

Annual General Meeting 2005

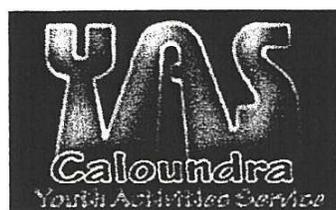
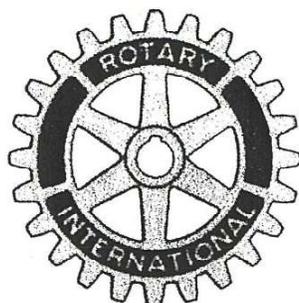
Caloundra Community Centre Inc.



Providing the means and opportunities
to build vibrant and sustainable
neighbourhoods, now and in the future.



CONTENTS



<i>AGENDA 2005</i>	2
<i>AGM Minutes 2004</i>	3
<i>Chairs Report</i>	7
<i>Annual Report from the Manager</i>	9
<i>Auditors Statement</i>	14
<i>Thankyou list</i>	15
Rotary Pacific	15
ZONTA International	15
CWA	15
Uniting Church	16
Special thanks	16
Farewell	16
<i>Centre Business</i>	17
<i>Visiting Services</i>	19
SCOPE Domestic Violence Service	19
Lifeline Counselling	19
Division of GP's	19
Community Rent Scheme (CRS)	19
Carer's Queensland	19
Adult Mental Health	19
Justice of the Peace	19
Legal Service	19
Office of Mark McArdle	19
Tax Help	19
Health Therapies	19
<i>Simply Living on Little</i>	19
<i>Community Centre Programs Services & Highlights</i>	20
Family Support Program.....	20
Young Mums Group	21
ASD (Autistic Spectrum Disorder) Community Forum	21
Live Life – Older Persons Action Program.....	22
SWALLOW	22
Centaclub	22
Olé	23
Seniors Week 2005 – “rapping it up”	24
<i>Other Community Collaborations</i>	25
Sunshine Coast Housing Network	25
Building Better Communities	25
<i>Adult Literacy Program</i>	26
<i>STAFF</i>	27
<i>ACKNOWLEDGEMENT OF FUNDS RECEIVED</i>	28

AGENDA 2005

5.30pm

Arrival & Registrations & Refreshments

6.00pm

- Welcome
- Open Meeting - Nanna's & the Poppa's perform "Spread the Love Around" from their "rapping it up" CD
- Minutes of 2004 AGM
- Presentation of Reports
 - Chairperson
 - Treasurer's
 - Appointment of Auditor
 - Manager
 - Young Mum's group presentation
- Presentation Zonta
- Presentation Rotary
- Election of Office Bearers
- General Business

"rapping it up" CD &

PowerPoint photographs of the project

7.30 Close of Meeting

AGM Minutes 2004**CALOUNDRA COMMUNITY CENTRE INC.****Wednesday 10th November 2004****Present**

Georgie Johnson	Annette Wigan	Mark Clissold
Audrey Waltham	Ali McNaughtan	Patricia Myers
Holly Humphrey	Carolyn Nolan	Michelle Lecky
Rita Bowden	Melodi Peters	Angela Earls
Pat Byrne	Lesley Turner	Phoebe Vanderfield
Mick Graham	Brian Ginn	Mike Egan
Jane Scarratt	Noel Scott	Pam Fletcher
Mary Cheeseman	Christine Hegerty	Cr. Greg Singh
Libby Crossman	Mo Barnes	Kay Philp
Graham Brook	Vicki Cross	Greg Philp
Tim Shanahan	Kate Brannigan	Roger Todd
Kali Lohman	Carly Jeavors	Graeme Bowden
Margaret Hardy	Lesley Goodwin	Marguerite Bentlin
Fred Purches	Jaqui Brough	
Joanna Rees-Jones	Malcolm Brough	

1. Opening of the Meeting

Georgie Johnson opened the meeting at 6.05pm. She welcomed all guests and members in attendance and acknowledged the traditional owners of the land.

She advised that the meeting would be co-chaired by herself and Carolyn Nolan.

Georgie said that there was always the big picture and the little picture issues; each has a part to play. The little picture is important because in a world of change, we need to hold onto the small things.

2. Apologies

Joan Wynne	Elaine Davis	Don Smith
Cr. Gordon Wallace	Cr. Dell Winkler	Donna Justo
Mark McArdle MP	Cr. Andrew Champion	Rowena Walters
Andy Young	Holly Ashton	Louise Bauer
Tina Lathouras	Cr. Anna Crosskreutz	
Mayor Don Aldous	Vicky Belcher	
Emma Fortey	Bruce Hudson	

Motion to accept the apologies**Moved:** A. Waltham**Seconded:** M. Cheeseman**Carried****3. Acceptance of New Members**

Mo Barnes	Debbie Harvey	Fiona Quinlivan
Jacqui Brough	Connie Gadd	Joan Wynne
Chris Carroll	Lorraine Holtrop	Willi Poots
Fred Purches	Maria Teresa Jacobini	Dawn Wilson
Sue Champness	Liz Henderson	Phebe Vanderfield
Lesley Fyfe	Rachel Owen	Malcolm Brough
Maureen Cawobie	Barbara Ross	
Lesley Godwin	Tina Menzies	

Motion to endorse the new Members**Moved:** M. Cheeseman**Seconded:** L. Crossman**Carried**

Margaret Hardy
Kathryn Brannigan
Pat Byrne

Rita Bowden
Michelle Lecky
Pam Fletcher

Kali Lohman
Mark Clissold

Motion to accept new Members

Moved: L. Crossman
Seconded: A. Wigan
Carried

4. Confirmation of Minutes of 2003 AGM

Georgie asked all present to read the **minutes** contained in the annual report and **moved the motion that they be accepted as a true and accurate record.**

Moved: M. Graham
Seconded: T. Shanahan
Carried

5. Presentation of Reports

Manager:

Carolyn shared a few thoughts from her written report and read excerpts from that report. She expressed her concern that although we are told things are great in the economy, at the Centre, there is a totally different picture that we have to deal with daily. Not enough housing, high rents, more and more demands on Emergency Relief. Carolyn thanked all the Staff and Volunteers for their passion and commitment to the Centre and its programmes, and stated that the Staff and Volunteers provide a support for the Community programmes. Carolyn thanked Georgie for her leadership during the last three years and presented her with a gift of appreciation from the Centre. Carolyn also thanked retiring Committee Member Libby Crossman for her commitment to the Management Committee and presented her with a gift of appreciation from the Centre. Carolyn thanked the Management Committee for their hard work over the last 12 months.

