



PICABEEN  
COMMUNITY CENTRE



ANNUAL  
REPORT  
2023

## ACKNOWLEDGEMENT 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/>

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**PICABEEN**  
COMMUNITY CENTRE

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# PRESIDENT'S REPORT 2023

**Hello and welcome to all:** First, I'd like to thank all those who have contributed to the community of North West Brisbane through their ongoing time and energy spent at Picabeen. We have had a busy and productive year at Picabeen and our staff, service members, volunteers and students are the ones who have made it successful in their endeavours to assist others through difficult and challenging times: Some notable highlights have included:

## Student Placement Program

Picabeen has developed a Student Placement support program which has been very beneficial to those students placed with us who are preparing to be the workers of tomorrow. Their real life and hands on contributions have not only assisted their professional development but have also provided practical assistance to many marginalised members of the community.

## Change Room

Our Picabeen Change Room Op Shop at Keperra has continued to prosper under the guidance of Lynne and the many volunteers who are engaged there. It has rapidly become a part of community of Keperra and our move to the main street has given us more exposure and has become a 'hub' for the local community.

## Service Delivery

Picabeen has again been very responsive to emerging needs in the delivery of our services and programs. Our social programs have provided opportunities for many local members to participate in activities in their community and a platform for people to connect with others. Our youth specific services have evolved in line with emerging needs. An example of this is evidenced in the increased engagement of the LGBTQIA+ community in our events and programs.

## Community Resilience

This year we facilitated our first Community Resilience expo at George Wilmore Park and thanks to the professionalism and hard work of staff members this was a very successful event attracting many people from our community. It was an opportunity to showcase and promote services that are able to assist the community in times of collective needs such as extreme weather events.

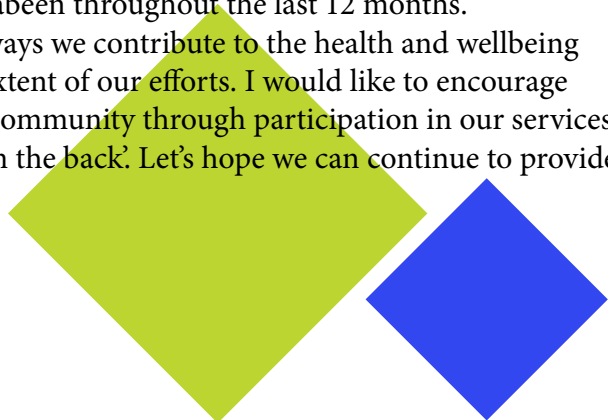
## New Strategic Plan

We have also recently updated our Strategic Plan (2023-2028) and this will guide us moving forward, this was developed by our committee who need to be recognised for the time and efforts they have volunteered to the management of Picabeen throughout the last 12 months.

I acknowledge that this is a small sample of the ways we contribute to the health and wellbeing of our community and is not by any means the extent of our efforts. I would like to encourage everyone at Picabeen to stay engaged with your community through participation in our services, programs and events. Everyone deserves a 'pat on the back'. Let's hope we can continue to provide services and support again for the next year.

*Martin Turrell*

Picabeen President 2023



# STRATEGIC PLAN 2023 TO 2028

## *Our Vision*

To provide opportunities for community members to experience all aspects of wellbeing including physical, emotional, social, spiritual, economic and environmental.



## *Our Values*

- **Social Justice Principles; Access , Rights, Participation, Equity Inlusiveness;**
  - **Collaboration and Cooperation;**
  - **Responsive quality services;**
  - **Promoting Sustainability;**
  - **Health and Well-being**

## MANAGEMENT COMMITTEE 2022 - 2023



### **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/Member)**

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. 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 has been Treasurer of Picabeen for the past five years. Bert is not renominating as Treasurer but is continuing as a committee member.



### **Stuart Jaeschke (Treasurer)**

Stuart joined the committee as Treasurer in 2022; he has Degree in Mechanical Engineering and Masters degree in Business Administration.

Stuart has been involved in various not-for-profit community organisations over many years, including Pine Rivers Municipal Brass Band (30+ years, currently Treasurer), The Hills & Districts Chamber of Commerce (16+ years, currently Treasurer), an Aged Care and Community Services organisation employing more than 1500 staff (11 years on the Council including 2 years as Chair, currently a member of the Finance, Audit and Risk Management Committee).

### **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 has now stood aside due to family and work commitments but w, however, she does continue to offer her expertise when needed. We thank her for her invaluable contributions.

**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 and remained on the committee until January 2023. We are grateful for Anna's contributions over the years, which included a passion for research and policy development and her knowledge and skills in the family violence field.

**Luke Roberts (Member)**

Luke joined the committee in 2020 – he is currently completing his undergraduate Bachelor of Law. He has worked in the youth homelessness sector and has experience working with young people in residential care settings. 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.



## STAFF MEMBERS



### **Jillian Warren (Centre Manager)**

Jill holds a Bachelor of Social Science with majors in Community Development and Human Services Studies and has been with the Picabeen team since July 2008.

In her role as Centre Manager, Jill oversees the many programs that Picabeen has. She works closely with volunteers and students to ensure that these programs are successful. She is also responsible for developing and maintaining collaborative alliances with external organisations.

Jill has a passion for helping people improve their mental health and well-being and is dedicated to her work in the North-West community

### **Vicki Jacobs (Youth Programs Manager)**

Vicki has been a valued member of the Picabeen team since 2012. She holds a Master's degree in Social Work, and her skills and experience are a great asset to the organisation.

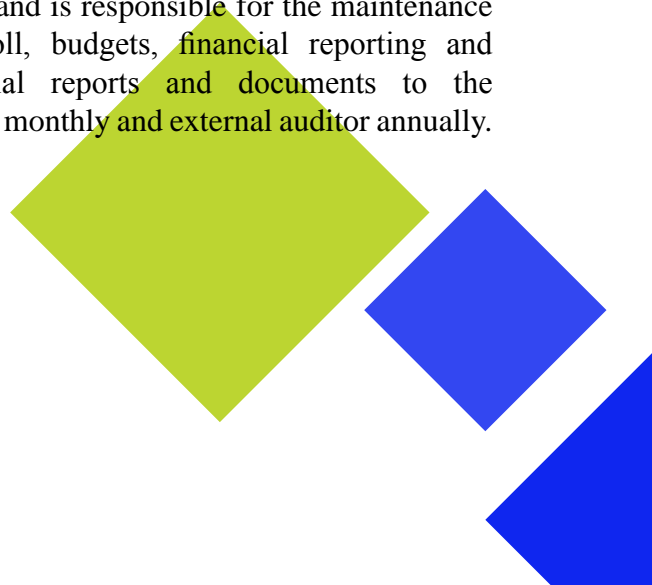
In her role as Manager of the Picabeen Youth Support Service, Vicki has provided direct support to young people and their families. She also provides regular supervision to staff members and social work students on placement.

