



Picabeen Community Centre Annual Report 2025



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Acknowledgement of Country



Picabeen acknowledges
the Turrbal and Jagera or Yuggera Peoples
as the Traditional Custodians of the land
on which Picabeen Community Centre is located.

Picabeen pays respect to Elders past and present.
We recognise those ongoing effort to protect and promote
Aboriginal and Torres Strait Islander culture
will leave a lasting legacy for future Elders and leaders.



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Contact Picabeen Community Centre



Community Centre

Location: 22 Hoben Street, Mitchelton, QLD 4053

Phone: 07 3353 2555

Email: info@picabeen.org.au

Web: <https://picabeen.org.au>

Facebook: www.facebook.com/Picabeen

Youth Team

Location: 22 Hoben Street, Mitchelton & Outreach

Phone: 0408 0018 82

Web: youthteam@picabeen.org.au

Change Room Op Shop

Location: 8 Dallas Parade Keperra

Facebook: www.facebook.com/PicabeenChangeRoom

President's Report 2025

President's Report: Annual General Meeting 2025

Hello members, guests, and visitors. It is with great pleasure that I present this report on behalf of the Picabeen Community Association, reflecting on our achievements over the past year. Our work has been guided by the six objectives outlined in our Strategic Plan 2023–2028, and this report provides a brief overview of how we have met each one.

1. Governance, Management, and Fiscal Responsibility

I am incredibly fortunate to have served alongside such a competent and committed Management Committee. Our dedicated members, Bronwyn Cervantes, Stuart Jaeschke, Pauline Coffey, Luke Roberts, Tamika Bennett and Zac Lockyer have brought a wealth of professional experience and a true spirit of volunteerism to the governance and management of Picabeen. Their guidance and oversight have been invaluable.

Our Centre Manager, Jillian Warren, plays an integral role in the day-to-day operations of the service. Her presence and regular reporting at our meetings have fostered a transparent and collaborative relationship, ensuring the committee can make well-informed decisions.

I must also extend my sincere thanks to our Treasurer, Stuart Jaeschke, and Life Member, David Cameron. They have managed our fiscal responsibilities with great efficiency and transparency, a complex task given the unique nature of our funding. Their monthly financial reports and open discussions have been fundamental to our robust financial management this year.

2. Provide Access to Social Services, Learning, and Recreation Activities

Picabeen remains a vital hub for our community by offering a diverse range of programs and activities. From conversational English classes to our weekly art groups, playgroups, and free community BBQs, we continue to provide essential spaces for connection and learning.

This is all made possible by our wonderful volunteers, whose tireless work is immeasurable. They are supported by our paid staff and the tertiary students undertaking their placements with us.

In addition to our group activities, we deliver a range of targeted services, including case management for young people in North West Brisbane, workshops in local schools, and direct referrals and information for community members. We also proudly offer our facilities to other community groups, further expanding the resources available to our neighbourhood.

3. Identify and Respond to Individual and Community Needs

We actively engage in local networks to stay informed about the evolving needs of our community. By participating in discussions with politicians, local businesses, schools, and other community non-government agencies, we gather crucial information that directly informs our program planning and development.

In recent times, we have seen significant challenges emerge, including the rising cost of living, housing stress, and social isolation. Picabeen has responded by providing case management, educational workshops, and support groups for our vulnerable young people. Our experienced Youth Team continuously gathers and analyses data to identify needs and

develop impactful, responsive programs. Our No-Interest Loans Scheme (NILS) also provides critical support to individuals and families facing financial challenges.

4. Provide and Support Safety, Wellbeing, and Rights

Promoting the physical and emotional safety of individuals and the broader community is at the heart of our work. Our support services—including our NILS program, free Tax Help, weekly BBQ, and our food and Christmas hamper distribution—provide a safety net for those in need.

We also facilitate support and social groups that create a safe, non-threatening space for participants. The positive engagement and participation we see is a testament to the trusting relationships that have been built within these communities.

Our rigorous WH&S and Privacy and Confidentiality Policies provide the framework for all our practices. These policies are continuously reviewed to ensure the safety and well-being of our staff, volunteers, students, and program participants.

5. Seek Feedback, Respectfully Attend to Complaints and Appeals

In our commitment to continuous improvement, we actively seek feedback from our clients and program participants. We do this both informally, through regular conversation, and more formally, using surveys and evaluation tools.

All new participants are informed of their rights and responsibilities from the outset. This includes clear procedures on how to make a complaint and how to appeal a decision, ensuring a transparent and respectful process for all.

6. Develop Capacity and Capability

While limited physical space and facilities present ongoing challenges, we are continuously working to improve our capacity. This includes the ongoing development of our facilities and resources, such as the Change Room shop in Keperra, which provides vital support to our operations.

We also invest in our people by providing regular training and development opportunities for our staff, and we are proud to support the next generation of community workers through our student placement program. These efforts not only enhance our team's skills but also strengthen our overall capability to serve the community.

In closing, I want to express my deepest gratitude to everyone who has contributed to Picabeen's success this year. To our dedicated Management Committee, our talented staff, our invaluable volunteers, our students, and our community partners—thank you. Your collective passion and hard work have made a profound difference. I look forward to another year of working together to build a stronger, more connected community.

Martin Turrell

President, Picabeen Community Association

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, Inclusiveness)

Collaboration and Cooperation; Responsive quality services; Promoting Sustainability; Health and Well-being

Management Committee 2024 - 2025

Executive Members



Martin Turrell (President)

Martin Turrell has been President of Picabeen Management Committee since 2014. Martin 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.



