

In early 2023, we received a phone call to the centre asking us what items our pantry needed in restocking and that this person was eager to donate to the centre. A few days later, a man presented at the centre with a heaps of Woolworths bags filled with food items to donate to the pantry. As he handed the items over, he shared that he was accessing our program only months previous, and then the food hamper was able to offset his expenses, and was a key part in him feeding himself during the difficult period of no income. He shared that he is now employed, and housed, and is living comfortably again. He wanted to offer a donation of items as a thank you for the support the centre provided him. A rare but valuable reminder that the support provided by Northside Connect may sometimes seem minimal, but it is often significant in its impact on others.



referral via phone, email and face to face, with requests for housing, domestic violence, mental health issues and emergency relief being most prevalent.



Drop In Services were provided on approximately 1,500 occasions during the year!



Information and Referral services were provided 6,240 times during 2022 – 2023 year.

Drop in

The front space at Northside Connect is often a hive of activity with people coming and going for appointments, to attend groups or seek assistance. Alongside this we also have a cohort of people that drop in, seeking a safe place to land for a while. The reasons they are visiting can be varied, for some, homelessness means they may need to charge their phones, get something to eat and get out of the weather. For others unsafe or insecure housing means they need a break from that environment and to check in with our staff and volunteers. People also come because they are in distress and are struggling and need to connect with others in a safe environment. Balancing the diverse needs of everyone who come in can have its challenges and although at times we are dealing with people with challenging behaviours, having a safe, inclusive space remains our top priority.

Emergency relief

Northside Connect has been offering emergency relief services for a number of years now. This year we saw an expansion of this service with additional frozen meals being provided. These meals are cooked by the Community Canteen volunteers and we receive a delivery each week. People coming into the Centre have the option of having the meal heated up immediately or taking it away to eat later. We also continued to offer a pantry food relief service which relies on donations from our community.

Information and referral

Information and referral services is not just about giving phone numbers and information about different services in the community, but also taking time to listen to people stories with an empathetic ear and acknowledge the issues and challenges they are facing. Everyday our staff, volunteers and students provide information and

Supporting local artist Gwyneth to undertake leading this project, was a key piece of work for the Community Engagement Worker, encouraging her to develop facilitation skills along her pre-existing incredible visual art skills. The group ran for two periods of 4 weeks, set up as a workshop series and in later 2023, the art group is now a regular offering at the centre.

Overall it has been an exciting period for the centre, and through the new/restarted programs are able to have a better offering for those that present at front desk looking to engage. Northside Connect is committed to ensuring that the groups remain important and relevant to the community, and frequently chats to participants and volunteers about what can be done to improve/change our programs, and ensuring they are always driven by the community that participates within them.

CREATING SAFE & WELCOMING SPACES

Neighbourhood Centres have always had a tradition of being the one place you can go for help no matter your circumstances or experience. This year that has been particularly important with increased feelings of social isolation and mental health issues, rising costs of living and more and more people experiencing housing uncertainty. Being a welcoming haven where you can stop for a minute in the cool, always find someone up for a chat and feel safe to get help with what you need is something that Nundah Neighbourhood Centre continuously strives to offer. We do this through a range of services provided through our front space including:



IMPACT SNAPSHOT 2023

IMPACT SNAPSHOT 2023

Nundah Neighbourhood Centre

Provided \$869,491 in community value in 2023

This community value equates to \$3.14 for every \$1 of Queensland Government Neighbourhood Centre funding or \$248.43 for every 1 hour the Neighbourhood Centre was in use.

This includes the value of:



Improved quality of life through social connection
\$274,573



Volunteer contributions
\$320,208



Emergency relief provided
\$210,510



Services provided
\$64,200



Emergency relief value includes:

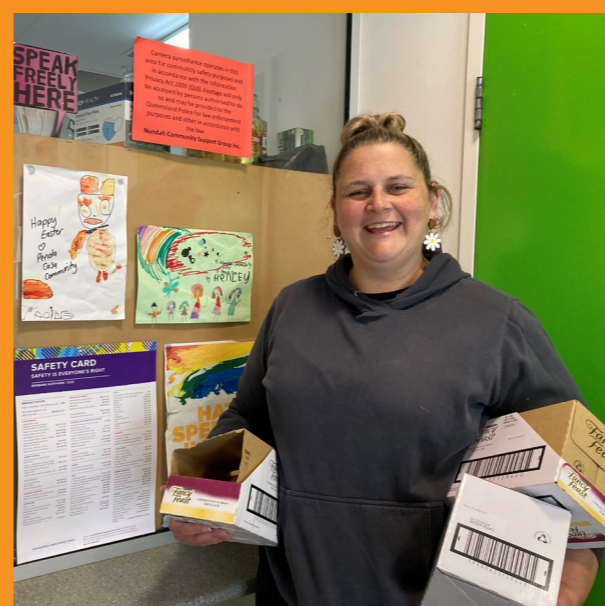
Food and groceries	\$204,510
Clothing and Personal Care	\$6,000



Services value includes:

Facilities use or hire	\$26,400
Resume assistance	\$1,800
Community lunch, frozen, other meals	\$36,000

These values are produced by Neighbourhood Centres Queensland based on data provided by Nundah Neighbourhood Centre in the 2023 Neighbourhood Centre Survey. Only a limited range of activities where a determinable valuation method exists are included. Data was collected from the Second Quarter of 2023.





