



# Annual Report 2020



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# The Management Committee



**Tim Shanahan** has been Chairperson of the Management Committee since late 2005; and he continues his commitment to the Caloundra Community Centre, its staff and those people in the local Caloundra region who access the Centre or its many programs and services. He is also an ordained Minister (Deacon) in the Catholic Church and is committed to the values of the Gospels – in particular, social justice and assisting people in all their diversity to live fair and equitable lives.

**Carolyn Nolan** joined the Management Committee after she retired from the position of CCC Manager because she wanted to reconnect with the place where she has invested so much of her life and that she loves so much. Carolyn held the Treasurer role from 2016 - 2019. She welcomed Andrew Collins back to the role last year, however she and Andrew will continue to work together on the Finance Sub Committee. She has a lot of family and community commitments that keep her busy.



**Bea Rogan** lives in Caloundra, has 4 daughters and 11 grandchildren. She is an active member of the Coalition of Community Boards, an organisation committed to supporting committees/boards in their important work. The value of community life and the contribution community organisations make to the fabric of Caloundra and district is her motivation to serve on the committee of the Caloundra Community Centre. Her post graduate studies and work has focused on community development and governance.

**Kerinda Camilleri** has been living at Kawana/Buddina for 26yrs. Originally from Adelaide. She is employed as a therapist working at a community agency. She enjoys trail running and spending time volunteering and participating in local events. She thoroughly enjoys her time at Caloundra Community Centre and respects the fantastic work, the dedication and commitment of the team (volunteers and employees) at the centre.



**Steve Maney** joined the committee after retiring from the QLD Police Service where he worked for 41 years. He has been a local resident for 30 years and this together with his past work experience provides him with a good understanding of the issues, problems and constraints impacting on the local community.

**Andrew Collins** has volunteered with the organisation since 2008 in a number of roles (including Management Committee). Andrew has been a local resident since 1993. His professional life included Civil Engineering, Process Engineering, Industrial Sales, Corporate Management and business ownership. Andrew is on three commercial Body Corporates (two as Treasurer), is actively involved in sporting club administration and has been a local Business Mentor for State Government Business Development Programs.



**Raelene Ellis** studied law at the University of Queensland, graduating with Honours and later went on to study a Masters in Legal Practice and a Bachelor of Social Science (Development). Since 2005, she has worked as a lawyer, advocating for the interests of children in our Child Safety, family law and criminal law system She has worked regionally, in Gympie, as well as in Brisbane and now at the Sunshine Coast.

# Chairperson's Report

To say that this year of 2020 has been a tumultuous experience for our world, country, state and local community would be an understatement. There would not be one person who has not been impacted by COVID-19 in some way, ranging from – tragically – loss of life, loss of a loved one or friend to the virus, loss of employment and other financial problems, mental health issues, isolation, (and earlier in the year) inability to attend church services, sporting events and other public events. Regardless of the ongoing arguments and accusations occurring amongst political leaders, we in Queensland have fared better in comparison to some of the other states.

However, COVID-19 has placed pressure on the mental health of many people, both seen and unseen. Mental Health services are not part of the Community Centre's core services, but I would like to touch on this important topic as it affects so many in our society. Obviously before COVID-19 mental health was a significant issue, but increasingly a bigger problem since the pandemic became a reality. The World Health Organization has defined mental health as: "...a state of well-being in which the individual realises his or her own abilities; can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community" <sup>i</sup>

Prior to COVID-19, Australia had been experiencing severe droughts which had hit rural communities hard, resulting in loss of hope and resulting in some taking their own lives because they could not cope. In addition, unprecedented bushfires across many states wiped out entire communities – lives were lost, communities displaced, homes and businesses were destroyed.

Then the COVID-19 pandemic crept upon us. In Australia, over a million people have lost their jobs or have been stood down. Because COVID-19 had not been experienced before, and because so many aspects of our normal routines have changed, a common response has been increased levels of anxiety for many of us. The number of people experiencing or at risk of what is referred to as mental ill-health has increased. Over 970,000 Australians are caring for loved ones who experience mental ill-health, which in turn affects many of those carers with high levels of psychological distress.

As the COVID-19 pandemic has made painfully clear worldwide, we are one human family, "...the causes of mental ill-health lie in the social, economic, political and cultural context, as well as within the person. Poverty, discrimination, trauma and violence frequently result in or contribute to mental ill-health. When we ensure appropriate care for everyone experiencing mental ill-health, when we reject stigmatisation, when we work for the transformation of social determinants of mental ill-health, when we call for policies and service provision that meet the needs of the poorest, most marginalised...we promote the fullness of life for all" <sup>ii</sup>

Reference will be made elsewhere in the 2020 AGM reports as to how the Caloundra Community Centre as an organization has handled the challenges of the lockdown earlier this year and how services have slowly come back however cautiously, given the health restrictions. May I say on behalf of the Management Committee how much I appreciate the efforts of Lisa and staff both at the Centre and at Baringa and elsewhere that have contributed in maintaining a connection to members of the community this year.

Back in March, I met with Lisa to discuss the forthcoming community restrictions and how the Centre would handle them. Lisa showed me contingency plans that she had drawn up and I was very impressed with the work she had put into such plans, though they were in draft form at the time. Throughout the earlier lockdown this year, and restrictions during the past few months, Lisa has kept the Management Committee fully informed as to how she and the staff were handling the difficulties imposed due to the restrictions in place. I thank her for the wisdom of her leadership with guiding the Centre through unprecedented times. I thank too the staff who rose to the challenges, and thank them for their cooperation and adaptability of their work practices this year. Of course, we are not through to the other side of this pandemic just yet.

Once again, I thank the members of the Management Committee who have maintained their commitment and passion for the Centre and staff during a very difficult time. Thank-you to Bea Rogan, Andrew Collins, Carolyn Nolan, Kerinda Camilleri, Raelene Ellis, and Steve Maney. A challenge for us was to meet online, rather than face-to-face, but that has become the norm for the time-being. Obviously many people are holding work-related meetings and social gatherings online as a health precaution, so our situation is not unique!

I mentioned at the beginning of my Report about the negative impacts that COVID-19 has had on our society. There have, of course, been some positives to emerge from this difficult time. People all around the world are finding new ways to address the need for interconnectedness. People are using social media platforms to connect, such as the Facebook group [The Kindness Pandemic](#), with hundreds of daily posts. There is a huge wave of formal and informal volunteering where people use their skills and abilities to help others. COVID-19 is giving us a new sense of [appreciation and gratefulness](#) for what we do have – our freedoms, leisure, connections, work, family and friends.

But a big question that is being asked now is once we get through this pandemic, what will we return to? Our way of life as we knew it before? Many social commentators/observers are suggesting that we won't be able to resume our lives exactly as we lived before. As examples, up to 15% of businesses will never reopen; work practices will be different as many people will continue to work from home; physical-distancing may well become the norm. Economically, Australia is looking at massive debt never experienced in its history.

“In the wake of COVID-19, certain habits we've adapted will likely stick around”, says Kate White, a behavioral scientist at the University of British Columbia. “Our vigilance around things like disinfecting surfaces — that's probably going to continue,” she says. Our new ways of interacting with each other — “live long and prosper” salutes instead of handshakes, video chats instead of conference-room huddles — are also likely to stick to some degree. The old social norm is, “you meet someone and you automatically shake hands. Those social exchanges are going to evolve,” White says. “When you're having meetings for work, people are going to start asking, ‘Do we have to meet in person?’ which is not something we would say before. But what lingers most after a pandemic, or any large-scale catastrophe, is a pervasive sense that the world is fundamentally unpredictable — that life feels more fragile than it once did.”<sup>iii</sup>

What will not change is the reality that many people will always need to have that interconnectedness I mentioned earlier. We are social beings and we are not meant to live in isolation. We need someone to talk to; and someone who will listen to us, support us and help us when we need it. ‘Community’ is still

highly-valued in our society, and always will be. The Caloundra Community Centre, Baringa Community Centre, and other Neighbourhood Centres provide such opportunities, even though we have had to think and act somewhat differently this year.

Thank-you again to Lisa, her staff, and to those volunteers who have worked hard during the past difficult year. And thank-you to all of the members and supporters of the Caloundra Community Centre who appreciate and value what they do for our local region.