Stuart Jaeschke (Treasurer)

Stuart Jaeschke joined the committee as Treasurer in 2022. He has a Bachelor's Degree in Mechanical Engineering and a 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), an Aged Care and Community Services organisation employing more than 1500 staff (11 years on the Council including 2 years as Chair, and is currently a member of the Finance, Audit and Risk Management Committee).



Bronwyn Cervantes (Secretary)

Bronwyn Cervantes joined the committee 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.

General Members



Luke Roberts (General 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 (General Member)

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.



Tamika Bennett (General Member)

Tamika grew up in Brisbane and has a strong understanding of the challenges faced by young people and families within the community. Having received support from local community organisations during her upbringing, Tamika experienced the lasting impact that positive and compassionate support can have on individuals. This has motivated her to give back and contribute to the wellbeing of others through her work and community involvement.

Tamika has completed a Diploma of Child, Youth and Family Intervention and is currently employed within the community sector, where she continues to expand her knowledge and experience. She is passionate about creating positive change and supporting individuals to overcome barriers and build brighter futures. Through her participation on the Management Committee, Tamika hopes to contribute her lived experience, professional insight, and commitment to community development in support of Picabeen's ongoing work



Zac Lockyer (General Member)

Zac is a Business Development graduate from TAFE with a long-standing entrepreneurial spirit. From trading Pokémon cards for cash as a child to launching multiple ventures. One of his key endeavours includes professional video editing, where he has collaborated with a diverse range of clients in the film and media space. In addition to his creative and technical strengths, Zac brings valuable governance experience from co-founding a partnership-based start-up and he is keen to further this experience in a community setting at Picabeen. Being under 25 years, Zac also brings a young person's perspective.

Honouring David Cameron – 30 years of dedicated service to Picabeen

2025 marks David Cameron's service to Picabeen for over 30 years as a volunteer and staff member. To honour his commitment, a plaque has been mounted on the NILS interview room upstairs at Picabeen.



Dave commenced volunteering with Picabeen in 1995. He held leadership roles on the Management Committee - 13 years as treasurer, 1 year as Secretary. In 2011 he commenced paid work as Centre Finance Officer. He is indeed a financial wizard in ensuring that Picabeen continues to run efficiently and within budget. His advice for grant applications and extraordinary level of commitment enables us to secure vital funding for our programs.

Dave holding the David Cameron Room plaque with Picabeen Treasurer Stuart Jaeschke

Even after joining the Picabeen staff, Dave has continued to volunteer here for significant additional hours each week. He is always the first person to raise his hand to contribute for fundraisers and take photos at events throughout the year. As Mr Mander commented:

Dave preserves the ongoing corporate knowledge of Picabeen by maintaining a databank of Picabeen history and sharing these stories with others. He always goes the extra mile to help at the centre, above and beyond his paid role. Everyone at Picabeen is extremely grateful for Dave's consistently generous and caring contribution to supporting our community over three decades (and counting!)

Picabeen Life Members



Picabeen Life Members Jenny Noble, David Cameron and Bruce Kimball

Honouring Barbara Barnes (RIP)



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. In July 2023, we said good-bye Barbara, who died after a battle with cancer. Barbara will be remembered as a strong voice for welfare in the area and for being instrumental in changing the name of Picabeen from The Hills & Samford District Welfare Association to what it is today.

Bruce Kimball



Bruce was a member of the 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 Picabeen for 30 years. Over this period, David has had a number of roles including Vice President, Secretary and Treasurer. Since 2011 David been employed in the position of Administration and Finance Officer. In addition to this role, David continues to volunteer for Picabeen every week.

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.

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.

Picabeen Staff Members

Jillian Warren

Picabeen 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 ensuring that vulnerable people are supported and that they feel a sense of connection and belonging within their community.

Vicki Jacobs

Youth Programs Manager



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

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
Senior 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 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.

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 the Centre reception. In December 2021 Lynne joined the staff team and took on the role as Coordinator 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.

Sue Cantor Drummond
Administration & Centre
Support Officer



Since joining the team in December 2023, Sue has brought a wealth of experience and skills to her role. Sue holds a Cert IV in Community Services, Bachelor of Law (Honours) and certificates in Counselling and Communication Skills. She has held diverse roles in her career including House Manager in a housing association in England, disability work and has volunteered with homelessness shelters in Australia.

Megan Stewart
Youth Worker



Megan commenced her service at Picabeen as a Volunteer following completion of her Community Services studies. It was during this time that she discovered her passion for working with young people, facilitating engaging activities within the Social Connections and Safe Space groups. Megan is committed to creating a supportive environment that fosters personal growth and connection among our young people.

Outside of work she enjoys spending time with her young family and baking cakes which she shares with the Picabeen Team

Lola Cooper
Policy Review Officer



Lola's involvement with Picabeen started after her participation in the student placement program in early 2024. Lola is working towards the completion of a dual degree in psychology and social worker. As a Policy Review Officer, Lola has supported staff in ensuring Picabeen's policies, procedures, and codes of conduct best reflect the centre's values. She feels passionately about the role language plays in constructing the lived experience of service users and is committed to safeguarding the needs of those in the Picabeen community through her policy work.

We thank all our staff for their hard work, dedication and commitment.

Their contributions have been invaluable.

Our Volunteers

Across Australia, it is estimated that nearly 6 million (5.897 million) people volunteer through an organisation annually. This is almost one third (29.5%) of people aged 15 years and over (Volunteering Australia, 2021). At Picabeen we are fortunate to have over 60 regular volunteers. Without them our centre could not offer the activities and community programs that we currently do, and their ongoing contributions are essential for the future.

