



PICABEEN ANNUAL REPORT 2021



ACKNOWLEDGMENT OF COUNTRY

In keeping with the spirit of Reconciliation, Picabeen acknowledges the Turrbal/Jagera or Yuggera Peoples as the traditional owners of the land which Picabeen Community Centre is located.

We wish to pay respects to the Elders, past, present and emerging, and recognise those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander culture will leave a lasting legacy for future Elders and leaders.



<https://kurilpaccc.org.au/jnrkindy-turrbal-jagera-people/>

PRESIDENT REPORT

Presidents Reflections

It is great to see the way the Picabeen Community has managed change and sustained services with minimal disruptions over the last two years. New programs have emerged in response to identified community needs and to some extent the organisation has thrived during unpredictable times.

Physical, financial and human resource limitations influence our capacity to evolve and highlights the challenges moving forward. I believe we are one of numerous grassroots community service organisations with desires to expand in response to the increasing and emerging issues of their local communities. In our case these are issues impacting on the community of NW Brisbane and the growing demand is evidenced by escalating service requests, waiting lists and unmet community needs. Our past 12 months have been successful and Picabeen has shown its ability to adapt and continue to develop. Thanks to the following for this success.

Our Volunteers: Once again this year we have been blessed by the wisdom and worldly experiences our volunteers bring to Picabeen and the community at large. The number of volunteers has increased and we could not continue to deliver our services without those who donate their time willingly and without expectation of financial reward. Well done you all!

Our Staff: A big thanks to our professional and dedicated staff. In the last 12 months we have evolved our internal communication systems and the information flow between the management committee and staff have assisted the committee to clarify support opportunities and reflect on service delivery and practices. Monthly reports and quarterly presentations demonstrate that the staff group are adaptable and flexible and I am proud of the way our staff have been able to comply with contract requirements as well as design and deliver many additional support and intervention programs dictated by identified community needs.

Our Management Committee: I feel we have a very strong Management committee who have served Picabeen well over the past 12 months. This group of volunteers are competent and committed and there is a diversity of valuable skills and experiences among the current Management Committee. This provides hope and opportunities moving forward and I feel fortunate to be a part of this team

Our Students: Our student placement and support programs continue to grow and this is beneficial to the service consumers, the community, our organisation and the students themselves. Student contributions are valued and although not always acknowledge, they are definitely an asset to the service. Positive tangible outcomes have increased in the past 12 months as the landscape for student placement experiences become more formal and structured.

Our Community: Here I'd like to recognise and reference all our other Picabeen stakeholders. Picabeen as a community is greater than the sum of all its separate components. Our community colleagues and supports include local politicians, other community organisations and services who have supported us in any way as well as the local community of NW Brisbane.

Martin Turrell Oct 2021

MANAGEMENT COMMITTEE 2020-2021



Martin Turrell (President)

Martin Turrell grew up in North West Brisbane and has been engaged in the local community in one way or another for over 40 years. He understands the importance of community organisations and services and seeks to support the operations of Picabeen through participation on the Management Committee. Martin has been President since 2014.

Bert Girle (Treasurer)

Bert grew up in western Queensland and in 1963 he came to Brisbane to board with his grandmother and attended Newmarket State High School where he was a founding student. Bert is in a partnership in an accounting practice at The Gap. Over the years Bert has served in Lions, Rotary Clubs and has been Treasurer of various NFP organisations as well as working for a number of commercial organisations in the role of Accountant. Bert currently resides at Everton Park and has been Treasurer of Picabeen for the past three years.



Bronwyn Cervantes (Secretary)

Bronwyn joined Picabeen in 2018. Currently Bronwyn works at TAFE QLD in a teaching role and has international Community Development experience. She has worked with socially disadvantaged children and women, particularly in the areas of education and empowerment.



Tiffany Trindall (Member)

Tiffany has a Bachelor of Laws (Hons), Bachelor of Business Management, Graduate Diploma in Legal Practice and a Master of Law. Currently, Tiffany provides Legal Counsel at one of Australia's largest NFP aged care providers. Tiffany joined the management committee in 2017 and has been providing invaluable advice and input. Tiffany now resides in Melbourne and continues to serve on the MC via telelink.



MANAGEMENT COMMITTEE 2020-2021



Anna Gillbard (Member)

Anna started at Picabeen in 2014 as a student on placement while studying a Master of Social Work at QUT. Anna then continued at Picabeen in a volunteer capacity and in 2016 joined the management committee. Anna has a passion for research and policy development, and currently undertakes research in the family violence field.

Luke Roberts (Member)

Luke joined the committee this year – he is currently completing his undergraduate Bachelor of Arts. He works in the youth homelessness sector and has experience working with young people in residential care settings. As a new member of the management committee. Luke is interested in learning about the functioning of an organisation from a governance perspective. Luke is eager to assist Picabeen to grow in any possible way and has been working on policies.



Pauline Coffey

With her involvement on the Management Committee Pauline is keen to support staff and operations that serve the community. She has qualifications in social work and has worked in a number of roles such as health support with homeless young people, a community legal centre, mental health work with adults and young people, program development, developing and funding services and team management.

COREY WALKER

Corey has joined the committee in 2021. He come to us with a wealth of knowledge regarding Indigenous background and culture. Corey, who currently works are Mitchelton State High School has been able to link with our Youth Team and as such the shelving unit in the Youth space has been painted in traditional colours and design.



STAFF MEMBERS

Jillian Warren (Centre Manager)



Jillian holds a Bachelor of Social Science with majors in Community Development and Human Services Studies. She has been with Picabeen since July 2008 and is committed to the organisation and the North-West community. In her role, Jill oversees the many programs that run out of the centre and works to ensure collaborative alliances are formed across external organisations. Highlights of Jill's roles are developing and working alongside volunteers and students.

When not at Picabeen, Jill is a Yoga teacher and is currently studying a Yoga Therapy course with a special focus on Mental Health and general health and well-being.

Vicki Jacobs (Youth Programs Manager)

Among other qualifications, Vicki has a Masters in Social Work and has been employed with Picabeen since 2012. Vicki manages the Picabeen Youth Support Services and Programs.

At the time of the 2021 AGM, Vicki is on maternity leave and plans to return in January 2022.



David Cameron (Finance & Administration Officer)

Picabeen employs a part time Finance/Administration Officer, David, who has a Bachelor of Business (Accounting). David is responsible for the maintenance of bookkeeping, payroll, budgets, financial reporting and submission of financial reports and documents to the management committee monthly and external auditor annually. David also ensures the centre is running smoothly on Fridays.



STAFF MEMBERS

Jane McDonald (Youth & Community Worker)



Jane joined Picabeen's youth team in 2015 and has created many powerful connections with young people across the years. She has broad experience with the school programs. She has developed and implemented the school program for Picabeen. She brings authenticity, openness, and curiosity to her work, and has a unique yet natural ability to connect with her clients.

"My time here has been wonderful. I love my job. I do think we have changed the lives of a lot of young people, and this centre is very much a safe space for them. We do our best to follow and adapt to the needs of young people and to be aware of the themes and trends that emerge. People feel safe here. They feel non-judged. We're a small team, but we make a big impact."

Gabby Klauze (Youth & Community Worker)

Gabby works at Picabeen as a Youth and Community worker. As a qualified Social Worker, Gabby has a passion for working with young people and the LGBTQIA+ community. Her previous experience includes working in community, mental health, disability and supporting carers throughout Queensland. Gabby has experience facilitating various Picabeen group programs including general wellbeing groups, Wheels of Wellbeing, Picabeen's 'Safe Space' drop-in, and is trained in facilitating the RAGE program and Love Bites Junior. Gabby also provides individual case management support for young people from the centre, at local high schools and in the community through outreach.