**Tim Shanahan**

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<sup>1</sup> World Health Organization, *Mental Health Action Plan 2013-2020*, Geneva, 2013, 6

<sup>1</sup> *To Live Life to the Full: Mental Health in Australia Today*, Social Justice Statement 2020-2021, Office for Social Justice, Australian Catholic Bishops Conference, 18

<sup>1</sup> Discover Magazine: *How the Covid-19 Pandemic will change the way we live*  
<https://www.discovermagazine.com/health/how-the-covid-19-pandemic-will-change-the-way-we-live>

# Treasurer's Report

Thank you for the opportunity to present a summary of Caloundra Community Centre's financial position for the 2019/2020 financial year, and to table the audited statements for approval. I would like to formally acknowledge Indri for the great job she has done all year in administering the finances of the centre, and Lisa for managing staff, centre operations and program costs to again deliver a well-balanced financial position at the end of the financial year.

We are operating two community centres (Caloundra and Baringa) underneath the Incorporated entity, with both centres required to generate income to sustain their operational effectiveness and deliver the funded community programs.

Looking at the overall income, the Caloundra Community Centre Inc. operated with a total consolidated income over the year of a little over \$1,920,000.

In expending these funds, we have delivered a tremendous level of services and support to the Greater Caloundra community. Once again all the programs and centre expenses were operated within their budgets and as per the grant guidelines and requirements. We have an annual financial operating target of delivering a 0 – 5% surplus within all of our program and operating budgets, and we have met this goal.

The Consolidated Income and Expenditure Report shows a surplus of \$279,828. Although this sounds extensive, some \$190,000 is due to government financial support during the COVID pandemic, which will continue to be spent in staff salary support this financial year. Because of this government support, the Caloundra Community Centre Inc. has been able to maintain our staffing and community support levels during a time when our generated income from facility rental fell to zero. Although the impact of the pandemic will continue to negatively affect our operational budget, our strong financial position established over the past will stand us in good stead.

Looking at our Balance Sheet, we carry a solid financial position moving into the 2020/21 financial year. Our retained earnings, which is a measure of our total assets (cash reserves plus our plant and equipment value) less our total liabilities (current obligations plus provisioning for future known costs), are \$97,258. The retained earnings carried over is essentially the same as last financial year.

I would like to propose the following motion: That the audited financial statements for the Caloundra Community Centre for the year ending June 30 2020, be adopted as presented.

I move a motion that Levert Audit Services be appointed Auditor for the Organization for the next year.

**Andrew Collins**

# AUDITOR REPORT

## CALOUNDRA COMMUNITY CENTRE INC

### STATEMENT BY MEMBERS OF THE COMMITTEE

The Management Committee has determined that Caloundra Community Centre Inc (“the Association”) is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements which are considered appropriate to meet the requirements of the *Associations Incorporation Act 1981 (Queensland)*. The Management Committee acknowledges and understands its responsibilities for the preparation of the financial report and maintenance of the underlying accounting records.

In the opinion of the Management Committee:

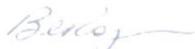
- a) the financial statements and notes set out on pages 2 to 37 present fairly the financial position of the Association as at 30 June 2020 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;
- b) at the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due; and
- c) all expenditure transactions recorded in the accounting records of the Association represent expenditure necessarily incurred in the pursuit of the Association’s objectives.

Signed on behalf of the Management Committee:

Tim Shanahan  
Chairperson



Bea Rogan  
Secretary



Andrew Collins  
Treasurer



15 October 2020

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF CALOUNDRA COMMUNITY CENTRE INC**

*Opinion*

We have audited the accompanying financial report, being a special purpose financial report of Caloundra Community Centre Inc ("the Association") which comprises the Balance Sheet as at 30 June 2020, the Consolidated Income and Expenditure Statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Statement by Members of the Committee.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the Association as at 30 June 2020 and of its performance for the year then ended in accordance with Australian Accounting Standards to the extent described in the accounting policies disclosed in Note 1 to the financial statements and the *Associations Incorporation Act 1981 (Queensland)*.

*Basis for Opinion*

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of the audit report.

We are independent of the Association in accordance with the auditor independence and ethical requirements of APES 110 *Code of Ethics for Professional Accountants*.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

*Emphasis of Matter - Basis of Accounting*

We draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Management Committee's financial reporting responsibilities under the *Associations Incorporation Act 1981 (Queensland)*. As a result, the financial report may not be suitable for another purpose and should not be distributed to or used by parties other than the members. Our opinion is not modified in respect of this matter.

*Emphasis of Matter - Cost Allocation*

Our audit procedures include the testing of the Association's accounting records and transactions to relevant supporting documentation on a sample basis. The allocation of costs between programs requires the Association's management to exercise its judgement based upon knowledge of the program tasks. Management judgements not capable of being verified to documentation are assessed for reasonableness when relevant and critical. Our opinion is not modified in respect of this matter.

*Responsibilities of the Committee for the Financial Report*

The Management Committee of the Association is responsible for the preparation of the financial report that presents fairly and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Act 1981 (Queensland)* and the needs of the members. The Management Committee's responsibility also includes such internal control as the Management Committee determines is necessary to enable the preparation of the financial report that presents fairly and is free from material misstatement, whether due to fraud or error.

**CALOUNDRA COMMUNITY CENTRE INC**  
**INCOME AND EXPENDITURE STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2020**

**CONSOLIDATED**

	2020	2019
	\$	\$
<i>Income</i>		
Department of Social Services	335,149.16	274,772.48
CSS funding	326,520.00	317,535.00
Family Support program	186,814.00	179,010.00
Department of Education and Training SQW	136,650.00	185,410.00
Department of Employment and Training	99,265.00	-
PHN grant	91,500.00	76,500.00
TFFF Pets4Life	57,000.00	55,000.00
OPAP funding	35,763.00	34,351.00
Sunshine Coast Regional Council	33,880.00	19,920.00
Sunshine Coast Uni student unit program	14,375.00	20,125.00
CSS funding – Emergency Relief	11,946.00	-
Department of Environment and Science	10,000.00	-
GfCA Thriving Communities	-	10,000.00
Rent	98,930.00	93,481.54
JobKeeper subsidy	126,000.00	-
Cashflow boost	62,500.00	-
Donations	12,962.53	4,119.00
Aura Stockland	-	50,000.00
Blue Care	-	7,875.00
Interest	7,216.27	10,302.27
Staff training development	-	3,750.00
Training income	5,713.89	2,965.23
Insurance claim	4,150.00	-
Catering	1,800.00	-
Sundry items	10.00	995.00
Contribution from another program	266,481.42	402,472.45
	1,924,626.27	1,748,583.97
<i>Expenditure</i>		
Administration charge	85,246.36	79,381.90
Asset purchase	29,222.79	-
Asset replacement provision movement	-	9,000.00
Audit	6,200.00	7,800.00
Bank charges	707.78	595.65
Building repairs and maintenance	4,180.81	1,627.87
Case management and client assessment fee	-	17,502.05
Catering	3,105.33	19.55
Centre supplies	4,500.00	4,184.54
Computer maintenance	659.07	2,004.73
Consultancy and facilitating	10,422.38	15,459.08
Depreciation	3,258.00	4,281.00
Electricity	4,619.69	3,316.74
Emergency Relief expenses	13,211.48	-
Fees, membership and subscriptions	1,961.90	216.82
Food and fuel vouchers	57,835.27	42,266.98

The accompanying notes form part of these financial statements.

**CALOUNDRA COMMUNITY CENTRE INC**  
**INCOME AND EXPENDITURE STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2020**

**CONSOLIDATED**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<i>Expenditure (continued)</i>		
Insurance	9,500.00	8,903.13
Internet access	3,074.67	1,048.69
Learner support administration costs	17,200.76	31,266.43
Management fee	4,000.00	8,000.00
Materials / resources	15,767.11	3,935.07
M.C. volunteers	241.72	374.39
Motor vehicle expenses	1,306.12	7,497.33
Office cleaning	8,780.39	8,499.23
Office supplies and equipment	17,137.05	24,108.88
Photocopy service	3,641.98	5,320.05
Pharmaceutical	-	444.11
Postage	366.18	566.87
Printing and stationery	2,031.23	2,232.12
Project activities cost	7,680.69	3,204.18
Programme and project expenses	44,084.63	29,738.31
Provision for doubtful debts	3,876.75	2,153.50
Rates	9,171.62	4,443.32
Research fee	8,454.77	-
Rent	15,100.00	14,474.09
Salaries (including salary sacrifice)	902,301.85	811,826.67
Salaries – annual leave and leave loading	8,942.54	9,218.89
Salaries – employee entitlements movement	51,000.00	12,200.00
SQW student fee expense	8,063.93	11,898.36
Staff training and development	16,388.10	15,960.99
Superannuation	86,202.79	75,692.42
Telephone - Centre	12,829.02	5,516.05
Telephone - mobile	9,451.66	7,031.35
Travelling	29,866.40	25,709.81
Tutor coordination costs	-	7,000.00
Volunteer expenses	741.40	965.87
Volunteer travel reimbursement	1,530.07	1,250.00
Workcover	9,159.80	8,167.31
Working groups	10,500.00	8,582.89
Sundry items	1,273.80	646.53
Contribution to other programs	100,000.00	213,000.00
	<u>1,644,797.89</u>	<u>1,558,533.75</u>
Operational surplus / (deficit) before income tax expense	279,828.38	190,050.22
Income tax expense	-	-
Operational surplus / (deficit) for the year	<u>279,828.38</u>	<u>190,050.22</u>
Program funding surplus brought forward	624,624.33	432,293.51
Unspent program funding	<u>(904,932.03)</u>	<u>(624,624.33)</u>
Funding surplus / (deficit) for the year	<u>(479.32)</u>	<u>(2,280.60)</u>

The accompanying notes form part of these financial statements.