A 2024 survey conducted by Neighbourhood Centres Qld (NCQ) revealed the significant impact of our volunteers. The survey results show that:

Picabeen's volunteers contributed an estimated \$433, 830 in value to our community.

Our volunteers play a vital role in various aspects of our Picabeen's operations. From assisting with our food bank and organising community events, to providing tutoring services and supporting our programs, their skills and dedication make a real difference in the lives of our community members.

In return, Picabeen volunteers (both current and past) find that volunteering is of great value to them, as they gain opportunities for social connections and they get to feel that they are a part of the identity of the community.

Introducing our volunteers

Lesley Woodroffe

Policy Review



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.

Bill Garrett

Scrabble



Bill has been coming to Picabeen for about 10 years. He has attended Scrabble and the BBQ and Scrabble in that time. In 2021 Bill put his hand up to facilitate Scrabble on Friday mornings. Bill also lends a hand with the Conversational English Classes on Fridays.

NILS Team Volunteers

Our No Interest Loan Scheme (NILS) program is led by extraordinary volunteers: Jane, Anita, Simon, and this year we also welcomed Noel and David to the team. Together they are a dynamic team who support the community members in urgent need of a loan to purchase essential household goods and services; items could include fridges, medical expenses, car repairs and much more. Each of our volunteers 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:

- Tracie-lee Little, Queensland State Manager for NILS
- Karen Denham and the staff of the Queensland Financial Resilience Program (QFRP)
- Logan East Community Neighbourhood Association (LECNA).

This collaboration ensures that NILS clients have 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. 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 and family support sector to assist NILS clients.

Jane Paterson

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

Noel O'Farrell

Noel joined our team in 2025. He has a lengthy background working in Queensland Government in economic policy, business development and infrastructure advisory areas. After retiring in 2024, Noel wanted to become engaged in something interesting & at Picabeen he takes the opportunity for community engagement & giving something back.

David Cameron

To add to the long list of volunteer activities, David has also joined the NILS team this year. To date he has been involved in providing back-end support, process support and document alignment for NILS clients.



Lyn Martin
Admin Volunteer



In 2018, Lynne started volunteering as a facilitator for our 'Coffee, Books and Conversations' activity and then moved to the Change Room to volunteer there once per week. Lynne continues to do some volunteering including the BBQ roster for the community lunch. In addition to her volunteer roles, Lynne joined our staff team in 2021 as Change Room Project Officer.

Maureen and Tracy
Playgroup Volunteers



Throughout 2024-2025, 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, especially Maureen (left) and Tracy.

Suzie and Frances
Connecting and Crafting Volunteers



After working in a school for 11 ½ years, Suzie feels part of a community again at Picabeen where she has always had a positive experience with friendly staff, volunteers and students assisting at the craft group and Change Room.

Frances retired earlier this year after a career in education, joining Picabeen as a volunteer enables her to continue with her love of connecting with people through conversations and craft activities.

Anthony and Hilary,

English language tutors – Tuesday



Anthony has been leading English classes at Picabeen for over 5 years. He enjoys interacting with students from around the world – helping them understand our cultures and languages.



Hilary was happy to join as tutor in June 2024 for the Tuesday class, and she supported individual online learning for two absolute beginners. She has also contributed to compiling this Annual Report and developing a grant application.

Evelyn and Barbara

English language tutors – Friday



Evelyn and **Barbara** enjoy lively conversations with English learners of diverse cultural backgrounds. Thanks to Barbara for covering when Evelyn was on leave.

We have a number of students who join online now they have returned to their home country, including Vinh from Vietnam, who has been a student for more than four years and now often supports us in assisting other students!

Our students enjoy discussing aspects of Australian life and this year we have read and discussed articles about Australian food, culture, architecture, flora and fauna, history and geography and sport.



Volunteers Say - Why we volunteer ...

Christine (Chris) Hall is a dedicated community volunteer, contributing her time and effort to numerous organisations over a long period of time. She has been with us at Picabeen for 4 years now. In recognition of her outstanding service, she received the Everton Volunteer Recognition Award in 2022. She says:

I've always had a volunteer job since I stopped working. I finished work when I was 60, and my husband and I did Meals on Wheels. It's quite a while since I was 60!

Chris plays a pivotal role in organising the community BBQ every Tuesday and has seen it grow into an inclusive, thriving community event. Her ability to connect with people from all walks of life has made her a beloved figure among the regular attendees.



Since I first came, the Community BBQ's grown. It's nice to see the same people coming back and talking to one another. It definitely has improved in that way and become

John Goodship tells us:

I retired just on 74 and I had to do something. I went out looking for volunteer roles. Work wise, I was in sales and marketing. I was always out there mixing with people. I needed to keep that contact going. I can use my marketing skills for a whole range of other purposes. And in actual fact, you grow a bit from that. It is a community asset. You suddenly arrive at retirement and there you've got a couple of big bags beside you, one is experience, the other one is knowledge and you've got skills as well. What are you gonna do with it? The journey could start from there".

Reflecting on his volunteering John says:

I've met people since I retired that I wish I'd known all my life. And that's important. You develop very good friendships. You're working together, and you take great pride in what you achieve. Personally I feel it's much more rewarding.

As a volunteer he says that it is important to have respect for people:

Even the people we meet when we're serving them here at BBQ, some really interesting people there. You just want to know more about them. There's one lady who came here and

she has one meal a day so she could feed here kids and pay the rent. She's a single mum. These things really impact on you.