Motion to accept the Managers Report

Moved: C. Nolan
Seconded: M. Graham
Carried

Treasurer:

A. Waltham presented the Annual Audited Statement, giving a brief overview of the Accounts, explaining various aspects of the financial report. Audrey thanked the various people and Organisations who had made donations to the Centre over the last 12 months.

Audrey stated that the Funding Committee was always looking for ways to raise money for the Centre.

Motion that the Audited Report as presented be received and adopted.

Moved: A. Waltham
Seconded: M. Brough
Carried

As ratified at the previous Management Committee Meeting, Audrey recommended **that TKM Klingsch Myers Notley be appointed Auditors for the Organisation for the next year.**

Moved: A. Waltham
Seconded: F. Purches
Carried

Chairperson:

Georgie read her report as written. Georgie expressed her concern at the widening social gap between people in communities. There is talk of economic abundance but there are a lot of people the Centre has to deal with on a daily basis that have been left behind in an economically rationalised world.

Georgie then introduced Ali, Melodi, Joanne and Christine as the faces behind the work done at the Centre, to the Members and Guests, and asked the audience to show their appreciation for the wonderful work that they do.

Georgie also introduced the Students who have been at the Centre, on placement, and thanked them for their participation.

Georgie thanked Carolyn and the Management Committee for their support and passion, and the Members of the Caloundra Community Centre.

Motion to accept the Chairperson's Report

Moved: G. Johnson

Seconded: A. Waltham

Carried

6. Election of Office Bearers

Georgie Johnson briefly handed the chair over to Mick Graham after declaring all Executive and Committee positions vacant and announcing nominations of new Management Committee positions.

Chairperson

Tim Shanahan was nominated by Georgie Johnson, seconded by Mick Graham.

There being no further nominations, duly elected.

Deputy Chairperson

Mick Graham was nominated by Georgie Johnson, seconded by Libbie Crossman

There being no further nominations, duly elected.

Treasurer

Audrey Waltham was nominated by Carolyn Nolan, seconded by Ali McNaughtan

There being no further nominations, duly elected

Secretary

Jane Scarratt was nominated by Ali McNaughtan and seconded by Joanne Rees-Jones.

There being no further nominations, duly elected

Committee Members:

Mary Cheeseman was nominated by Audrey Waltham, seconded by Carolyn Nolan

Duly elected.

Fred Purches was nominated by Georgie Johnson, seconded by Carolyn Nolan.

Duly elected.

Georgie Johnson was nominated by Libbie Crossman, seconded by Audrey Waltham.

Duly elected.

Don Smith was nominated by Jane Scarratt, seconded by Ali McNaughtan.

Duly elected.

Mick thanked Georgie for her leadership and commitment over the last three years.

Georgie asked if there were any other nominations from the floor.

Georgie welcomed Tim Shanahan to the Chair.

Tim said he was honoured to take up the position. Tim gave a brief history of how he became involved with the Caloundra Community Centre, and that he was looking forward to working with Carolyn, the Management Committee and the staff.

7. Presentations

Adult Literacy Group.

Marguerite, Angela and Graham, from the Adult Literacy Group read extracts of a poem created by the Group from their own memories of their life.

Shooting from My Hip Replacement

5 members of the Group each gave a brief summary of what they had experienced in being involved with this Seniors Week presentation.

20 minute video showing the highlights from the workshop and the performance.

8. Close of Meeting-

Carolyn and Georgie thanked everyone for coming and the meeting officially closed at 7.55pm.

After three years of demonstrating great leadership and being a wonderful supportive chairperson we bid farewell to Georgie Johnson and welcome Tim Shanahan as the new Chairperson



Always with an eye on the bottom line, Ali McNaughton (Centre Administrator) works with the chair and the manager during the 2004 Annual General Meeting.

Enjoying a typical Management Committee meeting!!!



Chairs Report

Welcome to the 2005 Annual General Meeting!

Throughout my association with the Caloundra Community Centre over the last few years, I have been continually astounded at the enormous variety of services, programs and activities offered by or through the Centre. This year of 2005 is no exception, as it has been an extremely busy one for everyone at the Centre, as you will no doubt appreciate by reading the annual report and viewing the slide presentation tonight.

In my role as Chairperson, I have had the privilege and pleasure of meeting with Carolyn on a fairly regular basis, and I have got to know just what happens at the Centre on a day-to-day basis. Well, maybe not quite everything, as no two days are exactly the same. My respect for Carolyn's abilities as Manager, her experience, and passion for her work has further increased.

'Passion' is one of my favourite words! It's an apt word when talking about the community services sector. Community services cannot be compared to any other sector, even though some people may attempt to do so. It is a unique field, as we are dealing with people, often socially or economically disadvantaged people.

Not one of us should see our respective work as mere 'jobs'. Whether we are members of the Management Committee, or staff members at the Centre, or the many volunteers that we rely on so much, 'passion' for what we do is – or should be – a great motivating factor in what we do. We need to be passionate about helping people at the 'grass roots' level. In these troubled and uncertain times, whether at home or internationally, community and neighbourhood centres such as ours are more important than ever. We need to offer people a refuge, so to speak; a place that offers a caring and supportive environment where people are valued for who they are and who they may become.

As Manager, Carolyn does have to do a lot of 'behind the scenes' work such as attending meetings, fundraising, lobbying relevant authorities, writing reports and strategic plans and business plans etc. Whilst these are important for the ongoing operation of the Centre, I know there is some frustration on her part in not always being able to be more available at that grass roots level.

However, those efforts have certainly been worthwhile: when the Department of Communities conducted a Performance Assessment on the Community Centre earlier this year, they were impressed with not only the work being done by the Centre but with other matters such as policy development and Centre's strategic plan.

Carolyn, I'm sure, would be the first to acknowledge that no one person can do it all; so on behalf of the management Committee, I want to acknowledge and thank her team for their ongoing work – often above and beyond the call of duty, to use an old phrase: Ali (Family Support Coordinator); Jo (Community Development Worker); and Holly (Centre Administrator). Any manager needs to be able to rely on the support and co-operation of staff, as it is a team effort.

Also thanks go to the volunteers who help out at Centre in the office, but especially Noel whose assistance at the Centre in countless ways is so appreciated. To the many volunteers involved in the programs and activities, thank-you for your valuable work too.

Thanks go to the other members of the Management Committee for their support and encouragement shown towards me throughout the last twelve months: Mick (vice-chairperson); Jane (secretary); Audrey (treasurer); and Georgie, Fred, Noel and Don. The previous chairperson, Georgie, has been of special help to me when I've called on her for advice.