Shanaya Lee (Youth & Community Worker)



Shanaya is a youth and community worker who has a passion for working with young people and Indigenous Australians, since completing her degree in social work and criminology and justice. Shanaya is an Aboriginal woman from the Bunjalung tribe who grew up in the Gubbi Gubbi community. Since commencing her work with Picabeen she has begun to immerse herself in the Yuggera/Turrabul community in which she works. Shanaya has previous experience working with young pregnant and parenting mothers and well as youth engagement and group work. Shanaya facilitates and supports various young people in a after school setting within the community centre to build social connections and explore their creativity, as well as wellbeing groups within local high schools. Shanaya also provides one-on-one support that is tailored to the individual young person's

needs, ensuring that they are supported in their time of need.

STAFF MEMBERS

CHRISTINE HENDERSON (Community Engagement & Admin Support Officer)

Christine started working with Picabeen in 2020 in a new role focusing on maintaining sustainability of the food pantry and engaging with the local businesses and community members. Her background has been working in community centres and volunteering with Defence families and veterans. Christine has completed her Certificate IV in Community Services with a focus on special needs families.

In her spare time Christine loves to go out and explore the Brisbane region, especially the beaches. She also likes to read as many books as she can and watch a movie or two.



Gayle Brook (Change Room Project Worker)

Gayle is a project worker at our retail outlet, the Picabeen Change Room in Keperra. With experience as a volunteer at the shop before Picabeen took over management, Gayle enjoys working with her team of volunteers to provide an important community service in the selling of pre-loved fashion and accessories.

Gayle is also a retired Occupational Therapist, completing her bachelor's degree at University of Qld in 1988. She has experience working in the education and disability sector and was in paediatric private practice for 17 years.

In her free time, she loves gardening, writing and spending time with her family and friends.

Lynne Martin

When Gayle is on leave from the Change Room, Lynne acts in this role.

Lynne has been volunteering with Picabeen since 2018 in a variety of roles including weekly shifts at both the Change Room and reception at the Centre. Lynne has an extensive background in Public Health Administration roles and currently also works regular shifts in Aged Care.



LIFE MEMBERS



Barbara Barnes was one of the founding members of Picabeen, she has been a strong voice for welfare in the area and was also instrumental in changing the name of Picabeen from The Hills & Samford District Welfare Association to what it is today.

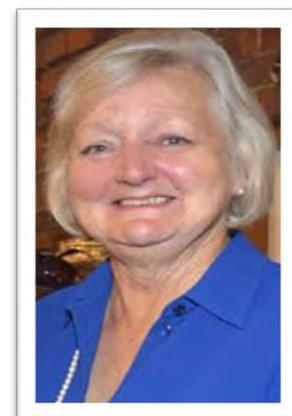
Bruce Kimball was a member of Management Committee from 1998 to 2006 and acted in a number of roles, including Vice President and Secretary. During his tenure Bruce advocated for the expansion of Picabeen's services in its new Hoben Street premises.



David Cameron has been with the association for 24 years. David has had a number of roles including Vice President, Secretary and Treasurer for 13 years. Since 2011 David been employed in the position of Administration and Finance Officer.



Gloria Kirkness was a long-standing member of Picabeen's Management committee holding the positions of Vice President in 1997-98 and President from 1999 to 2004. During her term as President Gloria oversaw many new programs and services at the Centre.



Jenny Noble was awarded life membership in 2020 in recognition of her service in a leadership capacity and for her sustained commitment to Picabeen and the community that it serves; Jenny served in the roles of general committee member and vice president from 2009 until 2020.



VOLUNTEERS

Picabeen relies heavily on the input of community volunteers to enable the continuation of services and activities at the centre. In fact, the results of the Neighbourhood Centre survey of 2020 conducted by QFCA (Qld Families and Community Association) revealed that Picabeen's volunteer contributions and value equate to over \$220 000 in dollar terms.

Picabeen is fortunate to have a strong team of committed, unpaid workers who dedicate their time each week and who help to make Picabeen the place that it is. Collectively Picabeen volunteers bring a pool of skills that are making a real difference in the lives of community members. Our thanks go to:



Lesley Woodroffe

For many years it has been on our 'wish list' to have someone dedicated to providing volunteer support and training, and finally, this has come to fruition, with **Lesley** joining our team of *volunteers as our Volunteer Support Officer*. Lesley has a wealth of experience in the Defence Force (Army) where her skills were used in a variety of roles. This frequently involved personnel or career management. Having volunteered in a number of roles in her adult life, Lesley is not a stranger to the differing volunteer environments and experiences. As a Picabeen volunteer, Lesley assists staff with volunteer coordination and support.

Narissa Anderson

Narissa's journey with Picabeen began in mid-2020 with her QUT Social Work student placement for semester 2. The placement morphed into volunteering when Narissa continued to coordinate the Christmas Hamper Project. Volunteering in 2021 has entailed working on creating a comprehensive Volunteer Induction Manual and training options – this has been a major project and we have welcomed her dedication and expertise.



VOLUNTEERS - NILS program



Jane Paterson

Jane has been with us for a number of years, originally with the Numeracy and Literacy adult learning classes, then with the English classes and now assists with NILS on Wednesdays.

Jane feels that the NILS program is a very important service and she appreciates the opportunity to contribute through assisting with this program. Jane has enjoyed working with two new volunteers, Lorraine and Anita as they are trained in the NILS Program. Jane appreciates the support of Karen Denham, Qld State Manager for NILS who is always supportive and very knowledgeable.

Anita Anderson

Anita has joined our volunteer team this year in the NILS program area. Anita volunteers on a Wednesday to help people complete NILS applications.



Lorraine Ford

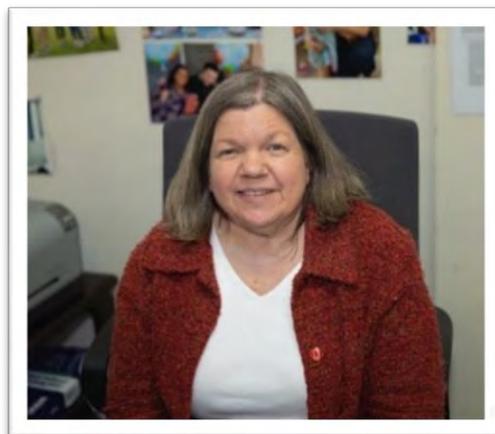
Lorraine is a new volunteer at Picabeen in 2021 and has engaged in thorough and extended training for our NILS program. Lorraine volunteers on a Monday to assist people to complete NILS applications.

VOLUNTEERS - Reception

Annette Rowlands

Annette started with us in early 2017 when she commenced her Community Services Student Placement with Picabeen. When this finished in May 2017, she stayed on as a volunteer and has been with us ever since!

Annette has volunteered in the roles of reception worker, pantry person, Change Room fill-in worker and she has been integral in the delivery of the NILS program.



Lynne Martin

Lynne has been volunteering with Picabeen for nearly 4 years starting as a facilitator for our 'Coffee, Books and Conversations' activity. When we took over the running of The Change Room, Lynne moved to the shop to volunteer there once per week. In 2020, Lynne added another day to her volunteering week and took on reception duties on Thursdays. She has been integral in ordering our food for the pantry and BBQ every week and coordinating the roster for the community BBQ lunch.