John Goodship and David Cameron – June 2025

Celebrating our Volunteers

Picabeen Volunteer Week and the National Neighbourhood Centre Week

This year, we celebrated Volunteer Week and the national Neighbourhood Centre week in the week of the 12 – 18 May. This provided a great opportunity to acknowledge the contributions of our volunteers as well to attract additional community members to the centre for the community BBQ. We held three activities during the week to give volunteers the opportunity to attend at least one of them. Through these events, we were able to successfully bring volunteers together and reinforce the value they contribute to our community.

We kicked off the week with the card game Uno, followed by lunch. A total of seven volunteers attended the event which ended up being an ideal number in that we could get one game of Uno going with everyone involved.



We also hosted a Community BBQ, which served as a promotional event for Neighbourhood Centre Week. On the day we had a turnout of over 30 community members, a representative from Neighbourhood Centres Queensland, and our wonderful volunteers. Following the BBQ, a Picabeen volunteer commented:



The final activity for the week was a fun-filled trivia afternoon followed by lunch. The trivia questions were based on the history of Picabeen Community Centre. We had a small group of volunteers who took part. The event encouraged light-hearted competition and was a good way for some of the volunteers to meet each other, providing a meaningful way to close out the week's celebrations.

Volunteers' Stories: 30th Anniversary book & Voices of Volunteers



In celebration of Picabeen Community Centre's 30th Anniversary in 2022, students on placement brought together an incredible collection of stories and photos documenting our history. This book - *A Snapshot of Us* – is a tribute to the dedication and passion of Picabeen's volunteers and staff, and it also aims to inspire others to join us in providing our varied range of services.

In 2024, we produced another publication, *Picabeen Community Centre - Voices of Volunteers*, bringing more stories and testimonies of our wonderful volunteers together for all to enjoy.

By sharing these stories, we celebrate the transformative power of volunteering in building a stronger, more connected community.

We thank everyone who contributed to the compilation of these books, both of which are via the Picabeen website at:

<https://picabeen.org.au/wp-content/uploads/2022/11/30th-Anniversary-book-.pdf>

<https://picabeen.org.au/wp-content/uploads/2024/11/Volunteer-Stories-reduced.pdf>

We are committed to recognising and supporting our volunteers.
Thank you to all our volunteers for your unwavering commitment and hard work.

Picabeen Youth Team



Jane and Megan, Youth Team

Throughout 2025: The Youth Team has been small in numbers but large in impact! **Jane** has worked tirelessly to support young people across the northwest corridor through a case management approach, as well as delivering a variety of group sessions to meet the ongoing needs of young people in our community. We continue to see an increase in the complexity of issues facing young people, including housing instability, severe mental health concerns, school disengagement, family violence, and involvement with the youth justice system. Most of the young people we work with are experiencing poor mental health, much of it undiagnosed or untreated. Free and accessible services are limited, and where they do exist, long waiting lists leave many young people to navigate these challenges in isolation.

Safe Space: Our youth worker, **Megan**, has continued to grow the Safe Space group, which regularly attracts up to 15 young people after school on Wednesdays. This group provides a safe and welcoming space for young people who identify as LGBTQIA+ or are questioning, along with their allies. Safe Space offers positive role models, access to referral pathways, friendship, community connection, games, and of course—food! We are deeply grateful to the Picabeen Change Room for their ongoing support of this vital program.

Social Connections: This program, which was launched last year in response to the need for groups where young people can make friends and build community, has continued to go from strength to strength in 2025. This initiative provides a valuable space for young people who are not currently attending mainstream school to connect with peers in a safe and supportive environment. The positive feedback from participants and their families speaks volumes about the program's impact. These sessions are proudly funded by the Picabeen Community Centre and the Picabeen Change Room.

Brighter Futures: We also see continued success of this program, led by Jayna and Megan. Over the past 12 months, we delivered seven workshops, with an outstanding 100% completion rate from all attendees. The feedback from schools and parents has been overwhelmingly positive, reflecting the growth and progress of the young people who took part. The program covered a wide range of important topics and practical skills, including: [Drug harm minimisation](#), [White Card training](#), [CPR certification](#), [Healthy relationships](#) and [General harm reduction strategies](#).....

These workshops have equipped young people with both life skills and employability skills, helping them to build confidence and prepare for future opportunities.

School Holiday Activities: We have continued to provide varied activities where young people can relax, have fun, and strengthen friendships at Picabeen. They have included [movie days](#), [scavenger hunts](#), [op shop visits](#), [Dungeons and Dragons](#), and [creative workshops](#).

Looking ahead: The Youth Team remains committed to adapting our programs to meet the evolving needs of young people. With the right support, we know we can continue to empower them to overcome challenges, build resilience, and thrive in our community.

Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) Funded Program

Our long-standing Government-funded program continues to deliver high-quality, needs-based services to young people in the North-West corridor of Brisbane. The program is staffed by one part-time youth worker and focuses on intensive case management support. Despite limited staffing, the program consistently exceeds targets and makes a significant impact in the lives of young people with very complex needs and multiple issues.

Access Support: Between September 2024 and September 2025, Picabeen delivered 128 hours of Access support (target: 124 hours) and assisted 73 individual young people. This represents a significant increase from last year, when 43 young people were supported.

Intensive Support: In the same period, we delivered 470 hours of Support (target: 498 hours) to 17 young people who required intensive, ongoing case management.

Referrals continue to come from a wide range of partners, including Ferny Grove State High School, Mitchelton State High School, Everton Park State high School, Albany Creek State High School, Child and Youth Mental Health Services (North-West and Strathpine), Family and Child Connect, Headspace, self-referrals and families, GPs, the Queensland Police Service, and Youth Justice programs.