**CALOUNDRA COMMUNITY CENTRE INC**

**BALANCE SHEET  
AS AT 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	\$	\$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents		
- Westpac Bank operations account	151,877.63	24.50
- Westpac Bank ER account	0.93	0.93
- Bendigo Bank operations account	590,046.56	445,679.26
- Bendigo Bank ER account	5,001.33	39.37
- Bendigo Bank short term investment	250,000.00	250,000.00
- Bendigo Bank long term investment	109,906.82	109,906.82
- Bendigo Bank credit/debit card	1,255.18	3,764.86
- Petty cash	700.00	700.00
- ER petty cash	200.00	200.00
- Volunteer travel float	600.00	600.00
ATO refunds / subsidy receivables	60,037.02	-
Trade debtors	12,602.10	31,627.35
Provision for doubtful debts	(9,627.10)	(7,653.35)
<b>Total Current Assets</b>	<u>1,172,600.47</u>	<u>834,889.74</u>
<b>Non-Current Assets</b>		
Fixed assets		
- Property improvements at cost	28,694.00	28,694.00
- Accumulated depreciation	(18,382.83)	(15,513.43)
- Plant and equipment at cost	64,641.00	64,641.00
- Accumulated depreciation	(63,800.96)	(63,412.36)
- Motor vehicles at cost	64,060.00	64,060.00
- Accumulated depreciation	(64,060.00)	(64,060.00)
<b>Total Non-Current Assets</b>	<u>11,151.21</u>	<u>14,409.21</u>
<b>Total Assets</b>	<u>1,183,751.68</u>	<u>849,298.95</u>

The accompanying notes form part of these financial statements.

**CALOUNDRA COMMUNITY CENTRE INC**

**BALANCE SHEET  
AS AT 30 JUNE 2020**

	<b>2020</b>	<b>2019</b>
	\$	\$
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Payables	-	-
Unspent funds	904,932.03	624,624.33
Payroll related payables	4,210.38	2,662.23
GST payable	4,350.75	2,274.55
Employee entitlements – annual leave	78,000.00	54,000.00
Employee entitlements – long service leave	85,000.00	49,000.00
<b>Total Current Liabilities</b>	<b>1,076,493.16</b>	<b>732,561.11</b>
<b>Non-Current Liabilities</b>		
Employee entitlements – long service leave	10,000.00	19,000.00
<b>Total Non-Current Liabilities</b>	<b>10,000.00</b>	<b>19,000.00</b>
<b>Total Liabilities</b>	<b>1,086,493.16</b>	<b>751,561.11</b>
<b>Net Assets</b>	<b>97,258.52</b>	<b>97,737.84</b>
<b>MEMBERS FUNDS</b>		
Retained earnings		
- brought forward	97,737.84	100,018.44
- surplus / (deficit) for the year	(479.32)	(2,280.60)
<b>Total Members Funds</b>	<b>97,258.52</b>	<b>97,737.84</b>

The accompanying notes form part of these financial statements.

# Manager's Report

Like the rest of the world, this year has been very different from other years for Caloundra Community Centre due to the COVID 19 global pandemic. We remained open every day before, during and after Queensland's COVID 19 lockdown. We had the centre doors closed initially as required with staff answering phones and seeing people outside the door when they came to the centre. We found that we had to quickly change what we were doing and find ways to support people differently. All of the outreach services that were coming to the centre ceased to do so. Only 1 of these services has since returned. We had to close all of our social and support groups and organise new ways for them to keep in touch both with us and with one another. Simple things like "phone trees" were put in place. Facebook became a way to let people know what was happening at the centre and in the local community. We lost all of our rental income at both Caloundra and Baringa centres within a week due to lockdown. This hasn't changed much since we are only able to accommodate smaller numbers of people due to the 4 square metre rule that is required by the Queensland Government in all social and community settings. This means that we have been able to welcome most of our social and support groups back by using the entire meeting space rather than just a part of it as was happening previously. We purchased Zoom technology and used it to meet amongst ourselves and with others. We developed a new resource to assist us with information and referral because the social sector on the Sunshine Coast changed quickly and dramatically; and yet we were still getting a large volume of calls and centre visits from people looking for information and services. Our staff went from being together across 2 centres (Caloundra and Baringa) every day to being on a roster of staffing the centre and working from home on the other days. We had to close Baringa Community Centre as directed by Sunshine Coast Council, the owner of the building.

Throughout 2020 the Community Centre has continued to work on ways to measure the achieved outcomes for the whole organisation. The COVID disruption to normal business saw the emergence of new organisational focusses as well as the continuation of many of the organisations usual community offerings. For much of 2020, these occurred in different ways that didn't smoothly align with the reporting systems developed over previous years. The major themes of the organisation's work continued to centre on connection, increased feelings of safety and wellbeing, empowering individuals and groups and building organisational capacity.

Some of the ways that these thematic outcomes accouted in 2020 included:

- Peer parenting **connections** being renewed at the resumptions of playgroups starting to meet again
- New local **connections** forming through the return to activation of the Baringa Community Centre
- **Individuals being empowered** by learning in a peer group in the Skilling Queenslanders for Work program and LUNA program
- The increase in **community groups' capacity** and resilience was strengthened through the group supportive work of the Hinterland Community Development Program
- At both the height of the COVID period and also with the lessening of restrictions participants in the Pets for Life program demonstrated **connection** and local **community wellbeing** by continuing to engage in new ways.
- The Suicide Prevention Program developed news to **connect** to build locals people's feelings of **support and wellbeing** through Community Connectors Conversations.
- Global Hub participants continued to build the **groups connection** and members **empowerment** by flexibly finding ways to meet, support one another and pursue activities

The Pets for Life program pretty well remained unchanged during the lockdown with volunteers and participants making decisions together about how they could best support one another. Volunteers continued to walk dogs and spoke to the older person they were linked to often through the screen door to check in with them and make sure that they were going ok. We felt that it was very important to keep up the social connections in the Pets for Life program as much as we could.

Deloitte Economics puts a value on volunteering based on the replacement cost of volunteers' labour. You will note from the Pets for Life report that we have a high number of volunteers 100+. The calculation for **volunteer contributions** in the Pets for Life program is **valued at \$402,386**. A massive injection of resources goes into that program via our volunteers. The actual funding for the Pets for Life program in 2020 was \$57,000. The volunteer contribution by far outweighs the monetary contribution.

I thank the Pets for Life volunteers and all other volunteers who make contributions to Caloundra Community Centre – without you all we would be very poor indeed.

We formed a new partnership with OzHarvest during the lockdown and received fruit and vegetables from them to give away a few times a week. This has become a welcome addition at the community centre with a number of older people and families picking up fresh produce to help supplement their household income. We've recently had to calculate how much we are distributing to people in the Emergency Relief program. Fruit and vegetables, frozen meals and Free Little Pantry items totalling **149kgs per week**. Gift vouchers, rent, car expenses, prescriptions, school costs, tents, sleeping bags, vouchers in the hinterland all totalling **\$57,378.28 for the year**.

The Qld Families and Communities Association (QFCA) surveyed data in neighbourhood and community centres across Qld for the year. The purpose was to get a clear understanding of the work of neighbourhood centres and their impact and to turn the data into a monetary value.

We receive \$198,000 of funding from the Department of Communities, Disability Services and Seniors to implement a Community Support program at Caloundra Community Centre. The QFCA Statistician worked out that this funding is turned into a **Community Value of \$963,904!**

**This community value equates to:**

**\$4.86** for every \$1 of  
Neighbourhood Centre funding

Over **\$175.26** for every hour the  
Neighbourhood Centre is in use

**This figure includes the value of:**

Improved quality of life through  
social connection: **\$349,625**

Volunteer contributions:  
**\$402,386**

Emergency relief provided:  
**\$206,750**

Services provided:  
**\$5,173**

Michael Harkins continues to do an excellent job at ensuring that people get access to NILS (No Interest Loans) for household, motor, schools/study costs and services. In the last year Good Shepherd Microfinance have approved 31 loans for people who Michael has assisted with the application process. I thank Michael for his outstanding work and dedication to the organisation and the people.

