

# Picabeen Community Centre Annual Report 2026



A shared sense of belonging – What Picabeen means to us  
Quilt squares painted by Picabeen young people, English Class and Community Members  
and sewn together by the Crafting and Connecting Group



## Contents

|                                                                                |           |
|--------------------------------------------------------------------------------|-----------|
| <b>Acknowledgement of Country</b>                                              | <b>3</b>  |
| <b>Picabeen Community Centre</b>                                               | <b>4</b>  |
| <b>President's Report 2026</b>                                                 | <b>5</b>  |
| <b>Picabeen Community Association</b>                                          | <b>7</b>  |
| <i>Picabeen Management Committee 2025 – 2026</i>                               | 7         |
| <i>Picabeen Life members</i>                                                   | 9         |
| <i>Picabeen Community Centre Staff</i>                                         | 10        |
| <b>Words of Appreciation for Picabeen Staff from a Picabeen Client</b>         | <b>12</b> |
| <b>Picabeen Volunteers</b>                                                     | <b>13</b> |
| <b>Celebrating 10 Years of Service - John Goodship</b>                         | <b>16</b> |
| <b>Picabeen Youth Program</b>                                                  | <b>17</b> |
| <i>The Case Management Program</i>                                             | 17        |
| <i>The Brighter Futures program</i>                                            | 17        |
| <i>The Empowering Queensland Women Initiative</i>                              | 18        |
| <i>Safe Space</i>                                                              | 18        |
| <i>Social Connections</i>                                                      | 18        |
| <i>The Dungeons and Dragons group</i>                                          | 19        |
| <b>The Change Room Op Shop</b>                                                 | <b>20</b> |
| <b>Picabeen Student Placement Program</b>                                      | <b>21</b> |
| <b>Picabeen Community Centre Upgrade</b>                                       | <b>22</b> |
| <b>Collaborative Alliances</b>                                                 | <b>23</b> |
| <b>Picabeen in the Community: Events</b>                                       | <b>26</b> |
| <i>Christmas at Picabeen</i>                                                   | 26        |
| <i>Youth Team International Women's Day - Smoking Ceremony and Morning Tea</i> | 26        |
| <i>Seniors Month 2025</i>                                                      | 27        |
| <i>Volunteer Appreciation Morning Tea</i>                                      | 27        |
| <i>Mental Health Week</i>                                                      | 28        |
| <b>Program of Community Services and Activities at Picabeen</b>                | <b>29</b> |
| <b>Picabeen in the Community: Services</b>                                     | <b>30</b> |
| <i>Food pantry</i>                                                             | 30        |
| <i>Community BBQ</i>                                                           | 31        |
| <i>NILS</i>                                                                    | 31        |
| <i>ATO – Tax Help Program</i>                                                  | 31        |
| <i>Brisbane North Suicide Bereavement Support Group</i>                        | 32        |
| <b>Picabeen in the Community: Activities</b>                                   | <b>33</b> |
| <i>Picabeen People Connecting and Crafting</i>                                 | 33        |
| <i>Picabeen Play Group</i>                                                     | 33        |
| <i>English Classes</i>                                                         | 34        |
| <i>Beat the Boredom</i>                                                        | 34        |
| <b>Snapshots of the Picabeen Community</b>                                     | <b>35</b> |
| <i>BBQ stories – A Community Within a Community</i>                            | 35        |
| <i>Sal: A NILS Client's Experience</i>                                         | 37        |
| <i>X: Profile of an English Learner</i>                                        | 37        |
| <i>Evelyn: Joys of Volunteering</i>                                            | 37        |
| <i>Anna: A Student Testimony</i>                                               | 38        |
| <b>HR Development</b>                                                          | <b>39</b> |
| <b>Donations and Support</b>                                                   | <b>40</b> |
| <b>Picabeen Impact Snapshot 2025</b>                                           | <b>41</b> |

---

## 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.

We acknowledge the long history of community building, connection, mutual support and shared responsibility practised by Aboriginal and Torres Strait Islander Peoples on this land. We recognise the strength and wisdom of these traditions and their ongoing contribution to community life.



---

[Image by Pilbara11 - copied with free Content Licence from pixabay.com](#)



---

## Picabeen Community Centre

---

### *Building Better Lives*

[Picabeen Community Association Inc \(Picabeen\)](#) is a not-for-profit organisation located in Mitchelton, Northwest Brisbane.

Picabeen is a member of [Neighbourhood Centres Queensland](#), the state peak body.

### Picabeen Community Centre

22 Hoben Street, Mitchelton, QLD 4053

Phone: 07 3354 2555

Email: [info@picabeen.org.au](mailto:info@picabeen.org.au)

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

Facebook: [www.facebook.com/Picabeen](https://www.facebook.com/Picabeen)

### Picabeen Youth Team

22 Hoben Street, Mitchelton & Outreach

Phone: 0408 001 882

Email: [youthteam@picabeen.org.au](mailto:youthteam@picabeen.org.au)

### The Change Room Op Shop

8 Dallas Parade Keperra

Facebook: [www.facebook.com/PicabeenChangeRoom](https://www.facebook.com/PicabeenChangeRoom)

Open hours: Monday – Friday 9 am to 4.30 pm



## President's Report 2026

---

I would like to thank all staff, volunteers, students, committee members, and supporters for their ongoing commitment to Picabeen. It has been another successful year, and your dedication to responding to the evolving needs of the North West Brisbane community has been invaluable. This year we have developed our physical environment with numerous building maintenance projects and upgrades. As a result, our outside area and renovated shed provide additional safe and supported spaces for the general community and program participants.

A big welcome to Caitlin who was employed after completing her Placement as a student at Picabeen. Her work has been acknowledged, and she is a great 'fit' for the organisation. We have also benefited from the contributions of Ben who is filling in for Megan while she is away on maternity leave.

This year we maintained effective communication with funding bodies and stakeholders, successfully meeting all administrative and reporting requirements while strengthening relationships with government departments and community sector partners.

Our Student Placement program has continued to thrive, and we have been fortunate enough to have students who make valuable contributions by supporting staff, volunteers, and service users. They get involved in most aspects of operations and are able to contribute to projects which directly impact the community in a positive manner.

Our Management Committee has continued to provide strong governance and strategic leadership. Through regular meetings, the Committee progressed key policies and strategic planning initiatives while supporting compliance, reporting, and funding obligations. This year we welcomed Noel to the Committee. He has also worked on the NILS program and the policy review working group, giving him great insights into the functioning of Picabeen.

Our weekly free BBQ has continued to thrive with high participation rates from both attendees and volunteers. We have also introduced some board and card game activities this year, which provide opportunities for community members to link with Picabeen and engage in social activities with other locals.

Again, we have seen increasing complexity in the individual challenges that community members face, and we have been able to adapt and evolve our programs and support strategies to meet these ever-changing needs.

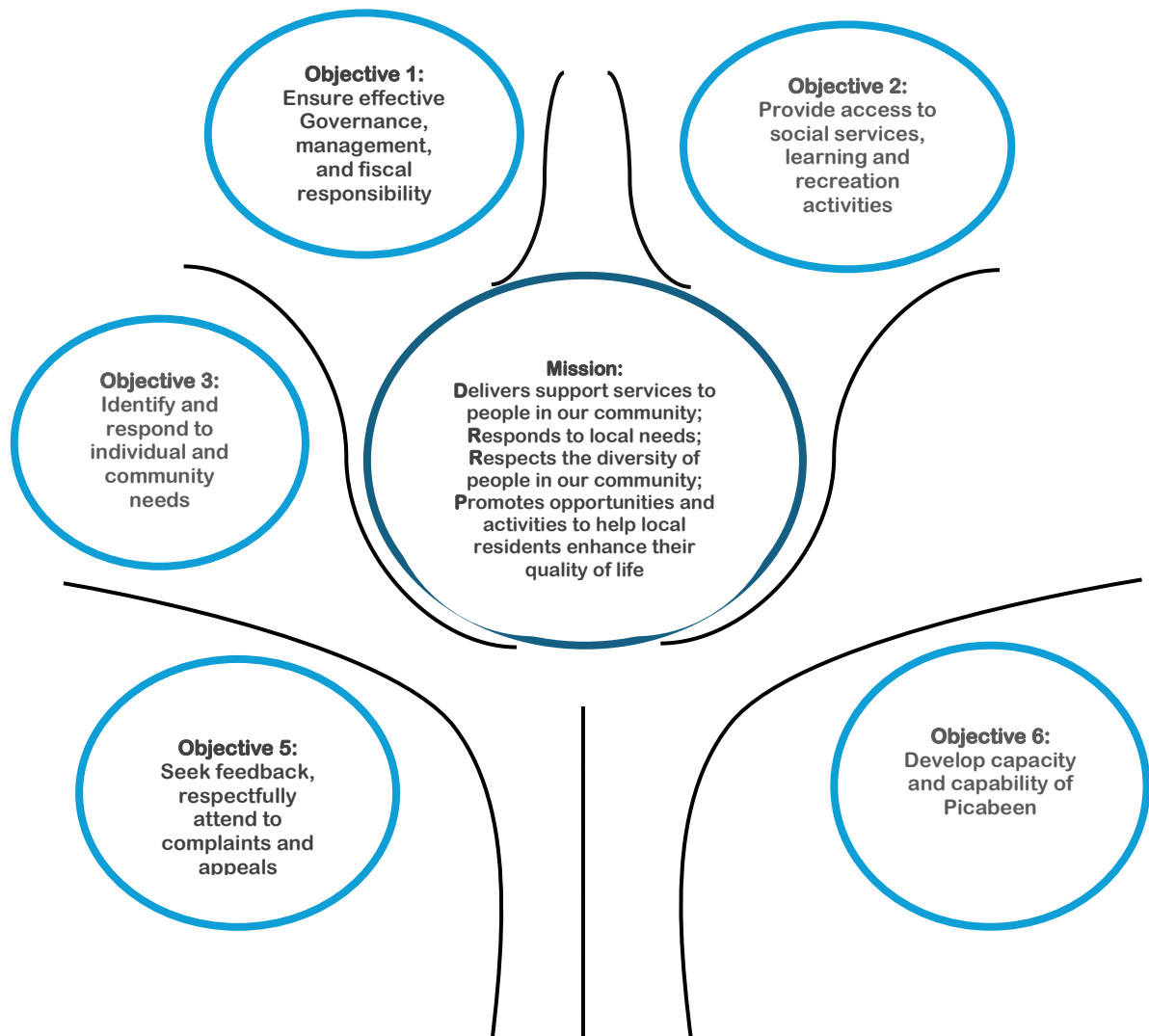
I am confident that Picabeen is well positioned to continue growing and strengthening its services. We remain focused on identifying opportunities that will enhance outcomes for our community and build productive partnerships across the region.