During the year we said good-bye to Mary Cheeseman, who - due to other work commitments - resigned from the Committee. Our thanks go to Mary for her work whilst on the Committee, especially in her previous role of secretary.

Also, we are saying good-bye to Don Smith, who is a "veteran" of the management Committee. Don's involvement goes back over ten years. We will be officially thanking him later at this meeting, but I'd like to place on record our heartfelt thanks for his involvement and valuable contribution to the Management Committee over so many years.

A challenge for the Caloundra Community Centre is, of course, to continue to offer what it has in the past, but to try to meet new community needs as they arise. Of course, we aren't the only ones struggling with limited funding. Collaboration with other services is also a priority, and is in evidence daily at the Centre.

Earlier this year the Management Committee and Centre staff met for a day of planning to discuss pressing needs in terms of future services, and to determine the direction of the Centre. The Management Committee faces the challenge of planning new premises for the Centre. The need to physically expand is of paramount importance, and the Committee is working on this issue; and we will continue to work with the relevant state and local authorities in order to make it happen. Stay tuned!

Tim Shanahan
Chairperson



Annual Report from the Manager

Preamble

It is not my intention this year to discuss all the programs and services that we provide here at the Centre nor to mention the work we do in progressing issues of social concern that impact on the quality of life of many in our community. I would hope that many of the photos and stories contained in the AGM Report and the presentations at the AGM will give people a sense of what work we have been engaged in this year and the extent to which this place continues to grow. Besides all the community groups that meet here and the programs and services we provide we now have four regional services that work out of this Centre.

There are days when there is literally standing room only here. We pride ourselves on what we can do and achieve in such a small space. We want this to be a welcoming and homely place where people connect and experience a strong sense of belonging. It was clear from our consultation processes that people placed this as the most important aspect in a new building. The Caloundra Community Centre Management Committee is entrusted with holding the Vision for this place now and into the future. And having *heard the people* and what they want they have been charged with the responsibility of incorporating these elements into design plans for new premises.

And so with such thoughts I would like to share with you my reflections and the challenge I see confronting community based organisations like Caloundra Community Centre, now and into the future.

Maintaining the Passion, Finding Our Voice, Enacting Our Words.

I most recently attended the Community Development Conference at Maleny. Unfortunately I could only attend one day but just being there reminded me of the reasons a conference like this is so important to the work we do. Workers in our sector today are constantly bombarded with more and more information, more things we need to know, more things we need to implement, more ways of being accountable, more reports, more ways of measuring performance, more ways to quantifying what we do, more ways to increase our viability and sustainability and so on. In so doing we can live so much in our heads that we fail to reflect on what creates and ignites the passion for what we do. We thrash about like restless dreamers busily focusing on outcomes and being able to demonstrate that we are meeting our funding goals and our client and community needs.

All this would be okay if for just one small moment we could get this in balance. Where is my heart, where is yours? What is it that first brought us to this work we do? Was it a belief that we could make a difference? Do we still believe we can? Who and what is driving us?

I guess that is what the Conference did for me. It gave me a moment in time to rekindle a flame, which touched the very depths of my heart and provoked questions of how the current culture in which we live can stifle our imagination, discourage us from taking risk and silence voices of dissent.

For a very brief time I linked with others who shared a similar experience to mine, and who were brave enough to ask the hard questions about our local and global concerns. People who do not see themselves as having all the answers but courageous enough to ask the questions and hopefully live into the answers. Courageous enough to touch their own uncertainties and vulnerabilities about where we are all headed and to present another paradigm for understanding this world rather than the popularist view of economic rationalism.

If there is to be struggle against the injustices in our world today then maybe it should start with our complacency. Is the belief that we can't make a difference creating such helplessness and low energy in our communities that we feel powerless to do anything so that's what we do, nothing! Do we think if we are less vocal, less dissenting then Governments are more likely to listen to us? Have we been wooed into a belief that market

forces or just having a strong and healthy economy will address poverty and the plight of the most disadvantaged in our midst? How are we enacting our mandate as a voice for most socially disadvantaged groups in our society and how are we ensuring that the issues that are creating a greater and greater divide between rich and poor are raised?

This year we have given groups and individuals in our community the opportunity to tell us literally '*what they think of us*' and the work we do through consultation around strategic planning and our service agreement. The feedback was very positive. Yet what does a Service Agreement or a Strategic Plan mean to someone who can't feed their family, have insufficient income, at risk of losing their accommodation or is already homeless. What does it mean for those who are experiencing a mental illness, a disability or are just dealing with day to day social isolation and loneliness?

Are we merely 'giving people a fish' or are we teaching them how to fish and how they may collectively fish with others?

The pivotal axis on which all else turns is our commitment to grow compassion in all things we do and in so doing keep the notion of a shared humanity alive? The measure of good practice is not just about knowledge and skills and well written performance measures and outcomes and how many services and numbers to whom we provide.

Nor is it just about growing our organisation into a more viable and sustainable business and achieving a successful financial bottom line. At the end of the day we can do and achieve all these things but if we move further and further away from enacting our mandate and wrestling with what the phrase *working with the most socially disadvantaged* means in real terms I don't think we can give ourselves a successful report card.

As Mahatma Gandhi once said, "*I have only three enemies. My favourite enemy, the one most easily influenced for the better is the British Empire. My second enemy, the Indian people, is far more difficult. But my most formidable opponent is a man named Mohandas K. Gandhi. With him I seem to have little influence.*"

For social change to occur we need to continue to lobby both State and Federal Governments. Our attempts to influence and bring about social change will take a concerted effort at a local, state and national level and we will seek to align ourselves with bodies like QCOSS and ACOSS who have strived to promote social justice for and the elimination of inequity and disadvantage over 50 years.

However at the end of the day like Mohandas K. Ghandi we all need to take up the challenge and begin with ourselves. Hopefully Caloundra Community Centre is not just seen as maintaining the status quo but viewed by others at a local level as participating in developing a healthy and socially inclusive community for all people who access our programs and services.

Management and Organisational Planning

"If you fail to plan you are planning to fail."

I would like to refer you to our Strategic Plan below. This year has been a big consultation and planning year for all of us at the Centre. Currently I am still in the throws of finalising a Business Plan. This ties in with our Strategic Plan and looks at revenue raising and funding issue over the next five years.

One of our key agenda items relates to either the renovation or relocation of the Centre. This has been discussed and debated for many years by many players and is something that will be given priority in the Strategic Plan.