The workers at Caloundra Community Centre have been very flexible and responsive throughout the changes this year. As a result of the impact of COVID 19 they each undertook multiple roles and transitioned easily to all of the changes. Each of us learnt new skills. We have taken on whatever work needed to get done at the time. Everyone has remained healthy and available. They've shown me how much they value this organisation. Everyone has remained committed and ready for the next challenge. I thank every one of you for your love of the work and the people, your enthusiasm and your respect and thoughtfulness of one another.

The people of Caloundra Community Centre from the social groups, the Family Support program, Pets for Life, LUNA, Global Hub, the students in the Skilling Queenslanders for Work program, volunteers and friends have been patient and flexible while we've had to do things differently. It's wonderful to have more people in the building now and many people once again participating. Unfortunately, our longest running social group, Centaclub, is still unable to return due to the number of women in the group. We are having regular contact with the group and Jody, our Community Development worker is looking at other options for the group to come together soon.

The management committee has met most often via Zoom which most of them have disliked! I think they've figured out that they really like to meet face to face because they value the connections that they have amongst themselves. This organisation is very fortunate to have such a skilled and stable (membership) committee. I thank them (from the bottom of my heart) for their ongoing support and assistance.

Our ongoing partnerships with Sunshine Coast University (Social Work Student Unit); Sunshine Coast Council (Baringa Community Centre); Austcare (Skilling Qlders for Work); Aura Connected (auspiced group); Good Shepherd Microfinance (No Interest Loans) and Sunshine Coast Community Co-operative (all of the neighbourhood centres on the SC and Gympie) continue to bring value to the organisation and assist us in doing the work. A new partnership this year with the Thompson Institute sees free counselling services based at the centre.

Our funders continue to value the work that we do with the funding that we receive and I thank them for this.

- Department of Communities, Disability Services and Seniors – Community Support program, Older Persons Action program and Emergency Relief
- Department of Child Safety, Women and Youth – Secondary Family Support program
- Department of Social Services – Early Intervention Family Support program and Emergency Relief program
- Department of Small Business, Employment and Training – Skilling Queenslanders for Work program
- Central Qld, Wide Bay & Sunshine Coast PHN – Suicide Prevention in Communities program
- Sunshine Coast Council – Community Partnership operational grant for Caloundra and Baringa Centres

And finally, some feedback from people about our centres (Caloundra and Baringa) and our dedicated staff.

*Hi Lisa, Just want to say a huge thank you to yourself and everyone involved down there at the Caloundra Community Centre. Never have I come across a more helpful and caring group of people.*

*In the week after I first made contact with you guys I was able to secure accommodation, get a job, sleep safely, eat and drink and most importantly get my mental state of mind back on track.*

*I could not have done any of the above without the help you guys gave me.*

*Turning up at rock bottom to the Caloundra Community Centre on the 19th of October I do believe saved my life.*

*Being in my situation may have been the worst time of my life, but strangely enough I look back at this past few weeks fondly as I have met so many amazing people, not only there but at Vinnies, Moffatt beach motel and also so many random people who asked if I was ok, offered me a bottle of water, a lift in the rain, a coffee which are small gestures but means the world when you are struggling.*

*My faith in people has somewhat been restored and I look forward to paying it forward and helping people when I am stable.*

*Again I am sure you already are but you should be super proud of all your staff and the work that you do personally you are all superstars.*

*If I can ever be of any assistance in any way please feel free to give me a yell no matter what it may be.*

This week Harry's (Pets for Life dog) mum turned 80, it was a beautiful week for her (she is a very private person). Visits from daughters and grandchildren, flowers from her sisters who live out of state, it was humbling to share this special day. Harry and I did his walk and I saw the extra doggy happiness and additional tail wagging in Harry with all the goings on. I chatted with one of the daughters to whom we have now become friends and share our interest of art and creativity. I witnessed the joy in Harry's mum at realising, (even though there can be a lot of lonely days when health restricts you) that there are many people who still love and care for her. Thank you to Pets for Life Program for enriching many people's lives.

Dear Community Centre, I'm writing this email in order to communicate that my meetings with Stella are of enormous help, since I was helped and supported, not only by her, but also by the whole community. Being able to talk to and express my feelings with someone out of my social circle is being key in my progress of getting better because I know I'll never be judged. I am very grateful to the Community Centre for referring me to a person willing to get involved so much in helping other people. Please continue doing such an amazing job.

Great community feel and very friendly vibe. The women's day was fantastic, Suky and team did such a great job. Mums group was a great experience too. Overall I'm very happy I found this place and look forward to being a part of the events more regularly.

*Had the loveliest day here today enjoying the various workshops and demonstrations. A huge thank you to everyone involved who gave their time and shared their expertise. I believe it was a great success and look forward to many more experiences at this*

I just had a very friendly welcome at the centre from hosts and some community members I met. I am really looking forward to be a volunteer for the community!

I love Baringa Community Centre! I've been to Women's day Festival, art workshops at night as well as the Wednesday community lunch. I'm looking forward to visiting in the new year too and am excited for more programs and events. The staff are lovely and make you feel at home, the people who you keep seeing become friends. It's a beautiful feeling to have a community here. 5 stars!

## Family Support Program- funded by the Department of Social Services and the Department of Child Safety, Women & Youth.

It's been an interesting second half to the last financial year for the program given the impacts of the Coronavirus on our country as a whole. Our intention this year was very much to keep families connected and to continue to provide the supports that were necessary for families wellbeing. Below is a snapshot of the activities we provided over the past year, along with also supporting 177 families in the Secondary Family Support program.

### ***Parenting Courses- 106 participants were upskilled***

- ❖ Bringing up great kids
- ❖ Tuning into kids
- ❖ Parent Effectiveness Training
- ❖ Circle of Security
- ❖ Be your best
- ❖ First Aid for Carers & Parents
- ❖ Dad's Tool Box
- ❖ Dr. Bob Jacob's Parent Talks



### ***155 Playgroups***

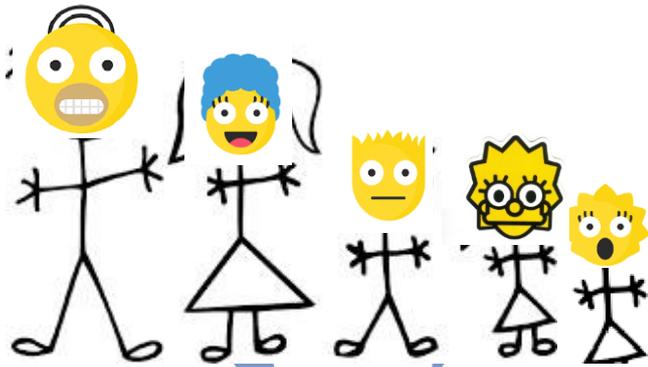
- ❖ Baringa Community Centre- Fun Friday for parents & children under school age & Starting Strong supportive nurturing group for new parents
- ❖ Caloundra Community Centre
- ❖ Landsborough playgroup @ CWA
- ❖ School holiday travelling playgroups across a range of parks to facilitate connections
- ❖ Japanese Community Playgroup



***Child Protection Week Kings Beach*** – a yearly event where all the support services for families provide a day of activities while highlighting the importance of protecting children.

***Womens' Health Week*** – Held a Baringa to provide a series of participatory workshops for women with an emphasis on wellbeing.





**Referral to Family Support Team:**

Referred from School re 10 y/o Bort, school refusal, disruptive behaviours in class.