Kind regards,

**Martin Turrell**  
**President, Picabeen**

## 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**



## Picabeen Community Association

### Picabeen Management Committee 2025 – 2026



2025-6 Committee Members



2025 AGM

Picabeen Community Centre is overseen by the Picabeen Community Association, a not-for profit organisation. The Management Committee comprises three Executive Members and four General Members who contribute their extensive skills and experience to advancing our aim to improve the lives of everyone in our community.

#### MANAGEMENT COMMITTEE EXECUTIVE MEMBERS

##### Martin Turrell – President of Picabeen Management Committee



Martin has served as Committee President since 2014. He grew up in North West Brisbane and has been engaged in the local community in one way or another for over 40 years. With deep understanding of the importance of community organisations and services, Martin keenly supports all aspects of Picabeen's work.

##### Tamika Bennet- Secretary



Tamika brings a strong understanding of the challenges faced by young people and families within the community to the Committee, as well as lived experience, professional insight, and commitment to community development. Having received support from local community organisations during her upbringing in Brisbane, Tamika knows 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 a Diploma of Child, Youth and Family Intervention and is currently employed within the community sector. She is passionate about creating positive change and supporting individuals to overcome barriers and build brighter futures.

##### Stuart Jaeschke – Treasurer



Stuart commenced as Treasurer in 2022. With a Bachelor degree in Mechanical Engineering and Masters in Business Administration, Stuart has been involved in not-for-profit community organisations for 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 with more than 1500 staff (11 years on the Council with 2 years as Chair, and currently on the Finance, Audit and Risk Management Committee).



## MANAGEMENT COMMITTEE GENERAL MEMBERS

### Luke Roberts



Luke, who has been on the Committee since 2020, has a Bachelor of Law degree. He has worked in the youth homelessness sector and with young people in residential care. Luke is interested in learning about the functioning of an organisation from a governance perspective, and eager to assist Picabeen's growth in any possible way including policy development.

### Bronwyn Cervantes



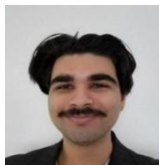
Bronwyn joined the Committee in 2018. She is currently a teacher with TAFE QLD. Bronwyn also has international community development experience, having worked with socially disadvantaged children and women in the areas of education and empowerment.

### Noel O'Farrell



Noel joined the Picabeen Committee in early 2026 after volunteering at Picabeen in 2025 for NILS and the community barbeque. Noel grew up in rural Queensland and obtained a Bachelor of Economics and Bachelor of Commerce from the University of Queensland. He had a lengthy career in the Queensland Government working in industry development, regional development and infrastructure advisory roles. Noel is also a member of the Golden Valley Keperra Lions Club and has a keen interest in community development.

### Zac Lockyer



Zac served on the Management Committee in 2025 until January 2026. We are grateful for Zac's contributions as a professional video editor where he utilised his skills for a presentation at the 2025 AGM. Being a young person, Zac brought diversity to the committee with this perspective.



## Picabeen Life members

### 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 to Barbara. She 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's life membership recognises his contribution to the Management Committee from 1998 to 2006 when he 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



A plaque mounted in the Centre's NILS interview room honours David's 30+ years of service to Picabeen in his current paid position (since 2011), and in a voluntary capacity as Vice President, Secretary and Treasurer. He also regularly helps with events and taking photos.

### Jenny Noble



Jenny received life membership in 2020 for her leadership and sustained commitment to Picabeen and the community that it serves. Jenny served as general committee member and vice president from 2009 until 2020. She remains connected with Picabeen by mentoring social work students in the preparations for the AGM. Jenny 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 Community Centre Staff

The Picabeen Community Centre staff members are a highly committed team with a range of professional and personal capabilities.

### Jill Warren – Picabeen Centre Manager



Jill joined Picabeen in 2008 and was appointed Centre Manager in 2011. Holding a Bachelor of Social Science with majors in Community Development and Human Services Studies, she brings a strong community development perspective to her leadership of the organisation. Jill oversees Picabeen's diverse range of programs, supports staff, volunteers and students, and works closely with external organisations to build and maintain strong community partnerships. Throughout her time at Picabeen, she has guided the organisation through significant growth and change while remaining grounded in its core purpose of strengthening community. Passionate about social inclusion and community wellbeing, Jill is committed to ensuring people experiencing vulnerability are supported to build meaningful connections, participate in community life, and develop a genuine sense of belonging.

### Vicki Jacobs - Assistant Manager



Vicki has been a valued member of the Picabeen team since 2012. With her Master's degree in Social Work, skills and experience she is a great asset to the organisation. In managing the Picabeen Youth Support Service Vicki directly supports 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 and Administration Officer



Dave took this part-time role in 2011. He 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 the external auditor. His advice for grant applications enables us to secure vital funding for our programs.

### Jane McDonald – Senior Youth and Community Worker



Jane has spent more than a decade supporting young people across Brisbane's northwest. Since joining Picabeen in 2015 she has developed and implemented school-based programs and provided individual support to young people experiencing a range of complex challenges. Known for her down-to-earth approach and sense of humour, Jane creates safe, judgment-free spaces where young people feel heard, respected and supported. Her previous experience includes supporting children in care and working with families who foster children. She worked in a primary school, supporting children with additional needs, and spent many years working with seniors in residential care and in the community. This year, Jane completed her Certificate IV in Training and Assessment through TAFE, qualifying her to train and assess in Community Services and Youth Work. She is excited to build on her years of frontline experience by helping train and support the next generation of youth and community workers.



### Lynne Martin – Change Room Coordinator



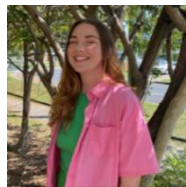
Lynne commenced this role in December 2021 after three years as a volunteer at both the Change Room and the Picabeen Centre reception. She continues to volunteer at the Centre to keep her administration skills current and meet community members seeking assistance.

### Sue Cantor Drummond – Administration and Centre Support Officer



Sue, who joined Picabeen in 2023, brings extensive experience across the community and disability sectors. Previously a Housing Manager in a sheltered housing association, Sue has long supported people to live safely and independently. She continues to provide disability support and volunteers with a homelessness shelter. Sue holds a Bachelor of Laws (Hons), a Certificate IV in Community Services, and certificates in Counselling, Responding to Abuse and Neglect, and KidsMatter Professional Development. Known for her warm, engaging approach, Sue builds strong relationships and is passionate about empowering vulnerable individuals. Outside work, Sue enjoys time with her family and playing football.

### Megan Stewart – Youth Worker



Megan first contributed to Picabeen as a volunteer following completion of her Community Services studies. During this time she discovered her passion for working with young people while 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. She loves to spend time with her young family, and bakes cakes to share with the Picabeen team. Megan is currently on maternity leave and we look forward to welcoming her back in July 2027.

### Ben Shute – Youth Worker



Ben has a passion for supporting others. As a youth worker he builds genuine connections with young people, creating safe, supportive, non-judgmental spaces where they feel comfortable being themselves. Ben believes every young person has unique strengths and experiences, and is committed to helping them grow in confidence, build meaningful relationships, and work towards their goals. Outside Picabeen, Ben enjoys spending time with his daughter, embracing her imagination and sharing her love of music, arts and crafts.

### Caitlin Grant - Community Project Worker



As a Picabeen staff member, Caitlin supports the community and our volunteers. While completing her student placement at Picabeen as part of her Bachelor of Social Work at QUT, she saw the real difference Picabeen makes in the local community and is now passionate to continue contributing to that work. Caitlin sees the strength and uniqueness in everyone she meets, and believes that as a community, we can all help each other build on those strengths. In her spare time, Caitlin enjoys crocheting, listening to music and looking after her houseplants.



## Words of Appreciation for Picabeen Staff from a Picabeen Client

*To all of the incredible staff at the Picabeen Community Centre,*

*There are no words that truly capture how grateful I am for each and every one of you. You have stood beside me through so many chapters of my life, but in recent times, after receiving some heartbreaking news, your kindness, compassion, and unwavering support have meant more to me than I could ever express.*

*When my world felt uncertain, you reminded me that I didn't have to face it alone. You listened without judgement, comforted me without expecting anything in return, and gave me strength on the days when I struggled to find my own.*

*The care you show isn't just part of your job—it comes from your hearts. Every conversation, every smile, every reassuring word and every act of kindness has made a difference. You may not always realise the impact you have, but you've helped me feel seen, valued, and supported during one of the hardest times of my life.*

*Thank you for believing in me when I found it difficult to believe in myself. Thank you for creating a place where I feel safe, accepted, and cared for. Your compassion has been a light in some very dark moments, and I will never forget it.*

*Please know that the work you do changes lives. It has certainly changed mine.*

*From the bottom of my heart, thank you for walking beside me, lifting me up, and reminding me that hope still exists, even in life's most difficult moments.*

*With my deepest gratitude and love*

*Xxxxx*



## Picabeen Volunteers

At a time when volunteer participation is generally in decline<sup>1</sup>, we are deeply grateful to the many volunteers who support the smooth running of Picabeen Services, Activities and Management Committee. They contribute a wide range of knowledge, skills and experience.