We support young people, who often face multiple and overlapping challenges, in many different ways related to:

- ❖ Unstable housing and homelessness, access to food parcels and emergency relief
- ❖ Isolation and lack of social connection, and support for young mothers
- ❖ Family conflict and relationship breakdown
- ❖ Gender identity and sexual orientation support
- ❖ Alcohol and other drug concerns, including referral to rehabilitation
- ❖ Legal support and Youth Justice orders
- ❖ Centrelink navigation
- ❖ Access to health services including GPs, and complex trauma and mental health
- ❖ Family and domestic violence, and involvement with child safety

- ❖ Job readiness and employment support, and enrolment into education and training
- ❖ School refusal and re-engagement
- ❖ Assistance in obtaining ID and learner driver permits
- ❖ Strengthening connections with family and positive supports

Through this program, we are working intensively with some of the most vulnerable young people in our community, often with multiple, high-complexity needs, requiring persistence, creativity, and strong collaboration with partner agencies to achieve sustainable outcomes.

One highlight this year was supporting a young person who had lived experience of domestic violence. We were able to help them secure safe accommodation, access counselling services, and obtain their learner's permit. We also provided financial support for them to attend their school formal and graduation—milestones that had once felt out of reach. These supports have greatly improved their quality of life, giving them stability, confidence, and hope for the future.

The Change Room

The Change Room receives and sells quality pre-loved clothing. This wonderful little Op Shop at 8 Dallas Parade, Keperra is open Monday – Friday from 9am to 4.30pm and on Saturdays from 9am to 1 pm. Proceeds from the shop currently supports wages for a Youth Worker, who engages with young people in our local community, as well as providing some funds for the re-development of the shed.



This year over 25 valued volunteers have been part of the Change Room team, with one contributing something special in the day to day running of the shop. 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.



My interest in sewing and design was a perfect background for volunteering at the Change Room Op shop. I really enjoy each shift – Lynne is so friendly and helpful and I love the engagement with other volunteers lovely customers. Suzie

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.

Our regular Change Room Volunteers include:

Margaret Brandt, Deb Carpenter, Lyn Collins, Billie Cope, Eve Cuskelly, Shelley Jones, Jean Knaggs, Margaret Lichfield, Julie McKenzie, Judy Nothdurft, Suzie O'Farrell, Trisha Rushby, Leena Salim, Glenys Tesch, Carol Watts, Marg Zell.

Picabeen Student Program - Celebrating 12 years

Since 2013, Picabeen has welcomed students on placements from a range of tertiary 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.

Semester 1, 2025 Students



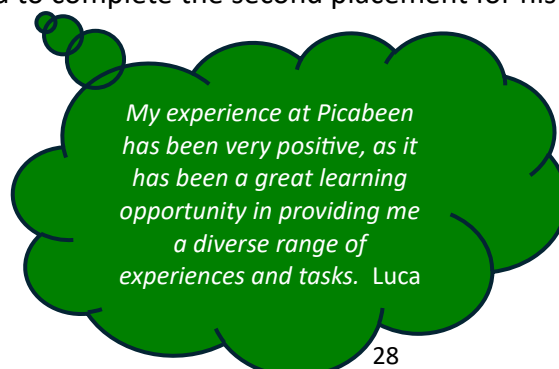
Semester 1, 2025 Students- Ally, Madeline, Luca and Kayla

Ally and **Kayla** gained real world experience as part of her Bachelor of Social Work studies.

Madeline who is also undertaking a Bachelor of Social Work commented:



Luca was pleased to complete the second placement for his Bachelor of Social Work degree at Picabeen.



Semester 2, 2025 Students



Deepika is a Master of Social Work student who has contributed to a range of activities and projects at Picabeen, including photography and video.

Savannah is also about to complete her Master of Social Work. She describes herself as being passionate about supporting children and young people, and she plans to pursue future social work roles in this area. Savannah has especially enjoyed working alongside the Picabeen Youth Team and assisting with the centre's Playgroup.

I have especially enjoyed working alongside the Picabeen Youth Team and assisting with the centre's Playgroup. Savannah

Samantha is about to complete the same degree. She reports having gained valuable experiences at Picabeen, building connections with community members and young people and supporting their growth through safe and inclusive programs. Sam is deeply passionate about advocating for clients' voices and supporting them on their journey toward empowerment.

Hang, also A Master of Social Work student, has found Picabeen 'a supportive and welcoming place, where I've felt encouraged to learn, contribute, and connect with the community'.

Picabeen's a space that truly values people and the difference we can make together. Hang

Picabeen in the Community

Picabeen Community Centre is one of 128 funded Neighbourhood Centres across Queensland (NCQ). Each of these centres is invited to participate in the Neighbourhood Centres QLD (NCQ) Annual Survey which gathers information about their value to the community. The most recent survey results show that:

Picabeen Community Centre provided \$841,724 in community value in 2024

This total includes the value of:



**Improved quality of life
through social connection**

\$145,842



**Volunteer
contributions**

\$433,830



Emergency relief provided

\$122,100



Services provided

\$139,953



Emergency relief value includes:

Food and groceries	\$120,300
Bill payments	\$600
Clothing and Personal Care	\$1,200



Services value includes:

Internet usage	\$ 288
Facilities use or hire	\$19,476
Resume assistance	\$ 360
Social enterprise and fee for services	\$91,849
Community lunch, frozen, other meals	\$25,080
Tax Help	\$2,900



Employment

In 2024 Picabeen Community Centre provided 3.8 full time equivalent positions, including 3.4 direct and 0.3 indirect positions.

These values are produced by Neighbourhood Centres Queensland based on data provided by Picabeen Community Centre in the 2024 Neighbourhood Centre Survey. Only a limited range of activities where a determinable valuation method exists are included. Data was collected from the Second Quarter of 2024.