**Marg, 36**

Housing insecurity: KEIHS, DHPW - Social Housing, Rent Connect, NRAS, KYABRA  
Financial stress: CCC ER, Salvo's Moneycare  
Overwhelmed: Parenting course- BUGKS & COS  
Mental Health: GP Mental Health Plan, PHN  
Social Isolation: Playgroup, Creative Caravan

**Humer, 39**

Alcohol misuse: AODS, AA  
FIFO Dad / Relationship issues: Relationships Australia, Couple Counselling  
Parenting Ed: Dad's workshop with Matt

**Maggi, 1**

Playgroup  
 First Aid for babies  
 Childcare- ACCS  
 Child Health Nurse

**Sampson  
 Family  
 Mindmap**

**Leesa:**

IFYS Inclusive Kids Grant for music lessons  
School Guidance Officer: Equine therapy and scholarship  
Anxiety: Headstart, Thomsen Institute

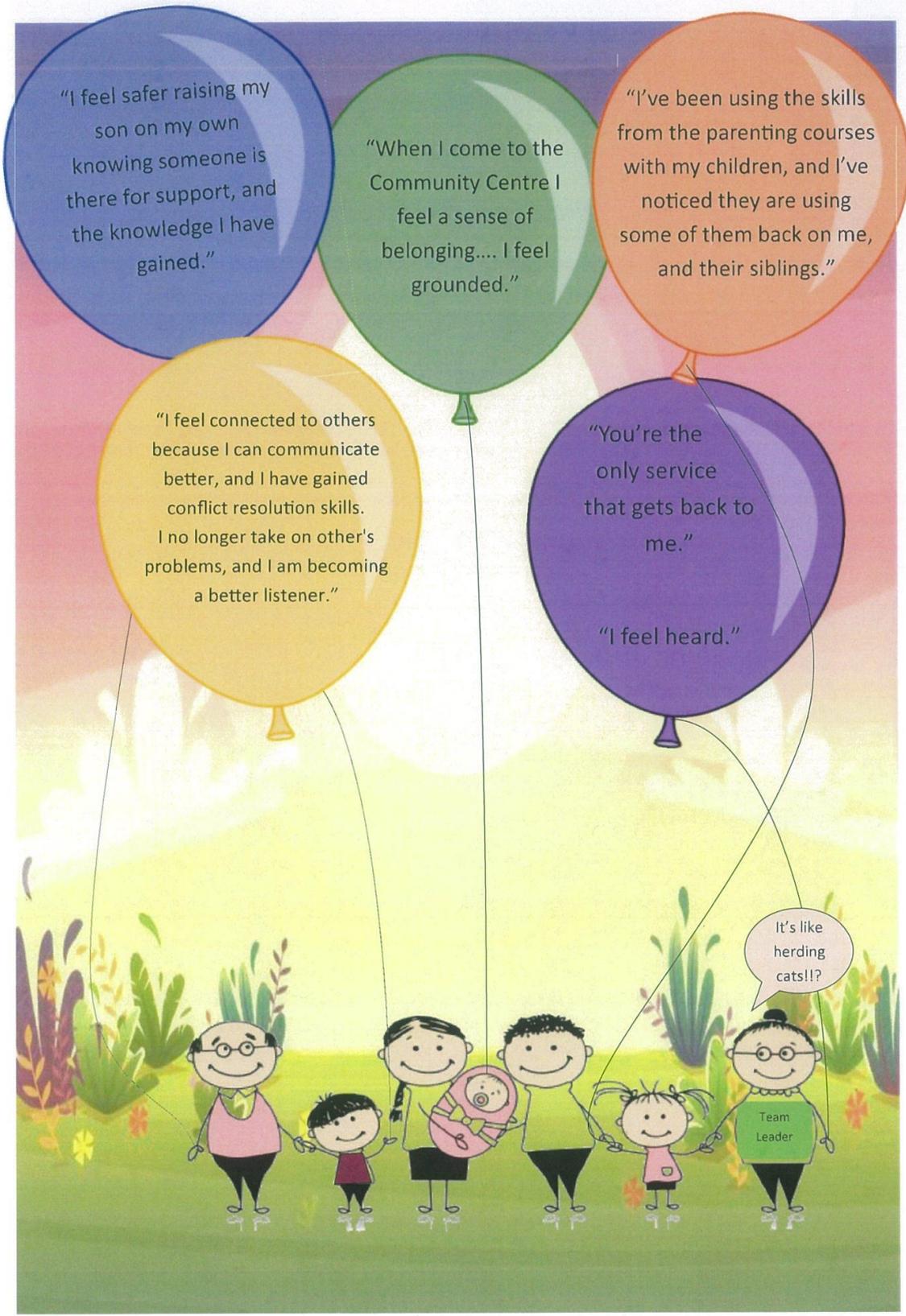
**Bort, 10**

GP referral for CDS (possible ADHD, ODD, ASD)  
Get Started Vouchers for Skateboarding lessons  
 Advocating with school for alternate timetable  
CHYMS  
Mentoring: The Boardmeeting

ER: Emergency Relief  
 COS: Circle of Security

BUGKS: Bring Up Great Kids  
 PHN: Primary Health Network  
 AODS: Alcohol and Other Drugs Services  
 NRAS: National Rental Scheme

CDS: Child Development Service, Qld Health  
 ACCS: Additional Child Care Subsidy (Centrelink Product)  
 CHYMS: Child and Youth Mental Health  
 IFYS: Integrated Family and Youth Service  
 DHPW: Dept of Housing and Public Works



"I feel safer raising my son on my own knowing someone is there for support, and the knowledge I have gained."

"When I come to the Community Centre I feel a sense of belonging.... I feel grounded."

"I've been using the skills from the parenting courses with my children, and I've noticed they are using some of them back on me, and their siblings."

"I feel connected to others because I can communicate better, and I have gained conflict resolution skills. I no longer take on other's problems, and I am becoming a better listener."

"You're the only service that gets back to me."  
"I feel heard."

It's like herding cats!!?

Team Leader

# Caloundra Community Support Program October 2019 - September 2020

## International Women's Day High Tea



Hosted by Global Hub Multicultural Women's Group and supported by the Ukelele Music Group (now Caloundra Music Club), the event attracted over 60 people. The event celebrated women and aimed to deepen connections both within and between the two groups, and the broader community. Those who attended said it was "wonderful to see so many people attend" and "I've met some new people today". For Global Hub members, the event highlighted newly acquired skills and confidence - "I didn't know I was able to bake successfully!" - and strengthened their relationships with each other - "We've done a great job together!"

4,421

people connected with the Centre

**PLUS**

number of times Centre groups met

229

## COVID Response



COVID-19 has provided the Centre with new challenges and opportunities to creatively adapt and respond to our community's needs and concerns. This has included the development of a range of processes and resources to facilitate access to services as well as support the health and well-being of community members and staff. We've also strengthened our partnerships with organisations such as OzHarvest and the neighbouring Uniting Church, contributing to our capacity. A greater use of virtual technology extended the reach of our communication, enabling a continued presence in our community and maintaining supportive connections between staff.

## Key Activities

- Global Hub Christmas Market Stall
- International Women's Day Event
- Development of COVID response resources
- Centre groups well-being during lockdown
- Kids Art Play School Holiday Project
- Reinvigoration of Centre groups post-lockdown

Of the people who needed more detailed support:

142

felt improved social connection

117

felt they gained new skills

## Kids Art Play Project



Using the Creative Caravan, five Global Hub members hosted a school holiday project for local kids and their parents. The project provided a space for kids and adults to learn and share skills, as well as an opportunity for parents to meet other community members and build awareness of the Centre, its activities and programs. Based on positive participant feedback, the women will offer another activity in future school holidays. Parents said they'd promote it through their networks saying "Thank you so much. We had a blast and will look at coming again", while the kids said "it was lots of fun". This has contributed to boosting the confidence of the women who hosted the activity.

## Reinvigoration of Centre Groups



As groups return to the Centre, members are enjoying "being back with friends again", building on their support of each other throughout lockdown. Each group has gained new members, signifying the value of relationships and access to welcoming spaces for connection. A 'Conversations With' series that explores an individual's personal meaning of membership to their group has recently commenced. These stories are being recorded as text or video and being shared with the broader community using Facebook.

# Hinterland Community Development Program October 2019 - September 2020

## Bringing Community Together Art Project



The Glass House Mountains Neighbourhood Centre called for people in the local community to come together and create an "artistic time capsule", to reflect the heart of the Glass House Mountains place and people over time. The story of this project was captured and shared through local communications channels plus the ABC radio and the B.Old short film series. People who participated said they felt a "meaningful connection with others creating this together" and "pride in where we live". An art group has since formed to continue the buzz of these creative connections.

"Thank you so much Jody and Natasha for all your hard work"  
Celebrate Glasshouse Country Exec. Committee

## Glasshouse Country Groups Network Gathering



The Network is a collaborative project with Celebrate Glasshouse Country that builds relationships between local groups to address their common issues and expand their capacity and resilience. Representatives of groups from across the entire Glasshouse Country area participate in the bi-monthly gatherings. Participants have expressed enthusiasm for developing these connections, saying "it's so important to be having these discussions and sharing our ideas and what we're doing so we can help each other and our communities."