**Noel** joined the Picabeen volunteer team in 2025. In addition to being a member of the Management Committee, Noel assists with the BBQ and policy review; and previously he was a member of the NILS team. He draws on long professional experience in economic policy, business development and infrastructure advisory areas with the Queensland Government. Now retired, Noel is pleased to give back through community engagement at Picabeen.



**Lesley** applies her extensive experience in personnel and career management with the Defence Force (Army), and in differing volunteer environments, to vital policy review at Picabeen.



**Simon** began volunteering at Picabeen in 2017 with the ATO Tax Help program, a role which he still does each Tax Help season. In early 2023 Simon became a NILS volunteer. He is currently on leave from this role; we hope to welcome him back in the future.



**Eve** is a member of the Change Room team. She also volunteers at the Centre on a Thursday morning when among other tasks she organises the Food Pantry and places orders to restock it as needed.



**Federico** enjoys the strong sense of community he gains as Dungeons and Dragons Master for the youth group. He values seeing young people work collaboratively through gameplay, build friendships, and grow in confidence each week as they express themselves in a supportive environment.



**Anthony** has contributed to various services and activities over the years including the Change Room and community BBQs. He led the Tuesday English classes for over 5 years until the end of 2025, and he still steps in when other tutors are unavailable.



**Bill** is a long-term Picabeen volunteer who has led Computer classes and the Scrabble Group. He still helps out at the Change Room Op Shop and the Friday English Group, and plays regularly with the Cards Group. Bill says: *coming to Picabeen is a great way to get out of the house and mix with people of other cultures.*

### The NILS Team



**Anita**, who joined the NILS team in 2021, brings extensive experience and skills from the financial and family support sectors. She says: *I love my role as a volunteer because I am able to genuinely help the people I work with, support the community and meet all sorts of people I would not meet otherwise.*

**Jane** supports NILS clients on Wednesdays. Previously she tutored Picabeen's Adult Numeracy and Literacy and English classes. She believes the NILS program provides an important and valuable service and it allows her to contribute to the community.

Picabeen staff member **Dave** attends state meetings and reports back to the team. He also regularly updates NILS program information on the Picabeen website.

<sup>1</sup> Neighbourhood Centres Queensland 2025 Sector Impact Report 2025.



## The English Tutors



**Evelyn**, has led the Friday English Group for several years now. She brings spontaneity and warmth to the weekly conversations that she enjoys with English learners from around the world.



**Barbara** regularly covered for Evelyn until she moved away from Brisbane earlier this year. We warmly appreciate Barbara's kind support to Picabeen's English learners.



**Hilary** has tutored the Tuesday English Group since June 2024. She also offers individual support for adult literacy development and IELTS English exam preparation, on request. She has also compiled this Annual Report.

## The Crafting and Connecting Coordinators

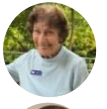


**Frances** had a long career in education. Now volunteering at Picabeen enables her to continue her love of connecting with people through conversations and craft activities.



**Susie**, a retired teacher, enjoys being part of the Picabeen community where she has a positive experience with friendly staff, volunteers and students. In addition to the craft group, Susie assists at the and Change Room and BBQs.

## The BBQ Team



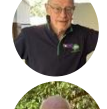
**Chris** enjoys being around others: *I like to feel that I'm contributing and helping wherever I can.*



**Andrew** joined the team when his employer began sponsoring the Community BBQ: *I enjoy putting someone else's needs before my own.*



**Lynn** loves preparing and serving a lunch to the local community and seeing the regulars when she is rostered on.



**Ken** enjoys the sense of community at Picabeen.



When **Trevor** retired, he wanted to do something different from his work life. He says Picabeen has been great experience for starting his acting academy.



**Zoe** says Volunteering helps her get to know her local community.



**Tracy** started volunteering at the playgroup, and now she volunteers fortnightly at the BBQ: *I enjoy helping out and being of service to others.*



**John, Noel and Susie** are also valued members of the BBQ team.

## The Change Room Op Shop Team

Who we are and why we volunteer at the Change Room ...



**Carol:** I'm giving back to the community.



**Carol:** *I love the other volunteers and meeting the community.*

[The Change Room Op Shop Team – continued]



**Chrissy:** *I started volunteering at the op shop to feel a sense of community and be able to give back. I enjoy working with other volunteers and assisting those in need.*



**Debra:** *I love Interacting with our customers and seeing friends who I volunteer with.*



**Eve:** *I wanted to meet some new people, get out of the house and keep my brain busy. I love the wide variety of people I meet and helping when I can.*



**Freya:** *I love sorting through all of the clothes and chatting to people.*



**Glenys:** *I enjoy the company of other volunteers and the community. I love seeing the 'good' and the funds for the community.*



**Jean:** *I love chatting with the people who come in. The other volunteers are fantastic to work with. I am happy to see good clothing moving on to new people.*



**Judith:** *I began volunteering to fill my empty days. I love helping people.*



**Lynn:** *I started volunteering to help the community. I have since enjoyed meeting people, listening, learning.*



**Margaret:** *I began as I thought it is a useful thing to do and will be a fun time. I enjoy helping people, bargains and recycling frocks.*



**Margaret:** *I began to give back to the community. I love meeting people from all walks of life.*



**Margaret:** *I enjoy the company of the staff and the customers that come into the shop.*



**Marion:** *I always had a strong interest in community service organisations. I want to bring my skills to support the organisation to achieve its mission.*



**Norleena:** *I had time on my hands and I wanted to see how people live in my community. I like meeting people from all walks of life, some who have become regulars at the op shop.*



**Patricia:** *I began to give back to the community. I love that it allows me to meet new people.*



**Shelley:** *It was something completely different to my past work. I love meeting a wide range of people and hearing about their lives.*



**Susie:** *Leading into retirement I have found Picabeen to be my new community - full of friendly welcoming people and plenty of opportunities to volunteer.*



**Zoe:** *I began to get to know local people and the local community, supporting people in need. I have enjoyed engaging with the community and learning different skills.*



## Celebrating 10 Years of Service - John Goodship

This year Picabeen proudly celebrated a significant milestone, recognising John Goodship's 10 years of dedicated volunteer service and the enormous contribution he has made to our organisation and community.

Throughout the past decade, John has generously given his time, skills and enthusiasm in a variety of volunteer roles, always demonstrating a strong commitment to supporting others. John served on the Management Committee in 2015 and 2016, providing leadership and support during an important stage of Picabeen's growth. He has also been a long-standing and highly valued volunteer with our Community BBQ program. When the program first began in 2019, it operated as a BBQ Breakfast at Arana Hills, bringing community members together in a welcoming environment. During the challenges of the COVID period, the service evolved and transitioned into a lunchtime Community BBQ at Picabeen, adapting to meet changing community needs. Today, the weekly BBQ has become one of Picabeen's most popular and successful activities, providing not only a meal but also an opportunity for connection, conversation and community engagement. John played an important role throughout this journey. He was there from the beginning and became a familiar and dependable presence behind the BBQ, regularly volunteering his time to cook for community members.



Of course, one of John's most recognised roles has been his annual appearance as Santa Claus at Picabeen's Christmas celebrations. For many years he has brought the festive spirit to children and families, creating special memories that have become part of the Picabeen tradition.

To recognise John's outstanding contribution, Picabeen hosted a celebratory morning tea, bringing together staff and other volunteers to thank him for his service and share stories of the many ways he has impacted the organisation over the years.

While John has recently stepped back from his regular involvement with the Community BBQ, we are pleased that he will continue to be an active member of the Picabeen family. He plans to continue in his much-loved role as Santa, support fundraising initiatives, assist with maintaining and developing the community garden, and explore the establishment of a Seniors Sub-Committee to further strengthen opportunities for connection and participation within our community.

We sincerely thank John for his dedication, generosity and unwavering support over the past ten years. His contributions have made a meaningful difference in the community, and we are grateful that he will continue to share his experience, passion and community spirit with Picabeen in the years ahead.

TO ALL OUR VOLUNTEERS – A BIG THANK YOU  
for your valued commitment and hard work  
in supporting the Picabeen Community



## Picabeen Youth Program

### Small Team, Big Year!

Well... it has certainly been another busy year for the Picabeen Youth Team! From the end of 2025 and throughout 2026, our little team has continued to grow, change and somehow fit an incredible amount into every week.

Megan worked tirelessly across our group programs, particularly Life Skills - Brighter Futures and Safe Space, Social Connections and D&D before heading off on maternity leave to enjoy special time with her new baby. With Megan away, we welcomed Ben and Caitlin to the Youth Team. Ben jumped straight into Picabeen life, taking on Social Connections, Safe Space and Dungeons & Dragons. Caitlin stepped in alongside Jane to continue the Brighter Futures program. These programs continue to provide something incredibly important for young people — somewhere they can simply turn up, belong, make friends and feel accepted.

### Walking Beside Young People

More and more, we are seeing young people who feel disconnected and isolated. Our outreach-based service gives us the flexibility to meet young people where they are — sometimes literally. This continues to be one of Picabeen Youth Team's greatest strengths. Our role is not to tell young people what they should do with their lives. It is to listen, understand what they need and walk beside them while they work out what comes next.

The Case Management Program with Queensland Government funding program continues to support young people experiencing increasingly complex and overlapping needs. This year we have noticed a shift in where referrals are coming from. While schools continue to be important referral partners, we are seeing more self-referrals, family referrals, returning young people and referrals from family and Queensland Education support services.