Vicki is passionate about developing and investing in beginner practitioners, and she is committed to empowering the team to reflect critically on practice.



### **David Cameron (Finance & Administration Officer)**

David's involvement with Picabeen commenced in 1995 when he was elected to the role of Treasurer. Since then he has held a number of positions on the Management Committee and in 2006 was awarded Life Membership of the Association. In 2011 David was appointed to the part time position of Finance and Administration Officer; David has a Bachelor of Business (Accounting) and 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.





### **Jane McDonald (Youth & Community Worker)**

Jane joined Picabeen's youth team in 2015; Jane and has created many powerful connections with young people across the years. she has developed and implemented school-based programs for Picabeen.

Jane's previous experience includes supporting children in care and working with families who foster children. She has also worked in a primary school, supporting children with additional needs and spent many years working with seniors in residential care and in the community.

With her down-to-earth attitude, Jane brings authenticity, openness, and curiosity to her work, and has a unique yet natural ability to connect with her clients.



### **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.

### **Lynne Martin (Change Room Coordinator)**

Lynne began volunteering with Picabeen in 2018 in a variety of roles including weekly shifts at both the Change Room and reception the Centre.

In December 2021 Lynne joined the staff team and took on the role as Co-ordinator with the Change Room.

Lynne continues to volunteer at the Centre once a week – this enables her to keep her administration skills current and meet community members who seek assistance from Picabeen.





**Joanne Cruz (PHN Community Resilience Worker)**

Jo joined the Picabeen Team in November 2022 following her Social Work student placement. Her role is funded through a the PHN Disaster Resilience Funding. With a strong passion for helping people, Jo is committed to delivering her best. During her leisure time, she frequents the gym, takes her dog for walks, and enjoys exploring new dining spots.

**Daisy Chaseling (Youth & Community Worker)**

Daisy joined the Picabeen Youth Team in June 2022 after completing her student placement. Daisy facilitated various group programs such as the after school drop-in programs Safe Space and Gays and Greys, as well as wellbeing groups in local high schools under the Defence Members and Families Support Funding. Due to end of funding, Daisy’s contract finished at the end of June 2023.



**Kristi Lamey (PHN Community Resilience Worker)**

Kristi was on the staff team from November 2022- June 2023, employed under the PHN funding.

Kristi completed a Bachelor of International Development in 2020, with a focus on participatory grassroots community projects. Kristi also worked with refugee families, supporting with settlement processes, and developing community connections.

Kristi was instrumental in planning in implementing the Community Resilience Expo held in May 2023. It was such a pleasure to have Kristi as part of the team and we sadly said goodbye to her when funding ceased.

**Caitlin Callanan (Youth Worker)**

Caitlin was with Picabeen as a Youth and Community worker from November 2022-June 2023.

Caitlin’s role included connecting with young people aged 12-18 who are at risk of homelessness, early school leaving, and disconnection from family and community. Caitlin has a Bachelor of Social Work and has extensive experience working with young people.



*We thank all of our staff for their hard work and dedication over the past year. Their contributions have been invaluable.*

## LIFE MEMBERS



### Barbara Barnes

Sadly, this year we said good-bye to one of our Life Members; in July 2023 Barbara died after a battle with cancer.

Barbara was one of the founding members of Picabeen and she actively served Picabeen for over 12 years in the roles of President, Secretary and Committee Member. Barbara was 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.

After holding official roles, she remained connected with Picabeen by having an annual presence at the AGM, regularly attending art classes at the centre and through her work with the Older Women's Network.

### Bruce Kimball

Bruce 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

David has been with the association for 28 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.

This year David was nominated for and awarded the title of being a *Brisbane Community Hero* which acknowledges community members whose selfless acts incite positive change in Brisbane. It was a well-deserving award.

### Gloria Kirkness

Gloria 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

Jenny 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.

Jenny remains connected with Picabeen by mentoring social work students in the preparations for the AGM. She focuses on helping them develop their understanding of the workings of not-for-profit organisations from a social work perspective, drawing on her expertise in governance structures.

# VOLUNTEERS

## AND THEIR PROGRAMMES

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 2021 conducted by Neighbourhood Centres Qld revealed that Picabeen's volunteer contributions and value equated to over \$356,360.00 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:

“Volunteers do not necessarily have the time; they just have the heart.”

*Elizabeth Andrew*



## VOLUNTEERS - POLICY REVIEW



### **Lesley Woodroffe**

Lesley volunteers mostly on a Friday at the centre.

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 several roles in her adult life, Lesley is not a stranger to the differing volunteer environments and experiences.

As a Picabeen volunteer, Lesley is currently doing extensive work on reviewing policies.

## VOLUNTEERS - SCRABBLE



### **Bill Garrett**

Bill have been coming to Picabeen for about 10 years. He has attended Scrabble and the BBQ in that time.

In 2021 Bill put his hand up to facilitate scrabble in the Friday morning time slot. The group always welcomes new members and when he is not scrabbling, he helps with English classes on Fridays.

## VOLUNTEERS - NILS PROGRAMME

Our Nils program is led by three extraordinary volunteers; Jane, Anita and Simon. Together they are a dynamic team who support the community members who seek a NILS loan. Jane, Anita and Simon each act as strong advocates for NILS clients and will always go the extra mile to support people who are accessing the service.

The NILS Team work closely with, and are very grateful for the assistance of, Megan Butcher, Qld State Manager for NILS, as well as the staff of the Queensland Financial Resilience Program (QFRP) and of Logan East Community Neighbourhood Association (LECNA). This collaboration sees NILS clients having the best outcomes possible even when they are often experiencing very difficult circumstances.