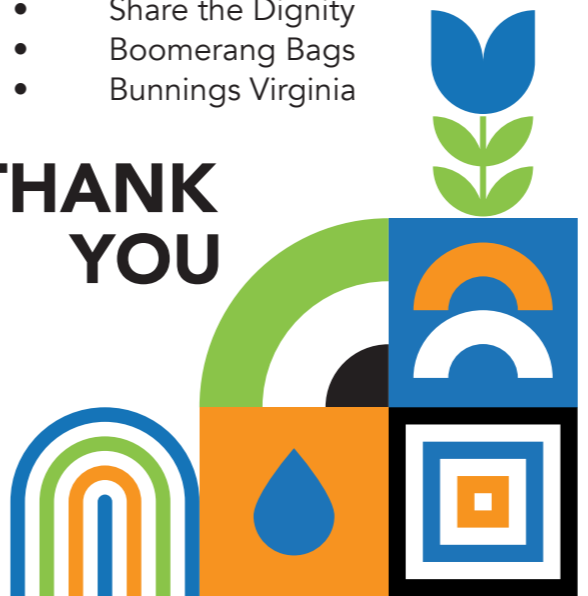
COLLABORATING WITH OUR COMMUNITY

Throughout the year the Neighbourhood Centre program collaborated with a number of other services and organisations to deliver programs and activities that are responsive and meet the need of the community. As a Neighbourhood Centre we can often be the hub of the community facilitating connection and collaboration. We highly value our relationships with others and especially want to acknowledge the contribution and support of the following services.

- Community Canteen
- 4 Voices
- 4012 Network members
- St Vincent De Paul
- Nandos
- Quihn
- OzHarvest
- Majestic Church
- Bridgman Baptist Church
- Earnshaw State College
- Penola Casa
- Brumbies Bakery Nundah
- Community Living Association
- Brisbane City Council
- Community Development Team
- Noonga Reconciliation Group
- Nundah Now Inc
- Neighbourhood Centres Qld
- NANC
- Share the Dignity
- Boomerang Bags
- Bunnings Virginia



THANK YOU



DOMESTIC VIOLENCE PROGRAM

The past year has been a very busy and exciting year for the Social Worker at Northside Connect and ultimately for the Northside Connect Domestic Violence Service. The first six months of the financial year operated as per usual with the social worker role including: providing services to women victim/survivors of domestic and family violence; involvement with Brisbane north domestic and family violence and sexual violence networks; and capacity building for the DFV sector. All of this occurred under the Northside Connect Neighbourhood Centre banner. In January 2023, after thirty years of operation, Northside Connect was granted specific DV funding; we now have a funded Northside Connect Domestic Violence Program. This has exponentially expanded the DV services offered by NC with two funded part time DV Worker positions!

Hannah commenced in her role as our second Domestic Violence Counsellor in January this year, after Northside Connect secured funding for the Domestic Violence Program from the Department of Justice at the beginning of 2023. In her role she provides individual counselling, co-facilitates the Journeys group and facilitator training alongside Lisa, and engages with the NAADV and NSAAN to collaborate on projects throughout the year. Hannah has a Master of Social Work at QUT and completed her first student placement here at Northside Connect under the supervision of Lisa in 2017. Hannah has experience as a hospital social worker, volunteering for Friends with Dignity's sanctuary support service for people impacted by domestic violence, and she has worked and volunteered with young people in out of home care. Prior to commencing at Northside Connect Hannah worked for WWILD Sexual Violence Program where she offered case management, groups, and counselling services to people with intellectual disabilities impacted by

sexual and domestic violence. Hannah works from an integrative counselling and support framework including trauma-informed and intersectional feminist approaches while drawing from a range of therapeutic modalities including Person-Centred, ACT, Narrative, Solution-Focused, Art, and Somatic practices. Hannah aims to provide women a flexible counselling space that supports their individual needs and unique experience of domestic violence

It's been exciting to have Hannah on board facilitating groups, providing individual counselling, assisting with trainings and working on the development and implementation of some new DFV projects.



The DV Counsellors delivered a total of 582 hours of support...



...to 44 women in counselling and groups alone in the first half of 2023.





COUNSELLING SERVICE

Counselling Services in the first six months continued to be provided by this worker. This service has generally been able to provide counselling to approximately 15-25 women a month depending on scheduling demands of other services, networks, projects and trainings.

Since the commencement of our second DV Counsellor/Social Worker in January 2023 NC has been able to offer individual counselling to an additional 23 women , effectively doubling the number of women receiving counselling at NC. The DV Counsellors delivered a total of 582 hours of support to 44 women in counselling and groups alone in the first half of 2023.