MISSION: *Provide the means and opportunities to build vibrant and sustainable neighbourhoods now and into the future.*

Our Organisational Values:

Commitment to Social Justice

Caloundra Community Centre Inc is committed to:

Equity: A fair distribution of economic, social and political resources through providing people with information and opportunities which enable them to participate more effectively in both formal and informal power relationships.

Access: Ensuring fair and equal chances for all people to acquire those aspects of society that contributes to quality of life.

Participation: Maximising the opportunities for people to participate in decisions that affect their life and their local community. Caloundra Community Centre Inc is committed to working toward the building of a non-authoritarian environment that enables all people to more fully participate in community decisions and processes.

Rights: Informing people that the organisation has policies in place which protect and promote the principles of human rights and ensuring that these rights, as enshrined in human rights declarations and policy apply to all people regardless of their social, cultural or economic background.

Confidentiality and Privacy

At all times staff and committee members should ensure that confidentiality is maintained with respect to all information obtained whilst conducting the business of the organisation.

Value Based Conduct

In representing Caloundra Community Centre Inc and in conducting business, staff and committee members should at all times act professionally and abide by the organisations standards, goals and values. In conducting the Organisation's business they should work in ways that:-

Allow for the expression of diverse cultures.

Respect the rights of individuals, groups and communities to self-determination and to make decisions that affect the future of the individual, or those groups/communities.

Freely allow for articulated and objective opinions to be expressed concerning the business of the Organisation so as to enhance efficiency and effectiveness of service delivery.

Ensure that all meetings are conducted in an appropriate and courteous manner and that those who are least likely to be vocal are given opportunity to participate and have their say in all decision making procedures.

Relationship with Employing Organisation

All staff and committee members should recognise the stated aims of the Organisation, contribute towards these, and work towards the best possible standards of service delivery to the local community.

Staff and Committee members, whilst conducting the Organisation's business should operate at all times within the legally defined structure. (refer Constitution)

All actions should be consistent with upholding the objectives of the Organisation and seek to further the reputation of the Organisation.

Transparency and Accountability

Caloundra Community Centre Inc is committed to fair and just administrative practices that are transparent to all and to financial management practices that promote full accountability for all funding. Administration of public funding agreements will include:

- Detailed and accurate reporting of the true financial position of the Organisation.
- Compliance with all legal and recognised Accounting Standards.
- Compliance with funding guidelines.

Legislative Requirements

Caloundra Community Centre Inc is committed to being a responsible employer and provider of programs and services. Staff and Committee members are responsible for ensuring that they are aware of their legal rights and responsibilities to the Organisation

Integrity

All staff and committee members need to act with integrity in relation to their defined role within the Organisation. Caloundra Community Centre Inc recognises that Conflict of Interest issues can and do occur within the Organisation and that individual dealings and decisions should be at 'arms length'. Please refer to 9.5 Conflict of Interest Policy.

Staff and committee members should ensure that Caloundra Community Centre Inc's public role and objectives are adhered to at all times and that public interest of the Organisation always prevail over the interest of the individual.

Diligence

All staff and committee members will aspire to performing their work with diligence, undertake their roles and tasks in a professional manner and in accordance with the policies, procedures and guidelines as determined by the Organisation.

Key Outcome Area

Leadership and Governance

We will progress this key outcome area through:

- Innovative and strategic leadership
- Expansion of Caloundra Community Centre Inc's organisational capacity and sustainability
- Transparent and accountable governance practices
- Organisational policy maintenance.
- Effective and efficient management of resources.
- Further developing Caloundra Community Centre Inc as a reflective and learning organisation.

We will measure our achievements through:

- A well functioning, visionary and supportive Committee of Management
- A strategic and business plan that articulates future directions and enhances the organisations long term sustainability.
- Sound financial practices and clear means of accountability.
- The on going assessment and improvement of mechanisms to manage and minimise organisational risk including policy development and review.
- Regular processes of consultation and evaluation to ensure standards of best practice and quality improvement.

Key Outcome Area

Centre Facilities and Activities

We will progress this key outcome area through:

- Providing affordable access of Centre facilities to local community groups.
- Working in partnership with other organisations in program and service provision from the Centre.
- Initiating where appropriate the use of the Centre facilities by private providers.

We will measure our achievements through:

- Level of satisfaction with facility and resources provided.
- Opportunities for the provision of programs and services are increased.
- Increased revenue base.

Key Outcome Area

Participation and Community Engagement

- Family Support
- Community Support
- Older Persons Action Program –(*Young @ Heart name change to Live/Life*)
- Information, Assessment and Referral

We will progress this key outcome area by:

- Working developmentally to assist the most disadvantaged to gain greater control of resources.
- Facilitating processes which encourage people's collective participation in the development of a range of responses to meet identified concerns.
- Responding to the support needs of people through the provision of direct services.
- Promoting healthy ageing and extending opportunities for older people to actively participate in community life.
- Providing information and access to appropriate resources.
- Enhancing access to learning pathways for those disadvantaged by limited opportunities to appropriate learning.

We will measure our achievements through:

- Opportunities for people to participate in community processes
- Satisfaction by service users with levels of information, services and support provided.
- Positive influence on the community regarding healthy ageing.
- Increased awareness of the Community Literacy Program in the local community.

Key Outcome Area

Collaboration in Partnerships

We will progress this key outcome area by:

- Working collaboratively to develop local infrastructure
- Promoting collaborative partnership arrangements to develop sustainable outcomes.
- Building on and maximising the use of financial and human resources
- Developing our advocacy base to influence decision makers through network and partnership alliances.

We will measure our achievements by:

- Improved infrastructure and the development of flexible and innovative responses.
- Increase in diversity of partnership arrangements formed.
- A cohesive response to capacity building.
- Impact of a collective response in raising awareness of community need among decision makers.

Conclusion

On behalf of the Management Committee and staff I would like to thank all of you who have contributed to making this place what it is. I wish to thank those of you who were involved in assisting us to develop our new strategic direction and for taking the time to make this a priority in your busy lives. Caloundra Community Centre strives to be a peoples place. A place where we as individuals have opportunity to shape the very nature of what community is all about for us. Many of you have been participating in groups and volunteering in varying ways at the Centre, some for a short time only others have been around for many years. Your commitment and enthusiasm to this place does not go unrecognised. Let's celebrate our achievements and learn from the things we believe we could do better.