Angela Fusco

We welcomed Angela to the Picabeen Team earlier in 2021; her role includes being at reception on a Wednesday. Angela has also been helping to update procedures and has taken on the Blue Card and Volunteer register which has helped with streamlining the process and coordinating volunteers who are new to the centre. Angela always brings a sparkle with her bright and bubbly personality.



Holly Saunders

Holly joined Picabeen about 3 years ago and has been helping at reception and doing odd jobs on Thursdays.

During her time at Picabeen, Holly has also volunteered one day per week at Picabeen's Change Room and has been instrumental in promoting our Community BBQ lunch.



VOLUNTEERS- Yoga



Angie Drury

ZOOM Yoga has been added to Picabeen’s repertoire during COVID restrictions!

Thanks to Angie, we have been continuing to offer yoga to Picabeen participants via this online platform which has been a real bonus. Additionally, we added the availability of paying for a bulk pack of 5 classes.

It is not an easy transition for a Yoga teacher to start teaching over ZOOM but students are very grateful for the opportunity to continue to practice Yoga – thank you well done Angie!

Lexi

Meet Lexi, our new Volunteer Yoga Teacher!

“I started yoga a few years ago and I fell in love with it! ...it makes me feel happy and safe. My dream job is to teach yoga; it has been a life dream... I want to teach other people including people with a disability. I want to share the culture of Yoga, teach people and bring joy to everyone else”.

Lexi thinks that having Down Syndrome is a special ability to have. People with all abilities are welcome to come to her class.



VOLUNTEERS- Scrabble



Bill Garrett

Bill have been coming to Picabeen for nearly 10 years. He has attended Scrabble and the BBQ in that time. In 2021 Bill put his hand up to facilitate scrabble moving it to a Friday morning time slot. The group has added some new members and they all love scrabbling for prestige, no points counted!

VOLUNTEERS--PLAYGROUP



Tracy Horne

In 2020 we have welcomed a new volunteer to Playgroup. Tracy has a strong and lengthy background in catering, however, this year she has lost employment due to COVID19.

Being a person who likes to keep active, Tracy sort volunteer opportunities with us earlier in the year and has landed in the Playgroup role.

We would consider this a good outcome from the COVID restrictions and we hope that Tracy stays with us for a long time to come.

Liz Hall

Liz started volunteering with Picabeen in 2020 and was helping coordinate the delivery of our Playgroups held on Mondays and Fridays.

Liz also volunteered on Tuesday at the community BBQ and was integral in re engaging people post the COVID shut down. Liz has found work recently and is hoping to still give time when her shift settle down and we can't wait to have her whenever she is free.



Heather Pemberton

Heather has been volunteering since the beginning of 2021. She has been helping with the delivery of our Playgroups held on Mondays and Fridays and the BBQ on a Tuesday.

Heather is a Grandma of a playgroup attendee and was happy to put her hand up to help with playgroup in Liz's absence.

VOLUNTEERS - ART, CRAFT and SEWING CIRCLE

Picabeen has been home to art, craft and sewing classes for many years and have provided opportunities for people to get creative and make something wonderful or help in a group project while enjoying the social chatting and laughter.

We have been lucky to have long term volunteers to bring these classes to the community.



Claire Maclaine has been a part of the Picabeen family for over 10 years; she has run various incarnations of the art and craft class and also the Sewing Circle.

Not only are the craft items and artistic pieces produced very beautiful, the community spirit these collective projects bring is evident.

Denice Watego has been coming to Picabeen for a lot of years and helps out especially when Claire is unable to come in. Together Claire and Denice fill our Thursdays with lots of creativity and laughter. Thank you all for being a part of the Picabeen team.



Chris Batley

Chris is our great all-rounder! In the past he has assisted people with their computer literacy skills, Scrabble Class, many maintenance jobs around the centre and regular weekly shifts at the Change Room. Since coming back from COVID social isolation, Chris has been leading the art craft class on Thursdays. He shows tremendous dedication to art and sharing his skills with participants of the class. Thanks to Chris we have been able to continue to deliver these classes.



VOLUNTEERS

English Class Volunteers

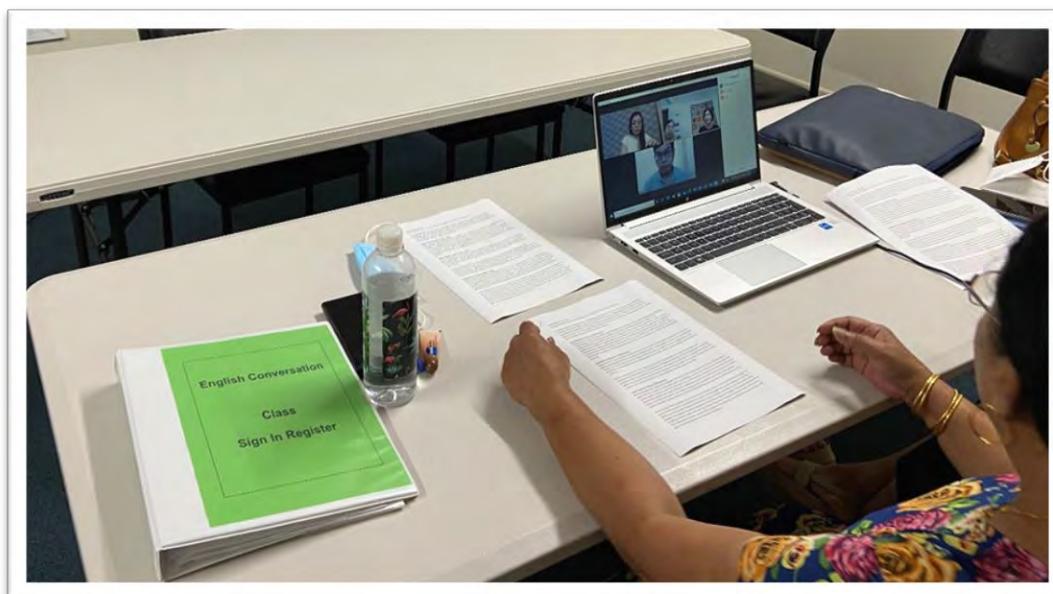
Evelyn D'Vaz and Anthony Bloomer

Evelyn and Anthony are our Conversational English Class volunteers, and they have both done an amazing job in keeping the classes alive.

A massive thank you to them both who have been able to continue weekly classes via ZOOM during the COVID19 restrictions.

Participants have been joining from across the world. Every week they collaboratively choose a new topic to discuss which has ranged from current affairs, poetry and more. The in house and online attendees enjoy the classes and commit around school holidays, time zones and work.

If you are interested in joining the English Classes (or know someone who is) please contact Picabeen 3354 2555 or email info@picabeen.org.au for ZOOM meeting details.

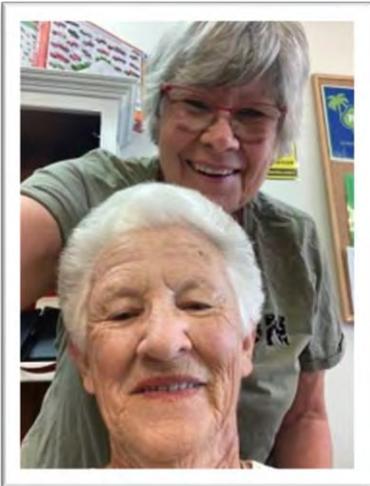


CHANGE ROOM 'OP' SHOP VOLUNTEERS

“Community is about Doing Something Together that makes Belonging Matter”



This year we have had over 20 volunteers be part of the team at Picabeen’s wonderful little ‘Op’ Shop in Gilston St, Keperra. Each valued team member contributes something special in the day to day running of Picabeen Change Room. Our volunteers come from various walks of life, ages, and experiences, but they all share a welcoming smile, have a great team spirit and a common goal of supporting Picabeen and the local community.