The counselling services at NC is not a time limited services as it has always been understood that the impacts of trauma stemming from DFV unfortunately is not time limited; this particularly extends to women who are navigating the legal systems of DV court, Family Court and/or Criminal Court as these systems can sometimes be drawn out over a number of years and are frequently retraumatizing for women both in regard to system abuse and used as a tactic of coercive control by perpetrators of domestic and family violence.

Some women may require only a few counselling sessions to better understand the dynamics and impacts DFV has had on their lives and to rebuild their strengths and confidence while others may feel trapped in the quagmire of the many systems they are required to navigate over a lengthy period of time.

One woman summed up her access to counselling at NC as such:

I got referred to Northside Connect by my PRADO support worker and started accessing counselling in February 2023.

I see Lisa every few weeks and she has been supporting me in my healing journey from my abusive marriage. The trauma counselling has been a lifeline for me as I've no family or close friends here in Australia as I only emigrated here with my husband in 2019.

The services I have access to through Lisa and Northside Connect are amazing and most of all the support is free which in today's cost of living climate is amazing as I wouldn't be able to afford the support I get if it wasn't free .

Lisa is supporting me in rebuilding my life after DV and I am very grateful as I would be lost without her support. It's also helpful to know there is no time limit on how long Lisa can support me because I don't know how long it'll take me to heal, and I have peace of mind knowing every few weeks I have counselling with Lisa .

Thank you for this amazing service.



Counselling client with Hannah:

I attended sessions with Hannah after being referred to Northside Connect by QPS after a particularly disturbing domestic violence incident early in 2023 committed by my son who unfortunately is addicted to illegal drugs, This had been ongoing for a long time but came to a head in January.

I also had unresolved trauma from growing up in a family full of domestic violence and occasional domestic violence in my marriage of 27 years.

I cannot tell you much this service helped me. I learnt that I was not to blame for the first part but more importantly I learnt coping mechanisms for when I was incapacitated by anxiety caused by trauma, I will take them with me throughout my life and I share some of the methods with friends. I honestly don't know where I would be without the service right now. I have just gained employment and started a new career this week all of which seemed impossible earlier in the year. Hannah instilled confidence in me and taught me skills to cope with my lack of confidence and anxiety.

I never once felt judged by Hannah or Admin Staff, especially Jo on reception. I was always treated respectfully and with compassion, which in the circumstances and on reflection were very important to me.

Hannah also referred me to Virtual Career Hub whom I believe specialize with people that have suffered domestic violence. This organization was also very helpful and nonjudgmental.

NORTHSIDE ALLIANCE AGAINST DOMESTIC VIOLENCE (NAADV)

NAADV is a network that has been running for almost 25 years and while the organizations and participants involved have changed over time NC has been involved since its inception and the regular bi-monthly meetings have always been held at NC. The attendance at the NAADV network meetings is usually between 15-25 different organizations. Most meetings include a guest speaker relevant to organizations regarding DFV and the people they work with.

Hannah oversaw the updating and development of the new Safety Cards that were launched in May 2023 during Domestic and Family Violence Prevention Month (DFVPM).

The NAADV DFVPM activity for 2023 focused on the changes to Family Law. Both NC DV Workers and the NC students were part of the working party. The event was very well attended with approximately 55 people in attendance. The speakers included: Yolandi – talking about upcoming changes to family law; Rose from Tenants Qld – talking about tenancy law and DFV; and 2 women with lived experience talking about their experiences and challenges navigating the many systems they came in contact with in their journey and the housing crisis upon leaving DFV. Hannah was the MC for the event.





JOURNEYS

The two DV program workers at NC facilitated the first 7-week Journeys program for 2023, which ended on the 17th March. Fifteen women in total attended at least one session of Journeys and 12 of them completed the entire program. As per usual they were a diverse group of women who were referred from different services. Feedback from the women was very positive.

DV ART DAY

On March 31st 2023, seven women attended the full day art activity following the end of the Journeys program. The feedback was very positive, with all walking away with a framed work they created in a relaxed and comfortable environment.

TRAUMA SENSITIVE YOGA

The new DV funding has allowed NC scope to offer Trauma Sensitive Yoga (TSY) to victim/survivors of DFV. Trauma Sensitive Yoga is designed specifically for people who are working to recover from the trauma they have experienced. Yoga practitioners attend specialized training to be able to offer these programs. This approach to yoga is an opportunity for survivors to work towards a sense of control over their bodies. There is a focus on noticing – body awareness, and about choice and it is suited to any and all shapes, sizes and abilities. The first round of TSY began on the 28th April 2023 and NC has continued to offer TSY in each school term. Approximately 30 women have attended TSY.

NORTHSIDE SEXUAL ASSAULT ACTION NETWORK (NSAAN)

The NC Social Worker continues to be an active participant of NSAAN. The regular bi-monthly meetings are held at NC and (since Covid) there is an option to attend via zoom. The make-up of this network remains relatively small consisting of NC and 3 specific sexual violence services on the north side of Brisbane and several other generalist services that dip in and out depending on interest and availability.