One of the most positive things is seeing young people come back. Sometimes they have previously worked with us, achieved their goals and moved on. Then life changes, something happens, or they simply need support again — and they know they can come back.

### The issues we can help young people face include:

- Mental health concerns
- Homelessness and housing instability
- Domestic and family violence
- Alcohol and other drug concerns
- Food Insecurity
- Family Relationship's break down/ family conflict
- School refusal and disengagement
- Child Safety involvement
- Centrelink and financial support
- Obtaining identification and learner licences
- Reconnecting with education, training and employment
- Social isolation and loneliness.
- Self-harm

The Brighter Futures program continues to grow and evolve. At the end of 2025, the Picabeen Management Committee funded our Term 4 Life Skills program, supporting young people to develop practical skills around budgeting, food preparation, healthy relationships and everyday life.



The **Empowering Queensland Women Initiative**, funded by the Queensland Government, allowed Megan and Jane to deliver two further Brighter Futures groups for young women. And they certainly didn't just sit around talking! Young people went shopping, planned meals, worked to budgets, cooked together and participated in conversations and activities around healthy relationships, wellbeing, alcohol and other drugs and making safe choices. One of the highlights was having these young women help plan and deliver Picabeen's International Women's Day event. They helped budget for the catering, plan the event and put everything together.

It gave them an opportunity to use the skills they had been learning in a real situation — and to see that they were capable of doing it.

In semester 2, 2026 we changed things up again by incorporating the **Wheels of Wellbeing** framework into the program. This gives young people opportunities to explore the different areas that contribute to positive mental health and wellbeing. The feedback so far has been really positive, and the young people are enjoying the new activities and conversations.

For some of the young people, attending Brighter Futures is the only activity they participate in all week. We have young people who are currently unable to engage in school, yet they get themselves up and come to Picabeen every week for group. That tells us something. They feel safe here. They feel connected. And they want to come back.

**Safe Space** continues to provide a welcoming and inclusive weekly space for young people who identify as LGBTQIA+, are questioning, or are allies. Through activities, games, shared food and conversation, young people are supported to build connections, positive relationships and a sense of belonging, while having access to youth worker support and referral pathways when needed. The ongoing support of the Picabeen Change Room helps make this program possible.

**Social Connections** provides a relaxed and welcoming space for young people who are not currently attending mainstream school - to meet others, build friendships and participate in shared activities and experiences.



The program supports social connection, confidence and a sense of belonging and continues to receive positive feedback from young people and their families. With support from Picabeen Community Centre and the Picabeen Change Room, young people have also been welcomed into volunteering opportunities, helping them build confidence, develop practical skills and take steps towards greater independence.



The Dungeons and Dragons group has become a highly valued part of Picabeen's Youth program since launching in October 2025. After finding no suitable local Dungeons and Dragons (D & D) groups in the Brisbane North West corridor to refer young people to, the Picabeen Youth Team researched the wider benefits of D&D and identified its potential to support social connection and personal development. This led to the community development of the Picabeen D&D Group.



The group is currently operating at full capacity. Many young people have participated in Picabeen's D&D events, with some travelling significant distances each week to attend. The program's impact extends far beyond gameplay, creating opportunities for young people to connect with peers, express themselves and develop important life skills.

One parent shared that the D & D group has helped their child, who experiences selective mutism, to build meaningful relationships and gradually increase her confidence in speaking with others. Another parent said:

*I can't begin to express how significant this is. There are very few opportunities for teenagers that struggle socially, so to have found this wonderfully supportive group that always makes her feel so welcome is an absolute blessing. It provides her with much-needed connection, belonging and joy. Not to mention the opportunity to build and develop her social skills and self-confidence.*

And the players say:

Why I come

Cause it's fun and i like hanging with people and playing a game together

- its pretty quiet and i like that
- its rly chill and everyone is nice
- amazing snacks

Fun  
Good DM  
Good group  
Just Fun  
Reliable

**Connection Really Does Matter.** *Connection* is a common thread running through Brighter Futures, Social Connections, Safe Space, and D & D. Young people may initially come because there is food, an activity they like, a friend attending or simply because someone convinced them to give it a go. But they often stay because they have found somewhere they belong. For young people who may be isolated, struggling with school, experiencing poor mental health or finding it difficult to make friends, having a safe place where they are accepted can make an enormous difference. There are plenty of laughs and food, occasionally a little chaos — and some pretty competitive games. But underneath it all something really important is happening for young people: building confidence, friendships and connections with safe adults and their community. And that is worth celebrating.

Senior Youth Leader Jane reflects:

*One of the things I am most proud of this year is hearing Picabeen's name more and more when I am out attending interagency meetings and community events. Other services are recognising the work we are doing and the unique programs we provide. We regularly hear that there are very few places offering free social connection groups like ours, particularly where young people do not have to be engaged in case management or another youth service to participate. Sometimes a young person just needs somewhere safe to go. And sometimes that first connection is what opens the door to asking for help later.*



## The Change Room Op Shop

It has been another busy and productive year for the Change Room op shop. We have had new volunteers join our fabulous team, and we farewelled some who retired after many years of volunteering with us.

We participated in the St Matthews Anglican Parish Church Fashion Parade held on 1<sup>st</sup> August 2026. This was a fundraiser for the restoration of the church hall in Mitchelton. We had 9 models participating in this event. They were made up of op shop volunteers and members of the volunteers' families and the local community. The models' ages ranged from 18 to 85 and they modelled with poise and confidence. The fashion show allowed us to highlight the support we get from our community with fabulous, preloved fashion and accessories. The event was sold out and the church provided a delicious high tea and some very amazing raffle prizes that many of our volunteers won.



We will also be attending the Golden Valley Keperra Lions Club event in October which is being held to raise funds and awareness during Mental Health Week. We have been invited to display information regarding the Change Room op shop and the support we get from our local community. We attended last year for the morning tea with 8 volunteers and community members. It was a fabulous morning of fun and learning about the resources that are available in the community to support mental health.



Thank you to all the Change Room volunteers  
for making another great year for the Change Room op shop  
with continuing growth and support from our community.



The Change Room is at 8 Dallas Parade, Keperra

Open hours: Monday – Friday 9am to 4.30pm



## Picabeen Student Placement Program

Since 2013, Picabeen has proudly welcomed students on placement from a range of higher education institutions and disciplines. These students bring fresh perspectives, current academic knowledge, and enthusiasm that add significant value to our organisation and the services we provide. In return, Picabeen offers a supportive environment where students gain meaningful workplace experience and develop practical skills that complement their studies.

Throughout their placements, students contribute to a wide variety of tasks, projects, and events. They support service delivery by assisting at reception, answering enquiries, preparing and distributing food parcels, helping people complete forms and access services, and providing administrative support. Students also contribute to special projects, research activities, community events, photography, social media content, and the writing of articles and stories, including contributions to this Annual General Meeting report. Their involvement across all areas of our operations provides valuable learning opportunities while strengthening our capacity to support the community.

Students remain an important part of the Picabeen team, and we are grateful for the energy, skills, and commitment they bring to the organisation each year.

### Student perspectives

**Abby:** *My placement at Picabeen has been a wonderful experience. All the Staff members and volunteers are extremely supportive and very welcoming. Working here has given me opportunities to work in my area of Interest along with other important projects that work on the betterment of the community. This placement has also given me the opportunity to work with diverse range of people and listening to their stories has been rewarding for me. I believe that skills I have acquired at Picabeen is going to be immensely helpful for me in the future.*

**Amy:** *I have thoroughly enjoyed my experience at Picabeen being able to participate in a wide range of areas within the Social Work field, from ground-up community development programs such as Safe Space, to necessary social work staples such as fundraising and grants procurement to individual case-work style support there is a lot to learn and the ability to hone my skills and find my strengths as I come close to exiting study has been very important.*

**Gabby:** *Picabeen has been an eye-opening placement to actively listen and connect with the local people and community within Mitchelton. This placement has offered new learning opportunities to engage with community members, services and local representatives who share similar values. I've seen the innate trust the community has in the Picabeen community centre and youth space when facilitating social connections, BBQ and food parcels.*

**Izzy:** *My placement at Picabeen has provided me the privilege of actively working alongside service users varying in age and backgrounds and listening to their stories. I have loved being able to support community members living in my previous catchment area. I appreciate how this placement has allowed me to reflect on my own lived experiences and use it to empower and assist others. It has definitely provided me with new insights and skills that have influenced my emerging framework as a social work student.*



Students Semester 1 2026



Students Semester 2 2026

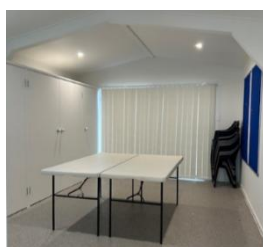


## Picabeen Community Centre Upgrades

Over the past year, Picabeen Community Centre has completed a significant program of upgrades and improvements, creating more welcoming, safe and practical spaces for community members, staff and volunteers, and more efficient administration.

### Shed refurbishment

A grant from Brisbane City Council has transformed the existing shed into a bright, versatile multi-purpose space. Upgrades included lined walls and ceilings, new lighting, air conditioning, glass sliding doors, and purpose-built storage cupboards for toys and BBQ equipment. The space can now be used for meetings, activities and community gatherings. The exterior was refreshed with new paint scheme for weatherboards, gutters and downpipes. Concrete pathways replaced uneven pavers, improving safety and accessibility.



Other improvements include: replacing all downstairs carpets, refinishing the upstairs timber floors, upgrading the reception area with an energy-efficient air conditioner and louvre windows, installing additional storage in the kitchen and office areas, new lighting and fans upstairs, new furniture, and a larger reception desk.