Social media has had a big impact on the promotion and sales for the Changeroom, with positive feedback received about our posts. 2021 has been a challenging year for our volunteers, with COVID-19 lockdowns, extra cleaning duties and following COVID-19 guidelines for businesses. We have welcomed several new volunteers, had others move on to different opportunities and farewelled others who have been at the shop from the early days of its original opening.

Many thanks to all of the Change Room team for their past or ongoing support, and the wonderful contributions they make each and every day.

HERE’S OUR STAR TEAM for 2021 (past and present)

Judy Northdurft, Lynne Martin, Billie Cope, Trisha Rushby, Leena Salim, John Jones, Margaret Brand, Deb Carpenter, Gayle Brooks, Julie Hubbard, Andrea Clem, Glenys Tesch, Gail Single, Ruby Huntington, Pam Johnson, Lyn Spall, Marg Zell, Kay Sayer, Maria Giufre, Lesley Irvine, Julie McKenzie



LINKS for CHANGE Event



This year we have had some wonderful collaborations, including our “Pop-Up op shop “Links for Change” a collaboration with Work links.

This event showcased clothing for sale that would be suitable for clients looking for work; It was a great day with food, music and of course clothing from the Change Room.

Change Room Volunteer in the Spotlight!

LEENA

Leena lends a hand!

In addition to volunteering for weekly shifts at our Picabeen Change Room Op Shop, Leena also prepares a big pot full of pasta for the Tuesday BBQ lunch held at our centre in Mitchelton.

Thank for your continued kindness and generosity.



PICABEEN YOUTH TEAM

It has been another eventful year within the Picabeen Youth Team!



After Rachael's departure last year, we welcomed two new youth workers, Gabby Klauze and Shanaya Lee, to the team. Since starting with the Youth Team Gabby has immersed herself in the facilitation and advancement of the LGBTQIA+ drop-in group, building connections with Open Doors, and providing a safe space for the young people to explore their identity. Shanaya has also begun building connections with Indigenous support workers within the community, currently within schools, to improve the wellbeing of Indigenous young people within the space and provide knowledge about the traditional owners of the land to the young people within the centre.

COVID has once again presented challenges to the Youth Team when lockdowns were implemented. This limited the Youth Team's ability to engage in one-on-one support, however we provided support through alternative means such as social media and phone calls. School group sessions and the LGBTQIA+ Safe Space drop-in and the Senior drop-in were also cancelled and/or postponed, ensuring the safety of our young people in this time. When lockdowns were revoked and restrictions were put in place the Youth Team was able to recommence service delivery within schools, our drop-in groups, and school holiday activities. The Youth Team ensured the safety of not only the young people but staff, student, and volunteers by restricting how many people could attend an event in accordance with the health and safety guidelines outlined by the Queensland Government.

The Youth Team has continued to improve upon the upstairs youth space over the last year. With our young people in mind, we have aimed to provide improvements that allow our young people to feel safe and comfortable when engaging with the Youth Team. The specific projects and collaborations are discussed in further details below.

DCYJMA Funded Program

Our long-standing Department funded program continues to deliver high quality, needs-based services to young people in the North-West corridor of Brisbane. We employ one part-time staff member to deliver this service and focus mainly upon case management.

- Since October 2019, Picabeen has delivered 136 hours of Access support (target 124 per year) and met the needs of 64 individual people.
- Since October 2019, Picabeen has delivered 486 hours of Support (target 498 hours per year) and delivered intensive services to 23 individual young people.
- Referrals are mostly received from Ferny Grove State High School, Mitchelton State High School, Albany Creek State High School, Child Youth and Mental Health Service (North-west, and Strathpine office), Family and Child Connect Services, Headspace, Self and family, GPs, and the Queensland Police Service.

Main issues presented include:

- Mental health/wellbeing, depression and/or anxiety, self-harm and suicidal ideation, Self-esteem, emotional regulation resilience and coping with change
- School disengagement and school refusal
- Housing and homelessness
- Difficulties with family relationships
- Independent skills, i.e. setting up a bank account, birth certificate, tax file number, Centrelink
- Identity
- Young people with special needs, i.e. intellectual impairment, Autism spectrum disorder

Department Of Defence – Family Support Funding Program

Our Department of Defence funding supports young people who have a family member in the ADF. We were funded with this program till June 2021. We recognised the unique challenges and strengths that Defence family life creates and have developed a strong skill base from which we deliver group work and case management. We support four North Brisbane schools; Everton Park, Mitchelton, Ferny Grove and Albany Creek. We engaged with 75 young people in these group works.

The kinds of group sessions included: -

- Coping when a family member is away on training and deployment
- Recognition of values
- Communication
- Friendships
- Relationships
- Resilience

- Emotional recognition and regulation
- Stress and bullying
- Anxiety
- Identity
- Mental Health and wellbeing

Picabeen Youth team also ran two after school drop-ins. A junior group (Thursday afternoons) and our LGBTIQ+ safe space drop-in (Wednesday afternoons). Picabeen Youth team also had the opportunity to take 4 excited Young People to PrideFest which the Young people loved.

ST. GEORGE FOUNDATION

Picabeen was awarded funding from the St. George Foundation to support families and young people in our locality, we were funded with this up to June 2021. With this funding we delivered group sessions such as after school drop-ins which help young people make solid peer connections in a safe environment. We have focused upon building resilience in young people, self-awareness, recognition of values and considered cyber-safety since we have noticed that bullying, particularly online bullying, has been a frequent source of anxiety for our young people. We engaged with 58 Young People in groups works. Picabeen Youth team also held a Youth Week wellbeing event and engaged with an additional 45 young people.



JABIRU YOUTH SERVICE

Picabeen has a collaborative agreement with **Jabiru, Community, Youth and Children's Services** whereby Picabeen provides further support services within the North-West Brisbane corridor under funding provided by the Department of Children, Youth Justice and Multicultural Affairs. The agreement allows for support to young people who present with complex needs. This work is carried out by three of our youth workers: Jane, Gabby and Shanaya. Each worker brings their own unique personalities and skill sets to help empower young people to gain lifelong skills. Some of the issues addressed by the youth workers included:

- Depression
- Anxiety (including social anxiety)
- Bipolar disorder
- Family and domestic violence
- Eating disorders
- Self-harming
- ADHD, behavioural and learning difficulties, ASD and many more

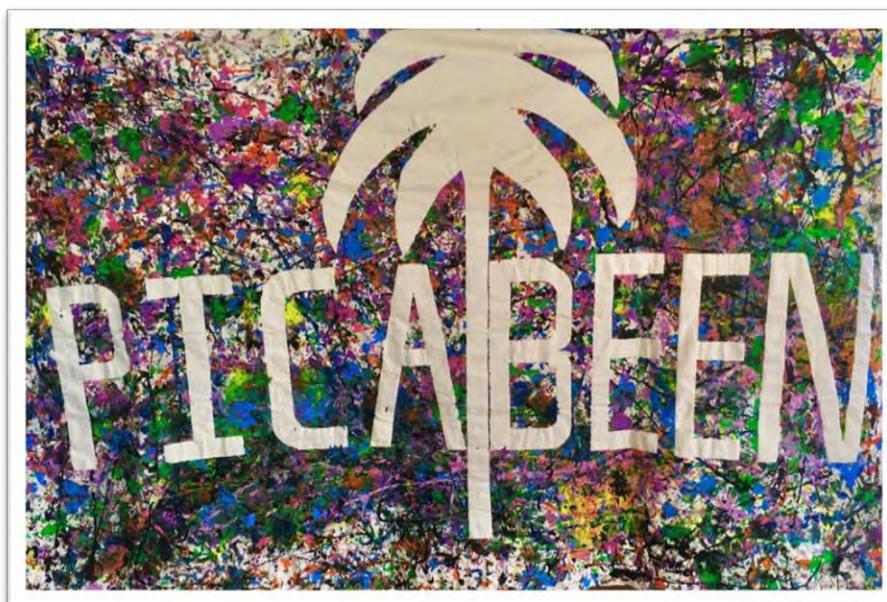
Due to the collaborative nature of this agreement, it has allowed Picabeen to provide young people and their families with flexible and targeted support to best address their challenges.