In addition to regular network meetings NSAAN had two major projects over the past year. The first being a two-day training for workers from generalist services in contact with people who disclose sexual violence; the second being the Sexual Violence Awareness Month (SVAM) activity and event.

The NC Social Worker and the 2 NC QUT Human Services Students, Kirrily and Alex, were part of the working party for the SVAM workshop and event entitled Hope, Help, Change. Three workshops were held throughout September in 3 different locations, including Northside Connect. There were 18 participants at the NC workshop. The participants were survivors of sexual violence who had the opportunity to share their experiences and ideas about the concepts of hope, help and change in regard to sexual violence and transfer their thoughts and ideas into an individual large postcard size drawing. The postcards were made into a booklet and launched at the SVAM event at NC on the 20th of October 2022. There were over 30

people in attendance which included many of the women who participated in the postcard workshops. Two of the workshop participants also spoke about their experience in the workshop and their thoughts specifically on the topic of Hope Help Change re sexual violence.

GROUP FACILITATOR TRAINING (GFT)

Two GFT training in this financial Year

1. Six-week program (7 October – 11 November 2022)

Ten participants from a variety of Brisbane NGOs (BDVS, Zig Zag, BRISSC, Relationships Australia, IWSS, Women's Health) and one private practice therapist attended the 6-week training. Participants brought a wide range of skills and experiences with them that they shared throughout the 6 weeks creating a very active, engaging, and accepting space for learning and practicing.

2. Three-week program (June 2023)

Brisbane Domestic Violence Service requested that NC organize a GFT for 10 members of their staff over a 3-week period. The course was modified to 3 long days instead of the 6 half days. This was also the first program to have co-facilitators teaching the course with both DV Program workers running the course.

To the right, a snippet of feedback from the training is shared.



What part of the training did you find most useful/most important?

- *Group discussion & experience sharing of the participants. Diversity in the group participants regarding which service they were from, experience, etc.*
- *The opportunity to connect with other professionals and actually practice facilitation skills.*
- *The co-facilitation component enabled me to develop skills & also complimented my learning style.*

What did you enjoy most about the training program?

- *Hearing others experiences. Sharing knowledge. Creativity of the sessions (games etc.). Networking, knowing about the other services.*
- *Connections with other professionals, new skills, challenges.*
- *How interactive it was – facilitating a week & participating in a wide variety of activities were great.*

Please comment on the facilitation of the training program.

- *I'm a visual learner so having the opportunity to see other facilitators was great. I also learn best by doing so activity using the skills in the training has been good in terms of cementing skills and knowledges.*
- *The facilitator immersed herself with the group, natural facilitator role model, challenging, creating, inspiring future facilitator. Thank you.*
- *Safe environment. Did not feel judged asking questions/ contributing to conversation, good flow of activities. Group work – was good to work with people you haven't worked with before to get different perspectives/opinions.*



BRISBANE NORTH COMMUNITY LEGAL SERVICE

CASE STUDY

George* was fined for his passenger not wearing a seatbelt. George was not aware that the passenger was not wearing the seatbelt and not aware that the driver could be fined as well. The client was very distressed, was recently unemployed and was moving interstate.

The client was very distressed as to how they would pay for the fine not to mention not being able to drive to apply for jobs and/or get to work. The lawyer provided George with advice around his options which one was to go to Court and explain his extenuating circumstances.

George elected the Court option and was seeking advice around what he will need to do to prepare for Court. The lawyer recommended that George explain to the Magistrate that this was affecting his mental health, job prospects and potential income if he did not have a licence. It was also recommended that George demonstrated to the Magistrate how remorseful he was and that he had no intention of reoffending now that he is fully aware of the seatbelt laws.

The client provided feedback after the court date to say that providing this information to the Magistrate and explaining the story resulted in a positive outcome. No fine and no loss of demerit points.

*Deidentified

BRISBANE NORTH COMMUNITY LEGAL SERVICE

The Brisbane North Community Legal Service continues to provide much needed legal assistance and support services for not only the local Nundah area but also to the broader Brisbane North communities.

During the 2022-2023 financial year the BNCLS were excited to re-engage with clients through a combination of face-to-face appointments and phone appointments. We continue to see an increase in clients seeking face to face appointments again post Covid.

GENERALIST SERVICE (DAY)

The daytime generalist legal service continues to assist clients in all legal matters from neighbourhood disputes to consumer matters in providing legal advice, information and referrals. The generalist legal service provides daytime appointments from Wednesdays to Fridays from 9:30am – 4:00pm.

FEEDBACK

"Thank you so much for your support, it has been so much needed. It has been a terrible time for all, and just to have professional support is amazing."

"I would like to express how impressed I was with the results that you gleaned from our appointment the previous week, you covered everything on my behalf and I am grateful to you and the organisation that you support."