## Key Projects

- Edible Gardening Group
- Glasshouse Country Disaster Management Network
- Glasshouse Country Welfare Network
- Glass Housing 55 (for women over 55)
- Community Hub and Partnership Building Project
- COVID-19 Organisational Capacity Building
- Glasshouse Country Groups Network Gathering
- Mend-it Cafe

Number of people who feel they have:

- Improved social connectedness **11,052**
- Gained new skills **1,220**
- Strengthened the work of their group **469**
- Improved access to services **799**

## Glasshouse Country Disaster Management Network



A series of community workshops on disaster preparedness progressed into the community groups and services deciding to form a Network and detailed handbook to stay connected, plan and prepare for times of disasters. Group volunteers said "this is the most important thing we should all be doing" and "with disasters being more and more in our lives, this is so important for us all to be coming together".

## Mend-it Cafe



A monthly clothes mending project hosted by women from three local groups. The women are keen to share their sewing skills, ease financial hardship, reduce waste and contribute to alleviating social isolation. Guests are invited to actively participate and have a chat. A person new to the area commented she "really enjoyed visiting" and is "happy to finally make some friends." A group member shared "I feel elated and satisfied that we are already working toward the goals we set." Membership of the group and community participation is increasing with each month.

Thank you to all the dedicated volunteers, groups and community members we work with in Glasshouse Country



# PETS FOR LIFE PROGRAM

2020 marked the **Pet's for Life** programs 11<sup>th</sup> year of matching up local volunteers with local pet owners who would like a hand to keep their companion animal in their life. From a small pilot program that began through relationships between the community centre and the Sunshine Coast Animal Refuge Society the program has grown to connect people across the entire Sunshine Coast and Noosa regions. At the end of September this year the program had over 170 participants with about 20 more waiting to be matched up.



In February 2020 the Pets for Life program was lucky enough to be independently evaluated, the following figures are taken from that evaluation.

- Demographically the pet owners in the program range from 38 to 100 years of age and 88% of them are female with an average age of 76.6 years. For volunteers the age spread is from 19 to 82 years of age with the average age being 55.1 years and as a group 83% of the volunteers are female.
- 87% of surveyed pet owners said their mood was improved knowing their volunteer was coming for a visit. And 91.3% of pet owners who were surveyed affirmed that having regular contact through Pets for Lie had a positive effect on their overall wellbeing.
- 83.8% of surveyed volunteers said that they had established a friendship with the pet owner they are connected to. Likewise, 90% of surveyed pet owners stated that they valued spending time with their volunteer and most describe their relationship as a friendship.
- An extension of this friendship and community connection is that 91.7% of surveyed volunteers said they are likely to go out of their way to make sure their pet owner and pet are safe in the event of emergency, such as a bush fire.
- Currently the length of the connection time between pet owners and volunteers is tracking at an average of 22 months for pet owners and an average of 20 months for volunteers.

# OLDER PERSONS ACTION PROGRAM

Throughout 2020 the OPAP has engaged with people aged 65 years and over around the following main themes.

- Managing daily cost of living pressures
- Navigating through the human service network including Centrelink to accurately determine their situation
- Sourcing affordable housing in the very tight Sunshine Coast housing market
- Encouraging participants that their own agency and actions are valuable and worth continuing.
- Seeking to connect participants up with like-minded people and groups.

These structural issues continue to impact older people in ways that should be addressed in a wealthy country like Australia.

COVID-19 has presented unique challenges to this group of people. Generally, people in the community in this age group that I have had the chance to chat with have responded to the pandemic with tolerance and spirit. On the other hand, the number of people aged over 65 seeking engagement with the community centre in some of its volunteer based programs has reduced as 2020 rolled on so the pandemic might be responsible for people in this age group feeling a little more hesitant. I'm sure that as we collectively learn how to manage the COVID-19 risk in our 'new normal' lives together we will develop ways to connect through volunteering and participation.

# MULTICULTURAL PROGRAM

I started attending the Global Hub group and made my first friends in Australia!

My family visited CCC and we received information, referrals and support about how to better settle on the Sunshine Coast.

I got a job after months of struggles and depression. I thought that my Skill Visa would give me an instant job. CCC worker linked me with jobs opportunities.

A conversation started with three levels of government about welcoming strategies to newly arrived migrants.

I got evicted from rental accommodation. I've no family in Australia and the Multicultural Worker from CCC supported me. A house from Public Housing was secured.

**2020 Challenges:**

- Increase of migrants with mental health issues.
- Global Hub group outside CCC at risk of disappearance.
- Migrant families small businesses unable to fulfill Home Affairs Requirements.
- Real risk of homelessness from a Global Hub member and how it impacted on the group's dynamics. Estimated 300 hours volunteer work provided.
- Migrants farm workers unable to secure paid work with no Benefits unable to return to country of origin.

**CALOUNDRA COMMUNITY CENTRE INC.**  
Creating vibrant, sustainable communities

**MULTICULTURAL PROGRAM 2020**



A total of 49 people participated in SafeTALK (first steps suicide prevention training ) and a 2 day ASIST workshop

30 people in refresher training used their ASIST practice 194+ times in the last 2 years with people who had thoughts of suicide

"Amazing workshop. Would recommend/love to see everyone in the community partake in some form of suicide prevention training. Facilitated wonderfully and exceptionally well delivered"  
ASIST workshop participant, November 2019

"Great training and exceptionally well delivered"  
ASIST workshop participant, November 2019





Connection protects!  
Thanks to 25 volunteers  
in 7 local working  
groups, 50 participants  
in community forums  
about safe spaces,  
organisers of 8 wellbeing  
activities and colleagues

"You deserve a bouquet for  
your attention to details,  
forward strategy and  
devotion to communicating  
with these communities. I  
wish all had your dedicated  
heart' Jill Guldvansen - editor  
- Mary Valley Voice



# BARINGA COMMUNITY CENTRE



## FAMILIES

Since November 2019 we have hosted 58 playgroup sessions and 46 parenting course sessions- including first aid and 2 Dads tool box workshops on a Saturday morning

## COMMUNITY CONNECTION

14 regular groups accessing the Centre plus a range of short term and one off bookings for community connection and social events.

## OUTREACH

8 Community organizations and private providers utilizing Baringa Community Centre to deliver outreach services

## COMMUNITY PARTNERSHIPS

We have developed semi-formal relationships in the area including Stockland, local residents group 'AURA Connected'; Conservation Volunteers Australia; Early Years Partnership Meeting; residents group AURA safe; residents group AURA business; and Caloundra Chamber of Commerce.





## PLACE VS SPACE

Demand for Baringa Community Centre as a rental space continues to be high.

However, in the last few months there has been much evidence that the Centre is becoming more about place, than simply 'space'.

Some examples of these has been the social morning tea which occurs fortnightly, the creation of a new craft group in the last few weeks and the very successful women's health event on a Saturday morning which was organized and hosted by the participants.

AURA connected are also becoming more involved in Centre activities and have created a number of sub-groups to carry out projects and activities to suit the diverse interest of the local residents.

## IN A NUTSHELL

The Centre was closed to the public during March, April and May under the direction of State and Federal health authorities.

Before the mandated Centre closure there were 12 external organisations providing services or activities to the local community.

Due to the current social distancing restrictions and protocols the Centre is experiencing a lower level of engagement that was generated up until March 2020. However, we currently have partnerships with 8 third party providers and the Centre is hosting two social groups for seniors, an accredited Certificate III level course to 22 students, two playgroups and a number of ad-hoc parenting and general information sessions.

Besides these ongoing partnerships the Centre was utilised almost 50 times in the last 12 months for one off workshops, presentations or private gatherings including Council staff meetings, Education QLD meetings, and residents association gatherings.

The Centre, through the Community Development worker, has also engaged with the broader community in areas of local concern such as Council's Youth Behaviour Management Forum, the newly formed resident's group AURA Connected, partnered in planning and hosting community events such as the monthly Caloundra Chamber of Commerce Twilight Markets, 2019 Community Christmas Carols, and World Wetland Day.