THE YOUTH TEAM HAVE ALSO PARTICIPATED IN:

- Brisbane North Youth Alliance meetings to receive joint training on case notes, updates on youth services and workshops with outside facilitators
- North-West Interagency – Picabeen continues to organise and chair this network on a bi-monthly basis to encourage networking and instigate partnerships in the North-West corridor
- Defence Community open day at the Gallipoli Barracks, Enoggera
- The continuation of the Youth Engagement Fund with North-West Youth Accommodation and Mitchelton Rotary to provide financial support to young people
- Hills and District Chamber of Commerce Breakfasts
- Mental Health Expos, Schoolies, Pride Festivals
- National Sorry Day and NAIDOC Week events
- Youth Week Events

THE YOUTH SPACE

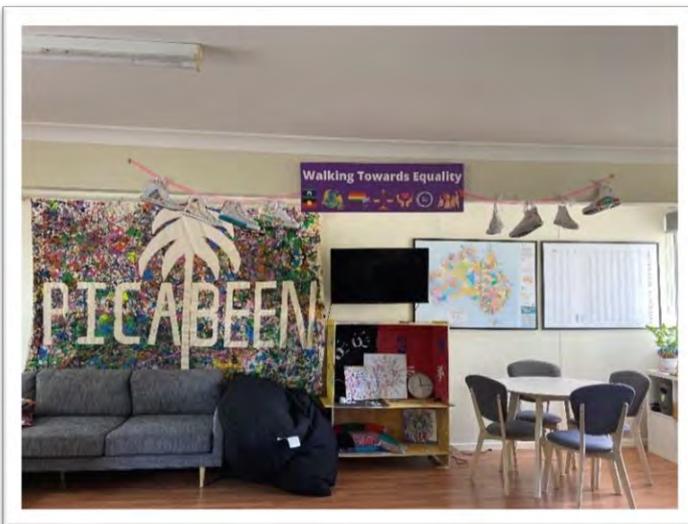
2021 saw further improvements in the youth space upstairs at Picabeen. The new layout has provided a space for young people connected with Picabeen’s services to hang out, engage with other young people and the youth workers, and access important information and resources. The design implemented through suggestions and recommendations from young people along with measures to ensure COVID restrictions could be adhered to. One of the highlight pieces upstairs is the Picabeen Banner. This banner was designed and painted during Youth Week 2021, supported by funding from Brisbane City Council. Young people, placement students and the youth workers contributed to the creation of the banner, which is now proudly displayed in the lounge area.



One of last year's goals for the youth space was to incorporate traditional Indigenous artwork that visually represents Picabeen and what it means to the community. This goal was achieved in collaboration with Corey Walker, the Indigenous Support Officer at Mitchelton SHS. The TV unit was donated to the Mirrigin Program where students engaged in the school's Indigenous Support program were able to design, create and display the TV unit in the school art gallery for NAIDOC Week 2021. The completed TV unit is now permanently on display in the youth space at Picabeen for all to enjoy.

The upstairs space has continued to be filled with tools and activities for young people to feel safe and de-escalate. The youth team have invested in resources to support these processes including purchasing sensory toys, having a wide variety of colouring and arts and crafts materials, and creating a safe space in the counselling room for young people to access if they need privacy. New furniture and décor were purchased to revamp the counselling room for supporting young people one-on-one.

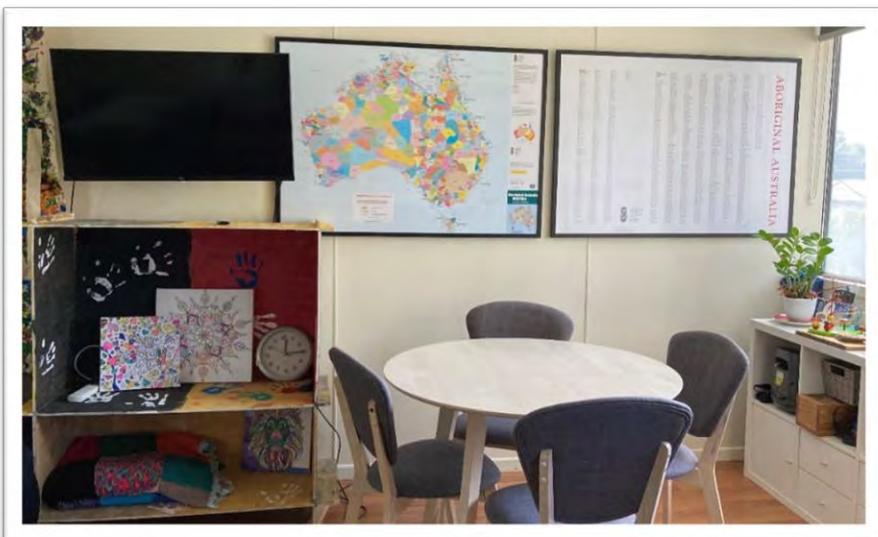
To incorporate more colour and fun to this space, the Youth Team are continuing to engage young people in projects that can be displayed in the room. A key contributor in this space has been Bunnings Keperra, who kindly donated funding that was used to purchase more storage space in the office, and pin boards that are installed on the wall for the young peoples' art projects to be displayed. These works are rotated regularly so that the art on display is relevant to events or themes happening in the community.



BRISBANE CITY COUNCIL FUNDING AND EVENTS

The Youth Team worked collaboratively with BCC to develop and facilitate an event for Youth Week 2021. Initial plans were developed, and vendors were booked to create a festival style event that our young people had helped create. However, there was another COVID outbreak and there was worry that the event would be cancelled due to a snap lockdown. A lockdown did not occur, so thankfully the young people's event could proceed, with some minor adjustments to ensure the health and safety of all those who attended.

The event was held on Wednesday the 14th of April 2021, five days after confirmation was received that it would not be cancelled due to COVID. The event consisted of various games (Cubb, volleyball, ball toss, ten pin bowling) that allowed young people with the opportunity to win a prize, a henna artist, a craft activity, and a BBQ lunch. Throughout the day approximately 50 people attended, which was a resounding success.



BCC has provided the Youth Team with \$1500 to implement improvements that will directly benefit the young people Picabeen supports. The Youth Team has spent a majority of this funding on improvements on the upstairs youth space, specifically the building and design of the TV Cabinet and the framing of Indigenous Maps for the Centre. The Youth Team currently plan to spend the remaining fund on a Christmas party for the young people we are engaged with.

PICABEEN YOUTH TEAM- group work & activities



Sorry Day activity



Wellbeing Group



School holiday anime & sushi movie day

STUDENT PROGRAM

Picabeen welcomes student placements from a range of educational institutions and disciplines who add value to our team. Students bring fresh perspectives and current academic teachings that contribute significantly to what Picabeen can offer. Students are given valuable experience in the workforce in a supported environment. Students are typically assigned to different tasks, projects and event planning during their placement which they dedicate their learning and time to.