DV & FAMILY LAW CLINIC (DAY)

The Solicitor provides legal advice to women exclusively in the areas of domestic and/or family violence and family law. Men requiring assistance are provided legal advice by our generalist legal service.

The DV & FLC provides daytime appointments on Monday, Tuesday, and Friday from 9:30am – 4:00pm. This allows us to provide appointments during the times best available for women who have numerous family and life commitments. The appointments run for 90 minutes and this allows for sufficient time to advise client and assist in some legal tasks. The appointments are offered either over the phone or in person at our centre.

FEEDBACK

"Thank you for your thorough and extensive advice in written form as received by email, and also for your time over our telephone conversation. I have read your attached letter now, and I find your information relevant, pertinent to my questions, and delivered in a timely manner which is most helpful to me."

"Thank you very much for speaking with me last Thursday and providing me with helpful information. Also, I really appreciate that you put it writing for me, which makes it easier for me to understand. I will consider the next step based on your advice."

CASE STUDY

Lucy* had a current DVO in-place (and lived together with the other party in the DVO) and breached the order via an altercation with their partner where alcohol was involved.

The impact on Lucy was that this would affect her employment. Lucy suffered a great deal of trauma over her lifespan but had managed to pull her life together. She was employed in a stable job and working through the past trauma including the recent breakup that involved her young children going to live with the other party in another state.

To further impact this situation Lucy was prescribed medications for a mental health condition that she could not afford to get. So, at the time of the incident, she had only been taking her medication every few days to make it last, not knowing the dangers of decreasing medications and the effect it had on her mental health condition.

BNCLS advised her to explain all of this to the Magistrate and to attend courses specific to alcohol addiction to show that she was serious about changing behaviours and moving forward in life. A letter of support from Lucy's employer, doctor and mental health specialist were also recommended.

Lucy's new partner also wrote a letter of support and explained the extenuating circumstances of what happened leading up to the breach. The outcome was very positive for the client. They received a fine and no conviction was recorded. Lucy was able to learn from this situation and was able to continue bettering her situation without a criminal conviction hanging over her.

* deidentified

EVENING LEGAL SERVICE

The Wednesday Evening Legal Service continues to operate over the phone and by appointment only. This assists us in better service delivery to clients with work commitments that are not able to attend a day-time service or in person after hours.

FEEDBACK

"Thank you so much for this! I really appreciate your time and how quick you were. I spoke to my employer and we were able to reach an agreement. Thank you again, you guys are awesome."

"Thank you so much for your help and excellent advice!"

LEGAL TASKS

As part of our legal service we do continue to provide limited discreet legal tasks in some cases.

The legal tasks are discrete, limited assistance and includes but are not limited to applications for Domestic Violence Orders, writing affidavits, reviewing completed family law and domestic violence applications and orders etc. We had more capacity to do so within the Legal Support Worker role but seeing that this is such a much needed service we continue to try and offer this service as best we can while we are hopeful to have this again funded as a stand alone service.

CASE STUDY

Robert* sought assistance from BNCLS in 2022 with regards to an employment law matter.

"Thank you so much for this! I really appreciate your time and how quick you were. I spoke to my employer and negotiated the terms of my employment."

Thank you again, you guys are awesome."

* deidentified



Overall, the three legal services within BNCLS provided 963 legal advice sessions and...



...31 discreet legal tasks work to the community.



COLLABORATIONS

HWLE Secondment

We continue to partner with HWL Ebsworth lawyers as part of their secondment program. The program offers an opportunity for law graduates to assist a community legal service with their day-to-day operations to ensure maximum service delivery. This collaboration is invaluable opportunity for new law graduates to learn how the community sector operates but also is of great assistance to the community legal service to maximise service delivery. We thank the following secondees for their assistance in the last financial year:

- Jasmine Chin
- Emilio Torto
- Bridget Milne
- Grace Maloney
- Georgia Downey

Their support to our legal service in both administrative duties and client management has been invaluable and much appreciated.

COMMUNITY LEGAL EDUCATION

In addition to partake in the DV month event the BNCLS also offered the following Community Legal Education opportunities:

- Cyber Security and the Law – NANC
- Young People and the Law – Craigslea SHS

HWL EBSWORTH LAWYERS SECONDMENT - EMILY HONOR (LAW GRADUATE)

During my three-month secondment as a law graduate at Northside Connect (Brisbane North Community Legal Service), I had the privilege of immersing myself in a community-focused environment.

My key responsibilities included reviewing and drafting legal advices, attending client meetings, conducting legal research, and booking legal appointments. Through these tasks, I gained valuable insights into various community issues, including domestic violence, homelessness, elder abuse, unfair employment dismissals, and discrimination.

My time at Northside Connect has provided me with a fresh perspective as it has allowed me to work closely with the community and improve my understanding of the complex challenges some of our fellow citizens face. Northside Connect's multifaceted approach, offering services such as social work support, English classes, food hand-outs to the homeless, playgroups, and sewing groups, exemplifies the importance of keeping the community close and working together.