### **Simon Jukes**

Simon has been volunteering at Picabeen since 2017 when he commenced as a Tax Help Volunteer; a program run through the ATO, July-October each year. In early 2023 Simon took on the additional role as NILS volunteer.

### **Anita Anderson**

Anita joined our volunteer team in 2021 in the NILS program area. Anita utilises her experience and skills from the roles she has had in the financial sector to support NILS clients.

### **Jane Paterson**

Jane has been with Picabeen since 2017, originally with the Numeracy and Literacy adult learning classes, then with the English classes and now is integral to the NILS Team on Wednesdays.

## VOLUNTEERS - RECEPTION & ADMIN



### **Lynne Martin**

Lynne has been volunteering with Picabeen for nearly 5 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.

In addition to her volunteer roles, Lynne joined our staff team in 2021 as Change Room Project Officer.

### **Angela Fusco**

We welcomed Angela to the Picabeen Team early 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. Angela always brings a sparkle with her bright and bubbly personality.



### **Anthony Bloomer**

Anthony first volunteered at Picabeen at the Change Room back in 2019. He then joined the Friday team using his TESOL skills to co-jointly facilitate the English Class.

In 2022, Anthony joined the Neighbourhood Centre team on Mondays and Tuesdays. These days are packed with various tasks that he undertakes each week including checking off the grocery delivery and stocking the Emergency Relief Pantry, assisting with the community BBQ and he also delivers an English class for beginner learners on Tuesdays.

# VOLUNTEERS - PLAYGROUP

Our Play Group volunteers play a pivotal role in establishing a safe and inviting space for children to connect, play, and thrive. Their contributions have been invaluable to our community. Play Groups are regularly held on most Mondays and Fridays from 9:30 AM to 11:30 AM, catering to local community

members. Throughout the 2022-2023 year, several dedicated volunteers have been actively involved in the Play Group, and we extend our heartfelt gratitude to each of them for their unwavering dedication and hard work.



### **Tracy Horne**

Tracy has been a dedicated volunteer since 2020. In January 2023, Tracy returned to Picabeen in the role of Playgroup facilitator after being unable to volunteer during 2022.

### **Liz Hall**

This year we welcomed Liz back to the volunteer team. Liz does not only volunteer for the Play Group sessions, but also is rostered on weekly for the Community BBQ.



Other volunteers have included:

- **Seedlings Childcare Centre Staff**
- **Anastasia Harvey**





## VOLUNTEERS - ART, CRAFT AND SEWING CIRCLE

Picabeen has been home to art, craft and sewing classes for many years and has provided opportunities for people to get creative and make something wonderful or help in a group project while enjoying the social chatting and laughter. Not only are the craft items and artistic pieces produced very beautiful, the community spirit these collective projects bring is evident. We have been lucky to have had **Claire Maclaine** and **Deneice Watego** volunteer their time to Picabeen over many years and whilst they have

decided to not officially volunteer, they are both still a major part of Picabeen and we see them regularly working on their creative projects.



## VOLUNTEERS - ENGLISH CLASS

Participants have been joining from across the world and more locally for the in-person option. 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.

There are 2 English classes per week:

- Tuesdays for learners who are more at a beginner's level; this class is facilitated by Anthony
- Fridays for the more advanced learner which is facilitated by Evelyn

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](mailto:info@picabeen.org.au) for details.



**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 and thriving.

During COVID disruptions the classes migrated to video conferencing and even though classes have long ago returned to in-person we have been able to keep the on-line option available to people.



## VOLUNTEERS - CHANGE ROOM 'OP' SHOP

This year we have had over 25 volunteers be part of the team at Picabeen's wonderful little 'Op' Shop. 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.

***"Community is about doing something together that makes belonging matter"***



Social media is having a big impact on the promotion and sales for the Changeroom, with positive feedback received about our posts. Our new position at Dallas Parade has greatly increased the sales and customers, with much more foot traffic and interaction from the community. We have seen a very steady increase in the support from the community with donations, feedback and positive messages for the work we are doing for the community. 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 2023(PAST AND PRESENT)**

Andrea Clem	Billie Cope	Carol Watts	Deb Carpenter	Julie McKenzie
Glenys Tesch	Julie Hubbard	Judy Northdurft	Leena Salim	John Jones
Shelley Jones	Margaret Brandt	Marg Zell	Margaret Urquart	Trisha Rushby
Pam Johnson	Lynn Collins	Margaret Lichfield	Christina Keenahan	Ruby Huntington



In June 2022 the Change Room moved from Gilston Street around the corner at 8 Dallas Parade Keperra; this is a bigger space with more display area and is situated amongst a vibrant strip of shops in the centre of Keperra.

**CHANGEROOM VOLUNTEER IN THE SPOTLIGHT!**

**Margaret**

One of our champions of the Changeroom. Margaret has worked as a volunteer with us for 4 years. She is a happy helpful person who loves volunteering and being able to help customers in the shop.

Her hobbies include, gardening, crocheting, and sewing. Many times Margaret will bring in some of her creations to sell in the shop, such a creative gifted volunteer.

Margaret is happy to help with extra shifts, and is keen to help with styling the models in the shop.



## VOLUNTEERS - COMMUNITY BBQ LUNCH

Each week, we have our Community BBQ lunch offering a hot nutritious, BBQ meal to the community. with 20 plus people consistently attending each BBQ. We are continuing to reach out to as many people as possible – especially those who may need support. It is our aim to connect with vulnerable people, to provide a meal and to reduce social isolation. The BBQ offers a safe inclusive space to eat where people can have a chat with other community members and our wonderful volunteers.

We provide a nutritious BBQ and with the wonderful contributions of community members we have also offered the occasional take away meal, and the sometimes even delicious slice or cupcakes.

*We have now widened the food offered to community members, including nutritious salads, fresh fruit and a sweet treat to have with a cuppa.*

*We also have visiting service providers to answer any concerns the community members may have.*

*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 volunteers, past and present who have been on our roster over the past year, and include,

- John Goodship,
- Chris Hall
- Liz Hall
- Chris Batley
- Pat Greenhalgh
- Lynn Nock
- Anthony Doherty
- Andrew Lowien
- Trevor Jones
- Rosalinda Isorina
- Ken Robilliard
- Anthony Bloomer

Also, on the odd occasion we have Gwen Greenhalgh.