For further information please contact Jillian Warren, Manager of Picabeen Community Centre.

Picabeen in the Community: Services to the Community

Throughout 2025 Picabeen has provided a wide range of free or low-cost services and events to the community as outlined below.

Community development and celebrations

- Nationally recognised days and weeks, e.g. [NAIDOC Week](#), [Wear it Purple Day](#)
- This year we celebrated [Reconciliation Week](#) with a well-attended community BBQ and enjoyed a special performance by Ivan (Snr and Jnr).
- Christmas BBQ with a performance by local choir, The Sweet Freedom Choir, and face-painting for children
- Senior's Week Events
- Mental Health Week (Youth Team)



NAIDOC Week



Reconciliation Week

Reconciliation Week BBQ-A Day of Cultural Reflection and Solidarity

In June, Picabeen hosted a special performance by Ivan (Snr) and Ivan (Jnr), commemorating Mabo Day and aligning with this year's National Reconciliation Week theme, "Bridging Now to Next." This event transformed a regular community BBQ into a meaningful celebration of First Nations culture and a commitment to justice and healing.

Mabo Day marks the 1992 High Court decision that overturned the legal concept of terra nullius. At Picabeen, Ivan (Snr) and Ivan (Jnr) honoured this legacy through a performance that combined traditional Indigenous music with messages of justice and cultural pride. Their set included a welcoming didgeridoo solo and a series of songs reflecting on Indigenous culture and justice. The event was held during the community's regular Tuesday BBQ, providing a unique opportunity for residents to come together in solidarity with First Nations peoples. The performance was well-received, with attendees appreciating the addition of live music to the beloved community gathering.

The theme "Bridging Now to Next" emphasizes the importance of turning symbolic gestures into sustained and transformative action. By integrating cultural performances into community events, Picabeen is fostering ongoing dialogue and understanding, moving beyond one-off commemorations to a continuous journey of reconciliation.

Christmas Event 2024

Each year Picabeen hosts a community Christmas event where all are welcomed. Join us in 2025 if you can!



Community BBQ



Each week our Community BBQ lunch provides a hot nutritious BBQ meal for 20-30 people – a total of 1,200 between October 2024 and September 2025. We also offer the occasional take-away meal and sometimes slices or cupcakes contributed by community members.

It is our aim at Picabeen to connect with vulnerable people, to provide a meal and to reduce social isolation. Through the BBQ we are continuing to reach out to as many people as possible – especially those who may need support. It offers a safe inclusive space to eat where people can have a chat with other community members and our wonderful volunteers.

**We express our appreciation to the following volunteers
who have been on the BBQ roster over the past year:**

Alice Cunningham, John Goodship, Chris Hall, Georgia Eaton,
Mark Foyle, Dianne Halliday, Tracy Horn, Rosalinda Isorina, Trevor Jones,
Andre Lowien (ME BANK), Lyn Nock,
Suzie and Noel O'Farrell, Ken Robilliard.

Picabeen is also grateful to ME Bank for their continued support with quarterly donations which enable us to provide nutritious food to serve at our weekly Tuesday BBQ. Thank you



Andrew Lowien from ME Bank with Picabeen Manager Jillian Warren

BBQ Volunteer in the Spotlight



Noel has just recently joined us in the NILS volunteer team and he also is helping out at the BBQ. Noel's family is of the highest priority for him and his interests outside of home include being keen follower of most sports particularly Broncos and cricket, and gardening. He says:

What attracts me to being a volunteer 😊 – helping people who may be less fortunate and makes you feel more part of the community through active engagement.

Photo: Volunteers Georgia (front left), John Goodship (back), Suzie and Noel O'Farrell

Food pantry

As in previous years, Picabeen has assisted locals in need by providing food hampers which include a range of non-perishable foods as well as milk and meat. Special dietary needs, including gluten-free, vegetarian and vegan, are also catered for.



October 2024 - September 2025
Picabeen has provided food
assistance to
over 1500 people, including nearly
600 children.

Our pantry is stocked from local individuals and organisations and some Qld government emergency relief funds. Donations are accepted throughout the year.

Christmas Hampers



To bring a little extra cheer to local community member experiencing vulnerabilities and hardship during the Christmas holiday season, we offer special hampers which provide food and other necessities – as well as some additional goodies such as puddings and chips. In 2024 we were able to help more than 130 households.

NILS - Financial Resilience Hub (Good Shepherd)

In 2024-25 Picabeen has assisted 830 clients with advice about gaining low-interest loans through the NILS scheme.

QuiHN

- The QuiHN Flu and Covid Vax Bus visited Picabeen and their outreach team provided free vaccinations for the community.

Help with Form-filling

The Picabeen Community Association's 'Form Filling' service was established in response to feedback from staff, students, and volunteers who identified a significant need for practical assistance with form completion. Many community members expressed challenges in navigating complex forms, particularly Centrelink applications. Research indicates that 44% of Australians possess literacy levels that hinder their ability to complete increasingly intricate forms required to access essential services (NCOSS, 2020). The urgency of this need was further highlighted by Tropical Cyclone Alfred, which left many individuals uncertain about how to apply for crisis payments.



Application processes often fail to accommodate individuals who are linguistically, culturally, or diversely abled, leading to increased difficulty and stress. Recognizing this gap, Picabeen saw an opportunity to alleviate these challenges and provide meaningful support to the community. The service caters to individuals with low literacy or digital literacy, those experiencing significant stressors, individuals without internet access, and those facing language or other barriers.

Since the inception of the program, there has been a growing interest in general practical assistance, such as writing emails and setting up SIM cards. This demand underscores the importance of offering accessible help for everyday tasks.