As the great poet Tennyson so eloquently expressed, '*Come my friends, tis not too late to seek a newer world.*'

Auditors Statement



KLINGSCH MYERS NOTLEY
P O Box 856
5 Muraban Street
MOOLOOLABA QLD 4557
Ph: (07) 5444 0544
Fax: (07) 5444 7375
Email: admin@tkm.com.au

**INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
CALOUNDRA COMMUNITY CENTRE INC**

Scope

We have audited the special purpose financial report of **CALOUNDRA COMMUNITY CENTRE INC** for the year ended 30th June 2005 as set out in the attached Income and Expenditure Statement, Balance Sheet and Notes to and Forming Part of the Financial Statements. The Centre's management committee is responsible for the financial report and has determined that the accounting policies used are consistent with the financial reporting requirements of the Centre and are appropriate to meet the needs of the members. We have conducted an independent audit of the special purpose financial report in order to express an opinion on it to the members of the Centre. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the financial reporting requirements of the Centre. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than for which it was prepared.

Our audit has been conducted in accordance with the Australian Auditing Standards to provide a reasonable level of assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report. These procedures have been undertaken to form an opinion on whether, in all material respects, the financial report is presented fairly in accordance with Australian Accounting Concepts and Standards and the Organisations Incorporation Act (Qld) 1981 (as amended), and so as to present a view of the Centre which is consistent with our understanding of its operations.

The audit opinion expressed in this report has been formed on the above basis.

Qualification

As is common for organisations of this type, it is not practical for **CALOUNDRA COMMUNITY CENTRE INC** to maintain an effective system of internal control over the cash received from donations and fund raising activities, until their initial entry in the accounting records. Accordingly, our audit in relation to these income items was limited to the amounts recorded.

Qualified Audit Opinion

In our opinion, subject to the effect of the preceding paragraph, the accounts of the **CALOUNDRA COMMUNITY CENTRE INC** present fairly the financial position of the Centre as at the 30th June 2005 and are in accordance with the Accounting Policies described in Note 1 to the financial statements.


.....
Terrence Fritz Klingsch
Chartered Accountant

8-9-05
.....
Date

KLINGSCH MYERS NOTLEY
5 Muraban Street
MOOLOOLABA 4557

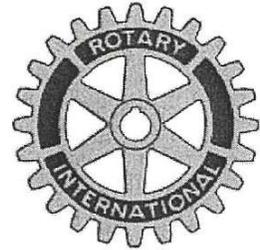
Thankyou list

Rotary Pacific



Graeme Bowden is presenting the cheque to our treasurer Audrey Waltham.

Once again we have been proudly supported by Rotary Pacific. With this assistance from Rotary we can continue with the program areas they support.



ZONTA International

This year Zonta International is working in partnership with the Caloundra Community Centre to provide our innovative budgeting program for families on the Sunshine Coast. **The Simply Living On Little Program** is a self directed - learning approach aimed at transforming the participants' perspectives on living on a limited income by promoting changed behaviour. The aim of the program is to improve quality of life for women of all ages living on low incomes, through a range of strategies designed to create the most out of a limited budget. Whilst this program is aimed at women it also encourages men to participate..

The Caloundra Community Centre Inc. endeavours to run 3 programs each year. The programs run on the coastal strip as well as the hinterland so as to be as accessible as possible.

The Caloundra Community Centre Inc. is not funded to run these programs and seeks assistance from various bodies each year. Therefore with the assistance of ZONTA International we will have the ability to run 3 programs in this current financial year (for members of the community in the LGA) as well as a facilitators program in the region.



The many faces of Santa – the giver of gifts

CWA



kindness and generosity of spirit.

Christmas time brings out the best in people and shares good fortune, joy and extra smiles. Last year the women for the CWA made beautiful quilts as Christmas presents for the children of the Young Mums group. These quilts were stunning pieces of art with many hours of handy work and love in every stitch. The quilts were much appreciated and have become treasures to the children and mums who received them. So it is with much pleasure (and on behalf of the children) we say thankyou to the women of the CWA for their

Uniting Church

And on that note of generosity of spirit we would also like to thank and acknowledge the Uniting Church. For some of our families Christmas time can really stretch the budget and prior to Christmas 2004 the Uniting Church provided us with fantastic presents and hampers for families we work with. The community support and big-hearted thoughtfulness behind these gestures are what always makes this time of year a special occasion.

Thankyou everyone for the 2004 gifts of love.



Special thanks

From behind, behind the scene. Do we ever stop to consider who looks after us in the day to day life at the Centre? Does any one outside realise there are people "behind the scenes" who maintain our physical space in a kind and timely fashion?

Enid & Brian have been a part of the Caloundra Community Centre for many many years. They are known throughout the community for their compassion and generosity and have often gone without themselves so they may assist others. Thousands of hours of work and many different roles of volunteering by Brian & Enid are a part of the ingredients that have helped hold this Centre together.



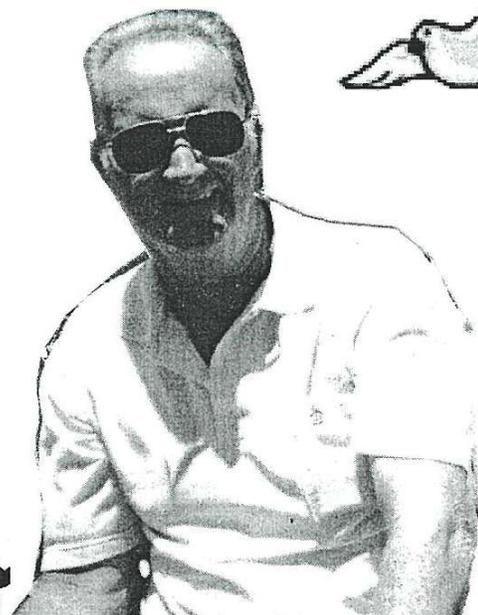
Over the years there have been many trials and tribulations yet Enid and Brian have quietly gone about their business to maintain and ensure our physical comfort and well being.



Recently Brian and Enid did something completely out of character...they went on a holiday and what a holiday it was! Brian, looking rather James Bondish in his tuxedo, mingled with millionaires and sat at the Captain's Table, told a few tall stories and danced with Enid.

Farewell

Nev Sleeman, ("another behind, behind the scenes person") our handy man who has been an absolute godsend and always prompt in our requests for the fixing of things, maintaining the playground and (especially) moving of whiteboards, has now retired from his position and will be missed. Although at times we may look as if we take for granted the constant quality of his work and the time spent, we do indeed acknowledge his support and gentle good nature in his role at the Centre. Nothing was ever too much trouble and Nev always had a smile to greet our requests.