**Chris Hall** volunteers at the Picabeen Tuesday community BBQ every week. Her commitment to volunteering combined with her ability to interact with all members of our community and encouraging others saw her nominated for the Everton Volunteer Awards in 2022.

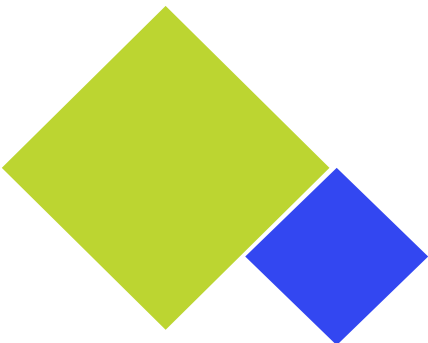
She received the award with her family, and we are very happy to have her as a nurturing spirit and guiding example for the volunteers at Picabeen.



*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.*



Picabeen is incredibly thankful to ME Bank for their kind donation to our Community BBQ. This donation will help fund nutritious food for us to serve at our weekly Tuesday BBQ. Thank you!



# VOLUNTEERS - CITIZENSHIP PRACTICE TESTS



FROM LEFT: SARAS, RAQUEL, ANTHONY, EVELYN & KIMBERLEY  
MISSING FROM PHOTO : BARBARA

The initiative to host Citizenship Test Preparation Classes at Picabeen Community Centre is driven by a deep commitment to addressing the critical needs of the community, particularly the increasing number of refugee and migrant families settling in the Picabeen catchment area. This endeavour holds great significance as it provides a targeted and supportive solution to a pressing challenge.

Presently, the geographical distance creates logistical and cost-related obstacles for these individuals and families. Recognising these challenges, the decision to host these classes at Picabeen Community Centre aligns seamlessly with our core values of inclusivity, support, and community engagement.

This initiative offers a much-needed channel to actively engage with and assist CALD communities on their path to Australian citizenship. By bringing these services closer to their doorstep, Picabeen not only acknowledges their specific needs but also demonstrates a deep commitment to their successful integration.

In essence, this initiative not only addresses a crucial need within the community but also signifies the organisation's dedication to inclusivity, collaboration, and providing essential services to support the successful integration of CALD families into Australian society. It is a testament to Picabeen's role as a vital community resource and a beacon of support for those in need.

# VOLUNTEERS - TRAINING SESSIONS

Picabeen Community Centre is introducing mandatory training for all volunteers, aligning with their commitment to service excellence and continuous improvement. The training's core objectives are to enhance skills, ensure safety, and fulfill legislative responsibilities. Picabeen fosters a culture of lifelong learning for both staff and volunteers, emphasising interactive and

enjoyable training that enhances people skills and awareness of legal requirements like privacy rules. Four dedicated training sessions, developed and facilitated by Picabeen's Management committee, aim to empower volunteers for positive and effective contributions, reinforcing their dedication to community support and service excellence.



## **Volunteer Training Part 1- Code of Conduct, designed to:**

Empower volunteers to align their decisions and actions with organisational values and common goals, equipping them with the necessary tools for success. This approach not only safeguards the organisation from liability but also fosters a more positive and productive work environment.

## **Volunteer Training Part 2- Social Justice, designed to:**

Promote an understanding of how social justice aligns with Picabeen's Access & Equity Policy and Code of Conduct Policy, emphasising its role in fostering community participation. Encourages the development of critical thinking skills to identify and challenge injustice, ultimately nurturing greater empathy for others' experiences.

## **Volunteer Training Part 3- Culturally Considerate Practice, designed to:**

Enhance cultural awareness and competence, including working effectively with diverse cultural backgrounds and respecting Aboriginal and Torres Strait Islander communities. Prioritise cultural sensitivity and understanding, ultimately contributing to improved teamwork.

## **Volunteer Training Part 4- Working with Conflict, designed to:**

Enhance understanding of conflict, encompassing its types, causes, and resolution methods, leading to improved conflict resolution skills. Boost volunteers' confidence in handling conflicts, fostering improved teamwork and reducing associated stress.



## PICABEEN YOUTH TEAM

The Youth Team have been busy at work navigating funding changes and upholding our contractual arrangements with excellence!

Since October 2022, we have focused our energy on our government funded Youth Support Service

contract and our Family Support Funding Program (Defence funding). Employing a part-time Youth Worker for 14 hours per week, Caitlin Callahan joined our team to deliver Youth Support Services under the Department program. Daisy Chaseling was still with us delivering mostly Defence funded groups in school and investing in our LGBTQIA+ group.



Vicki reduced her hours as she moved into another employment opportunity but has continued to hold the supervision and management component of the youth team on 6 hours per week; this has allowed further delivery hours to be shared among the team. Our Defence funded program continued until June 30, 2023, when the contract came to end and we sadly lost our two Youth Workers, Daisy and Caitlin, however the youth team is now capably held by Jane who delivers our client-facing work and Vicki who is supervising, fulfilling reporting requirements, negotiating with Department and lobbying for further funding.

## DEPARTMENT OF CHILDREN, YOUTH JUSTICE AND MULTICULTURAL AFFAIRS (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 2022, Picabeen has delivered 101 hours of Access support (target 124 per year) and met the needs of 46 individual people.
- Since October 2022, Picabeen has delivered 608 hours of Support (target 498 hours per year) and delivered intensive services to 17 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, Youth Justice.

Main issues presented include:

- Housing/homelessness (15-16 yr. olds)
- Isolation and social connections
- Family relationships
- Gender identity
- Alcohol and Other Drug concerns, including supporting young people into rehab
- Legal support
- Youth Justice
- Centrelink
- Mental Health – Complex trauma
- Family and Domestic Violence
- Food parcels



### FEE FOR SERVICE

Picabeen youth team delivered two group sessions privately. The sessions were based upon RAGE anger management courses For Yr. 7 and Yr. 9, both at Mitchelton State High school.

Jane and Vicki delivered two privately funded individual sessions for young people out of catchment. Both sessions were also centred upon RAGE anger management course.