The Centre has launched the toy library this week and is planning to deliver a street-art workshop for youth in early 2021

“

*I love Baringa Community Centre! I've been to the women's day festival, art workshops at night as well as the Wednesday community lunch. I'm looking forward to visiting in the new year too and am excited for more programs and events. The staff are lovely and make you feel at home, the people who you keep seeing become friends. It's a beautiful feeling to have a community here.*

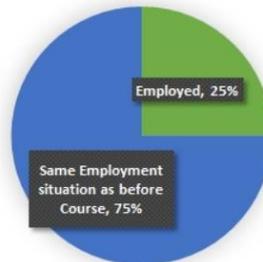
**Nyssa Carrier**

”

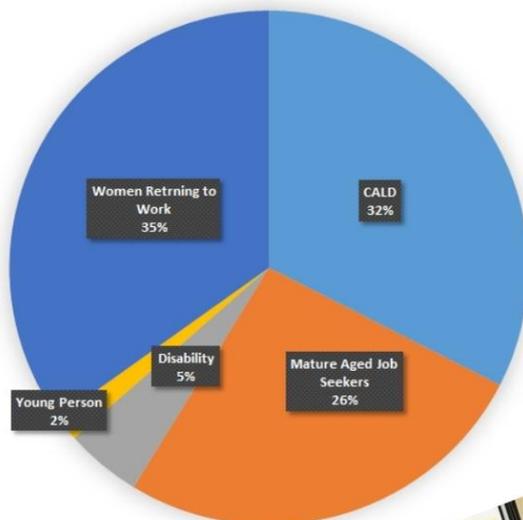
**SQW: WHAT A YEAR 2020 HAS BEEN DUE TO COVID-19. ONE POSTPONED AGREEMENT FOR BARINGA, AND SOME VERY DRAWN OUT PLACEMENTS FOR 80 INDIVIDUAL SUPPORT STUDENTS, OVER 5 INTAKES... FROM SOCIAL DISTANCING TO ISOLATION AND BACK AGAIN**



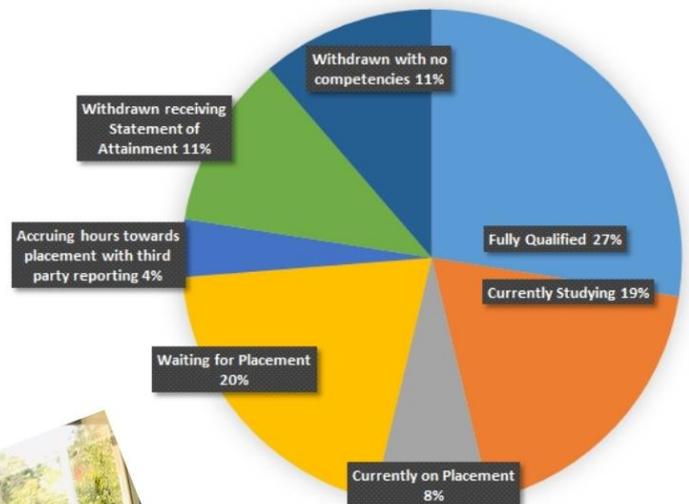
**Student Employment Outcomes**



**Student Target Groups**



**Current Study Outcomes**



# Connection Empowering Individuals

100% of students stated they had made at least one friend in class

100% of students felt they were more confident in themselves and in their abilities

I'm working and I'm really enjoying it. They are quite flexible which is fantastic. I'm not doing huge hours at the moment, my choice. I appreciate all your help in getting me there

INDIVIDUAL SUPPORT

I can't believe I have finished! I feel a lot more confident, with my English and in general as I have now completed the course. I have made some new close friendships, and started applying for work too!

My English is a lot better. I have started seeing new words, learning new things. It has made me study hard. My husband has noticed I am talking more. The course has given me my confidence back and brought me out of my shell. The Community Centre has been very helpful, always staying connected.

SQW

OCT 2019- SEPT 2020

\*limited survey response, due to covid

**Annual General Meeting Minutes 2019**  
**Venue: Caloundra Community Centre**  
**58A Queen Street – Caloundra QLD 4551**  
**Friday 1<sup>st</sup> November 2019**

1. Opening of the meeting

Tim Shanahan opened the meeting at 6:05 pm. Tim welcomed all guests, members and staff. Tim respectfully acknowledged the traditional owners of the land, the Gubbi Gubbi people and acknowledged Elders, past, present and emerging.

List of the attended

Jenny Robinson	M. Jeuber	Rob Smith	Jordyn McLean
Nancy Steward	Peter Greer	Jack Russell	Ken Mewburn
Helen Crook	Raelene Ellis	Leah Collins	Trish Shuttleworth
Georgie Johnson	Carolyn Nolan	Natasha Odger	Polly Studima
Emily Studiman	Nelly Blunck	Jenna Kahrimasang	Nancy Smith
Bonney Hud	Chandra Hickson	Howard Buckley	Andrew Cuddes
Nat Roome	Willie	Rob Riethmuller	Peter Heffernan
Bea Rogan	Mandy Maney	Judy Lai	Deb Brown
Leigh Harvey	Anne Mary Stone	Julie Maharaj	Suky Oliver
Xiarmi Zhang (Sherry)	Garry Neville	Indri Seagrove	Josie Manjaji
Tim Shanahan	Vanessa Buckley	Aimee Healey	Steve Maney
Andrew Collins	Chris Brown	Ross McLeod	Bill Trail
Di Hutchinson	William Studiman	Paul Mitchenson	Catherine Nason
Lisa Price	Holly Aston	Mark Wischnat	Tomas Passeggi
Kath Mash	Trevor	Glenys Robinson	Julia Jessop
Merilyn Keene	Peter Keene		

2. Apologies

Bea Rogan read out the list of apologies

No.	Name	Organisation and phone number
1.	Ross Beattie	CCC Member
2.	Bev and Annette Wigan	Life Membership
3.	Alan and Judy Morrison	Uniting Church
4.	Colleen Whittaker	Global Hub Member

5.	Stephne Hambrecht	Sunshine Coast Reg. Council
6.	Peter Davies	CCC Member
7.	Jody Blackburn	CCC Staff
8.	Wendy McManus	CCC Staff
9.	Stella Romagnoli	CCC and MDA Staff
10.	Nooreen Harris	Maleny Neighbourhood Centre
11.	Michael Harkins	Reception and NILS worker
12.	Kerinda Camillari	MC Member

Apologies to be accepted

**Moved: Tomas Passeggi**

**Seconded: Georgie Johnson**

**Carried**

### 3. Confirmation of the Minutes of 2018 AGM

Tim asked all present to read the minutes contained in the annual report.

That the minutes be accepted as a true and accurate report.

Moved: Andrew Collins

Seconded: Leigh Harvey

Carried

### 4. Acceptance of New members

That the list of individuals below be accepted as new members

1.	Lorraine Fitzpatrick	Global Hub
2.	Manuela Duran	Global Hub
3.	Julie Maharaj	Global Hub
4.	Peter Heffernand	CCC Reception
5.	Michael Harkins	CCC Reception
6.	Adam Beck	Centacare
7.	Howard Buckley	Deception Bay CC
8.	Oliver Sulyok	TAFE English Class

**Moved: Steve Maney**

**Seconded: Tomas Passeggi**

**Carried**



year the Centre won a council tender to manage the Baringa Community Centre in the new development of Aura. Already a good number of local people are involved in a range of activities which has brought joy, but there are also the challenges to deal with the impact upon the organisation including finance and staffing.

She reported on the range of programs and initiatives of the Caloundra Community Centre to support people on their journeys to become better connected socially and economically. This year Multicultural Australia was welcomed to the Caloundra Community Centre and the Caloundra Community Centre is now a registered as an NDIS provider. She highlighted the work of the staff in the work of quantifying some of the outcomes from the organisation's programs which will now be used over the next twelve months. She thanked all the staff for their commitment and extraordinary work.

Lisa acknowledged and thanked the funders: Qld Department of Communities, Disability Services and seniors for the Neighbourhood Centre building lease, Community Development Programs at Caloundra and in the hinterland, emergency Relief and Older Persons Action Program; Qld Department of Child Safety, Youth and Women for Secondary Family support funding; Commonwealth Department of Social Services ; Sunshine Coast Council for Community Partnership funding and other one off grants and the Baringa Community centre building lease; University of the Sunshine coast for the Social Work Student Unity funding; Sunshine Coast Primary Health Network for Suicide Prevention in communities funding; Department of Employment, Small Business and Training for Skilling Queenslanders and Tim Fairfax Family Foundation for Pets for Life funding and Stockland for Baringa Community Centre activities and events.

On behalf of all the staff she thanked every one of the volunteers and management committee members for contributing to Caloundra Community Centre and their communities through their commitment, skills and generosity.

**Motion to accept the Manager's report.**

**Moved: Georgie Johnson**

**Seconded: Leigh Harvey**

**Carried**

## 6. Presentation

Marilyn Keene, Coordinator of the suicide Prevention and Community Reference Group gave a presentation on the Suicide Prevention work over the past year. She highlighted that many people live with suicide in their lives. Fifty people per year on the Sunshine Coast die by suicide, one of the highest rates in Australia. Loneliness is a key issue across Australia and other countries and a factor to address in suicide prevention.

There are 7 local working groups across the coast raising awareness and encouraging conversations, building capacity and creating a sense of hope. Workshop training has attracted over 90 people over the past year.