Our students over the past year have included:

- Abby Hemmings – QUT Bachelor of Social Work
- Eden Johnston – QUT Bachelor of Social Work
- Emilia Mills- QUT Bachelor of Social Work
- Oscar Barnes - QUT Bachelor of Social Work
- Jill Goh - QUT Bachelor of Social Work
- Alice O’Leary - QUT Masters of Social Work
- Madison Smee - QUT Bachelor of Social Work
- Jacky Chan – QUT Masters of Social Work

Thank you to all students for your contributions to Picabeen and the local community.

DELIVERY OF SERVICES

Since 1992, Picabeen Community Centre has been assisting people in the North-West Brisbane area to improve their quality of life. Picabeen utilises service delivery modes that are aimed at building the capacity of individuals to access and engage with their local community.

CHRISTMAS HAMPER PROJECT

Each year Picabeen supports people through our Christmas Hamper Project and in 2020 we were able to help more than 80 households. This program supplies food and other necessities for local community members experiencing vulnerabilities and hardship during the holiday season. Some of our supporters from 2020 included:

<i>Bunnings Keperra</i>	<i>Banksia Women's Healing Centre</i>	<i>Lions</i>
<i>Arana Hills C&K Centre</i>	<i>Uniting Church, Arana Hills</i>	<i>Minnie's Espresso</i>
<i>Coles (Brookside)</i>		
<i>Creative Play Ferny Grove Child Care Centre</i>	<i>Mitchelton Rotary</i>	<i>Hills Chamber of Commerce</i>
<i>Bridgeman Baptist Church</i>	<i>Zillmere Community Centre</i>	<i>And many more individuals and businesses</i>

This year, one of our students, Madison, is coordinating the Hamper Project and our aim is to assist over 100 local families. We invite and encourage local individuals, businesses and organisations to get involved and lend a hand through donating items directly and/or volunteering time to pack the hampers.



SOCIAL AND COMMUNITY SERVICES

Picabeen provides practical support for local families and individuals in the form of food parcels, counselling, play groups, groups, school holiday activities, BBQ lunch, classes and more.

FOOD PANTRY

Picabeen assists locals in need every year by providing food hampers. Our pantry is stocked through food or cash donations from local individuals and organisations and some emergency relief funds. Donations are accepted throughout the whole year.

In the year from October 2020–September 2021 Picabeen has provided food assistance to over 1100 people, including over 370 children!



SPECIALISED PROGRAMS AND CLASSES that are aimed at:

- Increasing social participation of isolated and vulnerable community members including art/craft classes
- Improving the connectedness of community members e.g. computer literacy and conversational English classes that are offered to our migrant communities
- Increasing opportunities to improve confidence and eventually economic participation this is achieved through offering activities for connectivity and meaningful volunteering
- Supporting healthy ageing and general wellbeing through low impact Yoga classes

SPECIALISED SERVICES some include:

- JUSTICE OF THE PEACE services have been available most days.
- EMERGENCY RELIEF (ER) Program, aimed at providing emergency financial assistance to individuals and families in a way that maintains their dignity and encourages self-reliance. This may include, but is not limited to, food parcels and vouchers. Priority is given to matters of safety, food, housing, essential utilities, medical crisis and children's needs.

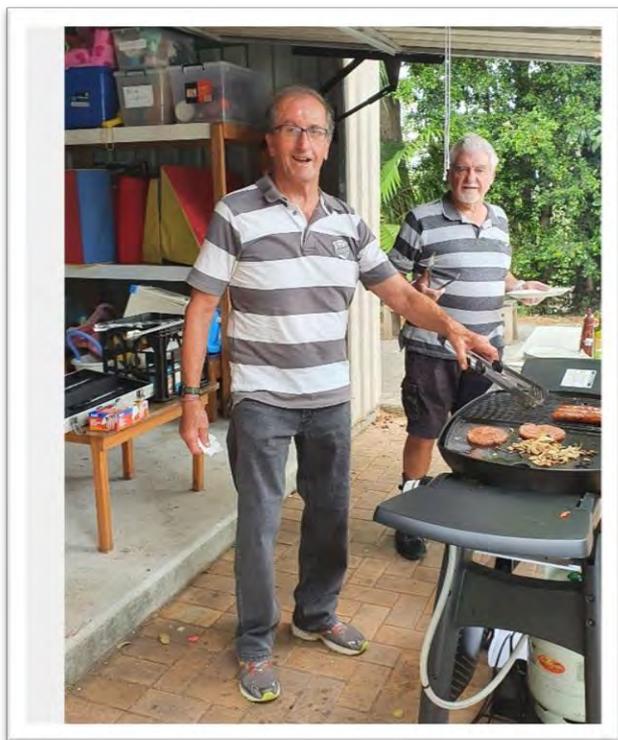
COMMUNITY DEVELOPMENT ACTIVITIES

- Celebrations of nationally recognised days e.g. Wear it Purple day
- Events such as Links for Change (in collaboration with Worklinks), our Christmas events, multiple Senior's Week Events and Mental Health Week (Youth Team)
- Projects, for e.g. Opportunities for Change- Disability Project gratefully funded through ANCHA

COMMUNITY BBQ LUNCH!

In January 2020, the previous community breakfast transitioned to being a breakfast held at Picabeen Community centre, as a way connect more people to the centre. We were just starting to gather traction when COVID hit, and we had to shut it down. When restarting we moved it to a BBQ lunch offering a hot BBQ meal to the community. With word spreading we have consistently had 20 plus people to each BBQ. We are continuing to reach out to as many people as possible – especially those who may be in need of support.

It is our aim to connect with vulnerable people to provide a meal and also to reduce social isolation!



We thank our Volunteers who have been involved in making this community service happen! Without our volunteers the BBQ would not be possible.

Much gratitude goes to John Goodship, Judith Heindorff, Chris Batley, Gwen Gorman, Pat Greenhalgh, Chris Hall, Brian Avery, Heather Penberthy, Liz Hall, Peter O'Rourke, Carina Venning, Francis Smith, Patricia Parkinson.

We would also like to acknowledge Dan Wheelan who has given amazing help and support to Picabeen over many years but had to leave us when he relocated- thanks Dan we miss your friendly face.

It is also our aim to find community and/or business sponsors and more volunteers to help continue the delivery and growth of the program.

Please get in contact if you can help.



NILS (NO INTEREST LOANS SCHEME)

NILS is a national program that has its origins with Good Shepherd Microfinance providing loans with no interest. Picabeen delivers the NILS program as a partner agency with the National Program. Loans are available to people on low incomes up to a maximum of \$1500 for essential household goods and services. Two new volunteers have been trained to assist with the NILS program in 2021. Over the last 9 years Picabeen has seen many people supported through this wonderful program.

SNAPSHOT OF NILS SUPPORT

➤ **Client 1**

In 2020, Picabeen supported an Indigenous man, from Brisbane who was experiencing homelessness. He needed a mobile phone to feel connected and less isolated. We sought *Special Circumstance* approval through *Good Shepherd Microfinance* and were able to help him purchase a phone through the loan scheme. In 2021, this man had paid off this first NILS loan, was now in accommodation with friends, and he was successful in applying for a NILS loan for some household whitegoods.

➤ **Client 2**

A lady who had experienced Domestic Violence was referred to Picabeen from St Vincent de Paul via the Qld State Manager of NILS. This traumatised lady was receiving emergency support for housing from St Vincent de Paul, and she received support for car repairs through the NILS Program.