## DEPARTMENT OF DEFENCE – FAMILY SUPPORT FUNDING PROGRAM

Our Defence funding program supports young people who have a family member in the ADF. We were refunded with this program from June 2022 -2023. We recognise 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 State High, Mitchelton State High, The Gap State High and Albany Creek State High. Picabeen youth team have run six school mental health expos.

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



With Defence funding, Picabeen youth team ran a centre-based peer mentor program with Yr. 11 students who were part of a Defence family. Jane and the team used the Lifeline Peer mentoring program – Peer Skills to deliver this. This allowed the trained peers to provide support to children and young people in younger years who were also part of a Defence family.

The program completed but due to funding cessation, we were unable to continue providing support or follow up on this program.

With Defence funding, Picabeen Youth team continued to run a high school LGBTQIA+ Safe Space drop-in on Wednesday afternoons. The Wednesday group is continuing to develop and grow in a way that suits the young people of the group. We have found that people drop in and out and have appreciated the stability and ongoing presence of the group. Long term friendships have been formed and supportive relationships and access to external safe spaces have been promoted. Sadly, this group is currently only funded until December 2023.



With Defence funding, the Youth team attended the 'Welcome to Brisbane' open day at Lone Pine Koala Sanctuary earlier in the year.

## THE YOUTH TEAM HAVE ALSO PARTICIPATED IN:

- Alliance with Community Connections (COCOs) and Brisbane City Council updating the Youth Info Card (thanks to Jane and students for continued meetings and organisation regarding this).
- Mental Health Expos
- National Sorry Day and NAIDOC Week event
- Youth Week Events
- Engagement in Inner Urban Youth Initiative (IUYI)
- North Brisbane Youth Services collaboration around unmet needs in the area

## BRISBANE CITY COUNCIL FUNDING AND EVENTS

Brisbane City Council granted the youth team funds to buy a Cricut machine (smart cutter machine for making cards, posters, stickers). This is being used for our Safe Space group and other youth activities.

For the youth info card (funded by Brisbane City Council), Picabeen and COCOs organised an art competition, with the winner having their artwork as the cover for the card, the below is the final copy that will be printed.



# STUDENT PROGRAMME

*Celebrating 10 years at Picabeen!*

Since 2013, Picabeen has welcomed students on 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:



## SEMESTER 1

- Jayeong Choi (Lilly)  
QUT Bachelor of Social Work
- Erin Liebenow  
QUT Bachelor of Social Work
- Kit Sum Kitty Ko (Kit)  
QUT Bachelor of Social Work

## SEMESTER 2

- Amose Jose  
QUT Masters of Social Work
- Kalee Burns  
QUT Masters of Social Work
- Amber-Lee Kogels  
QUT Bachelor of Social Work
- Muku Sunwar  
QUT Masters of Social Work
- Ivan Tan  
SCU Masters of Social Work
- Sharlie Robinson  
TAFE Southbank Diploma in Youth Work
- Harry Marshall  
TAFE Southbank Diploma in Youth Work



## STUDENT PROJECT IN THE SPOTLIGHT

### **Project: Trauma-Informed Care Brochure**

**Students involved:** Kalee and Amber-lee, QUT Social Work Students, 2023

The project assigned to Kalee and Amber-lee was to create a Trauma-Informed Care Brochure that outlines what this approach entails, why it is useful for practice, and how we can include this in our training.

The brochure is a three-fold piece that includes both explanations, dot points and case studies with both suggested responses and responses that are not trauma-informed.

The purpose of this brochure was to create a simple, yet informative resource for new and onboarding staff/volunteers to refer to. This resource is particularly centred around how to be more trauma-informed when working alongside service users and the community. Specific project guidelines included:

- Responding to an Identified need for a resource that centred around Trauma-Informed Care, for the purpose of educating and supporting staff, volunteers, and colleagues.
- Liaising with colleagues at Picabeen to establish what type of resource could be informative and useful for training onboarding volunteers who might not have a background in social science or in the human services field.
- Wanting to bridge the gap between Picabeen team members and service users. For example, ensuring that team members have a comprehensive understanding of what Trauma-Informed Care looks like so that they are not further oppressing community members and service users.
- Going through Picabeen's database to locate other resources and consider how a Trauma-Informed Care resource could complement our training and onboarding process.

The Trauma-Informed Brochure utilises a strengths-based approach that is grounded in an understanding of how to respond to the impacts of trauma, emphasising physical, psychological, and emotional safety for both providers and survivors to rebuild a sense of control and empowerment (Hopper, Bassuk & Olivert, 2010, p. 82).

This project was created collaboratively and gave the students an opportunity to apply their critical thinking skills to practice.

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

## DELIVERY OF SERVICES

Picabeen Community Centre, with a legacy dating back to 1992, has been a cornerstone of support for the North-West Brisbane community. Its core mission revolves around enhancing the quality of life for individuals in the region. This is achieved through a thoughtful and multifaceted approach to service delivery that prioritises empowering individuals to connect with and contribute to their local community.

To elaborate further, Picabeen employs various service delivery modes that are tailored to the unique needs and circumstances of the community it serves. These modes encompass a wide range of programs and initiatives, including but not limited to:

1. **Community Engagement:** The centre actively promotes community engagement by facilitating events, activities, and support networks that encourage residents to participate in local initiatives. This fosters a sense of belonging and strengthens the social fabric of the community.
2. **Resource Accessibility:** Picabeen ensures that individuals have access to essential resources and information, whether it's related to health, housing, legal matters, or other crucial aspects of life. This empowers community members to make informed decisions and access vital services.
3. **Advocacy and Support:** The centre serves as an advocate for the community, addressing issues and challenges faced by residents. It provides support, guidance, and a platform for individuals to voice their concerns and seek assistance.
4. **Cultural and Social Inclusivity:** Recognizing the diversity of the community, Picabeen promotes inclusivity and celebrates cultural richness. It offers programs that embrace and respect various cultural backgrounds, fostering an environment where all community members feel valued.



In essence, Picabeen's service delivery approach is built on the philosophy of community empowerment. It strives to build the capacity of individuals, enabling them to actively access, engage with, and contribute to their local community. Through its enduring commitment, Picabeen continues to be a driving force for positive change and an essential resource for the North-West Brisbane area.