### IT Upgrades and Tree Lopping

The Queensland Government Gambling Community Benefit Fund Picabeen provided a grant to purchase vital IT upgrades that include: configuration, setup and additional local Windows accounts; activation of required MS365 licence for laptops, computers and the reception desk; and replacement of some network devices. The IT upgrade has streamlined admin processes and has allows us to assist community members more efficiently. Additionally, the IT upgrade has ensured that data is stored securely and effectively, protecting the confidentiality of our patrons and overall device security.

This fund also provided financial support for tree lopping for the centre, which has greatly improved the outside area where both our community BBQ and playgroup are located. This has removed any dangerous tree overhanging and has improved the natural light allowing greenspace to be utilised to its full potential.

We thank Brisbane City Council and the Queensland Government  
for their valuable support in making these lasting improvements possible.



## Collaborative Alliances

Collaboration is central to Picabeen's approach to community development. We maintain strong partnerships with a broad range of organisations, creating opportunities to share knowledge, coordinate services and respond more effectively to community needs. By working together, we are able to achieve better outcomes for the people and communities we serve.

### Picabeen community partnership with Mitchelton Special School

We are delighted to partner with Mitchelton Special School to provide food for its new lunch club. The program has been a great success, with the school reporting strong participation and positive feedback from students. The lunch club has created an opportunity for students to come together in a welcoming environment while also encouraging them to try a wider variety of foods and develop healthy eating habits. We are pleased to support this initiative and the positive impact it is having on the school community.



### Community Flu Vaccination Initiative



**TerryWhite Chemmart**

TerryWhite Chemmart Brookside generously donated their time and resources earlier this year to provide flu vaccinations at Picabeen to local community members, including our staff and students. The initiative was held in conjunction with our community BBQ, which helped maximise participation and improve access to important preventative healthcare. A Terry White staff member reported:

*We administered roughly 20 flu vaccines and some COVID vaccines which was great. All the clients were very appreciative of us taking the time to come and administer the vaccine, and it seemed they enjoyed having a conversation with us.*

Following the success of this event, we plan to partner with TerryWhite Chemmart Brookside again in 2027. By scheduling the clinic earlier in the year, we hope to increase uptake among those who may not receive a flu vaccination through their GP or pharmacy.

### North-side Alliance of Neighbourhood Centres (NANC)

Picabeen is an active member of the North-side Alliance of Neighbourhood Centres, alongside Northside Connect, The Community Place and Zillmere Community Centre. This network provides opportunities for collegial support, knowledge sharing, collaboration and advocacy on issues affecting local communities.

### Queensland University of Technology (QUT)

Since 2013, Picabeen has partnered with QUT to provide student placement opportunities. This collaboration supports the development of future social workers while bringing additional skills, knowledge and capacity to our programs and services.



## Neighbourhood Centres Queensland (NCQ)

Picabeen is a member of Neighbourhood Centres Queensland, the state peak body for neighbourhood and community centres. Through this membership, we contribute to sector-wide advocacy, professional development and collaborative initiatives that strengthen communities across Queensland.

## Family Drug Support (FDS)



Picabeen continues to host monthly Family Drug Support meetings, providing a safe and supportive space for individuals and families affected by substance use. This partnership helps connect community members with peer support, information and practical assistance.

## Australian Taxation Office (ATO) Tax Help Program

Through our partnership with the ATO, Picabeen hosts the annual Tax Help Program, offering free assistance to eligible community members with their tax returns. We extend our thanks to the dedicated volunteers who make this service possible.

## No Interest Loan Scheme (NILS)



Picabeen has proudly delivered the No Interest Loan Scheme (NILS) for more than 15 years. Working in partnership with Good Shepherd and the wider NILS network, the program provides access to safe and affordable credit for people on low incomes, supporting financial inclusion and resilience.

## Queensland Financial Resilience Program (QFRP)

Picabeen partners with the Queensland Financial Resilience Program to support individuals and families experiencing financial stress. The program assists community members to build financial capability, access appropriate supports and strengthen their long-term financial wellbeing.

## Thread Together



Thread Together is a national charity that partners with Australian fashion brands and retailers to collect brand-new, unused clothing that would otherwise go to landfill, and distributes it free of charge to people who need it. Picabeen's partnership began after a conversation with a client who had experienced significant hardship and trauma; she needed clothing but could not afford it new, and as she began rebuilding her life, having something new and unused mattered to her. Thread Together meant Picabeen could support her with this. Since then, Picabeen has been able to support numerous community members and through the partnership, particularly clients coming through our No Interest Loan Scheme (NILS), many of whom have experienced domestic and family violence. It has since extended to support young people accessing the youth team as well.



## Friends With Dignity



Picabeen has recently partnered with Friends with Dignity, a national charity that supports adults and children affected by domestic and family violence to rebuild their lives through complete refurbishments of homes and fundraising. Our NIS volunteers identified a number of NIS clients who were unable to meet the eligibility criteria for the loan, largely due to having fled domestic violence relationships in which their partner had controlled their life and finances. It was due to this that Picabeen partnered with the organisation, to help those unable to get a loan to access the items they need through Friends with Dignity, alleviating a small part of financial stress as they rebuild their lives. This partnership allowed us to advocate for a mother and son who had recently escaped a domestic violence relationship and fundraise over \$500 to send him on his school trip, at a time when consistency and normalcy mattered enormously for his wellbeing.

## GIVIT



Picabeen has continued to draw on the existing partnership with GIVIT, a national not-for-profit that fundraises for people in need, providing goods, funds, or vouchers. The generosity of GIVIT's donors has allowed us to help multiple community members access to furniture, appliances, linen and vouchers – notably a \$850 IKEA voucher to help a client furnish their new home after leaving a domestic violence relationship.





## Picabeen in the Community: Events

### Christmas at Picabeen



Every year we invite community members to a Christmas community BBQ at Picabeen, sharing delicious food and companionship. On 9 December 2025 Santa welcomed over 100 local residents who enjoyed a concert of seasonal songs by a women's choir and face painting. We gave 130 Christmas food hampers to community members at the event and over the next few days.

We sincerely thank the following for their generous contributions and creating a celebratory atmosphere: the Lord Mayors Charitable Trust for funding this event; the businesses, organisations and individuals who donated items for the hampers, and home-baked goodies for the party; the [Brisbane City Sounds](#) choir members; and face painter Maureen Nash.

### Youth Team International Women's Day - Smoking Ceremony and Morning Tea



Community members, staff and volunteers celebrated International Women's Day with a special morning tea. As part of the Youth Team's Empowering Women program, young people helped plan and prepare for this celebration, giving them an opportunity to put into practice what they had learned through the program around confidence, empowerment, connection and celebrating women. We were delighted to welcome Aunty Kathy who performed a Smoking Ceremony and shared insightful and moving stories of her life experiences.

Aunty Kathy is an Aboriginal Elder who was born and grew up on the Cherbourg Aboriginal Reserve. She now lives in Meanjin (Brisbane) and is linked to the Turrbal People through kinship ties. She has a strong spiritual connection to her people, their land, and traditions.



## Seniors Month 2025

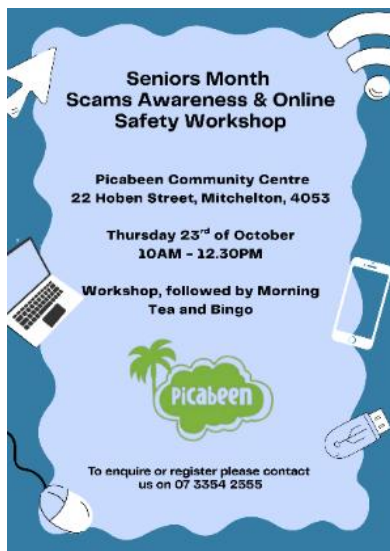
During Queensland Seniors Month 2025, Picabeen Community Centre hosted two engaging community events to promote connection, learning and inclusion for older residents. Both events were well received and highlighted the importance of creating opportunities for seniors to stay connected, informed and active members of the community. Picabeen Community Centre is proud to support initiatives that enhance wellbeing and strengthen community participation for older people.

### The Intergenerational Playgroup



The Intergenerational Playgroup brought together seniors, young children and families for a morning of shared play, conversation and relationship-building. The event provided a valuable opportunity for generations to connect, fostering understanding, reducing social isolation and creating meaningful community connections.

### Scams Awareness and Online Safety Workshop



Later in the month, Picabeen delivered a Scams Awareness and Online Safety Workshop in collaboration with UnitingCare Queensland. The workshop equipped older community members with practical knowledge and skills to safely navigate the digital world. Participants learned how to identify common scams, protect personal information online and build confidence in using technology. After the session, Bingo and Morning tea offered relaxed and enjoyable social engagement.

### Volunteer Appreciation Morning Tea

At a special morning tea on 21 May, we recognised and celebrated the invaluable contribution volunteers make to the Picabeen Community in supporting our programs, services, activities and management committee. A small group of volunteers, staff and placement students enjoyed chatting and playing board games over snacks and cake. Centre Manager Jill Warren presented certificates of appreciation to regular volunteers, in-person or via email.