Collaborative Alliances

Picabeen maintains collaborative alliances with numerous organisations as detailed below. Our participation in 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.

North-side Alliance of Neighbourhood Centres (NANC)

Our membership of NANC unites Picabeen, Northside Connect (formerly Nundah Community Centre), The Community Place and Zillmere Community Centre. It offers a meeting space for collegial support, and opportunities for sharing of professional wisdoms and to look at ways of working together.

Queensland University of Technology (QUT)

Picabeen has welcomed students on placement from QUT since 2013. Through this collaborative relationship, Picabeen both supports and benefits from the development of future social work professionals with real world experience in community service provision

Neighbourhood Centres Qld (NCQ)

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

Family Drug Support (FDS)

Family Drug Support is a national organisation that 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 Trimingham, 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.

Australian Taxation Office (ATO) – Tax Help Program

Picabeen works collaboratively with the ATO to provide this free service each year from August to October. An ATO volunteer attends Picabeen Centre each week during its months of operation. We thank Simon Jukes for volunteering and providing this service at Picabeen again this year.

NILS (Good Shepherd)

The NILS program has been offered at Picabeen for 15 years. In delivering the program, Picabeen collaborates with a number of different agencies and their workers for its smooth delivery. Our collaborations include Tracie-Lee Little, NILs Network State Manager (QLD); the team from LECNA (Logan East Neighbourhood Centre); and even the team from Port Douglas Neighbourhood Centre.



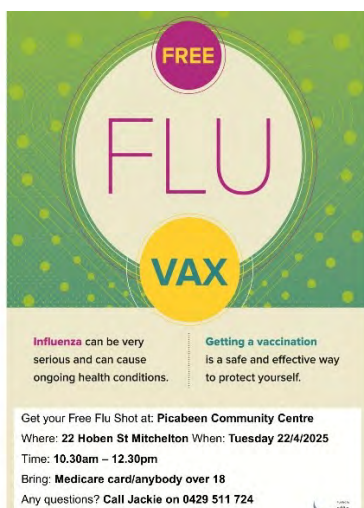
QLD Financial Resilience Program (QFRP)

Good Shepherd 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).
- Being more financially secure by accessing the following: financial services and support; financial literacy and skills development; Affordable housing and health.
- Better managing money through helping clients to: establish savings; not borrow for everyday expenses; and access to NILS.
- Developing strategies to gain financial freedom including absorbing financial shocks; meeting financial goals; and making choices that enable you to enjoy life.

QuiHN

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



Windana

Windana is a domestic Violence service that provides support to women and children escaping intimate partner and family violence including case management, emotional and court support, safety planning, assistance to apply for social and community housing and more. Over the past year, Windana have provided a regular outreach service at Picabeen.

Community Activities at Picabeen

Picabeen offers a range of free activities to community members, as the following program outlines. While most events like the BBQ, Youth Social Connections and English Classes are regular fixtures run by volunteers, others like yoga are offered now and again by a third party depending on interest.

What's On At Picabeen?		
Monday	Playgroup: For children aged 0-5 years with parents and carers.	
Tuesday	English class: For beginners and intermediate learners: Informal and friendly.	
	Community BBQ: Free!	
	Social Connections: For young people aged 12-18 who are learning at home.	
Wednesday	Safe Space. LGBTQIA+SB: For young people aged 12-18 to connect and socialise.	
	No Interest Loans (NILS): Help for people on low incomes.	
Thursday	Form Filling: Help with writing all types of documents (except legal).	
	Board games: Morning - Fun for people of all ages and abilities. Afternoon - For young people Grades 5-8.	
Friday	Conversational English: A friendly group of people from many countries. Learners of all levels are welcome.	
	Craft and Conversation: For a chat and a cuppa. Do craft if you wish.	
	Sing and Grow by PlayConnect+: Music therapy program for families of young children with a disability and/or developmental concern.	

English Language Classes and Adult Literacy Support

English classes: Picabeen offers 2 English classes every week, with 5-9 learners attending each one:

➤ *Tuesday 9.30 – 11.30: For English learners at beginner and intermediate levels*

This class is facilitated by Anthony and Hilary. Over the last year we have covered a range of topics to help newcomers to Australia settle into daily life, such as: shopping, public transport, going to the doctor, contacting emergency services, Cyclone Alfred, Aussie animals, greyhound training, 'bring- a-plate', bush poetry, Federation and Australian Government, Waltzing Matilda and the National Anthem.

➤ *Friday 9.30 – 11.30: Conversational English*

Our students enjoy discussing aspects of Australian life and this year we have read and discussed articles about Australian food, culture, architecture, flora and fauna, history and geography and sport. A number of students who have returned to their home country now join us online, including Vinh from Vietnam, who has been a student for more than four years and now often supports the tutors in assisting other students!

Adult Literacy support is available on request for native English speakers who wish to brush up their reading and writing skills or need some assistance with form filling and other written tasks.

Playgroup

Our Play Group volunteers play a pivotal role in establishing a safe and inviting space for children to connect, play, and thrive. Play Groups are held on most Mondays from 9:30am to 11:30am, catering to local community members.



Connecting and Crafting

Connecting and Crafting is a friendly group that meets on Friday mornings from 9.30 to 11.30. Everyone is welcome to come and join the conversation over a cup of tea or coffee, crafting is optional. Some basic materials are supplied.



I look forward to catching up with the local ladies who attend each Friday morning for a chat, exchange of crafting ideas and skills and importantly, a bit of fun!
Suzie

Scrabble and Board Games Group

The Scrabble group led by Bill on Friday mornings always welcomes new members.