## CHRISTMAS HAMPER PROJECT

Each year Picabeen supports people through our Christmas Hamper Project and in 2022 we were able to help more than 110 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 2022 included:

<i>Bunnings Keperra</i>	<i>Banksia Women's Healing Centre</i>	<i>Lions</i>
<i>The Crampton Social</i>	<i>Uniting Church, Arana Hills</i>	<i>Minnie's Espresso</i>
<i>Bridgeman Baptist Church</i>	<i>Willmore Kindy &amp; Preschool</i>	<i>Help Enterprises</i>
<i>Coles (Brookside)</i>	<i>Gumtree Cottage Everton Park</i>	<i>Emily Foord Kindergarten</i>
<i>Creative Play Ferny Grove Child Care Centre</i>	<i>Mitchelton Rotary</i>	<i>Hills Chamber of Commerce</i>
<i>Gaythorne C&amp;K Centre</i>	<i>Newmarket C&amp;K Centre</i>	<i>Services Australia Staff</i>
<i>Ferny Hills C&amp;K Centre</i>	<i>Everton Park C&amp;K Centre</i>	<i>Keperra Medical Centre</i>
<i>Arana Hills C&amp;K Centre</i>	<i>Mitchelton Special School</i>	<i>Keperra Family Practice</i>
<i>Brookside Coles</i>	<i>Ritual HQ</i>	<i>Everton Therapy</i>
<i>Ferny Grove Coles</i>	<i>Mylestones Employment</i>	<i>Hills Chamber of commerce</i>
<i>Arana Hills Medical centre</i>	<i>Echo Newspaper</i>	<i>Everton Park State High School - Defence Mentor</i>
<i>Mitchelton State High School - Defence Mentor</i>	<i>Ferny Hills OSHC</i>	<i>Arana Hills Uniting Church</i>
<i>Banksia Women healing centre</i>	<i>Centrelink Mitchelton</i>	<i>Bridgeman Baptist Community Church</i>
	<i>Creative Play (Ferny Grove C&amp;K centre)</i>	

This year, one of our students, Amber-lee, is coordinating the Hamper Project and our aim is to assist over 120 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 & COMMUNITY 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.

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  
October 2022–September 2023  
Picabeen has provided food  
assistance to over 1021 people,  
including over 467 children*



### SPECIALISED PROGRAMS AND CLASSES

These classes are aimed at:

- Increasing social participation of isolated and vulnerable community members including art/craft classes, weekly Community BBQ
- 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.

### COMMUNITY DEVELOPMENT ACTIVITIES

- Celebrations of nationally recognised days e.g. Wear it Purple day
- Events such as NAIDOC Week, our Christmas events, multiple Senior's Week Events and Mental Health Week (Youth Team)
- Projects, for e.g. Christmas Hamper Project Supporting over 120 families each year.
- This year Picabeen delivered the Community Disaster Resilience Expo.

# No Interest Loans



For essentials you need now.

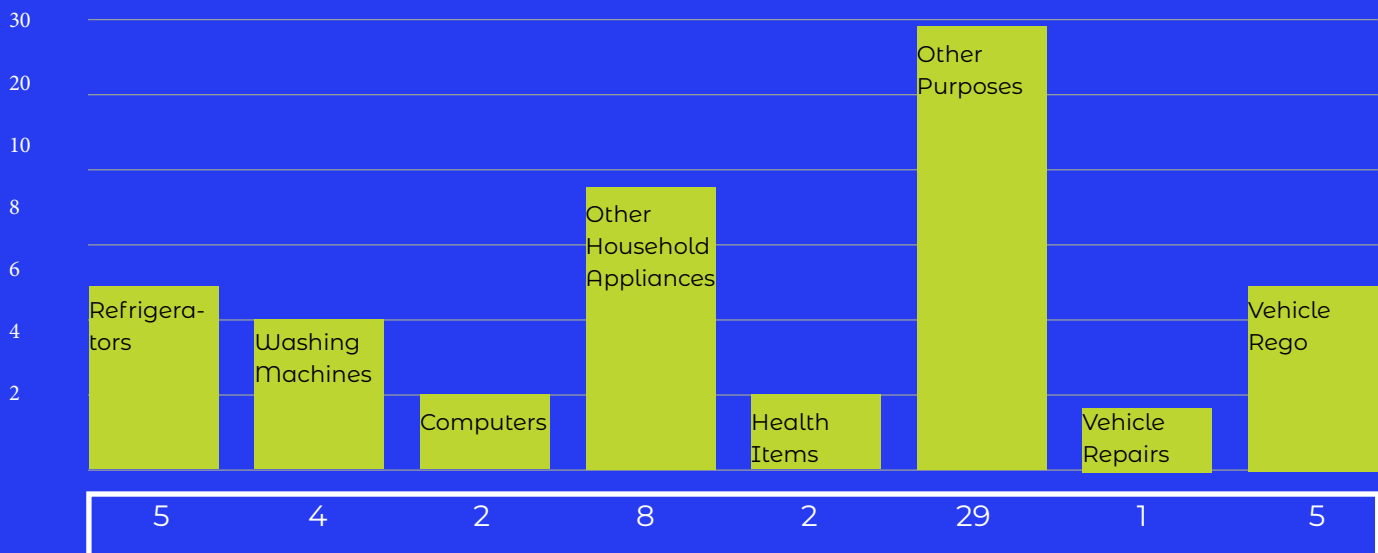
No fees. No interest. Ever.

## 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 \$2,000 for essential

household goods and services. Over the last 10 years Picabeen has seen many people supported through this very helpful program. For the year to 30 June 2023, 87 clients were successful in their NILS loan applications that were submitted through Picabeen Community Centre.