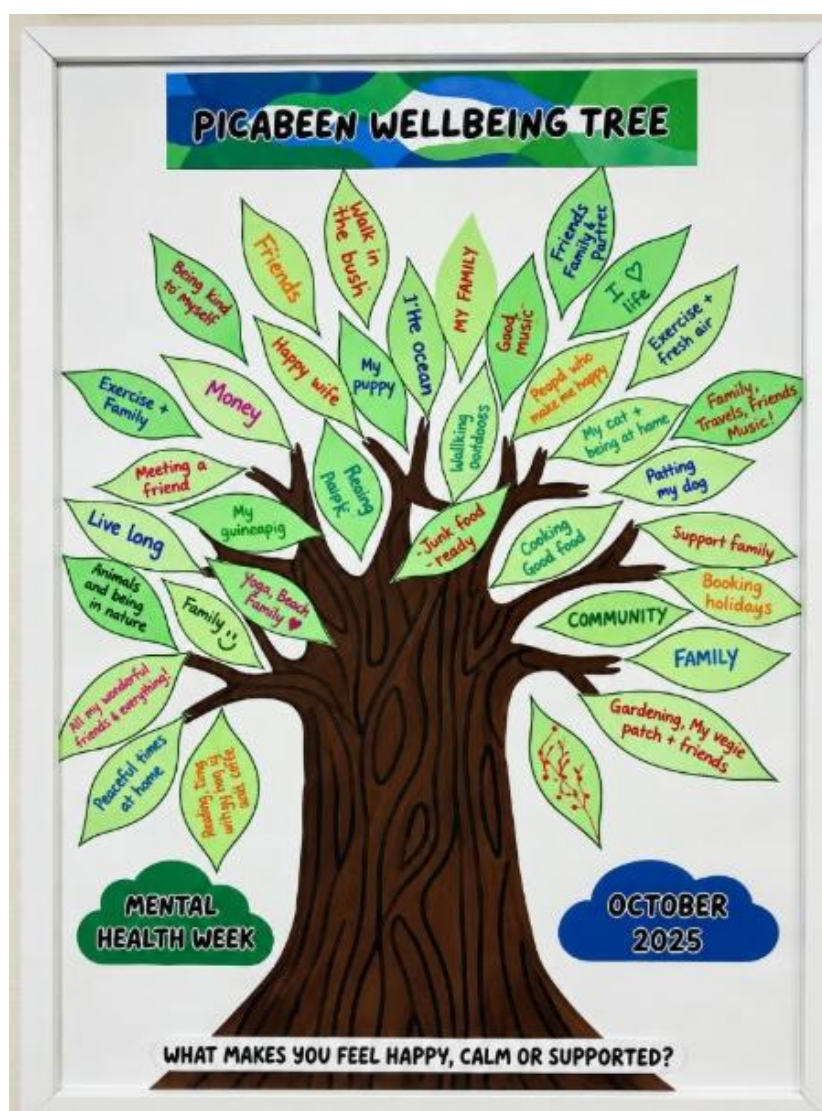
## Mental Health Week



During Mental Health Week in October 2025, the Picabeen Youth Team planned and delivered a range of activities across local high schools and at the Community Centre to encourage positive conversations between about mental health and wellbeing, connecting and looking after ourselves. The Youth Team visited five local high schools, where students were invited to take part in a Wellbeing Paper Chain activity. Students wrote on strips of paper the things they do to look after themselves and support their wellbeing.

The strips were then linked to create a wellbeing chain, highlighting the many different ways that young people can care for their mental health.

Also during Mental Health Week, Picabeen held its first Mental Health and Wellbeing event at the Community Centre, alongside our regular Community BBQ. The event was well received and provided a relaxed and welcoming opportunity for community members to connect and have conversations about wellbeing. Community members were invited to contribute to the Picabeen Wellbeing Tree by writing on a leaf: *What makes you feel happy, calm or supported.* The leaves were added to the tree throughout the event, creating a visual display of the people, places and activities that support wellbeing within our community.





## Program of Community Services and Activities at Picabeen

Every week, Picabeen offers community members a variety of free services and activities run by friendly and enthusiastic volunteers. While the information below provides a snapshot of our regular offerings, we encourage community members to visit the [Picabeen website](#) and social media pages for the most up-to-date information on programs, events and services.

| Monday                        |                                           |      |                                                                                                                                                   |
|-------------------------------|-------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Playgroup                     | 9:30 – 11:30 am                           | Free | For children aged 0-5. Connect with other parents and caregivers.                                                                                 |
| Tuesday                       |                                           |      |                                                                                                                                                   |
| Everyday English              | 9:30 – 11:30 am                           | Free | Informal class - beginner to intermediate levels                                                                                                  |
| BBQ                           | 12:00 – 1:00 pm                           | Free | Connect with the community and meet new friends                                                                                                   |
| Social Connections            | 12:30 – 2:00 pm                           | Free | For young people 12-18 years old who are homeschooling, distance ed, unschooling or disengaged with mainstream school.                            |
| Dungeons and Dragons          | 3:00 – 5.00 pm                            | Free | Dungeons and Dragons after school group                                                                                                           |
| Wednesday                     |                                           |      |                                                                                                                                                   |
| No Interest Loans (NILS)      | 9:30 am – 5:00 pm pre-booked appointments | Free | No Interest Loans (NILS) provide individuals and families on low incomes with access to safe, fair and affordable credit.                         |
| Safe Space                    | 3:00 pm – 5:00 pm                         | Free | For LGBTQIA+ SB young people (12-18y) and allies to connect, socialise and develop life skills in a safe, respectful, and empowering environment. |
| Thursday                      |                                           |      |                                                                                                                                                   |
| Form Filling Assistance       | 9:30 – 10:30 am<br>11:00 am–2:00 pm       | Free | Form filling assistance for any forms except for legal or court documents.                                                                        |
| Beat the Boredom              | 10:00 am-12:00 pm                         | Free | Board games group for all ages and skill levels.                                                                                                  |
| Card Games                    | 1.00 – 3.00 pm                            | Free | All welcome –seasoned players and beginners                                                                                                       |
| Friday                        |                                           |      |                                                                                                                                                   |
| Conversational English        | 9:30 – 11.30 am                           | Free | A friendly group from many countries work with our tutors to improve their spoken English.                                                        |
| Connecting and Crafting Group | 9:30 – 11:30 am                           | Free | Drop in for a chat and a cuppa and bring some craft along if you wish.                                                                            |



## Picabeen in the Community: Services

Picabeen offers a safe and welcoming place where people can seek information, support and connection. Recognising that each person's circumstances are unique, Picabeen provides practical assistance, information and referral support tailored to individual needs. This may include helping people navigate online services and websites, complete forms and applications, understand available support options, and connect with specialist agencies. Through this role, Picabeen helps community members access the services and resources best placed to respond to their particular circumstances.

### Food pantry



October 2025 – September 2026  
Picabeen has provided  
food assistance to  
1694 people,  
including 624 children.

Picabeen assists local community members throughout the year through the provision of hampers which contain perishable and non-perishable food items and toiletries. Our pantry is stocked from Queensland Government emergency relief funds, food donations from local community groups/individuals, and funding from organisations like the local Lions and Rotary Clubs. Donations are accepted throughout the year.

### Community Food Drive



The Picabeen Food Parcel Service, assists community members who are experiencing food insecurity. In July alone it supported 70 adults and 42 children. Throughout August, Picabeen volunteer Courtney successfully organized a food drive with collection points at this Centre, Mitchelton State School and Plus Fitness Everton Park. She contributed considerable time to social media promotion, distributing flyers, collecting donations, arranging drop-off locations, and donated items herself. Through this outreach she secured a wide range of donations, including food, nappies and pet supplies.

Speaking with Picabeen placement student Isabella, Courtney explained that she found out about the Food Parcel Service when she started coming to the Picabeen Playgroup in January 2026. Seeing people, often with children, collecting food parcels made her realise the service's importance and it motivated her to donate her time to reducing food insecurity. She hopes that the impact of her volunteering work is 'To make sure nobody goes without'.

Courtney ties her own values as a volunteer to bringing her children up to be caring and aware that other people don't always have it as easy as us and everyone deserves to have food. When she goes to the shops with her children, she asks them what they would buy if they had very little? This helps her pick out items to donate. Her aspirational theory is:

*If everyone bought just one item it would make such a difference.*

*One small action makes a huge impact. Just being aware and understanding that other people are in need even when everyone gets busy in life.*



## Community BBQ

Each Tuesday Picabeen provides a hot nutritious BBQ meal for 20-30 people – a total of 1181 between September 2025 and August 2026. We also offer the occasional take-away meal and sometimes slices or cupcakes contributed by community members.

The BBQ contributes to our aim to connect with vulnerable people, provide a meal and reduce social isolation. Through the BBQ we 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 sincerely appreciate the contribution of this year's BBQ volunteers:  
Andrew (ME BANK), Chris, John, Ken, Lynn, Noel, Susie, Tracy, Trevor, and Zoe.

## NILS

Picabeen's [No Interest Loan Scheme \(NILS\)](#) program is led by extraordinary volunteers: Jane, Anita and David. This dynamic team supports community members in urgent need of a loan to purchase essential household goods and services, such as fridges, medical expenses and car repairs. They act as strong advocates for NILS clients and will always go the extra mile to support them. The NILS Team work closely with:

- Queensland State Manager for NILS
- The staff of the Queensland Financial Resilience Program (QFRP)
- Logan East Community Neighbourhood Association (LECNA).

We are very grateful for their assistance. This collaboration ensures that NILS clients have the best outcomes possible even when they are often experiencing very difficult circumstances.

## ATO – Tax Help Program

Picabeen works collaboratively with the Australian Tax Office (ATO) to provide this free service each year from August to October. We are very grateful to Simon, who has been volunteering since 2017 to deliver this program during its months of operation. The service provides valuable support to local community members by helping them meet their tax obligations, access eligible refunds and entitlements, and navigate the tax system with confidence, reducing financial stress and improving financial wellbeing.

## Assistance with Form Filling

Official documents are a common source of concern, due to their unfamiliar wording and often complex information requirements. Picabeen staff and students regularly assist community members to complete a range of forms including debt notices, child support notices, housing and loan applications, and the Census.



## Brisbane North Suicide Bereavement Support Group

This year, Picabeen established the Brisbane North Suicide Bereavement Support Group, a trauma-informed peer support service for individuals affected or bereaved by suicide. Grounded in lived experience, the group offers a non-clinical, peer-led space to connect, share and feel heard.