I appreciate the mentorship and guidance I received from the experienced lawyers at Northside Connect, which significantly contributed to my professional development.

Emily Honor (HWL Ebsworth Lawyers)

HOLISTIC SERVICE DELIVERY

Domestic Violence Program

The legal service continues to have a collaborative relationship with the Centre's Domestic Violence Program providing a range of services to women impacted by domestic and family violence.

This holistic approach allows women to receive advice, information and support based on the current difficulties they are encountering.

When appropriate, outside referral pathways are provided for a wide range of support services for additional assistance and we continue to build allies with networking partners in the appropriate support services and specialised community legal centres to best serve our clients where our funded services fall short.

CHALLENGES & WHAT'S NEW

Eugene White has provided notice to the BNCLS that he will be retiring in February 2024.

Yolandi Beer has resigned from her position as Principal Lawyer of BNCLS in August 2023. Yolandi will be returning to private practice as a family lawyer.

In January 2023; Cindy Phillip joined the generalist daytime legal service as generalist lawyer. Cindy has been a longstanding volunteer of the Wednesday evening service and has committed many volunteer hours to not only the legal service but also the neighbourhood centre.

Cindy was offered the position on a contract basis for 12 months which we were able to achieve with the assistance of a very generous corporate donation.

BNCLS have evolved to being completely paperless. In the wake of the cyber attacks on Optus, Medibank etc. We reviewed our internal storage of client information and our policy to keep client identification on our electronic files. Accordingly, the decision was made that we will still require client ID in the making of legal appointments, however as part of the finalisation and data entry of the file all client ID is deleted from our internal systems.