Centre Business

Our reception volunteers provide a warm and professional first point of contact for the Caloundra Community Centre. Due to the nature of enquiries we address, it is crucial that clients receive a welcome and personal response to their concerns. This team of volunteers is committed to the values of the centre and to contributing to their community. They are a critical asset to the Caloundra Community Centre.



And last but not least



Noel is an invaluable asset to the Centre and is always on call for us. He is currently the Centre's Work Place Health & Safety Officer, Friday's front desk receptionist and performs the initial induction with the new reception volunteers. When referred to as Jo's assistant he is working on the administration of Emergency Relief and distributing the funds, collating data for analysis and or/ performing secretariat tasks for the Welfare Network. Noel is also adept at costings, negotiation and the acquiring of assets much needed by the Centre. Not to mention singing and dancing with Jane Chrissy and Barbara! ...and he is on the management committee too!

Regular groups who meet at the Centre

Coffee, Craft & Chat
 Playgroups
 Centaclub
 Carers' Support Group

German Classes
 50 + Friendship Group
 JP Association
 Narcotics Anonymous

Art Group
 NeighbourhoodWatch

Multicultural Group - Caloundra Multicultural Women's Coffee Morning

Under the leadership of Alice Newell, Multicultural Support Worker at Maroochy Neighbourhood Centre, women from diverse cultural backgrounds meet together for fellowship and to participate in a bead-making workshop on the third Tuesday morning each month.

At the present time eight to ten women from four different cultural backgrounds are regular attendees. Under the tuition of Ms Isabel Sanchez, herself a migrant from Columbia, these women are becoming quite skilful in making a variety of necklaces and bracelets. As well as



learning this skill, the opportunity to meet together in a friendly, non-threatening environment has resulted in new friendships being formed. These women who are starting life in a new country, with few of the normal support networks available to them, value the opportunity to meet together in this way. It is planned to complete this bead-making course during the remaining three months of 2005 and to continue the coffee morning in 2006, possibly with a different focus, depending on the expressed needs of the participants.

A number of members of the group are pictured here with Alice Newell, Community Settlement Services Officer. This project is a collaborative arrangement between Maroochy Neighbourhood Centre and the Caloundra Community Centre.

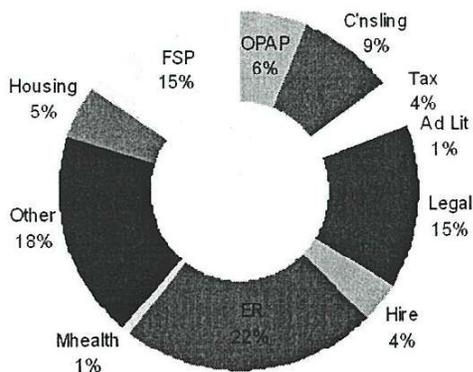
Community & organisational groups that offer training or services

- Communication & Anxiety Courses –Community Health
- Dispute Resolutions
- Quest College
- Carers Qld
- Community Praxis Co-op Ltd
- Relationships Australia
- Life Without Barriers
- Buteyko Institute

Informational & Referral

During the course of a year approximately 3,500 people contacted the Centre for assistance. 19% of these inquiries were from males and 81% from females.

Many inquiries are complex and often require the assessment of multiple issues in order to make appropriate referrals to a variety of services.



Visiting Services

SCOPE Domestic Violence Service

A trained counsellor is available through SCOPE to provide counselling for adults and children, filling out applications for Domestic Violence orders and support through the court process.

Lifeline Counselling

A Social Worker is available for anyone who would like to discuss issues regarding parenting, children, relationships and family matters.

Division of GP's

a Psychologist Service now uses the centre. This service is available through local GP's.

Community Rent Scheme (CRS)

A worker visits the centre every second Friday to provide information on accommodation to people who are on a low income, on the public housing waiting list and have an immediate housing need.

Carer's Queensland

An experienced Social Worker provides in depth support for carers and works from the centre when the need arises.

Adult Mental Health

An experienced worker facilitates a support group for family and carers of people with a mental illness on a monthly basis.

Justice of the Peace

A JP is available at the Centre each Monday between 11am and 12.00

Legal Service

Free Legal Advisory Service is available at the Centre once a month. This service is provided by local solicitors for people on low incomes who need legal advice.

Office of Mark McArdle

The State Member for Caloundra is available by appointment at the Centre on the first Friday of the month.

Tax Help

Assistance is offered to low income earners to complete personal income tax returns

Health Therapies

Highly qualified private practitioner provides high quality health and remedial massage.

Simply Living on Little

Our programme facilitators Anette Wigan (B. Admin) and Pat Byrne (B.Nur) have been running workshops throughout the year.

Thankyou to ZONTA we will be running 3 programs this financial year, be able to update our manual and follow up on facilitator training that will extend the benefits of this programme throughout the region.



Community Centre Programs Services & Highlights

Family Support Program

The 'Family Support Program' is a volunteer home-visiting model of family support. A team of trained and supported volunteers offer emotional and practical support to families in the community who are experiencing difficulties. It emphasises early intervention/prevention, non-hierarchical relationships, community resources, and building independence and self-reliance. The Program is committed to supporting families reach their full potential and optimal functioning through the provision of an intervention that is non-threatening, flexible in approach and preventative in orientation.

The objectives of the program are to:

- work together with family members to meet their goals,
- encourage and support the development of family strengths
- Promote positive parenting strategies aimed at reducing risk of child abuse and neglect
- Provide companionship and relationships based on trust
- Link family members into community networks and support groups to reduce isolation.
- Provide emotional and practical support that is appropriate and relevant
- Advocate on behalf of family members when appropriate



A total of 65 referrals were made to the Family support program over the last 12 months. The numbers of referrals accepted into the Family Support Program was 25. Approximately 14 referrals were resourced, and linkages with other organisations made, therefore meeting the immediate need without formally accepting the family into the program. The number of requests for assistance unable to be met was 26.

There has been an enormous amount of wonderful work done by family support volunteers over the past twelve months. The Centre is constantly impressed by the level of commitment and high standard of support that is offered by all volunteers in this program. We would like to take this opportunity to thank all of the dedicated volunteers from everyone at the Community Centre and especially from all the families in our community. Your ongoing commitment & caring is overwhelming.

The total hours completed in face to face and telephone contact with families by volunteers in the Family Support Program was 847 hours! WELL DONE!!



Young Mums Group

The Young Mum's Group is a social/support group for parents aged under 25 which commenced in April 2004 and was initially a collaborative venture between the Family Support Program and Caloundra Community Child Health Service. A trial 10 week group program was run successfully in 2004 and consequently secured some one-off funding from the Caloundra City Council to continue for the remainder of that year and for the 1st semester in 2005.