Prior to the Group's launch in March, significant, research, planning and preparation occurred revealing a clear gap in existing services. No dedicated suicide bereavement support service operated in the Brisbane North area, meaning individuals often had to travel long distances for support, or navigate their loss without access to appropriate services. Picabeen's 2025 social work students worked closely with the Centre Manager to apply for the Supporting Stronger Communities grant through the Australian Neighbourhood Houses and Centres Association (ANHCA).

During the application process, the students engaged with a range of organisations working in suicide prevention, postvention and bereavement support, in order to ensure the group's approach was appropriate and well informed. They included: [StandBy Support After Suicide](#), [Survivors of Suicide Bereavement Support Association](#), [Roses in the Ocean](#), [Redlands Suicide Bereavement Support](#), [Family Drug Support](#), and [Support Groups Queensland](#).

Picabeen has continued to strengthen its relationship with StandBy Support After Suicide and Roses in the Ocean. Our facilitator Caitlin has completed training with these organisations in suicide bereavement and the practice of embedding lived experience into service delivery. Further training was also completed through Grief Australia, focused on evidence-informed approaches to clinical practice in suicide bereavement. This engagement reflects Picabeen's commitment to continuous improvement, ensuring the support provided genuinely meets the needs of the community.

The group commenced as a once-monthly session and now operates on a twice-monthly basis providing more consistent and stable support for the community. This change occurred in response to participant feedback which indicated that the interval between monthly sessions left some without adequate support.

Participant feedback has directly shaped the group's development and shows it is meeting a need not previously addressed in the local area. From the outset it was clear that the participants found a sense of belonging and understanding not found elsewhere, as participants have told us:

*I have been looking for something like this for 5 years.*

*I am finally able to connect with people who understand without having to explain myself.*

*This group is much better than anything we have tried since our loss and is really helping us.*

*It is well thought out and covers aspects we don't often spend enough time on.*

*I spoke to a friend that I was attending this group, they did not realise I was still grieving.*

The final comment reflects a broader issue: grief following suicide loss is often misunderstood, isolating, and can present in ways that are not visible to others. This underscores the importance of the group, and Picabeen's ongoing commitment to its growth in response to community need. Picabeen continues to apply for further funding, to maintain the group and establish a dedicated lived-experience position at the Centre, to increase ongoing support and referrals to those affected and bereaved by suicide.



## Picabeen in the Community: Activities

### Picabeen People Connecting and Crafting

The Picabeen People Connecting and Crafting group provides a welcoming environment for locals to enhance their wellbeing and extend their social networks. Since its formation in 2025 the group has grown from 5 to 20 members of various ages and cultures, with an average weekly attendance of 15 people. The group meets in the light-filled upstairs room with its ample table space, a couch and kitchen creating friendly zones. We have shared morning teas to celebrate birthdays and before Christmas.



Group members work on their current craft or start a new one, or just come for a chat. From knitting, crocheting and sewing to card making, everyone is interested in not only what is being created but how, so we are all continually learning. We also respect sustainability and circular economy principles by completing half-finished items (recycle) and 'fixing' clothing items (repair).

We have developed a positive relationship with the Change Room Coordinator Lynne who provides textile donations which we craft into items (reuse) or return to Lynne to raise funds for at the op shop (reuse/recycle). We have reworked material remnants into a clean cloth for the craft tables and two skilful knitters have turned donated wool into beautiful little stuffed animals, scarves and beanies for sale.

*Reflecting on the past 12 months and in context with the stated meaning of **Picabeen**, it seems fitting that we are all drawn to Picabeen as our weekly meeting place. What could be better than a group that has evolved into a beautiful community striving to be sustainable while valuing Friday morning not only a source of wellbeing, but through our connection with Lynne and the Change Room, having the opportunity to 'give back' in a small way to the local community through some of our crafting. Picabeen truly is a special place. Susie and Frances, Crafting and Connecting Coordinators*



### Picabeen Play Group



Every Monday morning, Picabeen hosts a playgroup in the outdoor area. Volunteer Ange and a placement student coordinate a variety of activities each week, including arts and crafts, water play, story-time, puzzles and games, to keep children engaged



and learning through play. Playgroup also offers caregivers an opportunity to connect with others in the community while their children participate in fun and enriching activities.



## English Classes

The English classes at Picabeen are as much about developing English language as forming social bonds among people of diverse cultures. Our English learners say:

*I can learn English. Make more friends and better integrate into the Australian society.*

*I like to meet good people. I can have a conversation with them and learn English as well from fantastic teachers. Specially I love Picabeen's friendly atmosphere.*

### Tuesday Everyday English Group



The Tuesday Group caters for beginner to intermediate English learners in a friendly and supportive environment. We focus is on developing confidence and fluency in everyday English through topic-based conversation and informal activities, illustrated with photos and video. These include: New Year celebrations around the world, Pets, Renting a home, Fixing house problems, Social media, The Ekka, Queensland Art Gallery, the Glass House Mountains.

### Friday Conversational English Group



The Friday Group is suitable for more advanced English speakers who are welcome to attend in-person or online. This year we have read articles and talked about many aspects of Australian life, including food, culture, architecture, flora and fauna, history, geography and sport.

## Adult literacy development and IELTS preparation

Hilary offers individual support for adult literacy development and IELTS English exam preparation on request.

## Beat the Boredom

**The Board Games** and **Cards Groups** welcome players of all levels. Held every Thursday, the sessions, offer a relaxed environment for making friendly connections.





## Snapshots of the Picabeen Community

### BBQ stories – A Community Within a Community

Some people come every week to the BBQ, others just now and again; some sit together in groups, while others prefer to eat quietly alone. As these stories show, the BBQ crowd brings a wide range of personalities, heritages and experiences. In addition to a freshly cooked meal, the companionship we share offers a welcome break in often challenging everyday lives.

**Toni**

Toni is a real live-wire with a smile for everyone and lots of stories to share at the BBQ. She's also a skilful cook and loves camping at the coast. Toni spends hours every day tending her garden which won 1<sup>st</sup> prize in 2025 and 2<sup>nd</sup> prize in 2023 in the 'Hose Garden' category of the Department of Housing Garden Competition.



Toni's special companion is a black cat called Pitch who provides a constant source of love, especially when he senses that she is sick or in pain. Although her life is by no means easy, we know Toni as a compassionate person who often helps friends and family members through illness and personal challenges. For Toni, Tuesday at Picabeen is her 'day off' from routine chores and worries. She credits Picabeen with helping her come out of a dark time six years ago when she was lonely and in constant pain, after a serious back injury forced her early retirement from the job she loved. She was missing the camaraderie and satisfaction of cooking for hundreds of army personnel, and struggling to find a sense of 'life purpose'.

Toni can't recall who told her about Picabeen. But she does remember her first BBQ and the unexpected joy she felt in finding a new group of friends to chat, laugh and share troubles with. Over time Toni has come to appreciate how community members care for each other, offering emotional and practical support when someone seems a bit low or worried – like providing a lift home, going with them to a difficult medical appointment doctor, and offering suggestions for housing. As a way of giving back to the Picabeen community, Toni makes salads and cakes for the BBQ when free ingredients available.

*Toni appreciates the friendly Picabeen environment.  
She is grateful to the Picabeen staff who she finds are  
friendly and helpful without being pushy.*

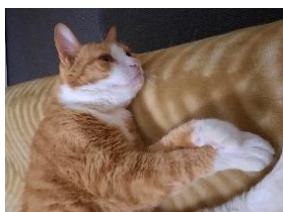


## BBQ stories – A Community within a community

### Serge

Serge is a man of many talents. He is a qualified welder, holds a blue belt in jujitsu, and he used to do karate and Greek and Roman wrestling for fun. He is also a good swimmer and speaks Russian, Kazak and English. Each week he volunteers at a church food shop in Everton Park. For relaxation, Serge watches adventure and martial arts movies – his favourite actors are Jackie Chan, Harrison Ford, Eddie Murphy and Steven Segal. He also listens to a range of music and particularly enjoys Russian Club, a music channel on YouTube.

Serge was born in Sarkand, Kazakhstan and as a child he lived in Siberia for 15 years, before returning to Kazakhstan to finish his schooling. Here he helped his parents run their market stall selling clothes. In April 2004 Serge moved to Australia 'with hope' - seeking better life opportunities and a warmer climate. He worked in Adelaide for two years as a welder. Then he came to Brisbane which he says he likes better. His two daughters also live in Brisbane.



Serge experienced homelessness and lived in his car for 18 months when he was unable to work due to stress. But now Serge is retired and lives in a small apartment with his 'smart, happy and well behaved' ginger cat called Max.

*Serge has been coming to the Picabeen BBQ for about 1½ years.  
He finds Picabeen a good place to socialise and he enjoys having a meal each week  
that he doesn't have to cook for himself.*

### Heather

Heather has a warm smile that mirrors her gentle, friendly personality. She appreciates 'the social side' of Picabeen and the mix of people she meets here. She believes in 'accepting people for who they are'.

After growing up in Tasmania, Heather lived in NSW for 33 years. 8½ years ago she moved to Brisbane, to be close to her daughter and grandsons. She likes living in Mitchelton and has settled into an active lifestyle - housekeeping at a wellness centre, and helping to care for the two boys who are now aged 5 and 9. She walks daily with a group of friends and does line dancing once or twice every week. For relaxation she likes to read mysteries and 'good stories with plenty of action' which she gets from Brookside Book Swap and Mitchelton Library. Her favourite TV shows are Insights, Escape to the Country, and Travel Guides. Not surprisingly, she loves her spoodle Yeoni, a small caramel-coloured spaniel-poodle cross.



At Picabeen Heather enjoys sitting and 'sharing the goss' with a group of BBQ regulars under the trees. She keeps a kind eye on the people around her and sometimes helps with the BBQ. When her grandchildren were little Heather brought them to the Picabeen Playgroup and BBQ, and now during school holidays they still like to pop in for lunch and say hello to their adult mates.