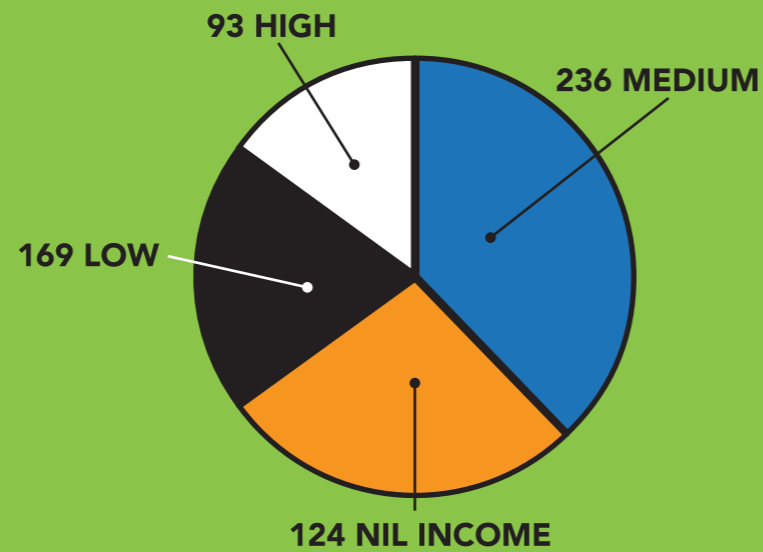


STATISTICS

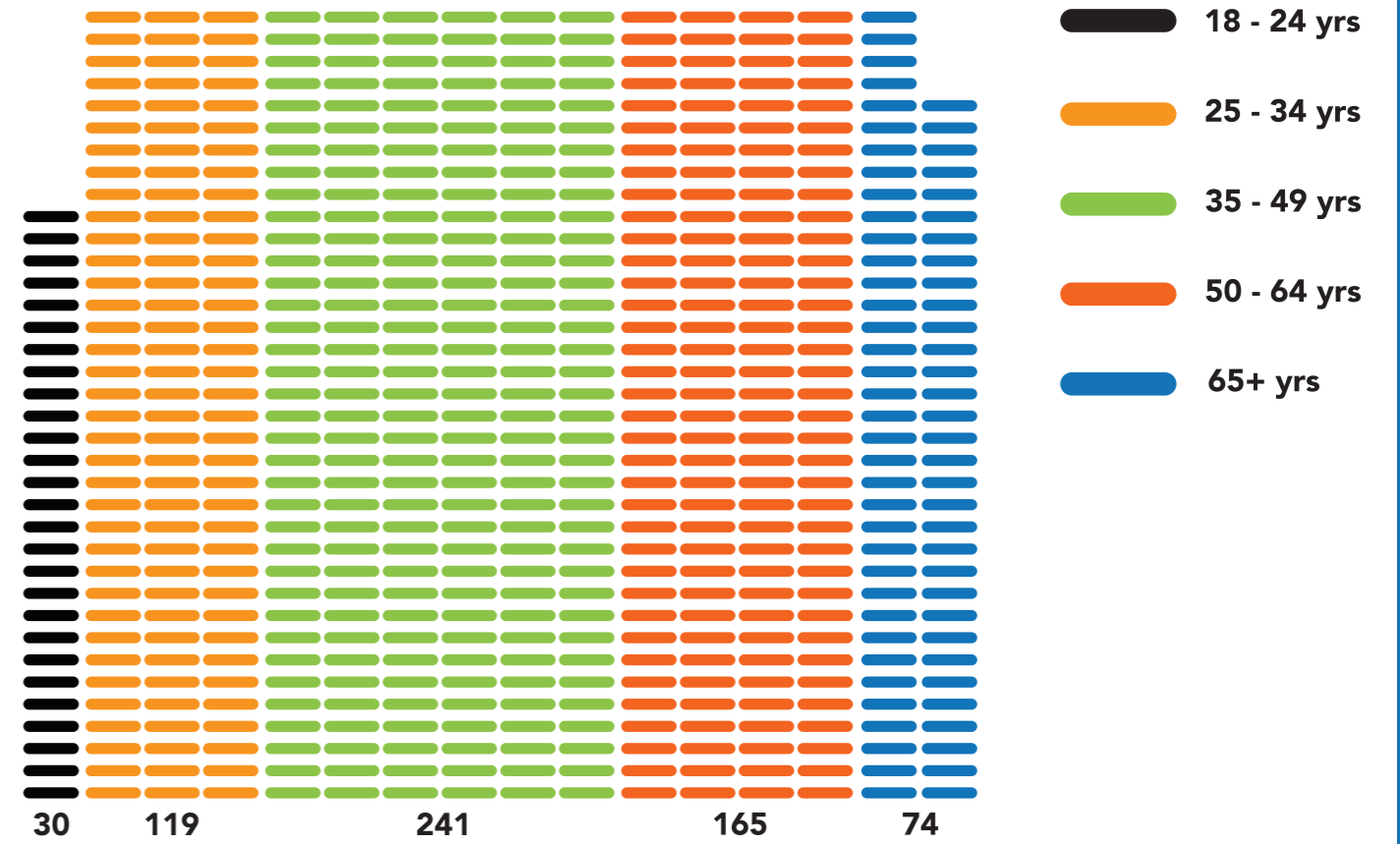


286
PEOPLE EXPERIENCING FINANCIAL DISADVANTAGE

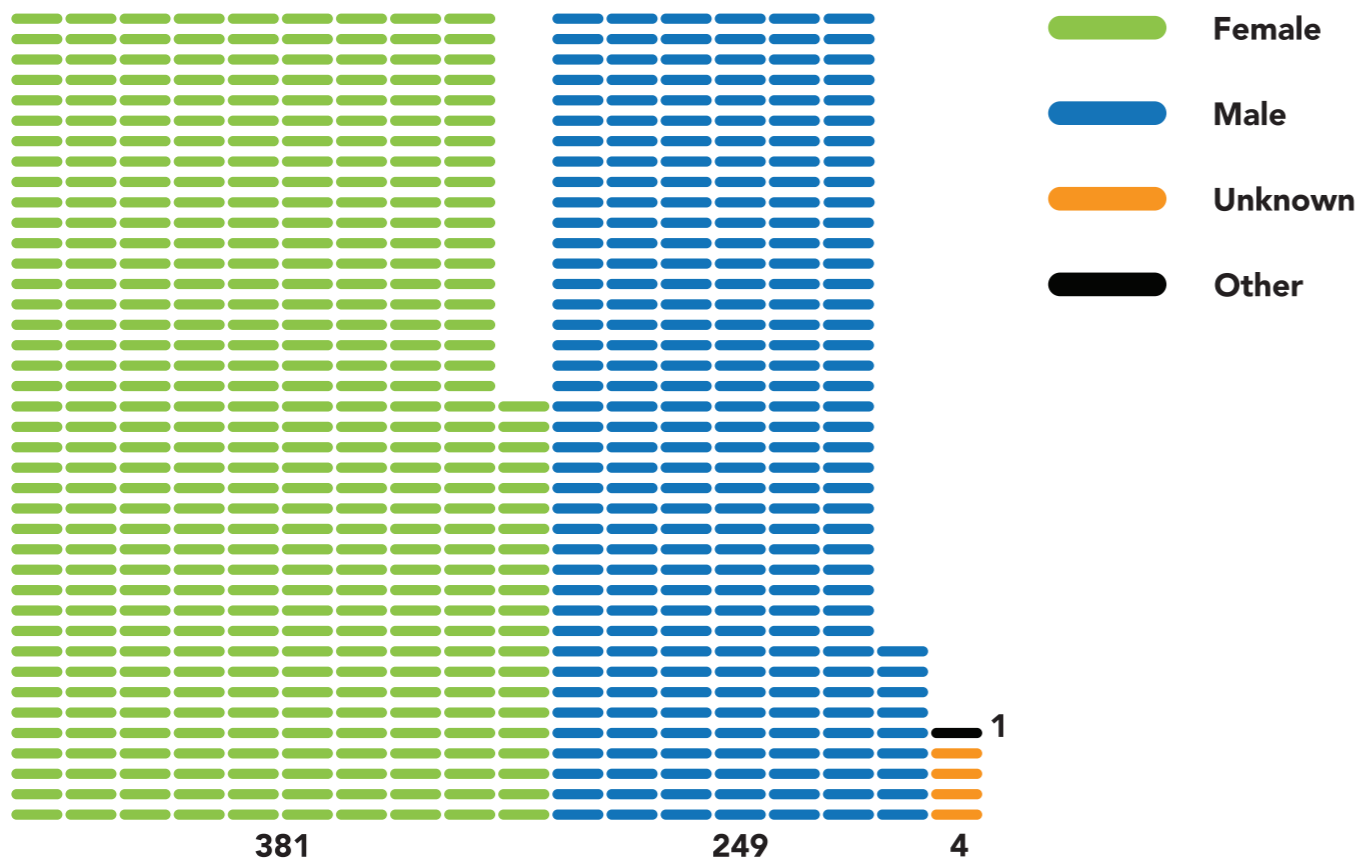
INCOME LEVEL



AGE



GENDER



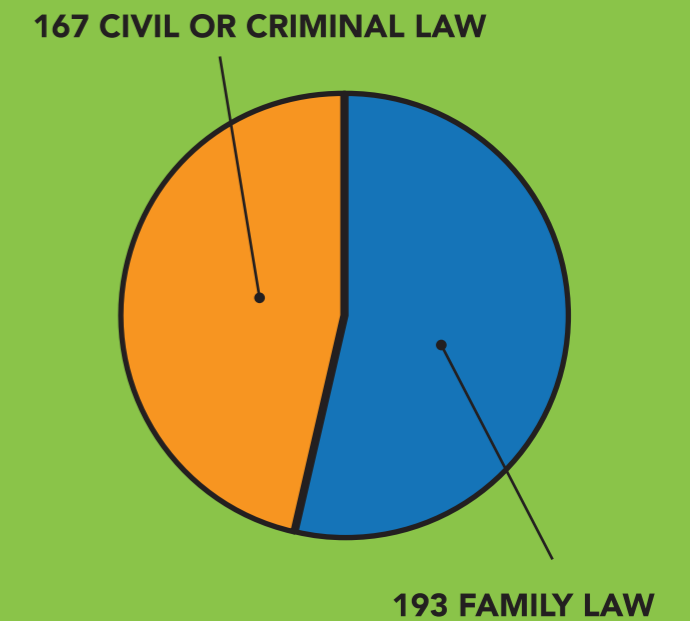
126
DISABILITY AND/OR MENTAL HEALTH ILLNESS

33
IDENTIFIED AS A FIRST NATIONS PERSON

74
MAIN LANGUAGE SPOKEN AT HOME IS NOT ENGLISH

89
HOMELESSNESS INDICATOR

PEOPLE EXPERIENCING FAMILY VIOLENCE



ACKNOWLEDGMENT OF SPONSORS, DONORS & SUPPORTERS



Act for Kids

Deswik Mining Consultants Australia

The Lord Mayor's Community Fund

Kedron-Wavell Social Club

North East Baptist Church

Mackenzie Mitchell Solicitors

Nundah Village

State Member for Nudgee Leanne Linard

Grill'd Local Matters

The Brisbane City Council

Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

The Department of Justice & Attorney-General

The Lord Mayor's Charitable Trust

Legal Aid Queensland

International Women's Day donations supported by Julie Ritchie



FINANCIAL REPORT

I have great pleasure in submitting the Audited Financial Report for Northside Connect for the year ending 30th June 2023. Our auditor, Arabon Audit & Assurance, has prepared the Incorporation's Financials for 2023 and in the opinion of the auditors the Financials are a true and correct record of Northside Connect's performance and they comply with the Australian Charities and Not for Profits Commission (ACNC) obligations.

I note for the interest of our members of Northside Connect income for the 2022/23 year consisted of the following:

- Department of Justice and Attorney-General: \$99,900
- Department of Communities, Disability Service & Seniors: \$277,015
- Legal Aid Queensland \$302,984
- Brisbane City Council: \$500
- Room Hire: \$18,606
- Donations & Fundraising: \$31,875
- Self funded Income: \$ 8200

As at 30th June 2023, the total income for the year amounted to \$718 605, with expenses amounting to \$714 773 resulting in an overall profit for the organisation of \$3 831. We maintained budget and have a solid cash flow start for the new financial year.

Along with our Journeys program, room hire and various local fundraising events, the team have gone from strength to strength in their ability to create extra funds. The management team work hard to ensure funds are used to benefit the various projects and ongoing support to the community.

We were proud to receive \$26,000 from Deswik Mining Consultants Australia as part of their International Womens Day charity of choice. These funds have been allocated to extend our counsellor hours .

I believe that the organisation has and will continue to have a strong financial platform from which it can operate to provide the essential services required by our community.

I would like to finish by acknowledging the staff and volunteers at the Northside Connect for all their hard work and continued dedication.

Wendy Clark
Treasurer