In the period July-December 2022; NILS loans were utilised for the following items:



Some OTHER loan purposes include:

- Care for pets (Vet bills)
- Dental work - for children and adults
- Driving lesson and Driver's test
- Beds and Mattresses
- White goods
- Printer/Scanner
- Mobile Phones
- Home Repairs

Total Number: 56

## SNAPSHOT OF NILS SUPPORT

'Cassey' escaped an abusive relationship, however, the abuser slashed the tyres of her car. As you might imagine, this was devastating for Cassey as the car is like a lifeline for her. In an attempt to keep on top of her situation, Cassey went to Cash Converters and made a very expensive arrangement to get the tyres replaced. To compound the situation during this time her car registration expired. Cassey was able to apply for a NILS loan to pay for her registration which will help to reduce stress around driving an unregistered vehicle and to ensure that she can be mobile.

'Margie' has a disability and has experienced Domestic Violence, during COVID she fled across to NSW to escape her situation. She was then caught by border restrictions in NSW without any supports for some time and her savings disappeared. After finally being able to return to QLD, Margie moved through a number of different places until she felt safe and is now in a private rental. Through the NILS program, Margie was able to purchase white goods and suitable furniture to assist with managing daily life.

Picabeen has again supported 'Susan' to pay for her car registration in 2023 for the fourth year in a row. Susan is a low income earner and has successfully utilised NILS to pay for this recurring expense. Having a car means Susan can get to work where she often works late nights and early mornings.

'Josey' was in a very dark place in her life, experiencing many challenges related to alcohol and drug addiction, family deaths, legal trouble, and had been 'kicked off Centrelink' and eventually was homeless. Since experiencing 'rock-bottom' Josey has turned her life around; whilst she does have some ongoing health issues she is now with a supportive partner, is no longer using drugs & alcohol, and has stable housing. Picabeen, through the NILS program, has been able to successfully assist this client to apply for a NILS loan to purchase household furniture and some medical expenses.



# PICABEEN IN THE COMMUNITY

Picabeen Community Centre is one of 128 funded Neighbourhood Centres across Qld- each of those centres is invited to participate in the Neighbourhood Centres QLD (NCQ) Annual Survey which collates information pertaining to the real value of Community and Neighbourhood Centres. Below is Picabeen's individual results.

These values are produced by Neighbourhood Centres Queensland based on data provided by Picabeen in the 2022 Neighbourhood Centre Survey.

## Picabeen Community Association Inc.

### Provided \$624,380 in community value in 2022

This community value equates to \$5.04 for every \$1 of Queensland Government Neighbourhood Centre funding or \$254.85 for every 1 hour the Neighbourhood Centre was in use.

#### IMPROVED QUALITY OF LIFE THROUGH SOCIAL CONNECTION

\$118,782



#### VOLUNTEER CONTRIBUTIONS

\$356,360



#### EMERGENCY RELIEF PROVIDED

\$109,470



#### SERVICES PROVIDED

\$39,768



#### Emergency relief value includes:

Food and groceries	\$108,270
Cash/prepaid or gift card	\$480
Fuel Vouchers	\$720

#### Services value includes:

Internet usage	\$48
Facilities use or hire	\$21,600
Résumé assistance	\$720
Community lunch, frozen, other meals	\$14,400

#### Employment

In 2022 Picabeen Community Association Inc. provided 4.0 full time equivalent positions

## PHN – COMMUNITY RESILIENCE EXPO

In May 2023, Picabeen held a Community Resilience Expo in May 2023 funded under PHN; and what a fabulous day it was!

Congratulations to our PHN staff members, Kristi and Jo, on organising and delivering such an incredible event; Picabeen has never done an event quite of this scale and to see it unfold was encouraging to say the least.

Despite weather concerns earlier in the week and last-minute changes for site requirements and changes from stall holders -this was all managed beautifully.

The stalls were perfect picks; all very relevant to disaster resilience and provided a stream of information and engagement opportunities for attendees.

The entertainment choices were spot-on (including our surprise staff super star!) – there was something for everyone. Local everyday people formed a part of the performances- this brought a grass roots feeling, a sense of realism, and gave others in the crowd a feeling that anything is possible – this helps develop communities in a very rich way.

Attendance was high and steady, and the weather was superb!

Kristi and Jo’s organisation of the event was faultless, no rock was left unturned, and they did an impeccable job. We, however, as individuals are not islands and I would also like to take the opportunity to acknowledge our incredible Picabeen team for their support and contributions to and on the day.

Whilst Kristi and Jo have driven this Disaster Resilience event as part of their role under PHN funding – it couldn’t have come together without the rest of the team. There was such a good turnout of Management Committee members, Staff, students, and volunteers; we have really shone as a team in our local community. Well done everyone!



## COLLABORATIVE ALLIANCES

Taking the time for networking opportunities creates a sense of shared purpose across the services and 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.

Picabeen is also in discussions with NWWAS to see how we can further collaborate in the North West community.

### **QUT**

Picabeen has been in collaboration with Queensland University of Technology (QUT) since 2013. Picabeen offers QUT student's opportunities to develop through placement. Most semesters, Picabeen hosts 4 QUT Social Work students on Placement.

### **Neighbourhood Centres Qld (NCQ)**

Picabeen is a member of NCQ- a peak body for Neighbourhood and Community Centres across Queensland. NCQ were instrumental in supporting centres to lodge submissions into the Parliamentary Inquiry of Social Isolation and Loneliness in Queensland and have been, they have also been instrumental in successfully advocating for increased funding for Neighbourhood Centres in Qld.

### **Bunya Lions Club**

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!

### **Caring Cuisines**

This year Picabeen has been receiving regular donations of frozen meals from Mitchelton Branch of Caring Cuisines. They are a perfect addition to our Emergency Food Relief program providing fully labelled and nutritious meals.

### **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 years and this year has been no exception with Rotary giving support through:

- The continuation of the Youth Engagement Fund
- Donations of excess supplies from their Bunnings BBQs
- A BBQ spot at the well-attended Blackwood Street Halloween Event

## 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.



## 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. We thank Simon Jukes for volunteering and providing this service at Picabeen again this year.

## 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.

## Financial Resilience Hub (Good Shepherd)

Good Shepherd now offers a local service committed to providing support to individuals and families to engage with and improve their financial wellbeing and resilience. Support includes:

- Helping clients to understand their finances (through budgeting, identifying financial risks, negotiating with creditors, and knowing where to go to for help).
- Be more financially secure by accessing the following: financial services and support; financial literacy and skills development; Affordable housing and health.
- Better manage money through helping you: establishing savings; not borrowing for everyday expenses; access to NILS.
- Develop strategies to gain financial freedom including absorbing financial shocks; meet your financial goals; make choices that enable you to enjoy life.