Initially, the group was established in an effort to address an identified need within the Caloundra community for a social/support group for young parents (a need identified by Caloundra Community Centre, Caloundra Child Health Service, Integrated Family and Youth Service, and the participants themselves). The group provides a safe, supported and educative environment for young mums to meet each other and form relationships with each other, therefore lessening their social isolation. Through their involvement, the group also creates an opportunity for the participants to be young people actively engaged in their community, as well as parents.

Some of the objectives of the group, developed in consultation with the participants, in the last twelve months are:

- Development of promotional strategy that encompasses the WHO & WHAT of the group. What its like to be a young mum, how the participants see the group in assisting/supporting the following:
 - enhances self-esteem and individual's sense of self worth
 - celebrates resilience & strengths
 - Develop particular skills as young mothers and to increase levels of confidence in what they know.
 - Address issues concerning loneliness and social isolation.
 - Development of social/peer support networks
 - Creating an environment that is safe and nurturing and that allows participants to hope & dream.
 - Encourages participants to expand awareness of what IS possible.

The group meets once a fortnight (Thursdays 12.30-2.30pm) and is supported by the Family

ASD (Autistic Spectrum Disorder) Community Forum

A FREE community forum took place at Caloundra Community Centre on 19 July 2005. The morning comprised of a number of guest speakers, and was informative for parents, caregivers, workers and teachers of ASD children, in fact anyone whose lives have been touch by ASD, and was attended by over 40 people. Guest speakers included Harold Stone, President of the Asperger's Syndrome Support Network of Queensland, Dr Tom Hurley a local Paediatrician, and Lynette Cooper, an Educational Assessment Psychologist.



The Coordinators of a new service, ASD Respite services, gave an overview of their service which provides in-home respite, information, training and support to families caring for a child with ASD. Parents spoke of their personal experiences of parenting a child with ASD, and their own valuable experience including strategies for caring for a child and families with autism in the family. This event was developed and organised through the successful partnership of ASD respite services and the Caloundra Community Centre Family Support Program.

Live Life – Older Persons Action Program

SWALLOW

Senior Women Affirming Life Love Originality & Wisdom (or SWALLOW for short) is a program that has been running at the Centre for many years. SWALLOW is held twice per year and is still as successful and inspirational as ever.

“a great help to myself and seeing the change in others has been great!” “I learned more about myself and how to handle situations!” “It was very good am I am very happy because I learned many things”; “it is a wonderful course for senior women and I encourage all women to participate if they can” and last BUT not least!



“It’s a great opportunity to meet wonderful people!”

Centaclub

Centaclub is a women’s over 50’s social and educational group which meets at the Centre on Wednesday mornings for fun, food and frivolity (and sometimes for serious information and learning experiences too!).



Centaclub women on a ‘mystery bus tour’ where the day was exciting, the food was great and the company hilarious!

Olé

Older Persons Learning Expo (commonly known as OLE) was another resounding success this year and getting bigger and better every year. Ole is a fantastic example of community groups and organisations working together to provide information and activities for older people in our community.



Volunteers, Vicky White & Jane Scarratt at our information stand

A very special guest at this year's event was Mary Donaldson Snr. who gave an inspirational talk on the positive perspective of pill consumption. I am sure many members of our elder community will now view 'pill taking' in a whole new light!

Next year **Olé** will be held on the 10th of May at the Kawana Library so book that in your calendar now! And remember our motto

What began as a Older persons Expo at the Caloundra Library is now an annual event held at the Kawana Library and is now managed by the library and the most amazing team of community representatives. Some of the highlights of this event are the entertainment, the information, the fabulous prizes and last but not least the friendliness and fun that is an integral part of the whole experience.



*“ you don't stop playing
because you grow old,
you grow old
because you stop playing!”*

Seniors Week 2005 – “rapping it up”

This project was initiated by the Caloundra Community Centre in collaboration with Integrated Youth Services (Reconnect), Youth Activity Services (Caloundra City Council), the Sunshine Coast Flexi School and older members of the community and funded and supported by all of the above and including the Dep’t of Communities.

This project gave an opportunity to explore the mythologies of ageing and identified strengths and opportunities for further interactions that affect the lives of younger and older people in our community.

A series of song writing & recording workshops created and facilitated by Live Vibe Music for Caloundra Community Centre were held during June, July and August with the finished product performed during Seniors Week 2005 at a public function.



The sessions explored the collective experiences of the group via the creative music medium of song writing and the process of recording to CD.



The Nanna’s & the Poppas initially showed resistance to working with contemporary ‘rap style’ of music. After they had experienced and participated in a process of writing & recording their own song using this style of music, they were more able to connect with their own ‘inner young person’.

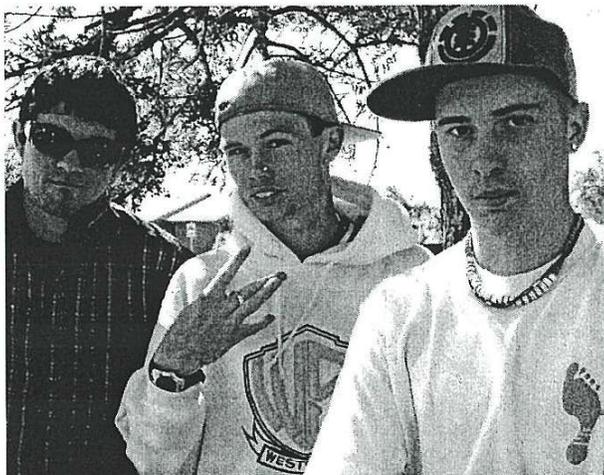
This led to an openness and willingness to listen to the voice of young people through this medium. They became very engaged in the process which became a real bridge for understanding, listening & interpreting the issues & messages in each song.

The CD was launched at the Caloundra Community Centre Inc.’s Senior’s Week 2005 event.

Staff at the flexi-school have expressed the positive impact the project has had on some of those young people who have experienced difficulties in the mainstream school systems. The project was a resounding success as a number of the participating students are showing motivation to be involved in further projects of this nature and that the project provided a platform of positive self esteem to continue to achieve positive outcomes in their application to learning.



As result of the project one of the senior members of the group is now volunteering to teach math with the flexi school students and other members of the Nannas & the Poppas are keen to explore the possibility of more intergenerational projects with young people.