*Such is the family-community nature of Picabeen!*



## Sal: A NILS Client's Experience

Sal has been a part of the Picabeen community for over a decade, having first applied for a [NILS](#) loan more than ten years ago. This year, Sal returned to Picabeen after surviving a serious violent assault that left her and her son hospitalised. For her safety, she was forced to relocate from the home she had lived in for more than 15 years. When she later tried to retrieve her belongings, she found that most of them were gone. Sal came to the Centre to apply for a NILS loan to help furnish her new home with essential items and to rebuild a sense of stability for her sons. From there, the support grew. A placement student was introduced to Sal and helped connect her with GIVIT to source additional furniture and linen. They were also able to obtain new clothing for her through a connection with the organisation [Thread Together](#). When it came time to deliver the furniture, Picabeen reached out to a local organisation, [Youth With A Mission \(YWAM\)](#), who generously arranged transport and delivery to her new home. Since then, Sal has returned to Picabeen with the courage and determination to complete a claim form through Victim Assist QLD who help victims of violent crime recover from physical and emotional harm.

*Sal expresses her gratitude for the support from the dedicated NILS volunteers and the Picabeen team who have been with her each step of the way.*

## Volodymyr: Profile of an English Learner

Volodymyr is a respected member of the Tuesday English Group, with a kindly manner and sense of humour. In addition to his developing English, he speaks Ukrainian, Russian, Georgian, and he communicates with speakers of English and other languages through his nifty phone translation tool. Volodymyr is a retired electronics engineer from Ukraine, who enjoyed a long marriage. He has one daughter and two grandchildren. He moved to Australia because of the war in Ukraine. He now lives with his daughter and family and their pet parrot. His favourite pastime is fishing. His hobby is repairing broken devices and toys.

*Volodymyr appreciates the social connection that Picabeen offers him, and the weekly BBQ.*

## Evelyn: Joys of Volunteering

Evelyn has been leading the Friday Conversational English class for six years. She says 'helping people is 'everything to me'. She looks forward to coming to Picabeen each week, as she finds interacting and learning with people from different social and cultural backgrounds 'very rewarding'. Evelyn has a rich Anglo-Indian-Portuguese background. Born in Mumbai, she speaks English and Hindi. She is now happily retired after a long working life as receptionist, disability support, market researcher, embassy cook and more. She now enjoys reading thrillers, watching movies and NRL on TV, and playing cards at Picabeen on Thursdays.

*For Evelyn, volunteering at Picabeen is an important way 'to give back to the community, Australia and God'.*



## Anna: A Student Testimony

*Thank you for taking me on as a student worker these past four weeks! While short, it will be a time that I never forget. Not only was I pushed to strengthen my skills, but also taught what it meant to be a part of a team that never gave up on one another.*

*Picabeen became a space where coming into work everyday didn't feel like a chore. Everyday I was making a difference, learning about Australian culture and the diverse community that Picabeen serves. Yes, I have to admit, some days were a lot harder than others, but it was all valuable for my growth and I'm thankful to have had that opportunity.*

*This team changed my view of what a workplace should look like. Especially in the way that everyone had open and honest communication, wanted to get to know one another and it is a community that feels safe. This is something that you all should be proud of. Each day I learned what it meant to take initiative, communicate and incorporate what I have learned, and bring it to Picabeen by applying my data analysis skills to create a data collection spreadsheet for new management goals for Picabeen, organizing cabinets, designing new fliers and even initiating conversations with new people daily.*

*Each of these things changed me as a person, future psychologist and student. The interactions that I have had at Picabeen have been unmatched anywhere else and that is all thanks to you all for taking the chance and believing in my capabilities.*

*I will forever be grateful and treasure my time at Picabeen  
and I hope that we cross paths again one day.*





## HR Development

At Picabeen, we are committed to continuous improvement through the ongoing development of our staff, volunteers and students. We recognise that investing in learning and professional development strengthens our organisation, enhances service delivery, and supports positive outcomes for the community. Our commitment to workforce development is aligned with the National Principles for Child Safe Organisations, ensuring that everyone involved with Picabeen understands their role in creating and maintaining a safe, inclusive and supportive environment for children and young people.

We value staff, student and volunteer development and encourage participation in training and professional learning opportunities wherever budget and time permit. We promote the benefits of personal and workplace learning, including enhanced skills and knowledge, stronger engagement with our organisation, improved workforce retention, and greater individual job satisfaction.

This year training opportunities have included:

- *First Aid and CPR* - completed by staff members with certificates due for renewal.
- *Responding to Social Isolation and Loneliness* micro-credential - completed by staff member Sue, and volunteer Lesley.
- *NAPCAN-Creating Safe Organisations for Children & Young People* – completed by staff members Jill and Sue.
- *AHRC National Principles for Child Safe Organisations Training* - completed by all staff members, Management Committee members and students in Semester 1 and 2, 2026.
- *DV-Alert Domestic and Family Violence Response Training*- completed by staff members Sue and Caitlin.
- *QLD Centre for DVF Research – Level 1 Screening Tools: QLD Domestic & Family Violence Common Risk and Safety Framework* – completed by staff member Sue, and 2026 Semester 2 students Gabby and Abby.
- *QLD Centre for DVF Research – Level 2: QLD Domestic & Family Violence Common Risk and Safety Framework* – completed by staff member Sue.
- *Grief Australia - Evidence Informed Approaches to Clinical Practice in Suicide Bereavement* – completed by staff member Caitlin.
- *Roses in the Ocean - Putting Principles into Practice* - completed by staff members Jill and Caitlin.
- *Roses in the Ocean – Lived Experience Informed Suicide Literacy* - completed by staff members Jill and Caitlin.
- *StandBy Support After Suicide Training Workshop: What do I say? What do I do?* – designed to provide tools to support those bereaved or impacted by suicide - workshop completed by available staff members and students.
- *TAE40122 Certificate IV in Training and Assessment* – completed by staff member Jane.



## Donations and Support

---

### Donations 2026

The ongoing generosity of our donors plays an important role in helping Picabeen to achieve its mission. We acknowledge with gratitude the organisations listed below whose financial and in-kind support has enabled us to enhance our services, respond to emerging community needs, and provide meaningful opportunities for connection and belonging.

#### 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
- Gambling Community Benefit Funding: Qld Department of Justice, for IT upgrade including laptops, phone system, infrastructure, tree lopping, and first aid kits

#### Brisbane City Council

- Grant for shed and building exterior refurbishment
- Mental Health Week Brisbane City Council
- Leasing of Building
- Lord Mayor's Charitable Trust Grants for:
  - o Christmas event funding
  - o pantry and BBQ funding
  - o August General Grant funding BBQ and Outdoor Kitchen

#### 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
- \$2,000 towards our services, including Christmas hampers.
- \$280 for driving lessons for a young person who the youth Team are working with.

#### Brisbane Bunya Lions Club

The Bunya Lions Club has provided additional support to fund our Emergency Relief Program and generously donated \$1,280 since our last AGM.

#### NOW Business Network

NBC is a group of mostly business owners who share a common vision of supporting each other, while giving back to the community and raising funds for local charities. This year, the NOW Business Network donated \$1,000 towards our services in the community.

#### ETC – Workforce Australia

Funding received for a Community Worker supports our BBQ and NILS programs.

#### Good Company

Picabeen is a member of Good Company, an online workplace giving platform. Since October 2025, Picabeen has received \$1550 in donations from this organisation.



### Picabeen Community Centre

Provided \$849,316 in community value in 2025

This community value equates to \$3.24 for every \$1 of Queensland Government Neighbourhood Centre funding or \$361.41 for every 1 hour the Neighbourhood Centre was in use.

This includes the value of:



Improved quality of life  
through social connection

**\$128,726**



Volunteer  
contributions

**\$345,323**



Emergency relief provided

**\$226,440**



Services  
provided

**\$148,827**



#### Emergency relief value includes:

|                               |           |
|-------------------------------|-----------|
| Food and groceries            | \$221,880 |
| Clothing, Hygiene, Swags, etc | \$4,560   |



#### Employment

In 2025 Picabeen Community Centre provided 5.4 full-time equivalent positions including 3.9 direct and 1.5 indirect positions.



#### Services value includes:

|                                        |          |
|----------------------------------------|----------|
| Internet usage                         | \$96     |
| Facilities use or hire                 | \$30,372 |
| Social enterprise and fee for services | \$90,679 |
| Community lunch, frozen, other meals   | \$22,680 |
| Tax Help                               | \$5,000  |

These values are produced by Neighbourhood Centres Queensland based on data provided by Picabeen Community Centre in the 2025 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 2025.

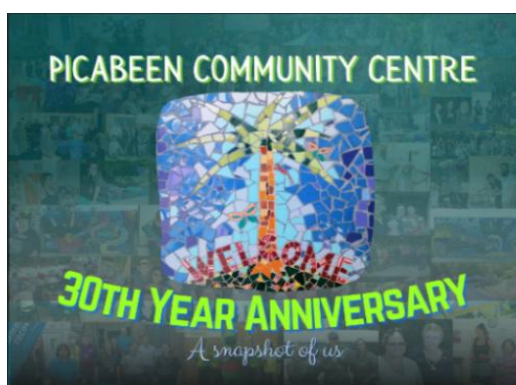
<https://ncq.org.au/>



## A BIG THANK YOU 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

For further stories of Picabeen over the years and the outstanding work of our numerous volunteers at Picabeen, please see our vividly illustrated e-books (click the covers below).



The Picabeen web site is archived on the [Trove database](https://trove.nla.gov.au) (National Library of Australia)

[www.picabeen.org.au](http://www.picabeen.org.au)