## QuiHN

QuiHN returned to Picabeen this year with their Flu and Covid Vax Bus. Their outreach team were at Picabeen providing free vaccinations for the community.



## BRISSC

We were lucky to have BRISSC attend our centre using the outreach model and providing support and counselling to women accessing their service.



## The North-West Interagency (NWI)

NWI is a collaborative network comprising individuals, groups, governmental, and non-governmental organisations dedicated to serving the local community in the North-West corridor of Brisbane. Its primary purpose is to collectively offer immediate assistance and support to community members during natural disasters and address service gaps effectively.

The NWI functions on principles of cooperation, emphasizing the sharing of information, skills, resources, and knowledge among its diverse members while upholding confidentiality and respecting differences in services.

The key objectives of the North-West Interagency are as follows:

1. **Information Sharing and Networking:** Provide a platform for members to exchange information, offer mutual support, and build professional networks.
2. **Enhanced Service Delivery:** Foster a coordinated approach to service delivery, ultimately improving the assistance provided to individuals in the Inner North-West corridor.
3. **Policy Input and Advocacy:** Participate in policy development and advocate for the community's needs and interests.
4. **Acknowledgment of Diversity:** Recognise and understand the diverse needs of community members, promoting inclusivity and empathy.
5. **Creating a Safe Space:** Establish a secure and welcoming environment for individuals, guided by their experiences and preferences.

The NWI believes that by working together through this collaborative network, they can enhance the quality and accessibility of services available to the North-West Brisbane community. This commitment to cooperation and shared objectives underscores their dedication to community well-being and resilience.

# HUMAN RESOURCE DEVELOPMENT

Training and development provide 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.

First Aid and CPR (5 Staff and 10 Volunteers)	Water Wise webinar – Christine
Mental Health First Aid Training – Jill, Christine	Making Violence Sexy? Pornography and young people -Jane, Jo
Exploring the path to Trauma-Informed Organisational Change – Jill	Sexual Assault and ways to report it – Christine
Youth Advocacy Centre training 'laying down the law'- Caitlin	Eating Disorders and Autism - Jane



A gathering of staff, volunteers and students!



## ADMINISTRATION | 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 must keep up! Below are some of the significant improvements we have made in this space over the past year.

### **Picabeen MaxHub**

In August 2023 Picabeen installed a Max Hub screen in the Conference room. Picabeen is extremely grateful for funds from the Department of Justice and Attorney-General- Gambling Benefit Fund. We also give thanks for the work of David Cameron for researching and sourcing this incredible asset. The Max Hub can be used as an interactive whiteboard, TV, projector screen and display. It has been used for Teams meetings and English conversation class and is a big hit.

### **Centre mobile phones**

This year the Centre added some new mobiles to support access for clients, volunteers and staff. The NILS volunteers have extended their appointment to add phone only interviews. We have purchased a new NILS phone to support this program.

We acknowledge the generous funding from Good Shepherd to allow these purchases.

There has also been a phone purchased for the Centre, as the current corded phones prevent often hinder private conversations. Again, we acknowledge the funding from the Gambling Community Benefit Fund.

### **Square Terminal**

In January 2023 the OP Shop introduced a Square terminal to take card payments. This system is linked to the Square reader at the Centre but is a larger device and functions like a cash register. All the takings in both cash and card can be recorded and reports printed.

### **New laptops**

This year we have increased our laptops thanks to Gambling Community Benefit Fund. The ChangeRoom worker has a laptop to facilitate communication between volunteers, creations of flyers on Canva and posting to social media. As well as the monthly roster for the Op Shop and the BBQ.

Our Finance officer also has a new laptop to enable access to emails, QuickBooks and website support. We have also replaced some older student and youth team laptops to ensure the smooth access to our OneDrive and connectivity around the Centre.



## 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 Primary Healthcare Network (PHN) for Community Disaster Resilience Funding
  - o National Indigenous Australian's Agency for NAIDOC Week funding
- State Government Departments
  - o Communities (DTATSIPCA and DCYJMA):
    - » Neighbourhood Centre Funding
    - » Picabeen Youth Services Funding
  - o Department of Justice and Attorney-General
    - » Qld Women's Strategy Funding – Funding our Gays & Greys Project
    - » Gambling Community Benefit Fund – Funding IT upgrades
  - o QLD Mental Health Commission
    - » Mental Health Week
- Brisbane City Council
  - o Leasing of Building
  - o Lord Mayor's charitable Trust for Christmas event Funding
  - o Assistance and support for the Community Resilience Expo
- Moreton Bay Regional Council
  - o Funding for Mental Health First Aid Training (% thereof)
  - o Assistance and support for the Community Resilience Expo
- Non-government Organisations & other Charities
  - o Golden Valley Keperra Lioness Club
  - o Bunya Lion's Club
  - o Rotary Club of Mitchelton
  - o Good Shepherd Micro Finance
  - o Logan East Neighbourhood Centre (for 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 Sitting Pretty – Lauren Atkinson
  
- Individuals
  - o Leonard Whitaker
  - o Ian Plowman

## **SPECIAL MENTION TO THE STATE DEPARTMENT OF COMMUNITIES**

In 2022, the Queensland State Government announced an increase to the base funding of \$230,000 per year for 128 Neighbourhood and Community Centres across Queensland being an increase from the current minimum of \$124,000. The funding is 'to strengthen the community and social service sector with a focus on elevating the role and functioning of neighbourhood and community centres',

In their press release, the State Department of Communities, Housing and Digital Economy wrote, 'Neighbourhood and community centres are the cornerstones of our communities and play a vital role in connecting and supporting people experiencing social isolation and loneliness'. The Queensland Government is committed to strengthening neighbourhood and community centres to ensure more people can be connected to the support and services they need in their local community. Through this support and investment, neighbourhood and community centres can continue to provide opportunities for Queenslanders to find help when they're doing it tough and to find connections that can help alleviate social isolation or loneliness'.

With this funding we have been able to establish a solid base of staff members for the Neighbourhood Centre team; we thank the Queensland State Government for this opportunity.

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!



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