In response to a growing number of enquiries about adult social opportunities at Picabeen, it became evident that there was a gap in services catering specifically to adult social connection. To address this need, two placement students were assigned the task of designing and facilitating a group aimed at reducing social isolation. This led to the creation of the *Beat the Boredom* board game group.

Social connection plays a vital role in mental and emotional wellbeing. Research shows that an estimated 15% of Australians aged 15 and over experience social isolation, with social isolation being linked to increased risk of depression, anxiety, and early mortality (Australian Institute of Health and Welfare [AIHW], 2023).



Programs like Beat the Boredom offer a welcoming and inclusive space where community members can reduce social isolation through positive social interactions and the development of a sense of belonging.

Since its commencement of the group on the 15th of May, the group has welcomed between one to five participants each week. Despite the modest numbers, the group has quickly developed a warm and welcoming atmosphere. Participants have begun bringing food to share and contributing their own games, enhancing their involvement and strengthening the sense of community.

The group continues to provide a meaningful opportunity for connection and fun. We hope to grow attendance through continued promotion via social media, and word-of-mouth within the community.

Brisbane Festival Workshops

During August and September, Picabeen Community Centre partnered with Brisbane Festival and Topology Music Group to deliver a series of engaging music workshops for our community. These sessions provided a unique opportunity for participants to contribute to the *100 Guitars* performance, while also offering personalised support from experienced Topology tutors to help refine a range of musical skills.

Each workshop brought something new. The first focused on songwriting and guitar learning, sparking creativity and confidence in participants. Later sessions allowed for more tailored, one-on-one guidance, ensuring community members could explore their interests and strengthen their musical abilities in a supportive and encouraging environment.

Beyond the music itself, these workshops had a meaningful impact on the community. They created an inclusive space where people of different ages and backgrounds could come together, connect, and share in the joy of creativity. By providing opportunities for self-expression, skill-building, and collaboration, the program not only nurtured individual growth but also strengthened community bonds. Partnerships like this highlight the power of the arts in building resilience, fostering belonging, and celebrating the talents within our community.



Brisbane Festival Guitar workshops at Picabeen

Human Resource Development

At Picabeen we value staff, student and volunteer development and we encourage them to attend training wherever the budget and time permits. We promote the benefits of personal and workplace learning such as improved skills and knowledge, improved engagement with our organisation, greater retention of workforce and improved individual job satisfaction.

This year training opportunities have included:

- First Aid and CPR (Staff and Volunteers)
- Mental Health First Aid Training Staff and Students - this training equips adults with the knowledge, skills, and confidence to recognise, understand and respond to a friend, family member, co-worker, or another adult, experiencing a mental health problem or mental health crisis.
- StandBy Response Training Workshop – designed to provide tools to support those bereaved or impacted by suicide.
- Picabeen hosted/supported the Birdie's Tree Early Learning Program again in 2025. This program helps early childhood educators and community workers support young children's wellbeing and build their emotional resilience in hard times. While it focuses mainly natural disasters, the program also helps participants to support children through other stressful or disruptive events.

Jane, Picabeen's Youth Worker, has completed the following training courses:

- Mental Health First Aid
- Drug and Alcohol training
- TAE40122 - Certificate IV in Training and Assessment
- Chameleon Training - Youth Justice and Family Housing.



Participants for the Mental Health First Aid Training

Donations and Support

Picabeen gratefully acknowledges financial contributions from all three levels of government, other organisations, businesses, private funders and individuals. Their ongoing commitment ensures that Picabeen can continue to provide a wide range of services and activities for the local community.

In 2025 our valued donors have included:

Federal Government

- Volunteer Grant - Department of Social Services.

Queensland Government

- Neighbourhood Centre Funding: Department of Families, Seniors, Disability Services and Child Safety
- Picabeen Youth Services Funding - Department of Families, Seniors, Disability Services and Child Safety
- Picabeen Youth Services Funding - Department of Justice and Attorney-General
- Qld Women's Strategy Funding – Funding our Brighter Future's Project
- QLD Mental Health Commission

Brisbane City Council

- Mental Health Week Brisbane City Council
- Leasing of Building
- Lord Mayor's Charitable Trust for Christmas event Funding

Good Shepherd Australia New Zealand

- Funding for the NILS program

Mitchelton Rotary Club

For many years Mitchelton Rotary Club has been a strong supporter of Picabeen and the work that we do in the community. This year its generous donations include:

- Excess supplies from their Bunnings BBQs
- \$4750.00 to go toward our services, including Christmas hampers.



Picabeen Students assisting with Rotary Fundraising activity at PAMA Fest.

Bunya Lions Club

Generous donations from The Lions Club of Brisbane Bunya and its members go towards providing services to vulnerable and at-risk people in the community. In 2024 they donated:

- Items and \$1500 for our Food Pantry.

Golden Valley Keperra Lioness Club

Bridgman Baptist Church

- Supplies for the Picabeen Food Pantry

Arana Hills Uniting Church

- Supplies for the Picabeen Food Pantry

Older Women's Network QLD (Mitchelton Branch)

- Supplies for the Picabeen Food Pantry

ME Bank

- \$3000 towards the weekly community BBQs

Good Company

- Over \$500 received through on-line giving platform

CommBank

- \$500 donation received

Hills and District Chamber of Commerce

- \$500.00



David Cameron receiving a valuable donation from the Hills and District Chamber of Commerce presented by Cr Andrew Wines



TO EVERYONE
who has supported our local community over the past year
by contributing to the work of Picabeen Community Centre
in any way - big or small - we say
THANK YOU!



PICABEEN COMMUNITY CENTRE 2025

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