➤ **Client 3**

Picabeen was able to assist a young single mother with two children with her third NILS loan in 2021. This young Mum was very happy to receive a NILS loan for bedroom furniture with some storage capacity suitable for her growing children. It is great to see repeat borrowers make good use of the NILS program. NILS loan recipients can re-apply when previous loans are more than 50% paid off.

➤ **Client 4**

Picabeen has supported a lady to pay for her car registration for years in a row. This lady, on a very low income, is also a successful repeat borrower. Having a car means she can get to work where she often works late nights and early mornings.

➤ **Client 5**

Picabeen supported a young man to purchase a new fridge with freezer. This hospitality worker had lost his job during Covid and had recently moved to a new unit. He has been living on “toast and noodles” and was looking forward to being able to better manage his grocery shopping and to cook good food when the fridge/freezer was available.



PICABEEN IN THE COMMUNITY



Madison (QUT Social Work Student) prepared a submission to State Parliament for the *Inquiry of Social Isolation and Loneliness in Queensland*.

Picabeen was selected and had the pleasure of presenting a briefing to the Community Support and Services Committee in Queensland Parliament. Madison did a fantastic job of speaking on behalf of Picabeen.

Picabeen, alongside St. David's Neighbourhood Centre and Logan East Community Association, each presented to the committee highlighting the vital role that community centres play in addressing social isolation and loneliness. Picabeen acknowledged the impact of COVID-19 and how it has exacerbated many problems for people accessing the centre. The submission and briefing also focused on the importance of funding and resourcing community and neighbourhood centres adequately.

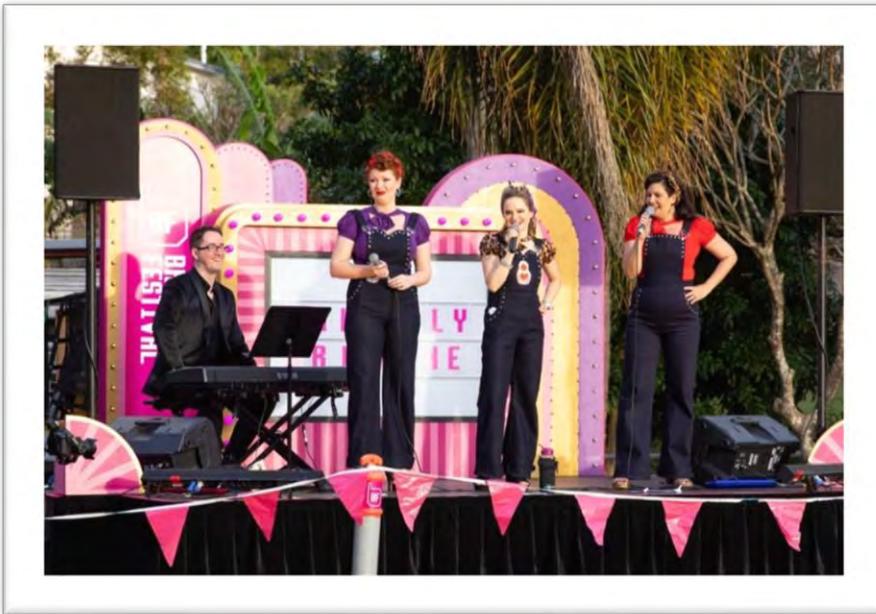


Following the presentation, the committee decided to visit Picabeen. They were given a tour and answered questions by our current QUT Social Work Students (Alice, Jacky, Jill and Madison). The Committee enjoyed their visit to Picabeen and were impressed by our focus on youth work.

For more information about the Inquiry, please follow this link; [Committee Details | Queensland Parliament](#)

PICABEEN IN THE COMMUNITY

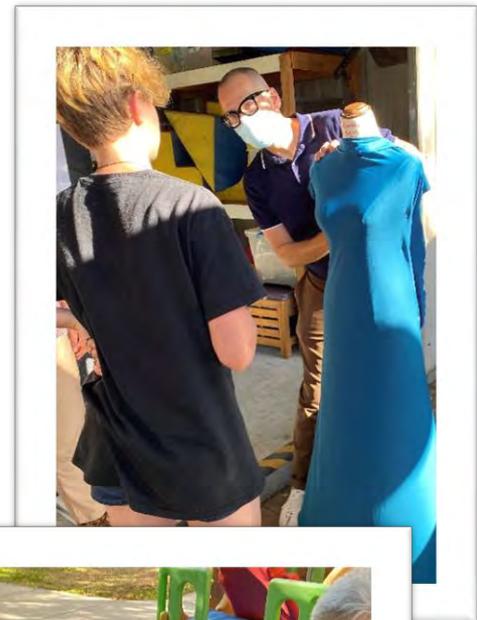
Brisbane festival Street Serenades & Creative Workshops



In late August, Picabeen collaborated with the Brisbane Festival as part of the *Street Serenades* events which took place all over Brisbane. *Street Serenades* put on pop-up concerts to serenade 190 suburbs all over this glorious city, bringing concerts directly to communities. *Babushka* (pictured left) performed comedy and singing at

Picabeen Park to an amazed audience of over 50 people from the local and wider community.

In addition to the *Street Serenades*, Picabeen was able to collaborate again with Brisbane Festival to host a series of eight creative workshops over September and October, for our LGBTQIA+ community and allies. These workshops were run by an amazing team of Brisbane creatives with specific focus on costume design. The workshops have been enjoyed by people of all ages from all over Brisbane, demonstrating the ways creativity can bring people together.



TECHNOLOGY IMPROVEMENTS

Picabeen is all about **PEOPLE and COMMUNITY**, but these days we must have the technology to back the delivery of our services and must meet government regulations and requirements. To that end, we have to keep up! Below are some of the significant improvements we have made in this space over the past year.

Blue Card Portal

In April 2021 Picabeen moved to the online Blue Card Portal. This has allowed us to have real time access to who is connected to Picabeen with a Blue Card and who has expired. As part of our constitution everyone volunteering or working at Picabeen must hold a current Blue Card. This new online portal has made the process quick and simple. We now have up to date records of those who volunteer or work at Picabeen and we can now link and delink instantly.

QLD QR CODE

As regulated by QLD Government, Picabeen now has a QLD QR at both the Community Centre and Change Room for people to check in. This came into effect as of June 23rd and we are happy to be compliant with the legislation for contact tracing.

Square Reader

As of August 2021, Picabeen now has a Square reader. This device, though it took some work setting up, is connected to our Office Square phone, can take card payments for activities, classes, drinks anything! This has enabled us to be cash free which is certainly how our society is now working.

New NILS Laptop and Phone

We have added a new NILS laptop and Mobile Phone. This has enabled our new NILS volunteers to train and conduct NILS appointments. The new NILS phone give the volunteer the ability to phone and text clients.

COLLABORATIVE ALLIANCES

Taking the time for networking opportunities creates a sense of shared purpose across the services and also helps to achieve efficiencies in the workplace; most importantly, collaboration with other organisations ultimately brings about better outcomes for the community that we serve.

NANC (North-side Alliance of Neighbourhood Centres) includes Picabeen, Nundah Neighbourhood Centre (now Northside Connect), The Community Place and Zillmere Community Centre. This meeting space provides collegial support, and opportunities for sharing of professional wisdoms and to look at ways of working together.

NYWAS (North West Youth Accommodation Service) and PCYC

Work closely together with the provision of the Youth Engagement Fund (**YEF**). The YEF has been funded by **Mitchelton Rotary Club** and provides assistance for local young people.