## 7. Election of Office bearers

Tim Shanahan handed the chair over to Tomas Passeggi after declaring all Executive and Committee positions vacant and announcing nominations of new Management Committee positions.

Chairperson	Tim Shanahan
Secretary	Bea Rogan
Treasurer	Andrew Collins
Member	Carolyn Nolan
Member	Steve Maney
Member	Kerinda Camilleri
Member	Raelene Ellis

## 8. Close of meeting

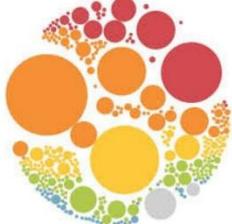
Tim Shanahan thanked everyone for their attendance, for the music at the beginning and to those who set up the food and venue. The meeting closed at 7:35 pm

Despite of Covid 19 situation, our centres (Caloundra and Baringa) are still open to support people in the community, run the programs and activities with all the procedures, health and safety applies.

Here are some of the photos and flyers:

**Circle of Security**  
Parenting program  
delivered by a registered Circle of Security Parenting Facilitator

Tuesdays 9.30 - 11.00am  
30th July - 17th September  
BARINGA COMMUNITY CENTRE



**Circle of Security INTERNATIONAL**  
Early Intervention Program for Parents & Children



**FIRST AID FOR PARENTS OR CARERS**

Vital information for families (No exams)

Tuesday 3rd March 2020  
9.30am-12.30pm  
Baringa Community Centre  
20 Edwards Terrace  
Baringa  
Bookings essential  
Ph: Suky 0477420764  
53530503

Judy Bartlett of Rapid Response First Aid is a Registered Nurse, whose background in nursing brings practical experience to this information session for parents & carers that covers CPR along with general first aid information.

**PETS FOR LIFE VOLUNTEER DOG BEHAVIOUR Q&A #2**



All Pets for Life volunteers are invited to a discussion with Maya from Essential Dog Training Sunshine Coast. Maya will talk us through some basic dog behaviour theory and provide plenty of opportunity for Questions and Answers around all things dogs.

Wednesday 29th April, 7pm to 8:30pm, 2020  
Online webinar using the Zoom platform, please RSVP & Mark will send through a link to access, he can also practice the technology with you before the discussion.

RSVP Friday 24th April  
email mark@calcomm.org.au  
or ring / text 0414 519 047.

Baringa Community Centre  
20 Edwards Terrace

**FUN FRIDAY PLAYGROUP**

9.00 - 11.00AM  
Please bring some fruit to share



**INDOOR & OUTDOOR unstructured play**

Focus on movement & social & emotional development through play

sensory imaginative messy

For further information call Suky 0477 420 764

MESSY CREATIVE FUN  
**Monday's Playgroup**

9.30 - 11.30 AM



CALOUNDRA COMMUNITY CENTRE  
58A QUEEN ST  
PHONE 5491 4000

The Caloundra Community Centre's Family Support Team is hosting a FREE conversation with

Dr Bob Jacobs  
Child Advocate & Psychologist



**Understanding Children's Behaviour**

7TH FEBRUARY 12.30 - 2.30PM

light refreshments will be provided

For Bookings & further information call 5491 4000 or paul@calcomm.org.au

BARINGA COMMUNITY CENTRE  
20 Edwards Terrace

**WEDNESDAY 4TH SEPTEMBER 2019**

9.00 - 2.30pm

Take a little time out to nurture yourself

**FREE WORKSHOPS**

- MEDITATION
- YOGA
- FACIAL TREATMENTS FOR RELAXATION & CONNECTION
- SELF CARE & SELF ESTEEM
- MAKE YOUR OWN BODY SCRUB & SCENT WITH ESSENTIAL OILS

For further information call Suky 0477 420 764

Baringa Community Centre  
Wednesday 9.00 - 11.00am

**MUMS & BUBS STARTING STRONG PLAYGROUP**

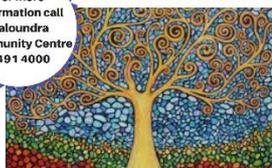
This playgroup is for new mums with babies from 0 - 18mths old.

The intention of this group is to provide a supported nurturing space for new mums to meet and get to know other families in their community, ask questions, gather information about parenting, and be linked to other people and organisations.

20 Edwards Terrace Baringa  
For further information call Suky 0477 420 764

**School Holidays Travelling Playgroup**

THE FAMILY SUPPORT PROGRAM  
WELCOME YOU TO JOIN US IN THE PARK



Monday 1st July 9.30-11.30  
Baringa Skate Plaza, Edwards Terrace  
Caloundra West

Thursday 4th July 9.30-11.30  
Skippy Park, Old Landsborough Rd, Landsborough

Monday 8th July 9.30-11.30  
Shelly Beach Park, Caloundra

Thursday 11th July 9.30-11.30  
Pedal Park, Bells Creek, Caloundra

**Tuning in to Kids**  
Emotionally Intelligent Parenting

A six session parenting program

*Tuning in to Kids shows you how to help your child develop emotional intelligence. Children with higher emotional intelligence:*

- have greater success with making and keeping friends
- have better concentration at school
- are more able to calm down when upset or angry
- tend to have fewer childhood illnesses

Emotional intelligence may be a better predictor of academic and career success than IQ!

Where: Caloundra Community Centre  
58a Queen Street, Caloundra

When: Mondays 9.30-11.30  
28/10/19 to 2/12/19

Contact: Paul 5491 4000  
paul@calcomm.org.au

**DAD'S TOOL BOX for raising a secure child with Matt Dilges**

Father and Consultant Child and Family Therapist

**SATURDAY 14TH MARCH 9.30 - 12.00PM**  
Baringa Community Centre 20 Edwards Terrace Baringa

The operating instructions have finally arrived for a smarter, healthier and happier child.

Understand the neuroscience behind a child's developing brain

This is a super condensed workshop with easy parenting tips that nobody has ever shared with you that can make a world of difference to your relationship with your child.

**MEN SUPPORTING MEN**  
Bring your baby or toddler with you  
**ALL FATHERS WELCOME**  
First time fathers step fathers foster fathers grandfathers

For bookings and further information call Suky: 0477 420 764

**Ever Wish they came With an instruction Manual?**

They do!

Parent Effectiveness Training (P.E.T.) is a course designed for families to learn a time tested model of communication that offers skills, which enhance relationships with children and other important people in their lives.

Register Now

Begins Feb 2020  
Baringa Community Centre  
20 Edwards Street, Baringa

Want to learn more?  
Would you like to book in?  
Contact Catherine at the Caloundra Community Centre on 54914000



AURA PET  
Supporting Positive Parenting

File Tools View COMPLETE: Interview Skills - Word (Product Activation Failed)

### INTERVIEW TIPS

(Adapted from Kelly Services Australia - <https://www.kellyservices.com.au/interview-questions> ID: 886-8827-0128) Stop Screen

**COME PREPARED**  
Know yourself - your strengths, weaknesses and accomplishments. A job interview is not the time to wing it! Prepare as much as you can.

**EXHIBIT ENTHUSIASM**  
First impressions, positive or negative, dramatically affect the ultimate evaluation. You make a job interview within the first five minutes.

**APPEAR FRIENDLY AND OUTGOING**  
Smile and say hello to everyone. A positive reaction from the support staff is an im...



ABSOLUTE POTENTIAL KIDS HOLISTIC WELLNESS SERIES

## NOURISHING FIRST FOODS FOR YOUR BABY

THE WHEN, WHAT AND WHY OF STARTING SOLIDS

In the first of our Babies & Kids Holistic Wellness series, you'll learn:

- How to know if your baby is ready to start solids - what nutrients your baby need for optimal development - which foods are best to start with - What is baby-led weaning and is it for you - What foods are unsafe or not ideal for babies - How your baby's eating habits now affect their later health - Safe feeding guidelines & how to reduce choking risk - Plus Q & A's

All sessions are child-friendly!

Wednesday 16th October 9:30-10:30am

ABSOLUTE POTENTIAL  
Well & Performance

Call or text 08 9439 1111 or visit [www.absolutepotential.com.au](http://www.absolutepotential.com.au)

DATE: 16th October 9:30am - 10:30am | LOCATION: 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<sup>i</sup> World Health Organization, *Mental Health Action Plan 2013-2020*, Geneva, 2013, 6

<sup>ii</sup> *To Live Life to the Full: Mental Health in Australia Today*, Social Justice Statement 2020-2021, Office for Social Justice, Australian Catholic Bishops Conference, 18

<sup>iii</sup> Discover Magazine: *How the Covid-19 Pandemic will change the way we live*  
<https://www.discovermagazine.com/health/how-the-covid-19-pandemic-will-change-the-way-we-live>

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