Young people were reluctant to perform with older people and relationships were slow to build but on the day of the performance there was a notable change with young people and older people both elated with the outcomes. It was evident that a degree of trust had begun to develop. It was interesting to note that although only some of the Flexi-School young people actually participated in the workshops they ALL turned up to the performance and all supported the experience.

Other Community Collaborations

Sunshine Coast Housing Network.

The Sunshine Coast Housing Network formed early in 2003 to give voice to the growing concerns about housing issues, to explore possible alternatives in affordable housing provision and lobby for affordable and appropriate housing solutions on the Sunshine Coast.

The Sunshine Coast Housing Network incorporating the Sunshine Coast branch of Queensland Shelter is a collective of agencies and individuals who are vitally concerned about ensuring better, fairer more affordable appropriate and accessible housing opportunities for people in housing need on the Sunshine Coast.

In late 2003 The Sunshine Coast Housing Network received funds from Queensland Shelter, the SEQ North Community Housing Resource Unit, Noosa Council and a range of community based housing organisations on the Sunshine Coast to undertake a project to respond to the growing affordable housing needs on the Sunshine Coast. The project was auspiced by Caloundra Community Centre Inc.



Network Chairperson

Whatever Happened to the House that Jack Built? was a Sunshine Coast Housing Network initiative that sought to find solutions to the burgeoning problem of housing affordability on the Sunshine Coast. The three key themes that have emerged from the project and are currently being addressed through a range of responses were:

1. The need for a vehicle (legal entity/ structure to drive affordable housing.) The Sunshine Coast Housing Council was supported by financial contributions of \$15,000 each from Caloundra, Maroochydore and Noosa Councils and received funding through Housing Queensland to take up this role for affordable housing asset redevelopment and to become a not for profit company.
2. An enhanced role for Local Government. (for more information please refer to 'The House that Jack Built Report'.
3. Innovative and Partnerships in affordable housing initiatives. (for more information please refer to 'The House that Jack Built Report.'

The Sunshine Coast Housing Network meets on the first Tuesday of each month at the Maroochy Neighbourhood Centre.

Building Better Communities

In September a number of our volunteers along with others in the Community undertook 'Building Better Communities' training which was developed by Community Praxis Co-op Ltd.

Facilitators Howard Buckley and Lisa Price led us on a journey of Community Building fraught with passion, laughter and a whole lot of creative language which we quickly adopted into our vocabulary!

On a practical level, we learned some valuable skills such as strategic questioning, working with conflict and connecting with people as well as looking at some frameworks to enable us to work towards building sustainable, safe and supportive communities.

On the basis of these learnings, our volunteers will undertake a project called 'Shaping our Collective Perception'. This will be a workshop involving all volunteers who, using images, words and collages will come up with a collective perception of what the Caloundra Community Centre means to them. This will then be passed on to a graphic designer who will use it to create a new logo for Caloundra Community Centre.



The most important aspect of this project is that participants from the 'Building Better Communities' training get to use the skills and knowledge they have gained to make connections and build relationships with some of the forty-two people who volunteer across

different programs at the Caloundra Community Centre. In this sense, we are creating our own sustainable, safe and supportive community!

Adult Literacy Program

"Words, Meanings and Other Things"



Our Community Literacy Programme provides a specific access avenue for members of our community who otherwise have little opportunity to learn "real world" language skills in an academically structured though non-intimidatory and welcoming setting.



Thanks to the enthusiastic participation of our tutors and students, another year of adult literacy sessions is now almost at an end. Our volunteer tutors have participated strongly at the "front line" this year:



Thank you so much to Angela, Fred, Nesta, Barbara, Pam, Rita, David, Gaylene and Wendy for your willing assistance in sharing your expertise and knowledge for our combined benefit. A placement student recently remarked that we all learn something new from each other every week: there's a message in that for all of us.

The Community Centre was successful in receiving funding to continue its Adult Literacy Programme through to June 2006, under the State Government's *Training in Communities* Project. Each of our eight students have been assessed as eligible to receive a Certificate in Adult Literacy and Numeracy (according to his or her individually enrolled level) at a graduation ceremony to be held in December. We're very proud of that achievement.

Georgie Johnson,
Adult Literacy Programme Co-ordinator.

STAFF

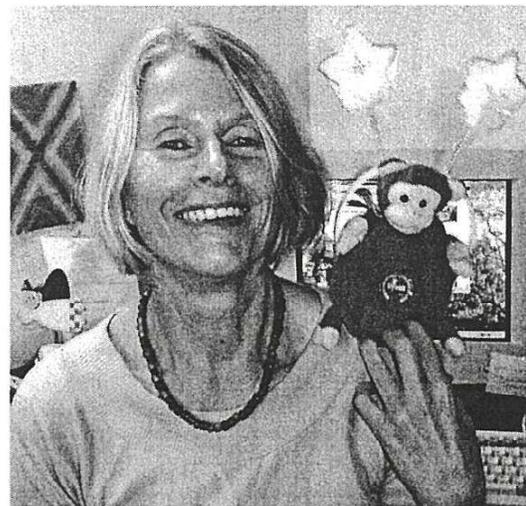


The Team implementing good Human Resource Policy. Everyone gets to be a Queen for a day on their birthday. Left to right, Carolyn Nolan (Manager), Joanna Rees Jones (Community Development and Support Worker, Ali Mc Naughtan (Family Support Coordinator) and Holly Aston (Centre Administrator).



Her smile always says it all!!! Christine Hegerty previous Family Support Coordinator and now working for the Cerebral Palsy League in Nambour. Gone but not forgotten!!

My bags are packed and I am going this time!!! Melodi Peters Locum Community Development and Support Worker worked with us for a period of six months last year. Melodi now works as a Social Worker with Blue Nurses at Cooroy.



ACKNOWLEDGEMENT OF FUNDS RECEIVED

RECURRENT GRANTS	AMOUNT RECEIVED
Department Communities	
• <i>Community Support Services Program</i>	\$138,735.00
• <i>Older Persons Action Program</i>	\$22,602.00
Department of Family & Community Services	\$28,103.00

NON RECURRENT GRANTS	AMOUNT RECEIVED
Department of Employment & Training 2004/05	\$10,000.00
Department of Communities Seniors Week 2004	\$1,000.00
Caloundra City Council Annual Grants 2004/2005	\$2,000.00
Caloundra City Council Annual Contribution 04/05	\$5,000.00

DONATIONS	AMOUNT RECEIVED
Caloundra Pacific Rotary Club	\$4,800.00
Reconnect (RIU)	\$750.00
Caloundra City Council – YAS (RIU)	\$1,600.00
Zonta Club	\$5,000