QUT

Picabeen has been in collaboration with Queensland University of Technology (**QUT**) for a number of years. Picabeen offers QUT student's opportunities to develop through placement. In 2018 Picabeen and QUT embarked on a more formal arrangement that has allowed for the QUT Student Supervision Unit to be established. This collaboration has provided paid hours for Vicki as professional supervisor for the 4 students that have come on board for Semester 2.

WESLEY MISSION – CLEAR BREEZE

For the past 4 years Picabeen and Wesley Mission (Clear Breeze Apartments) have been collaborating through the delivery of community activities and events. Where possible the two organisations collaborate in bringing community events to local residents.

QFCA (QLD FAMILIES AND COMMUNITIES ASSOCIATION)

Picabeen is a member of QFCA- a peak body for Neighbourhood and Community Centres across Queensland. QFCA were instrumental in supporting centres to lodge submissions into the Parliamentary Inquiry of Social Isolation and Loneliness in Queensland.

BUNYA LIONS CLUB

A massive shoutout to the Lions Club of Brisbane Bunya and its members, who have generously donated items for our food pantry and hand-made blankets to keep people warm; as well as a cheque for \$500. All of these will go toward providing services to vulnerable and at-risk people in the community – THANK YOU!



BRIDGMAN BAPTIST CHURCH

Picabeen would also like to acknowledge the continued generosity from the Bridgeman Downs Baptist Church who have donated food towards our Christmas Hamper Appeal. Their kindness is very much appreciated. Pictured here are Dave and Ross dropping off their donations, thank you to you both.



ARANA HILLS UNITING CHURCH

A huge thank you to the amazing crew at the Arana Hills Uniting Church who generously donated groceries towards Picabeen's Christmas Hamper Appeal. Their gracious donation helped to bring joy to the families who received hampers over the Christmas period. Pictured here are Judy and Ron dropping off donated goods.



MITCHELTON ROTARY

Mitchelton Rotary Club has been a strong supporter of Picabeen, and the work that we do in the community for a number of years and this year has been no exception with Rotary giving support through the Youth Engagement Fund and also the gifting of our street library!



Thank you to ROTARY Mitchelton for bringing a Street library to Picabeen and thanks also to our volunteer Chris for his artistic talents in decorating the library!

Our library is registered with Street Libraries Australia and everyone is welcome to use.

Street Libraries offer a range of benefits to the community including encouraging books to be recycled and shared and provides access to books

at no cost. According to streetlibrary.org.au, 'Street Libraries are a window into the mind of the Neighbourhood; books come and go; no-one needs to check them in or out. People can simply reach in and take what interests them; when they are done, they can return them to the Street Library network, or pass them on to friends. They are a symbol of trust and hope'. [#readingtime](https://twitter.com/readingtime)
[#streetlibrary](https://twitter.com/streetlibrary)

Mitchelton Meals on Wheels

This year Picabeen has been receiving regular donations of frozen meals from Mitchelton Meals on Wheels –they are a perfect addition to our Emergency Food Relief program providing fully labelled and nutritious meals.



FAMILY DRUG SUPPORT (FDS)

Family Drug Support is a national organisation and holds meetings across the country at various locations including at Picabeen Community Centre on the second Wednesday of every month.

Family Drug Support was formed in 1997 after its founder, Tony Trimmingham, lost his son to a heroin overdose. FDS is a caring, non-religious and non-judgemental organisation. FDS is primarily made up of volunteers who have experienced first-hand the trauma and chaos of having family members with drug dependency.



NARCOTICS ANONYMOUS



NA meets at Picabeen at 7pm every Monday night and is open to anybody seeking recovery.

A donation is requested, however, if people cannot afford it, they are not obliged to put money in. The most important consideration is recovery.

ATO – Tax Help Program.

Picabeen works collaboratively with the ATO to provide this free service each year from August to October. We have an ATO volunteer attend Picabeen Centre each week during its months of operation. This year our Tax Help volunteer, Simon, has utilised a projector when meeting with clients so as to maintain social distancing.

Centacare Counselling

Counselling as an outreach service of Centacare is offered every Tuesday at Picabeen. Annie, a professional counsellor, has been providing this service at Picabeen for a few years – she is very much a part of the Picabeen Team! The counselling service is delivered in a relaxed environment and is a free confidential service to local residents.

HUMAN RESOURCE DEVELOPMENT

Training and development provides benefits such as improved skills and knowledge, improved engagement with our organisation, greater retention of workforce and improved individual job satisfaction; at Picabeen we value staff, student and volunteer development and we encourage our workforce to attend training wherever the budget and time permits.



In May 2021, our NILS Volunteers, Annette and Jane, along with Admin staff, Christine, attended a full day training on 'Client Response training for admin staff' facilitated by Encompass Training. This course was very informative and interactive and gave the course participants a better understanding on initial interactions with clients and understanding your own individual triggers in a situation.

The knowledge was also shared with the Change Room volunteers at their monthly meeting.

Other training for Staff, Volunteers and Students

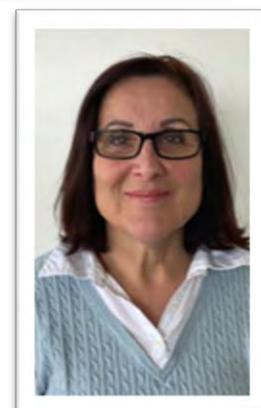


Love Bites (Healthy Relationships Training)	Understanding Pathways to Safety (DFV Forum)
Foundation for Building Trauma Awareness	Working with first nations families and children
Trauma Awareness in Practice	What makes a great community organisation
RAGE (Anger Management facilitator Training)	E-Cigarettes and Vaping
Young people and drugs	Obligation to report sexual offences Practice Forum
Disability Awareness	Eating Disorders
Feeling Fantastic (anxiety)	Coercive Control panel discussion

FUNDING | FUNDRAISING | DONATIONS | SUPPORT

Picabeen gratefully acknowledges funding from the three levels of government, other organisations, businesses and our private funders and individuals for their commitment to our services and programs, they have included:

- Federal Government Departments
 - o Defence Member Family Support (DMFS)
 - o Stronger Communities Funding for IT upgrade
 - o Our Federal Member – Julian Simmons MP
- State Government Departments of Communities (DCHDE and DCYJMA) :
 - o Neighbourhood Centre Funding
 - o Picabeen Youth Services Funding
 - o State members – Hon Mark Furner MP and Tim Mander MP
- Brisbane City Council
 - o Lord Mayor’s Community Fund for part funding for commercial sized freezer
 - o Lord Mayor’s charitable Trust for Christmas event Funding
 - o Our Local BBC member- Cr Andrew Wines
- Australian Neighbourhood Houses and Community Association (ANHCA)
 - o who have backed Picabeen with a \$10000 grant to fund our project- *Opportunities For Change* project supporting people with disabilities
- Non-government Organisations & other Charities
 - o Golden Valley Keperra Lioness Club
 - o Playgroup QLD
 - o Good Shepherd Micro Finance and Logan East Neighbourhood Centre (NILS)
 - o Arana Hills Uniting Church
 - o Bridgeman Baptist Church
- Local Business
 - o BUNNINGS Keperra
 - o Hills Chamber of Commerce
 - o Minnie’s Espresso
 - o Terry White Chemists
 - o Bakers Delight Brookside
- Individuals
 - o Lillian and Shane Burke for their very generous donation contributing significantly to the purchase of a commercial grade umbrella which now provides ample shade in the courtyard for play group families.



To everyone who has given to your local Community over the past year, whether small or large, whether cash or in-kind, we say

THANK YOU!